



☒ **Completely Satisfied** **New Vehicle Delivery System**

Vehicle Identification Number

1G1AK52F057

FDI Date: 6/17/05

Delivery Date: 6/24/05

Pre-Delivery Check (Sales Consultant completes these checks prior to delivery date/customer arrival.)

- ☒ I reviewed the completed GM Pre-Delivery Inspection form, verified that the correct Regular Production Accessories (RPAs) are installed, prepared the Dealer Check and Non-GM Products Used form, inspected the body and paint surfaces for fit and appearance, and confirmed that all required paperwork is in order (e.g., title/registration, financing, service contract). Vehicle has been driven on road test and battery fully charged.

Completed: 6/24/05

Consultation at Delivery

- ☒ Present all glovebox material including the Owner Manual, Maintenance Schedule, Warranty Information, XM Radio and OnStar literature. If equipped, emphasize the importance that the customer reviews the material.
- Review Roadside Assistance and Emergency Transportation procedures.
 - Provide state-required Lemon Law information, if applicable.
- ☒ Explain the importance of regular scheduled maintenance and the GM Oil Life System (as equipped).
- ☒ Remind customer that, in order to receive them, they will be receiving the Purchase and Delivery Satisfaction Survey and, if applicable, the Service Satisfaction Survey from GM.
- Advise the customer of a possible follow-up call to ensure that they are completely satisfied.

Vehicle Presentation with Customer

- ☒ Review body and paint to make sure it is clean and damage-free.
- ☒ Review exterior items including:
- Location of hood latch, proper use of trunk release, if applicable (Section 5)
 - Location and operating procedure for oil caps (oil levels, etc.) (Section 5)
 - Fuel filler door and cap operation (Section 5)
 - Spare tire removal and lock location (Section 5)
 - Remote Keyless Entry and Remote Start operation, if equipped (Section 2)
- ☒ Review interior to make sure it is clean and damage-free.
- ☒ Review and demonstrate all vehicle features and controls using the Owner Manual and "Getting to Know Your" vehicle booklet or other supplemental feature information. Customer understanding of the described features is key to their satisfaction with the vehicle.
- Reset Average Fuel Economy Display Information Center (DIC), if equipped. (Section 3)
 - Help the customer set personalizable programmable and memory functions, including HomeLink, if equipped. (Sections 2 & 3)
 - Seat, steering wheel, mirror, and power adjustable pedal positioning, if equipped. (Sections 1 & 2)
 - Climate Control system: automatic and manual and recirculation functions; heated/cooled seats, if equipped. (Section 3)
 - Audio/infotainment systems: CD, XM, MP3, XM, GB, DVD, MP3 and Navigation functions, as equipped. (Section 3)
 - Safety features: safety belts, child seats and LATCH system. (Section 1)
 - Inform customer of OnStar description and operation, if equipped. (Section 2)
- ☒ Offer orientation drive, or recommend that customer drive the vehicle for sufficient familiarization.

Service Introduction and Orientation

- ☒ Introduce the customer to Service Department personnel and familiarize the customer with the dealership's Service facilities.
- Present dealership service personnel on hours of operation, shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
 - Discuss convenience and convenience items for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires, etc.)
 - Suggest a follow-up visit (e.g., oil change, inspection or New Owner Clinic)
 - First follow-up visit scheduled for: _____

(Date)

The above items were inspected, explained and demonstrated to my complete satisfaction.

[Redacted Signature]

Lou Labounty 6/24/05
 Salesperson's signature Date

DETAIL ORDER FOR A MOTOR VEHICLE

07/27/2005

DATE

TO VALLEY MOTOR SALES, INC.

STATE OF VERMONT DRIVER EDUCATOR

PO BOX 57

988

DRIVER'S NAME

4/50/0

BETHEL, VT 05632

STATE DEPT OF EDUCATION

Lou La Bounty

MONTPELIER, VT 05620

802-828-3126

RES. PHONE

BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING

☒ NEW☐ USED☐

PLATE #

KEY 00659

YEAR 2005 MAKE CHEV

MODEL OR SERIES COBALT

BODY TYPE 4DR

COLOR SANDSTONE

TRIM

VIN 1B1AK52F057

STOCK NO. 9353

TO BE DELIVERED
ON OR ABOUT

CASH DELIVERED PRICE OF VEHICLE

14723.58

REBATE

500.00

ACCESSORIES

INSTALL PEDAL CONTROLS

50.00

DOC FEE

75.00

MECHANICAL PRDT

N/A

FEDERAL LUXURY TAX

N/A

LIFE

N/A

AIR

N/A

CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE

14348.58

STATE AND LOCAL TAXES

N/A

LICENSE, LICENSE TRANSFER, TITLE REGISTRATION FEE

15.00

VBI & GAP INSURANCE FEES

N/A

1. TOTAL PRICE OF UNIT

14363.58

2. DOWN PAYMENT

consisting of \$

N/A

N/A

and/or \$

N/A

allowance on trade-in; see statement in
right hand column for details.3. UNPAID CASH BALANCE DUE ON DELIVERY
(difference between items 1 and 2)

14363.58

USED VEHICLE TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRADE-IN

(SEE NOTE BELOW)

YEAR

MODEL

BODY

VIN

ODOM

BALANCE OWED TO

ADDRESS

USED TRADE-IN ALLOWANCE

\$

N/A

BALANCE OWED ON TRADE-IN

\$

N/A

NET ALLOWANCE ON USED TRADE-IN

\$

N/A

DEPOSIT OR CREDIT BALANCE & CDD

\$

N/A

DOWN PAYMENT (Trans. to Left Col.)

\$

N/A

REMARKS

FINANCE THRU:

NONE

TERM 1 RATE 0.0000 PAYMENT 14363.58

1ST PAYMENT DUE 07/28/2005

GM NE REG CON CGH--05-34A-14--0500

GM EMP DIS FOR EVERYONE--05-34AAU-3

RECEIVED
JUL 29 2005
GARYWOOD
Doc to car

*BUYER CERTIFIES THAT THE VEHICLE TRADED (AND
DOES NOT HAVE A SALVAGED OR REBUILT TITLE.

SIGNED

Attention Used Car Buyers: If you are buying a vehicle with this contract, federal regulations may require a special buyers guide to be displayed on the window of the vehicle. 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.

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 DEFECTS UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT. DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY 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".

The front and back of this Order Memorandum contain important information affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into or will be made or entered into by me. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this order. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am of legal age, and hereby acknowledge receipt of a copy of this order.


BUYER'S SIGNATURE

07/27/2005

DATE

ACCEPTED BY:

Lou La Bounty
DEALER OR AUTHORIZED REPRESENTATIVE

JOB		ORIGINAL ESTIMATE	RELEASE OUT
A	INDNC CHECK & TOP OFF FLUID LEVELS ONLY Kit -> VS1 U	 Valley Motor Sales, Inc. Route 12 North P.O. Box 57 Bethel, VT 05032-0057 Tel: 802-234-9968 Fax: 802-234-6414	
B	INDNC VERMONT STATE INSPECTION Kit -> VS1 U		
C	INDNC INSTALL EXTRA BRAKE PEDAL		
		WE RECOMMEND THE FOLLOWING SERVICE	
		1. _____	
		2. _____	
		3. _____	
		4. _____	
		5. _____	
		The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for particular purposes, and neither makes nor endorses any other product or service for any liability in connection with the sale of used products.	
		Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; if not, please tell us immediately.	

[illegible]

Valley Motor Sales, Inc.
207 Pleasant Street
P.O. Box 57
Ruthe, VT 05082-0057
www.valleymotorsales.com
Tel: 802-234-9968
Fax: 802-234-6414



CHEVROLET

Cashier-> TR 15:39 13:20

CUSTOMER NO. 45010 R	STOCK # 9353	DEALER # 32525	INVOICE DATE 12/15/2005	INVOICE # 041257
CUSTOMER NAME & ADDRESS RANDOLPH UNION SCHOOL #80	SALES IN 3151M	SALES OUT 3152M	COLOR SANDS	DELIVERY DATE 07/27/2005
CONTACT: MIKE CZOK	VIN 1G1AK52F057		PROD. DATE 12/15/2005	R.O. DATE 11/18/2005
24 CENTRAL ST	SERVICE WRITE UP 7		TECH #	P.O. #
RANDOLPH, VT 05060	DEDUCTIBLE 0.00		AUTHORIZATION #	ADJUSTOR
EXTENDED WARRANTY CO.	RESIDENCE PHONE		BUSINESS PHONE	

RESIDENCE PHONE	BUSINESS PHONE	SALES WRITER DELIVERY SIGNATURE
728-5052	728-3197	

CH	IN HOURS	ADDT CODE	TECHNOLOGY	SALES INVOICE	CHARGE
----	----------	-----------	------------	---------------	--------

A	4.4	3.6	NRDRO VEHICLE POWER STEERING IN-OP AFTER WARMED UP
	9W	186.05	
	1.6		Labor Code 32 QJ
	2.0		Labor Code
			FOUND PARTS #1239311, FOLLOWED DIAGNOSTIC PROCEDURE.
			REPLACED STEERING COLUMN ASSEMBLY, ROAD TESTED, OK.
	421.02	589.43	1.06818 10394224
			COLUMN KI

186.05 Tot Labor

589.43 Tot Parts

775.48 Tot Parts & Labor

DEALER AUTHORIZATION

Code 90

Date

Signature

THANK YOU FOR CHOOSING VALLEY MOTOR SALES

TERMS ARE CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

ALL CHARGES ARE NET 30TH & SUBJECT TO 20% INT

*****ATTENTION ON THE WEB WWW.VALLEYMOTORSALLES.COM*****

PARTS WARRANTIES HAVE LIMITED OR NO LABOR COVERAGE

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Total Deductible	0.00
Total Misc.	0.00
Hazard/Oth	0.00
Total Tax	0.00

EXTENDED WARRANTY PAY	FACTORY WARRANTY PAY	SALES TAX	SALES TAX RATE	TOTAL ESTIMATE	TOTAL CUSTOMER PAY
	775.48				0.00

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 15 DAYS. 30% RESTOCK CHARGE ON ALL RETURNED PARTS. PLEASE USE CAUTION OPENING PARTS. IF CONTAINER IS TORN OR DEFACED, PART IS NOT RETURNABLE.

2005 Cobalt Field Product Report

Called in

VIN (All 17 Digits): 164K42F057

Mileage: 3162

12/16
13:4

Condition:

Vehicle power steering in op after warmed up. Vehicle is a drivers education car - condition occurs during parallel parking.

Cause:

System thermal error code

Correction:

recommended customer limit parallel parking & drive in between. Customer upset because it is normal to practice parallel parking & feels this should be corrected.

Told by TAC to replace steering column - did not correct
a condition to customer

Dealer BAC Code: 115660

Saab Dealer Code:

Dealer Name: Valley Motors Sales

Dealer Contact Name: Steve or Sandy

Dealer Phone: 802-251-5968

RO#: 41257

TAC Case # (If Available): 200 2121

Digital Photos Available: ☐ Yes ☒ NoParts Available?: ☒ Yes ☐ No

Field Product Support Phone Number is 888-274-4185		
Truck Brand Quality	Powertrain Brand Quality	
Mailbox: 31000	Mailbox: 32001	Mailbox: 32002
When Sending From Use Node 58633 And The Appropriate Mailbox		

- Dealer code
- Dealer contact (name of person making report)
- Condition (customer description)
- Cause (if known)
- Correction (if known)
- Part number and/or part name
- Electronic file attachments for picture (.jpg, .ppt, .doc) or sound (.wav) formats (if available)

Information for Dealers on How to Submit a Field Product Report #02-00-89- 002D - (Sat 17, 2005)

Information for Dealers on How to Submit a Field Product Report
2006 and Prior Passenger Cars and Trucks (Including Saturn)

2003-2006 HUMMER H2

2006 HUMMER H3

2005-2006 Scab Passenger Cars and Trucks

This bulletin is being issued to add models and the 2006 model year and update the form.
Please discard Corporate Bulletin Number 02-00-89-002C (Section 00-General
Information).

Dealers play a key role in reporting product issues via Field Product Reporting. The
information proves to be extremely important to the product problem resolution process.
This bulletin will offer information on how to submit a VME Field Product Report (for
US dealers only) or a Canadian Product Information Report (for Canadian dealers only).

Submitting a Product Report

You should submit a product report anytime you encounter a product condition (i.e.
repetitive conditions, reliability issues, quality issues, etc.). Rapid communication of your
concerns is important to help facilitate quick product resolutions. Listed below are some
other guidelines on when to submit a report:

Guidelines for Submitting a Report

- Report on any new models.
- Report issues concerning a new product/component launch.
- Report conditions noted at delivery inspection (PDI).
- Report emerging or multiple occurrences of the same problem).
- Report any issues that result in a "walk home."
- Report on current issues that are covered by a published bulletin, when the published
procedure does not resolve the condition.
- Report on ongoing issues that we are aware of but aren't resolved if you have
new or additional information.
- Report on any repairs that are easily understood by reviewing labor operation.

- usage.
- Report on serviceability issues.
- Report a first time recurrence of a problem that is a customer annoyance.
- Report on product problems concerning parts received from GM Service and Parts Operations.
- Do not include personal opinions in product reports. State only the facts. If including a personal opinion, please identify the comment as such.

VME Field Product Report (for US dealers only)

- In order to access this system, call 1-888-274-4185.
- After you have accessed the system, record and send your message to the appropriate mailbox as follows:
 - Powertrain Group - Mailbox #32002 Applies to all vehicles - all engine, transmission/transaxle/differential/rear axle/transfer case issues.
 - Car Group - Mailbox #32001 Applies to all non-powertrain issues specific to cars.
 - Truck Group - Mailbox #32000 Applies to all non-powertrain issues specific to trucks.

Important: If you are already in the voice mail system and wish to leave a Field Product Report, you do not have to hang up and dial the toll-free number. Simply leave a message as you normally would and then enter VME Node 58633 and the appropriate mailbox number (32002, 32001 or 32000) when prompted for the mailbox number.

Product Information Report (for Canadian dealers only)

- Submit Product Information Reports (PIRs) using the electronic PIR form located on the GMInfoNET (effective February 1, 2002).
 - Important:** Submit only one PIR for each product condition. Additional VINs demonstrating the same product condition should be included on the same report following the description in the CONDITION field.
- In order to access the electronic PIR form, choose Department: Service & Body from the GMInfoNET home page.

The electronic Product Information Report (PIR) form contains fields to record the following information:

- VIN (mandatory - include all 17 digits)
- Repair order number, if available
- Odometer (KMs)
- Labour operation (if known)

Service Information

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Document ID# 1239311
2005 Chevrolet Cobalt
1G1AK52P057

DTC C0176

Circuit Description

The power steering control module (PSCM) monitors the temperature of the Power Steering System. The PSCM uses voltage, current, and input from an internal temperature sensor to calculate an estimated system temperature. If the PSCM detects a high system temperature event is occurring, the amount of assist is reduced to prevent system temperature to prevent thermal damage to the power steering components.

DTC Description

This diagnostic procedure supports the following DTC:

DTC C0176 System Thermal Error

This vehicle has DTCs which produce DTC symptoms. For more information on DTC symptoms, refer to DTC Symptom Description or Vehicle DTC Information.

DTC Symptom	DTC Symptom Descriptor
54	Temperature High

Conditions for Running the DTC

- The ignition is ON, with the engine ON.
- Power Steering System voltage is 9-16 volts.
- Repetitive steering input is present.

Conditions for Setting the DTC

The PSCM detects a high system temperature.

Action Taken When the DTC Sets

- DTC C0176 54 is stored as a history.
- Steering assist is reduced.

Conditions for Clearing the DTC

- A current DTC will clear when the Power Steering System temperature returns to normal.
- A history DTC will clear after 100 consecutive malfunction-free ignition cycles.
- Using a scan tool.

Service Information

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Diagnostic Aids

- DTC C0176 54 does not indicate that a malfunction has occurred. Rather that the PSCM had to limit current to the power steering motor to avoid thermal damage to the Power Steering System components.
- Inspect the under dash area around the steering column assembly. Ensure that no other components have come in contact with the power steering motor and module assembly, such as under dash insulation, or other electrical components.
- Ensure that no steering components down stream of the power steering column assembly, such as ball joints, tie rod ends, rack and pinion joints, or the steering gear assembly, are mechanically binding.

Test Description

The number below refers to the step number on the diagnostic table.

2. This step tests if the high system temperature is driving condition related.

Step	Action	Yes	No
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle in Vehicle DTC Information
2	Since most occurrences of this DTC are caused by excessive static steering, such as parking maneuvers and high ambient temperatures, review the Power Steering System with the customer to determine the conditions under which the DTC set. Did steering conditions and/or high ambient temperatures cause the DTC to set?	Go to Step 3	Go to Diagnostic Aids
3	1. Use the scan tool to clear the DTCs. 2. Operate the vehicle within normal conditions. Does the DTC reset?	Go to Step 2	System OK

Document ID# 1239311

2005 Chevrolet Cobalt

1G1AK52F057

Document ID# 880868

2005 Chevrolet Cobalt

Power Steering System Description and Operation

The electric power steering (EPS) system reduces the amount of effort needed to steer the vehicle. The system uses the body control module (BCM), power steering control module (PSCM), torque sensor, discrete battery voltage supply, EPS motor, serial data bus, and the instrument panel cluster (IPC) message center to perform steering functions. The PSCM, torque sensor, not the EPS motor are serviced separately from each other from the steering column. Any EPS components diagnosed to be malfunctioning requires replacement of the steering column assembly, also known as the EPS assembly.

Torque Sensor

The PSCM uses a torque sensor as its main input for determining the amount of steering assist. The steering column has an input shaft from the steering wheel to the torque sensor, and an output shaft, from the torque sensor to the steering shaft coupler. The input and output shafts are separated by a torsion bar, where the torque sensor is located. The sensor consists of a compensation coil, detecting coil and 3 detecting rings. These three rings have toothed edges that face each other. Detecting ring 1 is fixed to the output shaft, detecting rings 2 and 3 are fixed to the input shaft. The detecting coil is positioned around the toothed edges of detecting rings 1 and 2. As torque is applied to the steering column shaft the alignment of the teeth between detecting rings 1 and 2 changes, which causes the detecting coil signal voltage to change. The PSCM recognizes this change in signal voltage as steering column shaft torque. The compensation coil is used to compensate for changes in electrical circuit impedance due to circuit temperature changes from the electrical current and voltage levels as well as ambient temperatures for accurate torque detection.

EPS Motor

The EPS motor is a 12 volt brushless reversible motor with a 58 amp rating. The motor assists steering through a worm shaft and pinion gear located in the steering column housing.

Power Steering Control Module (PSCM)

The PSCM uses a combination of torque sensor inputs, vehicle speed, calculated system temperature and the steering calibration to determine the amount of steering assist. When the steering wheel is turned, the PSCM uses signal from the torque sensor to detect the amount of torque being applied to the steering column. The PSCM also receives the amount of current to command to the EPS motor. The PSCM receives serial data from the engine control module (ECM) to determine vehicle speed. At low speeds more assist is provided for ease of turning during parking maneuvers. At high speeds, less assist is provided for improved road feel and additional stability. The PSCM nor the EPS motor are designed to handle 58 amps continuously. The motor will go into overload protection mode to avoid system thermal

Service Information

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damage. In this mode the PSCM will limit the amount of current commanded to the EPS motor which reduces steering assist. The PSCM also chooses which steering calibration to use when the ignition is turned ON, based on the production map number stored in the BCM. The PSCM contains all 8 of the steering calibrations which are different in relation to the vehicles RPO's. The PSCM has the ability to detect malfunctions within the EPS system. Any malfunction detected will cause the IPC message center to display PWR STE (or Power Steering) warning message.

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2005 Chevrolet Cobalt

Service Information

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Document ID# 1239311
2005 Chevrolet Cobalt

DTC C0176

Circuit Description

The power steering control module (PSCM) monitors the temperature of the Power Steering System. The PSCM uses voltage, current, flow, and input from an internal temperature sensor to calculate an estimated system temperature. When the PSCM detects a high system temperature event is occurring, the amount of assist is reduced to lower system temperature to prevent thermal damage to the power steering components.

DTC Descriptor

This diagnostic procedure suggests the following DTC:

DTC C0176 System Thermal High

This vehicle has DTCs which are not DTC symptoms. For more information on DTC symptoms, refer to DTC Symptom Descriptors for DTC information.

DTC Symptom	DTC Symptom Descriptor
54	Temperature High

Conditions for Building the DTC

- The ignition is ON, with the engine ON.
- Power Steering System voltage is 9-16 volts.
- Repetitive steering input is received.

Conditions for Setting the DTC

The PSCM detects a high system temperature.

Action Taken When the DTC Sets

- DTC C0176 54 is stored in memory.
- Steering assist is reduced.

Conditions for Clearing the DTC

- A current DTC will clear when the Power Steering System temperature returns to normal.
- A history DTC will clear after 10 consecutive malfunction-free ignition cycles.
- Using a scan tool.

Diagnostic Aids

Service Information

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- DTC C0176 54 does not indicate that a malfunction has occurred. Rather that the PSCM had to limit current to the power steering motor to avoid thermal damage to the Power Steering System components.
- Inspect the under dash area around the steering column assembly. Ensure that no other components have come in contact with the power steering motor and module assembly, such as under dash insulation, or other electrical components.
- Ensure that no steering components downstream of the power steering column assembly, such as ball joints, tie rod ends, universal joints, or the steering gear assembly, are mechanically binding.

Test Description

The number below refers to the step number on the diagnostic table.

2. This step tests if the high ambient temperature is driving condition related.

Step	Question	Yes	No
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle in Vehicle DTC Information
2	Since most occurrences of this DTC are caused by excessive static steering, such as parking in the sun and high ambient temperatures, review the Power Steering System with the customer to determine the conditions under which the DTC set. Did steering conditions and high ambient temperatures cause the DTC to set?	Go to Step 3	Go to Diagnostic Aids
3	1. Use the scan tool to clear the DTCs. 2. Operate the vehicle under normal conditions. Does the DTC reset?	Go to Step 2	System OK

Document ID# 1239311

2005 Chevrolet Cobalt

GM Vehicle Inquiry System - Summary

Handolph Union U.S.
Page 1 of 2

Driver's Ed
Mike Czok

GM Vehicle Inquiry System Summary

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

3151
E167

Help

VIN:	1G1AK57E1
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VEHICLE INFORMATION

Merchandising Model:	1AK69 - COBALT 4-DOOR SEDAN	Warranty Start Date:	07/27/2005
BARS Order Type:	70 - RETAIL - STOCK		
Delivering Dealer:	VALLEY MOTOR SALES, INC. PO BOX 57 BETHLEHEM, VT 05012-0057 (802) 234-5678	Selling Source:	13 - CHEVROLET
		Site Code:	32525
		Business Associate Code:	115062
Service Contract:	No	Branded Title:	No
Warranty Block:	No	PDI Status:	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.
--

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	07/27/2005	139 miles	07/27/2008	36139 miles
72/100000 SHEET METAL COVERED IN RUST THROUGH	07/27/2005	139 miles	07/27/2011	100139 miles
96/60000 FEDERAL EMISSION CONTROL SYSTEM CONV. AND PCM	07/27/2005	139 miles	07/27/2013	80139 miles
36/50000 CALIFORNIA EMISSIONS	07/27/2005	139 miles	07/27/2008	50139 miles
84/70000 CALIFORNIA SELECT EMISSIONS	07/27/2005	139 miles	07/27/2012	70139 miles
60/60000 POWERTRAIN - U.S.	07/27/2005	139 miles	07/27/2010	60139 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/07/2005	A10143	1	27000 - PRE DELIVERY INSPECTION - BASE TIME	0 miles

CASH <input type="checkbox"/>	CREDIT CARD <input type="checkbox"/>	MOBILE <input type="checkbox"/>	OTHER APPROVAL <input type="checkbox"/>	OTHER <input type="checkbox"/>	161AK5P057	YEAR/MAKE/MODEL 05 CHEV COBALT	PRODUCTION DATE / /	STOCK NO. 9353	LICENSE NO. E167	R.O. NO. 041257	
RANDOLPH UNION SCHOOL *X0						CUSTOMER NO. 45810	COLOR GRANDS	DELIVERY DATE 8/7/2005	CAR RENTAL	DEALER NO.	R.O. DATE 11/18/2005
CONTACT: MIKE CZOK						SERVICE CONTRACT	DEDUCTIBLE 0.00	CONTRACT NO.	EXPIRATION MILES 0	EXPIRATION DATE / /	ADJ. OR WRITE UP /
24 CENTRAL ST						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 the vehicle to secure the amount of repairs thereto. ALL REPAIRS SUBJECT TO MINIMUM OF 15 MINUTE DIAGNOSTIC TIME. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.					
RANDOLPH VT 05060											
RESIDENCE PHONE 802-728-5052											
BUSINESS PHONE 728-3397 X322											
TIME RECEIVED 15:39						DATE/TIME PROMISED / /					
PRIORITY CALL						INITIAL ESTIMATE APPROX.					
APPOINTMENT YES <input type="checkbox"/> NO <input type="checkbox"/>						X <i>Web</i> <i>ST</i>					
A W D O R L K						DATE & TIME SERVICE WRITER					

A WRDRO VEHICLE POWER STEERING IN-OP AFTER WARNED UP

OUT 2.0

Core 90

Date 11/18/2005

inst. hand, ignition and direction of vehicle

ORIGINAL ESTIMATE

MILEAGE OUT



Valley Motor Sales, Inc.

Route 12 North

P.O. Box 57

Bethel, VT 05032-0057

Tel: 802-234-9968

Fax: 802-234-6414

 WE HAVE FINISHED
 THE FOLLOWING REPAIRS:

The dealer 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 this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, fill your check, if not, please call us immediately.

[illegible]

Cashier -> RT 15:44 14/02/06
REPRINT # 1

CHEVROLET

Valley Motor Sales, Inc.
207 Pleasant Street
P.O. Box 57
Bethel, VT 05032-0057
www.valleymotorsales.com
Tel: 802-234-9968
Fax: 802-234-6414



VEHICLE NO.	STOCK #	DEALER #	INVOICE DATE	INVOICE #
45010-R	9353	32525	11/21/2005	041258
CUSTOMER NAME & ADDRESS	VEHICLE IN	MILEAGE OUT	COLOR	DELIVERY DATE
RANDOLPH UNION SCHOOL #00	3151M	3151M	SANDS	07/27/2005
CONTACT: MIKE CZOR	VEHICLE MAKE/MODEL	PROD. DATE	R.O. DATE	
24 CENTRAL ST	CHEV COBALT	11/21/2005	11/18/2005	
RANDOLPH VT 05060	VEHICLE VIN	TECH #	R.O. #	
REPAIR WARRANTY CO.	1G1AK52F057			
RESIDENCE PHONE	DEALER WRITE UP	S. W. INT. EST.		
BUSINESS PHONE	7			
	DEDUCTIBLE	AUTHORIZATION #	ADJUSTOR	
	0.00			

DATE/TIME	ADJ. COST	REMARKS	DATE/TIME	ADJ. COST	REMARKS
02/20/06 15:34		VEHICLE DRIVER'S ED. BRAKE PEDAL STICKS DOWN			

A	0.0	0.0	IVE	VEHICLE DRIVER'S ED. BRAKE PEDAL STICKS DOWN	
		9W	0.00		
				VOID - EXCLUDED UNDER WARRANTY - ORDERED NEW BRAKE PEDAL - NO	NC
B	0.7	0.5	CCDCR	3K MOTOR OIL SERVICE PER MENU	
		9C	15.45	3K	
				LUBE, OIL AND FILTER	15.45
		4.48	5.35	2.0 1836 12579143	5.35
		4.50	7.65	1/2QT OIL BULK	7.65
				Job B Total Parts & Labor	28.45
				Sales Tax	0.78
C	0.0	0.0	CCDCR	CHECK COOLANT PROTECTION	
		9C	0.00		
				COOLANT TEMP FOR -45 DEGREES	0.00
				Job C Total Parts & Labor	0.00

THANK YOU FOR CHOOSING VALLEY MOTOR SALES
TERMS ARE CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.
ALL CREDIT IS NET 30TH & SUBJECT TO 20% INT
*****ON THE WEB WWW.VALLEYMOTORSALSALES.COM*****
PARTS WARRANTIES HAVE LIMITED OR NO LABOR COVERAGE

Total Labor 15.45
Total Parts 13.00
Total Sublet 0.00
Total Deductible 0.00
Total Misc. 0.00
Hazard/Oth 0.00
Total Tax 0.78

CUSTOMER WARRANTY DAY	ADJ. COST	VEHICLE IN	VEHICLE OUT	VEHICLE MAKE/MODEL	VEHICLE VIN	VEHICLE YEAR	VEHICLE COLOR	VEHICLE TECH #	VEHICLE R.O. #	VEHICLE DELIVERY DATE	VEHICLE INVOICE #
	0.00										

Customer Signature X
ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 15 DAYS. 20% RESTOCK CHARGE ON ALL RETURNED PARTS. PLEASE USE CAUTION OPENING PARTS. IF CONTAINER IS TORN OR DEFORMED, PART IS NOT RETURNABLE.

CASH <input type="checkbox"/>	CREDIT CARD <input type="checkbox"/>	MONTHLY <input type="checkbox"/>	OTHER <input type="checkbox"/>	YEAR/MAKE/MODEL 05 CHEV COBALT	PRODUCTION DATE / /	STOCK NO. 9353	LICENSE NO. E167	R.O. NO. 041258
RANDOLPH UNION SCHOOL #10				CUSTOMER NO. 45010	COLOR SANDS	DELIVERY DATE 07/27/2005	CAR RENTAL	R.O. DATE 11/18/2005
CONTACT: MIKE CZOK				SERVICE CONTRACT	DEDUCTIBLE 0.00	CONTRACT NO.	EXPIRATION MILES 0	EXPIRATION DATE / /
24 CENTRAL ST				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 the vehicle to secure the amount of repairs thereto.				RAT NO.
RANDOLPH VT 05060				ALL REPAIRS SUBJECT TO A MINIMUM OF .5 DIAGNOSTIC TIME.				MILEAGE IN 3151
RESIDENCE PHONE PAY 802-728-5052				BUSINESS PHONE 728-3397 X322				TRANSMISSION
TIME RECEIVED 15:44				DATE/TIME PROMISED / /				AIR COND/REP. NO.
PRIORITY CALL				TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE				TURBO N 2.2
APPOINTMENT YES <input type="checkbox"/> NO <input type="checkbox"/>				Initial Estimate Apprx.				P.S. YES
AUTHORIZED BY:				AMOUNT:				
DATE & TIME:				SERVICE WRITER:				

A. ~~3000~~ VEHICLE DRIVER'S ED. BRAKE PEDAL STICKS DOWN

B. CCDC 3K MILE SAFETY SERVICE PER MENU
Kit -> 3K

C. CCDC CHECK COOLANT PROTECTION

ORIGINAL ESTIMATE

MILEAGE OUT



Valley Motor Sales, Inc.

Route 12 North

P.O. Box 57

Bethel, VT 05032-0057

Tel: 802-234-9968

Fax: 802-234-6414

This repair order represents all work done, either expressed or implied, including any implied warranty of workmanship to the best of our ability 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 this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please call us immediately.

[illegible]

12-9-05

CREDIT CARD <input type="checkbox"/> MC/MSA <input type="checkbox"/> (PUSH APPROPRIATE) OTHER <input type="checkbox"/>		YEAR/MAKE/MODEL 05 CHEV COBALT		PRODUCTION DATE / /	STOCK NO. 9353	LICENSE NO. E167	R.O. NO. 041281
RANDOLPH UNION SCHOOL #20 CONTACT: MIKE CZOK 24 CENTRAL ST RANDOLPH VT 05060		CUSTOMER NO. 45618	COLOR SANDS	DELIVERY DATE 07/27/05	CAR RENTAL / /	BEEPER NO.	R.O. DATE 11/21/05
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		SERVICE CONTRACT	DEDUCTIBLE 0.00	CONTRACT NO.	EXPIRATION MILES 0	EXPIRATION DATE / /	ADVISOR WRITE UP 7
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		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. An express mechanic's					HAT NO.
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO		TIME RECEIVED 14:43 DATE/TIME PROMISED / / PRIORITY AUTHORIZED BY: AMOUNT: SERVICE WRITER:					MILEAGE IN 3151
A W O R L K		DATE & TIME:					TRANSMISSION
A W O R L K		DATE & TIME:					AIR COND/REF. NO.
A W O R L K		DATE & TIME:					TURBO N 2.2L
A W O R L K		DATE & TIME:					P.S. YES

VEHICLE INSTRUCTIONS

A WRDRO VEHICLE DRIVER'S ED. PEDAL STICKS

DEALER AUTHORIZATION

OLH 1.3

Date 11/21/2005

Signature Tracey Rogers



Valley Motor Sales, Inc.

Route 12 North

P.O. Box 57

Belhel, VT 05032-0057

Tel: 802-234-9968

Fax: 802-234-6414

The seller hereby expressly disclaims all warranties, written or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither the seller nor any other person is liable for any liability in connection with the sale of said products.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

[illegible]

Valley Motor Sales, Inc.
 207 Pleasant Street
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 www.valleymotorsales.com
 Tel: 802-234-9968
 Fax: 802-234-6414



CUSTOMER NO. 45010 R	STOCK # 9353	DEALER # 32525	INVOICE DATE 01/04/2006	INVOICE # 041727
CUSTOMER NAME & ADDRESS RANDOLPH UNION SCHOOL #30	MILEAGE OUT 3880M	LOT #/MAT #	COLOR SANDS	DELIVERY DATE 07/27/2005
CONTACT MIKE CZOK	PROD. DATE 01/04/2006		R.O. DATE 12/23/2005	
24 CENTRAL ST	TECH #		R.O. #	
RANDOLPH VT 05060	SERVICE WRITE UP 0018		S. W. INT. EST.	
EXTENDED WARRANTY CO.	DEDUCTIBLE 0.00	AUTHORIZATION #	ADJUSTER	
HOME PHONE	BUSINESS PHONE	DEALER'S DELIVERY SIGNATURE		

DATE	TIME	ACCT CODE	TECHNICIAN	SALES	CLERK
------	------	-----------	------------	-------	-------

DATE	TIME	ACCT CODE	TECHNICIAN	SALES	CLERK
------	------	-----------	------------	-------	-------

QTY	UNIT	DESCRIPTION	PRICE	TOTAL
1	0.0	IVD VEHICLE STEERING IS INOP AFTER PARKING LOT DRIVING	91	0.00
		TOTAL		NC

THANK YOU FOR CHOOSING VALLEY MOTOR SALES
 TERMS ARE CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.
 ALL CHARGES ARE NET 30TH & SUBJECT TO 20% INT
 *****ON THE WEB WWW.VALLEYMOTORSALES.COM*****
 PARTS WARRANTIES HAVE LIMITED OR NO LABOR COVERAGE

Total Labor 0.00
 Total Parts 0.00
 Total Sublet 0.00
 Total Deductible 0.00
 Total Misc. 0.00
 Hazard/Oth 0.00
 Total Tax 0.00

SALES TAX	0.00	SALES TAX RATE	0.00	TOTAL CUSTOMER PAY	0.00
-----------	------	----------------	------	--------------------	------

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THE INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 15 DAYS. 20% RESTOCK CHARGE ON ALL RETURNED PARTS. PLEASE USE CAUTION OPENING PARTS. IF CONTAINER IS TORN OR DEFORMED, PART IS NOT RETURNABLE.

GM Vehicle Inquiry System - Summary

Page 1 of 2

GM Vehicle Inquiry System Summary

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

Help

VIN:	1GAKS...
------	----------

VEHICLE INFORMATION

Merchandising Model:	YAKS...	Warranty Start Date:	07/27/2005
BAHS Order Type:	70 - R...		
Delivering Dealer:	VALLEY MOTORS SALES, INC. PO BOX 1000 BETHLEHEM, PA 18013-0007 (602) 234-6414	Selling Source:	13 - CHEVROLET
		Site Code:	32525
		Business Associate Code:	115062
Service Contract:	No	Warranty Block:	No
		PDI Status:	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Records or Pending Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Records or Pending Service Information

ONSTAR/NAVSTAR SATELLITE RADIO INFORMATION

Vehicle Has No Associated OnStar or Navstar Radio Information

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	07/27/2005	139 miles	07/27/2008	36139 miles
72/100000 SHEET METAL COVERAGE BODY THROUGH	07/27/2005	139 miles	07/27/2011	100139 miles
96/80000 FEDERAL EMISSIONS WARRANTY CONV. AND PCM	07/27/2005	139 miles	07/27/2013	80139 miles
36/50000 CALIFORNIA EMISSIONS WARRANTY	07/27/2005	139 miles	07/27/2008	50139 miles
84/70000 CALIFORNIA EMISSIONS WARRANTY	07/27/2005	139 miles	07/27/2012	70139 miles
60/60000 POWERTRAIN U.S.	07/27/2005	139 miles	07/27/2010	60139 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/21/2005	041281	1	POWERTRAIN AND/OR BUSHING, BRAKE - R&R OR REPLACE	3151 miles


GM Vehicle Inquiry System - Summary

Page 2 of 2

11/18/2005	041237	2	2005 - 041237 - COLUMN ASSEMBLY, STEERING - REPLACE	3151 miles
04/07/2005	A10145	1	2005 - A10145 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

© 1999-2005 General Motors Corporation. All Rights Reserved.

[illegible]

CASH <input type="checkbox"/>	CREDIT CARD <input type="checkbox"/>	MC/MA <input type="checkbox"/>	WDR APPROVAL <input type="checkbox"/>	OWNER <input type="checkbox"/>	CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	161AK52F057	YEAR/MAKE/MODEL 05 CHEV COBALT	PRODUCTION DATE / /	STOCK NO. 9353	LICENSE NO. E167	R.O. NO. 041727	
RANDOLPH UNION SCHOOL #X0 CONTACT: MIKE CZOK 24 CENTRAL ST RANDOLPH VT 05060								CUSTOMER NO. 45010	COLOR SANDS	DELIVERY DATE 07/27/2005	CAR RENTAL	DEEPER NO.	R.O. DATE 12/23/2005	
RESIDENCE PHONE PAY 802-728-5052								BUSINESS PHONE 728-3397 X322	SERVICE CONTRACT	DEDUCTIBLE 0.00	CONTRACT NO.	EXPIRATION MILES 0	EXPIRATION DATE / /	ADVISOR WRITE UP 0018
TIME RECEIVED 10:58								DATE/TIME PROMISED / /	PRIORITY	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 the vehicle to secure the amount of repairs thereto.				HAT NO.
AUTHORIZED BY:								AMOUNT:	ALL REPAIRS SUBJECT TO A MINIMUM OF 5 DIAGNOSTIC TIME.				TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	
DATE & TIME:								SERVICE WRITER:	Initial Estimate Apprx.				MILEAGE IN 3880	
TRANSMISSION								AIR COND/EXP. NO.				TURBO N 2.2L		
P.S.								YES						
ORIGINAL INSTRUCTIONS								ORIGINAL ESTIMATE				MILEAGE OUT		
A WDRD VEHICLE POWER STEERING IS INOP AFTER PARKING LOT DRIVING								 Valley Motor Sales, Inc. Route 12 North P.O. Box 57 Bethel, VT 05932-0057 Tel: 802-234-9968 Fax: 802-234-6414				1. _____ 2. _____ 3. _____ 4. _____ 5. _____		
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 seller nor authorizes any other person to assume for it any liability in connection with the sale of said products.								Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends. If not, please tell us immediately.				Thank You		

SERVICE WORKORDER



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

2/20/06

Steve Bingham
Valley Motors

Re:

Siebel Request: 1-386747736
2005 Cobalt
VIN # 1G1AK52F057

Dear Steve:

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade, Trade Allowance, Deal Cap sheets
- 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,

Sherri Zurick
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57621
FAX# 866-359-9726

ADR File Checklist

SR Number: 1-386747736

BBB Case: CHV0639083 **Received Date:** 2/13/06 **Day 15:** 2/28/06

Customer: Brent Kay **VIN:** 1G1AK52F057 [REDACTED]

Make/Model/Year: 2005 Cobalt **In Service:** 7/27/05 **Mileage:** 4000

Primary Concern: Steering

☒ **Case Scan / SR Detail / VIS / Acknowledgement** (24 hrs.)

☒ **Initial Calls - Customer / Dealer / AVM** (72 hrs.)

☒ **Repair Orders Requested**

☒ **Sales Documents Requested**

☒ **BARS / Finance Sheet**

☒ **Case Assessment** – LL Eligible Yes Presumption Yes

☒ **GM Position Customer / BBB** Due 2/22/06

☐ **Settlement / Goodwill Offered** 2/22/06

☐ **All Documents Attached** (Day 15)

☐ **Arbitration Date** Date

☐ **Settlement and Closing Activities / Executive Summary / Close Siebel**

AVM: Kieth Alamprese **Node/Box:** 914244 6156

Service Dealer: Bean Chevy **Service Manager:** Name

Selling Dealer: Bean Chevy **Contact:** Name

Notes:

Attention: **Sherri Zurick**

Date: **3/8/2006**

Company: **GM Business Resource Center**

Number of Pages: **5**

Fax Number: **1-866-359-9726**

Voice Number:

From: **Albert Bussiere**

Company: **Bean Chevrolet Co.**

Fax Number: **802-485-6166**

Voice Number: **802-485-5771**

Subject: **Siebel Request: 1-386747736**

Comments:

Repair order copies as requested. If you have any questions please contact me at 802-485-5771.

**Thank you,
Al Bussiere Ser. Mgr.**



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

2/20/06

Al Bunsler
Bean Chevy

Re: [REDACTED]
Siebel Request: 1-386747736
2005 Cobalt
VIN # 1G1AK52F057 [REDACTED]

Dear Al:

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentive acknowledgement form
- The Actual Cash Value statement of any trade, Trade Allowance, Deal Cap sheets
- 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).

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,

Sharri Zurick
BRC Customer Relationship Manager
P# 800-231-1841, prompt 9, prompt 3, extension 57821
FAX# 866-359-9726

[illegible]

JAN 25 2006

Unsubstantiated and Misleading Content Available

ADDITIONAL MATERIAL USED				
QUAN.	ITEM NO.	DESCRIPTION	PRICE	
R.O. # 083088				
8602121 Due Amt				
TOTALS				

[illegible]

Received October 20, 2012; accepted November 14, 2012.

Overallowance/Incentives/Negative Equity Form (non-Florida)Customer: [REDACTED]

Request #: 1-386747736

BBB#: CHV0639083

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 over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$14723.68
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$16205.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$-1481.32

Trade Allowance (from dealer Bill of Sale)	\$0
Actual Cash Value Statement	\$0
Difference (if positive, this is the overallowance)	\$0

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$0
Actual Cash Value Statement	\$0
Difference (if positive, this is the negative equity)	\$0

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$14723.68
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$500.00
Overallowance and/or Negative Equity minus	\$0
Actual price of Vehicle that should be presented to BBB for ATA	\$14223.68

Attention: **Sherri Zurick**

Date: **3/8/2006**

Company: **GM Business Resource Center**

Number of Pages: **5**

Fax Number: **1-866-359-9726**

Voice Number:

From: **Albert Bussiere**

Company: **Bean Chevrolet Co.**

Fax Number: **802-485-6166**

Voice Number: **802-485-5771**

Subject: **Siebel Request: 1-386747736**

Comments:

Repair order copies as requested. If you have any questions please contact me at 802-485-5771.

**Thank you,
Al Bussiere Ser. Mgr.**



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

2/20/06

Al Bunsler
Bean Chevy

Re: [REDACTED]
Siebel Request: 1-386747736
2005 Cobalt
VIN # 1G1AK52F057 [REDACTED]

Dear Al:

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentive acknowledgement form
- The Actual Cash Value statement of any trade, Trade Allowance, Deal Cap sheets
- 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).

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,

Sharri Zurick
BRC Customer Relationship Manager
P# 800-231-1841, prompt 9, prompt 3, extension 57821
FAX# 866-359-9726

Put Nets In Mike Mail box

083088

[illegible]

JAN 25 2006

Unsubstantiated and Misleading Content Available

ADDITIONAL MATERIAL USED			
QUAN.	TEST NO.	DESCRIPTION	PRICE
R.O. # 083088			
8602121			
Due Anyel			
TOTALS			

[illegible]

[illegible]

Privileged and Confidential Information

CASE ASSESSMENT BY: Sherri Zurick Siebel/CARS Request No: 1-386747736

Customer Name: [REDACTED]
 Year of Vehicle: 2005 Make: Chevy Model: Cobalt Current Mileage: 4000
 Vehicle ID No: 1G1AK52F057 In Service Date: 7/27/05 Purchased: New
 What is customer seeking: Replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power Steering

12/23/05	3880	1	Power steering not working after parking lot driving. Part ordered for brake switch
11/18/05	3152	1	Power steering not working after warm up. Found doc 1239311. Followed diagnostic procedure. Replaced steering column assembly. Recommended by Tac to replaced steering column. Road tested fine. Recommend cust to limit parallel parking used from drivers ed.
1/17/06	4257	1	Steering wheel locks. Lack of power assist after 3 parallel parking attempts. Referred to bulletin 06-02-32-002. Normal operating design of car of electronic power steering function. Tech called TAC (8602121) suggested advising instructor to drive a short distance after 2 attempts & inflate front tire pressures.

CUSTOMER'S SYMPTOM/CONCERN: Brake Pedal

2/6/06	4495	1	Brake switch randomly comes on, manually put on brake pedal goes out. Ordered brake switch will need to have installed.
11/21/05	3152	1	Brake pedal sticks. Pedal would bind up & not fully release, lights on. Had to remove part of instrument panel to remove brake pedal. Install new pedal, reinstall panel. Road tested fine.

CUSTOMER'S SYMPTOM/CONCERN:

2/6/06	4495	1	Loud squeal when turning. Road tested, NPF. No TSP or PI found.
			Rear brake light staying on. Tech able to duplicate concern. Stay on in park & car isn't running. Tech adjusted brake switch.

CUSTOMER'S SYMPTOM/CONCERN:

2/6/06	4495	1	Rear brake light staying on. Tech able to duplicate concern. Stay on in park & car isn't running. Tech adjusted brake switch.
1/17/06	4257	*	Brake light stays on. Adjusted brake switch.

Total Days Out of Service: 3 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: ☐ NO: ☒

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? All Remedies

AVM and/or DEALER RECOMMENDATION(s):

Notified. None

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Nothing is wrong w/car, and Cobalt can't take same steering routines in a row such as parallel parking. Cust has been given documentation on this and to give car a brake from same parking routine. No assistance will be given.

Decision reached by CRM: Arbitrate case: ☐ Settle case: ☐

Team Manager Approval:

Date:



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

2/20/06

Al Bussiere
Bean Chevy

Re: [REDACTED]
Siebel Request: 1-386747736
2005 Cobalt
VIN # 1G1AK52F057 [REDACTED]

Dear Al:

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

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

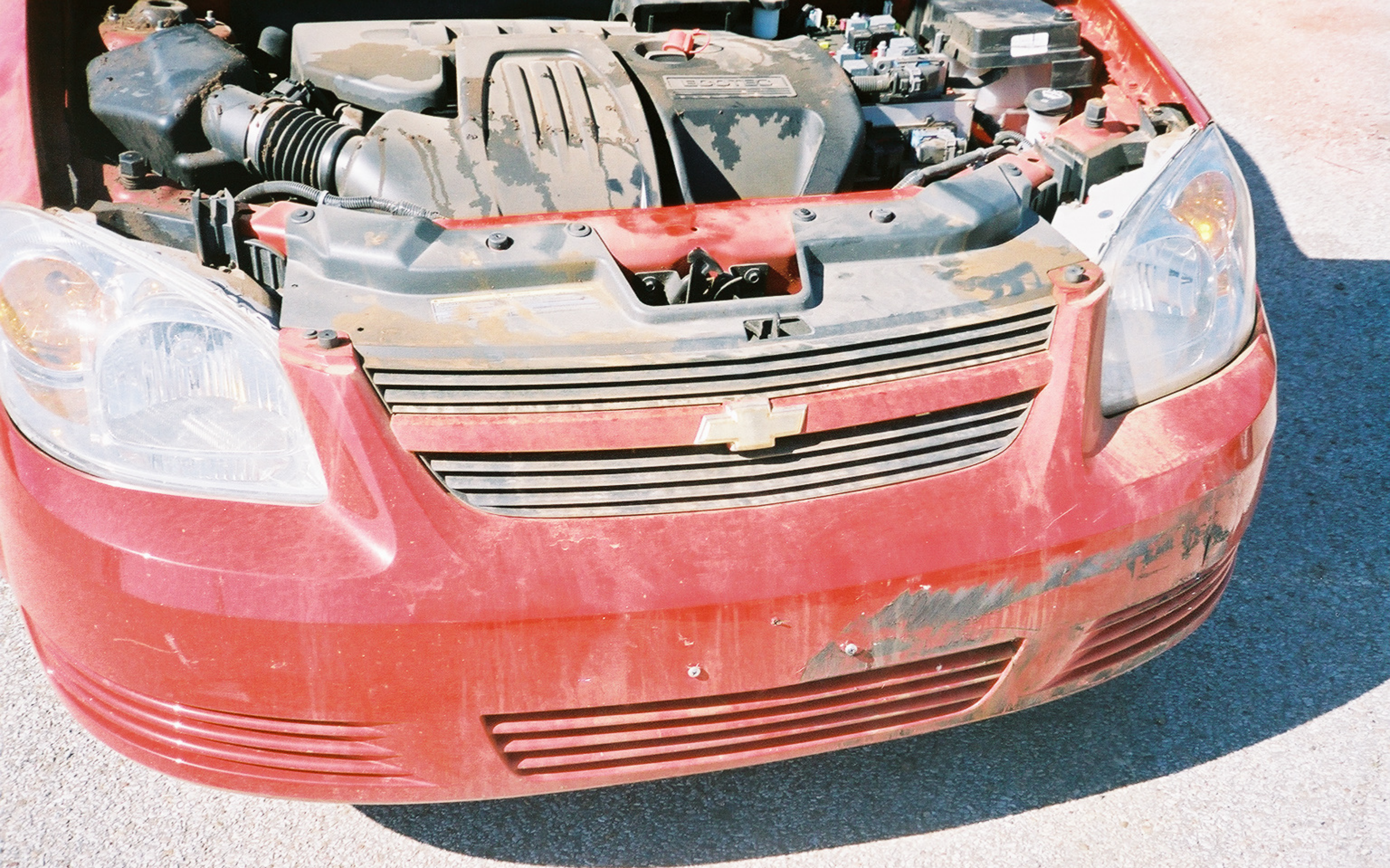
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade, Trade Allowance, Deal Cap sheets
- All service and body shop repair orders including all internal, customer pay, and warranty 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,

Sherri Zurick
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 57621
FAX# 866-359-9726



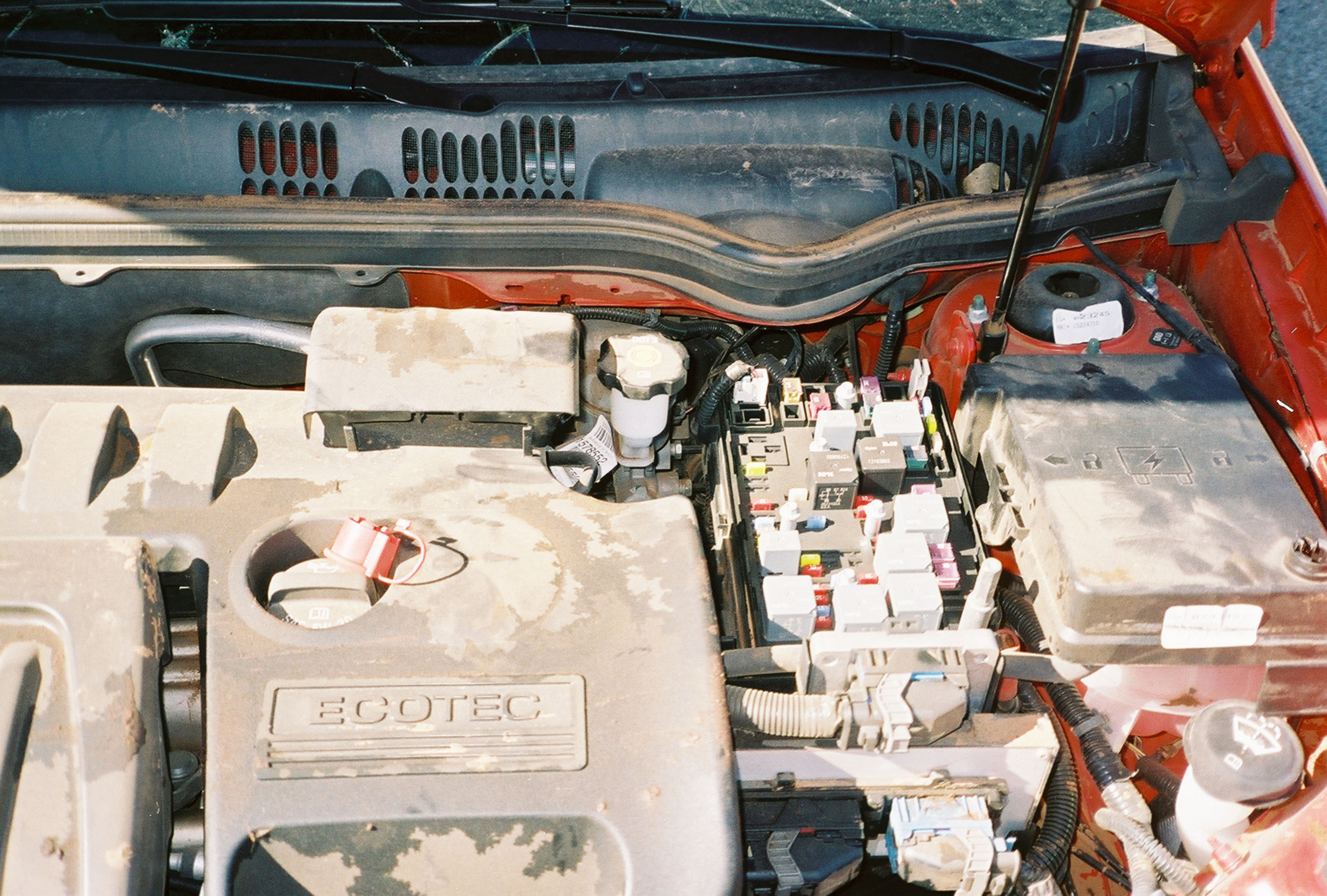














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May 16, 2011

Enterprise Car Rental
Attn: Ken Patton
PO Box 560706
Dallas, TX 75356-0706

Enterprise Claim Number: 80354
Service request: 1-394902476
Vehicle Identification Number: 1G1AK55F867
Customer Relationship Manager: Cornelia Bright-Smith

Dear

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet Cobalt.

After careful investigation of your case, none of the available data suggests that the product allegation has any merit. If you'd like to provide us with any additional evidence that you feel would further support your claim, please contact us again. However at this time, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,

General Motors Corporation

PA0003T



























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

Customer's Name: [REDACTED] Inspection Date: 4-11-06
 Vehicle Brand: {CHEV. Model: {COBALT
 File {1-394902476 VIN: {1G1AK55F867 [REDACTED]

Mileage at Inspection: { 10,001 Inspection Location: {WEST GATE CHEV.
 AMARILLO, TX.

Inspector's phone number: { 972-335-8710 Inspected By: {LES MITZEL

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

{ PROBLEM WITH FRONT END. STEERING, SUSPENSION.

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

{ INSPECTED VEHICLE AT WEST GATE CHEV. AMARILLO, TX. AND FOUND UNIT HAD W/S, REAR GLASS AND WINDOWS BROKEN OUT. ALL TIRES WERE FLAT EXCEPT PASS. SIDE FRONT. TOP WAS DAMAGED, PUSHED IN 10 INCHES. THERE WAS NO UNDER CARRIAGE DAMAGE. NO EVIDENCE OF MECHANICAL FAILURE. DRIVER SIDE DOORS WOULD NOT OPEN. POLICE REPORT INCLUDED WITH FILE.

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: X ☐ By Telephone ☐ In Person Incident Date and Time: {1-25-06 10.20 PM.

Interview date: { 4-10-06

Was a police/fire department report obtained? X ☐ 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)

{ THIS IS A RENTAL VEHICLE OWNED BY ENTERPRISE RENTAL, NO COLLISION INVOLVED. UNIT LEFT ROAD AND TURNED OVER. DID NOT TALK WITH DRIVER.

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

Confidential GM/PAR

Rev 4/10/04

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

Customer's Name: _____ Inspection Date: 4-11-06
 Vehicle Brand: {{CHEV. _____} Model: {_COBALT _____}
 File ☐ {1-394902476 _____ VIN: {1G1AK55F867 _____}

{ _____

If there was a collision:

Describe extent of any injuries to the Driver: {_ SCRATCHES. BRUSES.

{ _____

Describe where other occupants were seated & extent of any injuries: {_ NONE

{ _____

{ _____

What was the exact location of the incident. {US 287 NEAR CHILDRESS, TX. _____

Driving conditions at the time of the incident:

Weather conditions & Visibility: {_ NIGHT TIME _____ Approximate Temp (°F): {_ 68

Road Surface: X ☐ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Road Condition: X ☐ Dry ☐ Wet ☐ Icy ☐ Other: {_ _____
 Shoulder ☐ Curb ☐: ☐ Concrete ☐ Asphalt X ☐ Gravel ☐ Crushed rock ☐ Dirt
 Shoulder/Curb Condition: X ☐ Dry ☐ Wet ☐ Icy ☐ Other: {_ _____

Posted Speed Limit {_ 70 _____

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.)

{ NONE _____

Length of Drive Prior to incident:

Total Time (hrs. & mins.):_ NOT AVAILABLE

Distance (miles):_ NOT AVAILABLE

Estimate of vehicle speed: {_ NOT AVAILABLE _____ mph Source of est. {_ POSTED 70

Estimated vehicle speed at impact: {_ NOT AVAILABLE _____ mph Source of est. POSTED 70

{ _____

(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 X	Other <input type="checkbox"/>	Describe { _____
Brakes	Normal X	Other <input type="checkbox"/>	Describe { _____
Suspension	Normal X	Other <input type="checkbox"/>	Describe { _____
Engine	Normal X	Other <input type="checkbox"/>	Describe { _____
Electrical	Normal X	Other <input type="checkbox"/>	Describe { _____

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

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. { NONE _____

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

Customer's Name: _____ Inspection Date: 4-11-06
 Vehicle Brand: {{CHEV. _____} Model: {_COBALT _____}
 File ☐ {1-394902476 _____ VIN: {1G1AK55F867 _____}

Describe any evasive action: ☐ Turning ☐ Braking ☐ Accelerating ☐ Other: {_DON'T KNOW

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?: X ☐ Yes ☐ No Describe:

{ _____
 Objects Impacted: {_ **TURNED OVER IN DITCH** _____

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

Additional comments concerning the incident: {_ **ALL EVIDENCE INDICATES NOTHING MORE THAN UNIT LEAVING ROAD AND TURNING OVER.** _____
 { _____
 { _____

Section 3

INTERVIEW - VEHICLE HISTORY

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

{ _____

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

{ _____

Did the owner purchase the vehicle new? X ☐ Yes ☐ No Date **7-30-05** 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? X ☐ No ☐ Yes If yes, describe: { _____

{ _____

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

{ _____

Repaired by whom? (name, address, phone)

{ **NONE** _____

{ _____

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

{ _____

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

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

Customer's Name: _____ Inspection Date: 4-11-06
 Vehicle Brand: {{CHEV. _____ Model: {_ COBALT _____
 File ☐ {1-394902476 _____ VIN: {1G1AK55F867 _____

{ _____
 Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? X ☐ No ☐ Yes
 If yes, describe: { _____
 { _____ **NONE**

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:

{ **ALL GLASS BROKEN OUT , TOP CAVED IN, DRIVER DOORS JAMMED AND WOULD NOT OPEN. NO DAMAGE TO UNDER SIDE OF UNIT.**

{ _____
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.
 { **NO DAMAGE TO UNDERSIDE OF UNIT.**

CORNER ASSEMBLIES

Struts/shocks
 Springs
 Control arms

Ball joints
 Steering knuckles
 Axle assemblies

Tire/wheel assemblies

Comments: { **ALL TIRES FLAT EXCEPT PASS. FRONT.**

UNDERHOOD

Engine compartment
 Brake fluid level and condition

Power steering lines, hoses, clamps and connections
 Power steering fluid level and condition

Comments:

{ **NO DAMAGE , BRAKE FLUID CLEAR.**

GENERAL OBSERVATIONS

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place. NONE

Comments:

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

Customer's Name: _____ Inspection Date: 4-11-06
 Vehicle Brand: {{CHEV. _____ Model: { _ COBALT _____
 File ☐ {1-394902476 _____ VIN: {1G1AK55F867 _____

{ _____ NONE _____
 { _____
 { _____
 { _____

Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT**INTERIOR**

Instrument panel	Odometer
Controls	Steering wheel and column
Overall view of seat position	Driver and passenger seat back angle (inclinometer measurement)
Photo of options label-glove box/trunk	Sunvisors and headliner
Personal items/cargo	

INTERIOR INSPECTION (Describe any damage and photograph)
 { _____ NO DAMAGE TO INTERIOR OTHER THAN BROKEN GLASS.

{ _____
 { _____
 { _____
 { _____
 { _____
 { _____
 { _____
 { _____
 { _____
 { _____

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: 4-11-06
 Vehicle Brand: {{CHEV. _____} Model: {_ COBALT _____}
 File ☐ {1-394902476 _____ VIN: {1G1AK55F867 [REDACTED]}

	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>NO SIGN OF DAMAGE</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.</u>
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	<u>NO DAMAGE.</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>NO DAMAGE</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>NO APPARENT DAMAGE</u>
PS fluid level and condition-Color, contamination, odor	<u>CLEAN AND NORMAL</u>
Steering knuckle-All attachments secure and proper?	<u>ALL SECURE</u>
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	<u>ALL ATTACHED</u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	<u>ALL ATTACHED</u>
Strut attachments, springs intact; control arms properly	<u>NO PROBLEM FOUND</u>

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

Customer's Name: [REDACTED] Inspection Date: 4-11-06
 Vehicle Brand: {CHEV. _____} Model: {COBALT _____}
 File [] {1-394902476 _____} VIN: {1G1AK55F867 [REDACTED]}

attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	<u>ALL IN PROPER PLACE</u>
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	<u>NO DAMAGE</u>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<u>PROPERLY LOCATED</u>
Deformation to the frame	<u>NONE</u>

	OBSERVATIONS/TEST RESULTS
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	<u>ONLY SHEET METAL DAMAGE</u>
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<u>NO DAMAGE</u>
Electronic level control system/components	<u>NONE</u>
Engine (normal, other)-Obtain codes using a Tech II.	<u>COULD NOT START ENGINE</u>
Electrical (normal, other)	<u>WITH BOOSTER ALL APPEARED NORMAL</u>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<u>DID NOT USE</u>
Anything components missing?	<u>NONE</u>
	-
Other	<u>BODY BENT UP AND ALL GLASS BROKEN</u>

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

Customer's Name: _____ Inspection Date: 4-11-06
 Vehicle Brand: [[CHEV. _____ Model: {_COBALT _____
 File ☐ {1-394902476 _____ VIN: {1G1AK55F867 _____

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

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	<u>(P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	<u>BRDGTONE</u>	<u>premium</u>	<u>195-60-R15</u>	<u>32</u>	<u>7/32</u>	<u>X</u>
RF	<u>"</u>	<u></u>	<u></u>	<u></u>	<u></u>	<u></u>
LR	<u>"</u>	<u></u>	<u></u>	<u></u>	<u></u>	<u></u>
RR	<u>"</u>	<u>ALL TIRES</u>	<u></u>	<u></u>	<u></u>	<u></u>
	<u></u>	<u>SAME</u>	<u></u>	<u></u>	<u></u>	<u></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 TIRE SEPERATED FROM WHEEL

RF WAS NOT DAMAGED

LR TIRE SEPERATED FROM WHEEL

R TIRE SEPERATED FROM WHEEL

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

Customer's Name: [REDACTED] Inspection Date: 4-11-06
 Vehicle Brand: {{CHEV. _____} Model: {_ COBALT _____}
 File ☐ {1-394902476 _____ VIN: {1G1AK55F867 [REDACTED]

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>195-60-R15</u>	<u>32</u>	<u>32</u>
SPARE TIRE	<u>space saver</u>	<u>65</u>	<u>65</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.

Comments:

{ _____
 { _____ **DID NOT INSPECT** _____
 { _____
 { _____
 { _____
 { _____
 { _____
 { _____
 { _____
 { _____

Section 8

COMMENT OVERFLOW

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

Customer's Name: {KEN PATTON _____ Inspection Date: 4-11-06
 Vehicle Brand: {{CHEV. _____ Model: {_ COBALT _____
 File ☐ {1-394902476 _____ VIN: {1G1AK55F867623416

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.

{ _____ UNIT HAD BEEN INSPECTED BY DEALER SERVICE MGR. PRIOR TO MY CONTACT. CDR INDICATES VEHICLE WAS TRAVELING 83 MPH. POLICE REPORT INDICATES THERE MAY BE CONTRIBUTING FACTORS. NO EVIDENCE OF PRODUCT DEFECT.

{ _____
 { _____
 { _____
 { _____
 { _____
 { _____
 { _____
 { _____
 { _____

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)

X ☐ Photographs X ☐ Data Downloads X ☐ Other Records

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

Customer's Name: [REDACTED] Inspection Date: 4-11-06
Vehicle Brand: {{CHEV. Model: {_ COBALT
File [REDACTED] {1-394902476 VIN: {1G1AK55F867 [REDACTED]

REVISION DATE 04-19-2004

CDR File Information

Vehicle Identification Number	1G1AK55F867 [REDACTED]
Investigator	LES MITZEL
Case Number	1-394902476
Investigation Date	Tuesday, April 11 2006
Crash Date	Wednesday, January 25 2006
Filename	1G1AK55F867 [REDACTED].CDR
Saved on	Tuesday, April 11 2006 at 04:23:25 PM
Collected with CDR version	Crash Data Retrieval Tool 2.800
Collecting program verification number	9238B95E
Reported with CDR version	Crash Data Retrieval Tool 2.800
Reporting program verification number	9238B95E
Interface used to collected data	Block number: 00 Interface version: 4A Date: 11-08-05 Checksum: 7500
Event(s) recovered	Non-Deployment

SDM 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, 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.
- Calculated Principal Direction of Force (PDOF) is the arctangent of the maximum observed lateral velocity change divided by the maximum observed longitudinal velocity change. PDOF is displayed where zero degrees is located at the front of the vehicle, with 90 degrees is displayed to the right side of the vehicle and so on, clockwise around the vehicle.
- 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 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.

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.

System Status At AE

Vehicle Identification Number	**1AK55F*6*623416
Low Tire Pressure Warning Lamp (If Equipped)	Invalid
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	Invalid
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	52.7
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

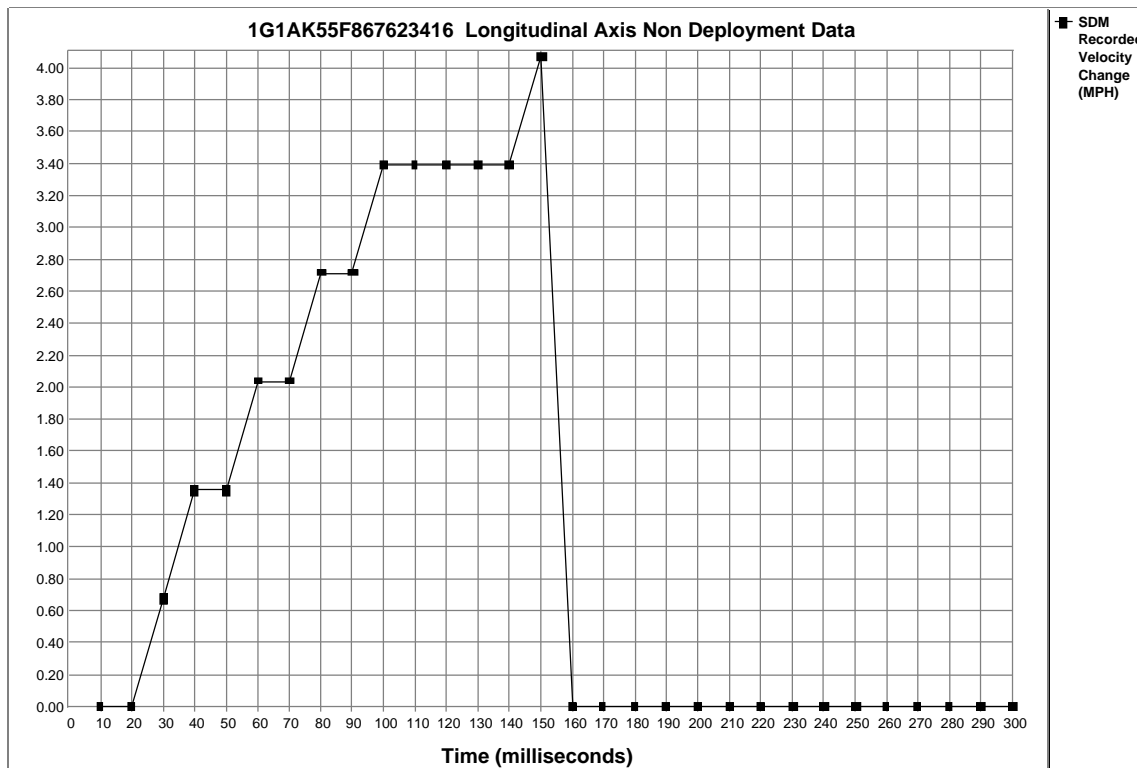
Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	Invalid	Invalid
Cruise Control Resume Switch Active (If Equipped)	Invalid	Invalid
Cruise Control Set Switch Active (If Equipped)	Invalid	Invalid

Pre-crash data

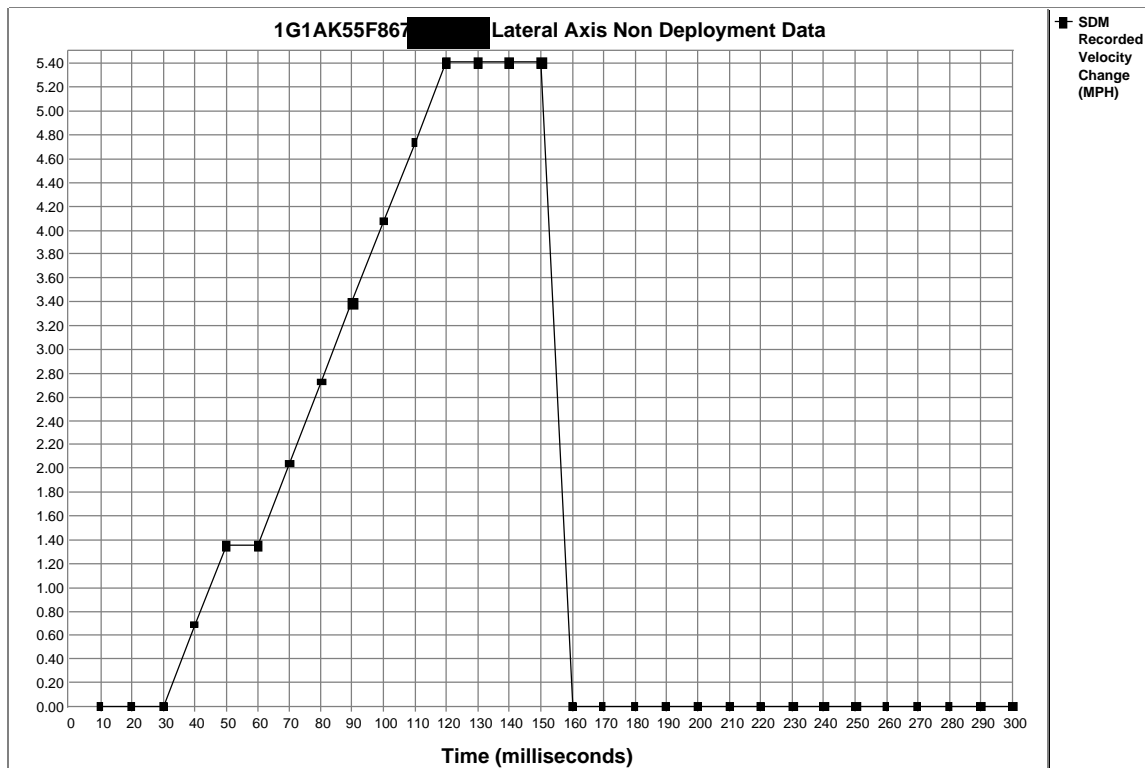
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	83	83	77	19	0
Engine Speed (RPM)	3200	3072	2624	960	704
Percent Throttle	49	65	18	17	13
Brake Switch Circuit Status	OFF	OFF	OFF	OFF	OFF
Accelerator Pedal Position (percent)	28	66	0	0	0
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration (feet/s ²)(If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Non-Deployment

Ignition Cycles At Investigation	1413
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	1409
Ignition Cycles At Event	1410
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Automatic Passenger SIR Suppression System Validity Status at AE	Valid
Automatic Passenger SIR Suppression System Status at AE	Air Bag Suppressed
Automatic Passenger SIR Suppression System Validity Status at First Deployment Command	Valid
Automatic Passenger SIR Suppression System Status at First Deployment Command	Air Bag Suppressed
Maximum SDM Recorded Velocity Change (MPH)	6.78
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	150
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Crash Record Locked	No
Vehicle Event Data (Pre-Crash) Associated With This Event	No
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes
Estimated Principal Direction of Force (PDOF) degrees	235



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.00	0.68	1.36	1.36	2.03	2.03	2.71	2.71	3.39	3.39	3.39	3.39	3.39	4.07
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.68	1.36	1.36	2.03	2.71	3.39	4.07	4.74	5.42	5.42	5.42	5.42
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Hexadecimal Data

This page displays all the data retrieved from the air bag module.
It contains data that is not converted by this program.

```
$01 68 00 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 00 00 00 00 00 00 00
$04 00 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 4A 00 00 19 90 11
$07 00 89 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 03 FF 8A 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 00 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 00 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F A0 00 00 00 00 00 00
$10 47 31 41 4B 35 35 46
$11 38 36 37 36 32 33 34
$12 31 36 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 02 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 00 00 00 00 00 00 00
$1F 20 C7 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 80 00 08 00 00 00 00
$2F 00 FE 05 85 03 00 00
$30 9D 00 00 00 00 00 00
$31 00 00 00 A9 48 00 00
$32 00 00 00 80 00 00 00
$33 22 2B 2F A6 7D 00 00
$34 0B 0F 29 30 32 00 00
$35 00 1E 7C 86 86 00 00
$36 00 00 00 00 00 00 00
$37 00 00 00 03 04 00 E2
$38 67 00 40 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 4B 35 35 46 00
$3E 36 62 34 16 00 00 00
$3F 89 00 90 00 00 00 00
$40 00 A5 00 00 00 00 00
$41 00 00 00 00 00 00 00
$42 00 0 05 81 00 00
```


\$43 FE 05 82 00 00 00 00
\$44 00 00 00 00 00 00 00
\$45 00 00 00 00 00 00 00
\$46 00 00 00 00 00 00 00
\$47 00 00 00 00 00 01 00
\$48 01 02 02 02 02 03 00
\$49 03 03 04 04 05 04 00
\$4A 06 05 07 05 08 05 00
\$4B 08 05 08 05 08 06 00
\$4C 00 00 00 00 00 00 00
\$4D 00 00 00 00 00 00 00
\$4E 00 00 00 00 00 00 00
\$4F 00 00 00 00 00 00 00
\$50 00 00 00 00 00 00 00
\$51 D0 00 00 00 00 00 00
\$52 00 00 00 00 00 00 00
\$53 0F 00 64 00 00 00 00
\$54 00 00 00 00 00 00 00
\$55 00 00 00 00 00 00 00
\$67 00 00 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
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\$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 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$02 01 02 03 04
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$04 01 02 03 04
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
\$06 FF FF FF FF
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
\$08 FF FF FF FF
\$0D 41 48 32 39 35 31 52 35 30 39 38 33 30 33 38 50
\$0E 01 5A 4B 31
\$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
\$10 01 02 03 04
\$13 42 52 30 31 33 34 56 31 05 31 39 32 32 53 4E 59
\$14 01 5A 74 02
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
\$18 FF FF FF FF
\$21 33 19 2A B4 E6 87 91 9A
\$22 90 11
\$23 31 41 FA FA FA FA FA
\$24 31 41 FA FA FA FA FA
\$25 32 41 FA FA FA FA FA
\$26 32 41 FA FA FA FA FA
\$40 00 00
\$41 3F 00 00 02 00 1A
\$42 F0 C4
\$43 00 00 8E 80


```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 06 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 39 30 31 31 32 31 30 53 4E 42 20 20 20 20
$B7 50 AA 04 0F 03
$B8 41 57 68 09 19
$C1 30 46 30 33
$CA 30 46 30 33
$CB 01 5A D1 33
$CC 01 5A D1 33
$D1 00 00
$DB 00 00
$DC 00 00
```



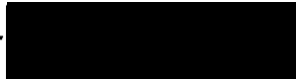

APRIL-14-06

TO---CORNELIA BRIGHT-SMITH

FAX---866-213-4647

FROM==LES MITZEL PHONE - 972-335-8710

SUBJECT-----1-394902476 --



NUMBER OF PAGES INCLUDING COVER----- 4

A handwritten signature in black ink, appearing to be 'Lm' or similar, located below the typed text.

512 MAIN Street #7, Memphis, Texas 79245
806-259-2151 Office

HALL COUNTY SHERIFF'S DEPARTMENT
806-259-2137 Fax



Earnest Neel
Sheriff



Thomas Heck
Chief Deputy

Darren Williams
Deputy

VEHICLE ACCIDENT INFORMATION
ASSIST DPS

CASE#: HC06-00009
DATE OF INCIDENT: 25 JAN 2006
DRIVER: [REDACTED] W/F NMDL 504266648 DOE [REDACTED]
[REDACTED] NE APT [REDACTED]
ALBUQUERQUE, NM [REDACTED]
DALLAS ADDRESS: 5946 LLANO
DALLAS, TX 75206
214-824-2356
VEHICLE: RED 2006 CHEVY COBALT 4DR
TXLP 616 FCD VIN 1G1AK55F867623416
ENTERPRISE LEASING CO OF DFW
8200 JOHN W CARPENTER FWY
DALLAS, TX

On 25 Jan 2006, received a call for a roll over accident on US 287 before the Red River bridge. Upon arrival I found a red Chevy Cobalt upside down on its roof. The driver, [REDACTED] was getting looked at by Hall County EMS workers [REDACTED] was refusing transport and was saying that she was alright. [REDACTED] smelled of alcohol, so I asked Deputy Kevin Jones, Childress S.O., if we could use his P.B.T. to get a breath sample from her. At 10:20pm [REDACTED] blew a .12 into the P.B.T. D.P.S. Trooper Bobby Chambliss arrived on scene and stated that Cpl. Ward would be arriving soon. They took over the investigation.

The troopers had blood drawn from [REDACTED] at Childress Regional Medical Center. When the test results come in, a warrant for her arrest will be issued if it comes back that [REDACTED] was intoxicated.

[REDACTED] was checked at the hospital and had x-rays done. They came back negative.

The vehicle that [REDACTED] was driving was towed to Memphis by Limon's Towing and Recovery. All her personal property except for her purse went with the vehicle. Her purse was taken to the hospital.

Darren Williams Deputy

Westgate Chevrolet

7300 I-40 West
Amarillo, TX 79106
Main: (806) 388-2900
Service Fax: (806) 358-5650
WATS NO. (800) 388-6668
www.westgatechevy.com

1641763

235198

INVOICE

PAGE 1

INTERPRISE

DME: BUS: SERVICE ADVISOR: 5003 TERRY SMITH

COLOR	YEAR	MAKE/MODEL	VIN	PLATE	REGISTRATION	TAXES
	06	CHEVROLET COBALT	1G1AK55P867	10001/10001	T887	
DEL DATE	PROD DATE	WARRANTY	EXP DATE	PROMISED	DATE	PAYMENT
1JAN06	15	18:30	23MAR06	80.00	CASH	23MAR06
O.P. OPENED REASY OPTIONS: DLR:07423 ENG:2.2 Liter MPI DOHC						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NFT	TOTAL
C/E CHECK STEERING AND SUSPENSION FOR PATTERNS THAT MAY HAVE HAPPENED TO CAUSE AND ACCIDENT							
55	CHASSIS REPAIR					0.00	0.00
	4261	CPRC					
PARTS	0.00	LABOR	0.00	OTHER	0.00	TOTAL LINE	0.00

10001 CHECKED STEERING AND SUSPENSION FOR FAILURE NO SUSPENSION OR SUSPENSION PROBLEMS VISIBLE

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
CALL WESTGATE CHEVROLET 24 HOURS A DAY
IF YOU ARE NOT COMPLETELY SATISFIED AND WE FAIL!!!
ALL REPAIRS GUARANTEED 12 MO'S OR 12K MILES
WHICHEVER COMES FIRST
***** THANK YOU FOR YOUR BUSINESS *****

<p>NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE</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 & 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, CASHONERED 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.</p>		<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranty with respect to the sale of this equipment. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither warrants nor represents, and shall not be liable in connection with the sale of this equipment.</p>	
<p>CUSTOMER SIGNATURE</p>		<p>SALES TAX</p>	
<p>PLEASE PAY THIS AMOUNT</p>		<p>LABOR AMOUNT 0.00</p> <p>PARTS AMOUNT 0.00</p> <p>GAS, OIL, LUBE 0.00</p> <p>SUBLET AMOUNT 0.00</p> <p>WISC. CHARGES 0.00</p> <p>TOTAL CHARGES 0.00</p> <p>LESS INS. / DISCOUNT 0.00</p> <p>SALES TAX 0.00</p>	

CUSTOMER COPY TOTAL P.01

ELCO ADMINISTRATIVE SERVICES

P.O. BOX 560706
DALLAS, TX 75356
PH. 214-630-1693
FAX 214-630-5702

FACSIMILE TRANSMITTAL SHEET

TO: Les Mitchell

FROM: [REDACTED]

COMPANY:

DATE:

4/10/2006

FAX NUMBER:

972-377-3996

TOTAL NO. OF PAGES INCLUDING COVER:

3

PHONE NUMBER:

SENDER'S REFERENCE NUMBER:

80354

RE:

Incident Report & Westgate
Inspection Sheet

YOUR REFERENCE NUMBER:

2006 Chevrolet Cobalt

☐ URGENT ☒ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

THIS FACSIMILE IS CONFIDENTIAL, INTENDED ONLY FOR THE NAMED RECIPIENT(S) AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, ATTORNEY WORK PRODUCT OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. IF YOU ARE NOT THE INTENDED RECIPIENT(S), YOU ARE NOTIFIED THAT THE DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU RECEIVED THIS FACSIMILE IN ERROR, OR ARE NOT THE NAMED RECIPIENT(S), PLEASE NOTIFY THE SENDER AT THE TELEPHONE NUMBER ABOVE AND RETURN THE ORIGINAL TO US AT THE ADDRESS ABOVE VIA THE U.S. POSTAL SERVICE. RECEIPT BY ANYONE OTHER THAN THE NAMED RECIPIENT(S) IS NOT A WAIVER OF ANY ATTORNEY-CLIENT, WORK PRODUCT, OR OTHER APPLICABLE PRIVILEGE. THANK YOU.











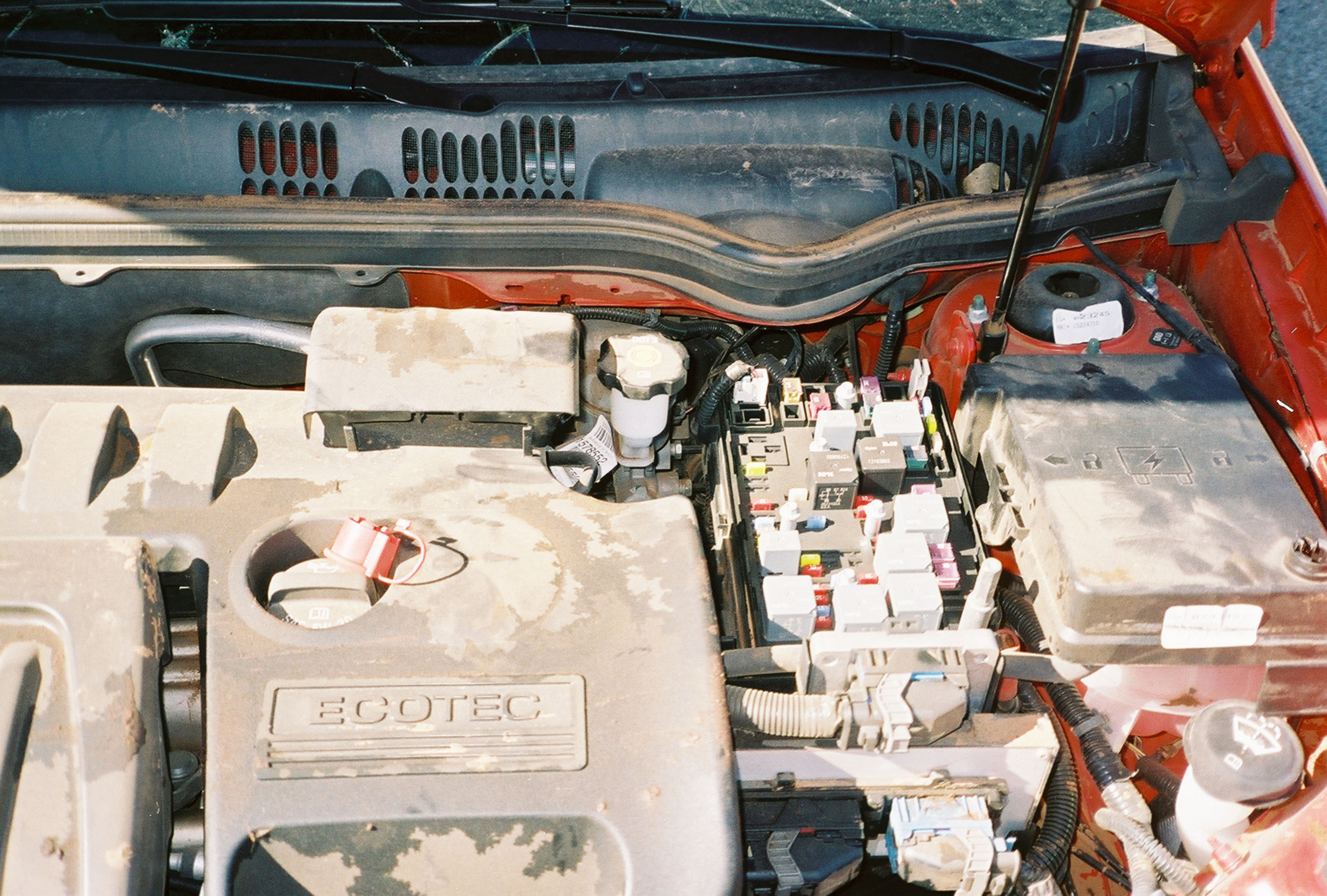




7 06

8





ECOTEC





































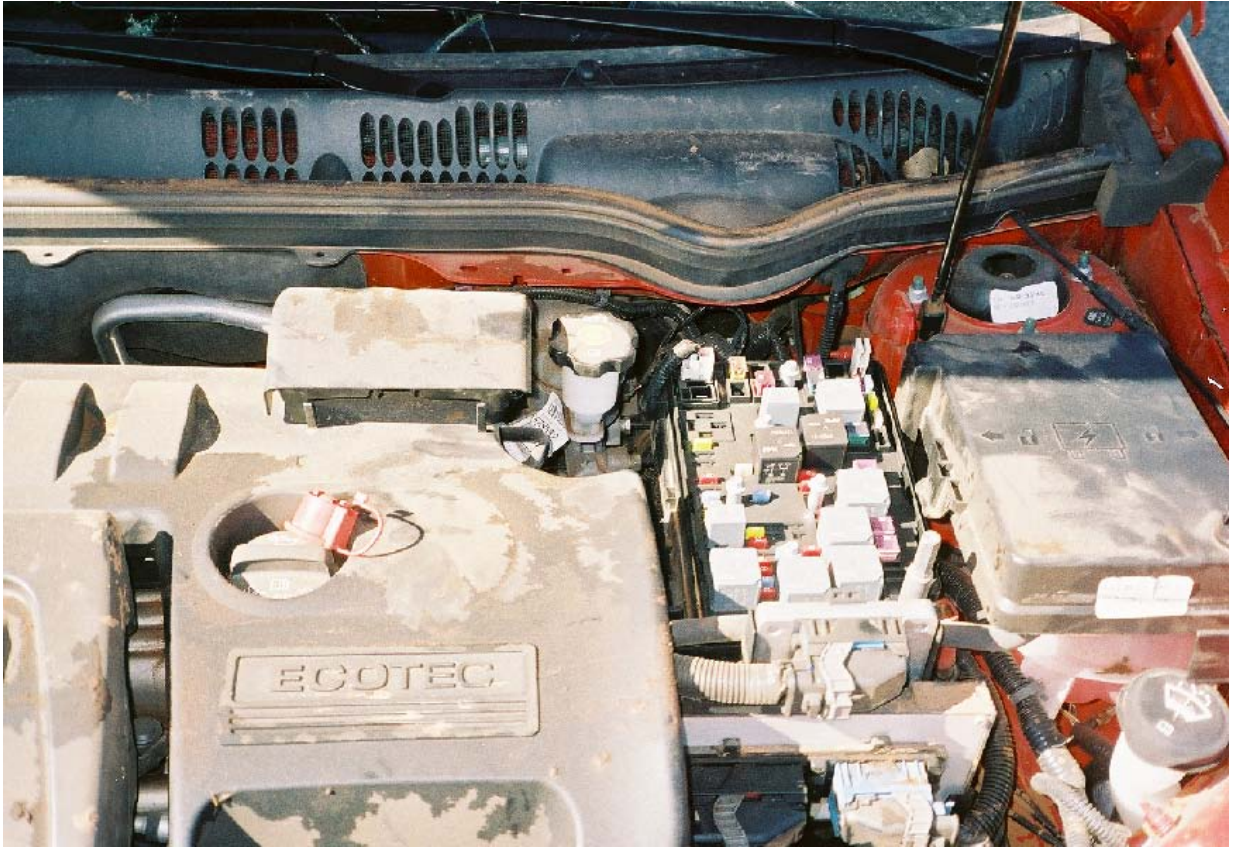


















**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

May 16, 2011

[REDACTED]
Glendora, CA [REDACTED]

Service Request: 1-395056016

Customer Relationship Manager: Elia Rodriguez

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2006 Chevrolet Cobalt. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's □Warranty and Owner Assistance Information Booklet.□

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting □<http://www.dr.bbb.org/goauto>□

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

SERVICE HOURS
MONDAY THROUGH FRIDAY
7:00AM TO 6:00PM
SATURDAY
8:00AM TO 4:00PM
B.A.R. REG. # AM181421



CVCS123351
PARTS HOURS
MONDAY THROUGH FRIDAY
7:30AM TO 6:00PM
SATURDAY
8:00AM TO 4:00PM
E.P.A. # CAL000127652

CVCS123351

CUSTOMER NO. 39781	ADVISOR ERIC NICKLE	TAG NO. 254 069	INVOICE DATE 03/23/06	INVOICE NO. CVCS123351
[REDACTED] POMONA, CA	LABOR RATE	LICENSE NO.	MILEAGE 2,480	COLOR SUNBURST OR
	YEAR / MAKE / MODEL 06/CHEVROLET/COBALT/COBALT 4D LS SED	STOCK NO. 60221		
	VEHICLE I.D. NO. 1 G 1 A L 5 8 F 3 6 7	DELIVERY DATE 02/09/06		
	R.T.E. NO.	P.O. NO.	R.O. DATE 03/23/06	DELIVERY MILES 15
COMMENTS		SELLING DEALER NO. PRODUCTION DATE		

LABOR & PARTS
J# 1 07CVZ STEER/SUSP DEPT TECH(S):247 WARRANTY
CUSTOMER STATES CAR PULLS HARD LEFT OVER 45 MPH
CHECK ALIGNMENT. WITHIN SPECS
CUSTOMER ADVISED

JOB # 1 TOTAL LABOR & PARTS 0.00

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

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *
* [] CASHIER INITIALS *

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

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT
INFORMATION ON BACK.

THANK YOU FOR YOUR BUSINESS
YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL

PARTS NOTED WITH AN "*" INDICATE
GENERAL MOTORS LIMITED LIFETIME SERVICE GUARANTEE
CONTACT YOUR SERVICE ADVISOR FOR MORE DETAILS

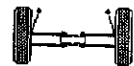
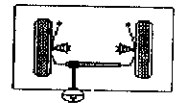
CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

Vehicle Specifications

Chevrolet : Cobalt : with 15", 16" Wheel : 2005

Front	Spec.	Tol.
Left Camber	-1.00°	0.75°
Right Camber	-1.00°	0.75°
Cross Camber		0.75°
Left Caster	3.00°	0.75°
Right Caster	3.00°	0.75°
Cross Caster		0.75°
Total Toe	0.20°	0.20°
Left SAI	°	°
Right SAI	°	°
Cross SAI		°



Rear

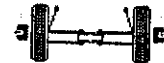
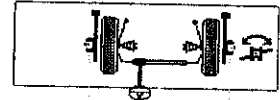
Camber	-0.80°	0.75°
Cross Camber		°
Total Toe	0.25°	0.30°
Thrust Angle		0.30°

View or edit the specifications.

Chevrolet : Cobalt : with 15", 16" Wheel : 2005

Front	Left	Right	
Camber			
Cross Camber			
Caster			
Cross Caster			
SAI	
Cross SAI			
Toe			
Total Toe			
Rear	Left	Right	
Camber			
Cross Camber			
Toe			
Total Toe			
Thrust Angle			

Sensor is not level.

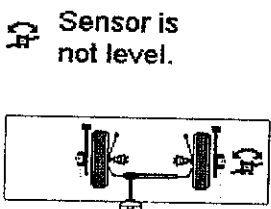


Save the "before" alignment measurements.

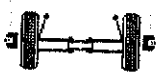
AFTER

Chevrolet : Cobalt : with 15", 16" Wheel : 2005

Front	Left	Right
Camber		
Cross Camber		
Caster		
Cross Caster		
SAI
Cross SAI
Toe	0.21°	0.21°
Total Toe	0.42°	
Rear	Left	Right
Camber		
Cross Camber		-0.0°
Toe		
Total Toe		
Thrust Angle		



Sensor is not level.



Save the "before" alignment measurements.

BEFORE

SERVICE HOURS

Monday Through Friday
7:00 AM to 6:00 PM

Saturday

8:00 AM to 4:00 PM

B.A.R. Reg. # AM181421

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122586

PARTS HOURS

Monday Through Friday
7:30 AM to 6:00 PM

Saturday

8:00 AM to 4:00 PM

E.P.A. # CAL000127652

122586

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
11/16/05	119317	2	21868	27226	W	75CVZ01	PDI

SALESPERSON NO. 28745 RICHARD S MEJIA

S E R V I C E

E-MAIL ADDRESS

STATE REG# 3

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE NO. 1G1AL58F367	YEAR/MAKE/MODEL 06/CHEVROLET/COBALT/COBALT 4D LS SE	STOCK NO. 60221	LICENSE NO.	R.O. NO. 122586
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	POMONA, CA	CUSTOMER NO. 39781	SERVICE CONTRACT 02/09/06	DELIVERY DATE 02/09/06	DELIVERY MILES 15
		COLOR SUNBURST ORANGE/G	CONTRACT NO.	EXPIRATION DATE 02/09/10	EXPIRATION MILES 100,000
		M/MC CVZZ	MILEAGE 1,145	ADVISOR NO. 254	ADVISOR ERIC NICKLE
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	DATE/TIME RECEIVED 01:04pm 02/28/06	DATE/TIME PROMISED 06:00pm	PRIORITY 5	I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. I have read and understand the below estimate and terms. I authorize service to be performed, including sublet work, and acknowledge receipt of this estimate. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS, OCCASION, DAMAGE, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY OF THIS CONTRACT PLEASE READ REVERSE SIDE.	

ACKNOWLEDGES RECEIPT OF A COPY HEREOF

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY.

ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME
ESTIMATES DO NOT INCLUDE SALES TAX	2ND REVISED ESTIMATE \$	ADDITIONAL COST \$	
REASON		CONTACTED BY	
AUTHORIZED BY	<input type="checkbox"/> PERSON <input type="checkbox"/> PHONE #	DATE	TIME

RECOMMENDATIONS

RF	RR
LF	LR
FUEL GAUGE 	
WHEEL LOCK KEY <input type="checkbox"/> DAMAGED WHERE MARKED <input type="checkbox"/>	

WAITER

P.2

9093943052

Jerry Elias

Jul 13 06 04:04p

CAUSE AND CORRECTION JOB 1

Pulb Left

E2020 . 5
ADD . 2
ADD . 2

247

out of spec

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	4	TIME	OFF
9		122586		W 358	2.28
		OPER. NO.			
		EMP. NO.			

CAUSE AND CORRECTION JOB 2

Reset toe & Road test torque Pull.

JOB 2 FLAG SHEET

CAUSE AND CORRECTION JOB 3

JOB 3 FLAG SHEET

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

WARRANTY PARTS
RETURNED
JOB 1

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 2

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 3

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 4

Date _____
Rec. By: _____

WARRANTY PARTS
RETURNED
JOB 5

Date _____
Rec. By: _____



STOCK #: 60221

A Public Service Agency

APPLICATION FOR REGISTRATION OF NEW VEHICLE

15587291

DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.) 02/09/2006		DATE FIRST OPERATED (MO./DAY/YR.) 02/09/2006		NRM/IND	
MAKE CHEVROLET	YEAR MODEL 2006	BODY TYPE COB	MOTIVE POWER 6	NUMBER OF AXLES 2	UNLADEN WEIGHT 0
VEHICLE IDENTIFICATION NUMBER 1G1AL58F367			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		
FOR CAMP TRAILERS AND TRAILER COACHES		LENGTH IN INCHES	WIDTH IN INCHES		COUNTY OF RESIDENCE LOS ANGELES
SOLD TO: PRINT (1) [REDACTED]		DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW		EQUIPMENT NUMBER	NO. [REDACTED]
AND (2) [REDACTED]		LAST FIRST MIDDLE		DRIVER LICENSE/ID CARD NO.	
BUSINESS OR RESIDENCE ADDRESS [REDACTED]		APT. NUMBER	CITY POMONA	STATE CA	ZIP CODE [REDACTED]
MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)		APT. NUMBER	CITY	STATE	ZIP CODE
LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME GMAC		ELECTRONIC LIENHOLDER ID.#			
BUSINESS OR RESIDENCE ADDRESS P.O. BOX 8128		APT. NUMBER	CITY COCKEYSVILLE	STATE MD	ZIP CODE 21030
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE		APT. NUMBER	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☒ No

APPLICANT'S CERTIFICATION: I certify under penalty of perjury under the laws of the State of California that the foregoing information is true and correct.
 DATE 02/09/2006 (2) X

CERTIFICATE OF COST—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

A — Cost of vehicle purchased as a <input type="checkbox"/> Complete vehicle <input type="checkbox"/> Chassis only <input type="checkbox"/> Cab and chassis	DATE PURCHASED/ACQUIRED 02/09/2006	COST 18830.00
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment. The odometer reading is [] [] [] [] [] (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING — ☐ Is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I/we certify under penalty of perjury under the laws of the State of California that the information entered on this form is true and correct.

DATE 02/09/2006	SIGNATURE OF SELLER OR COMPANY AGENT [Signature]	PRINT SELLER'S TRUE FULL NAME/COMPANY AGENT GLENORA CHEVROLET	ADDRESS 1855 AUTO CENTER DRIVE GLENORA CA 91740
DATE 02/09/2006	SIGNATURE OF BUYER OR COMPANY AGENT [Signature]	PRINT BUYER'S TRUE FULL NAME/COMPANY AGENT [REDACTED]	ADDRESS POMONA CA [REDACTED]

REG 397 (REV. 3/2005)

— DMV copy —

RETAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

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

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) [REDACTED] [REDACTED] LOS ANGELES	Creditor - Seller (Name and Address) [REDACTED] 1951 ALPI CENTER DRIVE BLENHORN CA 91707
---	---

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET COBALT	15	1G1C23F737 [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

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
7.50 %	\$ 7100.3(e)	\$ 27719.52	\$ 28122.3(e)	\$ 28122.3(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	11/3	11/3
One Payment of	11/3	11/3
Payments	11/3	Monthly, Beginning 07/13/2006
Payments	11/3	Monthly, Beginning 07/13/2006
One Final Payment	11/3	07/13/2012

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF INSURANCE

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

Vehicle Insurance

	Term	Premium
\$ 11/3 Ded. Comp., Fire & Theft	11/3 Mos.	\$ 11/3
\$ 11/3 Ded. Collision	11/3 Mos.	\$ 11/3
Bodily Injury \$ 11/3 Limits	11/3 Mos.	\$ 11/3
Property Damage \$ 11/3 Limits	11/3 Mos.	\$ 11/3
Medical 11/3	11/3 Mos.	\$ 11/3
Total Vehicle Insurance Premiums		\$ 11/3

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

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

Buyer X
 Co-Buyer X
 Seller X

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

Application for Optional Credit Insurance

<input type="checkbox"/> Credit Life: <input type="checkbox"/> Buyer <input type="checkbox"/> Co-Buyer <input type="checkbox"/> Both	
<input type="checkbox"/> Credit Disability (Buyer Only)	
	Term Exp. Premium
Credit Life 11/3 Mos.	\$ 11/3
Credit Disability 11/3 Mos.	\$ 11/3
Total Credit Insurance Premiums	\$ 11/3 (b)
Insurance Company Name	11/3
Home Office Address	11/3

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

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ 11175.00 (A)
1. Cash Price Vehicle	\$ 11175.00
2. Cash Price Accessories	\$ 0.00
3. Other (Nontaxable)	
Describe 11/3	\$ 11/3
Describe 11/3	\$ 11/3
B. Document Preparation Fee (not a governmental fee)	\$ 11/3 (B)
C. Smog Fee Paid to Seller	\$ 11/3 (C)
D. Sales Tax (on taxable items in A+B+C)	\$ 11/3 (D)
E. Optional DMV Electronic Filing Fee*	\$ 11/3 (E)
F. (Optional) Service Contract*	\$ 11/3 (F)
G. (Optional) Service Contract*	\$ 11/3 (G)
H. Prior Credit or Lease Balance paid by Seller to 11/3	\$ 11/3 (H)
(see downpayment and trade-in calculation)	
I. (Optional) Gap Contract (to whom paid)* 11/3	\$ 11/3 (I)
J. Other (to whom paid)* 11/3	\$ 11/3 (J)
For 11/3	
Total Cash Price (A through J)	\$ 11175.00 (1)

2. Amounts Paid to Public Officials

A. License Fees ESTIMATED \$ 101.00 (A)
 B. Registration/Transfer/Titling Fees \$ 175.00 (B)
 C. California Tire Fees* \$ 6.75 (C)
 D. Other N/A \$ N/A (D)
 E. Other N/A \$ N/A (E)
Total Official Fees (A through E) \$ 282.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b*) \$ 175.00 (3)

4. Smog Certification or Exemption Fee Paid to State

\$ N/A (4)

5. Subtotal (1 through 4)

\$ 282.75 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2004 Make CHEVROLET \$ 9500.00 (A)
 Model COBALT Odor 35000
 VIN 1G1JC58G961000000
 B. Less Prior Credit or Lease Balance \$ 15000.00 (B)
 C. Net Trade-In (A less B) (indicate if a negative number) \$ -5500.00 (C)
 D. Deferred Downpayment \$ 0.00 (D)
 E. Manufacturer's Rebate \$ 1000.00 (E)
 F. Other N/A \$ N/A (F)
 G. Cash \$ 1000.00 (G)

Total Downpayment (C through G) \$ 0.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (5 less 6)

\$ 282.75 (7)

*Seller may keep part of these amounts.

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in N/A
 installments of \$ N/A
 from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable:

NOTICE OF RESCISSION RIGHTS

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

Buyer X _____ Co-Buyer X _____

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

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

WARNING:

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

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

Buyer X _____ Co-Buyer X _____

Notice to buyer:

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

If you have a complaint concerning this sale, you should try to resolve it with the seller.

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

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

Buyer Signature X _____

Co-Buyer Signature X _____

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

X _____
 Date Buyer Signature Age
 X _____
 Date Co-Buyer Signature Age

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

Term _____ Mos _____
 Name of Gap Contract

You want to buy a gap contract.

Buyer X _____

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

1.F Company _____
 Term _____ Mos. or _____ Miles

1.G Company _____
 Term _____ Mos. or _____ Miles

Buyer X _____

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

X _____
 Buyer Signs
 X _____
 Co-Buyer Signs

Other may keep part of these amounts.

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: _____
 Amount \$ _____ Finance Charge \$ _____
 Total \$ _____ Payable in _____
 installments of \$ _____ \$ _____
 from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

☐ Name of autobroker receiving fee, if applicable: _____

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

1.F Company _____
 Term _____ Mos. or _____ Miles
 1.G Company _____
 Term _____ Mos. or _____ Miles
 Buyer X _____

NOTICE OF RESCISSION RIGHTS

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

Buyer X _____ Co-Buyer X _____

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____ Year _____ SELLER'S INITIALS _____

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

X _____
 Buyer Signs
 X _____
 Co-Buyer Signs

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

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

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

Buyer X _____ Co-Buyer X _____

Notice to buyer:

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

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

Buyer Signature X _____ Co-Buyer Signature X _____

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

THERE IS NO COOLING OFF PERIOD

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

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

Buyer Signature X _____ Date _____ Co-Buyer Signature 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 Signature X _____ Address _____

GUARANTY

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

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs _____ Date _____ By X _____ Title _____

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT


GMC HUMMER

(excludes Saturn)
CUSTOMER NAME: JONATHAN A HUFERT
VIN: 1 / G / 1 / A / L / 5 / 8 / F / 3 / 6 / 7 /

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>CERTIFICATES</u>	<u>1000.00</u> <u>DAC</u>	
	\$ <u>N/A</u>	
	\$ <u>N/A</u>	
	\$ <u>N/A</u>	
	\$ <u>N/A</u>	
Total Incentive Amount Received <u>1000.00</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 REBATE
in lieu of INCENTIVIZED RATE 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 02/09/06 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 XX 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 02/09/2006

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: _____

GLENDORA CHEVROLET

Date 02/09/2006

Dealer Code 20352

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.

05/16/11

**MANUFACTURER RESPONSE FORM
(CALIFORNIA)**

Case Number: CHV0654607

Vehicle: 2005 Chevrolet Cobalt

Customer Name: [REDACTED]

VIN: 1G1AL58F367 [REDACTED]

Manufacturer's Position: GM will not be offering to replace or repurchase the vehicle at this time. We have examined the vehicle and at this time it is operating within manufacturing specifications. Furthermore as per the 2006 Chevrolet Warranty manual after 7500 miles wheel alignments are a maintenance item. GM will continue to stand behind the bumper-to-bumper warranty.

Documentation Provided (please check):

☐ Technical Service Bulletin(s)

☐ Recall Notice(s)

XX Vehicle Repair Records

XX Purchase/Lease documentation

☐ Other: _____

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing XX By phone ☐ In person ☐ In writing

Form completed by: Gina Kulakowski Date: July 26, 2006

Future Contact: Gina Kulakowski

Phone: 866-790-5700 ext 2-1221 Fax: 866-480-3632

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

2006 COBALT 4-DOOR LT SEDAN		CHEVROLET MOTOR DIVISION
56U SUNBURST ORANGE METALLIC	/L4G	GENERAL MOTORS CORPORATION
14C GRAY		100 RENAISSANCE CENTER
ORDER NO. JPVD5D/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1AL58F367		VEHICLE INVOICE 1AD76575751
*****		*****13*20352S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1AL69 COBALT 4-DOOR LT SEDAN	16200.00	15147.00 INVOICE 11/03/05
ASF AIRBAGS, SIDE HEAD-CURTAIN	395.00	347.60 SHIPPED 11/03/05
DT4 ASHTRAY AND LIGHTER	15.00	13.20 EXP I/T 11/17/05
L61 2.2L DOHC 4 CYL ENGINE	N/C	N/C INT COM 11/17/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	748.00 PRC EFF 11/03/05
T37 DELUXE FOG LAMPS	115.00	101.20 KEYS G1228 G1228
US8 AM/FM STEREO W/CD & MP3	150.00	132.00 WFP-S QTR OPT-1
(REPLACES STD/OPT RADIO)		BANK: GMAC - 061
U2K XM SATELLITE RADIO-SERVICE	325.00	286.00 CHG-TO 20-352
FEE EXTRA. 1ST 3 MONTHS INCL.		
YF5 CALIFORNIA EMISSIONS	N/C	N/C SHIP WT: 2850
2LT 2LT SPORT PACKAGE INCLUDES:	695.00	611.60 HP: 18.4
*REAR DECKLID SPOILER		GMS: 17489.25
*16" ALUMINUM WHEELS		SUPPLR: 18272.89
(REPLACES STD/OPT WHEELS)		MRM: 19335.00
*P205/55R16 TOURING TIRES		DAN: 19K
*CHROME EXHAUST TIP		MEMO 862.25
*LEATHER WRAPPED SHIFT LEVER		
*LEATHER WRAPPED STEERING WHEEL		
*WHITE FACED SPORT GAUGES		

TOTAL MODEL & OPTIONS	18745.00	17386.60	ACT 231	17414.25
DESTINATION CHARGE	590.00	590.00	H/B 261	562.35
LAM DEALER CONTRIBUTION		187.45	ADV 261	187.45
LAM GROUP CONTRIBUTION		93.73	EXP 65A	93.73

TOTAL	19335.00	18257.78	PAY 310	18257.78
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		17452.43		

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 061
VIN 1G1AL58F367
\$ 18257.78 INV 1AD76575751
DUE 11/17/05 DEALER 20-352

GLENDORA CHEVROLET



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 12, 2006

Vince Stamegna
Glendora Chevrolet
1959 Auto Ctr Dr.
Glendora, CA 91740-6714

Re: [REDACTED]
Siebel Request: 1-395056016
2006 Chevrolet Cobalt
VIN # 1G1AL58F367 [REDACTED]

Dear Mr. Stamegna:

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. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- 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,

Gina Kulakowski
BRC Customer Relationship Manager
Ph# 866-790-5700, extension 2-1221
FAX# 866-480-3632

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

May 16, 2011

[REDACTED]
Bay City, TX [REDACTED]

Service Request: 1-395792719
Customer Relationship Manager: Kristin Peck

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Chevrolet Cobalt, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-790-5700 extension 20607, Monday through Friday during the hours of 9:00 a.m. and 5:30 p.m., Eastern time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

Chevrolet Division
General Motors Corporation

16653

electronic Preliminary Repurchase Authorization (ePRA)(**To go from field to field, use the **TAB KEY**)

1.Date (mm/dd/yyyy): 04/21/2006
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Bay City, Texas [REDACTED]
 5.Primary Customer Phone #: [REDACTED] Home
 6.Additional Customer Phone #: [REDACTED] Work
 7.Customer fax #: [REDACTED]

8. Cust Drivers Licenses # [REDACTED]

9. State tax % rate 8.25

Customer Vehicle Information

10.Year/Make/Model: 2005 Chevrolet Cobalt
 11.VIN (17 Digits): 1G1AK52F957 [REDACTED] 12.Current Mileage: 20,241
 13.Purchased: NEW

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:

14.Dealership Name: Don Davis Chevy Pontiac Cadillac GMC
 15.Dealership Phone #: 979-245-6391
 16.Dealership Contact Name and **TITLE**: Ken Harris
 17.Dealership Contact Phone # (if different than Dealership #): 979-245-6391
 18.Dealership Contact Fax # 979-245-0500
 19.Dealership BAC: 116620 Region: South Central

20.What **GOODWILL TOOLS** were offered?

<input checked="" type="checkbox"/>	Component Coverage Letter	<input checked="" type="checkbox"/>	Miscellaneous Reimbursement
<input type="checkbox"/>	Maintenance Letter	<input type="checkbox"/>	American Express Check
<input type="checkbox"/>	Owner Loyalty Certificate	<input type="checkbox"/>	Other
<input type="checkbox"/>	GM SmartCare	<input type="checkbox"/>	NOTHING OFFERED
<input checked="" type="checkbox"/>	GMPP		

21.Was a **TRADE** Repurchase offered? YES

22.If this will not be a Trade Repurchase, Please explain Why? Customer is very dissatisfied with his vehicle. When he had come into the Dealership after the 3rd time he excepted a 100,000 mile GMPP for his vehicle. After he excepted that his vehicle failed again and again leaving him stranded. Customer was offered a trade-repurchase and which he needed a week to think about it. After his vehicle left him stranded again he was persistant and wanted out.

TAC case number is required and if not available, Please explain why not?

23.CAC Case Number: 24.TAC Case Number: 8754560

25.If no TAC number, Explain:

26.Reason for Repurchase (Include specific mechanical failure): Shorted out into innner dash frame work in several spots causing many codes at different times. Leaving Customer not able to start vehicle and dying out several times. Replaced Engine Harness vehicle is fixed at this time.

27.This case was resolved by: Field Voluntary Decision

28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).

30.Type of TRANSACTION? STRAIGHT REPURCHASE

31.Vehicle Damage (explain what damage is present and who is responsible): no

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: _____

33.New Vehicle Year/Make/Model: _____

34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): _____

35.Usage/Depreciation Amount:

(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: purchase price 14877.43 divided by 120,000 x 7505 1st repair= 930.45 miles on vehicle now 20241- 7505 1st attempt= 12736 miles. purchase price/120,000 x 12736= 1463.36 divided by 2.... Add 868.00 plus 789.49= \$ 1719.94 for usage

36.Aftermarket Items: Yes

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): 0 included in purchase price window tint and pin strips

37.Lease Termination Terms: _____

38.Who will be responsible for the **Taxes and/or Fees?** Customer

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain: _____

39.I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): No

***NO Rebates are to be applied to the replacement vehicle**

***GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle**

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: Customer is very upset about his vehicle. He uses his vehicle for his job because he is Saleman. Customer has stated that he as already purchased another vehicle. Customer declined to meet in person. He wanted to do it by phone because off his time schedule with his job.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 04/21/2006

42.Authorizer Name: Kimberly McCloud

43.GM Position: Area Service Manager

44.VoiceMail Node: 800-211-3611 Mailbox Number: 8123

45.Email Address: kimberly.l.mccloud@gm.com

Save this document using the customers last name plus the last 8 of the VIN as the Filename.

Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMEExpert.com

Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

APPLICATION FOR TEXAS CERTIFICATE OF TITLE

SHADED AREAS ARE TO BE COMPLETED BY THE SELLER

TYPE OR PRINT NEATLY IN INK

TAX OFFICE USE ONLY									
Tax Collector CRISTYN HALLMARK		County MATAGORDA		Transaction Number					
1. Vehicle Identification Number 1G1AK52F957		2. Year 2005		3. Make CHEV		4. Body Style 4D			
5. Model CORAL T		6. Odometer Reading 179		7. Empty Weight		8. Carrying Capacity (lbs.)		9. Tonnage	
10. Trailer Type <input type="checkbox"/> Semi <input type="checkbox"/> Full		11. Plate No.		12. Vehicle Unit No.		This space for VTR Use Only			
14. Applicant's/Owner's Name(s) [REDACTED]		Address [REDACTED]		City, State, Zip Code BAY CITY TX		County Name MATAGORDA			
14a. Registrant's Name (Renewal Notice Recipient) Address City, State, Zip Code		County Name		13. Applicant's/Additional Applicant's Social Security Number (See below) or Federal Tax ID Number [REDACTED]					
14b. Vehicle Physical Location City, State, Zip Code		15. Previous Owner's Name Address City, State, Zip Code DON DAVIS DEALERSHIPS/ BAY CITY 5020 7TH ST. BAY CITY, TX 77414							
16. 1st Lien Date 09/16/05		1st Lienholder Name Address City, State, Zip Code SMART FINANCIAL CREDIT UNION PO BOX 920719 HOUSTON TX 77292		15a. GON - Dealer Use Only P8615					
THIS MOTOR VEHICLE IS SUBJECT TO THE FOLLOWING FIRST LIEN									
17. FOR CORRECTED TITLE: <input type="checkbox"/> Change in Vehicle Description <input type="checkbox"/> VIN <input type="checkbox"/> No Change in Ownership <input type="checkbox"/> Add Lien <input type="checkbox"/> Remove Lien <input type="checkbox"/> Odometer Brand <input type="checkbox"/> Odometer Reading		18a. Additional Lien(s)? <input type="checkbox"/> YES (If additional liens are to be recorded, attach Form VTR-267.)							
18. ODOMETER DISCLOSURE - FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.									
I, DON DAVIS DEALERSHIPS/ BAY CITY , state that the odometer now reads: 179 (no tenths).									
THE MILEAGE SHOWN IS <input checked="" type="checkbox"/> A - Actual Mileage <input type="checkbox"/> B - Not Actual Mileage WARNING - ODOMETER DISCREPANCY <input type="checkbox"/> C - Mileage Exceeded Mechanical Limits									
IF NO SELLER/AGENT, TITLE APPLICANT SHOULD CHECK ONE OF THE 3 BOXES ABOVE UNLESS NUMBER 6 INDICATES EXEMPT.									
MOTOR VEHICLE TAX STATEMENT									
19. CHECK ONLY IF APPLICABLE <input type="checkbox"/> I hold Motor Vehicle Retailer's (Renewal) Permit No. _____ and will satisfy the minimum tax liability (V.A.T.S., Tax Code, §152.049 (c)). <input type="checkbox"/> I am a Dealer or Lessor and qualify to take the Fair Market Value Deduction (V.A.T.S., Tax Code, §152.002 (c)).									
20. DESCRIPTION OF VEHICLE TRADED IN (if any)		Year N/A		Make		Vehicle Identification Number		20a. ADDITIONAL TRADE - INS? (Y/N)	
21. SALES AND USE TAX COMPUTATION		<input type="checkbox"/> \$50 New Resident Tax - (Previous State) _____ <input type="checkbox"/> \$5 Even Trade Tax <input type="checkbox"/> \$10 Gift Tax <input type="checkbox"/> \$95 Rebuild Salvage Fee <input type="checkbox"/> 2.5% Emissions Fee (Diesel Vehicles 1996 and Older > 14,000 lbs) <input type="checkbox"/> 1% Emissions Fee (Diesel Vehicles 1997 and Newer > 14,000 lbs) <input type="checkbox"/> Exemption claimed under the Motor Vehicle Sales and Use Tax Law because _____ <input checked="" type="checkbox"/> \$33 APPLICATION FEE FOR CERTIFICATE OF TITLE (Contact your County Tax Assessor-Collector for the correct fee.)							
(a) Sales Price (\$ _____ has been deducted)		\$ 13810.43							
(b) Less Trade - In Amount, Describe in Item 20 Above		\$ N/A							
(c) For Dealers/Lessor/Rental ONLY - Fair Market Value Deduction, Describe in Item 20 Above		\$ N/A							
(d) Taxable Amount (Item a, minus Item b, Item c.)		\$ 13810.43							
(e) 5.25% Tax on Taxable Amount (Multiply Item d. by .0525)		\$ 863.15							
(f) Late Tax Payment Penalty <input type="checkbox"/> 5% or <input type="checkbox"/> 10%		\$ _____							
(g) Tax Paid to _____ (STATE)		\$ N/A							
(h) AMOUNT OF TAX AND PENALTY DUE (Item e, plus Item f, minus Item g.)		\$ 863.15							
I HEREBY CERTIFY THAT ALL STATEMENTS IN THIS DOCUMENT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.									
22. [Signature]		D. JOHNSTON		DON DAVIS DEALERSHIPS/ BAY CITY		09/16/05		Date	
23. [Signature]		[REDACTED]		[REDACTED]		09/16/05		Date	
Signature of PURCHASER, BOB		PRINTED NAME (Same as signature)						Date	
RIGHTS OF SURVIVORSHIP OWNERSHIP AGREEMENT (MARRIED PERSONS) WE, THE PERSONS WHOSE SIGNATURES APPEAR HEREIN, HEREBY AGREE THAT THE OWNERSHIP OF THE VEHICLE DESCRIBED ON THIS APPLICATION FOR TITLE, SHALL FROM THIS DAY FORWARD BE HELD JOINTLY, AND IN THE EVENT OF DEATH OF EITHER OF THE PERSONS NAMED IN THE AGREEMENT, THE OWNERSHIP OF THE VEHICLE SHALL VEST IN THE SURVIVOR. NON-MARRIED PERSONS ARE REQUIRED TO EXECUTE A RIGHTS OF SURVIVORSHIP OWNERSHIP AGREEMENT FOR A MOTOR VEHICLE, FORM VTR-122.									
WARNING: Transportation Code, §501.135, provides that falsifying information on title transfer documents is a third-degree felony offense punishable by not more than ten (10) years in prison or not more than one (1) year in a community correctional facility. In addition to imprisonment, a fine of up to \$10,000 may also be imposed.									
* NOTE: Transportation Code, §501.0235, REQUIRES that the applicant's social security number be provided when applying for a certificate of title. If the applicant does not have a social security number, Form VTR-171, Statement of Fact for Non-disclosure of a Social Security Number, must accompany this application. This information is requested for proper identification purposes.									

MAY-10-2006 14:15 FROM:


TO: 8808908612818884351 PAGE: 02

CHEVROLET PONTIAC BUICK  GMC Oldsmobile Saturn 


Wednesday, May 10, 2006

Bay City, TX 

Straight Settlement Letter

Subject: Repurchase of 2005 Chevrolet Cobalt
 VIN: 1G1AK52F957 
 REP SR: V-16653

Dear 

We regret that you are dissatisfied with your 2005 Chevrolet Cobalt, VIN 1G1AK52F957  and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied General Motor customer. General Motors will repurchase your vehicle for \$13,157.49. This offer was calculated by using the following figures:

Total Repurchase Amount	\$13,157.49
Base Price	\$14310.43
Registration/License/Title Fee	\$97.80
Inventory Fee	\$34.30
Sales Tax	\$863.15
Doc Fee	\$50.00
Inspection Fee	\$21.75
Less Usage	\$1,719.94
Less Incentives	\$500.00
Less Payoff of Original Vehicle-Good until 6/2/06	\$11,793.37
Total Amount to Customer	\$1,364.12

****AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

 Motors, please send certified check or money order made payable to 

 5/10/06  5/10/06
 Customer's and Co-Customer's Signature(s) and Date

 
 Customer's and Co-Customer's Printed Name(s)

The requirements of the straight repurchase are as follows:

- ⇒ Vehicle Damage - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ A "Power of Attorney" form - supplied by General Motors must be signed and notarized at the time of repurchase (used only for titling purposes)



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

May 10, 2006
DON DAVIS PONTIAC CADILLAC GMC
5020 SEVENTH ST
BAY CITY, TX 77414

Subject: 2005 Chevrolet Cobalt
Customer: [REDACTED]
VIN: 1G1AK52F957 [REDACTED]
REF SR: V-16653

Dear DON DAVIS PONTIAC CADILLAC GMC:

General Motors will issue a check in the amount of \$1,364.12 made payable to [REDACTED] and [REDACTED]. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$11,793.37 to Smart Financial Credit Union. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
#16653

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Friday May 5, 2006. If you have any questions you may reach me at 23062306

Ken Lami Bus mgr
DON DAVIS PONTIAC CADILLAC GMC 116620 Management Agent's Signature and Title.

Ken Lami Bus mgr
DON DAVIS PONTIAC CADILLAC GMC 116620 Management Agent's Printed Name and Title.



**Calculating the Repurchase Price
Motorized Vehicles
According to Lemon Law Rule 107.8***

- I. Purchase price = sales price plus tax, title, fees, add-on accessories, less rebate, if any.

PP=\$ 14,877.43

II. Mileage

TM=Total number of miles on hearing date.

TM= 20,241

UM=Number of unimpaired miles (miles driven before defect is first reported),

UM= 7,055

IM=Number of impaired miles (miles driven AFTER defect was reported), TM less UM.

IM = 13,186

III. Reasonable allowance for use (RAFU)

1. $\frac{UM \times SPP}{120,000} =$

\$ 874.67 (A)

2. $\frac{IM \times SPP \times 5}{120,000} =$

\$ 817.39 (B)

TOTAL RAFU

\$ 1,692.06 (A+B)

IV. Repurchase Price (RP)

1. PP - RAFU

= \$ 13,185.37

2. Refund of filing fee

+ \$ _____

3. Reimbursement of incidental maintenance repairs and runs

\$ 13,185.37

Total repurchase price
(1) + (2) + (3)

*This is the formula generally used to calculate repurchase price, except in lease and TRV cases.



UNION (Inquiries and Requests) UNION

**General Motors Corporation**
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT**CUSTOMER NAME:** _____
VIN: 1G1AK52F957 _____ (or see attached list)**CUSTOMER INCENTIVE(S)****1. Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ <u>500</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

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 16 SEP 200. I acknowledge receipt of incentive(s) as described in Item # _____ and release the GM Division from any future claim or obligation to the incentive(s) on this unit.

Purchaser/Lessee Signature: _____

Date: 16 SEP 200

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

Authorized Dealer Signature: _____

Date: 11/1

Dealership Name: _____

DON DAVIS DEALERSHIPS/ BAY CIT

Dealer Code: _____

04/12/2006 13:59 9798482001

ANG ACCT OFFICE

005 COBALT 4-DOOR SEDAN /L4G
 00 SUMMIT WHITE
 48 GRAY
 ORDER NO. H2BB3Q/TRE STOCK NO. [REDACTED]
 VIN 1G1AK52F9 5756126 [REDACTED]
 CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD61122478

	MSRP	INV AMT	RETAIL - STOCK
AK69 COBALT 4-DOOR SEDAN	13625.00	12739.38	INVOICE 03/04/05
F9 TRUNK CARGO NET	45.00	40.50	SHIPPED 03/04/05
34 FLOOR MATS	80.00	72.00	EXP I/T 03/23/05
T4 ASHTRAY AND LIGHTER	15.00	13.50	INT COM 03/23/05
E9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 03/04/05
34 CRUISE CONTROL	275.00	247.50	KEYS G3064 G3064
61 2.2L DOHC 4 CYL ENGINE	0.00	0.00	WFP-9 QTR OPT-1
K0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	765.00	BANK: GMAC - 005
43 REAR DECK-LID SPOILER	275.00	247.50	CHG-TO 30-036

SHIP WT: 2789
 HP: 18.4
 GMS: 14310.43
 SUPPLR: 14951.02
 MRM: 15730.00
 DAN: CHEAP
 MEMO 683.25

68.80
 1.00
 69.80

TOTAL MODEL & OPTIONS	15165.00	14125.38	ACT 231	14235.43
DESTINATION CHARGE	565.00	565.00	H/B 261	454.95
LAM DEALER CONTRIBUTION		75.83	ADV 261	75.83
LAM GROUP CONTRIBUTION		75.83	EXP 65A	75.83

TOTAL 15730.00 14842.04 PAY 310 14842.04

MEMO: TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 14182.71

 (INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, ROLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 005
 VIN 1G1AK52F957 [REDACTED]
 \$ 14842.04 INV 1AD61122478
 DUE 03/23/05 DEALER 30-036

LANGFORD CHEVROLET

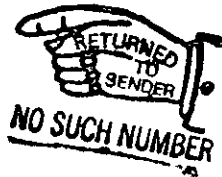
**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

APR 18 2006



80226+131482328170





CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

April 10, 2006

Ms. Jessica Hayner
241 Carr St # 1
Lakewood, CO 80226-1310

CUSTOMER DID NOT RECEIVE THIS
FROM GMC

Service Request: 1-397597220
Customer Relationship Manager: Allen Bowen

Dear Ms. Hayner:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Cobalt. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <http://www.dr.bbb.org/goauto>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

May 16, 2011

[REDACTED]
Lakewood, CO [REDACTED]

Service Request: 1-397597220
Customer Relationship Manager: Allen Bowen

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Cobalt. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

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Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

May 16, 2011

[REDACTED]
Lakewood, CO [REDACTED]

Service Request: 1-397597220

Customer Relationship Manager: Jonathan Wilson

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Cobalt. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

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Thank you for the opportunity to review this matter.

Sincerely,

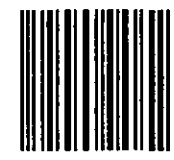
Chevrolet Division
General Motors Corporation

Lakewood, Co

MAR 31 2006



9264



48232

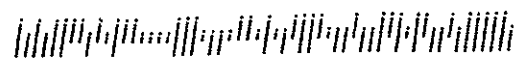
U.S. POSTAGE
PAID
WESTMINSTER.CO
80031
MAR 29, 06
AMOUNT
\$5.36
00095532-12



Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Lenon

10



To: Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

From:

Lakewood, CO

March 10, 2006

Manufacturer,

I am writing this in regards to my 2005 Chevrolet Cobalt. I purchased the vehicle in October of 2005, since the time of purchase; I have retuned my car five times to have the same defect repaired. There have been two situations where I was actually operating my vehicle and the power steering "locks up", or "went out" on me. The computer on my dash board reads "**POWER STEERING**". When I first brought my vehicle to Kevin and Anthony at Stevenson, I explained to them what the situation was and they replied "your car wouldn't give that message", please see exhibit 1,2,3 and 4. If they would have read the owners manual it states: **POWER STEERING- "This message is displayed if a problem has been detected with the electric power steering. Have you vehicle serviced by a GM dealer immediately"** They kept it for a day and basically told me "Sorry, we can not do anything for you because the message will not duplicate" This same defect has happened numerous times while parked as well as when driving. Power steering is a major safety issue, and I expect to be treated with respect and honesty. However, after my first visit to the service department and my personal situation was "seen" (a young single female) I was definitely treated as a minority. In addition to this problem I have had other issues as well. One being my gages, I have had a full tank of gas and it reads empty with the "**LOW FUEL**" reading on my dash as well as the bell that would not stop dinging. In addition to the previous defects mentioned the radio has malfunctioned twice. It reads "**LOCK**". Owners Manuel states I need to unlock it with the code I set. However, I never set a code. While in lock mode I am unable to use my radio or receive any information from my instrument panel. Not having this information from my panel could result in a safety issue as well. I feel I have been lied to and pushed aside as if this was not a concerning matter.

I am a single mother and scared to **DEATH** to put my child as well as myself in this car. I have done the necessary requirements to get this problem resolved in a professional manner. Because I was never taken seriously in this matter I asked my father to help me. My father called GM, he spoke to the costumer service rep, Jonathan (866-790-5600 ext.11140) who said he would call back "tomorrow". When Jonathan called back it had been 5 working days plus a weekend. When asked why he didn't call him

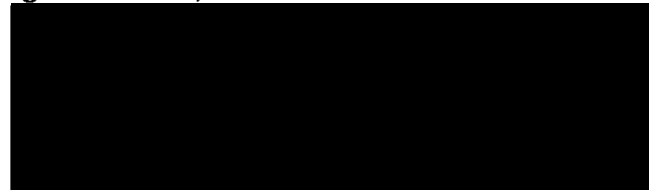
back for a week Jonathan's response was "it's only been 5 days"! A true professional would never give a response like that to a customer. Jonathan also told my father that he had "a whole check book to throw at the car, they just can't find anything wrong with it". My father responded "are we suppose to wait until something bad happens to her or the car to get it fixed?". Jonathan response, "call the Better Business Bureau". The customer service at GM and the knowledge of the service men at Stevenson has been incredibly poor and I would think almost embarrassing for GM. I have also included my car history from the dealership. All of the paper work contains no dates or the wrong dates.

Colorado Lemon Law states:

"If you buy a new vehicle that has a defect within one year following the purchase, and the same defect is not repaired after four or more attempts to repair, a court may order the manufacture to replace the vehicle or refund the purchase price minus a reasonable allowance for your use of the vehicle".

I feel this applies to my situation. I would like to have this resolved immediately before legal action is taken. Please contact me via email or in writing to resolve this problem immediately.

With great concern,



March 24, 2006

Since writing this letter, I have had my car returned to me and then fail again. This time I was driving my car WITH my child in the vehicle as well. I did not turn my car off and insisted that Stevenson come and get me immediately. After looking at my car Stevenson asked if they could disable my car alarm, and that this now may be the cause. They have already called me with this same question and assumption. This is extremely unfair and frustrating for me. This has caused numerous hours/days I have missed work. I bought this car so I would have a reliable vehicle. As of now I have been paying for a car I have drove maybe 60% of the time. It is unacceptable for GM to keep putting me back in this vehicle when they don't even know what is wrong with it. I have lost all faith in the words and guarantee's I was promised when I purchased this car. I still can not get Jonathan from GM to return a single call of mine. Once again, this is extremely unprofessional.



Exhibit #1
3-7-06 12:15pm

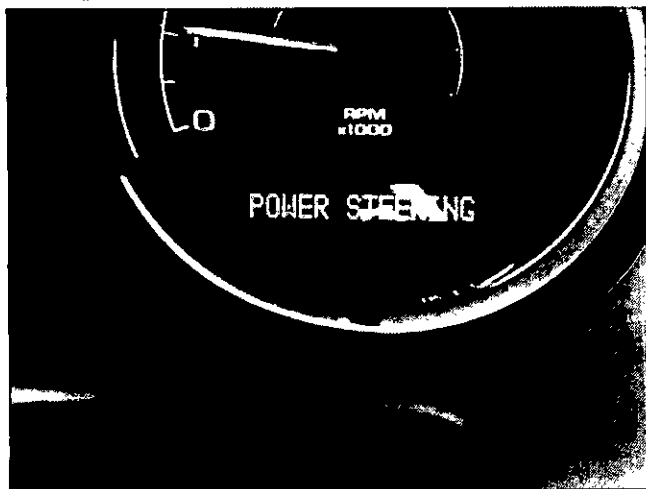


Exhibit # 2
3-7-06

RPM
x1000

POWER STEERING

Exhibit #3
3-21-06 3:15pm



Exhibit #4
3-21-06 3:15pm



GM

Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number

Dealer/BAC Code

161A K52 F45 76

--	--	--	--	--	--

Stock # 1221

Repair Order # 213946

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. 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:

- ☐ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF RF LR RR

- ☐ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☐ Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- ☐ Verify RPO and RPA options
- ☐ Install all accessories; check fit, finish and operation

- ☐ Unusual noises/vibrations
- ☐ Squeaks and rattles
- ☐ Transfer case or TAPshift function (if equipped)
- ☐ Cruise/adaptive cruise (if equipped)
- ☐ OnStar for connectivity (if equipped)
- ☐ Transmission shifter, clutch, noise, shift smoothness
- ☐ Engine performance: Hot start, idle quality
- ☐ Check for MIL, SES, SVS, and warning lights

- ☐ Seat belts: material, operation and latches
- ☐ Child Comfort Guide - elastic cord visible (if equipped)
- ☐ Removable top/panel, convertible top
- ☐ Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- ☐ Trunk safety release (if equipped)
- ☐ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Hood:

- ☐ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

Under Vehicle:

- ☐ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ☐ Brake/fuel lines secured in clips
- ☐ Check all fluid systems for leaks

Road Test:

ODOMETER: Before After

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

During Road Test:

- Drive on a legal roadway with road conditions permitting evaluation of the following:
- ☐ Engine Performance: Cold start, idle quality
- ☐ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☐ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☐ Steering wheel - center position
- ☐ Steering for leads, pulls, vibration at idle, vibration while driving
- ☐ Wipers, delay and washers (front and rear)
- ☐ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☐ Unusual wind noise

VOLTAGE

DATE INITIAL

- ☐ Remote hood release, latch and hood safety latch
- ☐ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☐ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☐ Fluid levels: Add as required

Body/Chassis:

- ☐ Doors, locks, keys and keyless entry system
- ☐ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☐ Neutral start safety switch (if equipped)
- ☐ Power mirrors (if equipped)
- ☐ Horn
- ☐ Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- ☐ Seats: Check operation and that removable seats are properly secured

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)
- ☐ Thorough exterior wash and dry; check for water leaks
- ☐ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☐ Erase all messages on voice recorder (if equipped)
- ☐ 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

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

Technician (Print Name)

Service Manager (Signature)

Date

wrong date
5-13

CLOSED

91997

220399

ACCOUNTING

STEVINSON
CHEVROLET WEST, INC.

 15000 WEST COLFAX AVE.
 LAKEWOOD, CO 80401
 (303) 279-3311

PAGE 1

SERVICE ADVISOR: 862 ANTHONY HODGES

LAKEWOOD, CO

HOME

BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SANDSTONE	05	CHEVROLET COBALT	1G1AK52F457		2020/2020	T4227	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12OCT05 IS			17:00 14NOV05		98.00	CASH	15NOV05

 R.O. OPENED: READY: OPTIONS: STK:5-1221 DLR:10822
 ENG:2.2 Liter_MFI_DOHC TRN:4 SPD_AUTO

15:16 11NOV05 15:11 15NOV05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

 A WARR POWER STEERING MESSAGE CAME ON & STEERING WHEEL WOULD NOT TURN
 VEHICLE HAD TO BE RESTARTED THREE TIMES.

CAUSE:

N9995 CUSTOMER CONCERN NOT DUPLICATED

11	WMO1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
----	------	------	------	------	------	------	------	------	------	------	------

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

AV

0 0 TPARTS

440 1623 TLABOR

2020 CODE C0475 SET IN HISTORY WAS UNABLE TO DUPLICATE

CONCERN, INSPECTION OF WIRING AND CONNECTORS FOUND NO TROUBLE

B WARR ENTERPRISE LEASING

CAUSE:

Z7904 RENTAL 4 DAYS OR MORE (H ROUTE)

9999	WMO1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
------	------	------	------	------	------	------	------	------	------	------	------

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MT

0 0 TPARTS

0 0 TLABOR

SUBL ENTERPRISE RENTAL INV #D 440780

WMO1	11800	11800	11800	11800	11800	11800	11800	11800	11800	11800	11800
------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------	-------

C** WARR DRIVER'S SIDE LOWER STORAGE BIN WILL NOT CLOSE

TRIM PARTS ON ORDER FOR LOWER TRIM PANEL

11	COT	1.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
----	-----	------	------	------	------	------	------	------	------	------	------

2020 SPECIAL ORDER LOWER TRIM PANEL

D** WARR AFTER HEATER HAS BEEN RUN, VEHICLE MAKES VIBRATION BEHIND

INSTRUMENT CLUSTER

CAUSE: LINE HITTING FIREWALL

D3688 HOSES AND/OR LINES, REFRIGERANT

COMPRESSOR SUCTION AND DISCHARGE HOSE

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.

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

WARRANTY COPY

91997

220399

ACCOUNTING

STEVINSON
CHEVROLET WEST, INC.

 15000 WEST COLFAX AVE.
 LAKEWOOD, CO 80401
 (303) 279-3311

PAGE 2

SERVICE ADVISOR: 862 ANTHONY HODGES

 LAKEWOOD, CO
 HOME

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SANDSTONE	05	CHEVROLET COBALT	1G1AK52F457		2020/2020	T4227	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
12OCT05 IS			17:00 14NOV05		98.00	CASH	15NOV05

 R/O OPENED: READY: OPTIONS: STK:5-1221 DLR:10822
 ENG:2.2 Liter_MFI_DOHC TRN:4_SPD_AUTO
 15:16 11NOV05 15:11 15NOV05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	ASSEMBLY		REPLACE								
		9	WW01	0.13	0.40	880	3245			32.45	32.45
	EC	3C	PARTS	COUNT	0						
	CLAIM TYPE:										
	AUTH CODE:										
	04										
						880	3245	TLABOR			

 2020 WARR ST 0.5 HRS R/TEST AFTER HEATER HOT MOVE AC LINE LINE AWAY
 FROM FIREWALL MAKING VIBRATION NOISE BEHIND DASH PANELT3285

Thank you for allowing us to service your vehicle. Your SATISFACTION is very important to us. You may be receiving a survey from the manufacturer. If for any reason you cannot answer ALL the questions COMPLETELY SATISFIED. Please allow us the opportunity to address your concerns. We are here to help you!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-14-05	09:47	11:17	1.50	W	11	C A	
	11:15	13:23	0.13	W	9	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	4868	1320		46600	14800	14800	
46000	0	0		26300	19668	*****	
22600	0	*****					

COST, SALE, & COMP TOTALS 16120 19668 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.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. 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/terms.

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

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

CUSTOMER SIGNATURE

WARRANTY COPY

CUSTOMER #:91997

220399

WORKORDER
REPRINT
PAGE 1**STEVINSON****CHEVROLET
WEST, INC.**15000 WEST COLFAX AVE.
LAKEWOOD, CO 80401
(303) 279-3311

LAKEWOOD, CO

HOME: BUS:

SERVICE ADVISOR: 862 HODGES, ANTHONY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SANDSTONE	05	CHEVROLET COBALT	1G1AK52F457		2020/2020	T4227	
DEL DATE	PROD DATE	WARR EXE	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12OCT05 IS			17:00 14NOV05		98.00	CASH	
F.O. OPENED		READY		OPTIONS: STK:5-1221 DLR:10822			
11NOV2005 15:16				ENG:2.2_Liter_MFI_DOHC TRN:4_SPD_AUTO			

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A FES WW01 WARR POWER STEERING MASSAGE CAME ON & STEERING WHEEL WOULD NOT TURN, VEHICLE HAD TO BE RESTARTED THREE TIMES.

B SUB WW01 WARR ENTERPRISE LEASING

C *TRIM WW01 WARR DRIVER'S SIDE LOWER STORAGE BIN WILL NOT CLOSE

D *TRIM WW01 WARR AFTER HEATER HAS BEEN RUN, VEHICLE MAKES VIBRATION BEHIND INSTRUMENT CLUSTER

D3088

9

.4

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

You are entitled to the return of the replaced parts if you request at the time you authorize the repair, except exchanged or warranty parts, or body shop parts which may be inspected.

☐ SAVE☐ DISCARD

BY SIGNING THIS REPAIR ORDER, I authorize (as indicated herein) to perform the repair described in this order, using any necessary parts and shop materials or supplies. My authorization is given subject to the Terms and Conditions found on the reverse side of this repair order. BY SIGNING THIS REPAIR ORDER, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS REPAIR ORDER.

Customer Signature: _____

I do not wish to receive any estimate, either written or oral, to which I am entitled by law, before repairs are authorized.

Customer Signature:

Date:

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

COPY

91997

220399

ACCOUNTING

STEVINSON
CHEVROLET WEST, INC.

 15000 WEST COLFAX AVE.
 LAKEWOOD, CO 80401
 (303) 279-3311

LAKEWOOD, CO

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 862 ANTHONY HODGES

SERVICE ADVISOR: 862 ANTHONY HODGES								
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
SANDSTONE	05	CHEVROLET COBALT	1G1AK52F457		2020/2020	T4227		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE	
12OCT05 IS			17:00 14NOV05		98.00	CASH	15NOV05	

 R/O OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:5-1221 DLR:10822
 ENG:2.2_Liter_MFI_DOHC TRN:4_SPD_AUTO
 15:16 11NOV05 15:11 15NOV05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	WARR	POWER STEERING MASSAGE CAME ON & STEERING WHEEL WOULD NOT TURN, VEHICLE HAD TO BE RESTARTED THREE TIMES.									

CAUSE:

N9995 CUSTOMER CONCERN NOT DUPLICATED

11 WWO1 0.00 0.20 440 1623 16.23 16.23

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

AV

0 0 TPARTS

440 1623 LABOR

2020 CODE C0475 SET IN HISTORY WAS UNABLE TO DUPLICATE

CONCERN, INSPECTION OF WIRING AND CONNECTORS FOUND NO TROUBLE

B WARR ENTERPRISE LEASING

CAUSE:

Z7904 RENTAL 4 DAYS OR MORE (H ROUTE)

9999 WWO1 0.00 0.00 0 0 0.00 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MO

0 0 TPARTS

0 0 LABOR

SUBL ENTERPRISE RENTAL INV #D 440780

WWO1 14800 14800 148.00 148.00

C** WARR DRIVER'S SIDE LOWER STORAGE BIN WILL NOT CLOSE

TRIM PARTS ON ORDER FOR LOWER TRIM PANEL

11 COT 1.50 0.00 0 0 0.00 0.00

2020 SPECIAL ORDER LOWER TRIM PANEL

C** WARR AFTER HEATER HAS BEEN RUN, VEHICLE MAKES VIBRATION BEHIND

INSTRUMENT CLUSTER

CAUSE: LINE HITTING FIREWALL

D3088 HOSES AND/OR LINES, REFRIGERANT

COMPRESSOR SUCTION AND DISCHARGE HOSE

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

FILE COPY

91997

220399

ACCOUNTING

**STEVINSON
CHEVROLET WEST, INC.**

15000 WEST COLFAX AVE.
LAKEWOOD, CO 80401
(303) 279-3311

LAKEWOOD, CO

HOME: [REDACTED] BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 862 ANTHONY HODGES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SANDSTONE	05	CHEVROLET COBALT	1G1AK52F457		2020/2020	T4227	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO	DATE	PAYMENT	INV DATE
12OCT05	IS		17:00	14NOV05	98.00	CASH	15NOV05

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:5-1221 DLR:10822
ENG:2.2 Liter MPI DOHC TRN:4 SPD AUTO
15:16 11NOV05 15:11 15NOV05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	ASSEMBLY		REPLACE								
	9	WW01		0.13	0.40	880	3245			32.45	32.45
	PC: 3C	PARTS	COUNT: 0								
	CLAIM TYPE:										
	AUTH CODE:										
	04										

2020 WARR ST 0.5 HRS R/TEST AFTER HEATER HOT MOVE AC LINE LINE AWAY
FROM FIREWALL MAKING VIBRATION NOISE BEHIND DASH PANELT3285

Thank you for allowing us to service your vehicle Your SATISFACTION is very important to us. You may be receiving a survey from the manufacturer. If for any reason you cannot answer All the questions COMPLETELY SATISFIED. Please allow us the opportunity to address your concerns. We are here to help you!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-14-05	09:47	11:17	1.50	W	11	C A	
	13:15	13:23	0.13	W	9	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	4868	1320		46600	14800	14800	
46000	0	0		25300	19668	*****	
22600	0	*****					

ECOPY

COST, SALE, & COMP TOTALS			16120	19668	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.	STATEMENT OF DISCLAIMER			DESCRIPTION	TOTALS
	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.			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
				(SIGNED)	DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CLOSED

213946

ACCOUNTING

STEVINSON
CHEVROLET WEST, INC.

 15000 WEST COLFAX AVE.
 LAKEWOOD, CO 80401
 (303) 279-3311

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 870 RC BENNETTS

SERVICE ADVISOR: 870 RC BENNETTS							
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SANDSTONE	05	CHEVROLET COBALT	1G1AK52F457		5/5	T1221	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
IS			17:00 10JUN05		98.00	CASH	13JUN05

 B.O. OPENED: READY: OPTIONS: STK:5-1221 DLR:10822
 ENG:2.2 Liter MFI DOHC TRN:4 SPD AUTO
 08:15 10JUN05 16:36 13JUN05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A	PRE-DELIVERY INSPECTION										
CAUSE: PDI											

Z7000	PRE-DELIVERY INSPECTION										
18 WPDI 0.00 1.10 1375 8924 89.24 89.24											

FC: 99	PARTS	COUNT: 0									
--------	-------	----------	--	--	--	--	--	--	--	--	--

CLAIM TYPE: I											
---------------	--	--	--	--	--	--	--	--	--	--	--

AUTH CODE:											
------------	--	--	--	--	--	--	--	--	--	--	--

MG											
----	--	--	--	--	--	--	--	--	--	--	--

0 0 TPARTS											
------------	--	--	--	--	--	--	--	--	--	--	--

1375 8924 TLABOR											
------------------	--	--	--	--	--	--	--	--	--	--	--

5 B/T DONE											
------------	--	--	--	--	--	--	--	--	--	--	--

B - *NEW CAR PRE-DELIVERY INSPECTION											
--------------------------------------	--	--	--	--	--	--	--	--	--	--	--

500 *NEW CAR PRE-DELIVERY INSPECTION											
--------------------------------------	--	--	--	--	--	--	--	--	--	--	--

18 INT 0.01 0.20 250 1960 19.60 19.60											
---------------------------------------	--	--	--	--	--	--	--	--	--	--	--

5 12 DONE											
-----------	--	--	--	--	--	--	--	--	--	--	--

Thank you for allowing us to service your vehicle. Your SATISFACTION is very important to us. You may be receiving a survey from the manufacturer. If for any reason you cannot answer ALL the questions COMPLETELY SATISFIED please allow us the opportunity to address your concerns. We are here to help you !

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
------	-------	--------	----------	------	------	---------	-----

06-13-05	15:49	15:50	0:01	W	18	B A	
----------	-------	-------	------	---	----	-----	--

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
---------	------	------	---------	---------	------	------	---------

46400	8924	1375		46300	1960	250	
-------	------	------	--	-------	------	-----	--

26101	8924	*****	52379	1901	1960	*****	
-------	------	-------	-------	------	------	-------	--

COST, SALE, & COMP TOTALS 1625 10884 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.

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DESCRIPTION	TOTALS
-------------	--------

LABOR AMOUNT	0.00
--------------	------

PARTS AMOUNT	0.00
--------------	------

GAS, OIL, LUBE	0.00
----------------	------

SUBLET AMOUNT	0.00
---------------	------

MISC. CHARGES	0.00
---------------	------

TOTAL CHARGES	0.00
---------------	------

LESS INSURANCE	0.00
----------------	------

SALES TAX	0.00
-----------	------

PLEASE PAY THIS AMOUNT	0.00
------------------------	------

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE
--	--------------------

WARRANTY COPY

CUSTOMER #:

213946

WORKORDER

PAGE 1

STEVINSON

CHEVROLET WEST, INC.

15000 WEST COLFAX AVE.
LAKEWOOD, CO 80401
(303) 279-3311

HOME:

BUS:

SERVICE ADVISOR: 870 BENNETTS, RC

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SANDSTONE	05	CHEVROLET COBALT	1G1AK52F457		5/	11221	
DEL DATE	PROD DATE	WARR EXE	PROMISED	PD NO	RATE	PAYMENT	INV DATE
			17:00 10JUN05		98.00	CASH	
IS		READY		OPTIONS: STK:5-1221 DLR:10822			
10JUN2005 08:15		ENG:2.2_Liter_MFI_DOHC TRN:4_SPD_AUTO					

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	Z7000		WPDI	PRE-DELIVERY INSPECTION - BASE TIME

B SOO

INT - *NEW CAR PRE-DELIVERY INSPECTION

COPY

You are entitled to the return of the replaced parts if you request at the time you authorize the repair, except exchanged or warranty parts, or body shop parts which may be inspected.

☐ SAVE☐ DISCARD

BY SIGNING THIS REPAIR ORDER, I authorize (as indicated herein) to perform the repair described in this order, using any necessary parts and shop materials or supplies. My authorization is given subject to the Terms and Conditions found on the reverse side of this repair order. BY SIGNING THIS REPAIR ORDER, I ACKNOWLEDGE RECEIPT OF AND AFFIRM THAT I HAVE READ, AND THAT I UNDERSTAND ALL OF THE TERMS AND CONDITIONS CONTAINED ON THE REVERSE SIDE OF THIS DOCUMENT.

FROM MY VEHICLE.

"I do not wish to receive any estimate, either written or oral, to which I am entitled by law, before repairs are authorized."

Customer
Signature:

08101

PRELIMINARY ESTIMATE 9

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

MAR. 16. 2006 1:40PM

STEVINSON CHEVY

NO. 240 P. 11

DELIVERY RECEIPT

CARRIER: SIERRA MOUNTAIN EXPRESS
9900 I-76 SERVICE ROAD
HENDERSON, CO 80640
(303) 286-2551

LOAD #: 82794
TRUCK #: 015

SHIPPER: GENERAL MOTORS
HENDERSON, CO 80640

SHIP TO: 13 10822
STEVINSON CHEVROLET WEST, INC.
15000 W COLFAX
GOLDEN CO 80401
(303) 279-3311

D/R #: 00424091 CARRIER: DO

PAGE #: 1 OF 1

SPECIAL INSTRUCTIONS: 3-5 M-F 9T1 Y 02/05

THIS FORM TO BE USED FOR RECORDING TRANSPORTATION RELATED DAMAGE ONLY.

UNIT	VEHICLE ID	DESCRIPTION	COLOR
1	1G1AKS2F4 57 [REDACTED]	COBALT 4 DOOR SEDAN (LEV1) 15	B/D
EXCEPTIONS:			
COMMENTS: 5-7227 213946			
2	1GNEX1378 5J2 [REDACTED]	GMT400 4X4 2/2 TON FOUR DO OLYMPIC WHITE	B/D
EXCEPTIONS:			
COMMENTS: 5-6009 213948			
3	1G1AKS2F4 57 [REDACTED]	COBALT 4 DOOR SEDAN (LEV1) OLYMPIC WHITE	B/D
EXCEPTIONS:			
COMMENTS: 5-7222 213949			
4	1GCHK24U9 3E [REDACTED]	GMT800 4X4 3/4 TON TWO DOO OLYMPIC WHITE	B/D
EXCEPTIONS:			
COMMENTS: 5-6008 213950			

COPY

DRIVE COURTEOUS, SAFE AND SMART

REMARKS: _____
DEALER: _____
DATE: _____ TIME: _____

REMARKS: no visible Damage
DRIVER: _____
DATE: 6-16-05 TIME: _____

AA0020 FFF259

KEY PROGRAM & INPUT

<u>LICENSE #</u>	<u>ST</u>	<u>EXPIR</u>	<u>YR</u>	<u>MAKE</u>	<u>MODL</u>	<u>SERS</u>	<u>H-PWR</u>	<u>SERIAL #</u>	<u>GPBR</u>	<u>DRBR</u>	<u>UC</u>
	CO	10/06	05	CHEV	COBA	4DR		1G1AK52F057	12AA	1219	DR

<u>TITLE #</u>	<u>LOC</u>	<u>DATE SENT</u>	<u>PURCHASE</u>	<u>IN-SERV</u>	<u>STATUS</u>	<u>MILEAGE</u>	<u>DMGS</u>
		0/00/00	4/26/05	4/26/05	R	9,000	

<u>DEALER NUMBER</u>	<u>DEALER NAME</u>
10282	FISHER CHEVROLET, INC

<u>EXTERIOR</u>	<u>INTERIOR</u>	<u>UNIT-COST</u>	<u>DEP RES</u>
RED 74U	GRAY	9,798.18	1,095.89-

<u>IGN-KEY</u>	<u>TRK-KEY</u>	<u>FACTORY CODES</u>
G1032	G1032	VX7 C1U

VEHICLE EQUIPMENT CAR BUY ID: GM05-AC

AB2 PASS & DRIVER'S AIRBAG
AC AIR CONDITIONING
RD REAR DEFROSTER
R4 AM/FM/CD
4C 4 CYL

<u>GPBR</u>	<u>TYPE</u>	<u>DELETION</u>	<u>TERM OF VEHICLE'S LOCATION</u>
<u>WRT-DWN</u>	<u>RECON</u>	<u>DATE</u> <u>CDE</u>	
0	.00	0/00/00	

Cmd1=Exit + = Roll Up/Down

213946

ACCOUNTING

STEVINSON
CHEVROLET WEST, INC.

 15000 WEST COLFAX AVE.
 LAKEWOOD, CO 80401
 (303) 279-3311

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 870 RC BENNETTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SANDSTONE	05	CHEVROLET COBALT	1G1AK52F457		5/5	T1221
DEL DATE	PROD DATE	WARR EXP	PROMISED	PQ NO	RATE	PAYMENT
IS	7	7	17:00 10JUN05		98.00	CASH
EO OPENED	READY	OPTIONS: STK:5-1221 DLR:10822				
ENG:2.2 Liter_MFI_DOHC TRN:4 SPD_AUTO						
08:15 10JUN05	16:36 13JUN05					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PRE-DELIVERY INSPECTION										
CAUSE: PDI											
Z7000 PRE-DELIVERY INSPECTION BASE TIME											
				18	WPDI	0.00	1.10	1375	8924	89.24	89.24
FCI: 99 PARTS COUNT: 0											
CLAIM TYPE: I											
AUTH CODE:											
MG											
0 0 PARTS											
						1375	8924	TLABOR			
B/T DONE											
B - *NEW CAR PRE-DELIVERY INSPECTION											
SOC *NEW CAR PRE-DELIVERY INSPECTION											
				18	INT	0.01	0.20	250	1960	19.60	19.60
5/22 DONE											

Thank you for allowing us to service your vehicle. Your SATISFACTION is very important to us. You may be receiving a survey from the manufacturer. If for any reason you cannot answer ALL the questions COMPLETELY SATISFIED please allow us the opportunity to address your concerns. We are here to help you!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-13-05	15:49	16:50	0:01	W	18	B.A.	
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46400	8924	1375		46300	1960	250	
26101	8924	*****	52379	1301	1960	*****	

COST, SALE, & COMP TOTALS 1625 10884 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

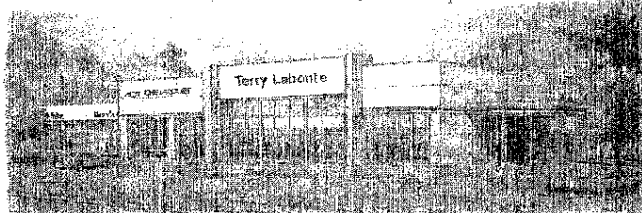
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

FILE COPY



PO BOX 77758
GREENSBORO, NORTH CAROLINA 27417-7758
TELEPHONE (336) 335-1200
www.greensborochrysler.com



CVCS412157



CVCS412157

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

CUSTOMER NO.	97630	ADVISOR	RYAN HANSING	745	TAG NO.	160	INVOICE DATE	03/01/06	INVOICE NO.	CVCS412157	
		LABOR RATE		LICENSE NO.		MILEAGE	12,210	COLOR	SUMMIT WHIT	STOCKING	F9818
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/4DR SDN				DELIVERY DATE	08/26/05	DELIVERY MILES	74	
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 1 5 7				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			R.O. DATE	03/01/06			
		COMMENTS									
			MO: 12215								

LABOR & PARTS		WARRANTY	
SOP STEERING & SUSP. UNITS TECH(S) 562			
SOP STEERING GEAR HERE FOR INSTALLATION FOR SOUND IN STEERING			
INSTALLED THE STEERING SHAFT ASSEMBLY, ALIGNED FRONT END AND TEST DROVE TO VERIFY REPAIR - OK			
PARTS	QTY	FF-NUMBER	DESCRIPTION
JOB # 1	1	10394224	COLUMN KI-6.518
JOB # 1 TOTAL PARTS		0.00	
JOB # 1 TOTAL LABOR & PARTS		0.00	

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

COMMENTS
CALL WORK NUMBER WHEN READY

TOTALS

ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE KNOW YOUR GM VEHICLE BEST. ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD OF 12 MONTHS OR 12 THOUSAND MILES, PARTS AND LABOR

TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS
QUICK LUBE AND PARTS OPEN TIL 8:00 PM

[] CASH [] CREDIT CARD [] CHECK [] CHARGE

TYPE CK#

CUSTOMER SIGNATURE

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

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED. SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTIMATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING) IF YOU REQUEST US TO DO SO.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
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 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 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
The only warranties, if any, applying to these parts are those offered by the manufacturer. TERRY LABONTE CHEVROLET 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 the parts. Buyer shall not be entitled to recover from TERRY LABONTE CHEVROLET any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SIGNED X

DATE

Direct Lines

Sales (336) 335-1234
Service (336) 335-1250
Body Shop (336) 335-1280
Parts (336) 335-1270
Quick Lube (336) 335-1259

IMPORTANT

You may receive a questionnaire from Chevrolet Motor Division regarding your service experience. If for any reason you cannot grade us "Completely Satisfied," please contact Kevin Johnson, Service Director.

Thank You,
Terry Labonte
Chevrolet
336-335-1205
800-277-8871

TERRY LABONTE CHEVROLET

412157
1401 Bridford Parkway
Greensboro, N.C. 27407
(336) 335-1200
Service (336) 335-1250
www.greensborochevy.com

412157


RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
11CVZFLUSH 28CVZ60000/4 02CVZROTATE	*FLUSH COOLANT SYS 60000 MI SER 4CYL *ROTATE TIRES	MI MI MI		27CVZ7500 02CVZHAGROTATE 07CVZPCV	7500 MILE SER TEHAG ROTATE REPL PCV	MI MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/24/06	411740	12017	745	562	W	05CVZ	*STEERING & SUSP
02/04/06	409697	11394	21	562	C	03CVCOMPLIMENT	COMPLIMENTARY INSP
11/26/05	402262	7853	557	QL00	C	00CVZ0001C	GM LUBE, OIL, FILTER
10/22/05	398382	4218	606	QL00	C	00CVZHAG4900	LOF & ROTATE
08/31/05	392961	100	776	813	W	00CVZ2005 09CVZ	HAG QUICK LUBE *DRIVABILITY

SALESPERSON NO. 352 RODDY W MCKENZIE SERVICE STATE REG# 6413

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA <input type="checkbox"/> MASTER CARD	VEHICLE ID. NO. 1G1AK52F157	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/4DR SDN	PRODUCTION DATE F9818	STOCK NO. 74	LICENSE NO. 412157
CUSTOMER NO. 97630	SERVICE CONTRACT HENDRICK AUTO	DELIVERY DATE 08/26/05	DELIVERY MILES 74	SELLING DEALER NO. 03/01/06	DATE 03/01/06
COLOR SUMMIT WHITE/NEUT	CONTRACT NO. HAOR248129	EXPIRATION DATE 08/26/11	EXPIRATION MILES 75,000	TAG NO. 160	
TURBO CVZZ	M/MO 12,210	AIR COND. 745	R.S. RYAN HANSING	TRANS 12,215	
CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 07:41am	DATE/TIME PROMISED 03/01/06 08:00pm	PRIORITY 12,215	SHOP SUPPLIES/HAZARDOUS WASTE A standard charge for supplies and materials is made on each repair order. A LARGE PORTION OF THIS CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZARDOUS MATERIALS AS DIRECTED BY NORTH CAROLINA ENVIRONMENTAL PROTECTION AGENCY. This will be shown on a separate line on the repair order.	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	 				

ORIGINAL CUSTOMER ESTIMATE	PARTS 0.00	LABOR 0.00	TOTAL 0.00										
<p>COMMENTS : CALL WORK NUMBER WHEN READY</p> <p>W * 05CVZ *STEERING & SUSP</p> <p>SOP STEERING GEAR HERE FOR INSTALLATION FOR SOUND IN STEERING</p> <p><i>Removed knee bolster steering wheel air bag steering wheel Multifunction switch and ignition cylinder housing. Repl steering column assembly installed components. Took drive steering wheel off center. Aligned F&E housing. Caster spec. Machine not updated for cobalt.</i></p> <p>PARTS 1200A Column Kit</p> <p>1777A</p> <p>1776B</p> <p>SUBLET 1205A</p> <p>OTHER</p> <p>NONVOICE</p> <p>APPROVED BY</p> <p><i>Call before lunch 1:00</i></p>													
<p>ESTIMATE OF REPAIRS</p> <table border="1"> <tr> <td>PARTS</td> <td></td> </tr> <tr> <td>LABOR</td> <td></td> </tr> <tr> <td>SUBLET</td> <td>SPOKE TO:</td> </tr> <tr> <td>TAXES</td> <td>AGREES TO REPAIR</td> </tr> <tr> <td>TOTAL \$</td> <td><input type="checkbox"/> YES <input type="checkbox"/> NO</td> </tr> </table> <p>CUSTOMER: PLEASE READ AND INITIAL.</p> <p>a. Replaced parts are to be saved for inspection or return. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>b. I waive my right to receive a written estimate. <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>c. A storage fee of \$ <u>14.00</u> per day will be assessed after the customer has been notified that the repair work has been completed.</p> <p>d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not. In the case of a teardown for inspection or estimate, there will be an additional charge for reassembly, no declined repairs.</p> <p>e. I understand I am responsible for any diagnostic or repair charges for any non-warrantable repairs up to \$ <u>70.00</u>.</p> <p>f. I hereby authorize repairs to be completed on this vehicle up to but not exceeding \$300.00.</p> <p>Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Terry Labonte Chevrolet, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Terry Labonte Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> <p>UNDER NO CIRCUMSTANCES WILL DEALERSHIP ASSUME ANY LIABILITY FOR THE LOSS OF ANY PERSONAL PROPERTY LEFT IN YOUR VEHICLE.</p> <p>I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck (herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below car or truck to secure the amount of repairs thereto, but responsibility for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. It is agreed and understood that if the purchases listed below are not paid when due, we or either of us agree to pay all attorney fees and all other costs which may be incurred in the collection of this account. All repairs are considered satisfactory unless we are advised (in writing) within ten days from the date of this order.</p> <p>TER [Signature]</p> <p>CUSTOMER'S SIGNATURE</p>				PARTS		LABOR		SUBLET	SPOKE TO:	TAXES	AGREES TO REPAIR	TOTAL \$	<input type="checkbox"/> YES <input type="checkbox"/> NO
PARTS													
LABOR													
SUBLET	SPOKE TO:												
TAXES	AGREES TO REPAIR												
TOTAL \$	<input type="checkbox"/> YES <input type="checkbox"/> NO												



411740
1401 Bridford Parkway
Greensboro, N.C. 27407
(336) 335-1200
Service (336) 335-1250
www.greensborochevy.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
11CVZFLUSH 28CVZ60000/4 02CVZROTATE	*FLUSH COOLANT SYS 60000 MI SER 4CYL *ROTATE TIRES	MI MI MI		27CVZ7500 02CVZHAGROTATE 07CVZPCV	7500 MILE SER HAG QUICK ROTATE REPL PCV	MI MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/04/06	409697	11394	21	QL00	C	00CVZ0001C	GM LUBE, OIL, FILTER
11/26/05	402262	7853	557	QL00	C	00CVZHAG4900	LOF & ROTATE
10/22/05	398382	4218	606	QL00	C	00CVZ2005	HAG QUICK LUBE
08/31/05	392961	100	776	813	W	09CVZ	*DRIVABILITY
				813	W	33CVZ	SHUTTLE RIDE
08/27/05	392535	74	606	623	I	70CVZDEL	CLEAN FOR DELIVERY

SALESPERSON NO. 352 / RODDY W MCKENZIE

SERVICE

STATE REG# 6413

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA <input type="checkbox"/> MASTER CARD	VEHICLE I.D. NO. 1G1AK52F157	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT 4DR SDN	PRODUCTION DATE F9818	STOCK NO. 411740	LICENSE NO. 411740
	CUSTOMER NO. 97630	SERVICE CONTRACT HENDRICK AUTOCU08/26/05	DELIVERY DATE 08/26/11	DELIVERY MILES 74	SELLING DEALER NO. 02/24/06
	COLOR SUMMIT WHITE/NEUT	CONTRACT NO. HAOR248129	EXPIRATION DATE 08/26/11	EXPIRATION MILES 75,000	TAG NO. 160
	TURBO CVZZ	MMO CVZZ	AIR COND. P.S. CVZZ	TRANS. CVZZ	MILEAGE 12,017
	RESIDENCE PHONE GREENSBORO, NC	BUSINESS PHONE GREENSBORO, NC	ADVISOR NO. 745	ADVISOR RYAN HANSING	
CUSTOMER WAIT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	TIME RECEIVED 01:41pm	DATE/TIME PROMISED 02/24/06 08:00pm	PRIORITY 08:00pm	Goodwrench Service Plus Hendrick AUTOMOTIVE GROUP SHOP SUPPLIES/HAZARDOUS WASTE A standard charge for supplies and materials is made on each repair order. A LARGE PORTION OF THIS CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZARDOUS MATERIALS AS DIRECTED BY NORTH CAROLINA ENVIRONMENTAL PROTECTION AGENCY. This will be shown on a separate line on the repair order.	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X

COMMENTS: WAITER

W 05CVZ1 STEERING & SUSP
CUSTOMER SYS THERE IS A WHINING IN THE STEERING
CAN FEEL AND HEAR IT WHEN GOING INTO A PARKING SPOT

*#562 ordered steering gear
be here mon or tues
No one local has part.*

C 03CVZCOMPLIMENT COMPLIMENTARY INSP
COMPLIMENTARY SERVICE INSPECTION

#562

ESTIMATE OF REPAIRS

PARTS	
LABOR	
SUBLET	SPOKE TO:
TAXES	AGREES TO REPAIR
TOTAL \$	<input type="checkbox"/> YES <input type="checkbox"/> NO

CUSTOMER: PLEASE READ AND INITIAL

a. Replaced parts are to be saved for inspection or return. ☐ YES ☐ NO

b. I waive my right to receive a written estimate. ☐ YES ☐ NO

c. A storage fee of \$ 14.00 per day will be assessed after the customer has been notified that the repair work has been completed.

d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not. In the case of a teardown for inspection or estimate, there will be an additional charge for reassembly, on declined repairs.

e. I understand I am responsible for any diagnostic or repair charges for any non-warrantable repairs up to \$ 70.00.

f. I hereby authorize repairs to be completed on this vehicle up to but not exceeding \$350.00.

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Terry Labonte Chevrolet, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Terry Labonte Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

UNDER NO CIRCUMSTANCES WILL DEALERSHIP ASSUME ANY LIABILITY FOR THE LOSS OF ANY PERSONAL PROPERTY LEFT IN YOUR VEHICLE.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below car or truck to secure the amount of repairs thereto. Not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. It is agreed and understood that if the purchases listed below are not paid when due, I, we or either of us agree to pay all attorney fees and all other costs which may be incurred in the collection of this account. All repairs are considered satisfactory unless we are advised (in writing) within ten days from the date of this order.

TERMS: CASH UNLESS ARRANGEMENTS MADE IN ADVANCE

CUSTOMER'S SIGNATURE

392535



1401 Bridford Parkway
Greensboro, N.C. 27407
(336) 335-1200
Service (336) 335-1250
www.greensborochevy.com

392535

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
28CVZ60000/4	60000 MI SER 4CYL	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/01/05	382289	73	21	179 777 777	I I I	36CVZ 54CVZSTRIPE 70CVZCNC	WINDOW ETCH PINSTRIPE CLEAN NEW UNIT

SALESPERSON NO. 352 RODDY W MCKENZIE SERVICE STATE REG# 6413

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA <input checked="" type="checkbox"/> MASTER CARD	1G1AK52F157	05/CHEVROLET/COBALT/4DR SDN	PRODUCTION DATE F9818	LICENSE NO. 392535
GREENSBORO, NC	97630 HENDRICK AUTOCORP	08/26/05	DELIVERY MILE 74	SELLING DEALER NO. 08/27/05
	SUMMIT WHITE/NEUT	HAOR248129	08/26/11	EXPIRATION DATE 75,000 2A
	CVZZ	AIR COND. P.S.	TRANS. 74	606 DAVE TROUT
CUSTOMER WAIT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	10:26am	08/27/05	06:00pm	PRIORITY
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				LABOR RATE

Goodwrench
Service
Plus

Hendrick
AUTOMOTIVE GROUP

SHOP SUPPLIES/HAZARDOUS WASTE
A standard charge for supplies and materials is made on each repair order. A LARGE PORTION OF THIS CHARGE INCLUDES SAFE DISPOSAL OF ANY HAZARDOUS MATERIALS AS DIRECTED BY NORTH CAROLINA ENVIRONMENTAL PROTECTION AGENCY. This will be shown on a separate line on the repair order.

ORIGINAL	CUSTOMER ESTIMATE	PARTS	LABOR	TOTAL
X				
COMMENTS: WAIT SOLD				
1	70CVZDEL			
<p>CLEAN FOR DELIVERY</p> <p>U23</p>				

ESTIMATE OF REPAIRS	
PARTS	
LABOR	
SUBLET	
TAXES	
TOTAL	\$

SPOKE TO: _____

AGREES TO REPAIR: ☐ YES ☐ NO

CUSTOMER, PLEASE READ AND INITIAL

a. Replaced parts are to be saved for inspection or return. ☐ YES ☐ NO

b. I waive my right to receive a written estimate. ☐ YES ☐ NO

c. A storage fee of \$ 14.00 per day will be assessed after the customer has been notified that the repair work has been completed.

d. DIAGNOSTIC TIME: We charge for our diagnostic time, whether the actual repairs are performed or not. In the case of a teardown for inspection or estimate, there will be an additional charge for reassembly, or declined repairs.

e. I understand I am responsible for any diagnostic or repair charges for any non-warrantable repairs, up to \$ 70.00.

f. I hereby authorize repairs to be completed on this vehicle up to but not exceeding \$350.00.

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, Terry Labonte Chevrolet, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Terry Labonte Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

UNDER NO CIRCUMSTANCES WILL DEALERSHIP ASSUME ANY LIABILITY FOR THE LOSS OF ANY PERSONAL PROPERTY LEFT IN YOUR VEHICLE.

I hereby authorize the repair work to be done along with it a new agency vehicle and hereby grant you and your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below car or truck to secure the amount of repairs thereto. Not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporters. It is agreed and understood that if the purchase listed below are not paid when due, I, we or either of us agree to pay all attorney fees and all other costs which may be incurred in the collection of this account. All repairs are considered satisfactory unless we are advised (in writing) within ten days from the date of this order.

TERMS: CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.

X _____ CUSTOMER'S SIGNATURE



1401 BRIDFORD PARKWAY
GREENSBORO, N.C. 27407

TELEPHONE: (336) 335-1210 (336) 335-1211
(800) 277-6971 FAX: (336) 335-1289

FROM

KEVIN JOHNSON

DATE:

3/24/06

TO:

JULIE VALLARINO

TEL. NO:

FAX NO:

811-592-1364

PAGES INCLUDING COVER SHEET: _____

COMMENTS: _____



Have A Great Day



Let me know if you need anything else.

THANK YOU

TABITHA.SHEPHERD@HENDRICKAUTO.COM

RETAIL BUYERS ORDER
AND INVOICE1401 BRIDFORD PARKWAY
GREENSBORO, NC 27407
336-335-1200

INVOICE NO. _____

CUSTOMER NO. 97630

DEAL NO. 53473

STOCK NO. F0818

 PURCHASER: [REDACTED] DATE: 08/26/05
 ADDRESS: [REDACTED] GREENSBORO NC [REDACTED] H. PHONE: [REDACTED] W. PHONE: [REDACTED]
 YR: 2005 MAKE: CHEVROLET SERIES: COBALT TYPE: 4DR SEDAN MODEL: JAK89

 PAINT: SUMMIT WHITE MILEAGE: 74
 SALESPERSON: 352 RODDY W MCKENZIE
 SALESPERSON: 352 RODDY W MCKENZIE

CAR	TRUCK	SERIAL NO.	IGN. KEY	VATS NO.	TRUCK/KEY	SALE PRICE	17324.62
NEW	USED	1127			COBALT		
DEALER INSTALLED OPTIONS							
FLEET NO.							N/A
INCENTIVE CODE CSE							
TAXABLE TRADE DIFFERENCE 9618.60							
PROCESSING FEE							349.00
N.C. TAX							288.56
LICENSE & TITLE							47.00
CASH PRICE							18009.18

 SI AGENT: STEF HAMILTON
 COMPANY: STATE FARM INSURANCE
 POLICY #: [REDACTED]
 PHONE #: (336) 765-0301

PARTIAL PAYMENT							N/A
CSE SE REGION 500.00							500.00
CASH ON DELIVERY							N/A
USED CAR ALLOWANCE \$ 7705.94 BAL. OWED \$ 7705.94 EQUITY							N/A
BAL. OWED TO TFI FINANCIAL AUTO ACCT # [REDACTED]							
MAKE USED CAR CHEVROLET CAVALIER TYPE 4DR SEDAN YR. 2002							
MAKE USED CAR TYPE YR.							
STOCK # 818A 1 G 1 J C 5 2 4 3 2 7 [REDACTED] LIC. NO.							
TOTAL DOWN PAYMENT							500.00
Purchaser guarantees payoff to be \$7705.94. If actual payoff is higher, purchaser agrees to pay dealer the shortage, if lower, shortage to be paid to purchaser by dealer or payoff holder. x 7/11							
BAL. IN 72 MONTHS @ \$11.49 BEGINNING 26 2005							
BAL. IN MONTHS @ \$ BEGINNING							
UNPAID BALANCE DUE							17509.18
TOTAL TIME BALANCE							22422.96
DEFERRED PAYMENT PRICE							22922.96

Dealer may receive a fee, commission, or other compensation for providing, procuring, or arranging financing for the retail purchase or lease of a motor vehicle, for which the customer may be responsible.

COMMISSION	BILL OF SALE #	CONTROL NO.	ACCT NO.	AMOUNT
			205	
			220A	
	STOCK #			
	PUNCHED			
	USED CAR APPRAISED VALUE		324	
			913	
			4	
	RETAIL PRICE			
	DISC.			
	SALE PRICE			
	COST			
	GROSS			
	FLOOR PLAN PAID BY			

MECHANICAL BREAKDOWN	N/A
CREDIT LIFE	1044.00
DISABILITY (ACCIDENT & HEALTH)	N/A
FINANCE CHARGES	3869.78
ANNUAL PERCENTAGE RATE	6.45 %
TOTAL CHARGES	4913.78

 APPROVED BY: [REDACTED]
 FINANCE CO. [REDACTED]
 COCKEYSVILLE MD 21030

ACCEPTED: TERRY LABONTE CHEVROLET

BY: [REDACTED] MANAGER

NO PUBLIC LIABILITY OR PROPERTY
DAMAGE INSURANCE INCLUDED.

The Seller, Terry Labonte Chevrolet hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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." Terry Labonte Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

The dealer may receive a fee, commission, or other compensation for providing, procuring, or arranging financing for the retail purchase or lease of a motor vehicle, for which the customer may be responsible.

BUYER'S SIGNATURE [REDACTED]

CVSR 129466

CHEVROLET NEW CAR MANUFACTURER SPECIFIC MAINTENANCE PLUS PROGRAM



1 CUSTOMER INFORMATION/COVERED VEHICLE/SELLING DEALER

CUSTOMER'S NAME [REDACTED]		E-MAIL ADDRESS	
STREET ADDRESS [REDACTED]		CITY, STATE, AND ZIP CODE GREENSBORO NC 27410	
AREA CODE AND TELEPHONE NUMBER WM [REDACTED] WK [REDACTED]		DRIVER'S LICENSE NUMBER 9957023	
YEAR, MAKE, AND MODEL OF VEHICLE 2005 CHEVROLET COBALT	MODEL NUMBER 1AK69	VEHICLE IDENTIFICATION NUMBER 1G1AK52F157 [REDACTED]	
DATE OF SALE 08/26/2005	VEHICLE SALE/LEASE DATE 08/26/2005	CURRENT MILEAGE 74	
NAME OF SELLING DEALER TERRY LABONTE CHEVROLET		ADDRESS OF SELLING DEALER 1401 BRIDFORD PARKWAY GREENSBORO NC 27407	
TELEPHONE NUMBER OF SELLING DEALER (336) 335-1200		DEALER AUTHORIZED SIGNATURE [Signature]	
LIENHOLDER GMAC		LIENHOLDER'S ADDRESS P.O. BOX 8132 COCKREYSVILLE MD 21030	
CUSTOMER'S SIGNATURE [Signature]		CONDITIONS ON THE FRONT AND REVERSE SIDE OF THIS AGREEMENT.	

2 CHECK TIME & MILEAGE - This agreement expires by time or mileage, whichever occurs first.

- ☒ 12 MONTHS/15,000 MILES*
☐ 24 MONTHS/30,000 MILES ☐ 36 MONTHS/45,000 MILES
 OR WHEN ALL OF THE SERVICES ARE USED

3 SERVICE INTERVAL & RENTAL OPTION COVERAGE - This program supplements Chevrolet's City/Short Trip Maintenance Schedule for Cars.

SERVICE INTERVAL

- ☒ 3,000 MILES*
*The 12 month/15,000 mile term is available with the 3,000 mile service interval only.
☐ 6,000 MILES

RENTAL OPTION

- ☒ NO RENTAL
☐ 1 DAY RENTAL
(Additional fee required)

IMPORTANT: To protect your factory warranty coverage, the service interval you select should meet or exceed that recommended for your type of driving as described in your Chevrolet Car owner's manual.

4 ADDITIONAL BENEFITS

Rental Option (Substitute Transportation): If Rental Option Coverage is selected (additional fee required) the following rental services will be included according to the specific term selected in Section 2. Rental Services per term: = 2 services for 12 months; 4 services for 24 months; 6 services for 36 months.

24 Hour Roadside Service: In the event the covered vehicle requires any of the following emergency services: (1) gasoline up to two gallons, (2) flat tire change, (3) battery jump start, (4) locked-out assistance, or (5) towing, the cost of services not payable by insurance will be covered up to \$150.00 per occurrence. If the service is provided by calling the phone number listed on this agreement.

5 MAINTENANCE AGREEMENT PRICE

\$ 241.00

IF A BOX IS NOT INDICATED IN THE ABOVE SECTION 2, COVERAGE WILL BE IN EFFECT FOR 12 MONTHS/15,000 MILES, WHICHEVER OCCURS FIRST. IF A BOX IS NOT INDICATED IN SECTION 3, THE 3,000 MILE SERVICE INTERVAL, WITH NO RENTAL OPTION, WILL APPLY.

ANY MODIFICATION, ALTERATION, OR CHANGE TO THE PREPRINTED TERMS AND CONDITIONS OF THIS MAINTENANCE AGREEMENT IS INVALID AND OF NO FORCE OR EFFECT.

THIS AGREEMENT IS NOT AN INSURANCE POLICY. SEE "RESPONSIBILITY OF BENEFITS" ON THE REVERSE SIDE FOR INFORMATION REGARDING HOW YOUR RECEIPT OF BENEFITS UNDER THIS AGREEMENT IS ASSURED.

HENDRICK AUTOGUARD, INC.

P.O. BOX 130745, DALLAS, TEXAS 75313-0745

1-800-540-5404

NEW VEHICLE MAINTENANCE AGREEMENT

GUEST SHEET

Friday, August 26, 2005 12:26 PM

Terry Labonte
 Chevrolet
www.TerryLabonteChevy.com

Roddy McKenzie

Address City State Zip Home # Work # Prospect No		Cobuyer Address City State, Zip Home # Work #	
Desired Vehicle Stock # F1082 VIN 1G1AK52F557 2005 chevrolet Cobalt Trim Level 14B Color 95U Odometer Reading Status Actual Body Style Market Value/MSRP \$0		Trade In Detail 2002 Chevrolet Cavalier Odometer Reading 52123 Actual Vehicle Identification Number 1G1JC524327 Payoff Information Bank Name Phone Number Payoff Amount \$705.94 \$0.00 Good Until 9/10	
<p>\$15,395 MSRP</p> <p>\$14,020 GMS - 4,400 ACU</p> <p>9620 + 44 DOC Payoff</p>		<p>\$0 DOWN</p> <p>72 X Spec Rate \$299.97 w/ B.A.</p>	
Visit No 50109		Friday, August 26, 2005	

Under the Fair Credit Reporting Act, I grant permission to check my credit sources and references.

Customer Authorization

Consumer Cash Programs

Page 1 of 1



VIN/Incentive Lookup System

Eligible Incentive Programs for VIN 1G1AK52F157 delivered on 8-26-2005

Delivery Destination

Vehicle Description: 2005 Chevrolet Cobalt excl. SS Base Sedan
 MMC: 1AK69
 Inventory Status: NEW

Region: SOUTHEAST
 State: NC
 Zip: 27406

DMA: GREENSBORO, NC
 County: GUILFORD

Consumer Cash
 INDIVIDUAL

Vehicle Financing
 INDIVIDUAL

Smart Lease
 INDIVIDUAL

Smart Buy
 INDIVIDUAL

Combo
 INDIVIDUAL

A List of Potentially Eligible Programs for Consumer Cash.
 Exception requests will not be allowed based on this report.

Report Generated on: 8/26/2005 1:47:15 E.T.

Program Name	Start Date	End Date	Option Condition	Program #	Cash	Inc. Code
<input checked="" type="checkbox"/> GM SOUTHEAST REGION 2005/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	8/25/2005	9/30/2005		05-33A-19	500	CSE
<input type="checkbox"/> GM MILITARY PURCHASE PROGRAM	4/1/2005	1/3/2006		05-33C-2	0	
<input type="checkbox"/> 2001 OLDSMOBILE GENERAL MOTORS OWNER LOYALTY PROGRAM	3/20/2001	12/31/2005		01-33CM-2	1000	RBB
<input checked="" type="checkbox"/> GM EMPLOYEE DISCOUNT FOR EVERYONE PROGRAM	8/25/2005	9/30/2005		05-33ABG-4		GFP
<input type="checkbox"/> CORPORATE PROGRAM 2005 MY GM PRICE PROTECTION PROGRAM	10/1/2004	9/30/2005		05-20-1		PPT
<input type="checkbox"/> CORPORATE PROGRAM: 2005 MY GM IN THE DRIVEWAY PROGRAM	10/1/2004	1/3/2006		05-13-1		GID
<input type="checkbox"/> CORPORATE PROGRAM 2005 MY GM INTRANSIT INTEREST CREDIT PROGRAM	10/1/2004	9/30/2005		05-19		C4C
<input type="checkbox"/> CORPORATE PROGRAM: 2005 MY GM CARDS WITH REDEMPTION LIMITS COPPER, PLATINUM AND CHECK CARD PROGRAM	10/1/2004	9/30/2005		05-C5A-1		UDP
<input type="checkbox"/> CORPORATE PROGRAM: 2005 MY GM CARD (BLUE/GOLD) PROGRAM	5/10/2005	9/30/2005		05-05-1		UDE
<input type="checkbox"/> CORPORATE PROGRAM: 2005 MY GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/1/2004	9/30/2005		05-03		LCP
<input type="checkbox"/> CORPORATE PROGRAM 2005 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	10/1/2004	9/30/2005		05-07		MOB/MOC
<input type="checkbox"/> CORPORATE PROGRAM: 2005 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	2/9/2005	1/3/2006		05-14-3		VHC
<input type="checkbox"/> CORPORATE PROGRAM 2005 MY GM EXTENDED FAMILY CARD PROGRAM	10/1/2004	9/30/2005		05-05C		UDF
<input type="checkbox"/> CORPORATE PROGRAM 2005 MY GM BUSINESS CARD PROGRAM	10/1/2004	9/30/2005		05-05B		UDB
<input type="checkbox"/> CORPORATE PROGRAM: 2005 MODEL YEAR GM DRIVER EDUCATION PROGRAM	10/1/2004	9/30/2005		05-08-1	750	U4C/U5C

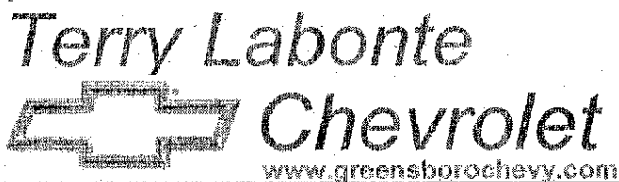
Total >> 500

Programs in red and with italic print indicate a VIN Exception Condition - you must refer to program for specific eligibility/compatibility guidelines

Dealer responsible for determining consumer eligibility for each program.

Questions?? Contact GM Dealer Business Center (888-414-6322)

Close Window



Vehicle
 System Trade ID Appraisal
 12365

Friday, August 26, 2005 12:26 PM

Owner Information

[Redacted]
 . NC [Redacted]
 [Redacted]

Employees Involved

Roddy McKenzie
 Roddy McKenzie
 Matt Larabee

Vehicle Information

2002 Chevrolet Cavalier
 1G1JC524327 [Redacted]
 SILVER

Odometer
 Reading

52123 Actual

Recondition Estimate

Total Vehicle Value

Reconditioning needed

Net Vehicle Value

[Signature]
 4,400 @

Equipment Detail

Driveline Equipment

Engine: 4 Cylinder
 Transmission:
 TransSpeeds: 4

Notes

Audio Equipment

Aftermarket

☐ Tape
☒ CD

Notes

Convenience Equipment

☒ AirCond Sunroof:
☐ Cruise Manual Slidin
☐ PWindow CustWheels:
☐ PSeat
☐ PLocks ☐ Leather Interior
☒ PSteering
☐ Keyless Remote

Safety Equipment

☐ AntiLockBrakes
☐ DriverAirBag
☐ PassAirBag

Notes

Purchase Information

Purchase Date 12/30/1899 Term
 Warranty Start Date 12/30/1899 Payment \$0.00

Comments

Assessment

- How many miles on your car? 52123 0
- Is this true mileage? Yes - No
- Who holds title? \$7,800.00
- customer authorizes payoff verification
 initials
- Does this vehicle have a service contract? Yes - No
- Has this vehicle been in an accident or flood damaged or theft returned? Yes - No
- If so, give details.
- Did you buy this vehicle new? Yes - No
- What equipment will be removed?
- Has the scheduled maintenance been performed by a authorized Dealer? Yes - No
- Additional Options:

*** Owner Acknowledgement ***

I, registered owner of this vehicle, authorize Terry Labonte Chevrolet that all information listed above to be accurate and true to the best of my knowledge.

Owner Signature

Terry Labonte Chevrolet

www.TerryLabonteChevy.com

Dealer Phone (336) 335-1200
DealerFax (336) 273-9711
Toll Free (800) 277-6971

deal date Friday, August 26, 2005

Vehicles Involved

Purchased Vehicle Information

Stock # F9818
2005 chevrolet Cobalt
1G1AK52F157 [REDACTED] M.S.R.P. \$15,120
95U Odometer 74

Trade Information

2002 Chevrolet Cavalier
1G1JC524327 [REDACTED] Mileage 52,123
Citi Financial Auto (800) 486-1750
PO Box 1483036 Columbus, OH 43218-3036
Acct. # 1129491501 Amount: \$7,705.94

Other Deal Information

Insurance Information

contacted

Collision Ins Co :
Policy Number :

Personal Involved

Matt Larabee

Rebate Information

Code	Rebate Program	Rebate	Code	Rebate Program	Rebate
cse	se region	\$500			\$0
GFP	E PRICE	\$0			\$0
		\$0			\$0

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, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY, WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order certifies that he/she is 18 years of age or older and acknowledges that he/she has read the terms and conditions and has received a true copy of this Order. ALL PARTS AND SERVICE WORK 'CREDIT CARD' OR CASH. BUYER HEREBY ACKNOWLEDGES THE RECEIPT OF A COPY OF THIS BUYER'S ORDER AND INVOICE. The Seller, hereby expressly disclaims all warranties, either express or implied, in including any implied warranty 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. neither assumes nor authorizes any person to assume for it any liability in connection with the sale of the vehicle.

The Customer

Buyer's Information

NCDL# 9957023

, NC [REDACTED]

Home Phone # [REDACTED]

Work Phone # [REDACTED]

Co-Buyer's Information

NCDL#

Home Phone #

Work Phone #

The Numbers

Total Price Itemization

SALE PRICE	\$14,018.68
Processing Fee	\$349.00
Title Fee	\$36.00
Licence Fee	\$10.00
Elec File Fee	\$0.00
Highway Use Tax	\$288.56
TOTAL PRICE:	\$14,702.24

Trade In Information

Allowance	\$4,400.00
Payoff	\$7,705.94
Net Trade In	(\$3,305.94)

Credits

Deposit	\$0.00
\$\$\$ @ Delivery	\$0.00
Total Rebates	\$500.00

Amount due @ Delivery

Cash Balance	\$17,508.18
---------------------	--------------------

Date Printed 8/26/2005

Deal No: 50109

(BUYER'S SIGNATURE)

(CO-BUYER'S SIGNATURE)

(SALES MANAGER'S SIGNATURE)

Terry Labonte Chevrolet Payoff Sheet

deal date Friday, August 26, 2005

Dealer Phone (336) 335-1200

DealerFax (336) 273-9711

Toll Free (800) 277-6971

The Customer

Buyer's Information

. NC

Home Phone #

Work Phone #

Co-Buyer's Information

Home Phone #

Work Phone #

Trade Information

2002 Chevrolet Cavalier

1G1JC524327

Mileage 52,123

Bank Information

Citi Financial Auto

(800) 486-1750

~~PO Box 8021~~ P.O. Box 183036~~South-hackensack 07606-8021~~ Columbus, OH 43218-3036**Payoff Information**

Acct. #

Amount: \$7,705.94

Good Until

Thursday, September 15, 2005

Spoke to:

JOHNNY Verified by:

McKenzie

Second LeinsSecond Leins NOT Verified ☐

Contact DMV (phone 379-7989 / 379-7980)

Personal Involved

Ken Garton

Roddy McKenzie

Roddy McKenzie

Deal No: 50109

Date Printed 8/26/2005

General Motors Car and Truck Divisions

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____

VIN: 1G1AK52F157 _____ (or see attached list*)

CUSTOMER INCENTIVE (S)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) xx to the down payment on 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:

Incentive Program	Amount	GM Incentive Code
SE REGION	\$ 500.00	LSE
	\$ N/A	GFP
	\$ N/A	
	\$ N/A	
	\$ N/A	

Total Incentive Amount Received

\$ 500.00

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

a. I elect to receive _____

In lieu of _____

b. I elect to receive GFP Employee Bonus

—CUSTOMER AND DEALER ACKNOWLEDGMENT—

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 08 26 05. I acknowledge receipt of incentive(s) as described in Item# _____ and released the GM Division from any claim or obligation for incentive(s) and this unit.

Purchaser/Lessee Signature: _____

Date: 08 26 05

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

Authorized Signature: _____

Dealership Name & Code: TERRY LABONTE CHEVROLETDate: 08 26 05

16778

*List must include VIN, Delivery Date and Program Reference



PO BOX 77758

GREENSBORO, NORTH CAROLINA 27417-7758

TELEPHONE (336) 335-1200

www.greensborochevy.com



CVCS402262



CVCS402262

CUSTOMER NO. 97630	ADVISOR MIKE SWAFFORD	TAG NO. 557 BH	INVOICE DATE 11/26/05	INVOICE NO. CVCS402262
	LABOR RATE	LEASE NO.	7,853	STOCK NO. F9818
GREENSBORO, NC	PLANT/MODEL 05/CHEVROLET/COBALT/4DR SDN	DELIVERY DATE 08/26/05	DELIVERY MILES 74	
	VEHICLE ID NO. 1G1AK52F157	SELLING DEALER JO.	PRODUCTION DATE	
	FIN. END. DATE	FIN. DATE 11/26/05		
COMMENTS				
MO: 7853				

LABOR & PARTS
 JOB # 1 00CVZHA9100 LUB & ROTATE UNITS: TECH(S) 491 GLOO 23.07

JOB # 1 TOTAL LABOR & PARTS 23.07

G.O.G. & SUPPLIES

JOB # 1 1.0 OIL FILTER @ 4.950 /UNIT 4.95
 JOB # 1 1.0 5QTS OIL @ 9.000 /UNIT 9.00
 TOTAL - GOG 13.95

COMMENTS

HENDRICK AUTO GAURD

TOTALS

ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY ON GM VEHICLES AT TERRY LABONTE CHEVROLET WE KNOW YOUR GM VEHICLE BEST. ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD OF 12 MONTHS OR 12 THOUSAND MILES, PARTS AND LABOR.

TOTAL LABOR 23.07
 TOTAL PARTS 0.00
 TOTAL SUBLET 0.00
 TOTAL G.O.G. 13.95
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX 0.98

TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS
 QUICK LUBE AND PARTS OPEN TIL 8:00 PM

TOTAL INVOICE \$ 38.00

[] CASH [] CREDIT CARD [] CHECK [X] CHARGE

TYPE: TYPE: OK# OK#

CUSTOMER SIGNATURE

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED. SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTIMATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING) IF YOU REQUEST US TO DO SO.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 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 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 therein.

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to these parts are those offered by the manufacturer. TERRY LABONTE CHEVROLET 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. Buyer shall not be entitled to recover from TERRY LABONTE CHEVROLET any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SIGNED X

DATE

Direct Lines

Sales (336) 335-1234
 Service (336) 335-1250
 Body Shop (336) 335-1280
 Parts (336) 335-1270
 Quick Lube (336) 335-1259

IMPORTANT

You may receive a questionnaire from Chevrolet Motor Division regarding your service experience. If for any reason you cannot grade us "Completely Satisfied," please contact Kevin Johnson, Service Director.

Thank You,
 Terry Labonte
 Chevrolet
 336-335-1205
 800-277-8971

Goodwrench

Service

Plus



PO BOX 77758

GREENSBORO, NORTH CAROLINA 27417-7758

TELEPHONE (336) 335-1200

www.greensborochevy.com



CVCS412977


Handrick
 AUTOMOTIVE GROUP

CVCS412977

CUSTOMER NO.	97630	ADVISOR	RYAN HANSING	745	TAG NO.	RYAN	INVOICE DATE	03/10/06	INVOICE NO.	CVCS412977
		LABOR RATE			MILEAGE	12,514	COLOR	SUMMIT WHIT	STOCK NO.	F9818
		YEAR/MAKE/MODEL	05/CHEVROLET/COBALT/4DR SDN				DELIVERY DATE	08/26/05	DELIVERY MILES	74
		VEHICLE ID NO.	1 G I A K 5 2 F 1 5 7				SELLING DEALER NO.		PRODUCTION DATE	
		FEI NO.			B.O. NO.		R.O. DATE	03/08/06		
COMMENTS										MO: 12518

LABOR & PARTS

1 OSCVZ *STEERING & SUSP UNITS TECH(S) 562 WARRANTY

THERE IS A CLICKING IN THE STEERING COLUMN. KEVIN RODE WITH THE CUSTOMER AND SAID IT FEELS SIMILAR TO AN INTERMEDIATE STEERING SHAFT. FOUND THE CLICKING TO BE FROM THE UPPER STRUT INSULATOR AND BEARING ON BOTH SIDES. REPLACED THE STRUT INSULATORS, BEARINGS AND MOUNTS. TEST DROVE TO VERIFY REPAIR - OK.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	22716382	INSULATOR 7.420	
JOB # 1	2	22716379	SEAT 7.420	
JOB # 1	2	22712116	BEARING 7.389	
JOB # 1	2	88964326	MOUNT 7.395	
JOB # 1	2	22716359	NUT 7.347	

 WARRANTY
 WARRANTY
 WARRANTY
 WARRANTY
 WARRANTY

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

 SUBLET PO# VEND INV# INV DATE DESCRIPTION
 JOB # 1 131070 03/10/06 RENTAL

TOTAL - SUBLET

WARRANTY
0.00

COMMENTS

TEST DROVE WITH CUSTOMER AND VERIFIED REPAIRABLE CLICKING NOISE AND NORMAL LOW-LEVEL HUM FROM THE POWER STEERING ASSIST WHEN TURNING LEFT IN CLOSE QUARTERS. TEST DROVE OTHER LIKE-EQUIPPED COBALT WITH MANAGER TO VERIFY NORMAL CONDITION AND REPAIRABLE CONDITION.

TOTALS

ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE KNOW YOUR GM VEHICLE BEST. ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD OF 12 MONTHS OR 12 THOUSAND MILES, PARTS AND LABOR.

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

TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS
 QUICK LUBE AND PARTS OPEN TIL 8:00 PM

TOTAL INVOICE \$ 0.00

[] CASH [] CREDIT CARD [] CHECK [] CHARGE

CUSTOMER SIGNATURE

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED. SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTIMATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING) IF YOU REQUEST US TO DO SO.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 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 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 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
 The only warranties, if any, applying to these parts and those offered by the manufacturer, TERRY LABONTE CHEVROLET 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 the parts. Buyer shall not be entitled to recover from TERRY LABONTE CHEVROLET any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SIGNED X

DATE

Direct Lines

Sales	(336) 335-1234
Service	(336) 335-1250
Body Shop	(336) 335-1280
Parts	(336) 335-1270
Quick Lube	(336) 335-1259

IMPORTANT

You may receive a questionnaire from Chevrolet Motor Division regarding your service experience. If for any reason you cannot grade us "Completely Satisfied," please contact Kevin Johnson, Service Director.
 Thank You,
 Terry Labonte
 Chevrolet
 336-335-1205
 800-277-6971



PO BOX 77758

GREENSBORO, NORTH CAROLINA 27417-7758

TELEPHONE (336) 335-1200

www.greensborochrysler.com



CVCS409697



CVCS409697

CUSTOMER NO 97630	ADVISOR LEIGH ANN BARTLETT	21	L54	INVOICE DATE 02/04/06	INVOICE NO CVCS409697
	LABOR RATE	LICENSE NO	MILEAGE 11,394	COLOR SUMMIT WHITE	STOCK NO F9818
GREENSBORO, NC	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR SDN			DELIVERY DATE 08/26/05	DELIVERY MILES 74
	VEHICLE ID NO 1G1AK52F157			SELLING DEALER NO	PRODUCTION DATE
	E.T.E. NO	P.O. NO		R.O. DATE 02/04/06	
COMMENTS					MO: 11394

LABOR & PARTS
 #1 00GVZ0001G GM LUBE OIL FILTER UNITS TECH(S) 797 0100 3.00
 CHANGE OIL, FILTER AND LUBE IF NEEDED
 19.0
 CHANGED OIL, REPLACED FILTER AND LUBED CHASSIS IF NEEDED
 CHECKED FLUID LEVELS, BELT AND HOSES, TIRE PRESSURE

JOB # 1 TOTAL LABOR & PARTS 3.00

G.O.G. & SUPPLIES
 JOB # 1 1.0 OIL FILTER @ 4.950 /UNIT 4.95
 JOB # 1 1.0 5QTS OIL @ 10.000 /UNIT 10.00
 TOTAL - GOG 14.95

COMMENTS
 WAIT
 HAG PAYS 19.0
 CUST 0

TOTALS

ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED
 BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY
 ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE
 KNOW YOUR GM VEHICLE BEST.
 ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH
 MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD
 OF 12 MONTHS OR 12 THOUSAND MILES, PARTS AND LABOR

TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS
 QUICK LUBE AND PARTS OPEN TIL 8:00 PM

[] CASH [] CREDIT CARD [] CHECK ☒ CHARGE

TOTAL LABOR... 3.00
 TOTAL PARTS... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G... 14.95
 TOTAL MISC CHG... 0.00
 TOTAL MISC DISC... 0.00
 TOTAL TAX... 1.05

TOTAL INVOICE \$ 19.00

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT
 A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY
 WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED.
 SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTI-
 MATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING)
 IF YOU REQUEST US TO DO SO.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 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 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 permis-
 sion to operate the vehicle 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.

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 The only warranties, if any, applying to these parts are those offered by the
 manufacturer. TERRY LABONTE CHEVROLET 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
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 the sale of the parts. Buyer shall not be entitled to recover from TERRY
 LABONTE CHEVROLET any consequential damages to property, damages for
 loss of use, loss of time, loss of profits, or income, or any other incidental
 damages.

SIGNED X

DATE

Direct Lines

Sales (336) 335-1234
 Service (336) 335-1250
 Body Shop (336) 335-1280
 Parts (336) 335-1270
 Quick Lube (336) 335-1259

CUSTOMER SIGNATURE

Goodwrench
 Service
 Plus

IMPORTANT

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 from Chevrolet Motor Division
 regarding your service experience.
 If for any reason you cannot grade
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Thank You,
 Terry Labonte
 Chevrolet
 336-335-1205
 800-277-6971

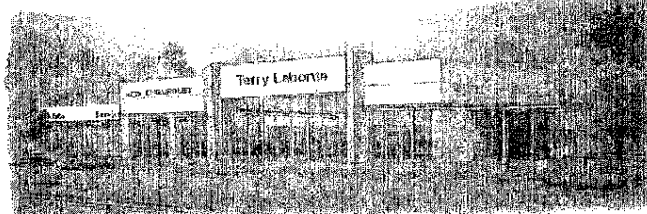


PO BOX 77758

GREENSBORO, NORTH CAROLINA 27417-7758

TELEPHONE (336) 335-1200

www.greensborochrysler.com



CVCS398382



CVCS398382

CUSTOMER NO.	97630	ADVISOR	DAVE TROUT	606	22T	INVOICE DATE	10/22/05	INVOICE NO.	CVCS398382
		LABOR RATE			4,218	COLOR	SUMMIT WHITE	STOCK NO.	F9818
		YEAR/MAKE/MODEL	05/CHEVROLET/COBALT/4DR SDN			DELIVERY DATE	08/26/05	DELIVERY MILES	74
		VEHICLE ID NO.	1 G 1 A K 5 2 F 1 5 7			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.D. DATE	10/22/05		
COMMENTS						MO: 4218			

LABOR & PARTS		HAG QUICK LUBE		UNITS	1	TECH(S): 491 QLOO	4.07
QUICK LUBE		19.00					
G.O.G. & SUPPLIES							
JOB # 1	1.0 SQTS OIL	@	9.000 /UNIT			9.00	
JOB # 1	1.0 OIL FILTER	@	4.950 /UNIT			4.95	
TOTAL - GOG						13.95	

COMMENTS
WALTER
HAG PAYS 19.00

TOTALS

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TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS. QUICK LUBE AND PARTS OPEN TIL 8:00 PM

[] CASH [] CREDIT CARD [] CHECK [] CHARGE

CUSTOMER SIGNATURE

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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 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 described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.

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SIGNED X

DATE

Direct Lines

Sales (336) 335-1234
Service (336) 335-1250
Body Shop (336) 335-1280
Parts (336) 335-1270
Quick Lube (336) 335-1259

IMPORTANT

You may receive a questionnaire from Chevrolet Motor Division regarding your service experience. If for any reason you cannot grade us "Completely Satisfied," please contact Kevin Johnson, Service Director.

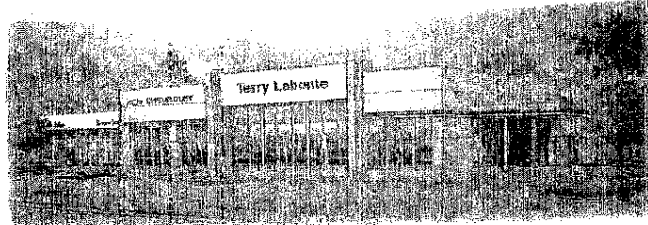
Thank You,
Terry Labonte
Chevrolet
336-335-1205
800-277-6971



[END OF INVOICE] 12:20pm



GREENSBORO, NORTH CAROLINA 27417-7758
TELEPHONE (336) 335-1200
www.greensborochevy.com



CVCS411740



CVCS411740

CUSTOMER NO. 97630	ADVISOR RYAN HANSING	TAG NO. 745	160	INVOICE DATE 02/24/06	INVOICE NO. CVCS411740
	LABOR RATE	LICENSING NO.	MILEAGE 12,017	COLOR SUMMIT WHIT	STOCK NO. F9818
	YEAR, MAKE, MODEL 05/CHEVROLET/COBALT/4DR SDN			DELIVERY DATE 08/26/05	DELIVERY MILES 74
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 1 5 7			SELLING DEALER NO.	PRODUCTION DATE
	ET E NO.	P.O. NO.		R.O. DATE 02/24/06	
	COMMENTS				MO: 12017

LABOR & PARTS
1 050VZ STEERING & SUSP. UNITS TECH(S): 562 WARRANTY
CUSTOMER SYS THERE IS A WHINING IN THE STEERING
CAN FEEL AND HEAR IT WHEN GOING INTO A PARKING SPOT
TEST DROVE AND FOUND THE STEERING GEAR TO BE CAUSING A BIT
OF ADDITIONAL NOISE
ORDERED A STEERING GEAR - SHOULD BE HERE MIDDLE OF NEXT WEEK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	10394224	COLUMN KI 6.518		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

2 03CV COMPLIMENT COMPLIMENTARY INSP UNITS TECH(S): 562
COMPLIMENTARY SERVICE INSPECTION
CUSTOMER GOODWILL SERVICE
PERFORMED COMPLIMENTARY INSPECTION

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

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

COMMENTS
WAITER

TOTALS

ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED
BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY
ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE
KNOW YOUR GM VEHICLE BEST.
ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH
MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD
OF 12 MONTHS OR 12 THOUSAND MILES, PARTS AND LABOR

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

TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS
QUICK LUBE AND PARTS OPEN TIL 8:00 PM

TOTAL INVOICE \$ 0.00

[] CASH [] CREDIT CARD [] CHECK [] CHARGE

CUSTOMER SIGNATURE

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT
A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY
WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED.
SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTI-
MATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING)
IF YOU REQUEST US TO DO SO.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
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 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 permis-
sion to operate the vehicle 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 thereon.

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to these parts are those offered by the
manufacturer. TERRY LABONTE CHEVROLET 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
anticipates any other person to assume for it any liability in connection with
the sale of this parts. Buyer shall not be entitled to recover from TERRY
LABONTE CHEVROLET any consequential damages to property, damages
for loss of use, loss of time, loss of profits, or income, or any other additional
damages.

SIGNED X

DATE

Direct Lines

Sales (336) 335-1234
Service (336) 335-1250
Body Shop (336) 335-1280
Parts (336) 335-1270
Quick Lube (336) 335-1259

IMPORTANT

You may receive a questionnaire
from Chevrolet Motor Division
regarding your service experience.
If for any reason you cannot grade
us "Completely Satisfied," please contact
Kevin Johnson, Service Director.

Thank You,
Terry Labonte
Chevrolet
336-335-1206
800-277-6971



Envelope to the
return address

POSTLETHWAIT,
HUGGINS, & MORRISON
Attorneys at Law
5015 Southpark Drive, Suite 250
Durham, NC 27713

MAR 20 2000

U.S. POSTAL SERVICE®



7111 1510 6080 0000 3729

CERTIFIED MAIL



GMC Legal % MSX International
1919 Concept Drive
Warren, MI 48091

POSTLETHWAIT, HUGGINS, AND MORRISON

ATTORNEYS AT LAW
5015 SOUTHPARK DRIVE SUITE 250
DURHAM, NORTH CAROLINA 27713

WWW.NCLEMONLAW.COM
E-MAIL: NCLEmonl.aw@mindspring.com

TELEPHONE: (919) 286-4204x105
FACSIMILE: (919) 286-2820

March 15, 2006

GMC Legal
%MSX International
MC-336-105-00
1426 Pacific Drive
Auburn Hills, MI 48326

Certified

RE: Our Client/Owners: [REDACTED]
Make of car: Chevrolet Cobalt 05
VIN: 1G1AK52F157 [REDACTED]
Date of Sale: 9/25/05
Selling Dealer: Terry Labonte, Greensboro, NC
Repairing Dealer: same

Dear Sir/Madam:

Pursuant to North Carolina General Statute 20-351 et seq., the North Carolina Uniform Commercial Code and the Magnuson-Moss Warranty-Federal Trade Commission Improvement Act of 1975, I am putting you on formal notice that my client has had the following problems with the automobile and you or your agent, the dealer, have had numerous opportunities to fix the automobile and have failed to do so. The vehicle has had ongoing problems with the steering making a rubbing or whining noise. The vehicle has been presented for repairs 3 times for this problem but remains defective. This constitutes a safety issue and the vehicle should be replaced or repurchased immediately.

FIRST NOTICE TO MANUFACTURER(S) AND DEALERS:

LAST CHANCE TO REPAIR VEHICLE

This is the 15 day letter as required by the above North Carolina "New Motor Vehicle Warranties Act", and you will be given that time (15 calendar days) during which to correct the nonconformity or series of nonconformities as outlined above. Any communication from you to me must be in writing or if by phone, verified in writing. If the nonconformities are not corrected during that time, I shall expect a full refund of all my client's monies pursuant to the respective statutes. If that is not forthcoming immediately, you will be in violation of the provisions of the above articles and I shall bring suit and seek damages and attorneys fees in addition to the items outlined in Section 20-351.3 of the statute and 15 USCS 2304 et seq. Time is of the essence in this matter. Any delay in the complete

repair of the vehicle beyond the 15 days; and failing the successful completion of such repairs, the immediate refund of all the monies due me can only be considered as unreasonable due to the inconvenience and hardship already caused my client and of which you and your agents have been made aware.

SECOND NOTICE TO MANUFACTURER(S) AND DEALERS:
LAST CHANCE TO RESOLVE MATTER

Pursuant to North Carolina General Statute 20-351 et seq., the North Carolina Uniform Commercial Code and the Magnuson-Moss Warranty-Federal Warranty Act, I am putting you on formal notice to also consider this the 10 days notice of suit letter and notice of your last opportunity to reasonably resolve this matter prior to the filing of a suit pursuant to N.C.G.S. §20-351.7. If you refuse to repurchase or replace this defective vehicle within the 10 days, we will proceed to file suit.

The express written warranty, implied warranty of merchantability and other express and implied warranties have been breached by your failure to conform this vehicle to these warranties. The value of the vehicle has been substantially impaired due to the defects in the vehicle. My client has qualified for the repurchase/replacement remedy as defined by the lemon law statutes and if you refuse to comply with the lemon law statutes, your actions will be deemed to be unreasonable.

Consider this notice of revocation of acceptance of the vehicle and intent to file claims under the U.C.C. and Magnuson-Moss Federal Warranty Act, seeking costs and attorneys fees. I hereby tender to you the vehicle and await instructions as to where we are to deliver it to resolve this matter within the 10 days.

Please fax and call me to let me know your decision as to this matter. **Please do not contact the consumer. All contact from you or your dealers should be through my office.** If you have any questions, please let me know. We will work with you to facilitate the prompt resolution of this matter pursuant to the statutes. I will forward the remaining relevant documents to you as soon as I receive them.

With kind regards, I am

Sincerely yours,

Cam V. Morrison

Dealer Number 16/79

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
GREENSBORO NC GUILFORD	TERRY LABONTE CHEVROLET 401 BRIDFORD PARKWAY GREENSBORO NC 27407

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described 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 us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET COBALT	1G1AK52F157	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural
				<input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year 2002 Make CHEVROLET Model AVALANCHE

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.
6.45 %	\$ 3869.76	\$ 18553.18	\$ 22422.96	\$ 22922.96

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or As Follows
72	\$ 311.43	Monthly beginning 09/26/2005	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. The charge will not exceed \$6 if you bought the vehicle primarily for personal, family, household, or agricultural use.

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 any accessories, services, and taxes)	\$ 17613.18 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in \$ 7705.94 payoff by seller \$ 7705.94	
= net trade-in \$ 0.00 + cash \$ N/A	
+ other (describe REGION) \$ 500.00	\$ 500.00 (2)
3 Unpaid balance of cash price (1 minus 2)	\$ 17113.18 (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 the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	\$ N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies (TAXES) 0.00	\$ 1.00
D Government taxes not included in cash price	\$ N/A
E Government license and/or registration fees	\$ 10.00
F Government certificate of title fees (includes \$ N/A security interest recording fee)	\$ 36.00
G Other charges (Seller must identify who is paid and describe purpose.)	
to HENRIKSON AUTO for 23 MO/ 75000 MI 1044.00	
to TERRY LABONTE for OUR FEE \$ 349.00	
to N/A for N/A \$ N/A	
to N/A for N/A \$ N/A	
to N/A for N/A \$ N/A	
to N/A for N/A \$ N/A	
to N/A for N/A \$ N/A	
H Net trade-in payoff to N/A	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 1440.00 (4)
5 Amount financed (3 + 4)	\$ 18553.18 (5)

HOW THIS CONTRACT MAY BE ENFORCED: This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and signed by both parties. These terms 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 entering 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.

You agree that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm this by signing a copy when you signed it.

Buyer Sign Date 09/26/2005 Co-Buyer Sign X Date

Co-Buyer Signature: I am 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 Date Address

Creditor Sign TERRY LABONTE CHEVROLET Date 09/26/2005 By X Title

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 ☐ Both

☐ Credit Disability (Buyer Only)

Premium: Credit Life \$ N/A

Credit Disability \$ N/A

N/A

N/A (Insurance Company)

(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. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance: N/A N/A

☐ N/A N/A

Type of Insurance N/A Term

Premium \$ N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

X

Buyer Signature Date

X

Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

CHEVROLET

336-335-1200

CUSTOMER NO 7630

DEAL NO. 53473

STOCK NO. F9818

PURCH [REDACTED] DATE 08/26/05 ADDRESS [REDACTED] GREENSBORO NC [REDACTED] H. PHONE [REDACTED] W. PHONE [REDACTED]
YR. 2005 MAKE CHEVROLET SERIES COBALT TYPE 4DR SON MODEL JAK69

XX CAR TRUCK SERIAL NO. G 1 A K 5 2 F 1 5 7 PAINT SUMMIT WHITE MILEAGE 74
XX NEW USED IGN. KEY 61127 VATS NO. [REDACTED] TRUNK [REDACTED] SALESPEP 352 RODDY W MCKENZIE
SALESPEP 352 RODDY W MCKENZIE 582

DEALER INSTALLED OPTIONS	FLEET NO.	SALE PRICE	17324.62
	INCENTIVE CODE CSE		N/A
	TAXABLE TRADE DIFFERENCE 9618.68	PROCESSING FEE	349.00
		N.C. TAX	288.56
		LICENSE & TITLE	47.00
	CASH PRICE		18009.18

POI AGENT: STEF HAMILTON
COMPANY: STATE FARM INSURANCE
POLICY #: [REDACTED]
PHONE #: (336)765-0301

PARTIAL PAYMENT		N/A
CSE SE REGION 500.00		500.00
CASH ON DELIVERY		N/A
USED CAR ALLOWANCE \$ 7705.94	BAL OWED \$ 7705.94	EQUITY N/A
BAL OWED TO CITI FINANCIAL AUTO	ACCT # [REDACTED]	
MAKE USED CAR CHEVROLET CAVALIER	TYPE 4 DOOR SEDAN	YR. 2002
MAKE USED CAR	TYPE	YR.
STOCK NO. F9818A	6 1 J C 5 2 4 3 2 7	LIC. NO. [REDACTED]
TOTAL DOWN PAYMENT		500.00
Purchaser guarantees payoff to be \$7705.94. If actual payoff is higher, purchaser agrees to pay dealer the shortage, if lower overage to be paid to purchaser by dealer or payoff holder. x CM		UNPAID BALANCE DUE 17509.18
BAL IN 72 MONTHS @ \$ 311.43	BEGINNING SEP 26 2005	TOTAL TIME BALANCE 22422.96
BAL IN MONTHS @ \$	BEGINNING	DEFERRED PAYMENT PRICE 22922.96

Dealer may receive a fee, commission, or, other compensation for providing, procuring, or arranging financing for the retail purchase or lease of a motor vehicle, for which the customer may be responsible

MECHANICAL BREAKDOWN	N/A
CREDIT LIFE	1044.00
DISABILITY (ACCIDENT & HEALTH)	N/A
FINANCE CHARGES	3869.78
ANNUAL PERCENTAGE RATE	6.45 %
TOTAL CHARGES	4913.78

APPROVED BY GMAC
FINANCE CO. P.O. BOX 8132
COCKEYSVILLE MD 21030
ACCEPTED TERRY LABONTE CHEVROLET

BY [REDACTED] MANAGER

NO PUBLIC LIABILITY OR PROPERTY
DAMAGE INSURANCE INCLUDED.

Printed and Bound in COCKEYSVILLE (12/04)

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, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order certifies that he is 18 years of age or older and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

RENTALS

As a Service Customer convenience, we can secure a rental car at minimum cost.
Rental COST must be assumed by RENTER.

BUYER HEREBY ACKNOWLEDGES THE RECEIPT OF A COPY OF THIS BUYER'S ORDER AND INVOICES.

The Seller, Terry Labonte Chevrolet hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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." Terry Labonte Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

The dealer may receive a fee, commission, or other compensation for providing, procuring, or arranging financing for the retail purchase of a motor vehicle, for which the customer may be responsible.

BUYER'S SIGNATURE [REDACTED]

WARRANTY REPAIRS

Your new vehicle warranty is issued by the FACTORY. It does NOT cover loss of use of the vehicle, accounts or credit cards.

TERRY LABONTE
CHEVROLET

PO BOX 77758

GREENSBORO, NORTH CAROLINA 27417-7758

TELEPHONE (336) 335-1200

www.greensborochevy.com



Handrick
AUTOMOTIVE GROUP

COPY

CUSTOMER NO. 97630	ADVISOR RYAN HANSING	TAG NO. 745	INVOICE DATE 03/01/06	INVOICE NO. CVC5412157
	LABOR RATE	MILEAGE 12,210	COLOR SUMMIT WHIT	STOCK NO. F9818
GREENSBORO, NC	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR SDN		DELIVERY DATE 08/26/05	DELIVERY MILES 74
	VEHICLE I.D. NO. 1 G I A K 5 2 F 1 5 7		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 03/01/06	
COMMENTS				MO: 12215

LABOR & PARTS

SOP STEERING GEAR HERE FOR INSTALLATION FOR SOUND IN
STEERING
INSTALLED THE STEERING SHAFT ASSEMBLY, ALIGNED FRONT END
AND TEST DROVE TO VERIFY REPAIR - OK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10394224	COLUMN KI 6.518		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

ESTIMATE

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

COMMENTS

CALL WORK NUMBER WHEN READY

TOTALS

ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED
BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY
ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE
KNOW YOUR GM VEHICLE BEST.
ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH
MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD
OF 12 MONTHS OR 12 THOUSAND MILES, PARTS AND LABOR

TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS
QUICK LUBE AND PARTS OPEN TIL 8:00 PM

[] CASH [] CREDIT CARD [] CHECK [] CHARGE

TYPE..... CK#.....
TYPE..... CK#.....

CUSTOMER SIGNATURE

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT
A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY
WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED.
SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTI-
MATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING).
IF YOU REQUEST US TO DO SO.

TERMINAL STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work herein and forth to be done along with the
necessary material and agree that you are not responsible for loss or damage
to 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 permis-
sion to operate the vehicle described on above, 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 billed.

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to these parts are those offered by the
manufacturer. TERRY LABONTE CHEVROLET hereby expressly disclaims all
warranties, either express or implied, including any implied warranties of
merchantability or fitness for a particular purpose, and neither we nor our
employees or other persons to assume for it any liability in connection with
the sale of the parts. Buyer shall not be entitled to recover from TERRY
LABONTE CHEVROLET any consequential damages to property, damages
for loss of use, loss of time, loss of profits, or income, or any other incidental
damages.

SIGNED X

DATE

Direct Lines

Sales (336) 335-1234
Service (336) 335-1250
Body Shop (336) 335-1280
Parts (336) 335-1270
Quick Lube (336) 335-1258

IMPORTANT

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from Chevrolet Motor Division
regarding your service experience.
If for any reason you cannot grade
us "Completely Satisfied," please contact
Kevin Johnson, Service Director.
Thank You
Terry Labonte
Chevrolet
336-335-1206
800-277-6971



PO BOX 77758

GREENSBORO, NORTH CAROLINA 27417-7758

TELEPHONE (336) 335-1200

www.greensborochevy.com



COPY

CUSTOMER NO. 97630	ADVISOR RYAN HANSING	745	TAG NO. 160	INVOICE DATE 02/24/06	INVOICE NO. CVCS411740
	LABOR RATE	LICENSE NO.	MILEAGE 12,017	COLOR SUMMIT WHIT	STOCK NO. F9818
GREENSBORO, NC	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4DR SDN			DELIVERY DATE 08/26/05	DELIVERY MILES 74
	VEHICLE I.D. NO. 1G1AK52F157			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.Q. NO.		R.O. DATE 02/24/06	
	COMMENTS	MO: 12017			

LABOR & PARTS

CUSTOMER SYS THERE IS A WHINING IN THE STEERING
CAN FEEL AND HEAR IT WHEN GOING INTO A PARKING SPOT
TEST DROVE AND FOUND THE STEERING GEAR TO BE CAUSING A BIT
OF ADDITIONAL NOISE
ORDERED A STEERING GEAR - SHOULD BE HERE MIDDLE OF NEXT WEEK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	10394224	COLUMN KI 6.518		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

COMPLIMENTARY SERVICE INSPECTION
CUSTOMER GOODWILL SERVICE
PERFORMED COMPLIMENTARY INSPECTION

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

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

TOTALS					
ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE KNOW YOUR GM VEHICLE BEST.				TOTAL LABOR	0.00
ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD OF 12 MONTHS OR 12 THOUSAND MILES. PARTS AND LABOR				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

TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS
QUICK LUBE AND PARTS OPEN TIL 8:00 PM

TOTAL INVOICE \$ 0.00

[] CASH [] CREDIT CARD [] CHECK [] CHARGE

TYPE: ☒ CASH
TYPE: ☐ CREDIT CARD

CUSTOMER SIGNATURE

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED. SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTIMATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING) IF YOU REQUEST US TO DO SO.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
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 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 and/or your employees permission to operate the vehicle described on sheets, 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 thereon.

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to these parts are those offered by the manufacturer. TERRY LABONTE CHEVROLET 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 the parts. Buyer shall not be enabled to recover from TERRY LABONTE CHEVROLET any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SIGNED X _____

DATE _____

Direct Lines

Sales (336) 335-1234
Service (336) 335-1250
Body Shop (336) 335-1280
Parts (336) 335-1270
Quick Lube (336) 335-1259

IMPORTANT

You may receive a questionnaire from Chevrolet Motor Division regarding your service experience. If for any reason you cannot grade us "Completely Satisfied," please contact Kevin Johnson, Service Director.

Thank You,
Terry Labonte
Chevrolet
336-335-1206
800-277-6871

TERRY CHEVROLET

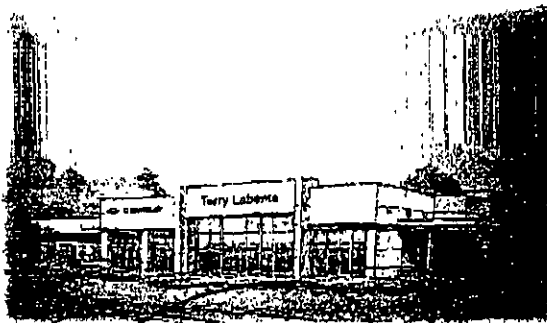


PO BOX 77758

GREENSBORO, NORTH CAROLINA 27417-7758

TELEPHONE (336) 335-1200

www.greensborochvrolet.com


Hendrick
 AUTOMOTIVE GROUP

COPY

CUSTOMER NO.	97630	ADVISOR	RYAN HANSING	TAG NO.	745	RYAN	INVOICE DATE	03/10/06	INVOICE NO.	CVCS412977	
		LABOR RATE		LICENSE NO.		MILEAGE	12,514	COLOR	SUMMIT WHITE	STOCK NO.	F9818
GREENSBORO, NC		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/4DR SDN				DELIVERY DATE	08/26/05	DELIVERY MILES	74	
		VEHICLE I.D. NO.	1G1AK52F157				SELLING DEALER NO.		PRODUCTION DATE		
		P.T.E. NO.		P.O. NO.			P.O. DATE	03/08/06			
COMMENTS										MO: 12518	

LABOR & PARTS

THERE IS A CLICKING IN THE STEERING COLUMN. KEVIN RODE WITH THE CUSTOMER AND SAID IT FEELS SIMILAR TO AN INTERMEDIATE STEERING SHAFT. FOUND THE CLICKING TO BE FROM THE UPPER STRUT INSULATOR AND BEARINGS ON BOTH SIDES. REPLACED THE STRUT INSULATORS, BEARINGS AND MOUNTS. TEST DROVE TO VERIFY REPAIR - OK.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	22716382	INSULATOR 7.420	
JOB # 1	2	22716379	SEAT 7.420	
JOB # 1	2	22712116	BEARING 7.389	
JOB # 1	2	88964326	MOUNT 7.395	
JOB # 1	2	22716359	NUT 7.347	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION
JOB # 1	131070		03/10/06	RENTAL

TOTAL - SUBLET

COMMENTS

TEST DROVE WITH CUSTOMER AND VERIFIED REPAIRABLE CLICKING NOISE AND NORMAL LOW-LEVEL HUM FROM THE POWER STEERING ASSIST WHEN TURNING LEFT IN CLOSE QUARTERS. TEST DROVE OTHER LIKE-EQUIPPED COBALTs WITH MANAGER TO VERIFY NORMAL CONDITION AND REPAIRABLE CONDITION.

TOTALS

ALL MAINTENANCE AND SERVICE REPAIRS ARE PERFORMED BY CERTIFIED GM TECHNICIANS WHO WORK EXCLUSIVELY ON GM VEHICLES. AT TERRY LABONTE CHEVROLET WE KNOW YOUR GM VEHICLE BEST. ALL GM REPLACEMENT PARTS USED IN CONJUNCTION WITH MAINTENANCE OR REPAIRS ARE WARRANTED FOR A PERIOD OF 12 MONTHS OR 12 THOUSAND MILES. PARTS AND LABOR

TERRY LABONTE CHEVROLET APPRECIATES YOUR BUSINESS. QUICK LUBE AND PARTS OPEN TIL 8:00 PM

☐ CASH ☐ CREDIT CARD ☐ CHECK ☐ CHARGE

 TYPE
 TYPE

CUSTOMER SIGNATURE

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED. SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTIMATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING) IF YOU REQUEST US TO DO SO.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle 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 manufacturer. I hereby grant you access to my vehicle for the purpose of inspecting and repairing the vehicle described on this invoice, regardless of the purpose of having another inspection. An express mechanic's lien is hereby acknowledged in above vehicle to secure the amount of repairs shown.

DISCLAIMER OF WARRANTIES. The only warranties I am applying to these parts are those offered by the manufacturer. TERRY LABONTE CHEVROLET hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither we nor our authorized any other person is liable for any liability in connection with the sale of the parts. Buyer shall not be entitled to receive from TERRY LABONTE CHEVROLET any compensation damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SIGNED X

DATE

Direct Lines

Sales (336) 335-1234
 Service (336) 335-1250
 Body Shop (336) 335-1280
 Parts (336) 335-1270
 Quick Lube (336) 335-1259

IMPORTANT

You may receive a questionnaire from Chevrolet Motor Division regarding your service experience. If for any reason you cannot grade us "Completely Satisfied" please contact Kevin Johnson, Service Director. Thank You, Terry Labonte Chevrolet 336-335-1200 800-277-8871

STATE OF NORTH CAROLINA
REGISTRATION CARD

NC LIC NUMBER HPD1622	EQUIP #	VALID THRU 11/15/2006		
VEHICLE ID # 1G1AK52F157			GROSS WT	
MAKE/SERIES CHEV				
SHIPPING WEIGHT	STYLE 4S	YEAR 2005	FUEL G	TOTAL FEE 28.00
CLASSIFICATION PRIVATE/PASS VEH		VEHICLE BRAND		
CUSTOMER ID # OWNER 1	CUSTOMER ID # OWNER 2		COUNTY GUILF	
GREENSBORO NC				

NC DIVISION OF MOTOR VEH:
RECEIPT OF FEES PAIDCAROL ANN MORGAN
License 28.002005 CHEV 4S
1G1AK52F157
776517062558019
098 11/03/2005 TIC0965

TOTAL 28.00 CASH

S28 - STATE FARM MUTUAL AUTOMOBILE INS C
INSURANCE COMPANY AUTHORIZED IN NC

POLICY NUMBER

SIGNATURE

75608121

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



MFD BY GENERAL MOTORS CORP

DATE	GVWR	GAWR FRT	GAWR RR
08/05	1673 KG	863 KG	810 KG
	3689 LB	1903 LB	1786 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.

1G1AK15F967

TYPE: PASS CAR

TIRE AND LOADING INFORMATION



SEATING CAPACITY: TOTAL: FRONT: REAR:

The combined weight of occupants and cargo should never exceed 4000 lbs. (1800 kg).

TIRE	ORIGINAL SIZE	COLD TIRE PRESSURE
FRONT	P185/60R15 S	33 PSI (230 kPa)
REAR	P185/60R15 S	33 PSI (230 kPa)
SPARE	T115/70D15 M	40 PSI (275 kPa)

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION



















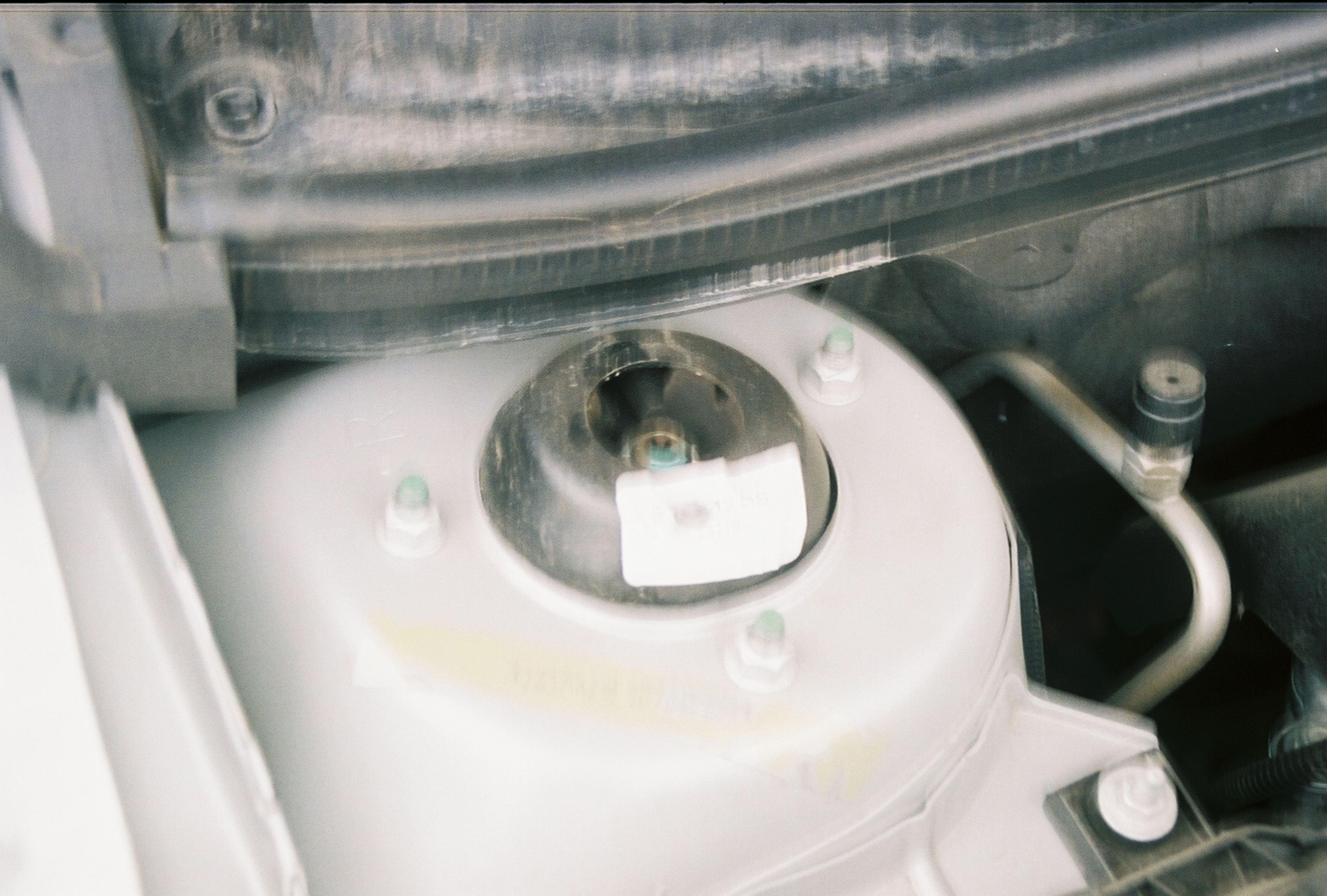
























**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **03/29/2006**
 Vehicle Brand: **CHEVROLET** Model: **COBALT**
 File ☐ GM1-401212925 VIN: **1G1AK15F967** [REDACTED]

Mileage at Inspection: **1628**

Inspection Location: **BILL HEARD CHEVROLET
SCOTTSDALE AZ**

Inspector's phone number: **928-701-4242**

Inspected By: **JAMES M. ELGAN**

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

[REDACTED], 16, WAS AT A STOP, WAITING TO MAKE A LEFT TURN. AS HE PROCEEDED TO TURN, THE STEERING WHEEL LOCKED UP, THE VEHICLE HIT CURB AND WENT UP AND INTO A BLOCK FENCE.

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

THIS VEHICLE HAS MAJOR FRONT END SHEET METAL DAMAGE. EACH FRAME CORNER IS BENT. THE DRIVERS SIDE AIRBAG IS DEPLOYED. RIGHT FRONT SHOCK TOWER MOVED REARWARD 3/4". THERE IS NO TIRE DAMAGE. THERE IS NO GLASS DAMAGE. 10 MPH SPEED ESTIMATE GIVEN IS NOT CONSISTENT WITH AMOUNT OF DAMAGE SUSTAINED BY THIS VEHICLE. ESTIMATE HAS NOT BEEN FINALIZED AT TIME OF THIS WRITING. PLEASE NOTE: THIS VEHICLE WAS DRIVEN FROM WHERE FLATBED DROPPED OFF TO THE BODYSHOP STORAGE AREA ~ NO STEERING DIFFICULTY ENCOUNTERED.

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: **03/23/2006 @ 4:20 PM**

Interview date: **03/28/2006**

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] 16, WAS AT A STOP, WAITING TO MAKE A LEFT TURN. AS HE PROCEEDED TO TURN, THE STEERING WHEEL LOCKED UP, THE VEHICLE HIT CURB AND WENT UP AND INTO A BLOCK FENCE.

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

[REDACTED] 16, MALE, 5'9", 150 LBS, NO DISSABILITIES.

If there was a collision:

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

Customer's Name: [REDACTED] Inspection Date: **03/29/2006**
 Vehicle Brand: **CHEVROLET** Model: **COBALT**
 File ☐ GM1-401212925 VIN: **1G1AK15F967** [REDACTED]

Describe extent of any injuries to the Driver: **_NO INJURIES REPORTED.**

{

Describe where other occupants were seated & extent of any injuries: **DRIVER ONLY, SINGLE OCCUPANT**

{

{

What was the exact location of the incident. FLAKE & BARTORITZ, GILBERT AZ, 03/23/2006

Driving conditions at the time of the incident:

Weather conditions & Visibility: **CLEAR** Approximate Temp (°F): **70**

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

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

Shoulder ☐ Curb ☒ ☐ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {

Posted Speed Limit **25**

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) **_NONE**

Length of Drive Prior to incident:

Total Time (hrs. & mins.): **_5 MINUTES** Distance (miles): **_3 MILES**

Estimate of vehicle speed: **_10** mph Source of est. [REDACTED]

Estimated vehicle speed at impact: **_10** 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 LOCKED UP
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).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **NONE OBSERVED**

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. **N/A**

Did the vehicle leave the roadway?: ☒ Yes ☐ No Describe: {
 Objects Impacted: **_BLOCK WALL**

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

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

Customer's Name: [REDACTED] Inspection Date: **03/29/2006**
 Vehicle Brand: **CHEVROLET** Model: **COBALT**
 File ☐ GM1-401212925 VIN: **1G1AK15F967** [REDACTED]

Additional comments concerning the incident: {
 {
 {

Section 3 INTERVIEW - VEHICLE HISTORY

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

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

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date **02/04/06** 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:

WING ADDED TO REAR DECKLID.

{
 {

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) **N/A**

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

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

N/A

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:

FRONT BUMPER IS BUCKLED. HOOD IS BUCKLED. EACH FRONT FRAME HORN IS BENT. RIGHT FRONT FENDER IS BUCKLED. RIGHT FRONT TIRE MOVED REARWARD. PASSENGER AND DRIVERS DOORS ARE DAMAGED. BOTH HEADLIGHTS KNOCKED FROM VEHICLE.

{

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

Customer's Name: [REDACTED] Inspection Date: **03/29/2006**
 Vehicle Brand: **CHEVROLET** Model: **COBALT**
 File ☐ VIN: **GM1-401212925** **1G1AK15F967** [REDACTED]

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.

RIGHT UNIBODY FRAME IS BENT. LEFT UNIBODY FRAME IS BUCKLED.

{
{
{

CORNER ASSEMBLIES

Struts/shocks

Springs

Control arms

Ball joints

Steering knuckles

Axle assemblies

Tire/wheel assemblies

Comments: **RIGHT FRONT SHOCK TOWER MOVED REARWARD 3/4".**

{

UNDERHOOD

Engine compartment

Brake fluid level and condition

Power steering lines, hoses, clamps and connections

Power steering fluid level and condition

Comments:

AIR CLEANER HOUSING BROKEN.

{

GENERAL OBSERVATIONS

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

Comments:

SMALL BOTTLE OF LIQUID OBSERVED ON FLOOR.

{
{
{

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)

DRIVER AIRBAG DEPLOYED

{
{
{
{
{
{

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

Customer's Name:

[REDACTED]

Inspection Date:**03/29/2006**Vehicle Brand:**CHEVROLET**Model:**COBALT**File #**GM1-401212925**VIN:**1G1AK15F967** [REDACTED]

{

{

{

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: 03/29/2006
 Vehicle Brand: CHEVROLET Model: COBALT
 File ☐ GM1-401212925 VIN: 1G1AK15F967 [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?	STEERING IS ELECTRIC. ALL COMPONENTS ARE IN PLACE AND APPEAR TO BE WORKING AS NORMAL. VEHICLE CAN BE DRIVEN. TURNING RIGHT HITS DAMAGED BODY PIECES.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	NO CRACKS OR BENDS APPARENT. LINKAGE APPEARS FINE.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	NO DAMAGE OBSERVED.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	LOCK AND UNLOCK FEATURES ARE GOOD. THE COLUMN IS PROPERLY FASTENED TO DASH.
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.	N/A
PS fluid level and condition-Color, contamination, odor	N/A
Steering knuckle-All attachments secure and proper?	ALL IS SECURE
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	{ _____ _____
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	STRUT IS MOVED REARWARD 3/4".
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	ALL APPEARS PROPER.

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

Customer's Name: [REDACTED] Inspection Date: **03/29/2006**
 Vehicle Brand: **CHEVROLET** Model: **COBALT**
 File ☐ GM1-401212925 VIN: **1G1AK15F967** [REDACTED]

trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	ALL APPEARS PROPER
Rear axle assembly-deformed, signs of impact, properly located, etc.	N/A
Deformation to the frame	RIGHT AND LEFT FRONT CORNERS BENT.
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	{ _____ _____
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	NO UNDERCARRIAGE DAMAGE NOTED.
Stability Enhancement system/components-check for codes with Tech II	NO CODES
Engine (normal, other)-Obtain codes using a Tech II.	NO CODES
Electrical (normal, other)	{ _____ _____
Warning lights/messages displayed? Describe and obtain codes using a Tech II	NONE
Anything components missing?	NONE
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". **IS DRIVEABLE, BUT COULD NOT DRIVE VERY FAR – RIGHT FRONT TIRE DAMAGE WOULD RESULT.**
 { _____

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: **03/29/2006**
 Vehicle Brand: **CHEVROLET** Model: **COBALT**
 File ☐ GM1-401212925 VIN: **1G1AK15F967** [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>Continental</u>	<u>Touring</u>	<u>P195/60R15</u>	<u>32</u>	<u>8</u>	<u>063497</u>
RF	<u>"</u>	<u>"</u>	<u>"</u>	<u>32</u>	<u>"</u>	<u>"</u>
LR	<u>"</u>	<u>"</u>	<u>"</u>	<u>32</u>	<u>"</u>	<u>"</u>
RR	<u>"</u>	<u>"</u>	<u>"</u>	<u>32</u>	<u>"</u>	<u>"</u>
	<u>-</u>	<u>-</u>	<u>-</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 no damage
found _____

RF no damage
found _____

LR no damage
found _____

RR no damage
found _____

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>P195/60r15</u>	<u>32</u>	<u>40</u>
SPARE TIRE	_____	_____	_____

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...

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

Customer's Name: [REDACTED] Inspection Date: **03/29/2006**
 Vehicle Brand: **CHEVROLET** Model: **COBALT**
 File ☐ GM1-401212925 VIN: **1G1AK15F967** [REDACTED]

- 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.

Comments:

Site inspection not performed

{
{
{
{

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)

x **Photographs** x **Data Downloads** ☐ **Other Records**

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

<u>Customer's Name:</u>		<u>Inspection Date:</u>	3-29-2006
<u>Vehicle Brand:</u>	CHEVROLET	<u>Model:</u>	COBALT
<u>File #</u>	1-401212925	<u>VIN:</u>	1G1AK15F967 [REDACTED]

Inspector James M. Elgan

Number of Rolls 1

Roll Number

<u>Neg.#</u>	<u>Description</u>
0	_____
1.	_____
2.	<u>MFG. LABEL</u>
3.	<u>TIRE LABEL</u>
4.	<u>DRIVERS BELT AS FOUND</u>
5.	<u>DRIVERS AIRBAG AS FOUND</u>
6.	<u>LIQUID FOUND ON FLOOR</u>
7.	<u>PASSENGER SIDE INTERIOR</u>
8.	<u>LEFT FRONT</u>
9.	<u>FRONT</u>
10.	<u>RIGHT FRONT</u>
11.	<u>RIGHT SIDE</u>
12.	<u>REAR ~ NOTE ADD-ON SPOILER</u>
13.	<u>LEFT SIDE</u>
14.	<u>ENGINE</u>
15.	<u>ENGINE</u>
16.	<u>ENGINE</u>
17.	<u>COMPARE DRIVERS SIDE SHOCK TOWER POSITION TO:</u>
18.	<u>PASSENGER SIDE SHOCK TOWER. RIGHT SIDE MOVED REARWARD 3/4"</u>
19.	<u>RIGHT FRONT UNIBODY MOVED REARWARD 1 1/2"</u>
20.	<u>LEFT FRONT MOVED REARWARD 3/4"</u>
21.	<u>8" CRUSH AT IMPACT AREA</u>
22.	<u>RIGHT FRONT FENDER PUSHED RIGHT AS IF SLIDING</u>
23.	<u>LEFT FRONT WHEEL POSITION</u>
24.	<u>RIGHT FRONT WHEEL POSITION</u>
25.	
26.	_____
27.	_____
28.	_____
29.	_____
30.	_____
31.	_____
32.	_____
33.	_____
34.	_____
35.	_____
36.	_____
37.	_____

CDR File Information

Vehicle Identification Number	1G1AK15F967
Investigator	
Case Number	1-401212925
Investigation Date	Tuesday, March 28 2006
Crash Date	3-23-2006 @ 7:12 PM
Filename	1G1AK15F967 CDR
Saved on	Tuesday, March 28 2006 at 12:45:09 PM
Collected with CDR version	Crash Data Retrieval Tool 2.800
Collecting program verification number	9238B95E
Reported with CDR version	Crash Data Retrieval Tool 2.800
Reporting program verification number	9238B95E
Interface used to collected data	Block number: 00 Interface version: 4A Date: 11-08-05 Checksum: 7500
Event(s) recovered	Deployment

SDM 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, 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.
- Calculated Principal Direction of Force (PDOF) is the arctangent of the maximum observed lateral velocity change divided by the maximum observed longitudinal velocity change. PDOF is displayed where zero degrees is located at the front of the vehicle, with 90 degrees is displayed to the right side of the vehicle and so on, clockwise around the vehicle.
- 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 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.

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.

System Status At AE

Vehicle Identification Number	**1AK15F*6*642694
Low Tire Pressure Warning Lamp (If Equipped)	Invalid
Vehicle Power Mode Status	Run
Remote Start Status (If Equipped)	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp (If Equipped)	OFF

System Status At 1 second

Transmission Range (If Equipped)	Third Gear
Transmission Selector Position (If Equipped)	Fourth Gear
Traction Control System Active (If Equipped)	Invalid
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F) (If Equipped)	76.1
Left Front Door Status (If Equipped)	Closed
Right Front Door Status (If Equipped)	Closed
Left Rear Door Status (If Equipped)	Unused
Right Rear Door Status (If Equipped)	Unused
Rear Door(s) Status (If Equipped)	Closed

Pre-crash data

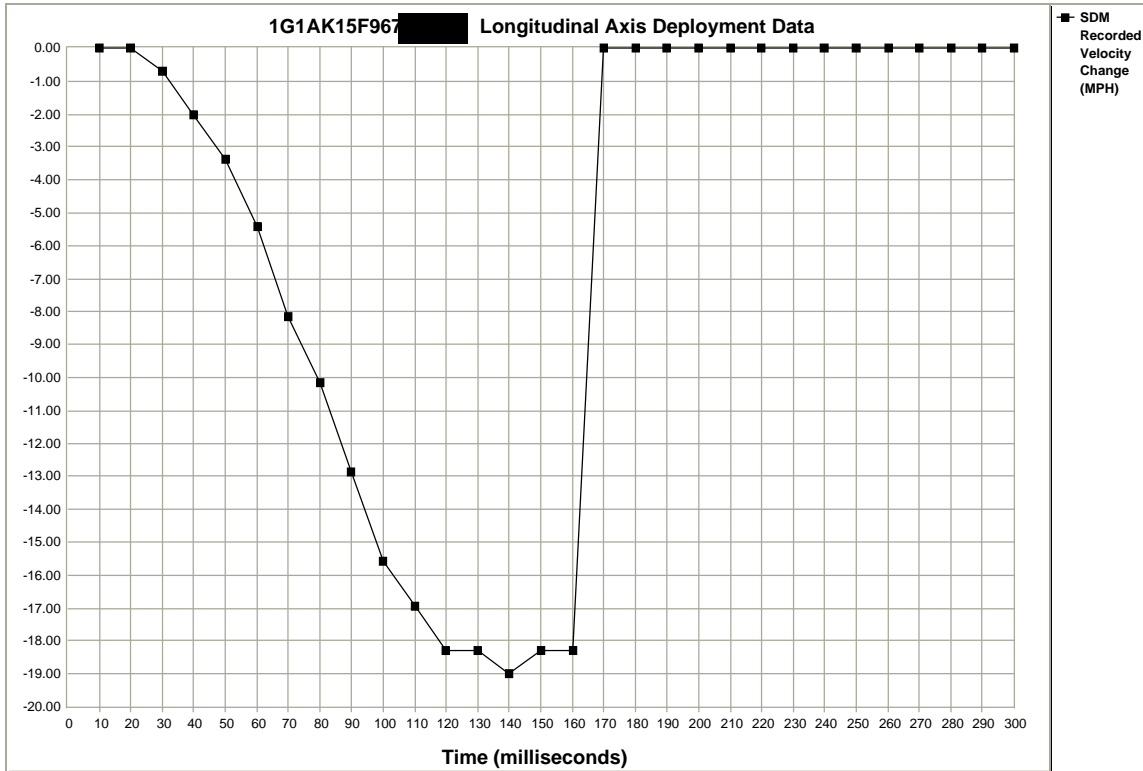
Parameter	-2 sec	-1 sec
Reduced Engine Power Mode	OFF	OFF
Cruise Control Active (If Equipped)	Invalid	Invalid
Cruise Control Resume Switch Active (If Equipped)	Invalid	Invalid
Cruise Control Set Switch Active (If Equipped)	Invalid	Invalid

Pre-crash data

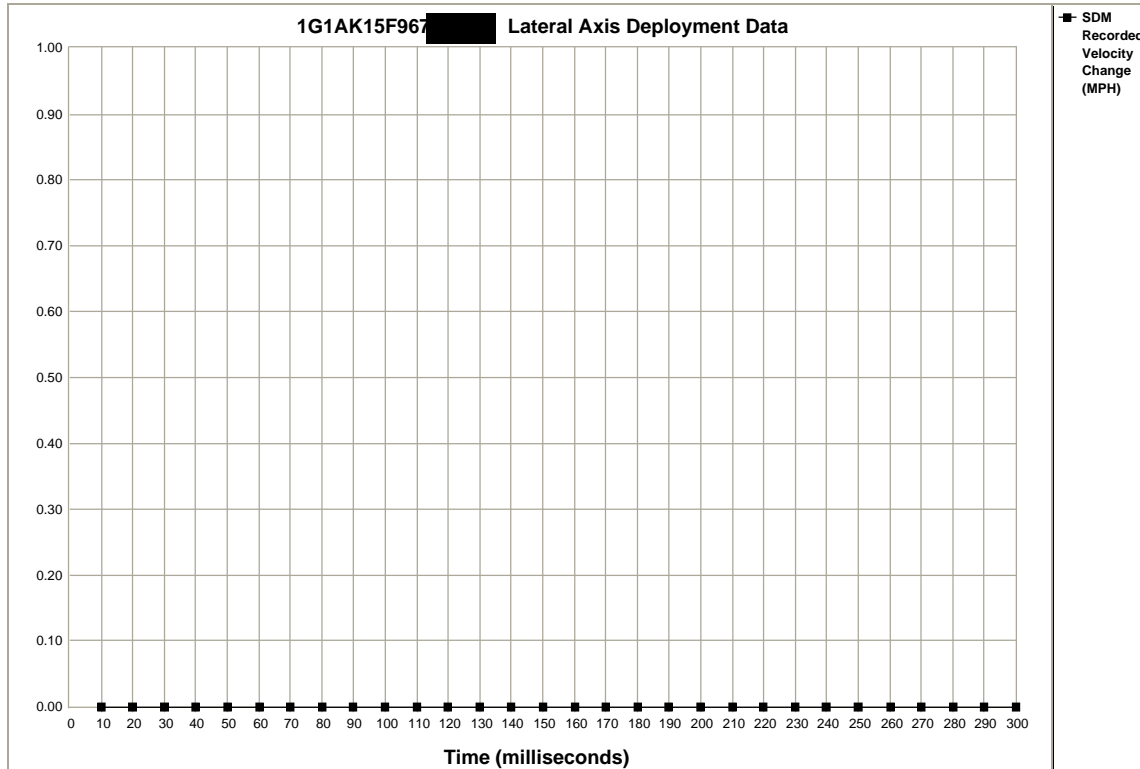
Parameter	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	25	21	19	19	19
Engine Speed (RPM)	1408	1280	1152	1152	1088
Percent Throttle	22	20	19	17	15
Brake Switch Circuit Status	OFF	OFF	OFF	OFF	OFF
Accelerator Pedal Position (percent)	0	0	0	0	0
Antilock Brake System Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration (feet/s ²) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate (degrees per second) (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle (degrees) (If Equipped)	0	0	0	0	0
Vehicle Dynamics Control Active (If Equipped)	Invalid	Invalid	Invalid	Invalid	Invalid

System Status At Deployment

Ignition Cycles At Investigation	369
SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	216910
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	365
Ignition Cycles At Event	366
Ignition Cycles Since DTCs Were Last Cleared	113
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	UNBUCKLED
Diagnostic Trouble Codes at Event, fault number: 1	N/A
Diagnostic Trouble Codes at Event, fault number: 2	N/A
Diagnostic Trouble Codes at Event, fault number: 3	N/A
Diagnostic Trouble Codes at Event, fault number: 4	N/A
Diagnostic Trouble Codes at Event, fault number: 5	N/A
Diagnostic Trouble Codes at Event, fault number: 6	N/A
Automatic Passenger SIR Suppression System Validity Status at AE	Valid
Automatic Passenger SIR Suppression System Status at AE	Air Bag Suppressed
Automatic Passenger SIR Suppression System Validity Status at First Deployment Command	Valid
Automatic Passenger SIR Suppression System Status at First Deployment Command	Air Bag Suppressed
Driver First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	42
Driver Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Disposal
Passenger First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Suppressed
Passenger Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Suppressed
Time Between Events (sec)	N/A
Driver First Stage Deployment Loop Commanded	Yes
Driver Second Stage Deployment Loop Commanded	Yes
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	Yes
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	Yes
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Second Row Center Pretensioner Deployment Loop Commanded	No
Driver 2nd Stage Deployment Loop Commanded for Disposal	Yes
Passenger 2nd Stage Deployment Loop Commanded for Disposal	No
Multiple Event Counter	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No
Crash Record Locked	Yes
Vehicle Event Data (Pre-Crash) Associated With This Event	Yes
Deployment Event Recorded in the Non-Deployment Record	No
Event Recording Complete	Yes
Estimated Principal Direction of Force (PDOF) degrees	0



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Longitudinal Axis Recorded Velocity	0.00	0.00	-0.68	-2.03	-3.39	-5.42	-8.13	-10.17	-12.88	-15.59	-16.95	-18.30	-18.30	-18.98	-18.30
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Longitudinal Axis Recorded Velocity	-18.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Lateral Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Hexadecimal Data

This page displays all the data retrieved from the air bag module.
It contains data that is not converted by this program.

```
$01 08 00 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 00 00 00 00 00 00 00
$04 00 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 03 0A 00 00
$07 00 20 00 00 00 00 00
$08 00 00 00 00 00 00 00
$09 00 00 00 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 00 00 00 00 00 00 00
$0D 00 00 40 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F 00 00 00 00 00 00 00
$10 00 00 00 00 00 00 00
$11 00 00 00 00 00 00 00
$12 00 00 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 00 00 00 00 00 00 00
$18 00 00 00 00 00 00 00
$19 00 00 00 00 00 00 00
$1B 3F 00 00 67 00 7A 00
$1C 3F 00 00 02 00 1A 00
$1D 00 00 00 00 00 00 00
$1E 00 00 00 00 00 00 00
$1F 28 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 00 00 00 00 F0 00 00
$22 00 92 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 80 00 76 00 03 00 00
$2F 00 74 01 71 00 00 00
$30 9D 00 00 00 00 00 00
$31 00 00 00 00 00 00 00
$32 00 00 00 80 00 00 00
$33 27 2B 30 34 39 00 00
$34 11 12 12 14 16 00 00
$35 1E 1E 1E 22 29 00 00
$36 00 00 00 00 00 00 00
$37 00 00 00 03 04 00 E2
$38 81 00 40 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 41 4B 31 35 46 00
$3E 36 64 26 94 00 00 00
$3F 00 00 90 00 00 00 00
$40 00 00 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 F F 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 A5 00 00 00 00 00
$68 D0 10 00 80 00 00 00
$69 00 54 BB 01 6D 00 00
$6A 71 01 6E 00 00 00 00
$6B 00 00 00 00 00 00 00
$6C 00 00 00 00 00 00 00
$6D 00 00 00 00 00 00 00
$6E 00 00 00 00 00 FF 00
$6F 00 FD 00 FB 00 F8 00
$70 00 F4 00 F1 00 ED 00
$71 00 E9 00 E7 00 E5 00
$72 00 E5 00 E4 00 E5 00
$73 00 E5 00 00 00 00 00
$74 00 00 00 00 00 00 00
$75 00 00 00 00 00 00 00
$76 00 00 00 00 00 00 00
$77 00 00 00 00 00 00 00
$78 D0 00 00 00 00 00 00
$79 00 00 00 00 00 00 00
$7A 00 00 00 00 00 00 00
$7B 15 47 00 00 00 00 00

```

```

$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04 01 02 03 04
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 32 39 35 31 52 35 31 36 38 31 31 35 44 5A
$0E 01 5A 4B 31
$0F 41 4A 01 02 03 04 52 45 41 32 30 32 33 30 30 30
$10 01 02 03 04
$13 42 52 30 31 33 34 56 31 05 32 30 38 34 42 4A 32
$14 01 5A 74 02
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 33 19 2A B4 E6 87 91 9A
$22 90 11
$23 31 41 FA FA FA FA FA
$24 31 41 FA FA FA FA FA
$25 32 41 FA FA FA FA FA
$26 32 41 FA FA FA FA FA
$40 00 00
$41 3F 00 00 02 00 1A
$42 F0 C4
$43 00 00 8E 80

```



```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 FF 1A 1A 64 64
$47 0A 64 06 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 39 30 31 31 32 31 31 39 51 52 20 20 20 20
$B7 50 AA 04 0F 03
$B8 41 57 68 09 19
$C1 30 46 30 33
$CA 30 46 30 33
$CB 01 5A D1 33
$CC 01 5A D1 33
$D1 00 00
$DB 00 00
$DC 00 00
```


Comments

THIS VEHICLE HAS SUSTAINED A VERY HARD IMPACT TO THE RIGHT FRONT CORNER, WITH WRAP AROUND DAMAGE TO THE LEFT FRONT CORNER. THE DRIVERS AIRBAG IS DEPLOYED. ESTIMATE IS NOT COMPLETE. THIS VEHICLE MAY BE DECLARED A TOTAL.



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

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

May 24, 2006

Re: [REDACTED] vs Chevrolet Motor Division # CHV0646557 VIN: 1G1AK52F957 [REDACTED]

[REDACTED]
STUART FL [REDACTED]

Dear [REDACTED]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

The manufacturer agrees to voluntarily repurchase your 2005 Chevrolet Cobalt for the following amounts:

\$15,560.00 (\$16,310.00 Retail - \$750.00 Rebate) + \$6.50 (Tire & Battery) + \$199.00 (Dealer) + \$990.93 (Tax) + \$238.05 (License & Title) + \$495.00 (GAP) - \$2,481.69 (GM Card Points) = \$15,007.79 - \$4,055.84 (Usage Deduction, Based On 7,000 Miles, Calculated Per The Florida Lemon Law Usage Deduction Formula) = \$47,231.04 + (Earned Finance Charges From Date Of Purchase To Date Of Repurchase)

The manufacturer will contact you to complete this transaction within 30 days from the date of this letter, after which the BBB will follow up with you to verify performance. The vehicle shall be turned over with no damage, allowing for normal wear only. In addition to this subtotal, incurred finance charges are to be determined and added.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Kristen Reynolds at Extension 240

cc: Hollis Simmons



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Sincerely,

Kristen Reynolds at Extension 240

cc: Hollis Simmons

VIN: 1G1AK52F9 57 [REDACTED] SELLG SCE: 13 MDL YR: 05 ORD NO: HPCH31

ODATE: 08/27/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26302
DDATE: 12/07/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 12/07/04 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: [REDACTED]

TRD DOE:

SRVC IN: STUART FL [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
CSE	01	13 26302	00027212593	12/08/04	750.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00027212593 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 26302	00027212593	12/08/04	19.98	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00027212593 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
UDP	01	13 26302	00027212593	12/08/04	2,481.69	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00027212593 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

2005 COBALT 4-DOOR SEDAN		CHEVROLET MOTOR DIVISION
91U ARRIVAL BLUE METALLIC	/L4G	GENERAL MOTORS CORPORATION
14B GRAY		100 RENAISSANCE CENTER
ORDER NO. HPCH31/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 AK52 F9 57		VEHICLE INVOICE 10D77226032

*****13*26302S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK69 COBALT 4-DOOR SEDAN	13625.00	12739.38	INVOICE 11/09/04
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 11/05/04
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00	EXP I/T 11/18/04
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	765.00	INT COM 11/18/04
T43 REAR DECK-LID SPOILER	275.00	247.50	PRC EFF 10/26/04
			KEYS G3010 G3010
			WFP-S QTR OPT-1
			BANK: AMSOUTH BAN
			CHG-TO 26-302

SHIP WT: 2807
 HP: 18.4
 GMS: 13949.38
 SUPPLR: 14573.73
 MRM: 15315.00
 MEMO 662.50

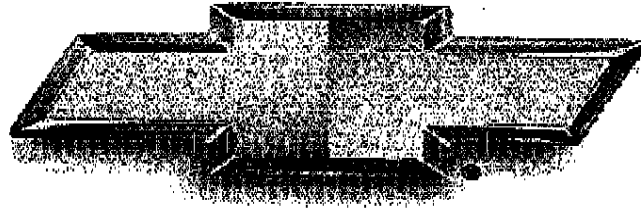
TOTAL MODEL & OPTIONS	14750.00	13751.88	ACT 231	13874.38
DESTINATION CHARGE	565.00	565.00	H/B 261	442.50
LAM DEALER CONTRIBUTION		147.50	ADV 261	147.50
LAM GROUP CONTRIBUTION		110.63	EXP 65A	110.63

TOTAL	15315.00	14575.01	PAY 310	14575.01
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		13928.13		

 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.

JOHN JOCHEM CHEVROLET, INC.

JOHN JOCHEM



CHEVROLET.

Fax Cover Sheet

TO: HOLLIS	From: John Jochem Chevrolet
	Date: 22 May 2006
Fax number: 1-866-440-5941	Fax number: 772-286-9062

ANY QUESTIONS REGARDING THIS FAX PLEASE CALL ELAINE@ 772-287-3232
EXT. 102

Total pages, including cover: 7

Comments:

CUST: [REDACTED]
RE; REQUESTED RENTAL BILLS
THANKS;
ELAINE
SERVICE CASHIER

* RE: RO# 121613 - She did not
take the Rental.

IN 04:00PM 4/18/06
OUT 03:25PM 4/18/06

24-HOUR DAY

UNIT 1
UNIT #
LIC#
MODEL 06
COLOR BLACK
IN 7122
OUT 6539
V# 1G2ZF55B064

ENTERPRISE LEASING COMPANY, A FLORIDA CORPORATION
1991 SOUTH U.S. HWY. #1 772-287-7260
STUART FL 34994-3916 4119
RENTAL TYPE D SOURCE CH4119 - 001

RENTAL AGREEMENT
D479821
PAGE 1 OF 1

RENTER

PORT ST LUCIE FL
LOCAL:
(H)
(O)

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE

7 DAYS @ 37.00 259.00

SPECIAL @ 42.00 42.00

DR. LICENSE
STATE FL EXPIRE 7/23/11
DOB RT WT
EYES HAIR
S.S.#
EMPLOYER

BILL TO Y CUST # 700848
JOHN JOCHEM CHEVROLET, INC.
ATTN: DCM**
2650 SOUTH U S HIGHWAY #1
STUART FL
772-287-3232 34995

VLF RECV 3.12

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/PO#

74149
INSURED

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 304.12

DEPOSITS
REFUND

LOSS DATE
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD BY TYPE DATE AUTH

TYPE CAR
CHEVY COBA

VLF 3.12

SHOP JOHN JOCHEM
PHONE 772-287-3232
NAME

BILL TO CUST 700848 301.00

CLOSED TICKET PAYMENT INFO

OPENED BY #2810C KENNETH A MILLIAR
CLOSED BY #1368J RICARDO MONGALVE



INVOICE

TABLE 1.1
41AFLPALOWNER OF VEHICLE: ENTERPRISE LEASING COMPANY, A FLORIDA CORPORATION
BRANCH ADDRESS: 1541 SOUTH U.S. HWY. 81
STUART, FL 34994-47141541 SOUTH U.S. HWY. 81
STUART, FL 34994-4714
TEL: 349/471-4714
FAX: 349/471-4714
CLOSING

RENTAL TYPE: <input checked="" type="checkbox"/> RENTAL		SOURCE #		LO #		RENTAL AGREEMENT NO. D 471700	
RENTER: RICHARDY* GUILLY A*		DATE: 24 HOUR PERIOD		MILEAGE: NO CHARGE FOR MILES		HOURS: 10.00/HOUR	
START CHARGES IF DIFFERENT		BILL TO: <input checked="" type="checkbox"/> COMPANY		PHONE: 7X 289		MILES: 1X 42	
ORIGINAL VEHICLE		ATTN: JOHN JOCHEN CHEVROLET		EXT: 42		MILES: 42	
COLOR: SLV	LICENSE NO. 1B6DM56T350	POST OFFICE BOX: 436		PHONE: 7X 289		MILES: 42	
MODEL: CRV	ECAR#	REFERENCE NUMBER: ED 66184		PHONE: 7X 289		MILES: 42	
MILEAGE: 10.00	IN: 10.00	WHO IS UNDERSIGNED IS RESPONSIBLE FOR THIS RENTAL AND THE FOLLOWING SPECIALS:		PHONE: 7X 289		MILES: 42	
OUT: 10.00	OUT: 10.00	PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF FLORIDA AND THE FOLLOWING STATES:		PHONE: 7X 289		MILES: 42	
CONDITION AGREED TO: RENTER		OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE RENTERS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 15.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AS DAILY FEE SHOWN IN COLUMN TO RIGHT. RENTER IS RELIEVED OF DAMAGE RESPONSIBILITY UP TO AMOUNT ANTICIPATED. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 15.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI).		PHONE: 7X 289		MILES: 42	
NO DAMAGE		RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR AVERAGE DEPOSITS, INCREMENTAL AUTHORITY VALID AND IS NOT SUB-		PHONE: 7X 289		MILES: 42	
NO DAMAGE		REPLACEMENT VEHICLE		PHONE: 7X 289		MILES: 42	
NO DAMAGE		OWNER REP: <input checked="" type="checkbox"/> X		PHONE: 7X 289		MILES: 42	
NO DAMAGE		I WILL RETURN CAR BY:		PHONE: 7X 289		MILES: 42	
NO DAMAGE		DATE: 4/20/02		PHONE: 7X 289		MILES: 42	
NO DAMAGE		TIME: 10:00 AM		PHONE: 7X 289		MILES: 42	
NO DAMAGE		DEPOSIT(S):		PHONE: 7X 289		MILES: 42	
NO DAMAGE		AMOUNT: 170.00		PHONE: 7X 289		MILES: 42	
NO DAMAGE		PAID BY: CASH		PHONE: 7X 289		MILES: 42	
NO DAMAGE		DATE PAID: 4/20/02		PHONE: 7X 289		MILES: 42	
NO DAMAGE		ADDITIONAL INFORMATION		PHONE: 7X 289		MILES: 42	
NO DAMAGE		1B6DM56T350		PHONE: 7X 289		MILES: 42	
NO DAMAGE		SC REG REPRESENTS TWO ITEMS: 1) \$2.00 SURCHARGE AND 2) 2 CENT FLORIDA WASTE TIRE AND BATTERY FEE.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		SEE TERMS AND CONDITIONS ON REVERSE AND ATTACHED RENTAL AGREEMENT (TOWEL) WORKY.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		VLF RECV REPRESENTS VEHICLE LICENSE FEE RECOVERY PER DAY.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF ANY AUTHORIZED RENTAL OR LEASING DRIVER IS PRIMARY FOR THE LIMITS OF LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY FLORIDA STATUTE SECTION 324.021(7) AND FLORIDA STATUTE SECTION 627.736.		PHONE: 7X 289		MILES: 42	
NO DAMAGE		TOTAL CHARGES: 30412		PHONE: 7X 289		MILES: 42	
NO DAMAGE		DEPOSITS:		PHONE: 7X 289		MILES: 42	
NO DAMAGE		REFUNDS:		PHONE: 7X 289		MILES: 42	
NO DAMAGE		AMOUNT DUE: 1301		PHONE: 7X 289		MILES: 42	
NO DAMAGE		CLOSED BY: 123		PHONE: 7X 289		MILES: 42	
NO DAMAGE		PAID BY: CASH		PHONE: 7X 289		MILES: 42	
NO DAMAGE		CHECK		PHONE: 7X 289		MILES: 42	
NO DAMAGE		CHARGE		PHONE: 7X 289		MILES: 42	
NO DAMAGE		RECEIPT OF CASH REFUND		PHONE: 7X 289		MILES: 42	
NO DAMAGE		DATE		PHONE: 7X 289		MILES: 42	
NO DAMAGE		AMOUNT		PHONE: 7X 289		MILES: 42	
NO DAMAGE		RECEIVED		PHONE: 7X 289		MILES: 42	

OWNER IS AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY, WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS.

© ENTERPRISE LEASING COMPANY, (A FLORIDA CORPORATION), 20

IN 03:36PM 11/18/05
OUT 05:32PM 11/16/05

24-HOUR DAY

UNIT 1
UNIT # FLT278
LIC#
MODEL COBA
COLOR WHITE
IN 6102
OUT 5955
V# 1G1AK55F567

ENTERPRISE LEASING COMPANY, A FLORIDA CORPORATION
1991 SOUTH U.S. HWY. #1 772-287-7260
STUART FL 34994-3916 4119
RENTAL TYPE D SOURCE CH4119 - 001

RENTAL AGREEMENT
D475307
PAGE 1 OF 1

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE

1 DAYS	@	37.00	37.00
SPECIAL	@	42.00	42.00

RENTER
FT ST LUCIE FL
LOCAL
(H)
DR. LICENSE
STATE FL EXPIRE 7/23/11
DOB HT WT
EYES HAIR
S.S.#
EMPLOYER

BILL TO Y CUST # 700848
JOHN JOCHEM CHEVROLET, INC.
ATTN: DON**
2450 SOUTH U S HIGHWAY #1
STUART FL
772-287-3232 34995

VLF RECV .78

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAD/PO#

70154
INSURED

LOSS DATE
THEFT ACCIDENT

TYPE CAR
COLBOLT

SHOP JOHN JOCHEM
PHONE 772-287-3232
NAME

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION

AMOUNT PD.	BY TYPE	DATE	AUTH
1.00	VISA SALE	11/16/05	063637
1.00	VISA RPND	11/18/05	

CLOSED TICKET PAYMENT INFO

TOTAL CHARGES 79.78

DEPOSITS 1.00
REFUND 1.00-

VLF .78
BILL TO CUST 700848 79.00

OPENED BY #21985 AMANDA WINTERS
CLOSED BY #39712 REBECCA THOMPSON

OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY, A FLORIDA CORPORATION
 BRANCH ADDRESS: 1991 SOUTH U.S. HWY. #1 STUART FL 34994-3916 772-287-7260

MO 7:30A- 6:00P TU 7:30A- 6:00P
 WE 7:30A- 6:00P TH 7:30A- 6:00P
 FR 7:30A- 6:00P SA 9:00A-12:00P
 SU CLOSED

RENTAL TYPE: CHA119		RENTAL AGREEMENT NO: D 48015	
RENTER: MCHARDY* DILL SHAY*		DAY = 24 HOUR PERIOD	
1024 AM 4/20/06		NO CHARGE FOR MILES	
ORIGINAL VEHICLE		HOURS @ 10.00/HOUR	
COLOR: SILVER	MODEL: AVEO	DAYS @ 37.00/DAY	
YEAR: 2005	FLC493	SPECIAL: W/ MILES	
IN: 7150	DRIVEN: 7150	DAYS @ 42.00 MILE	
BILL TO: JOHN JOCHEM CHEVROLET, INC.**		VLF REC'D .39/DAY	
ATTN: POST OFFICE BOX 434		227	
PHONE: 772-287-3232			
REFERENCE NUMBER: 74430			
VIN#: KL1TD5266583			
ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.			
I REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVER PERMITTED			
WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FOLLOWING TERMS AND CONDITIONS OF THIS AGREEMENT.			
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF FLORIDA AND THE FOLLOWING STATE(S): FL ONLY			
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.			
RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY UP TO AMOUNT RATED. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE.		RENTER X	
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16.		RENTER X	
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.		RENTER X	
ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT WHICH CONSISTS OF PAGES 1 THROUGH 4. I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, AGREEMENTS, AUTO-RENTAL, AND ANY OTHER CHARGES CURRENTLY VALID AND NOT EXPIRED.		FUEL @ 4.15/GALLON	
REPLACEMENT VEHICLE		SC REC'D 2.00/DAY	
OWNER REP: X		TAX 6.0 %	
I WILL RETURN CAR BY: DATE 4/21/06 TIME 10:24A			
DEPOSITS: AMOUNT PAID BY DATE PAID			
ADDITIONAL INFORMATION			
SC REC REPRESENTS TWO ITEMS: 1) \$2.00 SURCHARGE AND 2) 2 CENT FLORIDA WASTE FEE AND BATTERY FEE.		TOTAL CHARGES	
SEE TERMS AND CONDITIONS ON REVERSE AND ATTACHED RENTAL AGREEMENT, TOWEL JACKET, VLF REC'D REPRESENTS VEHICLE LICENSE FEE RECOVERY PER DAY.		DEPOSITS	
THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF ANY AUTHORIZED RENTAL OR LEASING DRIVER IS PRIMARY FOR THE LIMITS OF LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY FLORIDA STATUTE SECTION 324.021(7) AND FLORIDA STATUTE SECTION 627.736.		REFUNDS	
OWNER IS AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY, WHICH OWNS ALL RIGHTS TO ENTERPRISE NAME(S) AND MARKS.		AMOUNT DUE	
© ENTERPRISE LEASING COMPANY, (A FLORIDA CORPORATION), 2		CLOSED BY	
		PAID BY CASH CHECK CHARGE	
		RECEIPT OF CASH REFUND DATE AMOUNT RECEIVE	

FLORIDA : 8/1/2005
Overallowance / Incentives / Negative Equity Form

Customer [REDACTED] Request # **1-406630532** BBB # **CHV0646557**

PURCHASE PRICE: <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) 16,310
MSRP: <i>(From BARS Invoice)</i>	(-) 15,315
DIFFERENCE:	(=) -995.00

TRADE ALLOWANCE: (from dealer Bill of Sale)	(+) N/A
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i>	
NADA Retail Value for:	
VEHICLE:	
ACCESSORIES:	(-)
MILEAGE ADJUSTMENT:	
OVER ALLOWANCE: <i>(Trade more than NADA)</i>	(=) N/A

PAYOFF: <i>(If dealer added negative equity into contract, do not subtract)</i>	(=) N/A
--	---------

PURCHASE PRICE <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) 16,310
GM CARD POINTS:	2,481.69 DO NOT INCLUDE
INCENTIVES (from BARS): <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i> 1: 2: 3: TOTAL INCENTIVES <i>(Not included in Purchase Price)</i>	(-) 750.00
OVERALLOWANCE: <i>(From above)</i>	(-) N/A
NEGATIVE EQUITY: <i>(If NOT shown in contract))</i>	(-) N/A

Actual price of Vehicle that should be presented to BBB for ATA	(=) 15,560
--	-------------------



JOHN JOCHEM CHEVROLET, INC.

2850 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 888-842-4604

Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	TRG NO.	182 535	INVOICE DATE	08/04/05	INVOICE NO.	CVCS118017
		LABOR RATE		LICENSE NO.		ARRIVAL	ARRIVAL BLU	STOCK NO.	5509
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR			DELIVERY DATE	12/07/04	DELIVERY MILE	64
		VEHICLE ID NO.	1 G 1 A K 5 2 F 9 5 7			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.A. DATE	08/04/05		
		BUSINESS PHONE		COMMENTS					
								MO: 13522	

LABOR & PARTS
 JOB # 1 14CVZ AIR/WATER LEAKS TECH(S) 657 INTERNAL
 CHECK CUST STATES P/S FRT. FLOOR GETTING WET ADVISE
 SEE HISTORY, ALSO CARPET STAINED ADVISE
 A/C LEAKING INSIDE
 WATER TESTED, RESEALED A/C NIPPLE FOR WATER TO GO OUTSIDE
 INSTALLED BROKEN P/S SILL PLATE
 WET VAC CLEANED CARPET (SUBLET TO TEPH SEAL)

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15296710	DEFLECTOR 12.800		INTERNAL
JOB # 1	1	15262848	PLT-F/SIL 11.175		INTERNAL
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

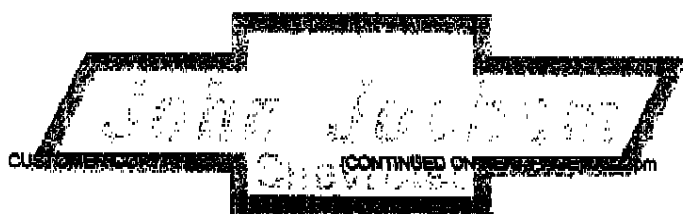
JOB # 2 03CVZ45 SRV. PKG. B TECH(S) 657 38.55
 CHANGE ENGINE OIL, REPLACE OIL FILTER, LUBE CHASSIS, ROTATE
 TIRES AND SET TO CORRECT PRESSURE, CHECK AND TOP OFF FLUIDS.
 BRAKE INSPECTION, CHECK FOR MAINTENANCE, CHECK FOR LEAKS.
 MAINTENANCE
 SERVICE PACKAGE B COMPLETED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	12579143	FILTER 1.836	4.45	
JOB # 2	1	OIL	5W30 GM SYN	6.95	
				JOB # 2 TOTAL PARTS	11.40
				JOB # 2 TOTAL LABOR & PARTS	49.95

SUBLET	PO#	VEND INVT	INV. DATE	DESCRIPTION	
JOB # 1	67324		08/04/05	SHAMPOO CARPET	INTERNAL
					TOTAL - SUBLET
					0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS	SHOP SUPPLIES		2.50
JOB # 2	5VIP	\$5 VIP DISCOUNT		-5.00
				TOTAL - MISC
				-2.50

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$51.00 (+TAX)





JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 888-842-4604

Registration No. MV-09267



CUSTOMER NO.	39218	ADMBOR	DONALD HAMILTON	184	TAG NO.	535	INVOICE DATE	08/04/05	INVOICE NO.	CVCS118017	
		LABOR RATE		LICENSE NO.		MILEAGE	13,522	COLOR	ARRIVAL BLU	STOCK NO.	5509
STUART, FL		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64	
		VEHICLE ID. NO.	1G1AK52F957				SELLING DEALER NO.		PRODUCTION DATE		
		R.T.E. NO.		R.O. NO.		R.A. DATE	08/04/05				
	BUSINESS PHONE	COMMENTS								MO: 13522	

TOTALS

 * METHOD OF PAYMENT *
 * CASH () CHECK () *
 * VISA () M/CARD () *
 * DISCOVER () AMEX () *
 * CHARGE # () *
 * INTERNAL # () *

TOTAL LABOR.... 38.55
 TOTAL PARTS.... 11.40
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 2.50
 TOTAL MISC DISC -5.00
 TOTAL TAX..... 2.85

TOTAL INVOICE \$ 50.30

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 888-842-4604

Registration No. MV-09287



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAX NO.	819	INVOICE DATE	09/09/05	INVOICE NO.	CVCS119310
		LABOR RATE			LICENSE NO.		ARRIVAL BLU	5509		
STUART, FL		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
		VEHICLE ID. NO.	1G1AX52F957				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		S.O. DATE	09/09/05		
		BUSINESS PHONE					COMMENTS	MO: 16484		

LABOR & PARTS
 3# 1 14CVZ AIR/WATER LEAKS TECH(S):99 WARRANTY
 CHECK CUST STATES AGAIN SEEING SIGNS OF WATER LEAK ON P/S
 FRT. FLOOR AND NOW P/S REAR FLOOR ADVISE
 WATER TESTED, NO LEAKS FOUND AT THIS TIME, SENT TO
 DETAIL TO REMOVE STAINS, ADVISED CUSTOMER TO RETURN IF
 CARPET FOUND WET

JOB # 1 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION
 99 MISCELLANEOUS HOUSE MISC TECH VIRTU

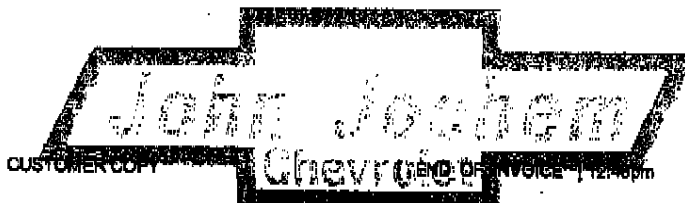
TOTALS

*****	TOTAL LABOR....	0.00
* METHOD OF PAYMENT *	TOTAL PARTS....	0.00
* CASH() CHECK() *	TOTAL SUBLET....	0.00
* VISA() M/CARD() *	TOTAL G.O.G....	0.00
* DISCOVER() AMEX() *	TOTAL MISC CHG.	0.00
* CHARGE # () *	TOTAL MISC DISC	0.00
* INTERNAL # () *	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE





CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAG NO.	485	INVOICE DATE	09/29/05	INVOICE NO.	CVCS119927	
		LABOR RATE		LICENSE NO.		MILEAGE	18,452	COLOR	ARRIVAL BLU	STOCK NO.	5509
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64	
STUART, FL		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 9 5 7				SELLING DEALER NO.		PRODUCTION DATE		
		E.T.E. NO.		P.C. NO.		F.I.D. DATE	09/29/05				
	BUSINESS PHONE									MO: 18465	

LABOR & PARTS.....
#E 1 18CNZ..... DRIVEABILITY..... TECHS 1470..... WARRANTY.....
CHECK CUST STATES SERVICE ENGINE LIGHT COMES ON VEHICLE
STALLING AND RUNNING POOR DOMINANTLY IN WET CONDITIONS
ALSO SEEMS TO EFFECT TRANSMISSION ENGAGEMENT ADVISE
MULTIPLE CODES IN SYSTEM
DIAGNOSIS, RESET COMPUTER, EXTENSIVELY ROAD TESTED, CALLED
TAC CASE #8493366, ADVISED CUSTOMER

JOB # 1 TOTAL LABOR & PARTS 0.00

ADVISE ON TIRE LIFE AND CONDITION
TIRES P&L\$91.15 EA. MOUNTED AND BALANCED

JOB # 2 TOTAL LABOR & PARTS 0.00

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

TECHNICIAN CERTIFICATION.....

TOTALS.....			

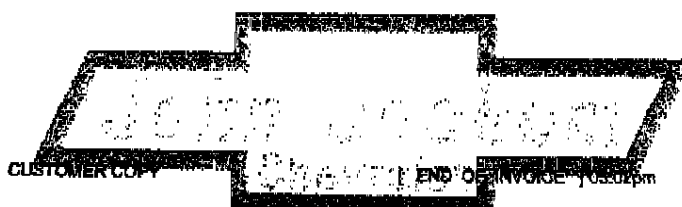
* METHOD OF PAYMENT *		TOTAL LABOR....	0.00
*		TOTAL PARTS....	0.00
* CASH() CHECK() *		TOTAL SUBLET....	0.00
* VISA() M/CARD() *		TOTAL G.O.G....	0.00
* DISCOVER() AMEX() *		TOTAL MISC CHG.	0.00
* CHARGE # () *		TOTAL MISC DISC	0.00
* INTERNAL # () *		TOTAL TAX.....	0.00

TOTAL INVOICE \$			0.00

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
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CUSTOMER SIGNATURE





JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

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Toll Free 888-842-4604

Registration No. MV-09267



CUSTOMER NO.	39218	NAME	DONALD HAMILTON	AGE	182	TAG NO.	936	INVOICE DATE	11/03/05	WARRANTY NO.	CVC5120796
STUART, FL		LABOR RATE		LICENSE NO.		MI/AGE	20,309	ARRIVAL BLU	SS09		
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64	
		VEHICLE ID. NO.	1G1AK52F957				SELLING DEALER NO.		PRODUCTION DATE		
		R.T.E. NO.		R.O. NO.				10/28/05	REPRINT#	1	
		BUSINESS PHONE					COMMENTS	MO: 20313			

LABOR & PARTS
JOB # 1 180VZ DRIVEABILITY TECH(S): 470, 527 WARRANTY
 CHECK CUST STATES SERVICE ENGINE LIGHT STAYS ON, CUST FEELS
 TRANS SHIFTING HARSH, ALSO SEEMS TO WANT TO STALL WHEN
 STOPPING ADVISE
 CODES IN SYSTEM VALVE BODY STICKING
 ALIGNMENT DISTORTED FROM CRADLE REMOVAL
 COMPUTER CHECKED, DIAGNOSIS, REPLACED VALVE BODY PER
 DOC#1660842, REFILLED SYSTEM
 ALIGNED FRT. END TO SPECS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	24229135	BODY 4.265		WARRANTY
JOB # 1	1	24229135	CORE RETURN		WARRANTY
JOB # 1	1	24216017	GASKET 4.265		WARRANTY
JOB # 1	1	24216019	GASKET 4.265		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JOB # 2 60GVZ ALTERNATE TRANSPORT TECH(S): 399 WARRANTY
 NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL

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

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 2	69609		11/03/05	RENTAL/MCCARDY-WARR	WARRANTY
TOTAL - SUBLET				0.00	

TECHNICIAN CERTIFICATION
 99 MISCELLANEOUS HOUSE MISC TECH VIRTU





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Registration No. MV-09267



CUSTOMER NO.	39218			ADVISOR	DONALD HAMILTON		182	TAG NO.	936	INVOICE DATE	11/03/05	INVOICE NO.	CVC5120796
				LABOR RATE			LICENSE NO.			ARRIVAL	BLU	BOOKING	5509
				YEAR / MAKE / MODEL	05 / CHEVROLET / COBALT / COBALT 4DR		MILEAGE	20,309		DELIVERY DATE	12/07/04	DELIVERY MILES	64
STUART, FL				VEHICLE LG. NO.	1 G 1 A K 5 2 F 9 5 7					SELLING DEALER NO.		PRODUCTION DATE	
				P.T.E. NO.			P.G. NO.			8.0.0.0	10/28/05	REPRINT#	1
	BUSINESS PHONE			COMMENTS								MO: 20313	

TOTALS

 * METHOD OF PAYMENT *
 * *
 * CASH () CHECK () *
 * VISA () M/CARD () *
 * DISCOVER () AMEX () *
 * CHARGE # () *
 * INTERNAL # () *

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

THANKS FOR YOUR BUSINESS!!!!

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CUSTOMER SIGNATURE





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Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAG NO.	931	INVOICE DATE	11/17/05	INVOICE NO.	CVCS121439
		LABOR RATE		LICENSE NO.		MILEAGE	20,875	ARRIVAL BLU	5509	
STUART, FL		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
		VEHICLE ID. NO.	1G1AK52F957				SELLING DEALER NO.		PRODUCTION DATE	
		P.T.E. NO.		R.Q. NO.			P.D. DATE	11/15/05		
		COMMENTS								
			MO: 20896							

LABOR & PARTS

JOB # 1 18CVZ

DRIVEABILITY

TECH(S): 99

WARRANTY

CHECK CUST STATES THE OTHER DAY(SAT.) WHEN LEAVING CUST DEVELOPMENT VEHICLE STARTED FINE AND INITIALLY RAN FINE AS CUST DROVE AND THEN HIT A SPEED BUMP VEHICLE STARTED TO SURGE, THEN APPROX. 20FT. DOWN THE ROAD SHE HAD TO STOP THEN VEHICLE STALLED. NO WARNING LIGHTS APPEARED. VEHICLE THEN PROLONG CRANKED THEN STARTED. CUSTOMER THEN PARKED VEHICLE. THEN THE NEXT DAY(SUNDAY) CUST STATES VEHICLE RAN AND DROVE LIKE IT SHOULD. HAD NO PROBLEMS. THEN YESTERDAY VEHICLE AT OPERATING TEMPS, CUST WENT IN TURN LANE TO ENTER COMPLEX AS SHE SLOWED VEHICLE STALLED AGAIN, JUST PRIOR TO STALL CUST NOTICED POWER STEERING DISPLAY ON DASH, THEN SPEEDO FOR AFEW SECONDS FLUCTUATED BADLY. THEN VEHICLE STALLED. THEN WENT TO RESTART. A FIRST TRY OF CRANK DID NOT CRANK THEN CUST TIED AGAIN THEN CRANK NORMAL, ONCE STARTED FELT SURGE AGAIN IN VEHICLE. TODAY NOTICED O/K RUN BUT WHEN PUT IN REVERSE OR FORWARD FELT SLIGHT SURGE BUT NOT AS BAD AS BEFORE ADVISE. STILL NO WARNING LIGHTS APPEARED BUT HEARD SHORT CHIME LIKE POSS. WANTED TO TURN WARNING LIGHT ON ADV COMPUTER CHECKED. NO CODES IN SYSTEM. PERFORMED UPDATES TO PCM ROAD TESTED EXTENSIVELY, NO PROBLEM FOUND AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2+60CVZ

ALTERNATE TRANSPORT

TECH(S): 99

WARRANTY

NEEDS TRANSPORTATION
CUSTOMER SATISFACTION
PROVIDE RENTAL

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET PO# 70154

VEND INV# INV. DATE DESCRIPTION 11/16/05 RENTAL/MCHARDY-WARR

TOTAL - SUBLET 0.00

WARRANTY

TECHNICIAN CERTIFICATION

99

MISCELLANEOUS HOUSE

MISC TECH VIRTU



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Registration No. MV-09267



CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	TAB NO. 182 931	INVOICE DATE 11/17/05	INVOICE NO. CVCS121439
STUART, FL	LABOR RATE	LICENSE NO.	ARRIVAL BLU	5509
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR		DELIVERY DATE 12/07/04	DELIVERY MILES 64
	VEHICLE ID. NO. 1G1AK52F957		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	S.O. DATE 11/15/05	
COMMENTS				MO: 20896

TOTALS

 * METHOD OF PAYMENT *
 * CASH () CHECK () *
 * VISA () M/CARD () *
 * DISCOVER () AMEX () *
 * CHARGE # () *
 * INTERNAL # () *

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

THANKS FOR YOUR BUSINESS!!!!

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Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	TAG NO.	182 1758	INVOICE DATE	12/01/05	INVOICE NO.	CVCS121613
		LABOR RATE		LICENSE NO.		MILEAGE	20,934	COLOR	ARRIVAL BLU
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	STOCK NO.
		VEHICLE ID. NO.	1 G 1 A K 5 2 F 9 5 7				DELIVERY MILES	64	
		R.T.E. NO.		R.O. NO.		R.O. DATE	11/21/05	SELLING DEALER NO.	PRODUCTION DATE
		COMMENTS							

MO: 20958

LABOR & PARTS

CHECK CUST STATES AT TIMES VEHICLE STARTS TO RUN ROUGH TYPE OF SURGING THEN VEHICLE WILL STALL SEEMS AT LOWER SPEEDS AT RESTART IT WILL TAKE AWHILE BEFORE IT WILL RESTART DOES CRANK FINE, THEN OTHER TIMES VEHICLE PERFORMS FINE AT TIMES DOES HAVE LIGHTS FLASH ON DASH ADVISE CODE U2100, REOCCURRING OFTEN INTERNAL FAULT DIAGNOIS AND REPLACED BCM AND PROGRAMMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15247502	BCM 2.560		
JOB # 1 TOTAL PARTS				0.00	

JOB # 1 TOTAL LABOR & PARTS 0.00

NEEDS TRANSPORTATION
CUSTOMER SATISFACTION
PROVIDE RENTAL

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

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3-28CVZ000 HORN CUSTOMER STATED VEHICLE HORN ONLY WORKS INTERMITTENTLY RELAY OPEN IN UBEC DIAGNOIS AND REPLACED UBEC UNDER HOOD ELECTRICAL CENTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	15274507	BLOCK 2.483		
JOB # 3	1	15842334	COVER 2.187		
JOB # 3 TOTAL PARTS				0.00	

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	70242		11/21/05	LOANER/MCHARDY WARRANTY	
TOTAL - SUBLET				0.00	

TECHNICIAN CERTIFICATION 99 MISCELLANEOUS HOUSE MISC TECH VIRTU



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Registration No. MV-09287



CUSTOMER NO. 39218	ADDRESS DONALD HAMILTON	TAB NO. 182	INVOICE DATE 12/01/05	INVOICE NO. CVCS121613
	LABOR RATE	LICENSE NO.	ARRIVAL BLU	STOCK NO. 5509
		20,934		
STUART, FL	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR	DELIVERY DATE 12/07/04	DELIVERY MILES 64	
	VEHICLE I.D. NO. 1G1AK52F957	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 11/21/05	
RE	COMMENTS			MO: 20958

TOTALS

 * METHOD OF PAYMENT *
 * CASH () CHECK () *
 * VISA () M/CARD () *
 * DISCOVER () AMEX () *
 * CHARGE # () *
 * INTERNAL # () *

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

THANKS FOR YOUR BUSINESS!!!!

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CUSTOMER SIGNATURE



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Registration No. MV-09267



CUSTOMER NO. 39218	DEALER JOCHEM	695	TAB NO. 875	INVOICE DATE 05/13/05	SALES NO. CVC3115023
STUART, FL	LABOR RATE	LICENSE NO.	8,234	ARRIVAL BLU	STOCK NO. 5509
	YEAR / MAKE / MODEL 05 / CHEVROLET / COBALT / COBALT 4DR			DELIVERY DATE 12/07/04	DELIVERY MILES 64
	VEHICLE ID NO. 1G1AK52F957			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.			P.Q. NO.	05/13/05
BUSINESS PHONE		COMMENTS			
MO: 8234					

LABOR & PARTS
 J# 1 03GVZ49 SRV PKG. B (TECHS) 347.527 38.55
 CHANGE ENGINE OIL, REPLACE OIL FILTER, LUBE CHASSIS, ROTATE
 TIRES AND SET TO CORRECT PRESSURE, CHECK AND TOP OFF FLUIDS,
 BRAKE INSPECTION, CHECK FOR MAINTENANCE, CHECK FOR LEAKS,
 MAINTENANCE
 SERVICE PACKAGE B COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12579143	FILTER 1.836	4.45	4.45
				JOB # 1 TOTAL PARTS	4.45
				JOB # 1 TOTAL LABOR & PARTS	43.00

G.O.G. & SUPPLIES					
JOB # 1	1.0	OIL CHANGE SPECIAL 10W30	@	6.950	/UNIT
				TOTAL - GOG	6.95
					6.95

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES		2.15	
JOB # 1	5VIP	\$5 VIP DISCOUNT		-5.00	
				TOTAL - MISC	-2.85

TOTALS		

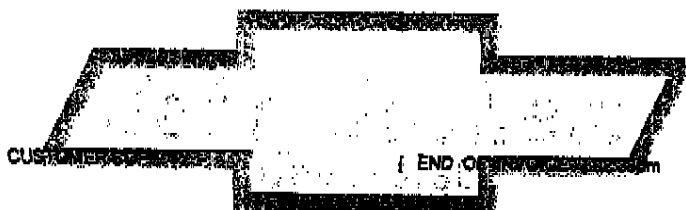
* METHOD OF PAYMENT *	TOTAL LABOR....	38.55
* CASH() CHECK() *	TOTAL PARTS....	4.45
* VISA() M/CARD() *	TOTAL SUBLET....	0.00
* DISCOVER() AMEX() *	TOTAL G.O.G....	6.95
* CHARGE # () *	TOTAL MISC CHG.	2.15
* INTERNAL # () *	TOTAL MISC DISC	-5.00
	TOTAL TAX.....	2.83

TOTAL INVOICE \$		49.93

THANKS FOR YOUR BUSINESS!!!!

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CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TRG NO.	880	INVOICE DATE	04/18/06	INVOICE NO.	CYCS126827
		LABOR RATE		LICENSE NO.		29,392	ARRIVAL BLU	5509		
STUART, FL		YEAR / MAKE / MODEL	05 / CHEVROLET / COBALT / COBALT 4DR			DELIVERY DATE	12/07/04	DELIVERY MILES	64	
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 9 5 7			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		P.O. DATE	04/10/06			
		COMMENTS								MO: 29396

LABOR & PARTS

~~DRIVEABILITY~~ ~~TECHNICAL~~ ~~WARRANTY~~
 CHECK CUST STATES SERVICE ENGINE LIGHT STAYS ON, HAS ALSO AT
 TIMES HAS HAD SECURITY LIGHT APPEARING WHEN APPEARING VEH
 JERKS/LUNGES, HAS HAD DISPLAY STATE POWER STEERING WHEN
 HAPPENING ODOMETER WENT TO SLASHES AND SPEEDO WAS FLUCUATING
 BADLY ADVISE
 POWER STEERING MODULE SHORTED, CLOCK SPRING OPEN
 DIAGNOIS AND REPLACED POWER STEERING MODULE ASSY. AND
 PROGRAM, REPLACED SIR COIL ASSY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10394224	COLUMN KI 6.518		WARRANTY
JOB # 1	1	21994381	COIL 14.865		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

~~ALTERNATE TRANSPORT~~ ~~TECHNICAL~~ ~~WARRANTY~~
 NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL

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

SUBLET	PO#	VEND INVT	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	74149		04/10/06	RENTAL/MCHARDY-WARR	WARRANTY
TOTAL - SUBLET				0.00	

TECHNICIAN CERTIFICATION
 99 MISCELLANEOUS HOUSE MISC TECH VIRTU



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Registration No. MV-09267



CUSTOMER NO.	39218		ADVISOR	DONALD HAMILTON		182	TAG NO.	880	INVOICE DATE	04/18/06	INVOICE NO.	CYCS126827
			LABOR RATE				LICENSE NO.		MILEAGE	29,392	COLOR	ARRIVAL BLU
			YEAR / MAKE / MODEL	05 / CHEVROLET / COBALT / COBALT 4DR			DELIVERY DATE	12/07/04		DELIVERY MILES 64		
			VEHICLE I.D. NO.	1G1AK52F957			SELLING DEALER NO.			PRODUCTION DATE		
			P.T.E. NO.				P.O. NO.			04/10/06		
			COMMENTS									

MO: 29396

TOTALS

 * METHOD OF PAYMENT *
 * CASH() CHECK() *
 * VISA() M/CARD() *
 * DISCOVER() AMEX() *
 * CHARGE # () *
 * INTERNAL # () *

THANKS FOR YOUR BUSINESS!!!!

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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



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Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TRG NO.	880	DATE OF SALE	04/26/06	INVOICE NO.	CVCS127268
STUART, FL		LABOR RATE		LICENSE NO.		MILEAGE	29,467	COLOR	ARRIVAL BLU	SECURITY
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
		VEHICLE I.D. NO.	1G1AK52F957				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		F.O. NO.			04/20/06			
		COMMENTS								

MO: 29498

LABOR & PARTS

JOB # 1 **STEERING/SUSPENSION** **TECHNICIAN: 8520** **WARRANTY**
 CHECK CUST STATES LAST NIGHT HAD HARD TIME RELEASING KEY,
 CUSTOMER HAD TO RESTART THEN PRESS BRAKE HARD THEN TURN
 OFF VEHICLE THEN RELEASED, BUT STILL DIFFICULT
 SHIFTER KNOB JAMMED
 CHECKED AND REPLACED SHIFTER KNOB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22706232	HANDLE 4.006		
		FREIGHT 8.47			
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JOB # 2 **STEERING/SUSPENSION** **TECHNICIAN: 8520** **WARRANTY**
 CHECK CUST STATES FIRST NOTICED POWER STEERING BECAME LOOSE
 THEN DISPLAY STATED CHECK POWER STEERING, THEN AS CUSTOMER
 DROVE STEERING BECAME STIFF, THEN AT TURNING AT LIGHT TO
 LT VEHICLE THEN STALLED, CUST WENT TO RESTART, CRANKED NO
 START THEN WAS TURNING VEHICLE TO GET OUT OF LANE AND
 FELT STEERING LOCK UP, THEN AS CUSTOMER WAS BEING PUSHED
 THEN STEERING BECAME LOOSE AGAIN, THEN IN PARKING AREA
 WENT TO CRANK VEHICLE, VEHICLE WOULD CRANK, NO START, AFTER
 THAT NOTICED GAUGES IRRATIC AT NO START, THEN AFTER APPROX
 4 ATTEMPTS TO START, VEHICLE STARTED, DISPLAY STILL STATED
 CHECK POWER STEERING, CUST NOTICED THEFT LIGHT AND SERVICE
 ENGINE LIGHT HAD COME ON ADVISE
 UBEC OPEN AT TIMES
 DIAGNOIS AND REPLACED UNDER HOOD ELECTRICAL PANEL ASSY,
 RESET COMPUTER, ROAD TESTED EXTENSIVELY (APPROX. 30MILES)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	15274507	BLOCK 2.483		
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

JOB # 3 **INTERSTATE TRANSPORT** **TECHNICIAN: 899** **WARRANTY**
 NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL

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

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 3	74430		04/20/06	RENTAL/MCHARDY-WARRANTY	
TOTAL - SUBLET				0.00	

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1.0	25001	FREIGHT		



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 888-842-4804

Registration No. MV-09267



CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	182 TAG NO. 880	INVOICE DATE 04/26/06	INVOICE NO. CVCS127268
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE 29,467	ARRIVAL BLU 5509
	YEAR / MAKE / MODEL 05 / CHEVROLET / COBALT / COBALT 4DR	DELIVERY DATE 12/07/04	DELIVERY MILES 64	
	VEHICLE ID NO. 1G1AK52F957	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	04/20/06	
COMMENTS				MO: 29498

TOTAL - 0.00

TECHNICIAN CERTIFICATION-----

99

MISCELLANEOUS HOUSE

MISC TECH VIRTU

TOTALS-----

 * METHOD OF PAYMENT *
 * CASH() CHECK() *
 * VISA() M/CARD() *
 * DISCOVER() AMEX() *
 * CHARGE # () *
 * INTERNAL # () *

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

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE



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Toll Free 888-842-4604

Registration No. MV-09267



CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	TAG NO. 182 647	INVOICE DATE 06/08/05	INVOICE NO. CVCS115740
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE 9,467	COLOR ARRIVAL BLU
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR			STOCK NO. 5509
	VEHICLE I.D. NO. 1G1AK52F957			DELIVERY DATE 12/07/04
	F.T.E. NO.			DELIVERY MILES 64
BUSINESS PHONE		COMMENTS	PRODUCTION DATE	
			R.O. DATE 06/03/05	
		MO: 9467		

LABOR & PARTS

~~05-12-130072~~ ~~RECALL~~ ~~WATER LEAKS~~ ~~REPAIR~~ ~~STEERING~~ ~~WARRANTY~~
 CHECK CUST STATES NOTICING WATER ON D/S WHEN IT RAINS ON
 FLOOR ONLY. DID NOT SEE ENTRY ADVISE
 LOWER DOOR W/STRIP LEAKING
 WATER TESTED EXTENSIVELY. RESEALED W/STRIP TO BODY PROPERLY
 REMOVE INTERIOR TO DRY CARPET. REASSEMBLED INTERIOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

~~05-12-130072~~ ~~RECALL~~ ~~WARRANTY~~
 ADD-ON AT VISS:RECALL 4100
 PARTS ON ORDER

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

~~05-13-130080~~ ~~RECALL~~ ~~WARRANTY~~
 ADD-ON AT VISS:RECALL 5046

INSTALLED WIRING TO FAN PER RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	15785514	HARNES 1.055		WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

~~05-14-130080~~ ~~RECALL~~ ~~WARRANTY~~
 NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL

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

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 4	65479		06/06/05	WARRANTY-RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

TECHNICIAN CERTIFICATION

99

MISCELLANEOUS HOUSE

MISC TECH VIRTU



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Registration No. MV-09267



CUSTOMER NO.	39218			ADVISOR	DONALD HAMILTON		TAG NO.	182 647	INVOICE DATE	06/08/05	INVOICE NO.	CVCS115740
				LABOR RATE			MILEAGE	9,467	COLOR	ARRIVAL BLU	STOCK NO.	5509
STUART, FL				YEAR/MAKE/MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
				VEHICLE I.D. NO.	1 G 1 A K 5 2 F 9 5 7				SELLING DEALER NO.	PRODUCTION DATE		
				F.T.E. NO.			P.O. NO.			06/03/05		
RE				BUSINESS PHONE			COMMENTS		MO: 9467			

TOTALS

 * METHOD OF PAYMENT *
 * CASH() CHECK() *
 * VISA() M/CARD() *
 * DISCOVER() AMEX() *
 * CHARGE # () *
 * INTERNAL # () *

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHENCHEVROLET.COM

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 DTSC 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

JOHN JOCHEM CHEVROLET, INC.
 2650 South Federal Highway
 STUART, FLORIDA 34994
 Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
 Toll Free 888-842-4604
 Registration No. MV-09267

Goodwin Service
Team

OLET

39218
 [REDACTED]
 STUART, FL

INVOICE NO.	CYCS116131
STOCK NO.	5509
INVOICE DATE	06/14/05
COLOR	ARRIVAL BLU
DELIVERY DATE	12/07/04
DELIVERY MILES	64
DELIVERY DATE	06/14/05
DELIVERY DEALER NO.	
NO:	10131

LABOR & PARTS
 772-287-2387
 CHECK CUST STATES STILL HAVING SLIGHT WATER LEAK D/S FLOOR
 AREA NOT AS BAD AS BEFORE ADVISE
 DOOR WATER SEAL NOT SEALING
 WATER TESTED VEHICLE FOR D/S DOOR PANEL TO RESEAL WATER
 SHIELD, RETESTED, NO FURTHER WATER LEAK FOUND AT THIS TIME
 JOB # 1 TOTAL LABOR & PARTS 0.00
 ADD-ON AT VISS: RECALL 4100.SOP
 PARTS NOT IN STOCK YET
 JOB # 2 TOTAL LABOR & PARTS 0.00
 MISCELLANEOUS HOUSE
 MISC TECH VIRTU

TECHNICIAN CERTIFICATION
 99

TOTALS

 * METHOD OF PAYMENT *
 * CASH () *
 * VISA () *
 * DISCOVER () *
 * CHARGE # () *
 * INTERNAL # () *
 * CHECK () *
 * M/CARD () *
 * AMEX () *

THANKS FOR YOUR BUSINESS!!!!
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CUSTOMER SIGNATURE

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





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Toll Free 888-842-4604

Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	TAG NO.	182 871	INVOICE DATE	07/05/05	INVOICE NO.	CVCS116696
		LABOR RATE		LICENSE NO.		MILEAGE	10,950	COLOR	ARRIVAL BLU
		YEAR/MAKE/MODEL	05/CHEVROLET/COBALT/COBALT 4DR			DELIVERY DATE	12/07/04	DELIVERY MILES	64
		VEHICLE ID. NO.	1G1AK52F957			SELLING DEALER NO.		PRODUCTION DATE	
		R.T.E. NO.		P.C. NO.			06/28/05		
		BUSINESS PHONE				COMMENTS	MO: 10954		

LABOR & PARTS

JOB # 1 48CVZ INTERIOR PARTS, MOLDING, TECH(S): 700 WARRANTY

CHECK CUST STATES NOTICED D/S DOOR OPENING SILL PLATE
CRACKED, INSTALL SOP
SILL PLATE CRACKED
CHECKED AND REPLACED D/S SILL PLATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15262849	PLT-F/SIL 11.175		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

JOB # 2 14CVZ AIR/WATER LEAKS, TECH(S): 470 WARRANTY

CHECK CUST STATES SEEING WATER LEAKING P/S FRT. LOWER DASH
AREA BY GLOVEBOX AREA ADVISE, ALSO CUST SMELLING MOLDY SMELL
EVAP CASE LEAKING
CHECKED, CALLED T.A.C., R&R HVAC MODULE, SPLIT CASE TO RESEAL
INSTALLED DEFLECTOR PER DOC#1645434, RECHARGED SYSTEM TO
SPECS, R&R INTERIOR TO CLEAN AND DRY CARPET

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

JOB # 3 60CVZ ALTERNATE TRANSPORT, TECH(S): 99 WARRANTY

NEEDS TRANSPORTATION
CUSTOMER SATISFACTION
PROVIDE RENTAL

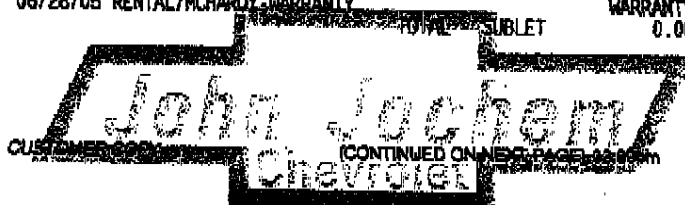
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	15296710	DEFLECTOR 12.800		
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

JOB # 4 13CVZ CAMPAIGN, TECH(S): 470 WARRANTY

ADD-ON AT WRITE UP: RECALL 4100, SOP
REPLACED HEADLIGHT ASSY'S, PER RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	15279751	CAPSULE 2.725		
JOB # 4	1	15279752	CAPSULE 2.725		
JOB # 4	1	89025821	BRACKET 2.725		
JOB # 4	1	89025822	BRACKET 2.725		
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 3	66186		06/28/05	RENTAL/MCHADRY	0.00





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Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	TRG NO.	182 871	INVOICE DATE	07/05/05	INVOICE NO.	CVCS116696
		LABOR RATE		LICENSE NO.		MILEAGE	10,950	COLOR	ARRIVAL BLU
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 9 5 7				SELLING DEALER NO.		PRODUCTION DATE
		F.T.E. NO.		P.O. NO.		R.O. DATE	06/28/05		
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	MO: 10954				

TECHNICIAN CERTIFICATION

99

MISCELLANEOUS HOUSE

MISC TECH VIRTU

TOTALS

 * METHOD OF PAYMENT *
 * ***** *
 * CASH() CHECK() *
 * VISA() M/CARD() *
 * DISCOVER() AMEX() *
 * CHARGE # () *
 * INTERNAL # () *

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

THANKS FOR YOUR BUSINESS!!!!

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 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHENCHEVROLET.COM

CUSTOMER SIGNATURE



ADR REPURCHASE CHECKLIST
Effective date: 08/26/2004

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☐ Both VINS on Trade Repurchase Or vehicle order number. Need order ☐ or VIN on all cases except Mandates
- ☒ Invoice on original vehicle Socrates (Max Retriever)-old VIN ☐ new VIN if a trade
- ☒ Incentive Acknowledgement Form
- ☒ Signed Bill of Sale on original vehicle
- ☒ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
- ☐ Agreement to Arbitrate
- ☒ Repair Orders (**KY and FL only**)
- ☐ Invoice for any conversion package (**if applicable**)
- ☐ Receipts for any after-market items (**if applicable**)
- ☒ BBB ruling/lemon law ruling and/or BBB settlement letter (**if applicable**)
- ☐ Signed customer acceptance of decision for Mandatory Repurchases
- ☒ Financial Institution information including: account ☐ phone ☐ Institution name
- ☒ Overallowance/Incentives/Negative Equity Form
- ☐ ACV on trade-in documented
- ☒ Copy of the Customer Claim Form (**CCF**) only on Mandates
- ☐ Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone ☐

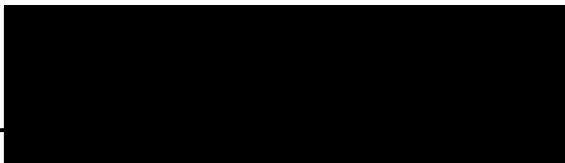
JOHN JOCHEM **CHEVROLET**

DATE: 5-24-06

TO: ANN CORRECT

NUMBER: 1-866-215-6752

FROM:



SUBJECT: CHEVY CORALT

PAGE 1 OF 2

IF THERE IS ANY PROBLEMS WITH THIS FAX,
PLEASE CALL 772-287-3232 EXT _____.

REG. TAX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$33.10	\$	\$3.00	\$	\$0.00	\$

PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL
	12/15/05	\$0.00	\$	\$36.10

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 12/15/05
DL#: [REDACTED] DL#: H263703847630
TAG#: [REDACTED] DECAL#: 00356578 EXP: 01/28/07
VIN: 1G1AK52F957 TC: 92084531 YR/MK: 2005 CHEV

STUART, FL [REDACTED]

L# [REDACTED] T#: 441630913 B#: 394159 R#: 441630913

Privileged and Confidential Information

CASE ASSESSMENT BY: HOLLIS SIMMONS Siebel/CARS Request No: 1-406630532

Customer Name: [REDACTED]

Year of Vehicle: 2005 Make: CHEVROLET Model: COBALT Current Mileage: 30K

Vehicle ID No.: 1G1AK52F957 [REDACTED] In Service Date: 12/07/04 Purchased: New
If used: (date/miles)

What is customer seeking: REPLACEMENT OR REPURCHASE

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: WATER LEAK

Date:	Mileage:	Days Out:	Description of Repair:
06/03/05	9467	6	RESEALED W/STRIP TO BODY PROPERLY. REMOVE INTERIOR TO DRY CARPET, REASSEMBLED INTERIOR 3 DAYS RENTAL
	<input type="checkbox"/>	<input type="checkbox"/>	
06/14/05	10131	1	R/R D/S DOOR PANEL TO RESEAL WATER. RETESTED
06/28/05	10950	8	R/R HVAC MODULE, SPLIT CASE TO RESEAL. INSTALLED DEFLECTOR PER DOC <input type="checkbox"/> 1645434, RECHARGED SYSTEM TO SPECS. R/R INTERIOR TO CLEAN AND DRY CARPET 6 PLUS DAYS RENTAL
08/04/05	13522	1	RESEALED A/C NIPPLE, INSTALLED BROKEN P/S SILL PLATE. WET VAC CLEANED CARPET (SUBLET)
09/09/05	16484	1	NO LEAKS FOUND

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: SES LIGHT

Date:	Mileage:	Days Out:	Description of Repair:
09/29/05	18452	1	RESET COMPUTER, ROAD TEST. TAC <input type="checkbox"/> 8493366
10/28/05	20309	7	R/R VALVE BODY PER DOC <input type="checkbox"/> 1660842, REFILLED SYSTEM. ALIGNED FRONT END TO SPECS 6 PLUS DAYS RENTAL
	<input type="checkbox"/>	<input type="checkbox"/>	
04/10/06	29392	9	R/R POWER STEERING MODULE ASSEMBLY <input type="checkbox"/> PROGRAM. R/R SIR COIL ASSEMBLY 9 DAYS RENTAL
	<input type="checkbox"/>	<input type="checkbox"/>	TOWING

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: SURGE/RUN ROUGH/STALL

Date:	Mileage:	Days Out:	Description of Repair:
11/15/05	20875	3	PERFORMED UPDATES TO PCM, ROAD TEST. NPF 2 DAYS RENTAL
	<input type="checkbox"/>	<input type="checkbox"/>	
11/21/05	20934	11	R/R BCM AND PROGRAMMED RENTAL
	<input type="checkbox"/>	<input type="checkbox"/>	

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: HORN

Date:	Mileage:	Days Out:	Description of Repair:
11/21/05	20934	<input type="checkbox"/>	R/R UBEC UNDER HOOD ELECTRICAL CENTER

OTHER SYMPTOM/CONCERN: TRANSMISSION

Date:	Mileage:	Days Out:	Description of Repair:
04/20/06	29467	7	R/R SHIFTER KNOB

Team Manager Approval:

Date:

Privileged and Confidential Information

☐ 5 DAYS RENTAL
☐ TOWING

OTHER SYMPTOM/CONCERN: POWER STEERING

Date:	Mileage:	Days Out:	Description of Repair:
04/20/06	29467	<input type="checkbox"/>	R/R UNDER HOOD ELECTRICAL PANEL ASSEMBLY. RESET COMPUTER, ROAD TEST 30 MILES

Date:	Mileage:	Days Out:	Description of Repair:
06/03/05	9467	<input type="checkbox"/>	CAMPAIGN <input type="checkbox"/> 05046
		<input type="checkbox"/>	SOP FOR CAMPAIGN <input type="checkbox"/> 04100

06/28/05	10950	<input type="checkbox"/>	CAMPAIGN <input type="checkbox"/> 04100
		<input type="checkbox"/>	R/R D/S SILL PLATE <input type="checkbox"/> SOP IN

Total Days Out of Service: 55 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: ☒ NO: ☐

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? VEH MEETS THE PRESUMPTION FOR FL LL. THE MVDN RECEIVED BUT THE FRA WAS NOT PERFORMED.

AVM and/or DEALER RECOMMENDATION(s):

Initial contact made to AVM Carl Cook. Waiting a response.

CRM RECOMMENDATION ☐ RATIONALE (EXPLAIN):

Crm re-contacted AVM about DOS and ☐ of repairs. Based on DOS, crm will suggest a trade replacement or repurchase. MVDN received but FRA not scheduled, FRA was delayed because there were no current concerns.

NO GOODWILL OFFERED

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

Team Manager Approval:

Date:

electronic Preliminary Repurchase Authorization (ePRA)(**To go from field to field, use the **TAB KEY**)

- 1.Date (mm/dd/yyyy): 05/24/2006
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Stuart, FL
 5.Primary Customer Phone #: [REDACTED] Home
 6.Additional Customer Phone #: [REDACTED] Mobile
 7.Customer fax #: _____
 8. Cust Drivers Licenses #: _____
 9. State tax % rate: _____

Customer Vehicle Information

- 10.Year/Make/Model: 2005 Chevrolet Cobalt
 11.VIN (17 Digits): 1G1AK52F957 [REDACTED] 12.Current Mileage: 31,279
 13.Purchased: NEW

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:

- 14.Dealership Name: John Jochem Chevrolet
 15.Dealership Phone #: 727 287-3232
 16.Dealership Contact Name and **TITLE**: Rich Tucker
 17.Dealership Contact Phone # (if different than Dealership #): N/A
 18.Dealership Contact Fax #: 727 286-9062
 19.Dealership BAC: 114725 Region: Southeast

20.What **GOODWILL TOOLS** were offered?

- | | |
|--|--|
| <input type="checkbox"/> Component Coverage Letter | <input type="checkbox"/> Miscellaneous Reimbursement |
| <input type="checkbox"/> Maintenance Letter | <input type="checkbox"/> American Express Check |
| <input type="checkbox"/> Owner Loyalty Certificate | <input type="checkbox"/> Other |
| <input type="checkbox"/> GM SmartCare | <input checked="" type="checkbox"/> NOTHING OFFERED |
| <input type="checkbox"/> GMPP | |

21.Was a **TRADE** Repurchase offered? YES22.If this will not be a Trade Repurchase, Please explain Why? customer rejected offer**TAC case number is required and if not available, Please explain why not?**23.CAC Case Number: 1-40663532 24.TAC Case Number: 849336625.If no TAC number, Explain: N/a**26.Reason for Repurchase (Include specific mechanical failure):** on-going concerns with water leaks27.This case was resolved by: Field Decision working with open case in Tampa ADR

28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? STRAIGHT REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): none noted in conversation with the cust, cust is responsible for any and all damage beyond normal wear and tear**32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: N/A**33.New Vehicle Year/Make/Model: N/A34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 0**35.Usage/Depreciation Amount:**(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)-Please show how you arrived at this usage amount: 31,279 /120,000 x"s \$15,560 =s \$4,055.84

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain:as per original sales docs

39.I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

**NO Rebates are to be applied to the replacement vehicle*

**GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: _____

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/24/2006

42.Authorizer Name: Carl Cook by Hollis Simmons

43.GM Position: AVM BRC ADR CRM

44.VoiceMail Node: 404082 Mailbox Number: 8064

45.Email Address: _____

Save this document using the customers last name plus the last 8 of the VIN as the Filename.

Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com

Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____

Contract Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)

Creditor - Seller (Name and Address)

STUART FL
Buyer's Month of Birth: JANUARY

JOHN JOCHEM CHEVROLET
2850 S. FEDERAL HWY
STUART FL 34994

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 at the Base Rate of 4.99 per year. The Truth-in-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2005	CHEVRO COBALT		1G1AK52F957	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment or
4.99 %	\$ 2442.56	\$ 13007.44	\$ 15450.00	\$ 5231.69 is \$ 20681.69

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
60	257.50	Monthly beginning: 01/06/2005

Or As Follows:

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late.

Prepayment: If you pay off all your debt early, you may 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, prepayment penalties, any required repayment in full before the scheduled date and security interest.

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 unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.
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 ☐ Both

Term N/A

☐ Credit Disability (Buyer Only)

Term N/A

Premium:

Credit Life \$ N/ACredit 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 to 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 4B of the Itemization of Amount Financed. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any loanee in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:
1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

X Buyer _____ Date _____

X Co-Buyer _____ Date _____

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

X _____

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 950.93 sales tax) \$ 17501.93 (1)

2 Total Downpayment =

Trade-In _____
(Year) (Make) (Model)

Trade-In _____
(VIN)

Gross Trade-In Allowance \$ N/A

Less Pay Off Made By Seller \$ N/A

Equals Net Trade-In \$ N/A

+ Cash \$ 2000.00

+ Other MFG REBATE \$ 3231.69

(If total downpayment is negative, enter "0" and see 4T below) \$ 5231.69 (2)

3 Unpaid Balance of Cash Price (1 minus 2) \$ 12270.24 (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.

Life \$ N/A

Disability \$ N/A

\$ N/A

B Vendor's Single Interest Insurance Paid to Insurance Company

\$ N/A

C Other Insurance Paid to Insurance Company or Companies

\$ N/A

D Official Fees Paid to Government Agencies

\$ 6.50

REG. LIEN (\$2400), MULTIF (\$2.00)

H Government Certificate of Title Fees

\$ 187.85

I Other Charges (Seller must identify who is paid and describe purpose)

\$ N/A

to _____ for Prior Credit or Lease Balance

\$ N/A

to _____ for _____

\$ N/A

to _____ for _____

\$ N/A

to _____ for _____

\$ N/A

to _____ for _____

\$ N/A

to _____ for _____

\$ N/A

to _____ for _____

\$ N/A

to ANTS for GAP COVERAGE

\$ 495.00

Total Other Charges and Amounts Paid to Others on Your Behalf

\$ 737.20 (4)

5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge)

\$ N/A (5)

6 Amount Financed (3 plus 4)

\$ 13007.44 (6)

Payment Schedule: 40, Installments of \$ 257.50 each, monthly beginning 01/06/2005, or as follows

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.

*You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer: _____ Co-Buyer: _____ Date: _____

OPTION: ☐ You pay no finance charge if the amount financed, Item 6, is paid in full on or before N/A, 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.

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains _____ and we must sign it. No oral changes are binding. Buyer Sign _____ Buyer Sign _____
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.

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

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 Sign _____ Date 12/07/2004 Co-Buyer Sign _____ Date 12/07/2004

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 of 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 _____ Address _____
Seller signs _____ Date _____ By X _____ Title _____

Seller assigns its interest in this contract to CASH DEAL

(Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse☒ Assigned without recourse☐ Assigned with limited recourse

Seller JOHN JOCHEN CHEVROLET

By

Title

FORM NO. 553-FL (REV. 10/04) U.S. PATENT NO. 6,467,702
©2004 Reynolds and Reynolds. TO ORDER: www.reynolds.com 1-800-244-7883; or 1-402-51-2555
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH IN LENDING COPY

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

Buyer _____ Date _____
Co-Buyer _____ Date _____

Other Insurance

☐ Type of Insurance _____ Term _____

Premium \$ N/A

Insurance Company Name _____

Home Office Address _____

I want the insurance checked above.

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

Returned Check Charge: If any check or order of payment you give us is dishonored, you will pay a charge if we make demand that you do so. The charge will be \$25 if the check amount is \$50 or less; \$30 if the check is over \$50 but not more than \$300; \$40 if the check amount is over \$300, or such amount as permitted by law.

STATE OF FLORIDA
APPLICATION FOR VEHICLE/VESSEL
CERTIFICATE OF TITLE
AND/OR REGISTRATION

COUNTY	REG. #	SUB. #	REPORT #
12	1	12R	1548
L#			

T#	405920319
B#	346102
R#	406029683

3928 OWS 10.50

DECAL NUMBER	DECAL	BIRTHDATE	EXPIRES	TRANS CODE	INSURANCE	PLATE	RESIDENT	COUNTY	DATE OF ISSUE	PLATE NUMBER OR FLORIDA #
00622824	6	X M	01 28	06 ORR	A		X X	12	1230 04	
VEHICLE/VESSEL IDENTIFICATION										
1G1AK52F957			YR MAKE	MAKE OF MANUFACTURER	BODY TYPE	CLASS	WT / LENGTH	GWW / LOC		
			2005	CHEV	4D	1	2807			
HULL MATERIAL	PROPULSION	FUEL	VESSEL USE	VESSEL TYPE	WATER	VEHICLE COLOR	1st OWNER FL / DL# OR FEID#			
						RGR BLU	M26370126028			
2nd OWNER FL / DL# OR UNIT #							M26370384763			
VOLUNTARY CONTRIBUTIONS										
STUART, FL										
FLEET NUMBER	CREDIT VEHICLE	MOS. CLASS	VTLENGTH	MOS.	REG. FEE	INIT. REG.	AGENCY FEE	MAIL FEE	TITLE FEE	SALES TAX
				13	65.60	100	7.75	0.00	29.00	0.00
ORIG NEW TITLE										
GRAND TOTAL 202.35										

Action Requested:

Brand:

STATE PROV. REG. 12/07/2004 NEW XX LIVED 64 MILES 12/07/2004 ACTUAL

LIEN INFORMATION	DATE OF LIEN	FEID # OR FL / DL# AND SEX AND DATE OF BIRTH	ODOMETER DECLARATION CERTIFICATION
ELT	12/07/2004	580466330-01	<input type="checkbox"/>
NAME OF FIRST LIENHOLDER, IF NO LIEN, ENTER NONE:			VEHICLE USE: PRIVATE
SUN TRUST BANK			
ADDRESS: PO BOX 305053			
CITY	STATE	ZIP CODE	SALVAGE TYPE
NASHVILLE, TN	37230-5053		

SELLER INFORMATION	
NAME OF SELLER, FLORIDA DEALER, OR OTHER PREVIOUS OWNER:	
JOHN JOCHEM CHEVROLET INC	
ADDRESS:	
2650 SE FEDERAL HWY	
CITY	STATE
STUART, FL	34994
DEALER LICENSE #	
VF000378	

SALES TAX AND USE REPORT		CONSUMER OR SALES TAX EXEMPTION #
TRANSFER OF TITLE IS EXEMPT FROM FLORIDA SALES OR USE TAX FOR THE REASON(S) CHECKED		INDICATE TOTAL PURCHASE PRICE, INCLUDING ANY UNPAID BALANCE DUE SELLER, BANK OR OTHERS \$
<input type="checkbox"/> PURCHASER HOLDS VALID EXEMPTION CERTIFICATE	<input type="checkbox"/> VEHICLE/VESSEL WILL BE USED EXCLUSIVELY FOR RENTAL	INDICATE SALES OR USE TAX DUE AS PROVIDED BY CHAPTER 212, FLORIDA STATUTES \$ 0.00
<input type="checkbox"/> OTHER		<input type="checkbox"/> SELLING PRICE VERIFIED

APPLICANT CERTIFICATION	
<input type="checkbox"/> I/WE HEREBY CERTIFY THAT THE VEHICLE/VESSEL TO BE TITLED WILL NOT BE OPERATED UPON THE PUBLIC HIGHWAYS/WATERWAYS OF THIS STATE.	
<input type="checkbox"/> I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.	
<input type="checkbox"/> I CERTIFY THAT THIS MOTOR VEHICLE/VESSEL WAS REPOSSESSED UPON DEFAULT OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.	
I/WE HEREBY CERTIFY THAT I/WE LAWFULLY OWN THE ABOVE DESCRIBED VEHICLE/VESSEL, AND MAKE APPLICATION FOR TITLE. IF LIEN IS BEING RECORDED, NOTICE IS HEREBY GIVEN THAT THERE IS AN EXISTING WRITTEN LIEN INSTRUMENT INVOLVING THE VEHICLE/VESSEL DESCRIBED ABOVE AND HELD BY LIENHOLDER SHOWN ABOVE. I/WE FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS.	
UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.	

Customer Claim Form

Contact Date: 04/20/06

Start Date: 04/20/06

Case Number: CHV0646557

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

STUART, FL

Day Phone: _____

Fax Number: _____

Customer Contact Info: _____

Evening Phone: _____

Cell Phone: _____

E-mail Address: _____

Vehicle InformationName(s) of individual(s) or business that appear on vehicle title: _____Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: _____

Transmission Type: Automatic Number of vehicles owned or leased by the business: 0

Make: Chevrolet Model: Cobalt Model Year: 2005 Current Mileage: 29847

Vehicle Identification Number: 1G1AK52F957 _____

Servicing Dealer/City/State : JOHN JOCHEM CHEVROLET INC,

Selling Dealer/City/State : JOHN JOCHEM CHEVROLET INC, STUART, FL

Insurance Carrier : Allstate Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No ☒ Date of accident: _____

Description of Damage : _____

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 12/07/04 Mileage at purchase: _____ Lease Date: _____ Mileage at lease: _____

Purchased As : ☒ New ☐ Used ☐ Demo Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes Is the vehicle in your possession? _____

Lienholder's Name: Suntrust consumer loan payments Leasing Company's Name: _____

Address: P.O. Box 85160

Address: _____

City/St/Zip: Richmond, Va. 23285-5160

City/St/Zip: _____

Phone: () - _____

Phone: _____

Lienholder Acct # : _____ Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

The customer would like them to buyback the vehicle.

Signature of Titled Owner: _____

Date 5-3-06

I am submitting this dispute for resolution under the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [REDACTED] Customer Claim Form

Case Number: CHV0646557

Vehicle Concerns

First Repair Attempt Date: 06/03/05 Mileage: 9467
 Last Repair Attempt Date: 04-20-06 Mileage: 29,498
 Total Days out of Service: 48 days







Problems - Please list your <u>primary</u> concern first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
1. water leak floorboard	John Jachern	yes	5			15
2. vehicle luges forward while driving	John Jachern	yes	5			32
3. power steering locked up while driving	John Jachern	yes	1	4-20-06	29,498	6
4. loss of power while driving	John Jachern	yes	4			14
<div style="border: 1px solid black; padding: 2px; display: inline-block;">mileage:</div>						
1. dates: 6-3-05 9,467						
6-14-05 10,131						
6-28-05 10,954						
8-04-05 13,522						
9-09-05 16,484						
2. 9-29-05 18,465						
10-28-05 20,313						
11-15-05 20,896						
11-21-05 20,958						
4-10-06 29,396						
9. 9-29-05 18,465						
10-28-05 20,313						
11-15-05 20,896						

P.1

Apr 26 06 02:15p

Service Programming System

File Applications Configuration View Help



Service Programming System

Summary

ID	Current #	Selected #	Description
238	Unknown	16004114	vehicle theft deterrent learn for I61 powertrain system.

< Back

Next >

Cancel

Ready

start

NAO Chevrolet, 2005, 1G1AK52F957502056

2:59 PM



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway
 STUART, FLORIDA 34994
 Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
 Toll Free 888-842-4604
 Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAG NO.	647	INVOICE DATE	06/11/05	INVOICE NO.	CVWS115740
		LABOR RATE			MILEAGE	9,467	COLOR	ARRIVAL BLU	STOCK NO.	5509
STUART, FL		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
		VEHICLE I.D. NO.	1G1AK52F957				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.C. NO.		R.O. DATE	06/03/05		
	BUSINESS PHONE	COMMENTS								MO: 9467

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.318

06/11/2005

WARRANTY NEW CLAIM

1403

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
115740	06/03/2005	1G1AK52F957	3	26302	9467	

CUSTOMER NAME: FIRST:

MIDDLE: A

LAST:

PHONE:WORK:

HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		BV				2K	C1081	.2	2.0		151.58
LN-TOT: 151.58 TECH SSN: AUTH CODE: E AUTH. AUTHOR.: 0090												
COMMENTS: OIL TO R AND R INTERIOR AND DIAGNOSE WATER LEAK.												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	03		MA	1	15785514	13.99	96	V1359	.3			20.67
LN-TOT: 34.66 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	04		NJ				98	Z7903				116.00
LN-TOT: 116.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: VIN NUMBER 1GND52F94M												

R.O. TOTAL 302.24



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway
 STUART, FLORIDA 34994
 Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
 Toll Free 888-842-4604
 Registration No. MV-09267



CUSTOMER NO.	39218	ADAPTOR	DONALD HAMILTON	182	TAG NO.	647	INVOICE DATE	06/11/05	INVOICE NO.	CVWS115740
		LABOR RATE			MILEAGE	9,467	COLOR	ARRIVAL BLU	STOCK NO.	5509
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 9 5 7				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		F.O. DATE	06/03/05		
		BUSINESS PHONE							MO:	9467
COMMENTS										
LABOR & PARTS										
J# 1-14CVZ	AIR/WATER LEAKS					HOURS: 2.20	TECH(S): 470		151.58	
CHECK CUST STATES NOTICING WATER ON D/S WHEN IT RAINS ON FLOOR ONLY, DID NOT SEE ENTRY ADVISE LOWER DOOR W/STRIP LEAKING WATER TESTED EXTENSIVELY, RESEALED W/STRIP TO BODY PROPERLY REMOVE INTERIOR TO DRY CARPET, REASSEMBLED INTERIOR										
JOB # 1 TOTAL LABOR & PARTS										151.58
J# 2-13CVZ	CAMPAIGN					HOURS:	TECH(S): 99		0.00	
ADD-ON AT VISS: RECALL 4100 PARTS ON ORDER										
JOB # 2 TOTAL LABOR & PARTS										0.00
J# 3-13CVZ000	RECALL					HOURS: 0.30	TECH(S): 470		20.67	
ADD-ON AT VISS: RECALL 5046										
INSTALLED WIRING TO FAN PER RECALL										
PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	13.99			
JOB # 3	1	15785514	HARNES 1.055	9.99	9.99	13.99	13.99			
JOB # 3 COST TOTAL										9.99
JOB # 3 TOTAL LABOR & PARTS										34.66
J# 4-60CVZ	ALTERNATE TRANSPORT					HOURS:	TECH(S): 99		0.00	
NEEDS TRANSPORTATION CUSTOMER SATISFACTION PROVIDE RENTAL										
JOB # 4 TOTAL LABOR & PARTS										0.00
SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION			116.00			
JOB # 4	65479	471115	06/06/05	WARRANTY-RENTAL	TOTAL - SUBLET		116.00			
TECHNICIAN CERTIFICATION										
99 MISCELLANEOUS HOUSE MISC TECH VIRTU										
R/O TAX 0.00										
R/O TOTALS 302.24										
WARRANTY CLAIM DETAIL TOTALS										
CLAIM#	TOTAL					302.24				
CLAIM TOTALS						302.24				

APPROVED BY SIGNATURE

**JOHN JOCHEM CHEVROLET, INC.****CVCS115740**

2650 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 888-842-4604

Registration No. MV-09267



CVCS115740

CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	TAG NO. 182	INVOICE DATE 06/08/05	INVOICE NO. CVCS115740
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE 9,467	COLOR ARRIVAL BLU
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR			STOCK NO. 5509
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 9 5 7			DELIVERY DATE 12/07/04
	R.T.E. NO.			DELIVERY MILES 64
BUSINESS PHONE		COMMENTS	MO: 9467	

LABOR & PARTS
05-11ACVZ AIR/WATER LEAKS TECH(S):470 WARRANTY
 CHECK CUST STATES NOTICING WATER ON D/S WHEN IT RAINS ON FLOOR ONLY, DID NOT SEE ENTRY ADVISE LOWER DOOR W/STRIP LEAKING WATER TESTED EXTENSIVELY, RESEALED W/STRIP TO BODY PROPERLY REMOVE INTERIOR TO DRY CARPET, REASSEMBLED INTERIOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS	0.00	
			JOB # 1 TOTAL LABOR & PARTS	0.00	

05-213CVZ CAMPAIGN TECH(S):99 WARRANTY
 ADD-ON AT VISS:RECALL 4100 PARTS ON ORDER

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

05-313CVZ000 RECALL TECH(S):470 WARRANTY
 ADD-ON AT VISS:RECALL 5046
 INSTALLED WIRING TO FAN PER RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	15785514	HARNES 1.055		
			JOB # 3 TOTAL PARTS	0.00	
			JOB # 3 TOTAL LABOR & PARTS	0.00	

05-4160CVZ ALTERNATE TRANSPORT TECH(S):99 WARRANTY
 NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL

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

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 4	65479		06/06/05	WARRANTY-RENTAL	
				TOTAL - SUBLET	0.00

TECHNICIAN CERTIFICATION			
99	MISCELLANEOUS HOUSE	MISC TECH VIRTU	



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 888-842-4604

Registration No. MV-09267

CVCS115740



**Goodwrench
Service
Plus**

CVCS115740

CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAG NO.	647	INVOICE DATE	06/08/05	INVOICE NO.	CVCS115740
[REDACTED]		LABOR RATE			MILEAGE	9,467	COLOR	ARRIVAL BLU	STOCK NO.	5509
		YEAR / MAKE / MODEL		05 / CHEVROLET / COBALT / COBALT 4DR		DELIVERY DATE	12/07/04	DELIVERY MILES	64	
STUART, FL [REDACTED]		VEHICLE ID. NO.	1 G 1 A K 5 2 F 9 5 7		[REDACTED]		SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]		F.T.E. NO.			P.O. NO.	06/03/05				
RE [REDACTED]	BUSINESS PHONE	COMMENTS								MO: 9467

TOTALS

 * METHOD OF PAYMENT *
 * ----- *
 * CASH () CHECK () *
 * VISA () M/CARD () *
 * DISCOVER () AMEX () *
 * CHARGE # () *
 * INTERNAL # () *

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

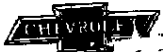
THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE

JOHN JOCHEM CHEVROLET, Inc.
2250 S.E. Federal Highway

2650 S.E. Federal Highway
STUART, FLORIDA 34994
Telephone 287-3232



DATE _____

No. 109928

NAME _____

**Special
Ordered
Parts
Information . . .
(over)**

ADDRESS

CITY
&
STATE

STUART FL.

ZIP CODE

RES.
PHONEBUS.
PHON[illegible]

YEAR 05	MAKE	MODEL CORAL	TRIM	SERIAL NO. 57502056
DEPOSIT		PART REQUESTED BY KEVIN	- DON	
PART ORDERED BY PARTSMAN DAVE		DATE	PART REQ'D DATE	PACK SLIP NO. 115740
BACK ORDER NO.			CUSTOMER TO PAY YES <input type="checkbox"/> NO <input type="checkbox"/>	

Reynolds and Reynolds RO16547 Q (12/88)

No. 109928



JOHN JOCHET CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 800-842-4604

Registration No. MV-09267



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ002	LUBE, OIL & FILTER	MI		01CVZ005	ROTATE TIRES	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/13/05	115023	8234	695	347	C	03CVZ45	SRV PKG B
04/01/05	113284	5950	133	99	C	03CVZ41	SRV PACKAGE "A"
11/22/04	107847	31	363	657	W	36CVZ003	A/C COMPRESSOR NOISE
11/19/04	107817	3	424	657	I	90CVZ	PRE DELIVERY

SALESPERSON NO. 410 STEVE BLOOM

SERVICE

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	REG. NO.
	1G1AK52F957	05/CHEVROLET/COBALT/COBALT 4DR		5509		15740
MILEAGE OUT		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
		39218		12/07/04	64	06/03/05
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	STUART, FL	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	REG. NO.
		ARRIVAL BLUE/				647
SAVE PARTS FOR CUST.		TURBO	M/MC	AIR COND.	P.S.	TRANS
<input type="checkbox"/> YES		CVZZ				
<input type="checkbox"/> NO						
TIME RECEIVED	DATE/TIME PROMISED	PROPERTY				
08:21am	06/03/05 05:30pm					
APPOINTMENT		LABOR RATE				
<input type="checkbox"/> Yes						
<input checked="" type="checkbox"/> No						

I hereby authorize the repair work on the car or truck herein described. I acknowledge on above car or truck in case of fire, theft or any other loss, I shall be responsible for the replacement of the car or truck. I understand that the shop may not exceed this amount without my written or oral approval.

CUSTOMER SIGNATURE: _____

ADVISOR NO. 182 DONALD HAMILTON

THE STATE OF FLORIDA REQUIRES A \$1.00 FEE TO BE COLLECTED FOR EACH NEW TIRE SOLD IN THE STATE [s.400.718], AND A \$1.50 FEE TO BE COLLECTED FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE [s.405.7185]. (SEE BACK FOR FURTHER INFORMATION)

1. W 14CVZ AIR/WATER LEAKS
CHECK CUST STATES NOTICING WATER ON D/S WHEN IT RAINS ON FLOOR ONLY, DID NOT SEE ENTRY ADVISE

2) ADD-ON AT VISS
RECALL 4100

3) ADD-ON AT VISS
RECALL 5046

4) ADD-ON 6/6/05
RENTAL

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1/2 HOUR FLAT-RATE TIME FOR DIAGNOSTIC WORK.

PHILIP HART ESTIMATE: ADD'L PERSON & PHONE NO. MAY AUTHORIZE REPAIRS

REVISED ESTIMATE	DATE	TIME	CONTACTED	NAME OF PERSON CONTACTED
		AM PM	<input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON	

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

CUST. INITIAL ☒ METHOD OF PAYMENT
☐ CASH ☐ CHECK ☐ CREDIT

NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS

INSURANCE COMPANY PHONE NO.

ALL PARTS NEW UNLESS OTHERWISE INDICATED 115740

2005-06-07 A08:34

~~←~~ Tear Down + test

2.

~~06-03-2003 10:5:27~~

2005-06-08 P12:45

2005-06-08 A11:39

Preinstall interior

420 Drives Door
Customer to return -
Remove entire carpet from vehicle
to air dry in sun - water test vehicle
found lower part of door weatherstrips
not sealing - remove weatherstrip to reseal it

(2) ~~Plus~~ Order headlights for
compatible

(3) Install wire to San -

Apr 26 06 02:18p

THESE PARTS ARE NOT TO BE USED ON THE USE OF
 SUPPLIED PARTS. NO OTHER PARTS ARE
 TO BE USED ON YOUR VEHICLE. THE AFTER
 MARKET PARTS ARE THE RESPONSIBILITY OF THE
 MANUFACTURER OF THE MANUFACTURER OF
 YOUR PARTS. EITHER THE CAR
 FACTORY OR YOUR VEHICLE.

MECHANIC'S NAME & NUMBER

CO. NAME _____
ADJUSTER _____
AMOUNT _____
AUTHORIZATION NO. _____
DEDUCTIBLE _____
TAX ☐ YES ☐ NO

ON	
OF	
ON	
OF	

—

41AFLEALL6



OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY, A FLORIDA CORPORATION
BRANCH ADDRESS: 1991 SOUTH U.S. HWY. #1
STUART, FL 34994-9914

MO 7:30A- 6:00P TU 7:30A- 6:00P
WE 7:30A- 6:00P TH 7:30A- 6:00P
FR 7:30A- 6:00P SA 9:00A-12:00P
SU CLOSED

BRANCH ADDRESS: STUART		FL 34994-3514		SOURCE #		ID #		RENTAL AGREEMENT NO. D 471115	
1002 AM 5/16/05		RENTAL TYPE		TYPE		DAY = 24 HOUR PERIOD		NO CHARGE FOR MILES	
START CHARGES IF DIFFERENT		RENTER		[REDACTED]		HOURS @ 10.00/HOUR		DAYS @ 37.00/DAY	
ORIGINAL VEHICLE		COLOR		WHITE		MODEL		CLASS	
MILEAGE		IN		OUT		MILEAGE		IN	
DRIVEN		CONDITION AGREE TO		[REDACTED]		SPECIAL: 47 MILES		DAYS @ 42.00 MILES	
NO DAMAGE		BILL TO		COMPANY		JOHN JOHNSON CHEVROLET INC **		VLF REC'D .39/DAY	
NO DAMAGE		ATTN:		PHONE		EXT.		74-	
NO DAMAGE		REFERENCE NUMBER		46473		NO OTHER DRIVER PERMITTED		42	
NO DAMAGE		ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL		[REDACTED]		[REDACTED]		117	
NO DAMAGE		WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THIS AFFECT		[REDACTED]		[REDACTED]		47/97	
NO DAMAGE		PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):		FL ONLY		[REDACTED]		15.99/DAY	
NO DAMAGE		OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.		[REDACTED]		[REDACTED]		3.40/DAY	
NO DAMAGE		RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. RENTER IS RELIEVED OF DAMAGE RESPONSIBILITY UP TO AMOUNT INITIALED. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 15. DW IS NOT INSURANCE.		[REDACTED]		[REDACTED]		15.45/DAY	
NO DAMAGE		RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.		[REDACTED]		[REDACTED]		2.99/GALLON	
NO DAMAGE		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18.		[REDACTED]		[REDACTED]		TOTAL CHARGES 117.1	
NO DAMAGE		ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.		[REDACTED]		[REDACTED]		DEPOSITS	
NO DAMAGE		I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATION DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM I HAVE ASSIGNED MY INTEREST IN THIS RENTAL AGREEMENT. MY LICENSE/ID PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED OR REVOKED.		[REDACTED]		[REDACTED]		REFUNDS	
NO DAMAGE		REPLACEMENT VEHICLE		[REDACTED]		[REDACTED]		AMOUNT DUE 116	
NO DAMAGE		OWNER REP		[REDACTED]		[REDACTED]		CLOSED BY	
NO DAMAGE		I WILL RETURN CAR BY:		DATE		TIME		PAID BY	
NO DAMAGE		DATE		6/05/05		10:00 AM		CASH	
NO DAMAGE		DEPOSIT(S) AMOUNT		150.00		PAID BY		CHECK	
NO DAMAGE		DATE PAID		6/06/05		DATE		AMOUNT	
NO DAMAGE		ADDITIONAL INFORMATION		1GIND52F94M		[REDACTED]		RECEIPT OF CASH REFUND	
NO DAMAGE		SC REC REPRESENTS TWO ITEMS: 1) \$2.00 SURCHARGE AND 2) 2 CENT FLORIDA WASTE TIRE AND BATTERY FEE.		[REDACTED]		[REDACTED]		RECEIVED	
NO DAMAGE		SEE TERMS AND CONDITIONS ON REVERSE AND ATTACHED RENTAL AGREEMENT: TICKET JACKET		[REDACTED]		[REDACTED]		FLORIDA CORPORATION	
NO DAMAGE		VLF REC'D REPRESENTS VEHICLE LICENSE FEE RECOVERY PER DAY.		[REDACTED]		[REDACTED]			
NO DAMAGE		THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF ANY AUTHORIZED RENTAL OR LEASING DRIVER IS PRIMARY FOR THE LIMITS OF LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY FLORIDA STATUTE SECTION 324.021(7) AND FLORIDA STATUTE SECTION 627.736.		[REDACTED]		[REDACTED]			

OWNER IS AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY,
WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS.

© ENTERPRISE LEASING COMPANY, (A FLORIDA CORPORATION).



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 888-842-4604

Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAB NO.	871	ARRIVAL DATE	07/13/05	INVOICE NO.	CWVS116696
		LABOR RATE		LICENSE NO.		MILEAGE	10,950	COLOR	ARRIVAL BLU	STOCK
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
		VEHICLE I.D. NO.	1G1AK52F957				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.			R06728/05			
		BUSINESS PHONE					COMMENTS	MO: 10954		

LABOR & PARTS
 J# 1 46CVZ INTERIOR TRIM & MLDG HOURS: 0.20 TECH(S):470 13.78
 CHECK CUST STATES NOTICED D/S DOOR OPENING SILL PLATE
 CRACKED, INSTALL SOP
 SILL PLATE CRACKED
 CHECKED AND REPLACED D/S SILL PLATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15262849	PLT-F/SIL	11.175	13.53	13.53	18.94
				JOB # 1 COST TOTAL	13.53		
				JOB # 1 TOTAL PARTS			18.94
				JOB # 1 TOTAL LABOR & PARTS			32.72

J# 2 14CVZ AIR/WATER LEAKS HOURS: 5.50 TECH(S):470 378.95
 CHECK CUST STATES SEEING WATER LEAKING P/S FRT. LOWER DASH
 AREA BY GLOVEBOX AREA ADVISE, ALSO CUST SMELLING MOLDY SMELL
 EVAP CASE LEAKING
 CHECKED, CALLED T.A.C., R&R HVAC MODULE, SPLIT CASE TO RESEAL
 INSTALLED DEFLECTOR PER DOC#1645434, RECHARGED SYSTEM TO
 SPECS, R&R INTERIOR TO CLEAN AND DRY CARPET

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	15296710	DEFLECTOR	12.800	4.00	4.00	5.60
				JOB # 2 COST TOTAL	4.00		
				JOB # 2 TOTAL PARTS			5.60
				JOB # 2 TOTAL LABOR & PARTS			384.55

J# 3 46CVZ ALTERNATE TRANSPORT HOURS: TECH(S):99 0.00
 NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL
 JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 13CVZ CAMPAIGN HOURS: 0.50 TECH(S):470 34.45
 ADD-ON AT WRITE UP: RECALL 4100, SOP
 REPLACED HEADLIGHT ASSY'S, PER RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	1	15279751	CAPSULE	2.725	86.10	86.10	120.54
JOB # 4	1	15279752	CAPSULE	2.725	86.10	86.10	120.54
				JOB # 4 COST TOTAL	172.20		
				JOB # 4 TOTAL PARTS			241.08
				JOB # 4 TOTAL LABOR & PARTS			275.53

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 3	65186	471700	06/28/05	RENTAL/MCHARDY-WARRANTY	227.00
					TOTAL - SUBLET

TECHNICIAN CERTIFICATION			
99	MISCELLANEOUS HOUSE	MISC TECH VIRTU	
		R/O TAX	0.00
		R/O TOTALS	919.80



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Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
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Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	TAG NO.	182 871	INVOICE DATE	07/13/05	INVOICE NO.	CVWS116696
		LABOR RATE		LICENSE NO.		COLO	ARRIVAL BLU	STOCK NO.	5509
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR	MI	10,950	DELIVERY DATE	12/07/04	DELIVERY MILES	64
STUART, FL		VEHICLE I.D. NO.	1G1AK52F957	SELLING DEALER NO.		PRODUCTION DATE			
		F.T.E. NO.		P.O. NO.		R.O. DATE	06/28/05		
	BUSINESS PHONE	COMMENTS	MO: 10954						

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL.....
919.80
CLAIM TOTALS 919.80

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMF.706
07/13/2005

WARRANTY NEW CLAIM

1410
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
116696 06/28/2005 1G1AK52F957 3 26302 10950

CUSTOMER NAME: FIRST: MIDDLE: A
LAST: PHONE: WORK: HOME:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
1 01 VE 1 15262849 18.94 1K C4181 .2 13.78
LN-TOT: 32.72 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 BV 1 15296710 5.60 93 B7350 .5 34.45
LN-TOT: 344.50 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
3 02 MH 1 15296710 5.60 93 B7350 .5 34.45
LN-TOT: 40.05 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
4 03 MJ 1 15296710 5.60 93 B7350 .5 34.45
LN-TOT: 227.00 TECH SSN: AUTH CODE: P AUTH. AUTHOR.: 0090

COMMENTS: VIN 1G6DM56T350 - VEHICLE IN ON TUES 6-28, VEHICLE DISASSEMBLED
CARPET OUT TO DRY, NOT READY 7-1. HOLIDAY WEEKEND CAME. WE ATE 2 DAYS OF RENT

L AT FULL PRICE
COMMENT ROUTING CODE: H

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
5 04 MA 2 15279751 241.08 96 V1283 .5 34.45
LN-TOT: 275.53 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

MEMO PART NUMBERS: 15279752

R.O. TOTAL: 919.80



JOHN JOCHEM CHEVROLET, INC.

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STUART, FLORIDA 34994
Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
Toll Free 888-842-4604
Registration No. MV-09267

CVCS116696



CVCS116696

CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	TAG NO. 182	INVOICE DATE 07/05/05	INVOICE NO. CVCS116696
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE 10,950	COLOR ARRIVAL BLU
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR		DELIVERY DATE 12/07/04	STOCK NO. 5509
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 9 5 7		SELLING DEALER NO.	DELIVERY MILES 64
	F.T.E. NO.		P.O. NO.	PRODUCTION DATE
BUSINESS PHONE		COMMENTS		MO: 10954

TECHNICIAN CERTIFICATION
99

MISCELLANEOUS HOUSE

MISC TECH VIRTU

TOTALS

* METHOD OF PAYMENT *
* CASH () CHECK () *
* VISA () M/CARD () *
* DISCOVER () AMEX () *
* CHARGE # () *
* INTERNAL # () *

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

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE

JOHN JOCHEM CHEVROLET, Inc.

2650 S.E. Federal Highway

STUART, FLORIDA 34994

Telephone 287-3232



DATE 7-5-05

No. 108336

**Special
Ordered
Parts
Information . . .
(over)**

NAME _____

ADDRESS

CITY

**&
STATE**

RES.
PHONEBUS.
PHONE

STUART FL.

QTY.	PART NUMBER	DESCRIPTION
1	15244528 RB	RS SILL PLATE
1	15262848	
NO RETURN ON SPECIAL ORDER PARTS		

YEAR 05	MAKE	MODEL COBALT	TRIM	SERIAL NO.
DEPOSIT		PART REQUESTED BY KEVIN - III	R/O NO. 110696	
PART ORDERED BY PARTSMAN Dave		PART REC'D DATE	PACK SLIP NO.	
BACK ORDER NO.		CUSTOMER TO PAY		YES <input type="checkbox"/> NO <input type="checkbox"/>

Reynolds and Reynolds AC10542 G (10/20/80)

No. 108336



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 STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 800-842-4604

Registration No. MV-09267



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ002	LUBE OIL & FILTER	MI		01CVZ005	ROTATE TIRES	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/14/05	116131	10131	182	99	W	14CVZ	AIR/WATER LEAKS
06/03/05	115740	9467	182	99	W	13CVZ	CAMPAIGN
				470	W	14CVZ	AIR/WATER LEAKS
				99	W	13CVZ	CAMPAIGN
				470	W	13CVZ000	RECALL
				99	W	60CVZ	ALTERNATE TRANSPORT

SALESPERSON NO. 410 STEVE BLOOM

SERVICE

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	B.D. NO.
	1G1AK52F957	05/CHEVROLET/COBALT/COBALT 4DR		5509		16696
MILEAGE OUT		CUSTOMER NO.	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	B.O. DATE
		39218	12/07/04	64		06/28/05
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	STUART, FL	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		ARRIVAL BLUE/				871
SAVE PARTS FOR CUST?		TURBO	W/M/C	AIR COND.	P.S.	TRANS
<input type="checkbox"/> YES						
<input type="checkbox"/> NO						
APPOINTMENT	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE	ADVISOR NO.	ADVISOR
<input type="checkbox"/> Yes	09:32am	06/28/05	05:30pm		182	DONALD HAMILTON
<input checked="" type="checkbox"/> No						

ORIGINAL CUSTOMER ESTIMATE: TOTAL

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ 100. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE	ADVISOR, PERSON & PHONE WHO MAY AUTHORIZE REPAIRS
DEFINITE ESTIMATE	DATE
TIME	CONTACTED
AM	PM
PHONE	PERSON
NAME OF PERSON CONTACTED	
METHOD OF PAYMENT	
<input type="checkbox"/> CASH	
<input type="checkbox"/> CHECK	
<input type="checkbox"/> CREDIT	
CUSTOMER INITIAL	
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS	
INSURANCE COMPANY	PHONE NO.
ALL PARTS NEW UNLESS OTHERWISE INDICATED	
116696	

1. W 48CVZ INTERIOR TRIM & MLDG
CHECK CUST STATES NOTICED DIS DOOR OPENING SILL PLATE CRACKED, INSTALL SOP
2. W * 14CVZ AIR/WATER LEAKS
CHECK CUST STATES SEEING WATER LEAKING P/S FRT. LOWER DASH AREA BY GLOVEBOX AREA ADVISE, ALSO CUST SMELLING MOLDY SMELL

3) ADD-ON AT WRITE-UP
RECALL

4) ADD-ON AT WRITE-UP
RECALL 400, HEADLAMPS, SOP

P.16

NOTE: You are notified upon completion of repair. If the actual cost of repair exceeds the written estimate, including any additional charges, you will be notified. If the actual cost of repair exceeds the written estimate by 10% or more, you will be notified. You may order or purchase parts and materials from any source.

30-06-2005 P04:03

30-06-2005 A08:42

WARRANTY PARTS RET.

Date 7-5 Init. DC
Headlamp - Brackets

Sill plate, 1

MECHANIC'S FINDINGS AND REMARKS		LABOR RECORD	
470		ELAPSED TIME	

- ② Spoke with TAC - had another Cobalt with same problem. necessary to R/R HVAC module - to split and reseal case - to stop Evap drain from leaking thru case and on to passenger side floor. Also install deflector per Doc. 1645434
- ① - Passenger sill plate cracked
 Replace sill plate

470
 ④ Perform headlight campaign - 01283
 15

Apr 26 06 02:21P

DATE			
ADJUSTER			
AMOUNT			
AUTHORIZATION NO.			
DEDUCTIBLE			
TAX	YES	NO	

41AFLFALLC

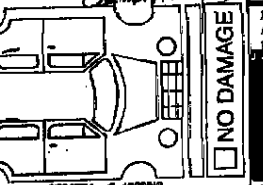
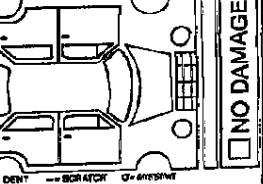


OWNER OF VEHICLE:
BRANCH ADDRESS:

ENTERPRISE LEASING COMPANY, INC. - FORT WORTH, TEXAS
1961 SOUTH D.A. HWY. 81
SUITE 101 F1 50044-4214

1941	1942	1943	1944	1945	1946	1947	1948	1949	1950	1951	1952	1953	1954	1955	1956	1957	1958	1959	1960	1961	1962	1963	1964	1965	1966	1967	1968	1969	1970	1971	1972	1973	1974	1975	1976	1977	1978	1979	1980	1981	1982	1983	1984	1985	1986	1987	1988	1989	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050	2051	2052	2053	2054	2055	2056	2057	2058	2059	2060	2061	2062	2063	2064	2065	2066	2067	2068	2069	2070	2071	2072	2073	2074	2075	2076	2077	2078	2079	2080	2081	2082	2083	2084	2085	2086	2087	2088	2089	2090	2091	2092	2093	2094	2095	2096	2097	2098	2099	2100	2101	2102	2103	2104	2105	2106	2107	2108	2109	2110	2111	2112	2113	2114	2115	2116	2117	2118	2119	2120	2121	2122	2123	2124	2125	2126	2127	2128	2129	2130	2131	2132	2133	2134	2135	2136	2137	2138	2139	2140	2141	2142	2143	2144	2145	2146	2147	2148	2149	2150	2151	2152	2153	2154	2155	2156	2157	2158	2159	2160	2161	2162	2163	2164	2165	2166	2167	2168	2169	2170	2171	2172	2173	2174	2175	2176	2177	2178	2179	2180	2181	2182	2183	2184	2185	2186	2187	2188	2189	2190	2191	2192	2193	2194	2195	2196	2197	2198	2199	2200	2201	2202	2203	2204	2205	2206	2207	2208	2209	2210	2211	2212	2213	2214	2215	2216	2217	2218	2219	2220	2221	2222	2223	2224	2225	2226	2227	2228	2229	2230	2231	2232	2233	2234	2235	2236	2237	2238	2239	2240	2241	2242	2243	2244	2245	2246	2247	2248	2249	2250	2251	2252	2253	2254	2255	2256	2257	2258	2259	2260	2261	2262	2263	2264	2265	2266	2267	2268	2269	2270	2271	2272	2273	2274	2275	2276	2277	2278	2279	2280	2281	2282	2283	2284	2285	2286	2287	2288	2289	2290	2291	2292	2293	2294	2295	2296	2297	2298	2299	2300	2301	2302	2303	2304	2305	2306	2307	2308	2309	2310	2311	2312	2313	2314	2315	2316	2317	2318	2319	2320	2321	2322	2323	2324	2325	2326	2327	2328	2329	2330	2331	2332	2333	2334	2335	2336	2337	2338	2339	2340	2341	2342	2343	2344	2345	2346	2347	2348	2349</
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RENTAL AGREEMENT NO. D 471396

1000 AM FEB 1985		RENTAL TYPE	
START CHARGES IF DIFFERENT		RENTER	
ORIGINAL VEHICLE			
COLOR		LICENSE NO.	
MODEL		ECAR#	
MILE-AGE	IN	10507 4/13	
AGE	OUT		
DRIVEN		BILL TO	
CONDITION AGREED TO		COMPANY	
		JOHN JOHNEN CHEVROLET	
		ATTN: POST OFFICE BOX 436	
NO DAMAGE		REFERENCE NUMBER	
NO DAMAGE		ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL	
NO DAMAGE		REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVER PERMITTED	
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE VEHICLE'S REGISTRATION			
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.			
OPTIONAL PRODUCTS NOTICE: OUR CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, PRODUCTS INCLUDING DAMAGE WAIVER, PERSONAL ACCIDENT INSURANCE AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE OPTIONAL PRODUCTS IS NOT REQUIRED TO RENT VEHICLE.		RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AT DAILY RATE. SEE PAGE 3, PARAGRAPH 16.	
		RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY RATE SHOWN IN COLUMN TO RIGHT. RENTER IS RELIEVED OF DAMAGE RESPONSIBILITY UP TO AMOUNT INITIALED. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16.	
ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4. I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORITY, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM CURRENTLY VALID AND IS NOT BOUND.		RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY RATE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.	
		RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY RATE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17.	
REPLACEMENT VEHICLE		RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY RATE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18.	
		RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY RATE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18.	
COLOR MODEL MILE-AGE IN OUT DRIVEN CONDITION AGREED TO		OWNER REP <input checked="" type="checkbox"/> EMPLOYEE <input type="checkbox"/> I WILL RETURN CAR BY: DATE TIME DEPOSIT(S): AMOUNT PAID BY DATE PAID ADDITIONAL INFORMATION 166DM56T350	
		SC REC REPRESENTS TWO ITEMS: 1) \$2.00 SURCHARGE AND 2) 2 CENT FLORIDA WASTE TIRE AND BATTERY FEE. SEE TERMS AND CONDITIONS ON REVERSE AND ATTACHED RENTAL AGREEMENT, BOOKLET JACKET. VLF REC REPRESENTS VEHICLE LICENSE FEE RECOVERY PER DAY. THE VALID AND COLLECTIBLE LIABILITY INSURANCE AND PERSONAL INJURY PROTECTION INSURANCE OF ANY AUTHORIZED RENTAL OR LEASING DRIVER IS PRIMARY FOR THE LIMITS OF LIABILITY AND PERSONAL INJURY PROTECTION COVERAGE REQUIRED BY FLORIDA STATUTE SECTION 324.021(7) AND FLORIDA STATUTE SECTION 627.736.	

DATE - 20 APR 1968

NO CHANGE FOR MILES

WAGES of 16,000/HOUR

1967-80 2000, 2004

101.191 11: MILES

10/15/68

100-443887-10

(4) $\frac{d^2}{dt^2} \left(\frac{1}{r} \right) = -\frac{1}{r^3}$

084 63-79-11AY

Page 4 of 4

DATE 15, APR 1964

FILED IN 7-22-64 1.0

1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 26

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1. *Journal of the American Medical Association*, 1990; 263: 1025-1028.

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1. *Journal of the American Medical Association*, 2000; 283: 2689-2696.

20

TOTAL CHARGES	50
---------------	----

DEPOSITS

DEPOSITS

REFUNDS

AMOUNT DUE

AMOUNT DUE

CLOSED BY 1

PAID BY	CASH	CHECK
---------	------	-------

RECEIPT OF	DATE	AMOUNT.
------------	------	---------

CASH REFUND

OWNER IS AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY,
WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS.

© ENTERPRISE LEASING COMPANY, (A FLORIDA CORPORATION), :



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway
STUART, FLORIDA 34994
 Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
 Toll Free 888-842-4604
 Registration No. MV-09267



CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	TRAC NO. 182	INVOICE DATE 11/22/05	INVOICE NO. CVWS121439
	LABOR RATE	LICENSE NO.	MILEAGE 20,875	COLOR ARRIVAL BLU
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR		DELIVERY DATE 12/07/04	STOCK NO. 5509
STUART, FL	VEHICLE I.D. NO. 1G1AK52F957		SELLING DEALER NO.	DELIVERY MILES 64
	P.T.E. NO.	R.Q. NO.	R.O. DATE 11/15/05	PRODUCTION DATE
	COMMENTS			REPRINT# 1
				MO: 20896

LABOR & PARTS
 J# 1:18CVZ DRIVEABILITY HOURS: 0.70 TECH(S):470 48.23

CHECK CUST STATES THE OTHER DAY(SAT.) WHEN LEAVING CUST DEVELOPMENT VEHICLE STARTED FINE AND INITIALLY RAN FINE AS CUST DROVE AND THEN HIT A SPEED BUMP VEHICLE STARTED TO SURGE, THEN APPROX. 20FT. DOWN THE ROAD SHE HAD TO STOP THEN VEHICLE STALLED, NO WARNING LIGHTS APPEARED, VEHICLE THEN PROLONG CRANKED THEN STARTED CUSTOMER THEN PARKED VEHICLE, THEN THE NEXT DAY(SUNDAY) CUST STATES VEHICLE RAN AND DROVE LIKE IT SHOULD, HAD NO PROBLEMS, THEN YESTERDAY VEHICLE AT OPERATING TEMPS, CUST WENT IN TURN LANE TO ENTER COMPLEX AS SHE SLOWED VEHICLE STALLED AGAIN, JUST PRIOR TO STALL CUST NOTICED POWER STEERING DISPLAY ON DASH, THEN SPEEDO FOR A FEW SECONDS FLUCTUATED BADLY, THEN VEHICLE STALLED, THEN WENT TO RESTART, A FIRST TRY OF CRANK DID NOT CRANK THEN CUST TIED AGAIN THEN CRANK NORMAL, ONCE STARTED FELT SURGE AGAIN IN VEHICLE, TODAY NOTICED O/K RUN BUT WHEN PUT IN REVERSE OR FORWARD FELT SLIGHT SURGE BUT NOT AS BAD AS BEFORE ADVISE, STILL NO WARNING LIGHTS APPEARED BUT HEARD SHORT CHIME LIKE POSS. WANTED TO TURN WARNING LIGHT ON ADV PCM UPDATES FOUND COMPUTER CHECKED, NO CODES IN SYSTEM, PERFORMED UPDATES TO PCM ROAD TESTED EXTENSIVELY, NO PROBLEM FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 48.23

J# 2:60CVZ ALTERNATE TRANSPORT HOURS: TECH(S):99

NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL - SUBLET
JOB # 2	70154	475307	11/16/05	RENTAL/MCHARDY-WARR	79.00
					79.00

TECHNICIAN CERTIFICATION	99	MISCELLANEOUS HOUSE	MISC TECH VIRTU
		R/O TAX	0.00
		R/O TOTALS	127.23

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	127.23
CLAIM TOTALS	127.23

APPROVED BY SIGNATURE



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 Registration No. MV-09267



CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	TAG NO. 182	INVOICE DATE 11/22/05	INVOICE NO. CVWS121439
	LABOR RATE	LICENSE NO.	ARRIVAL BLU	STOCKING 5509
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR	DELIVERY DATE 12/07/04	DELIVERY MILES 64	
STUART, FL	VEHICLE I.D. NO. 1G1AK52F957	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	REPRINT# 1	
	COMMENTS			MO: 20896

DCS AUDIT SLIP

DCS DATA FILE: GMGMF.189
 11/22/2005
 1252
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 121439 11/15/2005 1G1AK52F957 3 26382 20875
 CUSTOMER NAME: FIRST: MIDDLE: A
 LAST: PHONE:WORK: HOME:
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
 1 01 AV 3/ J6354 .7 48.23
 LN-TOT: 48.23 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
 COMMENTS: NO WARNING LIGHT BUT SHORT CHIME WHEN READY TO STALL OF SURGE. LAST
 REPAIR ATTEMPT BEFORE GM BUYBACK
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
 2 02 MJ 98 Z7902 79.00
 LN-TOT: 79.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
 COMMENTS: VIN 1G1AK55F567

R.O. TOTAL: 127.23

***** DUPLICATE INVOICE *****



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Registration No. MV-09267

CVCS121439



CVCS121439

CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	182	TAG NO. 931	SERVICE DATE 11/17/05	INVOICE NO. CVCS121439
	LABOR RATE	LICENSE NO.	MILEAGE 20,875	COLOR ARRIVAL BLU	STOCK NO. 5509
STUART, FL	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR	DELIVERY DATE 12/07/04	DELIVERY MILES 64		
	VEHICLE ID. NO. 1G1AK52F957	SELLING DEALER NO.	PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/15/05		
COMMENTS					MO: 20896

LABOR & PARTS

J# 1 18CVZ

DRIVEABILITY

TECH(S):470

WARRANTY

CHECK CUST STATES THE OTHER DAY(SAT.) WHEN LEAVING CUST DEVELOPMENT VEHICLE STARTED FINE AND INITIALLY RAN FINE AS CUST DROVE AND THEN HIT A SPEED BUMP VEHICLE STARTED TO SURGE THEN APPROX. 20FT. DOWN THE ROAD SHE HAD TO STOP THEN VEHICLE STALLED, NO WARNING LIGHTS APPEARED, VEHICLE THEN PROLONG CRANKED THEN STARTED CUSTOMER THEN PARKED VEHICLE THEN THE NEXT DAY(SUNDAY) CUST STATES VEHICLE RAN AND DROVE LIKE IT SHOULD, HAD NO PROBLEMS, THEN YESTERDAY VEHICLE AT OPERATING TEMPS, CUST WENT IN TURN LANE TO ENTER COMPLEX AS SHE SLOWED VEHICLE STALLED AGAIN, JUST PRIOR TO STALL CUST NOTICED POWER STEERING DISPLAY ON DASH, THEN SPEEDO FOR A FEW SECONDS FLUCTUATED BADLY, THEN VEHICLE STALLED, THEN WENT TO RESTART, A FIRST TRY OF CRANK DID NOT CRANK THEN CUST TIED AGAIN THEN CRANK NORMAL, ONCE STARTED FELT SURGE AGAIN IN VEHICLE, TODAY NOTICED O/K RUN BUT WHEN PUT IN REVERSE OR FORWARD FELT SLIGHT SURGE BUT NOT AS BAD AS BEFORE ADVISE, STILL NO WARNING LIGHTS APPEARED BUT HEARD SHORT CHIME LIKE POSS. WANTED TO TURN WARNING LIGHT ON ADV COMPUTER CHECKED, NO CODES IN SYSTEM, PERFORMED UPDATES TO PCM ROAD TESTED EXTENSIVELY, NO PROBLEM FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+60CVZ

ALTERNATE TRANSPORT

TECH(S):99

WARRANTY

NEEDS TRANSPORTATION
CUSTOMER SATISFACTION
PROVIDE RENTAL

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET- PO# 70154

VEND INV# 11/16/05 RENTAL/MCHARDY-WARR

TOTAL - SUBLET

WARRANTY 0.00

TECHNICIAN CERTIFICATION 99

MISCELLANEOUS HOUSE

MISC TECH VIRTU



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 Registration No. MV-09267

CVCS121439



CVCS121439

CUSTOMER NO. 39218	APPROVER DONALD HAMILTON	TAG NO. 182	INVOICE DATE 11/17/05	INVOICE NO. CVCS121439
STUART, FL	LABOR RATE	LICENSE NO.	ARRIVAL BLU	STOCK NO. 5509
	MILEAGE 20,875		DELIVERY DATE 12/07/04	DELIVERY MILES 64
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 9 5 7		FL DATE 11/15/05	
	F.T.E. NO.	P.O. NO.	MO: 20896	
COMMENTS				

TOTALS

 * METHOD OF PAYMENT *
 * CASH() CHECK() *
 * VISA() M/CARD() *
 * DISCOVER() AMEX() *
 * CHARGE # () *
 * INTERNAL # () *

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

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE

IN 03:36PM 11/18/05
OUT 05:32PM 11/16/05
24-HOUR DAY

ENTERPRISE LEASING COMPANY, A FLORIDA CORPORATION
1991 SOUTH U.S. HWY. #1 772-287-7260
STUART FL 34994-3916 4119
RENTAL TYPE D SOURCE CH4119 - 001

RENTAL AGREEMENT
D475307
PAGE 1 OF 1

UNIT 1
UNIT # 51778
LIC#
MODEL CORA
COLOR WHITE
IN 6102
OUT 5955
V# 1G1AK55F567

RENTER
[REDACTED]
[REDACTED]
FT ST LUCIE FL
LOCAL:
(H) [REDACTED]
DR. LICENSE [REDACTED]
STATE FL EXPIRE 7/23/11
DOB [REDACTED] HT WT
EYES HAIR
S.S.#
EMPLOYER

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE

1 DAYS	@	37.00	37.00
SPECIAL	@	42.00	42.00

BILL TO Y CUST # 700848
JOHN JOCHEM CHEVROLET, INC.
ATTN: DON**
2650 SOUTH U S HIGHWAY #1
STUART FL
772-287-3232 34995

VLF RECV .78

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/PO#

70154
INSURED

LOSS DATE
THEFT ACCIDENT

TYPE CAR
COLBOLT

SHOP JOHN JOCHEM
PHONE 772-287-3232
NAME

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH
1.00 VISA SALE 11/16/05 063637
1.00-VISA RFND 11/18/05

CLOSED TICKET PAYMENT INFO

TOTAL CHARGES	79.78
DEPOSITS	1.00
REFUND	1.00-

VLF .78
BILL TO CUST 700848 79.00

OPENED BY #219BS AMANDA WINTERS
CLOSED BY #3871Z REBECCA THOMSON



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 Registration No. MV-09267

CVCS113284



CVCS113284

CUSTOMER NO. 39218	ADVISOR DAVE BARNES	133	TRG NO. 491	INVOICE DATE 04/01/05	INVOICE NO. CVCS113284
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE 5,950	COLOR ARRIVAL BLU	STOCK NO. 5509
	YEAR / MAKE / MODEL 05 / CHEVROLET / COBALT / COBALT 4DR			DELIVERY DATE 12/07/04	DELIVERY MILES 64
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 9 5 7			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		04/01/05	
COMMENTS					MO: 5950

LABOR & PARTS-----
 # 1 03CVZ41 SRV. PACKAGE "A" TECH(S): 99 0.00
 CHANGE ENGINE OIL AND REPLACE OIL FILTER. LUBE CHASSIS
 CHECK FLUIDS, HOSES, BELTS, SET TIRE AIR PRESSURE. CHECK
 FOR LEAKS. CHECK FOR OTHER SERVICE OR MAINTENANCE ITEMS
 MAINTENANCE
 NO WORK PERFORMED - NOTHING NEEDED AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$25.00 (+TAX)
 TECHNICIAN CERTIFICATION-----
 99 MISCELLANEOUS HOUSE MISC TECH VIRTU

TOTALS-----

 * METHOD OF PAYMENT *
 * CASH () CHECK () *
 * VISA () M/CARD () *
 * DISCOVER () AMEX () *
 * CHARGE # () *
 * INTERNAL # () *

 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

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****



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Registration No. MV-09267



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ002	LUBE, OIL & FILTER	MI		01CVZ005	ROTATE TIRES	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/22/04	107847	31	363	657	W	36CVZ003	A/C COMPRESSOR NOISE
11/19/04	107817	3	424	657	I	90CVZ	PRE DELIVERY

SALESPERSON NO. 410 STEVE BLOOM

SERVICE

STATE REG# 29419671

DATE OUT	VEHICLE ID. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
	1G1AK52F957	05/CHEVROLET/COBALT/COBALT 4DR		5509	113284
MILEAGE OUT	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
	39218		12/07/04	64	080905
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	
STUART, FL	ARRIVAL BLUE/			491	
SAVE PARTS FOR CUST.	TURBO	M/M/C	AIR COND.	P.S.	TRANS
<input type="checkbox"/> YES	CVZZ				
<input type="checkbox"/> NO	MILEAGE	5,950	ADVISOR NO.	133	ADVISOR
					DAVE BARNES
APPOINTMENT	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE	
<input type="checkbox"/> Yes	08:05am	04/01/05	05:30pm		
<input checked="" type="checkbox"/> No					

I hereby authorize the repair work to be done along with the necessary material and transfer credit you and/or your employee's permission to operate in hereby is hereby left in

A standard charge for supplies (rags, nuts, bolts, cleaners etc.) and disposal of hazardous waste (oil, coolant, oil filter, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 15% of the total labor charge with a \$10.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (\$599.994(4))

The State of Florida requires a \$1.00 fee to be collected for each new title sold in the state (\$403.7185), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (\$403.7185). (SEE BACK FOR FURTHER INFORMATION)

1. C 03CVZ41 SRV PACKAGE "A"
 CHANGE ENGINE OIL AND REPLACE OIL FILTER. LUBE CHASSIS
 CHECK FLUIDS, HOSES, BELTS, SET TIRE AIR PRESSURE. CHECK
 FOR LEAKS. CHECK FOR OTHER SERVICE OR MAINTENANCE ITEMS

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$2500. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: [Signature] DATE: 4-1-05

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE: [Signature] ADD'L PERSON & PHONE WHO MAY AUTH. REPAIRS

REVIEWED ESTIMATE: [Signature] DATE: [] TIME: [] CONTACTED: [] NAME OF PERSON CONTACTED: []

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. METHOD OF PYMT. ☐ CASH ☐ CHECK ☐ CREDIT

NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS

INSURANCE COMPANY: [] PHONE NO.: []

ALL PARTS NEW UNLESS OTHERWISE INDICATED 113284

GONE

CUSTOMER COPY

SEE BACK FOR ADDITIONAL INFORMATION



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Toll Free 888-842-4604

Registration No. MV-09267

CVCS119310



CVCS119310

CUSTOMER NO.	39218	ADV. FOR	DONALD HAMILTON	182	TAG NO.	819	INVOICE DATE	09/09/05	INVOICE NO.	CVCS119310
		LABOR RATE			LICENSE NO.		MILEAGE	16,484	CO. OF	ARRIVAL BLU 5509
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
	STUART, FL	VEHICLE ID. NO.	1 G 1 A K 5 2 F 9 5 7				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	09/09/05		
		COMMENTS								MO: 16484

LABOR & PARTS-----
 J# 1 14CVZ AIR/WATER LEAKS TECH(S): 99 WARRANTY
 CHECK CUST STATES AGAIN SEEING SIGNS OF WATER LEAK ON P/S
 FRT. FLOOR AND NOW P/S REAR FLOOR ADVISE
 WATER TESTED, NO LEAKS FOUND AT THIS TIME, SENT TO
 DETAIL TO REMOVE STAINS, ADVISED CUSTOMER TO RETURN IF
 CARPET FOUND WET

JOB # 1 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION-----
 99 MISCELLANEOUS HOUSE MISC TECH VIRTU

TOTALS-----

 * METHOD OF PAYMENT *
 * CASH () CHECK () *
 * VISA () M/CARD () *
 * DISCOVER () AMEX () *
 * CHARGE # () *
 * INTERNAL # () *

 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

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****



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Toll Free 800-842-4604
Registration No. MV-09267



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ002 01CVZ006	LUBE, OIL & FILTER *ROTATE AND BALANCE	MI MI		01CVZ005 12CVZ002	ROTATE TIRES FRONT END ALIGNMENT	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/04/05	118017	13522	182	657 571	I C	14CVZ 03CVZ45	AIR/WATER LEAKS SRV PKG B
06/28/05	116696	10950	182	470 470 99 470	W W W W	46CVZ 14CVZ 60CVZ 13CVZ	INTERIOR TRIM & MLDG AIR/WATER LEAKS ALTERNATE TRANSPORT CAMPAIGN

SALESPERSON NO. 410

STEVE BLOOM

S E R V I C E

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO. 1G1AK52F957	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/COBALT 4DR	PRODUCTION DATE 12/07/04	STOCK NO. \$509	LICENSE NO. 119310
MILEAGE OUT	39218	SERVICE CONTRACT	DELIVERY DATE 12/07/04	DELIVERY MILES 64	SELLING DEALER NO. 09/09/05
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	STUART, FL	COLOR ARRIVAL BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
SAVE PARTS FOR CUST.	BUSINESS PHONE	TURBO	TRANS	ADVISOR NO. 182	ADVISOR DONALD HAMILTON
YES	DATE/TIME PROMISED 09/09/05 05:30pm	AIR COND	MILEAGE 16,484	CUSTOMER SIGNATURE X	
NO	PRIORITY	LABOR RATE	A standard charge for supplies (tags, fluids, etc.) will be 15% of the total labor charge with a \$10.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (s. 403.718, F.S.)		

ORIGINAL CUSTOMER ESTIMATE: TOTAL

1. **W* 14CVZ** **AIR/WATER LEAKS**
CHECK CUST STATES AGAIN SEEING SIGNS OF WATER LEAK ON P/S FRT. FLOOR AND NOW P/S REAR FLOOR ADVISE

no leaks sound water test

NEED ANSWERS BY

12:00

CHECK TIRE PSI & CHECK FOR ANY NAILS

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE	ADD'L PERSON & PHONE WHO MAY AUTH. REPAIRS
REvised & STRATE	DATE
TIME	CONTRACTED
AM	PM
NAME OF PERSON CONTACTED	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.	
CUST. INITIAL X	METHOD OF PYMT.
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS	<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT
INSURANCE COMPANY	PHONE NO.

ALL PARTS NEW UNLESS OTHERWISE INDICATED

119310



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 888-842-4604

Registration No. MV-09267

CVCS118017



CVCS118017

CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAG NO.	535	INVOICE DATE	08/04/05	INVOICE NO.	CVCS118017
		LABOR RATE			MILEAGE	13,522	COLOR	ARRIVAL BLU	STOCK NO.	5509
STUART, FL		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR			DELIVERY DATE	12/07/04	DELIVERY MILES	64	
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 9 5 7			SELLING DEALER NO.	PRODUCTION DATE			
		F.T.E. NO.	P.O. NO.			R.O. DATE	08/04/05			
		COMMENTS								MO: 13522

LABOR & PARTS
 J# 1 14CVZ AIR/WATER LEAKS TECH(S):657 INTERNAL
 CHECK CUST STATES P/S FRT. FLOOR GETTING WET ADVISE
 SEE HISTORY, ALSO CARPET STAINED ADVISE
 A/C LEAKING INSIDE
 REPAIR DONE INCORRECTLY BY #470- WHO IS ON VACATION
 WATER TESTED, RESEALED A/C NIPPLE FOR WATER TO GO OUTSIDE
 INSTALLED BROKEN P/S SILL PLATE
 WET VAC CLEANED CARPET (SUBLET TO TEPH SEAL)

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15296710	DEFLECTOR 12.800		INTERNAL
JOB # 1	1		15262848	PLT-F/SIL 11.175		INTERNAL
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 03CVZ45 SRV PKG B TECH(S):571 38.55
 CHANGE ENGINE OIL, REPLACE OIL FILTER, LUBE CHASSIS, ROTATE
 TIRES AND SET TO CORRECT PRESSURE, CHECK AND TOP OFF FLUIDS,
 BRAKE INSPECTION, CHECK FOR MAINTENANCE. CHECK FOR LEAKS.
 MAINTENANCE
 SERVICE PACKAGE B COMPLETED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		12579143	FILTER 1.836	4.45	4.45
JOB # 2	1		OIL	5W30 GM SYN	6.95	6.95
					JOB # 2 TOTAL PARTS	11.40
					JOB # 2 TOTAL LABOR & PARTS	49.95

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	67324			08/04/05	SHAMPOO CARPET	INTERNAL
					TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	SS	SHOP SUPPLIES		2.50
JOB # 2	SVIP	\$5 VIP DISCOUNT		-5.00
				TOTAL - MISC
				-2.50

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$51.00 (+TAX)



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway
 STUART, FLORIDA 34994
 Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
 Toll Free 888-842-4604
 Registration No. MV-09267

CVCS118017



CVCS118017

CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	182	TAG NO. 535	INVOICE DATE 08/04/05	INVOICE NO. CVCS118017
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE 13,522	COLOR ARRIVAL BLU	STOCK NO. 5509
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR			DELIVERY DATE 12/07/04	DELIVERY MILES 64
VEHICLE ID. NO. 1G1AK52F957			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.			P.O. NO.	R.O. DATE 08/04/05	
COMMENTS					MO: 13522

TOTALS

 * METHOD OF PAYMENT *
 * CASH() CHECK() *
 * VISA() M/CARD() *
 * DISCOVER() AMEX() *
 * CHARGE # () *
 * INTERNAL # () *

TOTAL LABOR.... 38.55
 TOTAL PARTS.... 11.40
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 2.50
 TOTAL MISC DISC -5.00
 TOTAL TAX..... 2.85

TOTAL INVOICE \$ 50.30

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE

DUPLICATE INVOICE

IN JOCHEM CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

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Toll Free 800-842-4604

Registration No. MV-09267


Goodwrench
Service
Plus

GOT TO GET A
HANDLE ON THIS
ONE 4TH TIME IN
POSS. BUY BACK!
THANKS
DON

MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
MI MI		01CVZ005 12CVZ002	ROTATE TIRES FRONT END ALIGNMENT	MI MI	

ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
182	470 470 99 470 99	W W W W W	46CVZ 14CVZ 60CVZ 13CVZ 14CVZ 13CVZ	INTERIOR TRIM & MLDG AIR/WATER LEAKS ALTERNATE TRANSPORT CAMPAIGN AIR/WATER LEAKS CAMPAIGN

SALESPERSON NO. 410 STEVE BLOOM

SERVICE

STATE REG# 29419671

DATE OUT	VEHICLE ID NO. 1G1AK52F957	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/COBALT 4DR	PRODUCTION DATE 5509	STOCK NO. 5509	LICENSE NO. 118017	R.O. NO. 118017
MILEAGE OUT		CUSTOMER NO. 39218	DELIVERY DATE 12/07/04	DELIVERY MILES 64	SELLING DEALER NO. 08/04/05	R.O. DATE 08/04/05
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	STUART, FL	COLOR ARRIVAL BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 535
SAVE PARTS FOR CUST.		TURBO CVZZ	ARRIVAL DATE 13,522	ADVISOR NO. 182	ADVISOR DONALD HAMILTON	
YES NO	TIME RECEIVED 07:44am	DATE/TIME PROMISED 08/04/05 05:30pm	CUSTOMER SIGNATURE	A standard charge for supplies (nuts, bolts, cleaners, etc.) and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 15% of the total labor charge with a \$10.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies of waste disposal. [a.559.904(4)] The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [a.403.718], and a \$1.30 fee to be collected for each new or remanufactured battery sold in the state [a.403.718]. (SEE BACK FOR FURTHER INFORMATION)		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE					

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

15244528

1. W* 14CVZ AIR/WATER LEAKS
CHECK CUST STATES P/S FRT. FLOOR GETTING WET ADVISE
SEE HISTORY, ALSO CARPET STAINED ADVISE

N/C

2. C* 03CVZ45 SRV PKG B
CHANGE ENGINE OIL, REPLACE OIL FILTER, LUBE CHASSIS, ROTATE
TIRES AND SET TO CORRECT PRESSURE, CHECK AND TOP OFF FLUIDS,
BRAKE INSPECTION, CHECK FOR MAINTENANCE. CHECK FOR LEAKS.

44.95

LOP ROT 4:30
done 5:30
AM

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE	ADDITIONAL PERSON & PHONE WHO MAY AUTHORIZE REPAIRS				
REVISED ESTIMATE	DATE	TIME	CONTRACTED	NAME OF PERSON CONTRACTED	
			AM PM	BY PHONE BY PERSON	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.					METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT
CUST. INITIAL X					
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS					
INSURANCE COMPANY					PHONE NO.
ALL PARTS NEW UNLESS OTHERWISE INDICATED					

118017

P.31

Diag System, install Distector
AS per bulletin Ser Attached
Water test and test Drive.

657

Apr 26 06 02:27p



JOHN JOCHEM CHEVROLET, INC.

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Registration No. MV-09267

CVCS116131



CVCS116131

CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	182	TAG NO. 458	INVOICE DATE 06/14/05	INVOICE NO. CVCS116131
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,131	COLOR ARRIVAL BLU	STOCK # 5509
STUART, FL	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR	DELIVERY DATE 12/07/04	DELIVERY MILES 64		
	VEHICLE I.D. NO. 1G1AK52F957	SELLING DEALER NO.	PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/14/05		
	COMMENTS	MO: 10131			

LABOR & PARTS
J# 1 14CVZ AIR/WATER LEAKS TECH(S):99 WARRANTY
 CHECK CUST STATES STILL HAVING SLIGHT WATER LEAK D/S FLOOR
 AREA, NOT AS BAD AS BEFORE ADVISE
 DOOR WATER SEAL NOT SEALING
 WATER TESTED VEHICLE, R&R D/S DOOR PANEL TO RESEAL WATER
 SHIELD, RETESTED, NO FURTHER WATER LEAK FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 13CVZ CAMPAIGN TECH(S):99 WARRANTY
 ADD-ON AT VISS:RECALL 4100,SOP
 PARTS NOT IN STOCK YET

JOB # 2 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION
 99 MISCELLANEOUS HOUSE MISC TECH VIRTU

TOTALS-----

 * METHOD OF PAYMENT *
 * CASH() CHECK() *
 * VISA() M/CARD() *
 * DISCOVER() AMEX() *
 * CHARGE # () *
 * INTERNAL # () *

 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

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****



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Toll Free 800-842-4604

Registration No. MV-09267



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ002	LUBE OIL & FILTER	MI		01CVZ005	ROTATE TIRES	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/03/05	115740	9467	182	470 99	W	14CVZ 13CVZ	AIR/WATER LEAKS CAMPAIGN
05/13/05	115023	8234	695	470 99	W	13CVZ000 60CVZ	RECALL
04/01/05	113284	5950	133	347 99	C	03CVZ45 03CVZ41	ALTERNATE TRANSPORT SRV PKG B SRV PACKAGE "A"

SALESPERSON NO. 410

STEVE BLOOM

SERVICE

STATE REG# 29419871

DATE OUT	161AK52F957	YEAR/MAKE/MODEL	05/CHEVROLET/COBALT/COBALT 4DR	PRODUCTION DATE	5509	LICENSE NO.	16131
MILEAGE OUT		CUSTOMER NO.	39218	DELIVERY DATE	12/07/04	DELIVERY MILES	64
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	STUART, FL	COLOR	ARRIVAL BLUE/	CONTRACT NO.		EXPIRATION DATE	
SAVE PARTS FOR CUST.		TURBO	CVZZ	EXPIRATION MILES	458	EXPIRATION DATE	
APPOINTMENT	07:37am	ADVISOR NO.	182	ADVISOR	DONALD HAMILTON		
	06/14/05						

Authorize the repair work to be performed on the vehicle described on the back of this card or on the back of the card if the vehicle is a new car or truck.

A standard charge for supplies (tax, parts, labor, etc.) and disposal of hazardous waste (oil, coolant, etc.) will be 15% of the total labor charge with a \$50.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies of waste disposal. [s.529.90(4)].

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.718]. (SEE BACK FOR FURTHER INFORMATION)

ORIGINAL CUSTOMER ESTIMATE: TOTAL

15244529

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE	ADD'L PERSON & PHONE WHO MAY AUTH. REPAIRS
PERMITS ESTIMATE	DATE
TYPE	CONTACTED
AM. P.M.	YES PERSON
NAME OF PERSON CONTACTED	
TACKNOWLEDGE NOTIFICATION AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.	METHOD OF PMT.
	<input type="checkbox"/> CASH
	<input type="checkbox"/> CHECK
	<input type="checkbox"/> CREDIT
CUST. INITIAL X	
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS	
INSURANCE COMPANY	PHONE NO.

ALL PARTS NEW UNLESS OTHERWISE INDICATED 116131



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Registration No. MV-09267

CVCS115023


Goodwrench
Service
Please

CVCS115023

CUSTOMER NO. 39218	ADVISOR DERICK JOCHEM	695	TAG NO. 875	INVOICE DATE 05/13/05	INVOICE NO. CVCS115023
[REDACTED]	LABOR RATE	LICENSE NO.	8,234	ARRIVAL BLU	5509
STUART, FL	YEAR / MAKE / MODEL	05 / CHEVROLET / COBALT / COBALT 4DR		DELIVERY DATE	12/07/04
	VEHICLE I.D. NO.	1 G 1 A K 5 2 F 9 5 7		DELIVERY MILES	64
	F.T.E. NO.	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
				05/13/05	
COMMENTS					MO: 8234

LABOR & PARTS

J# 1 03CVZ45 SRV PKG B TECH(S) 347 527 38.55
 CHANGE ENGINE OIL, REPLACE OIL FILTER, LUBE CHASSIS, ROTATE
 TIRES AND SET TO CORRECT PRESSURE, CHECK AND TOP OFF FLUIDS,
 BRAKE INSPECTION, CHECK FOR MAINTENANCE, CHECK FOR LEAKS,
 MAINTENANCE
 SERVICE PACKAGE B COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	12579143	FILTER 1.836	4.45
JOB # 1 TOTAL PARTS				4.45
JOB # 1 TOTAL LABOR & PARTS				43.00

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1.0		OIL CHANGE SPECIAL 10W30 @ 6.950 /UNIT	6.95
TOTAL - GOG				6.95

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES	2.15
JOB # 1	5VIP	\$5 VIP DISCOUNT	-5.00
TOTAL - MISC			-2.85

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$50.00 (+TAX)

TOTALS	

* METHOD OF PAYMENT *	TOTAL LABOR.... 38.55
* CASH () CHECK () *	TOTAL PARTS.... 4.45
* VISA () M/CARD () *	TOTAL SUBLET.... 0.00
* DISCOVER () AMEX () *	TOTAL G.O.G.... 6.95
* CHARGE # () *	TOTAL MISC CHG.... 2.15
* INTERNAL # () *	TOTAL MISC DISC.... -5.00
*****	TOTAL TAX..... 2.83
THANKS FOR YOUR BUSINESS!!!!	TOTAL INVOICE \$ 49.93

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE

DUPLICATE INVOICE



JOHN JOCHEM CHEVROLET, INC.

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Toll Free 800-842-4604

Registration No. MV-09267



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ002	LUBE OIL & FILTER	MI		01CVZ005	ROTATE TIRES	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/01/05	113284	5950	133	99	C	03CVZ41	SRV PACKAGE "A"
11/22/04	107847	31	363	657	W	36CVZ003	A/C COMPRESSOR NOISE
11/19/04	107817	3	424	657	I	90CVZ	PRE DELIVERY

SALESPERSON NO. 410 STEVE BLOOM

SERVICE

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G1AK52F957	05/CHEVROLET/COBALT/COBALT 4DR		5509		115023
MILEAGE OUT		CUSTOMER NO.	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
		39218	12/07/04	64		05/13/05
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	STUART, FL	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAB NO.
		ARRIVAL BLUE/				875
SAVE PARTS FOR CUST.		TURBO	M/MC	AIR COND.	P.S.	TRANS
<input type="checkbox"/> YES		CVZZ				
<input type="checkbox"/> NO		MILEAGE	ADVISOR NO.	ADVISOR		
		8,234	695	DERICK JOCHEM		
APPOINTMENT	TIME RECEIVED	DATE/TIME PROMISED	LABOR RATE	I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on acknowledgment on above car or truck papers in case of fire, theft or any other emergency.		
<input type="checkbox"/> Yes	12:35pm	05/13/05 05:30pm		A standard charge for supplies (oil, anti-rust, belts, cleaners etc.) and disposal of hazardous waste (oil, coolant, etc.) will be 10% of the total labor charge with a \$10.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. [s.559.904(4)]		
<input type="checkbox"/> No				The State of Florida requires a \$1.00 fee to be collected for each new tire sold in this state [s.405.716], and a \$1.50 fee to be collected for each new or remanufactured battery sold in this state [s.403.7165]. (SEE BACK FOR FURTHER INFORMATION)		

C* 03CVZ45 SRV PKG B
CHANGE ENGINE OIL, REPLACE OIL FILTER, LUBE CHASSIS, ROTATE TIRES AND SET TO CORRECT PRESSURE, CHECK AND TOP OFF FLUIDS, BRAKE INSPECTION, CHECK FOR MAINTENANCE. CHECK FOR LEAKS.

49.85

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNATURE

DATE: 5/13/05

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE ADD'L PERSON & PHONE WHO MAY AUTH. REPAIRS

REVISED ESTIMATE DATE TIME CONTACTED NAME OF PERSON CONTACTED

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

CUST. INITIAL X NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS

INSURANCE COMPANY PHONE NO.

ALL PARTS NEW UNLESS OTHERWISE INDICATED 115023

NOTICE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional authorized charges, by 5% or 10%, whichever is greater, not to exceed \$100. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

MECHANIC'S FINDINGS AND REMARKS		LABOR RECORD	
<p><i>397 1527</i></p> <p><i>B Package</i></p>		ELAPSED TIME	TIME CLOCK

PACKAGE CHARGES: No storage charges will be assessed while the vehicle is in the shop for a period of 3 working days from the date you are advised that the work on your vehicle has been completed. After this period, the daily charge will be \$10.00 per day.

WARRANTY: All work done by this shop is guaranteed for 90 days or 10,000 miles, whichever comes first. This warranty does not cover any damage caused by misuse, neglect, or accidents. The shop is not responsible for any damage to the vehicle while in the shop. The shop is not responsible for any damage to the vehicle while in the shop. The shop is not responsible for any damage to the vehicle while in the shop.

SALES TAX: Sales tax will be added to the total bill. The sales tax rate is 6.5%. The sales tax will be added to the total bill. The sales tax will be added to the total bill. The sales tax will be added to the total bill.

FINANCIAL: We have seen your credit report and we are satisfied with it. We have seen your credit report and we are satisfied with it. We have seen your credit report and we are satisfied with it. We have seen your credit report and we are satisfied with it.

NAME	
ADDRESS	
AMOUNT	
AUTHORIZATION NO.	
DEDUCTIBLE	
PAY YES NO	

MECHANIC'S NAME & NUMBER

APR 26 06 02:30P

P.38



JOHN JOCHEM CHEVROLET, INC.

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STUART, FLORIDA 34994
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 Toll Free 888-842-4604
 Registration No. MV-09267

CVCS127268



CVCS127268

CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	182	TAG NO. 880	DATE 04/26/06	CVCS127268
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE 29,467	COLOR ARRIVAL BLU	STOCK NO. 5509
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR			DELIVERY DATE 12/07/04	DELIVERY MILES 64
	VEHICLE I.D. NO. 1G1AK52F957			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	P.O. DATE 04/20/06
COMMENTS					MO: 29498

LABOR & PARTS
 JOB # 1 40GVZ AUTOMATIC TRANSMISSN TECH(S):657 WARRANTY
 CHECK CUST STATES LAST NIGHT HAD HARD TIME RELEASING KEY,
 CUSTOMER HAD TO RESTART THEN PRESS BRAKE HARD THEN TURN
 OFF VEHICLE THEN RELEASED,BUT STILL DIFFICULT
 SHIFTER KNOB JAMMED
 CHECKED AND REPLACED SHIFTER KNOB

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22706232	HANDLE 4.006		
				FREIGHT 8.47	
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 12GVZ STEERING/SUSPENSION TECH(S):657 WARRANTY
 CHECK CUST STATES FIRST NOTICED POWER STEERING BECAME LOOSE
 THEN DISPLAY STATED CHECK POWER STEERING , THEN AS CUSTOMER
 DROVE STEERING BECAME STIFF , THEN AT TURNING AT LIGHT TO
 LT VEHICLE THEN STALLED ,CUST WENT TO RESTART,CRANKED NO
 START THEN WAS TURNING VEHICLE TO GET OUT OF LANE AND
 FELT STEERING LOCK UP , THEN AS CUSTOMER WAS BEING PUSHED
 THEN STEERING BECAME LOOSE AGAIN, THEN IN PARKING AREA
 WENT TO CRANK VEHICLE ,VEHICLE WOULD CRANK ,NO START, AFTER
 THAT NOTICED GAUGES IRRATIC AT NO START, THEN AFTER APPROX
 4 ATTEMPTS TO START, VEHICLE STARTED ,DISPLAY STILL STATED
 CHECK POWER STEERING,CUST NOTICED THEFT LIGHT AND SERVICE
 ENGINE LIGHT HAD COME ON ADVISE
 UBEC OPEN AT TIMES
 DIAGNOIS AND REPLACED UNDER HOOD ELECTRICAL PANEL ASSY.
 RESET COMPUTER,ROAD TESTED EXTENSIVELY(APPROX. 30MILES)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	15274507	BLOCK 2.483		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 60CVZ ALTERNATE TRANSPORT TECH(S):99 WARRANTY
 NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL

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

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 3	74430		04/20/06	RENTAL/MCHARDY-WARRANTY	
				TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1.0	25001	FREIGHT	@ /UNIT	

CVCS127268

CVCS127268

JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 888-842-4604

Registration No. MV-09267



CUSTOMER NO. 39218	DONALD HAMILTON	182 TAG NO. 880	04/26/06	CVCS127268
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE 29,467	ARRIVAL BLU 5509
	VEHICLE NO. 05/CHEVROLET/COBALT/COBALT 4DR			DELIVERY MILES 64
	VEHICLE ID NO. 1G1AK52F957			SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	04/20/06	MO: 29498
COMMENTS				
TOTAL - GOS 0.00				

TECHNICIAN CERTIFICATION-----
 99 MISCELLANEOUS HOUSE MISC TECH VIRTU

TOTALS-----

*****	TOTAL LABOR....	0.00
* METHOD OF PAYMENT *	TOTAL PARTS....	0.00
* CASH() CHECK() *	TOTAL SUBLET....	0.00
* VISA() M/CARD() *	TOTAL G.O.G....	0.00
* DISCOVER() AMEX() *	TOTAL MISC CHG.	0.00
* CHARGE # () *	TOTAL MISC DISC	0.00
* INTERNAL # () *	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 P. [REDACTED] ET.COM

CUSTOMER SIGNATURE



JOHN JOCHEM CHEVROLET, INC.

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STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 800-842-4604

Registration No. MV-09267



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
11/21/05	121613	20934	182	571 99	W	18CVZ 60CVZ	DRIVEABILITY ALTERNATE TRANSPORT
11/15/05	121439	20875	182	571 470	W	28CVZ004 18CVZ	HORN DRIVEABILITY
10/28/05	120796	20309	182	99 470	W	60CVZ 18CVZ	ALTERNATE TRANSPORT DRIVEABILITY

SALESPERSON NO. 410 STEVE BLOOM

SERVICE

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G1AK52F957	05/CHEVROLET/COBALT/COBALT 4DR		5509		127268
MILEAGE OUT		CUSTOMER NO.	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
		39218	12/07/04	64		04/20/06
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAB NO.
	STUART, FL	ARRIVAL BLUE/				880
		TURBO	M/MC	AIR COND	P.S	TRANS
		CVZZ				
		MILEAGE	ADVISOR NO.	ADVISOR		
		29,467	182	DONALD HAMILTON		
SAME PARTS FOR CUST.		I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto, and any reasonable attorney's fees. Not responsible for articles left in cars in case of fire, theft or any other cause beyond our control.				
YES		CUSTOMER SIGNATURE X				
NO		A standard charge for supplies (rags, nuts, bolts, cleaners etc.) and disposal of hazardous waste (oil, coolant, oil filters etc.) will appear on each repair order when used in the repair. The amount of each charge will be 35% of the total labor charge with a \$10.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (s.559.904(4)). The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185). (SEE BACK FOR FURTHER INFORMATION)				
APPOINTMENT		TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE	
YES		10:01am	04/10/06	05:30pm		
NO						

3. W 60CVZ ALTERNATE TRANSPORT
NEEDS TRANSPORTATION

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE	NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS				
REVERSED ESTIMATE	DATE	TIME	CONTACTED	NAME OF PERSON CONTACTED	
		AM PM	<input type="checkbox"/> BY PHONE <input type="checkbox"/> IN PERSON		
ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.				METHOD OF PMT.	
CUST INITIAL X				<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT	
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS					
INSURANCE COMPANY				PHONE NO.	
ALL PARTS NEW UNLESS OTHERWISE INDICATED					

127268

(CAUSE) Shifter Knob Jammed.

Diag. Replace Shifter Knob
Recheck.

657

WARRANTY PARTS RET.

Date 4/27
Bloch

(CAUSE) UBR open instrument

(D) Diag. Replace UBR based
Fussell Electrical Center
Recheck Vehicle Derrick
Tres Drew 30 miles

657

WARRANTY PARTS RET.

Date 4/27 Init. (M)
NOB



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway
STUART, FLORIDA 34994
 Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
 Toll Free 800-842-4604
 Registration No. MV-09267



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
11/21/05	121613	20934	182	571 99	W	18CVZ 60CVZ	DRIVEABILITY ALTERNATE TRANSPORT
11/15/05	121439	20875	182	571 470	W	28CVZ004 18CVZ	HORN DRIVEABILITY
10/28/05	120796	20309	182	99 470	W	60CVZ 18CVZ	ALTERNATE TRANSPORT DRIVEABILITY

SALESPERSON NO. 410 STEVE BLOOM		STATE REG# 29419671	
DATE OUT	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE
	1G1AK52F957	05/CHEVROLET/CORAL/COBALT 4DR	12/07/04
MILEAGE OUT	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE
	39218		12/07/04
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	COLOR	CONTRACT NO.	DELIVERY MILES
	ARRIVAL BLUE/		64
	TURBO	AIR COND.	EXPIRATION DATE
	CVZZ		
SAVE PARTS FOR CUST.	RESIDENCE PHONE	BUSINESS PHONE	ADVISOR NO.
<input type="checkbox"/> YES			182
<input type="checkbox"/> NO	TIME RECEIVED	DATE/TIME PROMISED	SALESPERSON
	10:01am	04/10/06 05:30pm	DONALD HAMILTON
APPOINTMENT	LABOR RATE	I hereby authorize the repair work to be done on the car or truck herein described on acknowledgment on above car or truck in case of fire, theft or any other cause.	
<input type="checkbox"/> Yes		CUSTOMER SIGNATURE	
<input type="checkbox"/> No		A standard charge for supplies on each repair order when used in the shop and amount of each charge will be 15% of the total labor charges with a \$10.00 maximum. This charge represents costs and profits to the shop for miscellaneous shop supplies or waste disposal. (s.555.004(4))	
JOB		The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.00 fee to be collected for each new or remanufactured battery sold in the state (s.403.718) (SEE BACK FOR FURTHER INFORMATION)	

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1. W 40CVZ AUTOMATIC TRANSMISSION
 CHECK CUST STATES LAST NIGHT HAD HARD TIME RELEASING KEY, CUSTOMER HAD TO RESTART THEN PRESS BRAKE HARD THEN TURN OFF VEHICLE THEN RELEASED, BUT STILL DIFFICULT

2. W 12CVZ STEERING/SUSPENSION
 CHECK CUST STATES FIRST NOTICED POWER STEERING BECAME LOOSE THEN DISPLAY STATED CHECK POWER STEERING, THEN AS CUSTOMER DROVE STEERING BECAME STIFF, THEN AT TURNING AT LIGHT TO LT VEHICLE THEN STALLED, CUST WENT TO RESTART, CRANKED NO START THEN WAS TURNING VEHICLE TO GET OUT OF LANE AND FELT STEERING LOCK UP, THEN AS CUSTOMER WAS BEING PUSHED THEN STEERING BECAME LOOSE AGAIN, THEN IN PARKING AREA WENT TO CRANK VEHICLE, VEHICLE WOULD CRANK, NO START, AFTER THAT NOTICED GAUGES IRRATIC AT NO START, THEN AFTER APPROX 4 ATTEMPTS TO START, VEHICLE STARTED, DISPLAY STILL STATED CHECK POWER STEERING, CUST NOTICED THEFT LIGHT AND SERVICE ENGINE LIGHT HAD COME ON ADVISE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE	ADD L. PERSON & PHONE WHO MAY AUTHORIZE REPAIRS		
REVISED ESTIMATE	DATE	TIME	CONTACTED
		AM PM	BY PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.			METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT
CUST. INITIAL X			
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS			
INSURANCE COMPANY		PHONE NO.	
ALL PARTS NEW UNLESS OTHERWISE INDICATED			

(CONTINUED ON NEXT PAGE) 127268

Voluntary Repurchase

☐ **BBB Case**

Straight

☐

COMPLIANCE DATE _____ **06/24/2006** _____

ADR REQUEST NUMBER _____ **1-406630532** _____

CUSTOMER NAME _____

LAST SIX OF VIN _____ **57** _____

ADR CRM **_Rodney Cross_** **EXT.** _____ **20167** _____

AVM **_Carl Cook_** **PHONE** _____ **404082 8064** _____

DATE ACCEPTANCE RECEIVED _____ **05/24/2006** _____

NUMBER OF DAYS FOR COMPLIANCE _____ **30** _____

TEAM MANAGERS SIGNATURE _____

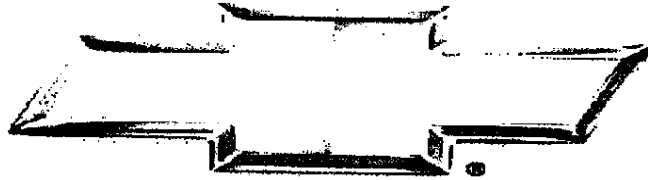
ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

1) Follow BBB Settlement letter of straight repurchase for monies and process

File will be returned without all information above completed.

JOHN JOCHEM



CHEVROLET

Fax Cover Sheet

Send to: G.M. RESOURCE CENTER	From: John Jochem Chevrolet
ATTENTION: HOLIS SIMMONS	Date: 26 April 2006
Fax number: 1-866-440-5941	Fax number: 772-286-9062

ANY QUESTIONS REGARDING THIS FAX PLEASE CALL CASHIER @ 772-287-3232 EXT. 118

Total pages, including cover: 71

Comments:

RE: [REDACTED] 2005 COLBALT

B.B.B. CASE

From Rich Tucker

Fixed Operations Director



JOHN JOCHEM CHEVROLET, INC.

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STUART, FLORIDA 34994
 Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
 Toll Free 888-842-4604
 Registration No. MV-09267

CVIP107817



CVIP107817

CUSTOMER NO. 66		NAME EDUARDO J. RAMOS		424 TAG NO. 4509	INVOICE DATE 11/22/04	INVOICE NO. CVIP107817	
JOHN JOCHEM CHEVROLET, INC 2650 S FEDERAL HIGHWAY PO BOX 436 STUART, FLORIDA 34997		LABOR RATE	LICENSE NO.	MILEAGE	3	ARRIVAL BLU 5509	
		VEHICLE MAKE/MODEL US/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	DELIVERY MILES
		VEHICLE ID NO. 1G1AK52F957				SELLING DEALER NO.	PRODUCTION DATE
		P.T. [REDACTED]				P.O. NO.	R. DATE 11/19/04
RESIDENCE PHONE [REDACTED]		COMMENTS					MO: 3
LABOR & PARTS J# 190CVZ PRE DELIVERY. HOURS: 1.10 TECH(S):657 73.66 PDI COMPLETE							
JOB # 1 TOTAL LABOR & PARTS 73.66							
TOTALS							
CONTROL#	ACCOUNT#	AMOUNT..					
107817	261C	73.66					
			TOTAL LABOR....	73.66			
			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 \$	73.66			

APPROVED BY SIGNATURE



JOHN JOCHEM CHEVROLET, INC.

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Registration No. MV-09267



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

SALESPERSON NO.

P D I

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO. 1G1AK52F957	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/COBALT 4DR	PRODUCTION DATE 5509	STOCK NO.	LICENSE NO.	R.O. NO. 07817
MILEAGE OUT	CUSTOMER NO. 66		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 11/19/04
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	JOHN JOCHEM CHEVROLET, INC. 2650 S FEDERAL HWY PO BOX 436 STUART, FLORIDA 34997		COLOR ARRIVAL BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
SAVE PARTS FOR CUST. <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	RESIDENCE PHONE	BUSINESS PHONE 561-287-3232	TURBO	M/M/C	AIR COND.	P.S.
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	TIME RECEIVED 11:34am	DATE/TIME PROMISED 11/19/04 06:00pm	PRIORITY	TRANS	MILEAGE 3	ADVISOR NO. 424
JOB	LABOR RATE		ADVISOR EDUARDO J. RAMOS			

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto, and any reasonable attorney's fees. Not responsible for articles left in cars in case of fire, theft or any other cause beyond our control.

A standard charge for supplies (rags, mits, bolts, cleaners etc.) and disposal of hazardous waste (oil, coolant, oil filters etc.) will appear on each repair order when used in the repair. The amount of each charge will be 15% of the total labor charge with a \$10.00 maximum. This charge represents costs and profits to the minor repair facility for miscellaneous shop supplies or waste disposal. (a.559.904-4).

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185). (SEE BACK FOR FURTHER INFORMATION)

1. 90CVZ PRE DELIVERY

#657 PDI

73.60
1.1

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:

DATE:

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE (ADD PERSON & PHONE WHO MAY AUTHORIZE REPAIRS)

REVISED ESTIMATE	DATE	TIME	CONTACTED	NAME OF PERSON CONTACTED
		AM PM	<input type="checkbox"/> YES <input type="checkbox"/> NO	

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

METHOD OF PMT.

☐ CASH

☐ CHECK

☐ CREDIT

CUST. INITIAL X

NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS

INSURANCE COMPANY

PHONE NO.

ALL PARTS NEW UNLESS OTHERWISE INDICATED

107817



Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number

Dealer/BAC Code

114125

Stock #

5509

Repair Order #

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. 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:

- ☒ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF RF LR RR

- ☒ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☒ Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- ☒ Verify RPD and RPA options
- ☒ Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before 3 After 8

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

During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- ☒ Engine Performance: Cold start, idle quality
- ☒ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☒ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☒ Steering wheel – center position
- ☒ Steering for leads, pulls, vibration at idle, vibration while driving
- ☒ Wipers, delay and washers (front and rear)
- ☒ Brakes for noise, pulls, vibration or shudder at both high and low speeds

- ☒ Unusual wind noise
- ☒ Unusual noises/vibrations
- ☒ Squeaks and rattles
- ☒ Transfer case or TAPshift function (if equipped)
- ☒ Cruise/adaptive cruise (if equipped)
- ☒ OnStar for connectivity (if equipped)
- ☒ Transmission shifter, clutch, noise, shift smoothness
- ☒ Engine performance: Hot start, idle quality
- ☒ Check for MIL, SES, SVS, and warning lights

Under Hood:

- ☒ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE

12.9

DATE

INITIAL

3.1

- ☒ Remote hood release, latch and hood safety latch
- ☒ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☒ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☒ Fluid levels: Add as required

Body/Chassis:

- ☒ Doors, locks, keys and keyless entry system
- ☒ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☒ Neutral start safety switch (if equipped)
- ☒ Power mirrors (if equipped)
- ☒ Horn
- ☒ Electronic compass/temperature for function. Set compass to correct zone (if equipped)

- ☒ Seat belts: material, operation and latches
- ☒ Child Comfort Guide – elastic cord visible (if equipped)
- ☒ Removable top/panel, convertible top
- ☒ Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- ☒ Trunk safety release (if equipped)
- ☒ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- ☒ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ☒ Brake/fuel lines secured in clips
- ☒ Check all fluid systems for leaks

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)
- ☐ Thorough exterior wash and dry; check for water leaks
- ☐ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☐ Erase all messages on voice recorder (if equipped)
- ☐ 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

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

Barry Lathrop
Technician (Print Name)

Service Manager (Signature)

Date



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway
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 Toll Free 888-842-4604
 Registration No. MV-09267



CUSTOMER NO. 66	ADVISOR GABRIELLE SWEATT	363	TAG NO. 4509	INVOICE DATE 01/05/05	INVOICE NO. CW3107847	
JOHN JOCHEM CHEVROLET, INC 2650 S FEDERAL HIGHWAY PO BOX 436 STUART, FLORIDA 34997	LABOR RATE	LICENSE NO.	MILEAGE 31	COL. 99 ARRIVAL BLU	STOCK NO. 5509	
	YEAR / MAKE / MODEL	05 / CHEVROLET / COBALT / COBALT 4DR			DELIVERY DATE 12/07/04	DELIVERY MILES 64
	VEHICLE ID. NO.	1G1AK52F957			SELLING DEALER NO.	PRODUCTION DATE
	FT. [REDACTED]	P.D. NO.	R.D. DATE 11/22/04			
RESIDENCE PHONE 888-287-3232	COMMENTS					

MO: 31

LABOR & PARTS		J# 1 36CVZ003		A/C COMPRESSOR NOISE HOURS: 1.00 TECH(S):657		66.96
				COMPRESSOR CYCLING OFF AND ON, NOT BLOWING COLD AIR		
				LOOSE AC HOSE AT COMPRESSOR		
				PARTIAL CHARGE AND LEAK CHECK, TIGHTEN LINE, EVAC & RECHARGE		
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	12345922US	SERVICE R134	4.29	4.29	6.01
		JOB # 1 COST TOTAL		4.29		
		JOB # 1 TOTAL PARTS				6.01
		JOB # 1 TOTAL LABOR & PARTS				72.97
		R/O TAX				0.00
		R/O TOTALS				72.97

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	72.97
CLAIM TOTALS	72.97

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.063
 01/05/2005
 1037
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 107847 11/22/2004 1G1AK52F957 3 26302 31 [REDACTED]

CUSTOMER NAME: FIRST: MIDDLE: LAST: JOHN JOCHEM CHEVROLET, INC PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	OK	1		12345922	6.01	2W	D3088	1.0			66.96
LN-TOT:					72.97	TECH SSN: [REDACTED]		AUTH CODE:			AUTH. AUTHOR.:	

R.O. TOTAL: 72.97



JOHN JOCHEM CHEVROLET, INC.

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Registration No. MV-09267

CVCS107847



CVCS107847

CUSTOMER NO. 66	ADVISOR GABRIELLE SWEATT	363	TAG NO. 4509	INVOICE DATE 01/04/05	INVOICE NO. CVCS107847
JOHN JOCHEM CHEVROLET, INC 2650 S FEDERAL HIGHWAY PO BOX 436 STUART, FLORIDA 34997	LABOR RATE	LICENSE NO.	MILEAGE 31	ARRIVAL BLU	STOCK NO. 5509
	YEAR / MAKE / MODEL 05 / CHEVROLET / COBALT / COBALT 4DR			DELIVERY DATE 12/07/04	DELIVERY MILES 64
	VEHICLE ID NO. 1G1AK52F957			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. 53-07-000224-23			P.O. NO.	RECEIPT DATE 12/22/04
RESIDENCE PHONE	BUSINESS PHONE 561-287-3232		COMMENTS		
MO: 31					

LABOR & PARTS
J# 1 36CVZ003
A/C COMPRESSOR NOISE TECH(S):657
COMPRESSOR CYCLING OFF AND ON. NOT BLOWING COLD AIR
LOOSE AC HOSE AT COMPRESSOR
PARTIAL CHARGE AND LEAK CHECK. TIGHTEN LINE. EVAC & RECHARGE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		12345922US	SERVICE R134		0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

TOTALS

*****	TOTAL LABOR....	0.00
* METHOD OF PAYMENT *	TOTAL PARTS....	0.00
* CASH() CHECK() *	TOTAL SUBLET....	0.00
* VISA() M/CARD() *	TOTAL G.O.G....	0.00
* DISCOVER() AMEX() *	TOTAL MISC CHG.	0.00
* CHARGE # () *	TOTAL MISC DISC	0.00
* INTERNAL # () *	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway

STUART, FLORIDA 34994

Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307

Toll Free 800-842-4604

Registration No. MV-09267


Goodwrench
Service
Plus

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
	101817					POI	

SALESPERSON NO.

SERVICE

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	P.O. NO.
	1G1AK52F957	05/CHEVROLET/COBALT/COBALT 4DR		5509		07847
MILEAGE OUT	JOHN JOCHEM CHEVROLET, INC. 2650 S FEDERAL HWY PO BOX 436 STUART, FLORIDA 34997		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
			66			
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	RESIDENCE PHONE		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES
	561-287-3232					
SAVE PARTS FOR CUST.	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	ADVISOR NO.	ADVISOR	TAG NO.
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	09:15am	11/19/04 06:00pm		363	GABRIELLE SWEATT	4509
APPOINTMENT	LABOR RATE		I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto, and any reasonable attorney's fees. Not responsible for articles left in cars in case of fire, theft or any other cause beyond our control.			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			CUSTOMER SIGNATURE X			
A standard charge for supplies (sags, wags, bolts, cleaners etc.) and disposal of hazardous waste (oil, coolant, oil filters etc.) will appear on each repair order when used in the repair. The amount of each charge will be 15% of the total labor charge with a \$10.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies and waste disposal. (S.539.064(4)) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185). (SEE BACK FOR FURTHER INFORMATION)						

J09

1. W 36CVZ003 A/C COMPRESSOR NOISE
COMPRESSOR CYCLING OFF AND ON, NOT BLOWING COLD AIR

D3088
12

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE: _____ ADVISE PERSON & PHONE WHO MAY AUTH. REPAIRS

REVISED ESTIMATE: _____ DATE: _____ TIME: _____ AM _____ PM _____ CONTACTED: _____ NAME OF PERSON CONTACTED: _____

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. METHOD OF PAYMENT: ☐ CASH ☐ CHECK ☐ CREDIT

CUST. INITIAL X _____ NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS

INSURANCE COMPANY: _____ PHONE NO: _____

ALL PARTS NEW UNLESS OTHERWISE INDICATED

107847

TAX ☐ YES ☐ NO

MECHANIC'S NAME & NUMBER

—

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f



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 STUART, FLORIDA 34994
 Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
 Toll Free 888-842-4604
 Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAG NO.	485	INVOICE DATE	10/03/05	INVOICE NO.	CVWS119927
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE		18,452	COLOR	ARRIVAL BLU	STOCK NO.	5509	
	YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES	64	
	VEHICLE ID. NO.						SELLING DEALER NO.	PRODUCTION DATE		
	1 G 1 A K 5 2 F 9 5 7						R.O. DATE	09/29/05		
BUSINESS PHONE		COMMENTS								MO: 18465

LABOR & PARTS
 J# 1 18CVZ DRIVEABILITY HOURS: 1.30 TECH(S):470 89.57
 CHECK CUST STATES SERVICE ENGINE LIGHT COMES ON, VEHICLE
 STALLING AND RUNNING POOR DOMINANTLY IN WET CONDITIONS
 ALSO SEEMS TO EFFECT TRANSMISSION ENGAGEMENT ADVISE
 MULTIPLE CODES IN SYSTEM
 DIAGNOIS, RESET COMPUTER, EXTENSIVELY ROAD TESTED, CALLED
 TAC CASE #8493366, ADVISED CUSTOMER
 JOB # 1 TOTAL LABOR & PARTS 89.57
 R/O TAX 0.00
 R/O TOTALS 89.57

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
89.57	
CLAIM TOTALS	89.57

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMNF.706
 10/03/2005 WARRANTY NEW CLAIM
 1927
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 119927 09/29/2005 1G1AK52F957 3 26302 18452
 CUSTOMER NAME: FIRST: MIDDLE: A
 LAST: PHONE: WORK: HOME:
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOF LHS CHRS NET-AMT. LAB-TOT.
 1 01 WG 97 J9995 .3 1.0 89.57
 LN-TOT: 89.57 TECH SSN: AUTH CODE: E AUTH. AUTHOR.: 0090
 COMMENTS: CUSTOMER STATED CK ENG LT COMES ON, VEH STALLING, RUNNING POORLY IN MOS
 TLY WET CONDITIONS ALSO SEEMS TRANSMISSION ENGAGEMENT AFFECTED. MULTIPLE CODES
 IN SYST. TAC CASE #8493366. DLH FOR DIAG AND CK OUT BEFORE TAC CALL
 R.O. TOTAL: 89.57

electronic Preliminary Repurchase Authorization (ePRA)(**To go from field to field, use the **TAB KEY**)

- 1.Date (mm/dd/yyyy): 05/24/2006
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Stuart, FL
 5.Primary Customer Phone #: [REDACTED] Home
 6.Additional Customer Phone #: [REDACTED] Mobile
 7.Customer fax #: _____
 8. Cust Drivers Licenses # _____
 9. State tax % rate _____

Customer Vehicle Information

- 10.Year/Make/Model: 2005 Chevrolet Cobalt
 11.VIN (17 Digits): 1G1AK52F957 [REDACTED]
 12.Current Mileage: 31,279
 13.Purchased: NEW

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:

- 14.Dealership Name: John Jochem Chevrolet
 15.Dealership Phone #: 727 287-3232
 16.Dealership Contact Name and **TITLE**: Rich Tucker
 17.Dealership Contact Phone # (if different than Dealership #): N/A
 18.Dealership Contact Fax # 727 286-9062
 19.Dealership BAC: 114725 Region: Southeast

20.What **GOODWILL TOOLS** were offered?

- | | |
|--|--|
| <input type="checkbox"/> Component Coverage Letter | <input type="checkbox"/> Miscellaneous Reimbursement |
| <input type="checkbox"/> Maintenance Letter | <input type="checkbox"/> American Express Check |
| <input type="checkbox"/> Owner Loyalty Certificate | <input type="checkbox"/> Other |
| <input type="checkbox"/> GM SmartCare | <input checked="" type="checkbox"/> NOTHING OFFERED |
| <input type="checkbox"/> GMPP | |

21.Was a **TRADE** Repurchase offered? YES22.If this will not be a Trade Repurchase, Please explain Why? customer rejected offer**TAC case number is required and if not available, Please explain why not?**

23.CAC Case Number: 1-40663532 24.TAC Case Number: 8493366

25.If no TAC number, Explain: N/a**26.Reason for Repurchase (Include specific mechanical failure):** on-going concerns with water leaks

27.This case was resolved by: Field Decision working with open case in Tampa ADR

28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? STRAIGHT REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): none noted in conversation with the cust, cust is responsible for any and all damage beyond normal wear and tear**32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:** N/A33.New Vehicle Year/Make/Model: N/A34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 0**35.Usage/Depreciation Amount:**(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: 31,279 /120,000 x"s \$15,560 ='s \$4,055.84

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain:as per original sales docs

39.I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

***NO Rebates are to be applied to the replacement vehicle**

***GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle**

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: _____

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 05/24/2006

42.Authorizer Name: Carl Cook by Hollis Simmons

43.GM Position: AVM BRC ADR CRM

44.VoiceMail Node: 404082 Mailbox Number: 8064

45.Email Address: _____

Save this document using the customers last name plus the last 8 of the VIN as the Filename.

Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com

Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

VIN: 1G1AK52F9 57 [REDACTED]

SELLG SCE: 13 MDL YR: 05 ORD NO: HPCH31

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 26302	00027212593		12/08/04	UDP	2,481.69	
INCTV PAYMENT	13 26302	00027212593		12/08/04	UDP	2,481.69	
INCTV APPLICATN	13 26302	00027212593		12/08/04	UDP	2,481.69	
INCENTIVE MEMO	13 26302	00027212593		12/08/04	FFC	19.98	
INCTV PAYMENT	13 26302	00027212593		12/08/04	FFC	19.98	
INCTV APPLICATN	13 26302	00027212593		12/08/04	FFC	19.98	
INCENTIVE MEMO	13 26302	00027212593		12/08/04	CSE	750.00	
INCTV PAYMENT	13 26302	00027212593		12/08/04	CSE	750.00	
INCTV APPLICATN	13 26302	00027212593		12/08/04	CSE	750.00	
DELIVERY D.O.E.	13 26302			12/07/04		0.00	
DELIVERY TO CUS	13 26302			12/07/04		0.00	
EXPIRATION TRAN	13 26302	10D77226032		11/18/04		0.00	
SETTLEMENT DATE	13 26302	10D77226032		11/17/04		14,575.01	CR
ORIGINAL INVOIC	13 26302	10D77226032		11/09/04		14,575.01	
COV/NVIS DATE	13 26302	10D77226032		11/09/04		0.00	
BAILMENT RELEAS	13 26302	10C04614920	B	11/09/04		14,575.01	CR
CATCH UP LABEL	13 26302			11/09/04		15,315.00	
BAILMENT DATE	13 26302	10D77180593	B	11/05/04		14,575.01	
SHIPMENT DATE	13 26302			11/05/04		0.00	
PRODUCTION (BUI	13 26302			10/26/04		0.00	
PREFERENCE TO P	13 26302			09/01/04		0.00	
GM ORDER ACCEPT	13 26302			08/27/04		0.00	
GM ORDER ACCEPT				08/27/04		0.00	



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Toll Free 800-842-4604

Registration No. MV-09267



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

SALESPERSON NO.

P D I

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G1AK52F957	05/CHEVROLET/COBALT/COBALT 4DR		5509		107817
MILEAGE OUT	CUSTOMER NO.		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
	66					11/19/04
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	JOHN JOCHEM CHEVROLET, INC. 2650 S FEDERAL HIGHWAY PO BOX 436 STUART, FLORIDA 34997		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
			ARRIVAL BLUE/			4509
SAVE PARTS FOR CUST.	RESIDENCE PHONE	BUSINESS PHONE	TURBO	MMC	AIR COND.	P.S.
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		561-287-3232	CVZZ			
APPOINTMENT	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE	I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto, and any reasonable attorney's fees. Not responsible for articles left in car in case of fire, theft or any other cause beyond our control.	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	11:34am	11/19/04 06:00pm			CUSTOMER SIGNATURE X	
A standard charge for supplies (rags, mats, hobs, cleaners etc.) and disposal of hazardous waste (oil, coolant, oil filters etc.) will appear on each repair order when used in the repair. The amount of such charge will be 15% of the total labor charge with a \$10.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. [s.359.90(4)]. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]. (SEE BACK FOR FURTHER INFORMATION)						

1 90CVZ

PRE DELIVERY

#657 PDI

73.600
1.1

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE	ADD'L PERSON & PHONE WHO MAY AUTH. REPAIRS		
REVISED ESTIMATE	DATE	TIME	CONTACTED
		AM PM	NAME OF PERSON CONTACTED
I ACKNOWLEDGE NOTICE AND/ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE			METHOD OF PAYMENT
CUST INITIAL X			<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS			
INSURANCE COMPANY			PHONE NO.
ALL PARTS NEW UNLESS OTHERWISE INDICATED			

107817



JOHN JOCHEM CHEVROLET, INC.

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Toll Free 888-842-4604
Registration No. MV-09267

CVIP107817



CVIP107817

CUSTOMER NO. 66	EDUARDO J. RAMOS	424 TAG NO. 4509	INVOICE DATE 11/22/04	INVOICE NO. CVIP107817
JOHN JOCHEM CHEVROLET, INC 2650 S FEDERAL HIGHWAY PO BOX 436 STUART, FLORIDA 34997	LABOR RATE	LICENSE NO.	MILEAGE 3	ARRIVAL BLU 5509
	YEAR MAKE MODEL 05/CHEVROLET/COBALT/COBALT 4DR			DELIVERY DATE
	VEHICLE I.D. NO. 1G1AK52F957			DELIVERY MILES
	F.T. [REDACTED] P.G. NO.			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE 888-842-4604			COMMENTS
				MO: 3

LABOR & PARTS
JOB # 1 90CVZ PRE DELIVERY HOURS: 1.10 TECH(S):657 73.66
PDI COMPLETE

JOB # 1 TOTAL LABOR & PARTS 73.66

TOTALS

CONTROL# 107817	ACCOUNT# 261C	AMOUNT 73.66	TOTAL LABOR....	73.66
			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 \$	73.66

APPROVED BY SIGNATURE



Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number

Dealer/BAG Code

Stock #

5509

Repair Order #

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. 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:

- ☒ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF RF LR RR

- ☒ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☒ Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- ☒ Verify RPO and RPA options
- ☒ Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before 3 After 8

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

During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- ☒ Engine Performance: Cold start, Idle quality
- ☒ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☒ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☒ Steering wheel - center position
- ☒ Steering for leads, pulls, vibration at idle, vibration while driving
- ☒ Wipers, delay and washers (front and rear)
- ☒ Brakes for noise, pulls, vibration or shudder at both high and low speeds

- ☒ Unusual wind noise
- ☒ Unusual noises/vibrations
- ☒ Squeaks and rattles
- ☒ Transfer case or TAPshift function (if equipped)
- ☒ Cruise/adaptive cruise (if equipped)
- ☒ OnStar for connectivity (if equipped)
- ☒ Transmission shifter, clutch, noise, shift smoothness
- ☒ Engine performance: Hot start, idle quality
- ☒ Check for MIL, SES, SVS, and warning lights

Under Hood:

- ☒ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE

12.9

DATE

INITIAL

32

- ☒ Remote hood release, latch and hood safety latch
- ☒ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☒ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☒ Fluid levels: Add as required

Body/Chassis:

- ☒ Doors, locks, keys and keyless entry system
- ☒ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☒ Neutral start safety switch (if equipped)
- ☒ Power mirrors (if equipped)
- ☒ Horn
- ☒ Electronic compass/temperature for function. Set compass to correct zone (if equipped)

- ☒ Seat belts: material, operation and latches
- ☒ Child Comfort Guide - elastic cord visible (if equipped)
- ☒ Removable top/panel, convertible top
- ☒ Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- ☒ Trunk safety release (if equipped)
- ☒ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- ☒ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ☒ Brake/fuel lines secured in clips
- ☒ Check all fluid systems for leaks

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)
- ☐ Thorough exterior wash and dry; check for water leaks
- ☐ Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☐ Erase all messages on voice recorder (if equipped)
- ☐ 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

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

Barry Lathrop

Technician (Print Name)

Service Manager (Signature)

Date



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Toll Free 888-842-4604
Registration No. MV-09267



CUSTOMER NO. 66	ADVISOR GABRIELLE SWEATT 363	TAG NO. 4509	ARRIVAL DATE 01/05/05	INVOICE NO. CWS107847
JOHN JOCHEM CHEVROLET, INC 2650 S FEDERAL HIGHWAY PO BOX 436 STUART, FLORIDA 34997	LABOR RATE	LICENSE NO.	MILEAGE 31	COLOR ARRIVAL BLU
	YEAR/MAKE/MODEL US/CHEVROLET/COBALT/COBALT 4DR	DELIVERY DATE 12/07/04	DELIVERY MILES 64	
	VEHICLE I.D. NO. 1G1AK52F957	SELLING DEALER NO.	PRODUCTION DATE	
		P.O. NO.	11/22/04	
RESIDENCE PHONE 561-287-3232	COMMENTS			MO: 31

LABOR & PARTS
J# 1 36CVZ003 A/C COMPRESSOR NOISE HOURS: 1.00 TECH(S):657 66.96
COMPRESSOR CYCLING OFF AND ON, NOT BLOWING COLD AIR
LOOSE AC HOSE AT COMPRESSOR
PARTIAL CHARGE AND LEAK CHECK, TIGHTEN LINE, EVAC & RECHARGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	12345922US	SERVICE R134	4.29	4.29	6.01
JOB # 1 COST TOTAL				4.29		
JOB # 1 TOTAL PARTS						6.01
JOB # 1 TOTAL LABOR & PARTS						72.97
R/O TAX						0.00
R/O TOTALS						72.97

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL....
72.97
CLAIM TOTALS 72.97

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.063
01/05/2005 WARRANTY NEW CLAIM
1037
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
107847 11/22/2004 1G1AK52F957 3 26302 31
CUSTOMER NAME: FIRST: MIDDLE:
LAST: JOHN JOCHEM CHEVROLET, INC PHONE:WORK: 561-287-3232 HOME:
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
1 01 OK 1 12345922 6.01 2W D3089 1.0 66.96
LN-TOT: 72.97 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
R.O. TOTAL: 72.97



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway
STUART, FLORIDA 34994
 Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
 Toll Free 888-842-4604
 Registration No. MV-09267

CVCS107847



CVCS107847

CUSTOMER NO. 66	ADVISEE GABRIELLE SWEATT	363 TAG NO. 4509	INVOICE DATE 01/04/05	INVOICE NO. CVCS107847
JOHN JOCHEM CHEVROLET, INC 2650 S FEDERAL HWY PO BOX 436 STUART, FLORIDA 34997	LABOR RATE	LICENSE NO.	MILEAGE 31	ARRIVAL BLU 9309
	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/COBALT 4DR			DELIVERY DATE 12/07/04
	VEHICLE I.D. NO. 1G1AK52F957			DELIVERY MILES 64
	F.T. EX. NO. 53-07-000224-23			SELLING DEALER NO.
RESIDENCE PHONE	BUSINESS PHONE 501-287-3232	COMMENTS		
				MO: 31

LABOR & PARTS
 JOB # 1 36CVZ003 A/C COMPRESSOR NOISE TECH(S):657 WARRANTY
 COMPRESSOR CYCLING OFF AND ON, NOT BLOWING COLD AIR
 LOOSE AC HOSE AT COMPRESSOR
 PARTIAL CHARGE AND LEAK CHECK, TIGHTEN LINE, EVAC & RECHARGE

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	WARRANTY
JOB # 1	1	12345922US	SERVICE R134		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
* METHOD OF PAYMENT *	TOTAL PARTS....	0.00
* ----- *	TOTAL SUBLET....	0.00
* CASH () CHECK () *	TOTAL G.O.G....	0.00
* VISA () M/CARD () *	TOTAL MISC CHG.	0.00
* DISCOVER () AMEX () *	TOTAL MISC DISC	0.00
* CHARGE # () *	TOTAL TAX.....	0.00
* INTERNAL # () *		
*****	TOTAL INVOICE \$	0.00

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
 LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE

CAUSE

[illegible]

CANCELLATION OF REPAIR: In the event a customer elects not to have repair work, the vehicle shall be reassembled to a condition reasonably similar to when received. Defect and damage to the reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed or teardown and the cost to reassemble the vehicle.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTER-MARKET 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.

CO. NAME _____
ADJUSTER _____
AMOUNT _____
AUTHORIZATION NO. _____
DEDUCTIBLE _____
TAX ☐ YES ☐ NO

MECHANIC'S NAME & NUMBER		LABOR RECORD	
MECHANIC'S NAME & NUMBER		ELAPSED TIME	TIME CLOCK
LEAK at compressor.			
MECHANIC'S NAME & NUMBER			
Partial charge and leak check system, found loose A/C hose at compressor, tighten line, Rvac and Recharge, Recheck Leak, OK			OFF
MECHANIC'S NAME & NUMBER			ON
			OFF
			ON
			OFF
			ON
MECHANIC'S NAME & NUMBER			
			OFF
			ON
			OFF
			ON
MECHANIC'S NAME & NUMBER			
			OFF
			ON
			OFF
			ON
MECHANIC'S NAME & NUMBER			
			OFF
			ON
			OFF
			ON



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Registration No. MV-09267



CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	TAG NO. 182	INVOICE DATE 10/03/05	INVOICE NO. CVWS119927
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE 18,452	COLOR ARRIVAL BLU
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR			STOCK NO. 5509
	VEHICLE I.D. NO. 1G1AK52F957			DELIVERY DATE 12/07/04
	F.T.E. NO.			DELIVERY MILES 64
BUSINESS PHONE	COMMENTS			SELLING DEALER NO.
				PRODUCTION DATE
				R.O. DATE 09/29/05
				MO: 18465

LABOR & PARTS

J# 1'18CVZ DRIVEABILITY HOURS: 1.30 TECH(S):470 89.57
 CHECK CUST STATES SERVICE ENGINE LIGHT COMES ON, VEHICLE
 STALLING AND RUNNING POOR DOMINANTLY IN WET CONDITIONS
 ALSO SEEMS TO EFFECT TRANSMISSION ENGAGEMENT ADVISE
 MULTIPLE CODES IN SYSTEM
 DIAGNOIS, RESET COMPUTER, EXTENSIVELY ROAD TESTED, CALLED
 TAC CASE #8493366, ADVISED CUSTOMER
 JOB # 1 TOTAL LABOR & PARTS 89.57
 R/O TAX 0.00
 R/O TOTALS 89.57

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL
 89.57
 CLAIM TOTALS 89.57

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GNGMMF.706
 10/03/2005 WARRANTY NEW CLAIM
 1927
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 119927 09/29/2005 1G1AK52F957 3 26302 18452
 CUSTOMER NAME FIRST: MIDDLE: A
 LAST: PHONE: WORK: HOME:
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
 1 01 WG 89.57 07 J9995 .3 1.0 89.57
 LN-TOT: 89.57 TECH SSN: AUTH CODE: E AUTH. AUTHOR.: 0090
 COMMENTS: CUSTOMER STATED CK ENG LT COMES ON, VEH STALLING, RUNNING POORLY IN MOS
 TLY WET CONDITIONS, ALSO SEEMS TRANSMISSION ENGAGEMENT AFFECTED. MULTIPLE CODES
 IN SYST. TAC CASE #8493366. OLN FOR DIAG AND CK OUT BEFORE TAC CALL

R.O. TOTAL: 89.57



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Registration No. MV-09267

CVCS119927



CVCS119927

CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	TAG NO. 182	INVOICE DATE 09/29/05	INVOICE NO. CVCS119927
STUART, FL	LABOR RATE	LICENSE NO.	MILEAGE 18,452	COLOR ARRIVAL BLU
	YEAR / MAKE / MODEL 05 / CHEVROLET / COBALT / COBALT 4DR	DELIVERY DATE 12/07/04		STOCK NO. 5509
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 9 5 7	SELLING DEALER NO.		DELIVERY MILES 64
	P.T.E. NO.	P.D. NO.	P.O. DATE 09/29/05	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			
MO: 18465				

LABOR & PARTS
J# 1 18CVZ **DRIVEABILITY** **TECH(S):470** **WARRANTY**
 CHECK CUST STATES SERVICE ENGINE LIGHT COMES ON VEHICLE
 STALLING AND RUNNING POOR DOMINANTLY IN WET CONDITIONS
 ALSO SEEMS TO EFFECT TRANSMISSION ENGAGEMENT ADVISE
 MULTIPLE CODES IN SYSTEM
 DIAGNOIS, RESET COMPUTER, EXTENSIVELY ROAD TESTED, CALLED
 TAC CASE #8493366, ADVISED CUSTOMER

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 10CVZ **TIRE + WHEEL** **TECH(S):99**
 ADVISE ON TIRE LIFE AND CONDITION
 TIRES P&L \$91.15 EA. MOUNTED AND BALANCED

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
TECHNICIAN CERTIFICATION
 99 MISCELLANEOUS HOUSE MISC TECH VIRTU

TOTALS

*****	TOTAL LABOR....	0.00
* METHOD OF PAYMENT *	TOTAL PARTS....	0.00
* ***** *	TOTAL SUBLET....	0.00
* CASH() CHECK() *	TOTAL G.O.G....	0.00
* VISA() M/CARD() *	TOTAL MISC CHG....	0.00
* DISCOVER() AMEX() *	TOTAL MISC DISC....	0.00
* CHARGE # () *	TOTAL TAX.....	0.00
* INTERNAL # () *		
*****	TOTAL INVOICE \$	0.00

THANKS FOR YOUR BUSINESS!!!!

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 WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
 PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE



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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ002 01CVZ006	LUBE, OIL & FILTER *ROTATE AND BALANCE	MI MI		01CVZ005 12CVZ002	ROTATE TIRES FRONT END ALIGNMENT	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/09/05	119310	16484	182	99	W	14CVZ	AIR/WATER LEAKS
08/04/05	118017	13522	182	657	I	14CVZ	AIR/WATER LEAKS
				571	C	03CVZ45	SRV PKG B
06/28/05	116696	10950	182	470	W	46CVZ	INTERIOR TRIM & MLDG
				470	W	14CVZ	AIR/WATER LEAKS
				99	W	60CVZ	ALTERNATE TRANSPORT

SALESPERSON NO. 410 STEVE BLOOM

SERVICE

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G1AK52F957	05/CHEVROLET/COBALT/COBALT 4DR		5509		19927
MILEAGE OUT	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
	39218		12/07/04	64		09/29/05
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
	ARRIVAL BLUE/				485	
SAVE PARTS FOR CUST.	TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE
<input type="checkbox"/> YES <input type="checkbox"/> NO	CVZZ					18,452
TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	LABOR RATE	ADVISOR NO.	ADVISOR	
07:26am	09/29/05 04:24pm	4		182	DONALD HAMILTON	

I hereby authorize the repair work to be done on this vehicle with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on the acknowledged on above car or truck cars in case of fire, theft or any other.

A standard charge for supplies (rags, nuts, bolts, cleaners etc.) and disposal of hazardous waste (oil, coolant, oil filters etc.) will appear on each repair order when used in the repair. The amount of each charge will be 15% of the total labor charge with a \$10.00 maximum. This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies of waste disposal. (s.559.38(4)).

The State of Florida requires a \$1.00 fee to be collected for each new (or sold in the state (s.403.718)), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7183). (SEE BACK FOR FURTHER INFORMATION)

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: DATE:

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRELIMINARY ESTIMATE	ADULT PERSON'S PHONE WHO MAY AUTH. REPAIRS
REVISED ESTIMATE	DATE
TIME	CONTACTED
AM	PM
PHONE	PERSON
NAME OF PERSON CONTACTED	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.	
METHOD OF PAYMENT:	
<input type="checkbox"/> CASH	
<input type="checkbox"/> CHECK	
<input type="checkbox"/> CREDIT	
CUST. INITIAL: X	
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS	
INSURANCE COMPANY	PHONE NO.
ALL PARTS NEW UNLESS OTHERWISE INDICATED	
119927	

Case # 8493366
name # Lebaron, Bill

U2107 U2105
U2100
U2103

① per vehicle has multiple data codes
Call TAC. check powers & grounds
G 201-203 G 101-
Road test 20 miles ~~2009-05-11-14 IN~~
Cannot duplicate problem

X ~~2009-05-11-14 IN~~
NPF 1.3
Ecode for 10 Lit
For Diag

19-30-2005 P03:47

19-30-2005 P02:32

CD 1000
1000000
1000000



JOHN JOCHEM CHEVROLET, INC.

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Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAG NO.	936	INVOICE DATE	11/04/05	INVOICE NO.	CW5120796
STUART, FL		LABOR RATE	LICENSE NO.		MILEAGE		20,309	COLOR	ARRIVAL BLU	5509
		YEAR / MAKE / MODEL						DELIVERY DATE		DELIVERY MILES
		05/CHEVROLET/COBALT/COBALT 4DR						12/07/04		64
		VEHICLE I.D. NO.						SELLING DEALER NO.		PRODUCTION DATE
		1G1AK52F957								
		R.T.E. NO.		R.O. NO.		R.O. DATE		10/28/05		
BUSINESS PHONE		COMMENTS								
		MO: 20313								

DCS AUDIT SLIP

DCS DATA FILE: GNGMF.030
 11/04/2005
 1259
 WARRANTY NEW CLAIM
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 120796 10/28/2005 1G1AK52F957 3 26302 20309
 CUSTOMER NAME: FIRST: MIDDLE: A
 LAST: PHONE:WORK: HOME:
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
 1 01 WG 3 24229135 441.20 P0742 K6560 6.2 427.18
 LN-TOT: 868.38 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
 MEMO PART NUMBERS: 24216017 24216019
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
 2 02 MJ 98 227.00 227.00
 LN-TOT: 227.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
 COMMENTS: VIN 1GNEC13V46R CUSTOMER DROPPED VEHICLE THAT WASNT DRIVEABLE
 ON FRIDAY AFTERNOON. WAS DIAGNOSED MONDAY, PART ORDERED, ARRIVED LATE TUESDAY.
 CUSTOMER PICKED UP ON THURSDAY
 COMMENT ROUTING CODE: H

R.O. TOTAL: 1095.38



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Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAB NO.	936	INVOICE DATE	11/04/05	INVOICE NO.	CVWS120796
		LABOR RATE			MILEAGE	20,309	CLIP	ARRIVAL BLU	STOCK NO.	5509
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 9 5 7				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	10/28/05		
		BUSINESS PHONE	COMMENTS						MO:	20313

LABOR & PARTS
 J# 1 18CVZ DRIVEABILITY HOURS: 6.20 TECH(S):470 527 427.18
 CHECK CUST STATES SERVICE ENGINE LIGHT STAYS ON, CUST FEELS
 TRANS SHIFTING HARSE ALSO SEEMS TO WANT TO STALL WHEN
 STOPPING ADVISE
 CODES IN SYSTEM VALVE BODY STICKING
 ALIGNMENT DISTORTED FROM CRADLE REMOVAL
 COMPUTER CHECKED, DIAGNOSIS, REPLACED VALVE BODY PER
 DDC #1660842, REFILLED SYST, RESET TOE TO SPECS

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	24229135	BODY 4.265	360.51	360.51	484.71
JOB # 1	-1	24229135	CORE RETURN	50.00	-50.00	-50.00
JOB # 1	1	24216017	GASKET 4.265	2.51	2.51	3.51
JOB # 1	1	24216019	GASKET 4.265	2.13	2.13	2.98
JOB # 1 COST TOTAL				315.15		
JOB # 1 TOTAL PARTS						441.20
JOB # 1 TOTAL LABOR & PARTS						868.38

J# 2 60CVZ ALTERNATE TRANSPORT HOURS: TECH(S):99
 NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	
JOB # 2	69609	474769	11/03/05	RENTAL/MCCARDY-WARR		227.00
TOTAL - SUBLET						227.00

TECHNICIAN CERTIFICATION-----

99	MISCELLANEOUS HOUSE	MISC TECH VIRTU
		R/O TAX 0.00
		R/O TOTALS 1095.38

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL
	1095.38
CLAIM TOTALS	1095.38

APPROVED BY SIGNATURE

CVCS120796



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 Toll Free 888-842-4604
 Registration No. MV-09267

CVCS120796



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAG NO.	936	INVOICE DATE	11/05/05	INVOICE NO.	CVCS120796
		LABOR RATE		LICENSE NO.		20,309	COLOR	ARRIVAL BLU	5509	
STUART, FL		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 9 5 7				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.Q. NO.			10/28/05	REPRINT#	1	
	BUSINESS PHONE	COMMENTS								MO: 20313

LABOR & PARTS
 J# 1 18CVZ DRIVEABILITY TECH(S):470 527 WARRANTY
 CHECK CUST STATES SERVICE ENGINE LIGHT STAYS ON, CUST FEELS
 TRANS SHIFTING HARSE ALSO SEEMS TO WANT TO STALL WHEN
 STOPPING ADVISE
 CODES IN SYSTEM VALVE BODY STICKING
 ALIGNMENT DISTORTED FROM CRADLE REMOVAL
 COMPUTER CHECKED, DIAGNOSIS, REPLACED VALVE BODY PER
 DOC#1660842, REFILLED SYSTEM
 ALIGNED FRT. END TO SPECS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		24229135	BODY 4.265		WARRANTY
JOB # 1	-1		24229135	CORE RETURN		WARRANTY
JOB # 1	1		24216017	GASKET 4.265		WARRANTY
JOB # 1	1		24216019	GASKET 4.265		WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

J# 2 60CVZ ALTERNATE TRANSPORT TECH(S):99 WARRANTY
 NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL

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

SUBLET PO# VEND INV# INV DATE DESCRIPTION WARRANTY
 JOB # 2 69609 11/03/05 RENTAL/MCCARDY-WARR
 TOTAL - SUBLET 0.00

TECHNICIAN CERTIFICATION
 99 MISCELLANEOUS HOUSE MISC TECH VIRTU

CVCS120796



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CVCS120796



CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON 182	TRG NO. 936	INVOICE DATE 11/03/05	INVOICE NO. CVCS120796
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 20,309	COLOR ARRIVAL BLU
STUART, FL	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR	DELIVERY DATE 12/07/04	DELIVERY MILES 64	
	VEHICLE ID NO. 1G1AK52F957	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	DATE 10/28/05	REPRINT# 1
	BUSINESS PHONE	COMMENTS	MO: 20313	

TOTALS

* METHOD OF PAYMENT *
* CASH() CHECK() *
* VISA() M/CARD() *
* DISCOVER() AMEX() *
* CHARGE # () *
* INTERNAL # () *

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

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE



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Toll Free 800-842-4604

Registration No. MV-09267



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ002 01CVZ006	LUBE, OIL & FILTER *ROTATE AND BALANCE	MI MI		01CVZ005 12CVZ002	ROTATE TIRES FRONT END ALIGNMENT	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADV. SOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/29/05	119927	18452	182	470	W	18CVZ	DRIVEABILITY
09/09/05	119310	16484	182	99	C	10CVZ	TIRE + WHEEL
08/04/05	118017	13522	182	99	W	18CVZ	AIR/WATER LEAKS
				657	I	18CVZ	AIR/WATER LEAKS
				571	C	03CVZ45	SRV PKG B
06/28/05	116696	10950	182	470	W	16CVZ	INTERIOR TRIM & MLDG

SALESPERSON NO. 410 STEVE BLOOM

S E R V I C E

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G1AK52F957	05/CHEVROLET/COBALT/COBALT 4DR		5509		120796
MILEAGE OUT		CUSTOMER NO.	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
		39218	12/07/04	64		10/28/05
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	STUART, FL	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		ARRIVAL BLUE/				936
SAVE PARTS FOR CUST.	RESIDENCE PHONE	BUSINESS PHONE	TURBO	TRANS	MILEAGE	ADVISOR NO.
<input type="checkbox"/> YES			CVZZ		20,309	182
<input type="checkbox"/> NO	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	ADVISOR	ADVISOR	
	01:06pm	10/31/05 01:18pm	4		DONALD HAMILTON	
APPOINTMENT	I hereby authorize the repair work on the car or truck herein described and acknowledge on above car or truck in case of loss, theft or any other damage to the car or truck, the customer is responsible for the replacement of the car or truck. A standard charge for supplies on each repair order when used by the repair shop. The amount of such charge will be \$1.00 per hour. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718). (SEE BACK FOR FURTHER INFORMATION)					
<input type="checkbox"/> Yes						
<input checked="" type="checkbox"/> No						

ORIGINAL CUSTOMER ESTIMATE: TOTAL

W* 18CVZ DRIVEABILITY
CHECK CUST STATES SERVICE ENGINE LIGHT STAYS ON, CUST FEELS
TRANS SHIFTING HARSE ALSO SEEMS TO WANT TO STALL WHEN
STOPPING ADVISE

W 60CVZ ALTERNATE TRANSPORT
NEEDS TRANSPORTATION

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1/2 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

PRIORITARY ESTIMATE	ADD. PERSON & PHONE WHO MAY AUTH. REPAIRS		
REVISED ESTIMATE	DATE	TIME	CONTACTED
			BY PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>
NAME OF PERSON CONTACTED			METHOD OF PYMT.
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.			<input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CREDIT
CUST. INITIAL <input checked="" type="checkbox"/>			
NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS			
INSURANCE COMPANY			PHONE NO.

ALL PARTS NEW UNLESS OTHERWISE INDICATED

120796

B1025 ^{PRK}
 U2105
 U2100

U0101

U2107

P0742

P0700

stuck on

P0742

Document 1660842

- ① Inspect valve body per ⁴⁷⁰↑
 Replace valve body

527 Alignment 527 - necessary to align

WARRANTY PARTS RET.

Date 11/3/05 Init. RP
Valve Body

CORE

IN 03:51PM 11/03/05
OUT 01:26PM 10/28/05
24-HOUR DAY

ENTERPRISE LEASING COMPANY, A FLORIDA CORPORATION
1991 SOUTH U.S. HWY. #1 772-287-7260
STUART FL 34994-3916 4119
RENTAL TYPE D SOURCE CH4119 - 999

RENTAL AGREEMENT
D474769
PAGE 1 OF 1

UNIT 1
UNIT #
LIC#
MODEL TAHO
COLOR LT BEIG
IN 2570
OUT 2568
V# 1QNEC13V46R
UNIT 2
UNIT # FLT690
LIC#
MODEL IMPA
COLOR ICE BLUE
IN 8226
OUT 7772
V# 2G1WF52E759

RENTER
PT ST LOUIS FL
LOCAL:
(H)
DR. LICENSE
STATE FL EXPIRE 7/23/11
DOB HT WT
EYES HAIR
S.S.#
EMPLOYER

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE

5 DAYS @ 37.00 185.00
SPECIAL @ 42.00 42.00

BILL TO Y CUST # 700848
JOHN JOCHEM CHEVROLET, INC.
ATTN: DON**
2650 SOUTH U S HIGHWAY #1
STUART FL
772-287-3232 34995

VLF REC 2.34

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES NO X

69609
INSURED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 229.34

LOSS DATE
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD. BY TYPE DATE AUTH
20.00 CASH SALE 10/28/05
20.00-CASH REFD 11/03/05

DEPOSITS 20.00
REFUND 20.00-

TYPE CAR
COBOLT

VLF 2.34

SHOP JOHN JOCHEM
PHONE 772-287-3232
NAME

BILL TO CUST 700848 227.00

CLOSED TICKET PAYMENT INFO

OPENED BY #239BS AMANDA WINTERS
CLOSED BY #239BS AMANDA WINTERS

[illegible]

6201 6203

< Back

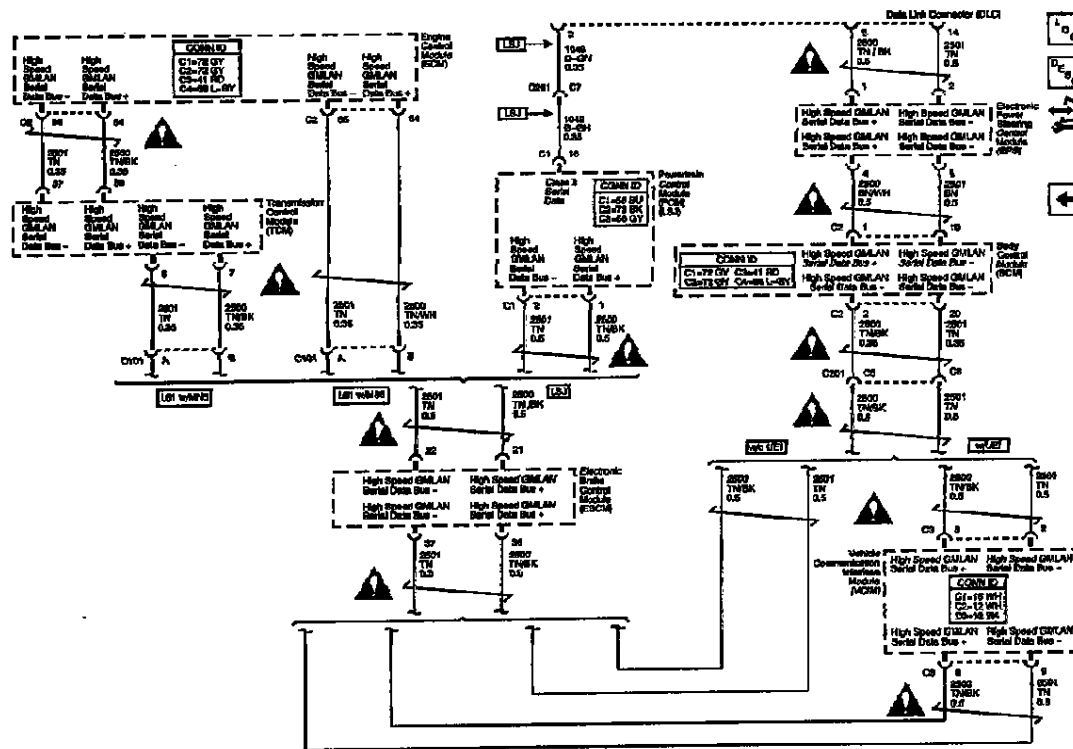
Forward >

Document ID# 1491952
2005 Chevrolet Cobalt

Feedback

Print

FIGURE DLC High Speed, Serial Data, and Class 2(c)



< Back

Forward >

Document ID# 1491952
2005 Chevrolet Cobalt

Feedback

Print

Customer mchardy

Vehicle Ident no.

Repair order no.
120796Technician
*gsl*Date
10/31/05

License plate no.

First reg. date

Model

Chevrolet : Cobalt : with 15", 16" Wheel : 2005

Odometer reading: km/miles
20308

Complaints or reason for alignment check

			Before	Target Data		Actual
Rear axle	Camber	left	-0.6°	-0.8°	+/-0.8°	-0.6°
		right	-0.5°			-0.6°
		cross	-0.1°	0.0°	0.0°	
	Toe	left	0.03°	0.13°	+/-0.15°	0.03°
		right	0.04°			0.04°
		total	0.06°	0.25°	+/-0.30°	0.06°
Geometrical driving axis			-0.01°	0.00°	+/-0.30°	0.00°
Front axle	Camber	left	-0.9°	-1.0°	+/-0.8°	-0.9°
		right	-1.2°			-1.3°
		cross	0.3°	0.0°	+/-0.8°	0.4°
	Caster	left	2.8°	3.0°	+/-0.8°	2.8°
		right	2.2°			2.2°
		cross	0.6°	0.0°	+/-0.8°	0.6°
	SAI	left				
		right				
		cross		0.0°		
	Track differential angle	left				
		right				
	Toe	left	-0.09°	0.10°	+/-0.10°	0.09°
		right	-0.11°			0.11°
		total	-0.20°	0.20°	+/-0.20°	0.20°
Setback				0.00°		
Max steering lock	left steer	left				
		right				
	right steer	left				
		right				



JOHN JOCHEM CHEVROLET, INC.

2650 South Federal Highway
STUART, FLORIDA 34994
Stuart 287-3232 • Ft. Pierce 878-8342 • WPB 746-8307
Toll Free 888-842-4604
Registration No. MV-09267



CUSTOMER NO.	39218	ADVISOR	DONALD HAMILTON	182	TAG NO.	1758	INVOICE DATE	01/01/06	INVOICE NO.	CVWS121613
		LABOR RATE			MILEAGE	20,934	COLOR	ARRIVAL BLU	STOCK NO.	5509
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT 4DR				DELIVERY DATE	12/07/04	DELIVERY MILES	64
STUART, FL		VEHICLE I.D. NO.	1 G 1 A K 5 2 F 9 5 7				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			R.O. NO.		R.O. DATE	11/21/05		
		COMMENTS								MO: 20958

LABOR & PARTS
J# 1 18CVZ DRIVEABILITY HOURS: 3.30 TECH(S):571 227.37
CHECK CUST STATES AT TIMES VEHICLE STARTS TO RUN ROUGH TYPE
OF SURGING THEN VEHICLE WILL STALL SEEMS AT LOWER SPEEDS.AT
RESTART IT WILL TAKE AWHILE BEFORE IT WILL RESTART ,DOES
CRANK FINE,THEW OTHER TIMES VEHICLE PERFORMS FINE,AT
TIMES DOES HAVE LIGHTS FLASH ON DASH ADVISE
CODE U2100,REACCURRING OFTEN INTERNAL FAULT
DIAGNOIS AND REPLACED BCM AND PROGRAMMED

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----U/COST--E/COST--U/PRICE	
JOB # 1 1 15247502 BCM 2.560	158.00 158.00 221.20
JOB # 1 COST TOTAL	158.00
JOB # 1 TOTAL PARTS	221.20
JOB # 1 TOTAL LABOR & PARTS	448.57

J# 2+60CVZ ALTERNATE TRANSPORT HOURS: TECH(S):99
NEEDS TRANSPORTATION
CUSTOMER SATISFACTION
PROVIDE RENTAL

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+28CVZ004 HORN HOURS: 0.60 TECH(S):571 41.34
CUSTOMER STATED VEHICLE HORN ONLY WORKS INTERMITTENTLY
RELAY OPEN IN UBEC
DIAGNOIS AND REPLACED UBEC UNDER HOOD ELECTRICAL CENTER

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----U/COST--E/COST--U/PRICE	
JOB # 3 1 15274507 BLOCK 2.483	148.39 148.39 207.75
JOB # 3 1 15842334 COVER 2.187	3.70 3.70 5.18
JOB # 3 COST TOTAL	152.09
JOB # 3 TOTAL PARTS	212.93
JOB # 3 TOTAL LABOR & PARTS	254.27

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 2 70242 11/21/05 LOANER/MCHARDY WARRANTY

TOTAL - SUBLET	0.00
	0.00

TECHNICIAN CERTIFICATION-----
99 MISCELLANEOUS HOUSE MISC TECH VIRTU

R/O TAX	0.00
R/O TOTALS	702.84

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	702.84
CLAIM TOTALS	702.84

APPROVED BY SIGNATURE



JOHN JOCHEM CHEVROLET, INC.

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Registration No. MV-09267



CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	TAG NO. 182 1758	INVOICE DATE 01/01/06	SALE NO. CVWS121613
STUART, FL	LABOR RATE	LICENSE NO.	ARRIVAL BLU	STOCK NO. 5509
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR		DELIVERY DATE 12/07/04	DELIVERY MILES 64
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 9 5 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE 11/21/05	
COMMENTS				MO: 20958

DCS AUDIT SLIP

DCS DATA FILE: GNGMF.626
01/01/2006 WARRANTY NEW CLAIM
1314
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
121613 11/21/2005 1G1AK52F957 3 26302 20934
CUSTOMER NAME: FIRST: MIDDLE: A
LAST: PHONE: WORK: HOME:
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHS CHRS NET-AMT. LAB-TOT.
1 01 OL 1 15247502 221 20 65 N4800 1.3 2.0 227.37
LN-TOT: 448.57 TECH SSN: AUTH CODE: E B AUTH. AUTHOR.: 0090
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHS CHRS NET-AMT. LAB-TOT.
2 03 OL 2 15274507 212 93 65 N1810 .6 41.34
LN-TOT: 254.27 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
MEMO PART NUMBERS: 15842334

R.O. TOTAL: 702.84

8 Paul
13 with overlap pump replace
on R0# 121439 11/15/05
2 20875 miles

CVCS121613



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CVCS121613



CUSTOMER NO 39218	ADVISOR DONALD HAMILTON	TAG NO 182	INVOICE DATE 12/01/05	INVOICE NO CVCS121613
STUART, FL	LABOR RATE	LICENSE NO.	ARRIVAL BLU	STOCK NO 5509
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR		DELIVERY DATE 12/07/04	DELIVERY MILES 64
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 9 5 7		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.D. DATE 11/21/05	
COMMENTS				
MO: 20958				

LABOR & PARTS
J#1-18CVZ DRIVEABILITY TECH(S):571 WARRANTY
 CHECK CUST STATES AT TIMES VEHICLE STARTS TO RUN ROUGH TYPE OF SURGING THEN VEHICLE WILL STALL SEEMS AT LOWER SPEEDS, AT RESTART IT WILL TAKE AMHILE BEFORE IT WILL RESTART ,DOES CRANK FINE, THEN OTHER TIMES VEHICLE PERFORMS FINE, AT TIMES DOES HAVE LIGHTS FLASH ON DASH ADVISE CODE U2100, REACCURRING OFTEN INTERNAL FAULT DIAGNOIS AND REPLACED BCM AND PROGRAMMED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		15247502	BCM 2.560		
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

J#2-60CVZ ALTERNATE TRANSPORT TECH(S):99 WARRANTY
 NEEDS TRANSPORTATION
 CUSTOMER SATISFACTION
 PROVIDE RENTAL

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

J#3-28CVZ004 HORN TECH(S):571 WARRANTY
 CUSTOMER STATED VEHICLE HORN ONLY WORKS INTERMITTENTLY
 RELAY OPEN IN UBEC
 DIAGNOIS AND REPLACED UBEC UNDER HOOD ELECTRICAL CENTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1		15274507	BLOCK 2.483		
JOB # 3	1		15842334	COVER 2.187		
					JOB # 3 TOTAL PARTS	0.00
					JOB # 3 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	70242			11/21/05	LOANER/MCHARDY WARRANTY	
					TOTAL - SUBLET	0.00

TECHNICIAN CERTIFICATION
 99 MISCELLANEOUS HOUSE MISC TECH VIRTU



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Registration No. MV-09267

CVCS121613



CVCS121613

CUSTOMER NO. 39218	ADVISOR DONALD HAMILTON	TAG NO. 182	INVOICE DATE 12/01/05	INVOICE NO. CVCS121613
	LABOR RATE	LICENSE NO.	ARRIVAL BLU	STOCK NO. 5509
		20,934		
STUART, FL	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT 4DR	DELIVERY DATE 12/07/04	DELIVERY MILES 64	
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 9 5 7	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/21/05	
COMMENTS				MO: 20958

TOTALS

* METHOD OF PAYMENT *
* CASH() CHECK() *
* VISA() M/CARD() *
* DISCOVER() AMEX() *
* CHARGE # () *
* INTERNAL # () *

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

THANKS FOR YOUR BUSINESS!!!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES
LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
WE WORK ON ALL MAKES AND MODELS IN SERVICE AND BODY SHOP
PLEASE CHECK OUT OUR SPECIALS ON WWW.JOCHEMCHEVROLET.COM

CUSTOMER SIGNATURE



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Registration No. MV-09267



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ002 01CVZ006	LUBE, OIL & FILTER *ROTATE AND BALANCE	MI MI		01CVZ005 12CVZ002	ROTATE TIRES FRONT END ALIGNMENT	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/28/05	120796	20309	182	470	W	18CVZ	DRIVEABILITY
09/29/05	119927	18452	182	99	W	60CVZ	ALTERNATE TRANSPORT
09/09/05	119310	16484	182	470	W	18CVZ	DRIVEABILITY
08/04/05	118017	13522	182	99	C	100CVZ	TIRE + WHEEL
				657	W	14CVZ	AIR/WATER LEAKS
					I	14CVZ	AIR/WATER LEAKS

SALESPERSON NO. 410

STEVE BLOOM

S E R V I C E

STATE REG# 29419671

DATE OUT	VEHICLE I.D. NO. 1G1AK52F957	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/COBALT 4DR	PRODUCTION DATE 12/07/04	STOCK NO. 5509	LICENSE NO. 21613
MILEAGE OUT 20958	CUSTOMER NO. 39218	SERVICE CONTRACT	DELIVERY DATE 12/07/04	DELIVERY MILES 64	S.E. DATE 11/21/05
ALL LABOR CHARGES ARE BASED ON FLAT RATE HOURS	COLOR ARRIVAL BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 1758
SAVE PARTS FOR QUIT	M/M/C CVZZ	AIR COND.	P.S.	TRANS	MILEAGE 20,934
YES	ADVISOR NO. 182	ADVISOR DONALD HAMILTON			
NO					
APPOINTMENT	TIME RECEIVED 08:39am	DATE/TIME PROMISED 11/21/05 04:12pm	PRIORITY 3		

ORIGINAL CUSTOMER ESTIMATE: TOTAL

18CVZ DRIVEABILITY
CHECK CUST STATES AT TIMES VEHICLE STARTS TO RUN ROUGH TYPE
OF SURGING THEN VEHICLE WILL STALL SEEMS AT LOWER SPEEDS, AT
RESTART IT WILL TAKE AWHILE BEFORE IT WILL RESTART, DOES
CRANK FINE, THEWN OTHER TIMES VEHICLE PERFORMS FINE, AT
TIMES DOES HAVE LIGHTS FLASH ON DASH ADVISE

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

MINIMUM CHARGE OF 1 HOUR FLAT RATE TIME FOR DIAGNOSTIC WORK.

NECESSARY ESTIMATE: ADD PERSON & PHONE WHO MAY AUTH. REPAIRS

REVISION ESTIMATE	DATE	TIME	CONTACTED	NAME OF PERSON CONTACTED
		AM PM	BY PHONE BY PERSON	

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

CUST. INITIAL ☒ NAME & PHONE OF 2ND PERSON WHO MAY AUTHORIZE REPAIRS

INSURANCE COMPANY _____ PHONE NO. _____

ALL PARTS NEW UNLESS OTHERWISE INDICATED 121613

2) LOANER

ADD-ON: 11/30/05 15:00
Hornby mwp

3.7 1:14
3.6 12:45
3.8 12:15

571 R. M. M.

WARRANTY PARTS RET.

Date 12/1/15 Init. BAS
Kem Gunk

8498366

Cause: unknown however BCM had an U2100 recurring after internal fault

11-21-05 P05:45 IN

WARRANTY PARTS RET.

Date 12/1/15 Init. BAS
Ruse Brock

Correction: Bruce Clifford

replaced & reprogramming
 grammed BCM OK now

11-22-05 P12:06 IN

11-22-05 P05:07 OUT

11-23-05 P 1:15 IN

11-23-05 P05:43 OUT

2105

lost com to ECM
 BCM U2100

CLUM
 Start relay

11-28-05 A07:59 IN

11-28-05 A11:59 IN

12-01-05 A08:00 IN

12-01-05 P01:37 OUT

Line 3 Cause: Internal relay
 in UBEC faulty for horn

10392423 Correct, replaced under hood bus electrical center

D1461F

15247502 -



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ext1237 if you have any questions or concerns.

Customer's and Co-Customer's Printed Name(s)

The requirements of the straight repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase.
- ⇒ **Factory installed equipment** - needs to be intact and functional.
- ⇒ **Title** - if no lien on this vehicle, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives** - no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Please return this signed document to fax number 866-802-6668 by Thursday June 15, 2006

Sincerely,

General Motors RVDC
2717 Schust
Saginaw, MI 48603

CASE 17543



Case 17543

Phone 800 802-6625
12

TRACU 866 802-6668

JOHN JOCHEM **CHEVROLET**

DATE: 5/22/06

TO: Hollis

NUMBER: 1-800-440-5941

FROM: Sherry

SUBJECT: Info requested for [REDACTED]
[REDACTED] deal - There was no trade
on this deal

PAGE 1 OF 5

IF THERE IS ANY PROBLEMS WITH THIS FAX,
PLEASE CALL 772-287-3232 EXT 07.

SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)	Creditor - Seller (Name and Address)
STUART FL JANUARY	JOHN JOCHEM CHEVROLET 2630 S. FEDERAL HWY STUART FL 34994

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 the contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis at the Base Rate of 6.9% per year. The Truth-in-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2005	CHEVRO COBALT		1G1AK52F957	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
7.31 %	\$ 2540.41	\$ 13007.79	\$ 15548.20	\$ 5231.69 is \$ 20779.87

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
60	259.47	Monthly beginning 01/04/2005

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may 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, prepayment penalties, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price (including \$ <u>1790.93</u> sales tax)	\$ <u>17501.93</u> (1)
2. Total Downpayment =	
Trade-In (Year) (Make) (Model)	
Trade-In (VIN)	
Gross Trade-In Allowance	\$ <u>N/A</u>
Less Pay Off Made By Seller	\$ <u>N/A</u>
Equals Net Trade In	\$ <u>N/A</u>
+ Cash	\$ <u>2000.00</u>
+ Other <u>HFG REBATE</u>	\$ <u>3231.69</u>
(If total downpayment is negative, enter "0" and see 4I below)	\$ <u>5231.69</u> (2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ <u>12270.24</u> (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	
Life \$ <u>N/A</u>	
Disability \$ <u>N/A</u>	
B. Vendor's Single Interest Insurance Paid to Insurance Company	\$ <u>N/A</u>
C. Other Insurance Paid to Insurance Company or Companies	\$ <u>N/A</u>
D. Official Fees Paid to Government Agencies	\$ <u>6.50</u>

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 unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

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 ☐ Both
Term N/A

☐ Credit Disability (Buyer Only)

Term N/A

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 to 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 is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

☒ Buyer _____ Date _____

☒ Co-Buyer _____ Date _____

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

☒ Buyer _____ Date _____

H Government Certificate of Title Fees \$ N/A

I Other Charges (Seller must identify who is paid and describe purpose)

to	for Prior Credit or Lease Balance	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for GAP COVERAGE	\$	495.00

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 737.55 (4)

5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge) \$ 100.00 (5)

6 Amount Financed (3 plus 4) \$ 13007.77 (6)

Payment Schedule: \$0 installments of \$ 259.47 each, monthly beginning 01/06/2005 or as follows

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application of policy.

X Buyer Date

X Co-Buyer Date

Other Insurance

☐ Type of Insurance: Term

Premium \$ N/A

Insurance Company Name

Home Office Address

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

Returned Check Charge: If any check or order of payment you give us is dishonored, you will pay a charge if we make demand that you do so: The charge will be \$25 if the check amount is \$50 or less; \$30 if the check is over \$50 but not more than \$300; \$40 if the check amount is over \$300, or such amount as permitted by law.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.

*You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer: Co-Buyer: Date:

OPTION: ☐ You pay no finance charge if the amount financed, item 6, is paid in full on or before Year SELLER'S 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.

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the terms and conditions of this contract and we must sign it. No oral changes are binding. Buyer Signs X
If any part of this contract is not valid, all other parts stay valid. We may extend the time for making some payments without extending the time for making others. See back for other important agreements.

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

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 Sign Date 12/07/2004
Co-Buyer Sign Date

Co-Buyers and others who are not 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 for the vehicle.

Other owner signs here: JOHN JOCHEN CHEVROLET Address
Seller signs Date 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

Seller JOHN JOCHEN CHEVROLET By Title

GM

General Motors Corporation

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____

VIN: 1 G 1 A K 5 2 F 9 5 7 _____ (or see attached list*)

CUSTOMER INCENTIVE(S)**1. Customer Incentive**

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

Incentive Program Reference	Amount	GM Incentive Code
CONSUMER REBATE	\$ 750.00	CSE
GM CARD	\$ 2481.69	UDP-AN22776
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received	\$ 3231.69	

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 REBATE
in lieu of FINANCE and/or _____
- b. I elect to receive REBATE _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 12 07 04. I acknowledge receipt of incentive(s) as described in Item # _____ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: _____

Date: 07 2004

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

Authorized Dealer Signature: _____

Date: 12 07 2004Dealership Name: JOHN JOHNS CHEVROLETDealer Code: 26302

*List must include VIN, Delivery Date and Program Reference

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

GENERAL MOTORS CORPORATION

GM3795 (02/02)

Copy #1 - Dealer Copy

Copy #2 - Customer

Reynolds and Reynolds TO ORDER: www.reynolds.com; 1-800-344-0396; FAX 1-800-531-9055

Reynolds and Reynolds FD3168 Q (05/98)



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

BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

May 30, 2006

Re:m01 CHV0650501 [REDACTED] vs Chevrolet Motor Division

LARON PROSSER
CHEVROLET
P O BOX 33170
DETROIT MI 48232

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*, the case 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



BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

WAIVER REQUIRED BY GEORGIA LAW

Section 10-1-784(d) of the Georgia Motor Vehicle Warranty Rights Act (the "Lemon Law") requires that consumers who wish to arbitrate a claim under the Georgia Lemon Law must waive their rights to pursue legal action under the Uniform Commercial Code provisions listed below. Please understand that, by signing this waiver form, you are *not* waiving any right you may have to file a legal action under the Georgia Lemon Law.

If you have any questions about the rights that you are waiving, you may call the Georgia Governor's Office of Consumer Affairs at 404-656-3790.

Please sign and return this waiver form to the BBB along with your *Customer Claim Form*.
IF THE VEHICLE IS REGISTERED UNDER JOINT OWNERSHIP, ALL OWNERS SHOULD SIGN THIS FORM.

I understand that state law provides that if I participate in proceedings under the Georgia Motor Vehicle Warranty Act, I will be deemed to have waived and given up other rights I might have under the Uniform Commercial Code provisions of Georgia state law (Official Code of Georgia Annotated Sections 11-2-602 through 11-2-609). I understand that I have a right to consult with the Georgia Governor's Office of Consumer Affairs and with a private attorney prior to signing this form and surrendering these rights.

I hereby surrender and waive any rights I may have under provisions of the Official Code of Georgia Annotated Sections 11-2-602 through 11-2-609.

vehicle owner

vehicle co-owner

printed name

printed name

date

date



Council of Better Business Bureaus, Inc.

BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Earned Finance Charge Statement

*If you are seeking a repurchase of a financed vehicle, Georgia lemon law provides for a refund of earned finance charges when a vehicle is bought back. Please contact your leinholder to obtain the following information and return this form, along with your *Customer Claim Form*, to our office.

Through _____, I have paid \$ _____ in finance/interest charges.
(mm/dd/yy)

Customer Signature

Customer Printed Name

**BBB AUTO LINE**

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

May 30, 2006

Re: GAC01 CHV0650501 [REDACTED] vs Chevrolet Motor Division

[REDACTED]
CARTERSVILLE GA [REDACTED]

Dear [REDACTED]

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form* is returned to our office.

Please review the information outlined below and follow the instructions.

- * Instructions to the Customer - Please read this document first. It walks you through the material contained in the mailing and explains what you need to do to help us handle your claim.
- * *Program Summary* - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- * *Customer Claim Form* (CCF) - Information we have on file regarding your complaint is recorded on the *Customer Claim Form*. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).
- * *Waiver Required by Georgia Law* - Georgia law requires that you sign this form before pursuing your claim in BBB AUTO LINE. Please read the waiver, and sign and return it along with your completed *Customer Claim Form*.
- * *Earned Finance Charge Statement* - If you are seeking a repurchase of a financed vehicle, please complete this form, sign it and return it along with your completed *Customer Claim Form* and other documentation.
- * *How BBB AUTO LINE Works* - This booklet explains the BBB AUTO LINE program, and contains the rules that will be followed in arbitration.

The Georgia Motor Vehicle Warranty Rights Act (i.e., the Georgia Lemon Law) requires that claims filed with BBB AUTO LINE and seeking remedies under the Act be submitted on forms approved by the Governor's Office of Consumer Affairs. **If you wish to pursue a claim under the Georgia Motor Vehicle Warranty Rights Act, we must received the completed *Customer Claim Form* and *Waiver Required by Georgia Law*, both signed by the titled owner(s).**

To initiate a claim under the Act, please submit the completed *Customer Claim Form* and *Waiver*. **Unless we receive these forms, completed and properly signed, we must determine that you are not seeking remedies under the Act.**

We have notified the manufacturer about your contact with us. The manufacturer may contact you to discuss settlement options, and you may want to explore these options. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed CCF with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss and explain the Telephone Settlement Conference process we may utilize prior to arbitration. Our goal is to assist you and the manufacturer in reaching a mutually satisfactory resolution to your dispute. If that is unsuccessful, we will provide you, if eligible, with the opportunity to have an arbitrator make a decision to resolve the dispute.

Sincerely,

Customer Claim Form

Contact Date: 05/30/06

Start Date:

Case Number : CHV0650501

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

CARTERSVILLE, GA

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title:

Vehicle Use: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes:

Transmission Type: Standard

Number of vehicles owned or leased by the business:

Make: Chevrolet

Model: Cobalt

Model Year: 2005

Current Mileage: 4900

Vehicle Identification Number: _____

Servicing Dealer/City/State : Day's Chevrolet,

Selling Dealer/City/State : Day's Chevrolet, Acworth, GA

Insurance Carrier : _____ Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident:

Description of Damage :

Purchase/Lease Information *(Complete left side if vehicle was purchased or right side if vehicle was leased)*

Purchase Date: 04/18/06 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: _____

Leasing Company's Name:

Address: _____

Address:

City/St/Zip: _____

City/St/Zip:

Phone: () -

Phone:

Lienholder Acct # : _____

Leasing Company's Acct #:

Customer's Desired Outcome *(Describe what you want done to resolve your concern)*

The customer would like the manufacturer to repurchase the vehicle and refund her money, the customer is willing to purchase another GM product.

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 BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [REDACTED]

Customer Name:

First Repair Attempt Date: _____ Mileage: _____
 Last Repair Attempt Date: _____ Mileage: _____
 Total Days out of Service: _____

[illegible]



BBB AUTO LINE PROGRAM SUMMARY

General Motors – Georgia

General Motors has agreed to arbitrate claims covered by the Georgia Lemon Law. General Motors has also agreed to arbitrate certain warranty claims not covered by the Lemon Law.

LEMON LAW CLAIMS

A claim seeking relief under the Georgia Lemon Law must meet all standards set out by that law. Please see the attached description of the standards of the Georgia Lemon Law.

If the claim meets all standards set out by the Georgia Lemon Law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. This may include attorney's fees, but will not include any penalties or multiple damages. Please see the attached description of the remedies under the Georgia Lemon Law.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the Georgia Lemon Law. Please see the attached description of the remedies under the Georgia Lemon Law.
- ♦ The arbitrator will decide whether the Georgia Lemon Law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the Georgia 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 two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

DEDUCTIONS FROM AWARDS

A repurchase or replacement award will require payment for any damage to the current vehicle exceeding normal wear and tear, if applicable.

A repurchase award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. 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 salvaged or branded titled vehicles.
- ◆ 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.
- ◆ Allegations of fraud or other violations of law.
- ◆ Claims seeking compensation for loss of wages.
- ◆ Claims seeking compensation for personal injury or mental anguish.
- ◆ Claims seeking punitive 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 your General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a 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.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- ♦ 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.

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

If a repurchase or replacement is awarded in a claim that does not meet all standards of the Georgia Lemon Law, 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 vehicle** – 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.

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:

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

- ♦ 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 the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.

STANDARDS OF THE GEORGIA LEMON LAW

Motor Vehicle Warranty Rights Act

The following is a brief explanation of most relevant provisions of the Georgia lemon law. The complete text of the lemon law can be found at Georgia Code Section 10-1-780 *et seq.*

VEHICLES COVERED

The Georgia lemon law covers new motor vehicles, including demonstrators, that are leased or purchased in Georgia or registered in Georgia by the original consumer. It also covers the self-propelled vehicle and chassis of motor homes. The lemon law does not cover motorcycles, trucks with a G.V.W. rating of 10,000 pounds or more, or vehicles that are bought used.

CONSUMERS COVERED

The lemon law covers consumers who buy or lease a new motor vehicle primarily for personal, family, or household purposes. It also covers small businesses [the business must have ten or fewer employees and a net income after taxes of less than \$100,000.00 per year] that own or lease no more than three new motor vehicles.

PROBLEMS COVERED

The lemon law covers vehicle nonconformities. A nonconformity is a defect, serious safety defect, or condition that substantially impairs the use, value, or safety of a new motor vehicle to the consumer. A nonconformity does not include a defect or condition that is the result of abuse, neglect, or unauthorized modification or alteration of the new motor vehicle.

As used in the lemon law, “substantially impair” means to render the new motor vehicle unreliable, or unsafe for ordinary use, or to diminish the resale value of the vehicle more than a meaningful amount below the average resale value for comparable motor vehicles.

MANUFACTURER’S DUTY TO REPURCHASE OR REPLACE A VEHICLE

The lemon law establishes a lemon law rights period, which is the period ending one year after the date of the original delivery of a new motor vehicle to a consumer OR the first 12,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first.

NONCONFORMITY MUST BE REPORTED WITHIN LEMON LAW RIGHTS PERIOD

The Georgia lemon law provides that, if a new motor vehicle has a nonconformity (see above definition) and the consumer reports the nonconformity during the lemon law rights period to the manufacturer, its agent, or the dealer who sold the vehicle, the nonconformity must be corrected at the manufacturer’s expense.

MANUFACTURER'S RIGHT TO FINAL REPAIR ATTEMPT AFTER REASONABLE NUMBER OF REPAIR ATTEMPTS

If the manufacturer, its agent, or the new motor vehicle dealer is unable to repair or correct any nonconformity after a reasonable number of attempts, the consumer must notify the manufacturer by certified mail, return receipt requested, at the address provided by the manufacturer. The manufacturer is then entitled to a final repair attempt, as long as the manufacturer notifies the consumer of a reasonably accessible repair facility within seven days of receiving the consumer's notice. Within fourteen days after the consumer has delivered the vehicle to that facility, the nonconformity must be corrected. If it is not corrected, the consumer must request, by certified mail, that the manufacturer either replace or repurchase the vehicle. The manufacturer must, within 30 days of receipt of this last request, replace or repurchase the vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Georgia lemon law provides that a reasonable number of repair attempts has been undertaken to repair or correct a nonconformity if any of the following situations occur:

1. A serious safety defect in the braking or steering system is not corrected after being subject to repair at least once during the lemon law rights period;
2. Any other serious safety defect is not corrected after being subject to repair at least once during the lemon law rights period and at least one more time within two years or 24,000 miles (whichever comes first) after the first repair attempt that occurs during the lemon law rights period;
3. The same nonconformity is not corrected after being subject to repair at least once during the lemon law rights period and at least two more times within two years or 24,000 miles (whichever comes first) after the first repair attempt that occurs within the lemon law rights period; or
4. The vehicle is out of service by reason of repair to one or more nonconformities for at least 15 days during the lemon law rights period, and for a total of 30 days within any period of 24 months or 24,000 miles (whichever occurs first) after the first repair attempt that occurs during the lemon law rights period. If less than 15 days remain under the lemon law rights period when the vehicle is first brought in for diagnosis or repair, the lemon law rights period for that particular problem shall be extended for a period of 90 days.

DISPUTE RESOLUTION

If a manufacturer participates in an informal dispute resolution mechanism that has been certified by the Administrator of the Georgia Governor's Office of Consumer Affairs as complying with rules promulgated by the Administrator, then a consumer must submit a dispute under the lemon law to the informal dispute resolution procedure before submitting it to the Georgia new motor vehicle arbitration panel. A consumer must exhaust any certified informal dispute resolution procedure and the Georgia new motor vehicle arbitration panel remedy before filing any superior court action. The consumer has the option of either accepting or rejecting the decision of an informal dispute resolution mechanism.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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PERIOD FOR FILING CLAIMS

The lemon law does not specify a time period for filing a claim with an informal dispute resolution mechanism.

A consumer who rejects the decision of an informal dispute resolution mechanism may request a hearing with the state-operated panel by requesting, completing, and submitting forms to the Georgia Governor's Office of Consumer Affairs, within **sixty (60) days** from the date of the rejection. To request a state arbitration application, please call (404) 656-3790.

REMEDIES UNDER THE GEORGIA LEMON LAW

REPURCHASE OF OWNED VEHICLES

The Georgia lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

1. *Purchase price.* This means the cash price of the vehicle appearing in the sales agreement, including any reasonable allowance for a trade-in vehicle. In determining whether the trade-in allowance was reasonable, an arbitrator may take into account whether the purchase price of the vehicle was at a fair market value. The arbitrator may make appropriate adjustments to ensure that the consumer is made whole but not unjustly enriched.
2. *Collateral charges.* Collateral charges are those additional charges to a consumer which are wholly incurred as a result of the purchase of the vehicle. Collateral charges include but are not limited to:
 - Sales tax;
 - Title charges;
 - Tag, license and registration fees;
 - Manufacturer or dealer installed items or service charges;
 - Earned finance charges;
 - "WRA" \$3.00 fee;
 - Credit life and disability insurance;
 - Extended warranty/service contract charges; and
 - Any other related charges.
3. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.
4. *Reasonable offset for use.* A reasonable offset for the consumer's use is subtracted from the amounts paid to the consumer. The Georgia lemon law provides that the reasonable offset for use is computed using the following formula:

$$\text{reasonable offset} = \frac{\begin{array}{l} \# \text{ miles directly attributable to use by the} \\ \text{consumer before the consumer's request of} \\ \text{repurchase or replacement} \end{array}}{100,000} \times \begin{array}{l} \text{vehicle's} \\ \text{purchase} \\ \text{price} \end{array}$$

REPLACEMENT OF OWNED VEHICLES

If a manufacturer replaces a vehicle under the Georgia lemon law, it must give the consumer a new motor vehicle that is identical or reasonably equivalent to the motor vehicle to be replaced,

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Georgia

as the vehicle to be replaced existed at the time of purchase or lease. In addition, the manufacturer must pay:

1. *Collateral charges.* All collateral charges, which are wholly incurred as a result of the acquisition purchase of the vehicle, which the consumer or lessor incurs a second time and which would not have been incurred again except for the replacement.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the consumer in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.

If a vehicle is replaced, the consumer must pay the manufacturer a reasonable offset for the vehicle's use (see formula under preceding section).

REPURCHASE OF LEASED VEHICLES

For repurchase of a leased vehicle, the Georgia lemon law requires that the manufacturer pay a certain amount to the lessor, and that the lessor pay certain amounts to the lessee. The lease agreement is terminated upon the manufacturer's payment to the lessor, without any penalty for early termination.

A repurchase award will consist of the amounts that the manufacturer must pay to the lessor and the amounts the lessor must pay to the lessee:

To the lessor:

1. *Purchase price.* This means the cash price paid by the lessor to a dealer or distributor to purchase the new motor vehicle.
2. *Reasonable offset for use.* A reasonable offset for the lessee's use is subtracted from the amounts the manufacturer pays to the lessor. The Georgia lemon law provides that the reasonable offset for use is computed by the following formula:

$$\text{reasonable offset} = \frac{\begin{array}{c} \# \text{ miles directly attributable to use by} \\ \text{the lessee before the lessee's} \\ \text{request of repurchase} \end{array}}{100,000} \times \begin{array}{c} \text{vehicle's} \\ \text{purchase} \\ \text{price} \end{array}$$

From the lessor to the lessee: *Value of any trade-in and down payment or balloon payment.*

NOTE:

In the event the arbitrator renders a decision awarding a repurchase of a leased vehicle, and the lessee accepts the decision, if the lessor does not provide the refund as specified by the arbitrator and does not terminate the lease and release title to the vehicle, the lessee may contact the Georgia Governor's Office of Consumer Affairs for assistance.

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REPLACEMENT OF LEASED VEHICLES

If a manufacturer replaces a vehicle under the Georgia lemon law, the manufacturer must give the lessee a new motor vehicle that is identical or reasonably equivalent to the motor vehicle to be replaced, as the vehicle to be replaced existed at time of purchase. The contractual obligation between the lessor and lessee will not be altered except for the terms of the agreement that identified the vehicle. In addition, the manufacturer must pay *collateral charges and incidental costs* as defined below:

1. *Collateral charges.* All collateral charges that are wholly incurred as a result of the acquisition of the vehicle, which the lessor or lessee incurs a second time and which would not have been incurred again except for the replacement.
2. *Incidental costs.* Incidental costs are any reasonable expenses incurred by the lessor or lessee in connection with the repair of the vehicle, including but not limited to:
 - Payments to dealers for attempted repairs of nonconformities;
 - Towing charges; and
 - Costs of obtaining alternative transportation.

In addition, if a manufacturer replaces a vehicle under the Georgia lemon law, the lessee must pay the manufacturer a reasonable offset for use, as defined below:

Reasonable offset for use. A reasonable offset for the lessee's use shall be paid by the lessee to the manufacturer. The Georgia lemon law provides that the reasonable offset for use is computed by the following formula:

$$\text{reasonable offset} = \frac{\begin{array}{l} \# \text{ miles directly attributable to use by} \\ \text{the lessee before the lessee's} \\ \text{request of replacement} \end{array}}{100,000} \times \begin{array}{l} \text{vehicle's} \\ \text{purchase} \\ \text{price} \end{array}$$

NOTE:

Under some circumstances, the lessee may be able to seek a reimbursement for the reasonable offset for use from the lessor at the end of the lease term. Please contact the Georgia Governor's Office of Consumer Affairs for further information.

**DAY'S CHEVROLET**

What a difference a "DAY'S" Makes.

3693 North Cobb Pkwy.
Acworth, GA 30101

Phone: 770-974-4242

Fax: 770-974-1089

FACSIMILE TRANSMITTAL SHEETTo: *LEON PROSSER*From: *TONY*

Company:

Date: *6-1-06*Fax Number: *1-866-480-3633*Total No. of Pages Including Cover: *4*

Phone Number:

Re:

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

Have a Wonderful Day!!

NAME: [REDACTED] STOCK # 51805
 STREET: [REDACTED] SALESMAN CP#112
 CITY, STATE, ZIP Castlesville, Pa. COUNTY Bartow DATE 3-23-06
 HOME PHONE: [REDACTED] OFFICE PHONE: [REDACTED]
 SOCIAL SECURITY #: [REDACTED] D.O.B.: [REDACTED] MGRS. APPROVAL: _____
 BUSINESS NAME & ADDRESS: _____ TAG # _____
 CITY, STATE, ZIP: _____ DECAL # _____
 E-MAIL ADDRESS: _____ DRIVERS LICENSE # [REDACTED]

YEAR <u>05</u>	MAKE <u>Chevrolet</u>	MODEL OR SERIES <u>Cobalt</u>	BODY TYPE <u>SS Coupe</u>	COLOR/TRIM <u>yellow/graphite</u>
VEHICLE IDENTIFICATION NO. <u>1G1AP14P35T</u>		NEW <u>X</u>	USED	DEMO AS FOLLOWS:
			MILEAGE <u>165</u>	

OPTIONS:

Vehicle has on Star

NEW VEHICLE LEIN INFO:

SOURCE _____
 ADDRESS _____
 CITY, STATE, ZIP _____
 LEIN CODE _____

DEALER INSTALLED OPTIONS

1. _____

2. _____

3. _____

1st TRADE DESCRIPTION

03 PT Cruiser
 SERIAL NUMBER 3C4FY58B23T
 MILEAGE 29887 COLOR Blue
 PAYOFF SOURCE Car Max Finance
 ADDRESS 225 Charlain Meadows
 CITY, STATE, ZIP Kennett, Pa 30144
 PHONE 770-792-4600
 GOOD TIL 4-1-06
 AMOUNT \$13639.85
 CONTACT auto
 ACCOUNT # 4226938
 TAG # _____ DECAL # _____

INSURANCE INFO

COMPANY NAME State Farm
 AGENT Button Lewis
 ADDRESS _____
 CITY, STATE, ZIP _____
 PHONE 770-382-6330
 POLICY # 568 9237-B02-11J
 EFFECT DATE 2-2-85
 EXP. DATE 8-2-06
 COM. DED 500
 COL. DED 250
 CONTACT _____

CASH PRICE OF VEHICLE

20756.59

DOCUMENTARY FEE

\$195.00

PRICE OF VEHICLE & ACCESSORIES

801.61

% SALES TAX

LIC. TRANS., REG. & OTHER FEES

\$18.00

GMPP WARRANTY

TOTAL

TOTAL DOWN PAYMENT

(1639.85)

UNPAID BAL. OF CASH PRICE

WARRANTY RIGHTS ACT

\$3.00

TOTAL CASH PRICE

23414.05

2ND TRADE DESCRIPTION

SERIAL # _____
 MILEAGE _____ color _____
 PAYOFF SOURCE _____
 ADDRESS _____
 CITY, STATE, ZIP _____
 PHONE _____
 GOOD TIL _____
 AMOUNT _____
 CONTACT _____

CREDITS

TRADE-IN

9500.00

PAYOFF TRADE 1

13639.85

PAYOFF TRADE 2

NET TRADE IN

CASH DOWN PAYMENT

2000.00

MARCH MADNESS REGIONS

500.00

TOTAL DOWN PAYMENT

(1639.85)

Chris Deth
 Sales Signature

Customer Signature

USED UNIT RECORD SHEET

Date 3-20-06

SALESMAN Rhett

NAME [REDACTED]

Address Bartow

Make of Car Chrysler Phone No. _____

Yr. Model 03-PTCruiser Type _____

Mileage 29887 License _____

Buying: New _____ Used _____

☐ Extra Clean ☐ Clean ☐ Average ☐ Rough

Tires _____ Uph. _____

Paint _____ Color blue

Motor 3C4FY58B23T [REDACTED]

Remarks: _____

OFFICIAL VALUE \$ 7500

[Signature] Signed _____

Allowance . . . \$ _____

Over Allowance . \$ _____

Cash or Book Value \$ _____

BID OF \$ 7500 FROM 5

BID OF \$ _____ FROM _____

Did You Ask Customer For Name of Prospect For This Car?

THIS APPRAISAL GOOD FOR 7 DAYS.

=== COVER PAGE ===

TO: _____

FROM: DAYS CHEVY

FAX: 7709665301

TEL: 7709665301

COMMENT:

DAY'S CHEVROLET
3693 NORTH COBB PKWY
ACWORTH, GA. 30101
PHONE: 770-974-4242
FAX: 770-974-2683

TO: LARON PROSSER FROM: BEN LARUE
DEALER BUSINESS CENTER

REASON: _____

COMMENTS: _____

Day's Chevrolet, Inc.**3693 North Cobb Parkway****Acworth, Georgia 30101****Main Number (770) 974-4242****Parts Direct (770) 975-1802 or 1-800-282-0067****Fax (770) 974-2683****www.dayschevrolet.com**

CUSTOMER NO. 81879	ADVISOR BRENDA LEE	24771	TAG NO. W486	INVOICE DATE 05/10/06	INVOICE NO. CVCS242741
[REDACTED] CARTERSVILLE, GA	LABOR RATE	LICENSE NO.	MILEAGE 4,021	COLOR RALLY YELLO	STOCK NO. 51805
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2DR			DELIVERY DATE 03/23/06	DELIVERY MILES 165
	VEHICLE I.D. NO. 1 G 1 A P 1 4 P 3 5 7			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			R.O. NO.	H.O. DATE 05/09/06
BUSINESS PHONE	COMMENTS				

TOTALS

Our goal is 100% customer satisfaction. If for any reason you have questions concerning the service provided to you, please call to discuss it with your Service Advisor listed on your service receipt at (770) 975-1775. If you feel you need further assistance contact your Service Manager, Ben LaRue. The most IMPORTANT person in the dealership is the customer. If we have failed to meet your service needs or you do not understand the repairs, please contact us. RANDOMLY SELECTED CUSTOMERS MAY RECEIVE A SURVEY FROM CHEVROLET ABOUT THEIR SERVICE EXPERIENCE. WE WOULD APPRECIATE YOUR RESPONSES.

NOTICE: ALL GM PARTS CARRY A 12MO/12000 MILE WARRANTY AGAINST DEFECTS AND WORKMANSHIP.

PARTS DESIGNATED WITH AN (*) INDICATED LIFETIME GUARANTEE APPLIES TO CUST PAY PARTS AND LABOR AT THIS LOCATION ONLY

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

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

CUSTOMER SIGNATURE

IMPORTANT

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us Completely Satisfied, please contact your Service Manager at (770) 975-1801. Thank You,
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Day's Chevrolet, Inc.
3693 North Cobb Parkway
Acworth, Georgia 30101
Main Number (770) 974-4242
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www.dayschevrolet.com

CUSTOMER NO. 81879	ADVISOR BRENDA LEE	24771	TAG NO. W486	INVOICE DATE 05/10/06	INVOICE NO. CVCS242741
	LABOR RATE	LICENSE NO.	MILEAGE 4,021	COLOR RALLY YELLO	STOCK NO. 51805
CARTERSVILLE, GA	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2DR			DELIVERY DATE 03/23/06	DELIVERY MILES 165
	VEHICLE I.D. NO. 1 G 1 A P 1 4 P 3 5 7			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			R.O. DATE 05/09/06	
	BUSINESS PHONE	COMMENTS			

LABOR & PARTS				WARRANTY	
JOB # 1 04CVZPERFI GAS ENG PERF SECURITY LIGHT COMING ON FOUND DTC CODE P0833 , REF DOC# 1749971 CLUTCH PEDAL SWITCH INTERMITTENT OPEN REPLACED CLUTCH PEDAL SWITCH AND ROAD TESTED TECH(S) 28256					
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 1	1	22734989	SWITCH 4.054		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
JOB # 2 18CVZCLUTCH CLUTCH REPAIRS C/S VEH HARD TO GET INTO GEAR AT TIMES AND SURGES MAY BE RELATED TO LINE ONE UNABLE TO CONFIRM CUSTOMERS CONCERN TECH(S) 28256				WARRANTY	
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
JOB # 3 50CVZ RENT GRP1 GROUP 1 VEH RENTAL Added Operation (HEMP @ 05/09/2006 09:06) PROVIDE ALTERNATE TRANSPORTATION (RENTAL) FOR CUSTOMER FACTORY WARRANTY FOR \$37.00 PER DAY LIMIT OF 3 DAYS PROVIDE CUST WITH ALTERNATE TRANSPORTATION 3 DAY MAX --MJ-98-Z790? (1,2,3) @ \$37.00 PER DAY TECH(S) 29474				WARRANTY	
PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
SUBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----	
JOB # 3	154731	857872	05/11/06	RENTAL	
				TOTAL - SUBLET	0.00
COMMENTS					

C.A.C FILE # 1-410045321 / MRS. GIBBS

CUSTOMER SIGNATURE

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Acworth, Georgia 30101
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Fax (770) 974-2683
www.dayschevrolet.com

CUSTOMER NO. 81879	ADVISOR BRENDA LEE	24771	TAG NO. 2239	INVOICE DATE 04/07/06	INVOICE NO. CVCS240961
	LABOR RATE	LICENSE NO.	MILEAGE 1,425	COLOR RALLY YELLO	STOCK NO. 51805
CARTERSVILLE, GA	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2DR			DELIVERY DATE 03/23/06	DELIVERY MILES 165
	VEHICLE I.D. NO. 1 G 1 A P 1 4 P 3 5 7			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O.		R.O. DATE 04/05/06	
	BUSINESS PHONE	COMMENTS			

TOTALS

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 NOTICE: ALL GM PARTS CARRY A 12MO/12000 MILE WARRANTY AGAINST DEFECTS AND WORKMANSHIP. PARTS DESIGNATED WITH AN (*) INDICATED LIFETIME GUARANTEE APPLIES TO CUST PAY PARTS AND LABOR AT THIS LOCATION ONLY

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

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CUSTOMER SIGNATURE

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CUSTOMER NO. 81879	ADVISOR BRENDA LEE	TAG NO. 24771	INVOICE DATE 04/07/06	INVOICE NO. CVCS240961
	LABOR RATE	LICENSE NO.	MILEAGE 1,425	COLOR RALLY YELLO
CARTERSVILLE, GA	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2DR	VEHICLE I.D. NO. 1G1AP14P357	DELIVERY DATE 03/23/06	STOCK NO. 51805
	R.T.E. NO.	R.O. NO.	SELLING DEALER NO.	DELIVERY MILES 165
	BUSINESS PHONE	COMMENTS	R.O. DATE 04/05/06	PRODUCTION DATE

LABOR & PARTS

J# 1 04CVZPERF3 ENG PERFORMANCE TECH(S) 33929 WARRANTY
 C/S VEH WILL NOT START AT TIMES
 SCANNED WITH TECH 2, NO DTC CODES FOUND, CALL TECH
 ASSISTANCE NO KNOWN FAULTS, CASE# 8870201
 UNABLE TO CONFIRM CUSTOMERS CONCERN

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 16CVZELECT1 ELECT SYS CONCERN TECH(S) 33929 WARRANTY
 C/S SECURITY LIGHT COMES ON AT TIMES
 SEE LINE 1

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 02CVZAC A/C CONCERN TECH(S) 33929 WARRANTY
 C/S AC WILL BLOW HOT HUMID AIR WHEN VEHY STARTS ACTING UP
 WHEN SECURITY LIGHT COMES ON
 ?
 SEE LINE 1

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 26CVZ RENTAL COURTESY TRANS TECH(S) 29474 WARRANTY
 PROVIDE CUSTOMER WITH ALTERNATE TRANSPORTATION RENTAL
 PROVIDE CUST WITH ALT TRANSPORTATION, @\$30.00 PER DAY
 3 DAY MAX --MJ-98-2790? (1,2,3)

JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES TOTAL - GOG 0.00

COMMENTS

DELETED OPERATION(S)
 30CVZ MULTI-POINT INSP

Our goal is 100% customer satisfaction, if for any reason you have questions concerning the service provided to you, please call to discuss it with your Service Advisor listed on your service receipt at (770) 975-1775. If you feel you need further assistance contact your Service Manager, Ben LaRue. The most IMPORTANT person in the dealership is the customer. If we have failed to meet your service needs or you do not understand the repairs, please contact us.

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CUSTOMER SIGNATURE

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www.dayschevrolet.com

CUSTOMER NO. 81879	ADVISOR BRENDA LEE	24771	TAG NO. 2430	INVOICE DATE 05/12/06	INVOICE NO. CVCS242899
CARTERSVILLE, GA	LABOR RATE	LICENSE NO.	MILEAGE 4,021	COLOR RALLY YELLO	STOCK NO. 51805
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2DR			DELIVERY DATE 03/23/06	DELIVERY MILES 165
	VEHICLE I.D. NO. 1 G 1 A P 1 4 P 3 5 7			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 05/11/06
BUSINESS PHONE	COMMENTS				

LABOR & PARTS		TECH(S): 28256	WARRANTY
#1 08CVZCLUTCH3	CLUTCH REPAIRS C/S VEH HARD TO GET INTO GEAR AT TIMES & SURGES NO PROBLEM FOUND OPERATING AS DESIGNED AT THIS TIME		
JOB # 1	TOTAL LABOR & PARTS	0.00	
#2 05CVZSTRG	STEERING C/S CAN HEAR A LIGHT AIR NOISE IN THE STEERING WHEEL VEH HAS (K AND N) AFTERMARKET FILTER INSTALLED	TECH(S): 28258	WARRANTY
JOB # 2	TOTAL LABOR & PARTS	0.00	
#3 23CVZENG	LIGHT ENG CONCERNS C/S WHEN PUTTING VEH IN NEUTRAL VEH WILL JUST CUT OFF & BOOST WAS NOT WORKING OPERATING AS DESIGNED AT THIS TIME UNABLE TO DUPLICATE CONCERN AT THIS TIME	TECH(S): 28256	WARRANTY
JOB # 3	TOTAL LABOR & PARTS	0.00	
TOTALS			

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

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CUSTOMER SIGNATURE

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 DAYS CHEVROLET, Inc.

Day's Chevrolet, Inc.**3693 North Cobb Parkway****Acworth, Georgia 30101****Main Number (770) 974-4242****Parts Direct (770) 975-1802 or 1-800-282-0067****Fax (770) 974-2683****www.dayschevrolet.com**

CUSTOMER NO. 81879	ADVISOR BRENDA LEE	TAG NO. 24771	INVOICE DATE 05/17/06	INVOICE NO. CVC5243052
	LABOR RATE	LICENSE NO.	MILEAGE 4,202	COLOR RALLY YELLO
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2DR		DELIVERY DATE 03/23/06	STOCK NO. 51805
CARTERSVILLE, GA	VEHICLE I.D. NO. 1G1AP14P357		DELIVERY MILES 165	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE 05/13/06	
BUSINESS PHONE	COMMENTS			

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-
JOB # 5 TOTAL PARTS	0.00
JOB # 5 TOTAL LABOR & PARTS	0.00
J# 6 05CVZ-TRG STEERING TECH(S) 28256 WARRANTY	
C/S P/STEERING WILL NOT WORK WHEN SEC LITE COMES ON	
SEE LINE 1	
SEE LINE 1	
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-
JOB # 6 TOTAL PARTS	0.00
JOB # 6 TOTAL LABOR & PARTS	0.00
J# 7 26CVZ-RENTAL COURTESY TRANS TECH(S) 28256 WARRANTY	
PROVIDE CUSTOMER WITH ALTERNATE TRANSPORTATION RENTAL	
PROVIDE CUST WITH ALT TRANSPORTATION, @\$30.00 PER DAY	
3 DAY MAX --MJ-98-2790? (1,2,3)	
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-
JOB # 7 TOTAL PARTS	0.00
JOB # 7 TOTAL LABOR & PARTS	0.00
G.O.G. & SUPPLIES	
TOTAL - GOG	0.00

COMMENTS

TOTALS

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NOTICE: ALL GM PARTS CARRY A 12MO/12000 MILE WARRANTY AGAINST DEFECTS AND WORKMANSHIP. PARTS DESIGNATED WITH AN (*) INDICATED LIFETIME GUARANTEE APPLIES TO CUST PAY PARTS AND LABOR AT THIS LOCATION ONLY

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

IMPORTANT

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us Completely Satisfied, please contact your Service Manager at (770) 975-1801.

Thank You,
DAYS CHEVROLET, Inc.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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CUSTOMER NO. 81879	ADVISOR BRENDA LEE	TAG NO. 24771 2221	INVOICE DATE 05/17/06	INVOICE NO. CVCS243052
[REDACTED] CARTERSVILLE, GA	LABOR RATE	LICENSE NO.	MILEAGE 4,202	COLOR RALLY YELLO
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2DR	DELIVERY DATE 03/23/06		STOCK NO. 51805
	VEHICLE I.D. NO. 1G1AP14P357	DELIVERY MILES 165		PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 05/13/06	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1: 04CVZ PERF'S		ENG PERFORMANCE	TECH(S): 28256	WARRANTY
C/S VEH WILL SHUT OFF WHILE DRIVING WILL HAVE TO TURN KEY OFF & BACK ON & POP CLUTCH TO GET VEH TO START		CALLED TAN TALKED TO DAVID WALLACE ON CURRENT CASE # 8870201 (OPEN BY FRANK OVERBY). SCANNED HISTORY DTC'S PSCM U2107, U2100, U2105, EBCM U2100, BCM U2105, AND U2100 T.A.N. SAID THEY HAD SEVERAL CASES WITH BADING SWITCHES WITH THESE DTC'S		
RPL. ING. SWITCH & RESET THEFT DETERANT TEST		DROVE 54 MILES UNDER CONDITIONS CUS. HAD COMPLAINT PUT VDR IN VEH..		
CUST. TO RETURN IN 2 DAYS				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	10392423	SWITCH 2.188	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
J# 2: 16CVZ ELECT		ELECT SYS CONCERN	TECH(S): 28256	WARRANTY
C/S LOW FUEL LITE COMES ON		SEE LINE 1		
SEE LINE 1				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
J# 3: 16CVZ ELECT		ELECT SYS CONCERN	TECH(S): 28256	WARRANTY
C/S SECURITY LITE ON		SEE LINE 1		
SEE LINE 1				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00
J# 4: 02CVZ AC		A/C CONCERN	TECH(S): 28256	WARRANTY
C/S WHEN SEC LITE COMES ON VEH WILL ONLY BLOW HOT AIR OUT		VENTS		
SEE LINE 1				
SEE LINE 1				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00
J# 5: 06CVZ TRANS		AUTO TRANS CONCERN	TECH(S): 28256	WARRANTY
C/S VEH WILL SHAKE WHILE DRIVING		SEE LINE 1		
SEE LINE 1				

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CUSTOMER NO. 81879	ADVISOR BRENDA LEE	24771	TAG NO. 2288	INVOICE DATE 05/23/06	INVOICE NO. CVCS243366
[REDACTED] CARTERSVILLE, GA	LABOR RATE		LICENSE NO.	MILEAGE 4,314	COLOR RALLY YELLO
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2DR			DELIVERY DATE 03/23/06	STOCK NO. 51805
	VEHICLE I.D. NO. 1 G 1 A P 1 4 P 3 5 7			SELLING DEALER NO.	DELIVERY MILES 165
	R.T.E. NO.	R.O. NO.	R.O. DATE 05/18/06	PRODUCTION DATE	
BUSINESS PHONE	COMMENTS				

TOTALS

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 PARTS DESIGNATED WITH AN (*) INDICATED LIFETIME GUARANTEE APPLIES TO CUST PAY PARTS AND LABOR AT THIS LOCATION ONLY

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

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

CUSTOMER SIGNATURE

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CUSTOMER NO.	81879	ADVISOR	BRENDA LEE	24771	TAG NO.	2288	INVOICE DATE	05/23/06	INVOICE NO.	CVCS243366
		LABOR RATE			MILEAGE	4,314	COLOR	RALLY YELLO	STOCK NO.	51805
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/2DR				DELIVERY DATE	03/23/06	DELIVERY MILES	165
		VEHICLE I.D. NO.	1 G 1 A P 1 4 P 3 5 7				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.D. DATE	05/18/06		
		BUSINESS PHONE	COMMENTS							

LABOR & PARTS **WARRANTY**

JOB # 1 28CVZENG **TECH(S): 28256**
 LIGHT ENG CONCERN
 C/S LOW FUEL LITE CAME ON, VEH STARTED SPUTTERING GAS
 GAUGE READ LOW FUEL HIT RED BUTTON THEN GAS GAUGE WENT BACK
 SCANNED NO DTC'S CURRENT OR HIST. REMOVED VDR FROM VEH AND
 REVIEWED AND SAW NO PROBLEMS. RPM WAS STEADY AND SHOWED NO F
 AULTS. OF TWO RECORDED EVENTS BY CUST

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 16CVZ-BULBS **TECH(S): 28256**
 EXT BULB CONCERN
 C/S AT TIMES THE HEAD LITES WOULD NOT WORK ON AUTO OR MANUAL

UNABLE TO DUPLICATE CONCERN AT THIS TIME

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3 50CVZ RENT GRP1 GROUP 1 VEH RENTAL **TECH(S): 29474**
 Added Operation (BRENDA @ 05/18/2006 17:33)
 PROVIDE ALTERNATE TRANSPORTATION (RENTAL) FOR CUSTOMER
 FACTORY WARRANTY FOR \$37.00 PER DAY LIMIT OF 3 DAYS

PROVIDE CUST WITH ALTERNATE TRANSPORTATION
 3 DAY MAX --MJ-98-Z790? (1,2,3)
 @ \$37.00 PER DAY

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 3	154739	858062	05/25/06	RENTAL	26CEC13T961	0.00
TOTAL - SUBLET						0.00

COMMENTS
 CUST ADVISED WARRANTY WILL NOT PAY FOR RENTAL. AFTER VEH IS READY
 FOR PICK UP. LEFT MSG ON CELL PHONE 5-20-06

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CUSTOMER NO. 81879	ADVISOR BRENDA LEE	24771	TAG NO. 2868	INVOICE DATE 04/03/06	INVOICE NO. CVCS240757
[REDACTED] CARTERSVILLE, GA	LABOR RATE	LICENSE NO.	MILEAGE 1,190	COLOR RALLY YELLO	STOCK NO. 51805
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/2DR			DELIVERY DATE 03/23/06	DELIVERY MILES 165
	VEHICLE I.D. NO. 1 G 1 A P 1 4 P 3 5 7			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			R.O. DATE 04/03/06	
BUSINESS PHONE	COMMENTS				

LABOR & PARTS
 JOB # 1 16CVZELECT. ELECT. SYS. CONCERN TECH(S): 83929 WARRANTY

C/S WHILE DRIVING ALL GUAGES WENT CRAZY PWR STEERING .LITE
 COMING ON OFF. SAYING LOW FUEL. ONLY 1 KEY WOULD WORK
 RD TEST VEH SCANED FOR CODES. FOUND MULTIPLE LOW VOLTAGE
 CODES FOUND POOR CONNECTION AT G102 AND G101
 CLEANED AND RD TEST AGAIN OK

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 50CVZ-RENT-GRP1-GROUP 1 VEH RENTAL TECH(S): 29474 WARRANTY

PROVIDE ALTERNATE TRANSPORTATION (RENTAL) FOR CUSTOMER
 FACTORY WARRANTY FOR \$37.00 PER DAY LIMIT OF 3 DAYS

PROVIDE CUST WITH ALTERNATE TRANSPORTATION
 3 DAY MAX --MJ-98-Z790? (1,2,3)
 @ \$37.00 PER DAY

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	150888	850163	04/04/06	RENTAL	1G1AK55F967768237	0.00
TOTAL - SUBLET						0.00

COMMENTS

DELETED OPERATION(S)
 30CVZ MULTI-POINT INSP

TOTALS

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

TOTAL INVOICE \$ 0.00

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CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

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 Thank You,
 DAYS CHEVROLET, Inc.

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 1-414073972**BBB#:** CHV0650933

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 over allowance and/or incentives prior to arbitration or voluntary repurchase.

☐ **PLEASE NOTE:** **IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$14,536.48
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$15,670.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$-1,133.52

Trade Allowance (from dealer Bill of Sale)	\$n/a
Actual Cash Value Statement	\$n/a
Difference (if positive, this is the overallowance)	\$n/a

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$n/a
Actual Cash Value Statement	\$n/a
Difference (if positive, this is the negative equity)	\$n/a

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$14,536.48
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$750.00

Overallowance and/or Negative Equity minus	\$n/a
Actual price of Vehicle that should be presented to BBB for ATA	\$13,786.48



711 S.W. Loop 820

Telephone 293-5811

FORT WORTH, TEXAS 76134

INVOICE NO. **88100**STOCK NO. **5024**DATE **6/2/06**

PURCHASER'S NAME

I.D. No.

PURCHASER'S ADDRESS

ZIP CODE

CITY & STATE **FT WORTH TX**

BUS. PHONE

RES. PHONE

PLEASE ENTER MY ORDER FOR **ONE 2005**NEW
USED

CHEVROLET

MODEL **COBALT**BODY TYPE **COBALT 2DR**

COLOR

KEY NOS. **02957**CAR
TRUCKTO BE DELIVERED ON OR ABOUT **MARCH 25**20 **05**

SALESMAN

RUBIN NATION / KENNETH H. HARRIS

Fill Out this Section if Used Car is Traded In
MAKE OF USED VEHICLE

YEAR BODY TYPE

VEHICLE SOLD AS EQUIPPED FROM MANUFACTURER

LICENSE

ODOMETER READING

I.D. NO.

BALANCE OWED TO

ADDRESS

USED VEHICLE ALLOWANCE

\$ **N/A**

BALANCE OWED ON VEHICLE

\$ **N/A**

NET ALLOW. ON USED VEH.

\$ **N/A**

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 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.

NON TAXABLE RATE

\$ **750.00**SELLING PRICE **1.00**\$ **14100.45**

CASH WITH ORDER

\$ **N/A**

STATE SALES TAX

\$ **897.24**

TOTAL CREDIT (Trans. to Right Col.)

\$ **750.00**

LICENSE

\$ **76.80**

LIEN P.O. BOX 660200 DALLAS TX 75266

STATE INSPECTION

\$ **37.75**

THIS ORDER MAY BE CANCELLED BY EITHER PARTY UNTIL SIGNED AND ACCEPTED BY DEALER AND PURCHASER AND ACCEPTED BY FINANCING AGENCY ACCEPTABLE TO DEALER AS TO ANY DEFERRED BALANCE.

TITLE TRANSFER

\$ **33.00**

DOCUMENTARY FEE

\$ **50.00**

DEALER'S INVENTORY TAX

\$ **37.75**

TOTAL OF ABOVE ITEMS

\$ **15218.14**

DRAFT AMOUNT

TOTAL CREDIT (Transfer from Left Column)

\$ **750.00**

BALANCE

Due on Delivery in
Event of Cash Sale\$ **15468.14**

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 \$50.00. THIS NOTICE IS REQUIRED BY LAW.

NOTICE TO USED VEHICLE PURCHASER: "The information you see on the (FEDERAL TRADE COMMISSION) 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

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, BRUCE LOWRIE CHEVROLET, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BRUCE LOWRIE CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

THIS ORDER IS NOT BINDING UNTIL ACCEPTED BY DEALER - NO LIABILITY OR PROPERTY DAMAGE INSURANCE INCLUDED

I UNDERSTAND AND AGREE TO THE TERMS OF THIS ORDER AND UNDERSTAND IT IS SUBJECT TO THE TERMS AND CONDITIONS ON THE FRONT AND REVERSE SIDES HEREOF AND ACKNOWLEDGE THAT I HAVE BEEN GIVEN THE OPPORTUNITY TO READ SUCH TERMS.

PURCHASER'S SIGNATURE
BRUCE LOWRIE CHEVROLET, INC.

CO. SIGNATURE

BY (Name and Title)

DATE **6/2/06**

BRUCE LOWRIE CHEVROLET, INC. FURTHER STATES THAT THE ODOMETER MILEAGE INDICATED ON THE VEHICLE PURCHASED AS DESCRIBED ABOVE IS _____ MILES. (S 409 (a) OF THE MOTOR VEHICLE INFORMATION AND COST SAVINGS ACT OF 1972, PUBLIC LAW 92-513.)

Reynolds and Reynolds 062935 O (11/03)



General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: JOHNNIE WARREN KEITHEISHA D BROOKS

VIN: 1 G 1 A K 1 2 F 2 5 7

— (or see attached list*)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
3 VALUE COUPONS	750.00	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$ 750.00	

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 3%/72 MOS
REBATES
in lieu of _____ and/or _____

b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 03/27/03. I acknowledge receipt of incentive(s) as described in Item # ____ and release the GM Division from any future claim or obligation for incentive(s) on this unit. _____

Purchaser/Lessee Signature: _____

Date: 03 / 25 / 05

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

Authorized Dealer Signature:

Date: 03 / 25 / 05 07021

Dealership Name:

Dealer Code:

*List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy

Copy #2 - Customer

GENERAL MOTORS CORPORATION

GM3795 (02/02)

Reynolds and Reynolds TO ORDER: www.revsource.com; 1-800-344-0996; fax 1-800-531-9055

Privileged and Confidential Information

CASE ASSESSMENT BY: Michael Highlands Siebel/CARS Request No: 1-414073972

Customer Name: [REDACTED]

Year of Vehicle: 2005 Make: Chevrolet Model: Cobalt Current Mileage: 30,545

Vehicle ID No.: 1G1AK12F257 [REDACTED] In Service Date: 3/25/05 Purchased: New
If used: N/A

What is customer seeking: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Stalling

Date:	Mileage:	Days Out:	Description of Repair:
6/02/06	30,559	□	RO 296720 (Lowrie) Road test extensive until 31,017 miles. No Problem found at this time.

OTHER SYMPTOM/CONCERN: Headlights have moisture in them

Date:	Mileage:	Days Out:	Description of Repair:
5/25/06	29,200	1	RO 296177 (Lowrie) Replaced left headlight assembly.
1/25/06	20,920	1	RO 287099 (Lowrie) Ordered part.
11/25/05	16,582	1	RO 282854 (Lowrie) Replaced right headlight.

OTHER SYMPTOM/CONCERN: Brake light on

Date:	Mileage:	Days Out:	Description of Repair:
6/02/06	30,559	4	RO 296720 (Lowrie) Test drove from 30,559 to 30,686. Unable to Duplicate.
6/15/05	5,922	10	RO 270848 (Lowrie) TAC □1160091. Per PIC 3412A reprogrammed IPC. NOTE: Days out of service due to waiting for replacement radio.
5/09/05	2,777	3	RO 267786 (Lowrie) Test drove for 3 days, over 100 miles, unable to Duplicate.
5/03/05	2,704	2	RO 267426 (Lowrie) Test drove 13 miles, light did not come on. Note Advised GM aware of and working on fix for intermittent brake light on. No fix yet.

OTHER SYMPTOM/CONCERN: Power steering light on

Date:	Mileage:	Days Out:	Description of Repair:
6/06/06	30,559	□	RO 296720 (Lowrie) Test drove from 30,559 to 30,686. Unable to Duplicate.

OTHER SYMPTOM/CONCERN: Wind noise on passenger side

Date:	Mileage:	Days Out:	Description of Repair:
7/12/05	7,963	1	RO 272938 (Lowrie) No abnormal noise heard.

OTHER SYMPTOM/CONCERN: Body shop work (Accident?)

Date:	Mileage:	Days Out:	Description of Repair:
5/16/06	29,200	4	RO 295394 (Lowrie) Paint repair.

OTHER SYMPTOM/CONCERN: Turn signal inoperative

Date:	Mileage:	Days Out:	Description of Repair:
5/27/06	30,043	1	RO 296280 (Lowrie) Replaced left front bulb.

OTHER SYMPTOM/CONCERN: Radio lock out

Team Manager Approval:

Date:

Privileged and Confidential Information

Date:	Mileage:	Days Out:	Description of Repair:
6/15/05	5,922	<input type="checkbox"/>	RO 270848 (Lowrie) Replaced radio per TSB 05-08-44-010.

OTHER SYMPTOM/CONCERN: Recalls

Date:	Mileage:	Days Out:	Description of Repair:
6/15/05	5,922	<input type="checkbox"/>	RO 270848 (Lowrie) Completed recall 5034 to reposition air bag Wiring.

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:
-------	----------	-----------	------------------------

Total Days Out of Service: 28 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: ☐ NO: ☒

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Eligible only for warranty repairs.

AVM and/or DEALER RECOMMENDATION(s):
AVM and dealer working to resolve case.

CRM RECOMMENDATION ☐ RATIONALE (EXPLAIN):

Vehicle does not meet presumption and is outside of the 2/24 period for filing. Offer Value Guard up to 36/54 if available. BBB closed case 6/15/06.

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

Team Manager Approval:



Date:



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CUSTOMER NO. 62937	PERSON	FIGURE	DATE	TIME
	JASON	216	8334	06/05/06
ADDRESS [REDACTED]	ADDRESS	AGE	SEX	STREET NO.
	[REDACTED]	30,359	RED	51673
FT WORTH, TX	PHONE/HOME/WORK	ACQUISITION DATE	ACQUISITION TIME	50
	05/CHEVROLET/CORAL/CORAL-2DR	05/25/05		
	VEHICLE NO.	VEHICLE LICENSE	VEHICLE TYPE	PRODUCTION DATE
	161AK12F257	[REDACTED]		
	EX. NO.	EX. NO.	EX. DATE	
			06/02/06	
WORKSHEET NO.	COMMENTS			

JOBS & PARTS # 1 2507	STEERING/SHOCKS/DRIVE SHAFTS TECHS: 2/14	WARRANTY
DRIVE LAMP COMES IN WHEN STOPPING. TEST DRIVE VEHICLE OUT 30000 IN 30000 COULD NOT DUPLICATE CUST CONCERN		
JOB # 1 TOTAL LABOR & PARTS		0.00
# 2 2507	STEERING/DRIVE SHAFTS TECHS: 2/14	WARRANTY
POWER STEERING LIGHT COMES ON THE HIGH TEST DRIVE VEHICLE: OUT 30000 IN 30000 COULD NOT DUPLICATE CUST CONCERN CHECKED P/W TENSION AT HIGH AND P/W ALL CHECKED OK NO LIGHTS CAME ON DURING TEST DRIVE		
JOB # 2 TOTAL LABOR & PARTS		0.00
# 3 2507	WHEELS TECHS: 2/14	WARRANTY
VEHICLE STARTED SMOKING THEY DIED. TOOK WHEELS TO RESTORE PERFORMED COMPUTER DIAGNOSTICS, NO DTC AT THIS TIME. OK CONNECTIONS ON P/W AND TENSION WHEELS OK. ROAD TEST EXTENSIVELY, NO PROBLEMS FOUND AT THIS TIME. WILE OUT 33000		
JOB # 3 TOTAL LABOR & PARTS		0.00
# 4 2507/2421	TRANSPORTATION TECHS: 2/14	WARRANTY
Added Operation (JASON @ 06/17/2006 15:30) CUSTOMER REQUEST TRANSPORTATION RETURN VISIT FOR DRIVE LAMP.		
JOB # 4 TOTAL LABOR & PARTS		0.00
G.O.G. & SUPPLIES JOB # 3		
S.O. GDS PER GALLON	@	AMT
TOTAL - GDS		0.00
G.O.G. & SUPPLIES		0.00

COMMENTS NBS		 Bruce Lowrie 111 S. WILLOW BLVD. FORT WORTH, TEXAS 76104 (817) 293-5811
PAGE 1 OF 2	CUSTOMER COPY	 MON - FRI 7 AM - 6 PM SAT 8 AM - NOON (CONTINUED ON NEXT PAGE)



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CUSTOMER NO.	62937	ADDRESS	JASON	TAG NO.	216 8334	INVOICE DATE	06/05/06	INVOICE NO.	CVC5296720
		LABOR RATE		MILEAGE	30,559	COLOR	RED/	STOCK NO.	51673
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT-2DR			DELIVERY DATE	03/25/05	DELIVERY MILE	50
		VEHICLE I.D. NO.	1 G 1 A K 1 2 F 2 5 7			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		H. CL. DATE	06/02/06		
		BUSINESS PHONE	COMMENTS						

LABOR & PARTS
J# 1 25CVZ *STEER/BRAKES/WHEELS HOURS: TECH(S): 764 WARRANTY

BRAKE LAMP COMES ON WHEN DRIVING.
TEST DROVE VEHICLE OUT 30559 IN 30686 COULD NOT DUPLICATE
CUST CONCERN

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 25CVZ-1 STEERING/SUSP DIAG HOURS: TECH(S): 764 WARRANTY

POWER STEERING LIGHT COMES ON THE DASH
TEST DROVE VEHICLE OUT 30559 IN 30686 COULD NOT DUPLICATE
CUST CONCERN CHECKED PIN TENSION AT BCM AND PSCM ALL CHECKED
OK NO LIGHTS CAME ON DURING TEST DRIVE

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 20CVZ *DRIVEABILITY HOURS: TECH(S): 790 WARRANTY

VEHICLE STARTED SHAKING THEN DIED. TOOK AWHILE TO RESTART
PERFORM COMPUTER DIAGNOSTICS. NO DTC'S AT THIS TIME. CK
CONNECTIONS AT PCM AND IGNITION MODULE OK. ROAD TEST
EXTENSIVELY. NO TROUBLE FOUND AT THIS TIME. MILE OUT
31017

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+96CVZ-RENT TRANSPORTATION HOURS: TECH(S): 216 WARRANTY

Added Operation (JASON @ 06/02/2006 15:30)
CUSTOMER REQUEST COURTESY TRANSPORTATION
RETURN VISIT FOR BRAKE LAMP.

JOB # 4 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES

JOB # 3 5.0 GAS PER GALLON @ /UNIT TOTAL - GOG WARRANTY 0.00

COMMENTS
MKB

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SELLER NEITHER ASSUMES NOR AUTHORIZES
ANY OTHER PERSON TO ASSUME FOR IT ANY
LIABILITY IN CONNECTION WITH THE SALE OF
SAID PRODUCTS.

I HEREBY AUTHORIZE REPAIRS TO BE DONE
ALONG WITH NECESSARY PARTS AND MATERIALS.
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.
I CERTIFY THAT I HAVE READ AND UNDERSTAND THE
CONDITIONS OF AGREEMENT PROVISIONS ON THE
REVERSE SIDE OF THIS INVOICE AND AGREE TO ALL
OF THE CONDITIONS AS SO STATED. I ACKNOWLEDGE
RECEIPT OF COPY HEREOF.

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

☐ CASH ☐ CHK. ☐ C.O.D.

NOTICE PURSUANT TO PROPERTY CODE §76.061
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, §24.01, 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 Payment



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CUSTOMER NO. 62937	ADVISOR BRENT SERICE	TAG NO. 716 8068	INVOICE DATE 05/27/06	INVOICE NO. CVCS296280
FT WORTH, TX	LABOR RATE	MILEAGE 30,043	COLOR RED/	STOCK NO. 51673
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR		DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7		SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.		P. O. NO.	R. O. DATE 05/27/06
BUSINESS PHONE		COMMENTS		

LABOR & PARTS
J# 1 01CVZ-GSP0 #1 LOE BASIC CAR HOURS 9.49 TECH(S) 811

LUBE OIL AND FILTER (5 QRTS & FILTER)
MAINTENANCE
PERFORMED LUBE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	112	OIL FILTE	3.51
JOB # 1	5	111	OIL	1.79
JOB # 1 TOTAL PARTS				12.46

JOB # 1 TOTAL LABOR & PARTS 21.95

J# 2 04CVZ ELECTRICAL DIAG HOURS 0.30 TECH(S) 811 WARRANTY

LEFT FRONT TURN SIGNAL INOP
BULB WAS BROKEN.
REPLACED THE BULB.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	12450108	BULB 2.679	
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	ENVIRONMENTAL FEE	
JOB # 1	OFD	OIL FILTER DISPOSAL	
TOTAL - MISC			1.26

TOTALS

THANK YOU FOR YOUR BUSINESS!

TOTAL LABOR...	9.49
TOTAL PARTS...	12.46
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.26
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.03

TOTAL INVOICE \$ 24.24

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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.

I HEREBY AUTHORIZE REPAIRS TO BE DONE
ALONG WITH NECESSARY PARTS AND MATERIALS.
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.
I CERTIFY THAT I HAVE READ AND UNDERSTAND THE
"CONDITIONS OF AGREEMENT" PROVISIONS ON THE
REVERSE SIDE OF THIS INVOICE AND AGREE TO ALL
OF THE CONDITIONS AS SO STATED. I ACKNOWLEDGE
RECEIPT OF COPY HEREOF.

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OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT
OR ANY OTHER CAUSE BEYOND OUR CONTROL.
CLIENT'S OR OWNER'S SIGNATURE.

☐ CASH ☐ CHK. ☐ CHG.

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, §9.606, IF PAYMENT FOR THE
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CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF
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Signature of the Person Responsible or Agent for Person Responsible for Payment



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CUSTOMER NO. 62937	ADVISOR REBECCA WADE	105	TAG NO. 3573	INVOICE DATE 05/25/06	INVOICE NO. CVCS296177
	LABOR RATE		MILEAGE 29,200	COLOR RED/	STOCK NO. 51673
FT WORTH, TX	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR		DELIVERY DATE 03/25/05		DELIVERY MILES 50
	VEHICLE I.D. NO. 1G1AK12F257		SELLING DEALER NO.		PRODUCTION DATE
	P.T. NO.		P.Q. NO.	05/25/06	
	BUSINESS PHONE		COMMENTS		

LABOR & PARTS
JOB # 1 04CVZ ELECTRICAL DIAG HOURS 0.30 TECH(S) 424 WARRANTY

LEFT SIDE HEADLIGHT HAS MOISTURE IN IT
LFT FRONT HEAD LAMP LEAKING WATER...
NOT SEALED ...
REPLACED LFT HEAD LAMP ASSEMBLY...

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15845990	CAPSULE 2.725	

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
BACK TO BODY SHOP WHEN COMPLETE
MM..

TOTALS

THANK YOU FOR YOUR BUSINESS!

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

TOTAL INVOICE \$ 0.00

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☐ CASH ☐ CHK. ☐ CHG.

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CUSTOMER NO. 62937	ADVISOR LARRY N WADE	TAG NO. 12 3834	INVOICE DATE 05/19/06	INVOICE NO. CVCB295394
FT WORTH, TX	LABOR RATE	MILEAGE 29,200	COLOR RED/	STOCK NO. 51673
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR		DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7		SELLING DEALER NO.	PRODUCTION DATE
	R.T.B. NO.	R.O. NO.	R.O. DATE 05/16/06	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS
J# 1 50CVZ BODY REPAIR HOURS: 5.32 TECH(S): 59 73.81
REPAIR AS PER ESTIMATE

JOB # 1 TOTAL LABOR & PARTS 73.81

J# 2 55CVZ PAINT REPAIR HOURS: 5.32 TECH(S): 246 159.60

JOB # 2 TOTAL LABOR & PARTS 159.60

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	TOTAL
JOB # 1	84035	170552	05/18/06	BUMPER	220.00	220.00

MISC	CODE	DESCRIPTION	CONTROL NO	TOTAL
JOB # 1	BSPM	BODY SHOP PAINT & MATERIALS		109.20
TOTAL - MISC				109.20

COMMENTS
CP

TOTALS

THANK YOU FOR YOUR BUSINESS!

TOTAL LABOR....	233.41
TOTAL PARTS....	0.00
TOTAL SUBLET....	220.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	109.20
TOTAL MISC DISC	0.00
TOTAL TAX.....	27.16

TOTAL INVOICE \$ 589.77

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Signature of the Person Responsible or Agent for Person Responsible for Payment



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CUSTOMER NO. 62937	ADVISOR JASON	TAG NO. 216 5257	INVOICE DATE 04/17/06	INVOICE NO. CVCS293110
LABOR RATE	LABOR HOURS	MILEAGE 27,054	COLOR RED/	STOCK NO. 51673
YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR			DELIVERY DATE 03/25/05	DELIVERY MILES 50
VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.			P.O. NO.	R.O. DATE 04/17/06
BUSINESS PHONE		COMMENTS		

LABOR & PARTS
JOB # 1 01CVZ-GSPD #1 LOP BASIC CAR HOURS: TECH(S) 464 BL00 9.49

LUBE OIL AND FILTER (5 QRTS & FILTER)
MAINTENANCE
PERFORMED LUBE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12579143	FILTER 1.836	5.77	
JOB # 1	5	111	OIL	1.79	
JOB # 1 TOTAL PARTS				14.72	
JOB # 1 TOTAL LABOR & PARTS				24.21	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	ENVIRONMENTAL FEE		0.76
JOB # 1	OFD	OIL FILTER DISPOSAL		0.50
TOTAL - MISC				1.26

COMMENTS
WAITER
MM..

TOTALS

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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.

I HEREBY AUTHORIZE REPAIRS TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS. 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. I CERTIFY THAT I HAVE READ AND UNDERSTAND THE "CONDITIONS OF AGREEMENT" PROVISIONS ON THE REVERSE SIDE OF THIS INVOICE AND AGREE TO ALL OF THE CONDITIONS AS SO STATED. I ACKNOWLEDGE RECEIPT OF COPY HEREOF.

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☐ CASH ☐ CHK. ☐ CHG.

NOTICE PURSUANT TO PROPERTY CODE, §70.001
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Signature of the Person Responsible or Agent for Person Responsible for Payment



711 S. W. LOOP 820
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(817) 293-5811



MON - FRI 7 AM - 6 PM
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CUSTOMER NO.	62937	ADVISOR	REBECCA WADE	105	TAG NO.	2136	INVOICE DATE	01/25/06	INVOICE NO.	CVCS287099
<div style="background-color: black; width: 150px; height: 40px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 150px; height: 40px; margin-bottom: 5px;"></div> <div>FT WORTH, TX</div>		LABOR RATE			MILEAGE	20,920	COLOR	RED/	STOCK NO.	51673
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/COBALT-2DR			DELIVERY DATE	03/25/05		DELIVERY MILES	50
		VEHICLE I.D. NO.	1 G 1 A K 1 2 F 2 5 7			SELLING DEALER NO.			PRODUCTION DATE	
		R.T.E. NO.				R.O. NO.			R.O. DATE	01/25/06
		BUSINESS PHONE				COMMENTS				

LABOR & PARTS			
# 1 01CVZ GSPD	# LOP BASIC CAR	HOURS	TECH(S): 464 BL00 9:49

LUBE OIL AND FILTER (5 QRTS & FILTER)
MAINTENANCE
PERFORMED LUBE OIL AND FILTER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12579143	FILTER 1.836	5.77	5.77
JOB # 1	5	111	OIL	1.79	8.95
JOB # 1 TOTAL PARTS					14.72

JOB # 1 TOTAL PARTS	14.72
JOB # 1 TOTAL LABOR & PARTS	24.21

J# 2 01CVZ-GSP24 ROTATE HOURS TECH(S):464 BL 00 19 95

ROTATE AND INSPECT TIRES
MAINTENANCE
ROTATE AND INSPECT TIRES, ADJUST AIR PRESSURE

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

JOB # 2 TOTAL LABOR & PARTS 19.95

J# 3 04CVZ ELECTRICAL DIAG. HOURS 0.00 TECH(S) 46 WARRANTY

LEFT FRONT HEADLIGHT HAS MOISTURE IN IT
NECESSARY TO SPECIAL ORDER PART WILL CALL WHEN
PART COMES IN

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE.
JOB # 3	0	15845990	CAPSULE 2.725	

WARRANTY

15043990 CAPSULE 2.725
PART ON SPECIAL ORDER
** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	ENVIRONMENTAL FEE	2.36
JOB # 1	OFD	OIL FILTER DISPOSAL	0.50

TOTAL - MISC	2.86
--------------	------

COMMENTS-----
WAITER
2666400
CHAD ORDERED HEADLAMP

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CUSTOMER NO. 62937	ADVISOR REBECCA WADE	105	YAS NO. 2136	INVOICE DATE 01/25/06	INVOICE NO. CVCS287099
[REDACTED] FT WORTH, TX	LABOR RATE	[REDACTED]	MILEAGE 20,920	COLOR RED/	STOCK NO. 51673
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR			DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1G1AK12F257			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			R.D. NO.	R.O. DATE 01/25/06
BUSINESS PHONE		COMMENTS			

TOTALS

THANK YOU FOR YOUR BUSINESS!

 * GM may survey you regarding your warranty repairs. *
 * Our goal is for you to be "COMPLETELY SATISFIED" with *
 * your overall service visit. *
 * If you cannot answer "COMPLETELY SATISFIED" with the *
 * service you received today, please contact: *
 * Jeff Sharrow 817-568-4822 or Jerry Nelson 817-568-4810 *

TOTAL LABOR....	29.44
TOTAL PARTS....	14.72
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.86
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.22
TOTAL INVOICE \$	48.24

BRUCE LOWRIE is proud to announce, we are now your
neighborhood tire source!

CUSTOMER SIGNATURE

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CUSTOMER NO. 62937	ADVISOR JASON	TAG NO. 216 067	INVOICE DATE 12/13/05	INVOICE NO. CVCS284090
	LABOR RATE	MILEAGE 17,898	COLOR RED/	STOCK NO. 51673
FT WORTH, TX	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR		DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	R.O. NO.	R.O. DATE 12/13/05	
	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
1 LOP BASIC CAR HOURS TECH(S) 464-8100 9.49

LUBE OIL AND FILTER (5 QRTS & FILTER)
MAINTENANCE
PERFORMED LUBE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12579143	FILTER 1.836	5.77	
JOB # 1	5	111	OIL	1.79	
JOB # 1 TOTAL PARTS				14.72	
JOB # 1 TOTAL LABOR & PARTS				24.21	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	ENVIRONMENTAL FEE		0.76
JOB # 1	OFD	OIL FILTER DISPOSAL		0.50
TOTAL - MISC				1.26

COMMENTS
WAITER
MKB

TOTALS

THANK YOU FOR YOUR BUSINESS!

TOTAL LABOR....	9.49
TOTAL PARTS....	14.72
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.26
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.22
TOTAL INVOICE \$	26.69

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CUSTOMER SIGNATURE

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Attention: **MIKE HIGHLANDS**

Date: 6/5/2006

Company:

Number of Pages: 3

Fax Number: 9-18662930851

Voice Number:

From: **Chip Jones**

Company:

Fax Number: 8175684894

Voice Number: 8175624826

Subject: PER YOUR REQUEST

Comments:

JOHNNY WARREN DEAL. THERE WAS NO TRADE JUST 750.00
VALUE COUPONS.
THANKS

CHIP JONES
GENERAL SALES MANAGER



General Motors Corporation
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME:

VIN: 1 G 1 A K 1 2 F 2 5 7 (or see attached list*)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
3 VALUE COUPONS	750.00	
	\$	
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$ 750.00	

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 50/52 1103
REBATES
in lieu of _____
and/or _____

b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 09/27/05. I acknowledge receipt of incentive(s) as described in Item # ____ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lossee Signature:

Date: 03/25/05

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

Authorized Dealer Signature:

Date: 03 / 25 / 05 07021

Dealership Name:

Dealer Code: _____

*List must include VIN, Delivery Date and Program Reference

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

Copy #1 - Dealer Copy

Copy #2 - Customer

GENERAL MOTORS CORPORATION

GM3795 (02/02)

Reynolds and Reynolds TO ORDER: www.revsources.com; 1-800-344-0995; fax 1-800-531-9055



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CUSTOMER NO. 62937	ADVISOR JASON	TAG NO. 216	INVOICE DATE 05/11/05	INVOICE NO. CVCS267786
[REDACTED] FT WORTH, TX	LABOR RATE [REDACTED]	MILEAGE 2,777	COLOR RED/	STOCK NO. 51673
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR		DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 05/09/05	
BUSINESS PHONE		COMMENTS		

LABOR & PARTS

J# 1 25CVZ *STEER/BRAKES/WHEELS HOURS: TECH(S): 764 WARRANTY
CUSTOMER REPORTS BRAKE LAMP COME'S ON WHEN DRIVING
TEST DROVE VEHICLE OVER 100 MILES OVER 3 DAYS BRAKE LIGHT
DID NOT COME ON BRAKES DID NOT FAIL CHECKED BRAKE FLUID
AND INSPECTED BRAKES COULD NOT DUPLICATE CUST CONCERN
IN 3152

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

J# 2 96CVZ-RENT TRANSPORTATION HOURS: TECH(S): 216 WARRANTY
Added Operation (JASON @ 05/09/2005 14:44)
CUSTOMER REQUEST COURTESY TRANSPORTATION
PER BRUCE MOORE
ENTERPRISE INV 472650 5/9/05 243 PM
Z7902-TWO DAYS ALTERNATE COURTESY TRANSPORTATION

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

J# 3 01CVZ-BSP13 #8 NEW CARS KEY TAG HOURS: TECH(S): 284 BLOC INTERNAL
Added Operation (JASON @ 05/09/2005 16:15)
OIL AND FILTER CHANGE SERVICE
NEW CARS AND SERVICE
MAINTENANCE
CHANGE OIL AND FILTER SERVICE
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	12579143	FILTER 1.836	
JOB # 3	5	111	OIL	
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	75517	472650	05/12/05	CTR	0.00
TOTAL - SUBLET					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
JOB # 3	NCL	NEW CAR DISCOUNT LETTER		
JOB # 3	SLD	SERVICE LETTER DISCOUNT		
TOTAL - MISC				0.00

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CUSTOMER NO. 62937	ADVISOR JASON	TAG NO. 216 5148	INVOICE DATE 05/11/05	INVOICE NO. CVCS267786
[REDACTED] FT WORTH, TX	LABOR RATE [REDACTED]	MILEAGE 2,777	COLOR RED/	STOCK NO. 51673
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR		DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T.S. NO.	P.O. NO.	R.O. DATE 05/09/05	
BUSINESS PHONE		COMMENTS		

TOTALS

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

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CUSTOMER NO. 62937	ADVISOR JASON	216	TAG NO. 3884	INVOICE DATE 05/04/05	INVOICE NO. CVCS267426
	LABOR RATE		MILEAGE 2,704	COLOR RED/	STOCK NO. 51673
FT WORTH, TX	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR			DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1G1AK12F257			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	# O. NO.	R.O. DATE 05/03/05		
	BUSINESS PHONE	COMMENTS.			

LABOR & PARTS
W/ 1.25CVZ STEER/BRAKES/WHEELS HOURS 0.30 TECH(S) 764 WARRANTY

CUSTOMER REPORTS BRAKE LAMP COMES ON WHEN DRIVING
INSPECTED BRAKE SYSTEM TEST DROVE VEHICLE 13 MILES
LIGHT DID NOT COME ON
GM WORKING ON FIX FOR INTERMITENT BRAKE LIGHT ACCORDING
TO PIC3412
NO FIX AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

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

COMMENTS
BRAKE LIGHT COMES ON WHILE DRIVING

TOTALS

THANK YOU FOR YOUR BUSINESS!

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* service you received today, please contact: *
* Jeff Sharrow 817-568-4822 or Jerry Nelson 817-568-4810 *

BRUCE LOWRIE is proud to announce, we are now your
neighborhood tire source!

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

TOTAL INVOICE \$ 0.00

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 THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

I HEREBY AUTHORIZE REPAIRS TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS.
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. I CERTIFY THAT I HAVE READ AND UNDERSTAND THE "CONDITIONS OF AGREEMENT" PROVISIONS ON THE REVERSE SIDE OF THIS INVOICE AND AGREE TO ALL OF THE CONDITIONS AS SO STATED. I ACKNOWLEDGE RECEIPT OF COPY HEREOF.

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

☐ CASH ☐ CHK. ☐ C.O.D.

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, §9.009, 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 or Agent for Person Responsible for Payment

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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CUSTOMER NO. 900	ADVISOR CHARLES TERRILL	TAG NO. 672	BTRQ	INVOICE DATE 03/28/05	INVOICE NO. CVCP264637
BRUCE LOWRIE CHEVROLET, INC. 711 S.W. LOOP 820 FORT WORTH, TX 76134 BRUCELOWRIE@BRUCELOWRIECHEVROLET.COM	LABOR RATE	LICENSE NO. 588CYF	MILEAGE 25	COLOR RED/	STOCK NO. 51673
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR			DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1G1AK12F257			SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO. EXEMPT			P. O. NO.	R. O. DATE 03/26/05
RESIDENCE PHONE 817-293-5811	BUSINESS PHONE 817-293-5811		COMMENTS		

LABOR & PARTS
JOB # 1 02CVZ S12 2YR STATE INSP. HOURS TECH(S): 107 INTERNAL

2-YEAR STATE INSPECTION
KEN RUBEN
W06641135
COMPLETE

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 NVSI NEW VEHICLE STATE INSPECTION TOTAL - MISC INTERNAL 0.00

COMMENTS
PDI

TOTALS-----

THANK YOU FOR YOUR BUSINESS!

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

TOTAL INVOICE \$ 0.00

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* Jeff Sharrow 817-568-4822 or Jerry Nelson 817-568-4810 *

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INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY
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SELLER NEITHER ASSUMES NOR AUTHORIZES
ANY OTHER PERSON TO ASSUME FOR IT ANY
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"CONDITIONS OF AGREEMENT" PROVISIONS ON
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AGREE TO ALL OF THE CONDITIONS AS SO
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CUSTOMER NO. 900	ADVISOR ISRAEL MARTINEZ	TAG NO. 107 012	INVOICE DATE 03/17/05	INVOICE NO. CVCP263521
BRUCE LOWRIE CHEVROLET, INC. 711 S.W. LOOP 820 FORT WORTH, TX 76134 BRUCELOWRIE@BRUCELOWRIECHEVROLET.COM	LABOR RATE	MILEAGE 20	COLOR RED/	STOCK NO. 51673
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR		DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1G1AK12F257		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO. EXEMPT	P.O. NO.	R.O. DATE 03/11/05	
RESIDENCE PHONE 817-293-5811	BUSINESS PHONE 817-293-5811	COMMENTS		

LABOR & PARTS
JOB # 1 61CVZ PDI SERVICE HOURS 1.10 TECH(S) 107 INTERNAL

PRE-DELIVERY INSPECTION SERVICE
COMPLETED

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	PDI	PDI	1G1AK12F257580316	INTERNAL
			TOTAL - MISC	0.00

COMMENTS
PDI

TOTALS

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

TOTAL INVOICE \$ 0.00

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2005 COBALT 2-DOOR COUPE		CHEVROLET MOTOR DIVISION
74U VICTORY RED	/L4G	GENERAL MOTORS CORPORATION
14B GRAY		100 RENAISSANCE CENTER
ORDER NO. HTWTZ5/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 AK12 F2 57		VEHICLE INVOICE 1AD61076120
*****		*****13*07021S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1AK37 COBALT 2-DOOR COUPE	13625.00	12739.38 INVOICE 03/04/05
B34 FLOOR MATS	80.00	72.00 SHIPPED 03/04/05
FE9 50-STATE EMISSIONS	N/C	N/C EXP I/T 03/14/05
K34 CRUISE CONTROL	275.00	247.50 INT COM 03/14/05
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00 PRC EFF 03/04/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	765.00 KEYS G2967 G2967
T43 REAR DECK-LID SPOILER	275.00	247.50 WFP-F QTR OPT-1
		BANK: GMAC - 005
		CHG-TO 07-021
		SHIP WT: 2740
		HP: 18.4
		GMS: 14258.23
		SUPPLR: 14896.48
		MRM: 15670.00
		DAN: ATADD
		MEMO 680.25

TOTAL MODEL & OPTIONS	15105.00	14071.38	ACT 231	14183.23
DESTINATION CHARGE	565.00	565.00	H/B 261	453.15
LAM DEALER CONTRIBUTION		151.05	ADV 261	151.05
LAM GROUP CONTRIBUTION		151.05	EXP 65A	151.05
TOTAL	15670.00	14938.48	PAY 310	14938.48
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		14280.95		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

BRUCE LOWRIE CHEVROLET, INC.	REMIT TO GMAC NO. 005
	VIN 1G1AK12F257
	\$ 14938.48 INV 1AD61076120
	DUE 03/14/05 DEALER 07-021



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CUSTOMER NO. 62937	ADVISOR JASON	TAG NO. 216 4958	INVOICE DATE 11/25/05	INVOICE NO. CVCS282854
	LABOR RATE	MILEAGE 16,582	COLOR RED/	STOCK NO. 51673
FT WORTH, TX	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR	DELIVERY DATE 03/25/05	DELIVERY MILES 50	
	VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7	SELLING DEALER NO.	PRODUCTION DATE	
	R.T. E. NO.	R.O. NO.	R.O. DATE 11/25/05	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS
3# 1 04CVZ ELECTRICAL DIAG HOURS: 0.30 TECH(S): 51 WARRANTY
 CUSTOMER REPORTS R/F HEADLAMP FILL WITH CONDENSATION
 INSPECT RIGHT HEADLAMP. LENS IS COVERED WITH LARGE DROPLETS
 AND MOISTURE POOLING IN BOTTOM.
 REPLACE RIGHT HEADLAMP.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15279752	CAPSULE 2.725		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

COMMENTS

MM...

TOTALS

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CUSTOMER SIGNATURE

DUPLICATE INVOICE

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

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 THE SELLER HEREBY EXPRESSLY DISCLAIMS
 ALL WARRANTIES EITHER EXPRESS OR IMPLIED,
 INCLUDING ANY IMPLIED WARRANTY OF
 MERCHANTABILITY OR FITNESS FOR A PARTICULAR
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☐ CASH ☐ CHK. ☐ CHG.

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CUSTOMER NO. 62937	ADVISOR HORACIO N MEDINA	TAG NO. 172	INVOICE DATE 09/21/05	INVOICE NO. CVCS278211
	LABOR RATE 12,375	MILEAGE 6685	COLOR RED/	STOCK NO. 51673
FT WORTH, TX	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR	DELIVERY DATE 03/25/05	DELIVERY MILES 50	
	VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	R.O. NO.	R.O. DATE 09/21/05	
BUSINESS PHONE	COMMENTS			

LABOR & PARTS
JOB # 1 01CVZ B5P0 #1 LOF BASIC CAR HOURS TECH(S) 284 BL00 9.49
LUBE OIL AND FILTER (5 QRTS & FILTER)
MAINTENANCE
PERFORMED LUBE OIL AND FILTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		12579143	FILTER 1.836	5.44	
JOB # 1	5		111	OIL	1.79	
JOB # 1 TOTAL PARTS					14.39	
JOB # 1 TOTAL LABOR & PARTS					23.88	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	ENVIRONMENTAL FEE		0.76
JOB # 1	OFD	OIL FILTER DISPOSAL		0.50
TOTAL - MISC				1.26

COMMENTS
WAITER

TOTALS

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TOTAL LABOR....	9.49
TOTAL PARTS....	14.39
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.26
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.19
TOTAL INVOICE \$	26.33

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CUSTOMER SIGNATURE
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CUSTOMER NO. 62937	ADVISOR REBECCA WADE	TAX NO. 105	INVOICE DATE 07/30/05	INVOICE NO. CVCS274276
LABOR RATE [REDACTED]	MILEAGE 9,316	COLOR RED/	STOCK NO. 51673	
YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR	DELIVERY DATE 03/25/05	DELIVERY MILES 50		
VEHICLE I.D. NO. 1G1AK12F257	SELLING DEALER NO.	PRODUCTION DATE		
R.T.E. NO.	P.O. NO.	R.O. DATE 07/30/05		
BUSINESS PHONE	COMMENTS			

LABOR & PARTS
1 01CV2 GSPD #1 OF BASIC CAR HOURS: TECH(S): 284 BLOO 9.49

LUBE OIL AND FILTER (5 QRTS & FILTER)
MAINTENANCE
PERFORMED LUBE OIL AND FILTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		12579143	FILTER 1.836	5.77	
JOB # 1	5		111	OIL	1.79	
JOB # 1 TOTAL PARTS					14.72	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	ENVIRONMENTAL FEE		0.76
JOB # 1	OFD	OIL FILTER DISPOSAL		0.50
TOTAL - MISC				1.26

COMMENTS
WAITER

TOTALS

THANK YOU FOR YOUR BUSINESS!

TOTAL LABOR....	9.49
TOTAL PARTS....	14.72
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.26
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.22

TOTAL INVOICE \$ 26.69

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☐ CASH ☐ CHK. ☐ O.H.K.

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 THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.909, 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 or Agent for Person Responsible for Payment



711 S. W. LOOP 820
FORT WORTH, TEXAS 76134
(817) 293-5811



MON - FRI 7 AM - 6 PM
SAT 8 AM - NOON

CUSTOMER SIGNATURE

DUPLICATE INVOICE



711 S. W. LOOP 820 • FORT WORTH, TEXAS 76134
(817) 293-5811

CUSTOMER NO. 62937	ADVISOR HORACIO N MEDINA	TAG NO. 172	INVOICE DATE 07/12/05	INVOICE NO. CVCS272938
[REDACTED] FT WORTH, TX	LABOR RATE [REDACTED]	MILEAGE 7,963	COLOR RED/	STOCK NO. 51673
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR		DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7		SELLING DEALER NO.	PRODUCTION DATE
R. T. E. NO.		R. G. NO.	R. O. DATE 07/12/05	
BUSINESS PHONE		COMMENTS		

LABOR & PARTS
JOB # 100V1 MISC TRIM HOURS: 0.00 TECH(S): 538 786 WARRANTY
CUSTOMER REPORT WIND NOISE CAN BE HEARD AT PASSENGER SIDE
WINDOW AND FRONT WINDSHIELD AREA
UNABLE TO DUPLICATE CONCERN
ROADTEST WITH ADVISOR, NO ABNORMAL NOISE HEARD
JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
WAITER ATT BRUCE MOORE

TOTALS
THANK YOU FOR YOUR BUSINESS!

* GM may survey you regarding your warranty repairs. *
* Our goal is for you to be "COMPLETELY SATISFIED" with *
* your overall service visit. *
* If you cannot answer "COMPLETELY SATISFIED" with the *
* service you received today, please contact: *
* Jeff Sharrow 817-568-4822 or Jerry Nelson 817-568-4810 *

BRUCE LOWRIE is proud to announce, we are now your
neighborhood tire source!

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

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☐ CASH ☐ CHK. ☐ CHG.

NOTICE PURSUANT TO PROPERTY CODE §20.001
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(817) 293-5811

CUSTOMER NO. 62937	ADVISOR STEPHEN F REYNOLDS	TAG NO. 16 6343	INVOICE DATE 06/24/05	INVOICE NO. CVCS270848
LABOR RATE	LABOR RATE	MILEAGE 5,922	COLOR RED/	STOCK NO. 51673
YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR			DELIVERY DATE 03/25/05	DELIVERY MILES 50
VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.			R.O. DATE 06/15/05	
BUSINESS PHONE		COMMENTS		

LABOR & PARTS
J# 1 96CVZ RENT TRANSPORTATION HOURS TECH(S) 16 WARRANTY
CUSTOMER REQUEST COURTESY TRANSPORTATION
WILL CLAIM AT LATER DATE

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CVZ GSPD #1 LOP BASIC CAR HOURS TECH(S) 284 BL00 9.49
LUBE OIL AND FILTER (5 QRTS & FILTER)
MAINTENANCE
PERFORMED LUBE OIL AND FILTER

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 2 1 12579143 FILTER 1.836 5.44
JOB # 2 5 111 OIL 1.79 8.95
JOB # 2 TOTAL PARTS 14.39
JOB # 2 TOTAL LABOR & PARTS 23.88

J# 3 25CVZ *STEER/BRAKES/WHEELS HOURS 0.90 TECH(S) 764 WARRANTY
BRAKE LIGHT COMES ON IN DASH...
90E OIL OK FOR .5 FOR INCOMPLETE INSTRUCTIONS, SPECT 20 MIN
ON PHONE TO CORRECT AND COMPLETE REPROGRAM
6-16-05, AT 11:30 AM
VEHICLE HAS SOFTWARE ISSUE PER PIC3412
RED BRAKE LIGHT ON INTERMITTENTLY
REPROGRAM IPC WITH NEW CAL NO. PER PIC3412A
CASE # 1160091 DROVE VEHICLE 25 MILES LIGHT DID NOT COME
ON

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

J# 4 10CVZ MISC TRIM INT/EXT HOURS 0.20 TECH(S) 51 52 WARRANTY
05034 RECALL...AC // AIR BAG WIRING
REPOSITION WIRING IN AIRBAG CONNECTOR
INSTALL JUMPER HARNESS TO COOLING FAN.

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
JOB # 4 1 15785514 HARNESS 1.055
JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 04CVZ ELECTRICAL DIAG HOURS TECH(S) 61 WARRANTY

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☐ CASH ☐ CHK. ☐ CHG.

NOTICE PURSUANT TO PROPERTY CODE, §70.051
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CUSTOMER NO. 62937	ADVISOR STEPHEN F REYNOLDS	16	TAG NO. 6343	INVOICE DATE 06/24/05	INVOICE NO. CVCS270848
 FT WORTH, TX	LABOR RATE 	MILEAGE 5,922		COLOR RED/	STOCK NO. 51673
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/COBALT-2DR			DELIVERY DATE 03/25/05	DELIVERY MILES 50
	VEHICLE I.D. NO. 1 G 1 A K 1 2 F 2 5 7			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.			R.O. NO.	R.O. DATE 06/15/05
BUSINESS PHONE		COMMENTS			

AT TIMES WHEN STARTED--RADIO IN LOCK MODE // CYCLE KEY--
WILL WORK
RADIO NO-15278465
SENT ORIG. RADIO IN FOR REPAIR-NO EXCHANGE
REPLACEMENT RADIO PT NO-15278465 RETURNED BACK TO AUTOCRAFT
PER GM MESSENGER DOC ID NO-VSS20050523 RETURNED ON 6-22-5
NEW RADIO NO-15272189 ORDERED ON 6-22-5 AND WILL BE IN ON
6-23-5, OLD RADIO RETURNED ON UPS NO-1ZA74T450613
WILL HAVE ALOT OF RENT ON THIS UNIT DUE TO NO RADIO
NEW RADIO ORDER NO-2332756
CHECK OPERATION PER BULLETIN #05-08-44-010 REPLACE RADIO.
REMOVE RADIO FOR REPLACEMENT.
INSTALL REPLACEMENT RADIO AND PROGRAM.RETEST OPERATION.

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THE REVERSE SIDE OF THIS INVOICE AND
AGREE TO ALL OF THE CONDITIONS AS SO
STATED. I ACKNOWLEDGE RECEIPT OF COPY
HEREOF.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----
JOB # 5 TOTAL PARTS				0.00
JOB # 5 TOTAL LABOR & PARTS				0.00
MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	SS	ENVIRONMENTAL FEE		0.76
JOB # 2	OFD	OIL FILTER DISPOSAL		0.50
JOB # 5	ADM	ADMINISTRATIVE ALLOW.		
TOTAL - MISC				1.26

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COMMENTS-----

TOTALS-----

THANK YOU FOR YOUR BUSINESS!

TOTAL LABOR.... 9.49
TOTAL PARTS.... 14.39
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 1.26
TOTAL MISC DISC 0.00
TOTAL TAX..... 1.19

TOTAL INVOICE \$ 26.33

* GM may survey you regarding your warranty repairs. *
* Our goal is for you to be "COMPLETELY SATISFIED" with *
* your overall service visit. *
* If you cannot answer "COMPLETELY SATISFIED" with the *
* service you received today, please contact: *
* Jeff Sharrow 817-568-4822 or Jerry Nelson 817-568-4810 *

BRUCE LOWRIE is proud to announce, we are now your
neighborhood tire source!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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

May 18, 2011

[REDACTED]
Hollister, CA [REDACTED]

Service Request: 1-414121178

Customer Relationship Specialist: Michael O'Brien

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Chevrolet Cobalt, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-790-5700 extension 20707 on Monday through Friday between the hours of 11:30am and 8:00pm Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

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

LAW OFFICES
SUSAN JOHNSON BATES
333 W. SANTA CLARA STREET, SUITE 612
SAN JOSE, CALIFORNIA 95113
TELEPHONE (408) 286-9700

FACSIMILE TRANSMITTAL

THIS FACSIMILE AND THE INFORMATION IT CONTAINS ARE INTENDED TO BE A CONFIDENTIAL COMMUNICATION ONLY TO THE PERSON OR ENTITY TO WHOM IT IS ADDRESSED. IF YOU HAVE RECEIVED THIS FACSIMILE IN ERROR, PLEASE NOTIFY US BY TELEPHONE AND RETURN THE ORIGINAL FAX TO THIS OFFICE BY MAIL.

TO: Tamera Shultz, GM Business Resource Center Fax No. 866-270-0206

**FROM: Susan Johnson Bates, Attorney at Law
Fax No. 408/286-9403**

**RE: [REDACTED]
Service Request: 1-414121178
2005 Chevrolet Cobalt, VIN 1G1AK52F557 [REDACTED]
Customer Relationship Specialist: Tamera Shultz**

DATE: August 30, 2006

Number of Pages (Including this Cover Sheet): 2

We are transmitting from a HP LaserJet 3100 facsimile machine. When we receive automatically (unattended), we would appreciate a cover letter giving us your transmittal information.

If there are any problems receiving this message, please telephone Margaret at 408/286-9700. Thank you.

Message:

LAW OFFICES
SUSAN JOHNSON BATES
333 W. SANTA CLARA STREET, SUITE 612
SAN JOSE, CALIFORNIA 95113-1715
TELEPHONE (408) 286-9700

August 30, 2006

VIA FAX TRANSMITTAL ONLY

Tamera Shultz
General Motors Corporation
Business Resource Center
P.O. Box 33170
Detroit, MI 48232-5170

RE: [REDACTED]

Service Request: 1-414121178
2005 Chevrolet Cobalt, VIN 1G1AK52F557 [REDACTED]

Dear Ms Shultz:

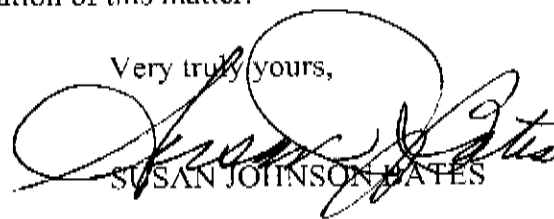
Thank you for the offer from General Motors of \$5,000 in exchange for releasing GM, and every other entity, from all responsibility for the vehicle and the warranty. This, of course, is not acceptable.

GM maintains that the vehicle has been permanently repaired, but there is no evidence of that. So, GM wants to push the burden of all additional repairs of this new car, onto [REDACTED]

[REDACTED] will agree to GM's offer if GM will pay \$10,000 instead of the \$5,000 offered.

Thank you for your prompt consideration of this matter.

Very truly yours,


SUSAN JOHNSON BATES

SJB:mb

cc: Client

Sent By: HP LaserJet 3100;

4082869403;

Aug-11-06 11:45AM;

Page 3/4

AUG-11-2006 10:11A FROM:HOLLISTER SCHOOL DIS 8316342079

TO:914082869403

P.3

RELEASE OF LIEN INFORMATION

[REDACTED] [REDACTED]
(Client's Name) (Client's Social Security Number)

hereby authorize Bank of America
(Lien holder Name)

P.O. Box 30010 Los Angeles CA 90030-1800-215-6195
(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 8/10/06

VEHICLE INFORMATION

The current vehicle mileage is 14,102 Date mileage read: 8-10-06

[Signature]
Signature

Signature

L63006
V6369006



Lien Holder Information Request Form

Customer Name: [REDACTED] SSN: [REDACTED]

VIN: 1G1AK52F557 [REDACTED] YR/MAKE 2005 Chev. Cobalt

Lending Institution Information:

Account #: [REDACTED]

Institution Name: Bank of America FL 9-1000-02-26Institution Address: 9100 Southside Blvd., Bldg 600City: Jacksonville State: FL Zip Code: 32256Contact Person: Payoff ProcessingTelephone #: 800 215-6195Fax: (404) 532-3203Payoff: \$ 19,051.08Good Until: 9-7-06 NEXT DATE DUE _____Per Diem: \$ 2.68 (OR) % _____

LATE CHARGES PAID: \$ _____ LATE CHARGES DUE: \$ _____

No. Payments Made: _____ at \$ _____ /month

Total Amount of Payments Made: \$ _____

Total Interest Paid to Date: \$ _____ as of _____

2000 \$ _____ 2002 \$ _____ 2004 \$ _____ 2006 \$ _____

2001 \$ _____ 2003 \$ _____ 2005 \$ _____ 2007 \$ _____

Revised Payoff: \$ _____

Good Until: _____ NEXT DATE DUE _____

Per Diem: \$ _____ (OR) % _____

LATE CHARGES PAID: \$ _____ LATE CHARGES DUE: \$ _____

No. Payments Made: _____ at \$ _____ /month

Total Amount of Payments Made: \$ _____

Total Interest Paid to Date: \$ _____ as of _____

2000 \$ _____ 2002 \$ _____ 2004 \$ _____ 2006 \$ _____

2001 \$ _____ 2003 \$ _____ 2005 \$ _____ 2007 \$ _____



GREENWOOD CHEVROLET PONTIAC BUICK GMC

270 SAN FELIPE ROAD • HOLLISTER • CA 95023

www.greenwoodmotors.com

831.637.5328



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

BAR # AM214044

EPA # CAD 981653140

CUSTOMER NO. 26150	ADVISOR ERIC SOUZA	TAG NO. 48	INVOICE DATE 06/09/06	INVOICE NO. CVCS71663
[REDACTED]	LICENSE NO.	MILEAGE 14,046	COLOR /	STOCK NO.
HOLLISTER, CA	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4 DOOR SEDAN	DELIVERY DATE 08/25/05	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 5 5 7	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/06	REPRINT# 1
BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES-----

LABOR-----
J# 1 09CVZ ELECTRICAL TECH(S):243 WARRANTY

CUSTOMER STATES THE SERVICE STEERING COLUMN MESSAGE COMES ON AT TIMES AND THE VEHICLE IS NOT DRIVEABLE,ADVISE..... PERFORMED SYSTEM DIAGNOSTIC INSPECTION THE FOLLOWING CODES WERE STORED IN THE SYSTEM,U2107,U2100,U2105,RECENT STEERING COLUMN REPLACED AT ANOTHER DEALER,RAN THROUGH DIAGNOSTIC TROUBLE FREE ALL INDICATORS LEAD TO A FAULTY BODY CONTROL MODULE,ORDERED PARTS 06/07/06 10:30AM,RECEIVED PART 9:00 AM THURSDAY JUNE 08,2006,REPLACED AND REPROGRAMED THE BODY CONTROL MODULE AND THE THEFT DETERENT SYSTEM, PROGRAMMING WARRANTY CODE FE511,TEST DROVE NO MESSAGE ON VEHICLE RUNS AND OPERATES AS DESIGNED.
MILEAGE OUT 14057.
LABOR OPP N4800 1.0 .3 ADD DIAG

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	15247501	BCM 2.560		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2+09CVZ01 ELECTRICAL CONCERN TECH(S):243 WARRANTY

CUSTOMER STATES THE IGNITION KEY WILL NOT REMOVE FROM THE IGNITION CYLINDER.
FOUND BULLETIN # 06-07-30-004B FOR THIS CONDITION,
BULLETIN STATES TO REPLACE THE TRANSMISSION CONTROL SHIFTER ASSEMBLY.
REPLACE SHIFTER ASSEMBLY. CHECK OPERATION, OK. ROAD TEST, OK
ABOR OPP K5225 .6 .3 ADD DIAG

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	15244165	CONTROL 4.004		
				TOTAL - PARTS	0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3+50CVZ05 ENTERPRISE RENTAL TECH(S):243 WARRANTY

ALTERNATE TRANSPORTATION
PO#
COMPLETED

SUBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----	WARRANTY
	29444		06/09/06	RENT A CAR	



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EPA # CAD 981653140

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[REDACTED] HOLLISTER, CA	LICENSE NO.	MILEAGE 14,046	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/4 DOOR SEDAN		DELIVERY DATE 08/25/05	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 A K 5 2 F 5 5 7		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/06	REPRINT# 1
BUSINESS PHONE	COMMENTS			

TOTAL - SUBLET 0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

TOTALS-----

 * [] CASH [] CHECK CHECK # [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER EXPRESS [] OTHER [] CHARGE *

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

THANK YOU FOR YOUR BUSINESS !!
 YOUR COMPLETE SATISFACTION IS OUR #1 GOAL.
 WE ARE A FAMILY OWNED LOCAL DEALERSHIP.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Tamera Shultz State: CA

Customer Name: [REDACTED] Service Request: 1-414121178 GM Legal File No.: {Number}

Vehicle ID No.: 1G1AK52F557 [REDACTED] In Service Date: 08/28/05 Vehicle is: NEW BAC Code: 202384
Year, Make ☐ Model: 2005 Chevrolet Cobalt Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}Lien holder: GMAC ☐ Other ☒ Bank of America**VEHICLE REPAIR HISTORY**☐ **Steering**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/11/06	242029	3	12151	C/S vehicle lost power steering <input type="checkbox"/> steering light displayed on dash. Vehicle was bucking at same time <input type="checkbox"/> Cause: scanned system, found Code U2100, U2107-performed trouble code diagnosis. Power <input type="checkbox"/> grounds ok, communication ok, Called TAC Case <input type="checkbox"/> 8879612-Steering column has internal fault - CORRECTION: REPLACED STEERING COLUMN <input type="checkbox"/> TRANSFERRED ALL PARTS, CLEARED CODES
6/09/06	71663	3	14046	C/S service steering column message comes on at times <input type="checkbox"/> vehicle is not drivable <input type="checkbox"/> Cause: performed system diagnostic inspection, following codes stored in system: U2107, U2100, U2105. Recent steering column replaced at another dealer, ran through diagnostic trouble tree all indicators lead to a faulty body control module, ordered parts 6/07/06-Rec'd part 6/08/06 CORRECTION: REPLACED <input type="checkbox"/> REPROGRAMMED THE BODY CONTROL MODULE <input type="checkbox"/> THEFT DETERRENT SYSTEM. - PROGRAMMING WARRANTY CODE FE511. TEST DROVE, NO MESSAGE ON VEHICLE RUNS <input type="checkbox"/> OPERATES AS DESIGNED

☐ **Electrical**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/09/06	71663	<input type="checkbox"/>	14046	C/S ignition key will not remove from ignition cylinder <input type="checkbox"/> Cause: found bulletin <input type="checkbox"/> 06-07-30-004B for this condition; bulletin states to replace the transmission control shifter assembly <input type="checkbox"/> CORRECTION: REPLACE SHIFTER ASSEMBLY. CHECK OPERATION, OK, ROAD TEST OK

THE STATE LEMON LAW READS:

Days out of service: 30+

Repairs 4+

Time period 18 / 18,000

Does Lemon Law state nonconformity must continue to exist? NO

If applicable, safety-related repairs 2+

Safety-related time period 18 / 18,000

Number of repair attempts in the presumption period:

3

Total days out of service during the presumption period:

6

Total days out of service during customer's ownership:

6

RECOMMENDATION AND RATIONALE

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

REPURCHASE for Steering taking usage at 12,151 miles

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

TEAM MANAGER APPROVING: {Name}

Date: {Date}



GMC

HUMMER

General Motors Business Resource Center

FAX

To: Susan Johnson Bates

Company: Law Office of Susan Johnson Bates

Fax: 408-286-9700

Phone: 408-286-9403

From: Tamera Shultz

Fax: 1-866-270-0206

Phone: 1-866-790-5600 ext. 11333

E-mail:

CC:

NOTES:



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

August 8, 2006

VIA FAX ONLY

Susan Bates, Esq.
Law Office of Susan Johnson Bates
333 W Santa Clara St Ste 612
San Jose, CA 95113-1715

RE:

Service Request: 1-414121178
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AK52F557
Customer Relationship Specialist: Tamera Shultz

Dear Ms. Bates:

This is to advise that General Motors is in receipt of the above referenced case dated July 19, 2006. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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



Copy of owner's current title and/or registration
Other:



Finance agreement
Buyer's agreement

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

If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11333 Monday through Friday between 9:30 a.m. and 6:15 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

Tamera Shultz
General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

LG0006
V6302006





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

VIA FAX ONLY

August 31, 2006

Susan Bates, Esq.
Law Office of Susan Johnson Bates
333 W Santa Clara St Ste 612
San Jose, CA 95113-1715

RE:

Service Request: 1-414121178
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AK52F557
Customer Relationship Specialist: Tamera Shultz

Dear Ms. Bates:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2005 Chevrolet Cobalt 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 agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 11 @ \$272.09	\$ 2992.99 (which includes sales tax of \$ 1030.83)
Total down payment	\$ 150.33
Current Registration	\$ 16.00
Subtotal:	\$ 3,159.32

Extended Service Contract	- \$ 1,190.00
Less Usage/Depreciation	- \$ 1,620.58
Subtotal:	\$ 348.74

Attorney's Fees	\$ 2,500.00
Subtotal:	\$ 2,848.74



- * Payoff to lien holder (good through 9/07/06) \$ 14,051.08
- * Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	\$ 16,899.82
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<i>Total due to attorney and client:</i>	\$ 2,848.74
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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.

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. We will need a copy of your federal tax ID. 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.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

If this offer is acceptable to your client, please have your client 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. Please refer to the service request number above when calling our Business Resource Center at 1-866-790-5600 ext 11333 Monday through Friday between 9:30a.m. and 6:15 p.m., Eastern Time.

Sincerely,

Tamera Shultz
General Motors Corporation

Attach.

CURRENT VEHICLE MILEAGE: _____

Client's Signature

Client's Signature

Date

Date

LG0052 V07022006



RELEASE OF CLAIM

1. I, [REDACTED] (hereinafter referred to as "Releasor"), as buyer of a certain 2005 Chevrolet Cobalt, bearing Vehicle Identification Number 1G1AK52F557 [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$ 16,899.82, 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.

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 \$ 14,051.08, made payable to Bank of America; the second in the amount of \$ 2,848.74, made payable to Law Offices of Susan Johnson Bates.

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 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 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 shall tender said Vehicle with clear title to GMC upon receipt of \$ 16,899.82, 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 of \$ 16,899.82, 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 2005 Chevrolet Cobalt as determined by the NADA book, at the time this Release is executed by Releasor.

(iv) That the Vehicle shall not exceed 15,000 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 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;

(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 and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor by counsel prior to its execution;

(f) That Releasor represents and warrants that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor 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 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 and that this document of 3 pages contains the entire agreement between Releasor 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: _____



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

VIA FAX ONLY

August 8, 2006

Joe Cassisi
Golroy Chevrolet Cadillac

RE: [REDACTED]
Service Request: 1-414121178
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AK52F557 [REDACTED]
Customer Relationship Specialist: Tamera Shultz

Dear Mr. Cassisi:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11333 Monday through Friday between 9:30 a.m. and 6:15 p.m., Eastern Time.

Sincerely,

Tamera Shultz
General Motors Corporation

LG0040
V6302006





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

VIA FAX ONLY

August 25, 2006

Susan Bates, Esq.
Law Office of Susan Johnson Bates
333 W Santa Clara St Ste 612
San Jose, CA 95113-1715

RE:

Service Request: 1-414121178
2005 Chevrolet Cobalt
Vehicle Identification Number: 1G1AK52F557
Customer Relationship Specialist: Tamera Shultz

Dear Ms. Bates:

We regret that your client is dissatisfied with her 2005 Chevrolet Cobalt and that several attempts by the dealer to resolve the concerns have not met your client 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.

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 and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of \$ 5,000.00.

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 would retain the vehicle.

If this offer is acceptable to your client, please have your client 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 does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.



August 25, 2006
Page 2

Please refer to the service request number above when contacting our Business Resource Center at 1-866-790-5600 ext 11333 Monday through Friday between 9:30 a.m. and 6:15 p.m., Eastern Time.

Sincerely,

Tamera Shultz
General Motors Corporation

LG0044
V07022006

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



RELEASE OF CLAIM

I, [REDACTED], (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of \$ 5,000.00 paid by General Motors Corporation, hereby release and discharge 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 2005 Chevrolet Cobalt bearing Vehicle Identification Number 1G1AK52F557 [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 has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor immediately will dismiss the proceeding with prejudice.

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

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and General Motors Corporation, and Releasor is 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 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 

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

5C59

2005 COBALT 4-DOOR SEDAN
91U ARRIVAL BLUE METALLIC
14B GRAY
ORDER NO. HXTC8F/TRE STOCK NO.
VIN 1G1 AK52 F5 57

/L4G

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 10D78603403
*****13*06362S

MODEL & FACTORY OPTIONS		MSRP	INV AMT	RETAIL - STOCK
1AK69 COBALT 4-DOOR SEDAN		13625.00	12739.38	INVOICE 03/03/05
DT4 ASHTRAY AND LIGHTER		15.00	13.50	SHIPPED 03/03/05
L61 2.2L DOHC 4 CYL ENGINE		0.00	0.00	EXP I/T 03/18/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE		850.00	765.00	INT COM 03/18/05
T43 REAR DECK-LID SPOILER		275.00	247.50	PRC EFF 03/03/05
UN0 AM/FM STEREO W/CD PLAYER		185.00	166.50	KEYS G2691 G2691
YF5 50-STATE EMISSIONS		N/C	N/C	WFP-S QTR OPT-1
				BANK: COMERICA BA
				CHG-TO 06-362
				SHIP WT: 2785
				HP: 18.4
				GMS: 14123.38
				SUPPLR: 14755.56
				MRM: 15515.00
				DAN: BASIC
				MEMO 672.50

TOTAL MODEL & OPTIONS	14950.00	13931.88	ACT 231	14048.38
DESTINATION CHARGE	565.00	565.00	H/B 261	448.50
LAM DEALER CONTRIBUTION		149.50	ADV 261	149.50
LAM GROUP CONTRIBUTION		74.75	EXP 65A	74.75

TOTAL
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 15515.00 14721.13 PAY 310 14721.13
*****14068.25

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.

WITTMEIER CHEVROLET

5TH - WITMER CHRY.

5059 GILROY CHRY

GILROY CHEVROLET CADILLAC INC
674W BEARCAT CT
GILROY, CALIFORNIA 95020

CASH RECEIVED FROM 81655
WITTMER CHEVROLET
2292 FOREST AVE.
CHICO, CALIFORNIA 95926

RECEIPT NUMBER 110941
RECEIVED BY KELLEY HERNANDEZ
DATE 08/07/06
TIME 12:41

PAYMENT TYPE AMOUNT
CHECK 17,586.02

ACCT. AMOUNT CONTROL NUMBER
0100 17,586.02 81655

REMARKS DIFF ON DE VIN OUT 52 [REDACTED] VIN IN 57 [REDACTED]

MESSAGE THANK YOU FOR YOUR BUSINESS



WITTMEIER CHEVROLET

2292 Forest Avenue • (530) 343-4444

CHICO, CA 95928

SUTTA COMMUNITY BANK
1000 SUTTA DRIVE
CHICO, CA 95926

CHECK#

PAY **SEVENTEEN THOUSAND FIVE HUNDRED EIGHTY SIX DOLLARS AND 02/100**

DATE

AMOUNT

06/01/05

\$17,586.02

GILROY CHEVROLET
6720 BEARCAT CT
GILROY CA 95020

AUTHORIZED SIGNATURE

GILROY CHEVROLET

2075

06/01/05

DATE	ACCT#	AMOUNT	CTRL#	DATE	ACCT#	AMOUNT	CTRL#
------	-------	--------	-------	------	-------	--------	-------

 WM DT TO GILROY OURS DIFF
 IN VIN 52 [REDACTED], OUT VIN 57579412

CONTINUED



6720 BEARCAT COURT

GILROY, CA. 95021-0519

408-842-9301

DEALER TRADE INFORMATION

OURS _____

DATE 6-2-05TELEARS XPHONE# 5302305581TRADING WITH WITTMER CHERDEALER# 06362ADDRESS 2292 FOREST AVECITY CHICO

UNIT SOLD STOCK# _____

UNIT TRADED STOCK# 5T19 YEAR 2005 MODEL TRAILBLAZERVIN# [REDACTED] EXT COLOR GRAY

SEAT TYPE _____ INT COLOR _____ VINYL _____ CLOTH _____ LEATHER _____

INVOICE \$ 33446⁰⁵ ADDS \$ _____ TOTALS \$ _____

UNIT PURCHASE STOCK# _____

UNIT RECEIVED STOCK# 5C59 YEAR 2005 MODEL COBALTVIN# 579412 EXT COLOR ARRIVAL BLUE

SEAT TYPE _____ INT COLOR _____ VINYL _____ CLOTH _____ LEATHER _____

INVOICE \$ 14721.13 ADDS \$ _____ TOTALS \$ _____SPOKE WITH WENDY MILLER FAX # 530-3431759BILL OF SALE _____ TRADE CHECKS _____ DIFFERENCE CHECK X TRADE FLOORING _____DIFFERENCE DUE TO US/THEMS 17586.02 310 DIF
LESS ADJUSTMENTAUTHORIZED BY [Signature]

CASH RECEIVED FROM 85765

HOLLISTER, CALIFORNIA

RECEIPT NUMBER 112062

RECEIVED BY KELLEY E HERNANDEZ

DATE 08/29/05

TIME 10:01

PAYMENT TYPE
CHECK

AMOUNT

1,000.00

ACCT. AMOUNT CONTROL NUMBER
210 1,000.00 85765

REMARKS #2625

MESSAGE THANK YOU FOR YOUR BUSINESS

PAGE 1

WITTMEIER

DEALER TRADE WORKSHEET

☒ OURS
☐ THEIRS

OUR VEHICLE

ADS _____
DLR CODE 00418
STOCK# C50855
TYPE 2005 Cobalt 4dr
COLOR Blue
VIN# 57 [REDACTED]
MODEL# 1AK69
DT TO Gilroy Chevrolet
CITY Gilroy
SPOKE TO Vince
REMOTES ☒ Y OR N
DVD REMOTE/HEADPHONES Y OR N ☒
THEIR CHECK TOTAL \$

THEIR VEHICLE

ADS _____
TYPE 2005 Trailblazer
VIN# 52163845
COLOR DK Gray/Silverstone
MODEL# C515506
REMOTES ☒ Y OR N
DVD REMOTE/HEADPHONES Y OR N
OUR CHECK TOTAL \$17,506.02

Lola Gilroy

WITTMEIER CHEVROLET

2292 Forest Avenue

Chico, California 95928

530/343-4444 • 800/300-6707

2005 COBALT 4-DOOR SEDAN
 91U ARRIVAL BLUE METALLIC
 14B GRAY
 ORDER NO. HXTC8F/TRE
 VIN 1G1 AK52 F5 57

/L4G

STOCK # 150855

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 10078603403

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AK69 COBALT 4-DOOR SEDAN	13625.00	12739.38	INVOICE 03/03/05
DT4 ASHTRAY AND LIGHTER	15.00	13.50	SHIPPED 03/03/05
L61 2.2L DOHC 4 CYL ENGINE	0.00	0.00	EXP I/T 03/18/05
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	850.00	765.00	INT COM 03/18/05
T43 REAR DECK-LID SPOILER	275.00	247.50	PRC EFF 03/03/05
UN0 AM/FM STEREO W/CD PLAYER	185.00	166.50	KEYS G2691 G2691
YF5 50-STATE EMISSIONS	N/C	N/C	WFP-S QTR OPT-1

BANK: COMERICA BA
 CHG-TO 06-362

SHIP WT: 2785
 HP: 18.4
 GMS: 14123.38
 SUPPLR: 14755.50
 MRM: 15515.00
 DAN: BASIC
 MEMO 672.50

TOTAL MODEL & OPTIONS	14950.00	13931.88	ACT 231	14048.38
DESTINATION CHARGE	565.00	565.00	H/B 261	448.50
LAM DEALER CONTRIBUTION		149.50	ADV 261	149.50
LAM GROUP CONTRIBUTION		74.75	EXP 65A	74.75

TOTAL	15515.00	14721.13	PAY 310	14721.13
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		14068.25		

 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.

WITTMER CHEVROLET

CERTIFICATE OF ORIGIN FOR A VEHICLE

0264



RBLPD019

DATE
03/03/05

INVOICE NO
10D78603403

VEHICLE IDENTIFICATION NO
1G1AK52F557

YEAR
2005

MAKE
CHEVROLET

BODY TYPE
4 DOOR

SHIPPING WEIGHT
2785

HP (SAE)
18.4

GVWR
3763

NO CYLS
04

SERIES OR MODEL
1AK69

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.

06362 HXTC8F

WITTMEIER CHEVROLET
2292 FOREST AVE
CHICO

CA 95928-7605

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 *

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION

BY:

Richard C. [Signature]

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G40514678

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 7-95



*** DELIVERY RECEIPT *** LD: 495083224-017

CARRIER: PMTC
PACIFIC MOTOR TRUCKING CO.
50 HAMMOND WAY
MILPITAS, CA 95035
408) 945-0837 FAX(408) 945-0154

DISPATCH DATE
3/27/06

SHIP TO: 106362
WITTMEIER CHEV
2292 FOREST AVE
CHICO CA 95927
(530) 343-4444

DRIVER: 4265 SHIPPER: GENERAL MOTORS
TRUCK: 14115 <<< SPECIAL INSTRUCTIONS >>>

NO NIGHT DROPS/NO S.T.I. DELIVER MONDAY THRU FRIDAY: 7:30AM TO 4:30PM
NO SAT. OR SUNDAY DELIVERIES. DELIVER CHEVROLET UNITS TO THE HONDA
DEALER ON WITTMEIER DRIVE.
((Brake for Road Crew))

N D.R. NUM.	VEHICLE I.D.	DESCRIPTION	COLOR	ORDER
1 495037891	1GBJC3328 5F	CHEV INC CV CAB 4X2 1 TON	50	HXPVRR
2 495036783	1GCHK2909 5E	CHEV TRK CV CAB 4X4 3/4 T	59	HXNNWK
3 495037552	1GCEK14T5 5Z	CHEV TRK CV CAB 4X4 1/2 T	47	HZRHDS
4 495037762	1GNDT1358 52	CHEV MPV SM CAB 4X4 1/2 T	47	HXRM2X
5 495039665	1GCGG25V8 51	CHEV TRK VAN 4X2 3/4 TON	50	HWJMF7
6 495034810	1G1AK52F5 57	CHEV COBALT 4DR SEDAN	91	HXTCBF
7 495034815	1G1AK12FX 57	CHEV COBALT 2DR CP	41	HWBZ1D

CTC
B.C.
COBALT
2691
B-05
miles
4DR

REMARKS:

REMARKS:

DEALER

CARRIER

SIGNATURE: [Signature]

SIGNATURE: [Signature]

DATE 3/28/06 TIME _____ PAGE

1 OF 1 DATE 3/28/06 TIME _____

2005-08-29
DEALER'S COPY

BEFORE PURCHASE CONSIGNMENT
MECHANICAL - AGREEMENTS / RECEIVED

PAGE 00001

001-SHARPCARE RETAIL MRP	004-MAJOR GUARD RETAIL MRP
002-CUSTOM RETAIL MRP	005-MAJOR EIGHTHORN RETAIL MRP
003-POWERTRAIN RETAIL MRP	006-BASIC GUARD RETAIL MRP
007-VALUE GUARD RETAIL MRP	010-SMART CARE PLUS RETAIL MRP
011-SMART PROT. RETAIL MRP	012-SMART PROJ. PLUS RETAIL
013-TIRE ROAD HAZARD RETAIL MRP	014-EXTENDEDWARR. CARE
015-CERTIFIED LTRD WARRANTY	016-EXTENDED CERTIFIED MRP
017-CERTIFIED CERT. UPGRADE	018-BASIC GUARD CERT. IN MRP
019-VALUE GUARD CERT. IN MRP	020-MAJOR GUARD CERTIFIED MRP
021-SHARP CARE RETAIL MRP	024-MAJOR GUARD RETAIL MRP
025-CUSTOM RETAIL MRP	026-MAJOR EXT. RETAIL MRP
027-POWERTRAIN RETAIL MRP	028-3/3 PT LM
029-BASIC GUARD RETAIL MRP	030-VALUE GUARD RETAIL MRP
031-SMART CARE PLUS MRP	032-CERTIFIED BASE MRP
033-CERTIFIED UPGRADE MRP	034-TIRE ROAD HAZARD RETAIL
035-3/6 NG LM	036-6/6 FT LM

TRANSACTION TYPE:

CAN = CANCEL AGREEMENT CHG = CHANGE AGREEMENT NEW = NEW AGREEMENT

DESCRIPTION = TYPE OF AGREEMENT RECEIVE DATE = DATE RECEIVED BY MIC

PLN	TXN	TYPE	VIN	TERMS	MILES	DEDUCTIBLE	RECEIVE DT	TOTALS
004	NEW	36N0K26U458	[REDACTED]	(40)	(100)	(100)	2005-08-29	57558
004	NEW	20CEK19T631	[REDACTED]			(100)	2005-08-29	10738
004	NEW	30YFK66H235	[REDACTED]			(100)	2005-08-29	SCAT85
004	NEW	10CUT136158	[REDACTED]	(72)	(072)	(000)	2005-08-29	57307
004	NEW	36NEK12Z050	[REDACTED]	(40)	(100)	(100)	2005-08-29	57209
004	NEW	101AK52F357	[REDACTED]	(72)	(072)	(100)	2005-08-29	5099
004	NEW	10CHK30296F	[REDACTED]	(40)	(100)	(100)	2005-08-29	6735
074	NEW	204CP44L05F	[REDACTED]			(100)	2005-08-29	10915
004	NEW	103BN67N050	[REDACTED]	(48)	(040)	(100)	2005-08-29	10904
004	NEW	4J0AB07E94A	[REDACTED]	(48)	(040)	(100)	2005-08-29	
004	NEW	10RPU16075L	[REDACTED]	(48)	(040)	(100)	2005-08-29	10682
004	NEW	10REC10TASR1	[REDACTED]	(48)	(040)	(100)	2005-08-29	
TOTAL NEW AGREEMENTS REFLECTED								00012
DEALER'S COPY TOTAL TRANSACTIONS RECEIVED								00012
GILROY CHEVROLET CADILLAC GROUP								CA

Manuel Lopez-Rayma

09/01/2005 KELLEYH
13:31:02GILROY CHEVROLET CADILLAC INC
NEW VEHICLE SALE - 10313
PAGE 1

DATE	REFERENCE	DESCRIPTION	CONTROL#	ACCT#	DEBIT	CREDIT	STOCK#	SC-ACCT	SALE-AMNT	COST-AMNT	GROSS
08/28	SC59							410A	-14,168.38		
		CHEVROLET 1G1AK52F55757		231		14,272.63	SC59	610A		14,272.63	
		412									
			185765	300A	158.00						
				324	1,027.21						
				324T	8.75						
								443	-1,190.00		
			185765	301	540.00			643		540.00	
		REYNA		905	45.00						
		REYNA	183715	301T	69.00						
		REFUND SMOG/CERT/TAX ERROR	185765	210	61.87						
		IR									
		02 DODGE TRUCK 1B7HL38X32	10928	241	9,525.00		10928				
		1S607126									
		NANCIE LOPEZ REYNA	185765	300C		9,484.67					
								610A		-890.00	
		CWE	185765	261R	500.00						
		DOWN PYMNT	185765	210	1,000.00						
		BOFA	185765	205	15,963.88						
		REYNA						610A		45.00	
		REYNA						610A		69.00	
		GMS/REYNA						610A		-671.50	
		GMS/REYNA	185765	261R	671.50						
		LAM/REYNA						610A		-149.50	
		LAM/REYNA	185765	261R	149.50						
				806		185.22					
		NANCIE LOPEZ REYNA	185765	262B	185.22						
		DAVID F NUNEZ	1907	321		150.00					
		DAVID F NUNEZ		11A	150.00						
		YEVGENIY MARCHUK	12333	321		201.49					
		YEVGENIY MARCHUK		11A	201.49						
				806		0.01					
				231		0.01					
				410A		0.01					
		REFERENCE TOTALS			28,346.59	26,203.84			-15,358.38	13,215.63	2,142.75
		JOURNAL TOTALS			28,346.59	26,203.84			-15,358.38	13,215.63	2,142.75

09/01/2005 KELLEYH
13:31:03GILROY CHEVROLET CADILLAC INC
NEW VEHICLE SALE - 10313
PAGE 2

ACCOUNT#	DESCRIPTION.....	GL-AMOUNT.....	NO-OF-TRs
11A	COMM VEH SLSMN-NEW	351.49	2
205	CONTRACT IN TRANSIT	15,963.88	1
210	NOTES REC. VEHICLE	938.13	2
231	NEW CHEV CAR INV	-14,272.63	1
241	USED TRK INVENTORY	9,525.00	1
301	GMPP WARRANTY	-540.00	1
321	SALARY, WAGES, COMM PAY	-351.49	2
324	SALES TAXES PAYABLE	-1,027.21	1
443	SLS - GMPP	-1,190.00	1
643	C/S CPP NEW	540.00	1
806	FINANCE INCOME NEW	-185.22	1
905	OTHER INCOME	-45.00	1
2310	NEW CAR INVENTORY UNITS	-0.01	1
261R	REBATES DUE	1,321.00	3
262B	BOFA RESERVE	185.22	1
300A	D.M.V.	-158.00	1
300C	LIEN PAYOFFS-CARS	-9,484.67	1
301T	TIRES FOR LIFE	-69.00	1
324T	CALIF TIRE RECYCL FEE	-8.75	1
410A	SLS - Cobalt	-14,168.38	1
610A	C/S - Cobalt	12,675.63	3
8060	# OF COUNT-FI ONTHER INC	-0.01	1
410A0	# OF SLS - Cobalt	-0.01	1
		0.00	30



A FORM 300-10-001-01

10/1/05

APPLICATION FOR REGISTRATION OF NEW VEHICLE

95765

158-
11930377

DATE FIRST SOLD AS A NEW VEHICLE (MO DAY YR) 03/28/2005		DATE FIRST OPERATED (MO DAY YR) 03/28/2005		NAME/IND	
MAKE CHEVROLET	YEAR MODEL 2005	BODY TYPE 3	MOTIVE POWER L	NUMBER OF AXLES 4	UNLACEN WEIGHT
VEHICLE IDENTIFICATION NUMBER 1G1AK524557			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		
FOR CAMP TRAILERS AND TRAILER COACHES		LENGTH IN INCHES	WIDTH IN INCHES		COUNTY OF RESIDENCE SAN BENITO
SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW (1) [REDACTED]				EQUIPMENT NUMBER	DRIVER LICENSE ID CARD NO N0477805
<input type="checkbox"/> AND <input type="checkbox"/> OR (2)				DRIVER LICENSE ID CARD NO	
BUSINESS OR RESIDENCE ADDRESS [REDACTED]			APT. NUMBER	CITY HOLLISTER	STATE CA
TRAILING ADDRESS - IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH VESSEL) [REDACTED]			APT. NUMBER	CITY	STATE ZIP CODE
LIENHOLDER BANK OF AMERICA NA P.O. BOX 2759 JACKSONVILLE, FL 32203 ELT #P43				ELECTRONIC LIENHOLDER ID #	
BUSINESS OR RESIDENCE ADDRESS [REDACTED]			APT. NUMBER	CITY	STATE ZIP CODE
LEFT-SEE COMMENTS ARE REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE			APT. NUMBER	CITY	STATE ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?

☐ Yes ☒ No

APPLICANT'S CERTIFICATION: I certify under penalty of perjury under the laws of the State of California that the foregoing information is true and correct.

DATE 03/28/2005 (2) X

CERTIFICATE OF COST—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

DATE PURCHASED/ACQUIRED

COST

A — Cost of vehicle purchased as a ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis

B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances etc.).

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is [] [] [] [] [] (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING — ☐ Is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I/we certify under penalty of perjury under the laws of the State of California that the information entered on this form is true and correct.

DATE 03/28/2005	SIGNATURE OF SELLER OR COMPANY AGENT [Signature]	PRINT SELLER'S TRUE FULL NAME COMPANY AGENT GILROY CHEVROLET CADILLAC	ADDRESS 10720 BELMONT COURT MC GILROY CA 95020
DATE 03/28/2005	SIGNATURE OF BUYER OR COMPANY AGENT [Signature]	PRINT BUYER'S TRUE FULL NAME COMPANY AGENT NANETTE LOPEZ ALPILA	ADDRESS 1540 VERMONT DRIVE GILROY CA 95020

REGISTRATION, 9.34.

— DMV copy —



6720 Bearcat Court, Gilroy, CA 95020
(408) 842-9301



NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
A CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CELL: [REDACTED]

CUSTOMER NO. 85765	ADVISOR RICHARD RUIZ	TAG NO. 2418	INVOICE DATE 04/23/06	INVOICE NO. CVWS242029
[REDACTED]	LABOR RATE	LICENSE NO.	ARRIVAL BLU	STOCK NO. 5C59
HOLLISTER, CA	YEAR / MAKE / MODEL 05/CHEVROLET/COBALT/SD	DELIVERY DATE 08/28/05	DELIVERY MILES 24	
	VEHICLE I.D. NO. 1G1AK52F557	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/11/06	
COMMENTS				MO: 12151

JOB# 1 CHARGES

LABOR
J# 1 45CVZ01 STEERING CONCERN HOURS: 3.60 TECH(S):2425 353.09
CUSTOMER STATES VEHICLE LOST POWER STEERING & STEERING LIGHT
DISPLAYED ON DASH. VEHICLE WAS BUCKING AT SAME TIME.
SCANNED SYSTEM, FOUND CODE U2100, U2107- PERFORMED TROUBLE
CODE DIAGNOSIS. POWER & GROUNDS OK, COMMUNICATION OK.
CALLED TAC ASSIST CASE #8879612. STEERING COLUMN HAS
INTERNAL FAULT.
REPLACED STERNIG COLUMN & TRANSFERRED ALL PARTS.
CLEARED CODES.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	10394224	COLUMN KI 6.518	421.02	421.02	589.43	589.43
COST TOTAL				421.02			
TOTAL - PARTS							589.43

JOB# 1 TOTALS

LABOR 353.09
PARTS 589.43

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 942.52

JOB# 2 CHARGES

LABOR
J# 2 74CVZ-GMRENTAL RENTAL VEHICLE HOURS: 0.00 TECH(S):2418 0.00
GM ALTERNATE TRANSPORTATION
GM RENTAL
VIN#1GTCS136868 [REDACTED]

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
	27104	D155819		04/13/06	RENTAL	146.00
TOTAL - SUBLET						146.00

JOB# 2 TOTALS

SUBLET 146.00

JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL 146.00

COMMENTS

R/O TAX 0.00
R/O TOTALS 1088.52

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	1073.52
CLAIM TOTALS	1073.52

APPROVED BY SIGNATURE

GM
Goodwrench
www.gilroychevy.com

GM **Goodwrench**
Fleet Service

BECAUSE TIME IS MONEY.

BAR # AL230842

E.P.A. ID # CAL000276660



6720 Bearcat Court, Gilroy, CA 95020
(408) 842-9301



CVWS242029

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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CELL: 831-801-4142

CUSTOMER NO. 85765	ADVISOR RICHARD RUIZ	2418	TAG NO. 5780	INVOICE DATE 04/23/06	INVOICE NO. CVWS242029
HOLLISTER, CA	LABOR RATE	LICENSE NO.	MILEAGE 12,151	COLOR ARRIVAL BLU	STOCK NO. 5C59
	YEAR/MAKE/MODEL 05/CHEVROLET/COBALT/SD			DELIVERY DATE 08/28/05	DELIVERY MILES 24
	VEHICLE I.D. NO. 1G1AK52F557			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/11/06		
COMMENTS					MO: 12151

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.743

04/23/2006

WARRANTY NEW CLAIM

1211

RO NUMBER RO DATE

VIN

DIV

DEALER

ODOMETER

SERVICE ADVISOR #

242029

04/11/2006 1G1AK52F557

3

06418

12151

547-77-9844

CUSTOMER NAME: FIRST:

MIDDLE:

LAST:

PHONE: WORK:

HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	PB	1		10394224	589.43	60	E7680	1.6	2.0		353.09

LN-TOT: 942.52 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

COMMENTS: VEH LOST PWR STRG LIGHT ON. CASE 8879612 OLH 2.0 AS PER SVC MGR TRACE WITH TAC TO STRG COLUMN, NEC TO REPL COLUMN NUMEROUS DIAG TESTS PERFORMED WITH TAC GUIDANCE

COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02	MJ					98	Z7903				131.00

LN-TOT: 131.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

COMMENTS: 1GTCS1368682

R.O. TOTAL: 1073.52

***** DUPLICATE INVOICE *****

GM
Goodwrench
www.gilroychevy.com

GM **Goodwrench**
Fleet Service

BECAUSE TIME IS MONEY.

BAR # AL230842

E.P.A. ID # CAL000276560



6720 Bearcat Court, Gilroy, CA 95020
(408) 842-9301

CVCS242029



CVCS242029

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
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CUSTOMER NO.	85765	ADVISOR	RICHARD RUIZ	2418	TAG NO.	5780	INVOICE DATE	04/13/06	INVOICE NO.	CVCS242029	
		LABOR RATE		LICENSE NO.		MILEAGE	12,151	COLOR	ARRIVAL BLU	STOCK NO.	5C59
		YEAR / MAKE / MODEL	05/CHEVROLET/COBALT/SD				DELIVERY DATE	08/28/05	DELIVERY MILES	24	
		VEHICLE I.D. NO.	1G1AK52F557				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R.O. DATE	04/11/06				
		COMMENTS									
			MO: 12151								

TOTALS

* GILROY CHEVROLET CADILLAC *
* *
* THANK YOU FOR LETTING US SERVICE YOUR VEHICLE *
* *
* OUR GOAL IS TO MAKE YOU COMPLETELY SATISFIED *
* WITH YOUR SERVICE EXPERIENCE. *
* IF FOR ANY REASON YOU ARE NOT COMPLETELY *
* SATISFIED PLEASE CONTACT THE SERVICE MANAGER *
* JOE CASSISI @ (408)842-9301 X610 *
* *

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

GM
Goodwrench
www.gilroychevy.com

GM **Goodwrench**
Fleet Service

BECAUSE TIME IS MONEY.

BAR # AL230842

E.P.A. ID # CAL000276560