Phoenix, AZ

Service Request: 1-244369049

Customer Relationship Manager: Richard Dickson

Dear Mr.

We sincerely regret that you experienced a concern with your 2004 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$375.67. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

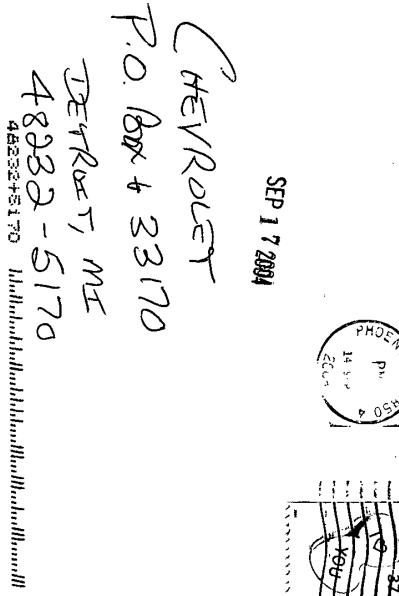
**General Motors Corporation** 

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

1-244369049 Stanton Register







Legere,	Paul
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?rom:

cac@chevrolet.com [cac@chevrolet.com]

Sent: Tue 8/24/2004 8:18 PM

Го: Cc:

Subject: Chevrolet Corvette Owner Assistance

Attachments:

Dear Mr.

Thank you for contacting the Chevrolet Customer Assistance Center. I appreciate you taking the time to write us in regards to your 2004 Chevrolet Corvette.

I sincerely apologize for the gas tank concern with your 2004 Chevrolet Corvette. I see that you have a service request with Richard Dickson. Please consider this confirmation of our receipt of your email. In addition, I have added the information you provided to the request number listed below, and sent a notification to Richard Dickson on your behalf.

We can not accept documenation by fax it does have to be sent by mail. I apologize for any inconvenience. I have provided below what Richard Dickson has already sent to you.

As we discussed, General Motors will need the original repair order, a copy of your payment stub, a copy of the payment made and a copy of your registration as proof of ownership. The address to send your documents to is:

Chevrolet

P.O. Box 33170

Detroit, MI 48232-5170

Please mail these documents with your service request number 1-244369049 on the documents so they can be attached to this file.

Please don't hesitate to contact Chevrolet again if you need further assistance. Please refer to your Service Request number in any correspondence.

I have documented your concern under Service Request #1-244369049. To contact us, please e-mail again or call the Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers are available Monday through Friday between 8:00 A.M and 11:00 P.M. Eastern Time.

Thank you for contacting Chevrolet.

Sincerely,

Mr. Ira Hovland Customer Relationship Manager

Chevrolet Customer Assistance Center

#Subject=RE: Chevrolet Corvette Owner Assistance

----Original Message----

Fron

Sent: 8/23/04 12:09:04 PM

To: cac@chevrolet.com

Subject: RE: Chevrolet Corvette Owner Assistance

Shall I fax this information to you? May I have a fax number?



Tempe, Arizona

Nextel ID # 128\*30247\*137

----Original Message-----

From: cac@chevrolet.com [mailto:cac@chevrolet.com]

Sent: Mon 8/23/2004 9:51 AM

To:

Cc:

Subject: RE: Chevrolet Corvette Owner Assistance

Dear Mr.

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you taking the time to write us in regards to 2004 Chevrolet Corvette.

As we discussed, I will need the original of your repair order, a copy of your payment stub and copy of a payment made. I will also need a copy of your registration as proof of ownership. Please include the exact mileage on your vehicle at this time.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Managers'are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

Richard Dickson
Customer Relationship Manager
Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <a href="https://www.mygmlink.com/main/US/en/gm/home?source=occallctr">https://www.mygmlink.com/main/US/en/gm/home?source=occallctr</a>

<a href="https://www.mygmlink.com/main/US/en/gm/home?source=occallctr">https://www.mygmlink.com/main/US/en/gm/home?source=occallctr</a>. This free online service offers vehicle and ownership-related information and tools tailored to your specific Chevrolet.

PO BOX 660208 DALLAS TX 75266



FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (Hearing Impaired): 800-833-4622

PHOENIX AZ

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Date: 08 27 04

RE: Account Number:

Vehicle:

VIN: DuerDate: 04 CHEV CORVETTE 1G1YY22G145

SEPTEMBER 14, 2004

Dear GMAC Customer,

Thank-you for choosing GMAC Direct Pay<sup>sм</sup>!

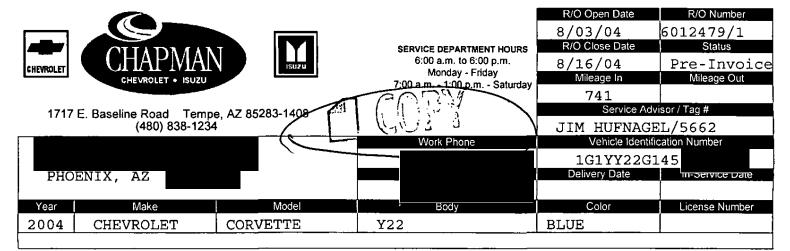
As you requested, we'll deduct your monthly payments from your bank account. Deductions will begin with the payment due date listed above. We're sure you'll find this to be a convenient and money-saving method of payment.

If you have any questions, please call us at the number provided above.

Sincerely,

**GMAC Financial Services** 





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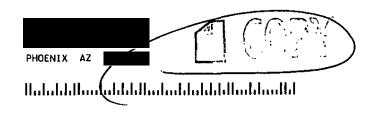
PO BOX 660208 DALLAS TX 75266



THANK YOU FOR CHOOSING YOUR DEALER AND GMAC

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622



MAKE/MODEL: 04 CHEV CORVETTE

VIN: 1G1YY22G145115208

TOTAL

PAGE 1 OF 1

ACCOUNT NUMBER: 005-9053-65762

895.84

STATEMENT REFLECTS PAYMENT(S) RECEIVED THROUGH: 08/23/04

-NEXT PAYMEN	T DUE- ***
Due Date Amount Due	09/14/04 895.84

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TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS: 895.84

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DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID



REMAINING UNPAID BALANCE \$53,750.40. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL GMAC FOR YOUR PAYOFF.

NOW YOU CAN SIGN-UP FOR THE GMAC DIRECT PAY AUTOMATIC PAYMENT PLAN ONLINE! JUST VISIT WWW.GMACFS.COM/DIRECTPAY/. SIGN-UP TODAY TO START SAVING TIME AND POSTAGE EVERY MONTH.

# RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER:

005-9053-65762

PAUL LEGERE

NEXT PAYMENT DUE:	895.84
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL DUE NOW:	895.84
AMOUNT PAID-INSURANCE PREMIUM:	··
TOTAL AMOUNT PAID:	

GMAC PAYMENT PROCESSING CENTER PO BOX 78234 PHOENIX AZ 85062-8234

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DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAK RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.



CHECK **NO.** 900667425

50-937

DATE 09/24/04

\*\*\*\*\*\*\*\*\*\*\*375 DOLLARS

\*\*\*\*67 CENTS

**AMOUNT** \*\*\*\*\*\*\*\*\*\*\*\*\*375.67

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF

VENDOR DUNS NO.

PHOENIX AZ

AUDIT

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

BB 000000008

1

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

CHECK NO 900667425

PAYMENT DATE

DETACH BEFORE DEPOSITING CHECK

**VENDOR NAME** 09/24/04 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 09/23/04 VM 1-4ADT10 1-244369049.1-4ADT10 00.0000 375.67 .00 375.67 1G1YY22G145 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3

**TOTAL** 

375.67

.00

375.67



Customer Relationship Manager: Richard Dickson

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G145 is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 08/24/2004 and ending on 08/24/2005, and begins with 11,097 and ends with 23,097 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

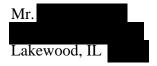
**General Motors Corporation** 

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

# CMPP Request for Processing

SR#	1-249	184584	]				
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car
Comp	lete VIN:	10	91YY22G145		Veh	icle Year:	2004
Divisi	on - Deale	r Code:	Chevrole	et 13-32888			
General Moto	ors has agi						
				a new plan - no GM	PP Coverage c	urrently	
-		: Check if ap	-				
I Iransi	er all claim	s to new po	псу	Endorse se	lling dealer c	ode to Divisi	on code
(Selling de	ealer to keep	profit. Divisi	ion is debited t	the dealer's profit)			
Delivery [	Date:	07/31/04	]	Odomete	r Reading:	110	97
Plar	n Purchase	e Date:	08/24/04	Customer C	)wnership:	Owi	ner
Business	Name:						
Custome	r Name -	Title:	Mr.	(First - M.I La	ast):		
Address I	Line 1:						
Address I	Line 2:						
City:	Phoenix			State:	AZ	Zip:	
Plan	Туре:	Sma	rtCare	# of Months:	12 Months	Mileage:	12000
Plan	Туре:			# of Months:		Mileage:	
		Ded	uctible:	\$0			
Plan Lien	Holder (Sele	ect Division b	elow):				
	Division A	Address:	Chevro	let - PO Box 33	170 Detroit	MI 48232	-5170
CRN	Л (Decision	Maker):	RICHARD	DICKSON			
Team	Manager .	/ Liaison:	TM Ed Bog	gs TRICHARI	DSON		
Team CA	RS Site:	Та	mpa	]	Date:	08/26	6/04

☐ AVM Requested



Customer Relationship Specialist: Monica Marquez

Dear :

We would like to discuss your request for assistance regarding your 2004 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

July 15, 2010

Mr.
Spartanburg, SC

Service Request: 71-546549041

Customer Relationship Specialist: Michael Royle

Dear Mr.

We are sorry you have experienced concerns with your 2004 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one detailing not to exceed \$200. This certificate holds no cash value is for one detailing only and cannot be extended. Present this letter to any Chevrolet dealership for redemption.

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

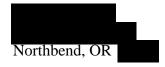
Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary other

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code G'and insert the amount in the net item column. This original letter should be retained in the customer's file.



Customer Relationship Specialist: Christopher Hynes

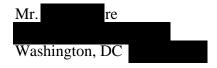
Dear

We would like to discuss your request for assistance regarding your 2004 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,



Service Request: 71-566742476 Executive Assistant: Danna Parker

Dear Mr.

We sincerely regret that you experienced a concern with your 2004 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$1,701.94. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Executive office at 313-667-7153 Monday through Friday between 8:00 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and any of our Executive assistants will be happy to assist you.

Sincerely,

Chevrolet Executive Office

For more information regarding the maintenance and care of your vehicle, please visit <a href="https://www.mygmlink.com">www.mygmlink.com</a>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

July 15, 2010



Service Request: 71-566749269

Customer Relationship Specialist: Kayla Thorne

Dear Mr.

We are sorry you have experienced concerns with your 2004 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary Maintenance letter up to but not to exceed \$200.00 to be used on next scheduled Maintenance. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Chevrolet Customer Assistance Center

### ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary Maintenance letter up to but not to exceed \$200.00

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

Issued by: Chevrolet

Certificate No. 1G1YY32G145

Issue Date: July 15, 2010

Issued exclusively for: Mr.

Cave Creek, AZ

Valid through: December 10, 2008

**Amount: Five Hundred Dollars and Zero Cents** 

\*\*\*\*\$500.00\*\*\*\*



Customer Relationship Specialist: Jody Tompson

Dear Mr.

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2004 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1YY32G145 enclosed is the Owner Loyalty Certificate for the amount of \$500.00. This certificate is valid through December 10, 2008, towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2004 Chevrolet Corvette and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 1-800-950-2438. You may also begin your shopping by logging on to the GM Vehicle Showroom at <a href="https://www.gm.com">www.gm.com</a> to view our products.

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

Sincerely,



Customer Relationship Specialist: Tracy Kelly

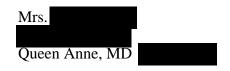
Dear :

We would like to discuss your request for assistance regarding your 2004 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 24 hours a day, seven days a week. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,



Customer Relationship Specialist: Ethel Piercey

Dear Mrs.

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2004 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1YY22G745 enclosed is the Owner Loyalty Certificate for the amount of \$1,000.00. This certificate is valid through February 5, 2009, towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2004 Chevrolet Corvette and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 800-950-2438. You may also begin your shopping by logging on to the GM Vehicle Showroom at <a href="https://www.gm.com">www.gm.com</a> to view our products.

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

Sincerely,

**Issued by:** Certificate No. 1G1YY22G745

Chevrolet

**Issue Date: July 15, 2010** 

**Issued exclusively for:** Mrs.

Queen Anne, MD

Valid through: February 5, 2009

Amount: One Thousand Dollars and Zero Cents \*\*\*\*\$1,000.00\*\*\*\*

#### **Privileged and Confidential Information**

### CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Matthew Todorow State: CA

Customer Name: Service Request: 71-611331527

Vehicle ID No.: 1G1YY12S845 In Service Date: 02/08/2004 Vehicle is: Used BAC Code: 112305

Vehicle Purchased Used on: 11-25-07 at

Year, Make & Model: 2004 Chevrolet Corvette odometer 24809

Lien holder: GMAC Other: {Name} JP Morgan Chase DVM requests Purchase Price of

involvement?: No Vehicle: \$ 36988.00

# ☐ Body/Trim

<u>Date:</u> 12-8-07	RO #: 223897	<u>Days Out</u> : 5	<u>Mileage:</u> 25827	Description of Complaint and Repair Performed:  C/S The trim above the passenger window leaks  Cause: Verify Concern. Found window track bent causing concern  Repair: Replaced track and re-check now ok.
1-8-08	224567	Still out since Jan 8 <sup>th</sup> (as of 3/20/08, out <b>70)</b>	27208	C/S Driver door leaks water into dash Cause: Removed weather strip L/S molding cracked Repair: Attempted to install used port bent and unsuccessful ordered all weatherstrip moldings.

# THE STATE LEMON LAW READS:

Days out of service: 30

Repairs: 2 for serious, 4 for same nonconformity

Time period 18 mo. / 18,000 miles

Does Lemon Law state nonconformity must continue to exist? n/a

If applicable, safety-related repairs: 2

Safety-related time period: 18 mo. / 18,000 miles.

Usage: use mileage when first delivered for problem leading to repurchase.

Number of repair attempts in the presumption period:

Total days out of service during the presumption period:

0

Total days out of service during customer's ownership:

75

# PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

### None to Note

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to Sales Manager Steve Song, who confirmed with CRS that vehicle has been in since January 8<sup>th</sup>, 2008 due to parts delays.

# PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

71-604750255 – "FEEDBACK - Repurchase request - leaking roof" According to SR, this vehicle has been out of service since early January

# RECOMMENDATION AND RATIONALE

Repurchase – Days out of Service (Usage waived)

CRS feels that in light of the extended time out this vehicle has been out of service, and the fact that this vehicle was suffering from recognized water leaks and it's a CUV, car requires repurchase. Customer from prior SR intimated wanting to trade, however I think given the circumstances, it will be a very, very hard scenario to facilitate. Would like to straight repurchase vehicle.

# REASON FOR REMOVAL

CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$	
		ATTORNEY FEES: \$	
		OR INCLUSIVE OFFER: \$	
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$	
DEMAND.		ATTORNEY FEES: \$	
		OR INCLUSIVE OFFER: \$	
TEAM MANAGER APPROVING:		Date:	

# **Privileged and Confidential Information**

# CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: State: CA

Customer Name: Service Request: 71-611331527

Vehicle ID No.: 1G1YY12S845 In Service Date: 02/08/2004 Vehicle is: Used BAC Code: 112305

Vehicle Purchased Used on: 11-25-07 at

Year, Make & Model: 2004 Chevrolet Corvette odometer 24809

Lien holder: GMAC Other: {Name} DVM requests Purchase Price of

involvement?: No Vehicle: \$ 36988.00

# ☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-24-05	224841	11	17441	C/S Gas Leaking (Vehicle is a tow in) Repair: Installed new left gas tank new fuel pump and fuel lines from pump to crossover tube was defective.
10-10-05	226122	1	17501	C/S Vehicle leaking fuel Cause: Added fuel to tank found confirmed leak. Leak at top of tank, lowered tank found fuel sender seal leaking Repair: Installed new fuel pump sender unit seal.

# ☐ <u>Transmission</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-24-05	224841	*	17441	C/S Trans Adaptor leaking Repair: Resealed adaptor plat on transmission.
2-2-06	235371	*	22605	C/S Vehicle will not go will not get in any gear Cause: DIAG operation aftermarket shifter installed in vehicle, will need factory shifter installed to DIAG trans operation may have damaged shift components in trans due to aftermarket shifter Repair: Repairs declined.

# ☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12-13-05	035381	1	20920	C/S Right side power window INOP will not go up or down with either switch Cause: Internal Short in window motor Repair: Replaced power window motor assy.
2-2-06	235371	1	22605	C/S Trunk leaks Repair: <b>Unable to address con not move vehicle</b>
12-8-07	223897	1	25827	C/S The trim above the passenger window leaks Cause: Verify Concern. Found window track bent causing concern Repair: Replaced track and re-check now ok.
1-8-08	224567	1	27208	C/S Driver door leaks water into dash

Cause: Removed weather strip L/S molding cracked

Repair: Attempted to install used port bent and unsuccessful ordered all

weatherstrip moldings.

# ☐ Electrical

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-24-05	224841	*	17441	C/S Vehicle will not start Repair: Battery One replace and programmed PCM as per bulletin

# ☐ Other/Recall

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
9-24-05	224841	*	17441	Recall 04006 ELEC Column lock Repair: Install harness kit

# THE STATE LEMON LAW READS:

Days out of service: 30

Repairs: 2 for serious, 4 for same nonconformity

Time period 18 mo. / 18,000 miles

Does Lemon Law state nonconformity must continue to exist? n/a

If applicable, safety-related repairs: 2

Safety-related time period: 18 mo. / 18,000 miles.

Usage: use mileage when first delivered for problem leading to repurchase.

Number of repair attempts in the presumption period:

Total days out of service during the presumption period: Total days out of service during customer's ownership:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:		
Concern: Date & Offer/Result:		
	RECOMMENDATION AND RATIO	DNALE
	REASON FOR REMOVAL	
CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$  ATTORNEY FEES: \$  OR INCLUSIVE OFFER: \$
TEAM MANAGER APPROVING:	Date	9:

#### VIA FAX ONLY

March 17, 2008

Tom Stephens Crest Chevrolet

RE:

Service Request: 71-611331527

2004 Chevrolet Corvette

Vehicle Identification Number: 1G1YY12S845 Customer Relationship Specialist: Desire Gallagher

### Dear Tom Stephens:

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 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

**General Motors Corporation** 

LG0040 V6302006







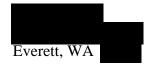








# July 15, 2010



Service Request Number: 71-662575535

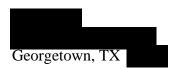


We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed above when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at www.Chevrolet.com or call us at 1-800-222-1020.

Sincerely,



# Dear

We are sorry you have experienced concerns with your 2004 Chevrolet Corvette. At Chevrolet, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary wheel alignment, valued up to \$200.00, to be used on your 2004 Chevrolet Corvette. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to \$200. In the event the cost of your service visit exceeds the \$200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Chevrolet dealership for redemption.

If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request 71-698128212

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

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary wheel alignment

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

Issued by: *Chevrolet* 

Certificate No. 1G1YY12S345

**Issue Date: July 15, 2010** 

**Issued exclusively for:** 

Dix Hills, NY

Valid through: June 9, 2010

Amount: One Thousand Five Hundred Dollars and Zero Cents

\*\*\*\*\$1,500.00\*\*\*\*



Customer Relationship Manager: Timothy Rios

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G445 is for the following:

• 24 months or 24,000 miles, whichever occurs first, beginning on April 30<sup>th</sup>, 2004 and ending on April 30<sup>th</sup>, 2006, and begins with 5,160 miles and ends with 29,160 odometer miles

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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

# CMPP Request for Processing

SR#	1-219	736049						
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car	
Comp	lete VIN:	10	1YY22G245		Veh	icle Year:	2004	
Divisi	on - Deale	r Code:	Chevrole	et 13-32888				
General Moto	ors has agı	reed to :						
		Approve and pay for a new plan - no GMPP Coverage currently						
Special Ir	nstructions	: Check if ap	plicable					
☐ Transf	er all claim	s to new pol	licy	☐ Endorse se	lling dealer c	ode to Divisi	on code	
(Selling de	ealer to keep	profit. Divisi	on is debited t	he dealer's profit)				
Delivery l	Date:	03/12/04		Odometer Reading:		950		
Pla	n Purchase	e Date:	06/03/04	Customer Ownership:			ner	
Business	Name:							
Custome	r Name -	Title:	Mr.	(First - M.I La	ast):			
Address Line 1:								
Address Line 2:								
City:	Clute			State:	TX	Zip:		
Plan Type:		Major Guard		# of Months:	72 months	Mileage:	60,000	
Plan Type:				# of Months:		Mileage:		
		Dedu	uctible:	\$0				
Plan Lien Holder (Select Division below):								
Division Address: Chevrolet - PO Box 33170 Detroit,						, MI 48232	-5170	
CRM (Decision Maker): Stuart McArthur								
Team	n Manager	/ Liaison:	Michael Sc	hoppe/Adrienn	ne Cain			
Team CA	ARS Site:	Au	stin		Date:	06/09	9/04	

☐ AVM Requested



Customer Relationship Manager: Stuart McArthur

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G245 is for the following:

- 72 months or 60,000 miles, whichever occurs first, beginning on 6/3/04 and ending on 6/3/10 and begins with 950 and ends with 60,950 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

# **General Motors Corporation**

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

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TO STATE OF

9,

Cheurolet

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

Attn. Alice Chenshank Claim 1-219826957

rolos d



June 20, 2004

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

RE: 1-219826957; 2004 Chevrolet Corvette

#### **Dear Chevrolet:**

The purpose of this letter is to advise you of the unacceptable service history of the above referenced Chevrolet we purchased from Kelly Chevrolet on January 29, 2004. We are extremely unhappy and dissatisfied that our expensive vehicle has been out of service many times over several weeks due to manufacturing defects.

On March 17, 2004, our vehicle was returned to the dealer for service due to a recurring check engine light indicator noticed after fueling the vehicle. Kelly Chevrolet Service Department replaced the gas cap, stating that was a common cause of this indicator, and the car was returned the same day.

On April 1, 2004, the check engine light reappeared and we returned to the service department. A defect was discovered at the point where the fill tube was improperly molded to the gas tank body. A new tank was shipped and installed. The car was returned on April 13, 2004.

On April 15, 2004, after re-fueling the gas tank indicator registered half full and was again returned to the dealership. It was determined the replacement tank was installed incorrectly and the gas tank was re-installed. The car was returned April 18, 2004.

On April 21, 2004, the fan on the air conditioner would not operate. A bad electrical relay in the environment unit was replaced. The car was returned April 22, 2004.

On May 21, 2004 we again returned the car for service because of a fuel smell and subsequent leak noticed under the vehicle. On May 22, 2004 I opened the above referenced claim number. The replacement fuel tank was also deemed defective and the dealership ordered another replacement, now the third fuel tank on our brand new corvette. The part subsequently shipped from GM to the service department was incorrect. Another shipment, the correct replacement, was to be sent overnight on Friday, May 28, 2004, but was not received by the service department. I called Kelly Chevrolet and spoke to the owner, Bill Kelly on June 3, 2004. He stated he would remove a fuel tank from another Corvette and install it in our car. I explained I was not comfortable with this, as we knew of at least one other similar problem with another Corvette sold from his lot. He assured me that he had sold over 500 Corvettes and only two had fuel tank problems. The new part was received as expected, the same day they removed a tank from the car on the lot, and the new part was installed on our car. The car was returned to us on June 17, 2004, nearly four weeks later, including a long holiday weekend.

As you can imagine, we are displeased with our brand new Chevrolet Corvette. Durchased another older car as a back up on top of the \$881.92 a month payment he is making on the Corvette. And, the part that really upsets ME, is that he had taken to driving the <u>used BMW</u> he purchased for me. Driginally was going to buy a Porsche but was convinced by several to buy the Corvette instead. They said there would be too much mechanical "down time" with the Carrera and he should buy the more reliable Corvette. As vacation time approaches, we contemplate taking the BMW on a road trip as we lack confidence in the Corvette convertible. We are simply not interested becoming on first name basis with any other service technicians at Chevrolet dealerships along the trip.



430363



601 NORTH FEDERAL HIGHWAY \* HALLANDALE, FLORIDA 33009

LIST

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(305) 944-7121 DADE BROWARD: (9541 467-8600

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PAGE 1

SALE

COMP

ACCOUNTING

IOLLYWOOD,	$\mathtt{FL}$
101477	

				SER	VICE ADVISOR:	220 GLENN MCCORVY				
COLOR YEAR MAKE/MODEL				VIN			SE IN/ OUT	TAG		
04	CHE	VROLET CO	RVETTE	1G1YY	32G145		2419		T1755	
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R.O. OPENED READY [OPTIONS: STK:45112847 DLR:26308 ENG:LS] TRN:6 SPD\_MANUAL

)8:11 16MAR04 109:21 16MAR04 INE OPCODE TECH TYPE A/HRS S/HRS

1111						
MOBILE ONE OIL CHANGE						
PV-M MOBILE ONE OIL CHANGE 646CSPEC 0.30	600	1599			15.99	15.99
1 88984215 FILTER	348	470	0	5.20 8.42	4.70 6.00	4.70 42.00
7 12345885 OIL 5W30S	3360	4200	CD O	0		42.00
/ERSION 1 (EMP# 646,16MAR04 08:19):	2420	OIL DIKTY:	CP	.э Б.О.г.	MIIII	

646

COST

MOBILE 1 OIL &RESET OIL LIFE INDEX. 3 CUST STS ROUGH IDLE- ADVISE IF NORMAL

NPF COULD NOT DUPLICATE CUSTOMERS CONCERN

0 646 CPC 0.00 /ERSION 1 (EMP# 646,16MAR04 08:27): 2420 WAS UNABLE TO DUP. CUSTOMERS

CONCERN. . CP N/C THERE IS NO DTC,S & ENG. IDLES TO SPECS. & WHAT THE JUSTOMER FEELS IS A NORMAL CONDITION FOR THIS STYLE CAR WITH MANUEL TRANS.!!!!

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1ST LOF FREE-

LINE(S) DURATION TECH START FINISH DATE 646 08:25 08:39 0.23 W )3-16-04

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COST, SALE, & COMP TOTALS 4308 6269 0		
ROPER CAR REPAIR AND VOUR SATIFFACTION ARE BOTH IMPORTANT TO US. THE WORK WE RESONMED IS IN ACCOMMANCE WITH THE ANNUFACTURER'S SPECIFICATION, GOVERNMENT REGISLATIONS AND OUR PRIDE OF WORKMANDERS, PREVENTIATIVE MAINTENANCE IS THE LEAST	DESCRIPTION	TOTALS
AUDITACTURES SPECIFICATION, GOVERNMENT AND ACTUAL SERVICE YOUR CAN REQUIABLY TO PREVENT AS MANY MECHANICAL FACURES AS FOSSIBLE.  Think you for giving Kriley Chevrolet Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not	LABOR AMOUNT	15.99
ompletely satisfied with the repairs as performed, please contact your service envisor or our customer relations representative.  IMITED WARRANTY. The only warranties applying to the partial installed in accordance with this authority are those that may be offered by the manufacturer.	PARTS AMOUNT	46.70
he saler hereby expressly declaims all warranters, either express or implied, sectioning any impact warranty or manufacturing any production with people any mithous areas any other persons to implicate the products or service sold under the	GAS, OIL, LUBE	0.00
erins of this estimate Raise to the back of your customer copy for individual parts and story justified and some hot guarantees that the work performes in incordance with this estimate will correct any problem specified on the description of the complaint.	SUBLET AMOUNT	0.00
LUSTOMER HERSEY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VENICLE. AND RECEIPT OF INVOICE COPY HERROF IN THE NEUTY ANY CHARRE IS ACCIONED TO A MECHABICAL EMPERODOWN (INSURANCE COMPANY FOR PATMENT AND IF THAT PAYMENT IS NOT MADE	MISC. CHARGES *	0.00
NITHIN GO DAYS OF SUBMITTAL THE UNDERSONED, UPON WRITTEN BEMAND, SHALL MAKE THE PAYMENT. INY CONTROVERSY OR CLAIM ANSING OUT OF OR RELATING TO THIS AGREEMENT OR THE BREACH THEREOF, SHALL BE SETTLED IN SOUTHEAST LIVING THERE BY ABSTRATION IN ACCORDANCE WILL THE FULES OF AUTOLINE ANDIOR AUTOCAP AS PRESCRIED BY THE BETTER BUSINESS	TOTAL CHARGES	62.69
LODIDA ETTAER BY ARETTATION IN ACCORDANCE WITH THE SOLE DISCRETION OF KELLEY CHEVROLET, INC. AND JUDGEMENT UPON THREAU OF BROWARD OR DADE COUNTIES OR THROUGH MEDIATION. AT THE SOLE DISCRETION OF KELLEY CHEVROLET, INC. AND JUDGEMENT UPON THE AWARD OR SETTLEMENT REDIRECTION THEREOF.	LESS INSURANCE	66.45
IAVE OLD PARTS YES NO	SALES TAX	3.76
ABON Unlarged BASED OF 1 POLY NO. 1 Procedure 1 Proced	PLEASE PAY THIS AMOUNT	0.00

he State of Floods requires a \$1 00 tes to be collect manufactured battery sold in the state (\$403.7185)). FOR SHOP CHARGES \*FOR BATTERY & TIME FEES SUSTOMER SIGNATURE

. 30503

430422

ACCOUNTING



601 NORTH FEDERAL HIGHWAY \* HALLANDALE, FLORIDA 33009

(305) 944-7121 DADE BROWARD: (954) 457-8500

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PAGE 1

MV-11427 SERVICE ADVISOR: 220 GLENN MCCORVY

COLOR	YEAR		MAKE/MODEL	<del> </del>	T	VIN	<u> </u>	LICENSE	MILEAGE	IN/ OUT	TAG
COLON	16711		110-1112/1110000		<del> </del>						
BLACK	04	CHE	VROLET CO	RVETTE	1G1YY	32G145			2435/		T1788
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	}			WAIT 1	8MAR04	]	j		CASH	17MAR20	004
R.O. OPEN	IED	T	READY	OPTION	s: STF	:4511284	47 DLR	:26308 E	NG:LS1		
				TRN:6	_SPD_MA	NUAL					
08:29 17M	R04	11:			·			T 7 0m	NTIOTI	TOT	Δ T
LINE OPCOL	E TE		YPE A/HRS		COST	SALE	COMP	LIST	NET	1017	<u> 71</u>
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	L CA										
L1020	) CAP	, FU	EL TANK R	EPLACE					27 00	37.	۵0
			W94	0.50	1000	3790	•	16 20	37.90	11.	
1	1032	6370	CAP		819	1147	0	16.38	11.47	11.	4 /

FC: 4X

CUSTOMER SIGNALIUME

HOLLYWOOD, FL

HOME:

PART#: 10326370

COUNT: 1 CLAIM TYPE: AUTH CODE: WG

1147 TPARTS 819 3790 TLABOR 1000

VERSION 1 (EMP# 646,17MAR04 11:26): 2437 DTC #P0442 FEUL FILL CAP LEAKS VAPOR. L1020+DIAGNO. TIME .5 TOTAL (.2+.3) DIAGNO. WITH SMOKE TOOL TO FIND LEAKING FUEL CAP & INSTALLED NEW FUEL FILLER CAP & CLEARED CODE.

DATE 03-17-04	START 08:37 08:49 09:08 11:23	FINISH 08:49 09:08 09:11 11:39	DURATION T 0.20 0.31 0.05 0.27	YPE W W W	TECH 646 646 646 646	LINE(S) A A A A	CHG	•
ACCOUNT 46200 26300	SALE 3790 4937	COST 1000		ı	ACCOUNT 48000	r SALE 114	COST 819	CONTROL

COST, SALE, & COMP TOTALS 1819 4937 0	·	
PROPER CAR REPAIR AND YOUR SATISFACTION ASS SORT IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRICE OF WOMENMANDER, PREVENTATIVE MAINTENANCE IS THE LEAST MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS AND OUR PRICE OF WOMENMANDER, PREVENTATIVE MAINTENANCE IS THE LEAST	DESCRIPTION	TOTALS
MANUFACTURER'S SPECIFICATION, GOVERNMENT MEDICATION AND COLD TO PREVENT AS MANY INSCHANGAL FAILURES AS POSSIBLE.  EXPENSIVE COST OF OPERATING YOUR CALLET US SERVICE YOUR CAR REQUIANCY TO PREVENT AS MANY INSCHANGAL FAILURES AS POSSIBLE.  Think you for joining Kelley Chevrolet Service Opportunent this opportunity to service your automotive media. If you have any question about your bill or are not	LABOR AMOUNT	0.00
equipment satisfied with the report of performed, please contact your service process or our contact representations.	PARTS AMOUNT	0.00
LIMITED WARRANTY. The unity werenties signifying to the herital installed in scourdance with this estimate see those that may be affered by the manufacturer. The seller heriby espressly calceloines all weranties, either express or implied, including any implied werently of merchantisticy or flores for a particular purpose, and neither seasons not such person to seaure for it any about the purpose, and neither seasons not such person to seaure for it any about the purpose. Any of the seller of seaures for the purpose and neither seasons for the the work performed in	GAS, OIL, LUBE	0.00
purpose, and neither assumes not sutherize any extent person to assume to the purpose. See a suppose that the back of purpose assume that the purpose are supposed to the purpose and the purpose and the purpose are supposed to the purpose and the purpose and the purpose and the purpose are purposed to the purpose and the purpose are purposed to the purpose and the purpose are purposed to the purpose and the purpose are purposed to the purpose and the purpose are purposed to the purpose and the purpose are purposed to the purpose	SUBLET AMOUNT	0.00
CUSTOMER HERRBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VENICLE, AND RECEIPT OF INVOKE COPY HERROF.  WHEN ANY PARK PLANTER IS ADMINISTRATED A METHANICAL BESEDICHM INSURANCE COMPANY FOR PAYMENT AND UT THAT PAYMENT IS NOT MADE.	MISC. CHARGES *	0.00
WITHIN GO DAYS OF SUBMITTAL, THE UNDERSIGNED, UPON WRITTEN DEMAND, SHALL MAKE THE PARTIENT.	TOTAL CHARGES	0.00
ANY CONTROVERS OR CLAIM ARBIND OF WITH THE NUES OF AUTOLINE ARDIOR AUTOCAP AS PRESCRIBED BY THE BETTER SUSINESS FLORIDA EITHER BY AMBITRATION IN ACCORDANCE WITH THE NUES OF AUTOCINE ARDIOR AUTOCAP AS PRESCRIBED BY THE BETTER SUSINESS FLORIDA EITHER BY AMBITRATION AND LOUGHENT UPON BUREAU OF BROWARD OR SETTLEMENT RENDERED BY THE AMBITRATIONS MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.	LESS INSURANCE	0.00
THE AWARD ON SECTEMENT REPORTED BY THE AMERICAN CONTROL OF THE AMERICAN CONTRO	SALES TAX	0.00
CABOR CHARGES LASTE DN 1 TYCE NATE THOUGHT TO THE CHARGE STATE OF WESTS disposes 1 [s. 859 904(4).  This charge repres The State of Fact T	PLEASE PAY THIS AMOUNT	0.00

1-219826957 4 3 0\9 5 5 30503 HEVROLET **< XCCOUNTING** 801 NORTH FEDERAL HIGHWAY \* HALLANDALE, FLORIDA 33009 (306) 944-7121 DADE SROWARD: (954) 457-8500 PAGE 1 www.kelleychevrolet.com OLLYWOOD, BUS: OME: SERVICE ADVISOR: 220 GLENN MCCORVY LICENSE MILEAGE IN/ OUT TAG MAKE/MODEL VIN COLOR CHEVROLET CORVETTE 1 2971/2974 <u> 11953</u> 1G1YY32G145 LACK 04 INV. DATE PAYMENT RATE PROD. DATE WARR, EXP. DEL DATE 0.00 CASH 13APR2004 16:00 02APR04 STK:45112847 DLR:26308 ENG:LS1 R.O. OPENED READY OPTIONS: TRN:6 SPD MANUAL 114:38 13APR04 7:52 01APR04 TOTAL NET SALE COMP INE OPCODE TECH TYPE A/HRS S/HRS COST CUST STS RATTLE SOUND FROM UNDER VEH FROM STOP WHEN DISENGAGEMENT CLUTCH - ADVISE-NC NO CHARGE 0.00 0.00 0.00 0 646 CPC ERSION 1 (EMP# 646,01APR04 08:20): 2972 THIS IS A NORMAL NOISE. CP N/C OAD TESTED WITH SER. MRG. TO FIND THIS TO BE A NORMAL AMOUNT OF NOISE ROM CLUTCH BEARING ASSY. NO REPAIR NEEDED & IS A NORMAL CONDITION FOR HIS STYLE CAR WITH THIS TYPE POWERTRAIN. RECK CUST STS CK ENG LIGHT IS BACK ON. AUSE: LEAKING L1280 TANK, FUEL RIGHT REPLACE 613.98 613.98 4.10 8200 61398 646 W94 0.00 0.00 557 W94 4.00 10000 0 613.98 613.95 8.10 61398 18200 700.7 39836 28454 1 10337582 F-TANK FC: 4X PART#: 10337582 COUNT: 1 CLAIM TYPE: AUTH CODE: E WG 28454 39836 TPARTS 18200 61398 TLABOR 'ERSION 1 (EMP# 646,02APR04 15:44): 2974 DTC P0442 RIGHT FUEL TANK EAKS VAPOR WAS UNABLE TO FIND LEAKING TANK UNTILL I CALLED TAN & PALKED TO JOHN IRION CASE #7257903 HE SAID TO CK FUEL TANK CROSSOVER PIPE AT LEFT TANK & ALSO TO SWITCH NITRO TOOL FORM SMOKE TO NITEDO & BACK TO GET MORE PRESS. WITH BOTH REAR INNER WHEELWELLS OUT TO SEE AS AUCH OF SYS AS POSABLE WE FOOUND LEAK AT RIGHT TANK CROSSOVER PIPE CONNECTION ON TANKWHERE IT IS SEAL TO THE TANK. REPLACED RIGHT FUEL TANK ASSY. & CLEARED CODES & RETESTED SYS. TO VERIFY REPAIR. SEE RO FOR DAN T. SIGNED FOR 1.9 OLH. /ERSION 2 (EMP# 646,02APR04 15:58): 2974 DTC P0442 RIGHT FUEL TANK LEAST VAPOR L1280+OLH 8.1 TOTAL (6.2+1.9) WAS UNABLE TO FIND LEAKING ROPER CAR REPLIE AND ACCORDANCE WITH THE LARK VAPOR L1280+OLH 8.1 TOTAL (6.2+1.9) WAS UNABLE TO FIND LEAKING ROPER CAR REPLIE AND ACCORDANCE WITH THE LARK ACTURE'S SPECIFICATION, GOVERNMENT REQUISITIONS AND OUR PRIDE OF WORKMANDERS REPRESSIONAL WE REPRESSIONAL WITH MARRESTANCE WITH THE LARK LARGE COST OF OPERATING YOUR CAR LET US SERVICE YOUR CAR REGULANTLY TO PREVENT AS SAMON MECHANICAL FAULUES AS POSSIBLE.

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USTOMER HERESY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF
IT HE EVENT ANY CHARGE IS ASSIGNED TO A MECHANICAL BREAKDOWN INSURANCE. COMPANY POR PAYMENT AND IF THAT PAYMENT IS NOT MADE
IT HERE OF A RECEIPT OF THE PROPERTY OF TH MISC. CHARGES \*

Urbard R/Rebush RC/Reconditioned MG/No Chiji/Warrenty RD/Reshice/i/Warrenty his charge represents costs and profite to the motor registricity for result/fishmous ships supplies or wester dispused 1 is \$59.90444). The State of ERANDE respiritions a \$1.00 ten to the content of the result in the state is 403.716), and a \$1.50 fee to be communicatived cattery sold in the state (s.403.7165)). POR \$40.00 CHARGES
\*FOR \$40.00 CHARGES
\*FOR BASTERY & TIME FEES FILE-COPY TOTAL CHARGES LESS INSURANCE SALES TAX

PLEASE PAY THIS AMOUNT

ECORDING WITH THIS STITUTE ON TOTAL THE STORY STATE OF THE STATE OF TH

AVE OLD PARTS YES NO
ABON CHARGES BASED ON. I FLAT RATE ( ) HOURLY RATE ( ) BOTH APPLY
LIVIUS AREAUST ROTHERONALISM NC/NO CharMorronity RD/Reduced/Werranity

Inle charge represents costs and profits to the motor represents costs and profits to the motor represents of Florida requires a \$1,00 fee to be collect ensemble tured bactery sold in like state is 403.71850. or tecisty for miscellaneous shop supplies or wests disposel \* (s.659.604(4), or for each new tire sold in the state (s.403.718), and a.61.50 fee to be collected fo

FOR SHOP CHARGES FOR BATTERY B TIME FEES

SUBLET AMOUNT

MISC. CHARGES TOTAL CHARGES LESS INSURANCE

SALES TAX PLEASE PAY

THIS AMOUNT

DATE 04-15-04	START 09:26 09:26 11:11 12:51	FINISH 09:26 10:41 11:14 13:36	DURATION 0.00 1.25 0.05 0.75	TYPE W W W	TECH 646 646 646 646	LINE(S) B A A	CHG	•
ACCOUNT	SALE	COST	CONTR	OL	ACCOUN		COST	CONTROL
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VERSION 1 (EMP# 646,15APR04 09:26): 3520

PREINVOICE FOR RENTAL CMP RENTAL TO GWS..SHOP COMEBACK

252

PO # 314071 FOR 42.00

42.00

COST, SALE, & COMP TOTALS 4200 4200 U		
PROPER CAR REPAIR AND VOIM EARSFACTION ARE BOTH IMPORTANT TO U.S. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REQUESTIONS AND OUR PROPE OF WORKMANNERS. PROVINCTAINES ARE PROPERTY AND ADMINISTRATION AND THE WORK OF THE LEAST MANUFACTURER'S SPECIFICATION, GOVERNMENT REQUESTIONS AND OUR PROPE OF WORKMANNERS. PROVINCTAINES ARE PROPERTY.	DESCRIPTION	TOTALS
MANUFACTUREN'S SPECIFICATION, GOVERNMENT REGULATION AND DUT HOLD OF PARTY SECONDARY MECHANICAL FAILURES AS POSSIBLE.  EXPENSIVE COST OF OPERATING YOUR CAR LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MARY MECHANICAL FAILURES AS POSSIBLE.  Thank you for pring Kreiny Character Service Department this opportunity to service your automotive needs, if you have any question about your bill or are not Thank you for pring Kreiny Character Service Department this opportunity to service.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
Companies with the setting of the manufacturer. LIMITED WARRANTY: The only werranties applying to the partiel installed in accordance with this settings are those that may be offered by the manufacturer. The saller harmby expressly disclaims all wereantiers, either express or implied, including any implied wereanty of rendering installations or service sold under the purpose, and matter examines nor authorize any other present to its enty installation compectation with the sale of products or service sold under the purpose. Any matter that the work parties are presented in the sale of products or service sold under the purpose.	GAS, OIL, LUBE	0.00
terms of this estimate. Refer to the back of your oursolver copy to introduce in the companies	SUBLET AMOUNT	42.00
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE. AND HECEIPT HEVER THE PROPERTY AND IF THAT PAYMENT IS NOT MADE	MISC. CHARGES *	0.00
WITHIN SO DAYS OF BURNITTAL, THE UNDERSIGNED, OFFICE OF THE PRESENT OF THE PRESENT CHAIL BE SETTLED IN SOUTHEAST	TOTAL CHARGES	42.00
ANY CONTROVERSY OR CLAIM ARRING OUT OF OR RELATING UT INS AUGMENT AND AUTOCAP AS PRESCRIBED BY THE BETTER BUSINESS FLORIDA EITHER BY ARRITRATION IN ACCORDANCE WITH THE RULES OF AUTOLINE ANDIGO AUTOCAP AS PRESCRIBED BY THE BETTER BUSINESS FLORIDA AUTOCAP ARRITRATION IN ACCORDANCE THO AUTOCAP AND JUDGENENT UPON BUREAU OF BROWARD OR DODGENOUS OF THE AUTOCAP ARRIFFRATIONS IMMEDIATION AS THE BUSINESS OF AUTOCAP AND JUDGENESS OF THE AUTOCAP	LESS INSURANCE	0.00
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CUSTOMER SIGNATURE

32400

WARRANTY COPY

30503

431521

INVOICE

PAGE 1



801 NORTH FEDERAL HIGHWAY \* HALLANDALE, FLORIDA 33009

DADE

(305) 944-7121 BROWARD: (954) 457-8500

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HOLLYWOOD.	FL		$\mathbb{C}$	f i	[ ]	
HOME:						
TOME.						

HOME:				SER	VICE ADVISOR:	220 GT	ENN MCCOR	MV-11427 /Υ		
COLOR	YEAR	MAKE/MODEL			VIN	LICENSE		E IN/ OUT	TAG	
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LABOR CHARGES BASED ( *U/Used R/Rebuilt RC/Re	ON: ( ) FLAT RATE ( conditioned NC/No Cl	HOURLY RATE ( ) BOT B/Warranty RD/Reduced/V	fernity		In Hen Coules	PLEASE				
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* FOR SHOP CHARGES **FOR SATTERY & TIRE F		· • • • • • • • • • • • • • • • • • • •				<u></u>				
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CUSTOMER SIGNATURE

CUSTOMER COPY....

431521

INVOICE



601 NORTH FEDERAL HIGHWAY \* HALLANDALE, FLORIDA 33009

DADE (305), 944-7121 BROWARD: (954) 457-8500 www.kelleychevrolet.com

PAGE 2

MV-11427

HOME:					SER	VICE ADVISO	<b>)R</b> : 220 G	LENN	MCCOR	MV-11427 VY	,
COLOR	YEAR	MAK	E/MODEL			VIN	LICEN			SE IN/ OUT	TAG
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PROPER CAR REPAIR AND YOUR EATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REQUIATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

LABOR AMOUNT THAN YOUR CARRY Chardrest Service Properties of the service Properties of your device and about your pill or service to the properties of the service properties and service properties and service properties and services possible or services possible or services possible or services and including any unplied warranty of mechanists for a particular purpose, and extractions and services and including any unplied warranty of mechanists for a particular purpose, and extractionate, Refer to the back of your customer copy for individual parts and labor guarantees Salve does not guarantee that the work particular customer copy for individual parts and labor guarantees Salve does not guarantee that the work particular customer with the setting as will convert any problem specified on the description of the company For Paryment and its convert any problem specified on the description of the company For Paryment and its that payment is not made in the secondance within as strings and convert any problem specified on the description of the company For Paryment and its that payment is not made in the secondance within as strings and convert any problem specified on the description of the company For Paryment and its that payment is not made in the secondance within so days of Submittal. The undersigned under the secondance within as strings and and the secondance within and the secondance within and the secondance within and the secondance within and the secondance within and the secondance within and the secondance within and the secondance within and the secondance within and the secondance within and the secondance within and the secondance within and the

HOLLYWOOD, FL

CUSTOMER COPY

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

1-219826957 4 3 2 4 0 9 30503 \*INVOICE\*



601 NORTH FEDERAL HIGHWAY \* HALLANDALE, FLORIDA 33009

(305) 944-7121 DADE BROWARD: (954) 457-8500

HOLLYWOOD, FL HOME:					PAGE 1		BROWARD: (964) 467-8500 www.kelleychevrolet.com MV-11427					
HOME:				SER	VICE ADVISOR	: 220 GL	ENN MCCOR'	VΥ				
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		ACTION ARE BOTH IMPORTANT	TO US. THE V	VORK WE PERFO	MED IS IN ACCORDANCE WI	TH THE DES	CRIPTION	10.	TALS			
MANUFACTURER'S SPE EXPENSIVE COST OF O	PERATING YOUR CAP	ACTION ARE BOTH TREMOSTARY MINISTER REGULATIONS AND OUR LET US SERVICE YOUR CAR REGUL Department this opportunity to see	LARLY TO PREVE	NT AS MANY MEC	HAMICAL FAILURES AS POSSIBLE	LABOR A	MOUNT	15.	.99			
completely satisfied with	the repairs as perior	med, please contact your service an	IVINOR DE DUT COSTOR	ner restroire impress	that arms he ultered by the chemic	PARTS A	TRUÇM	47	. 20			
The seller hereby expre	really cliscidents all wa	plying to the part(s) installed in accordance, either express or injused, any other parson to assume for it	incitioning any im	page segmenty or i	ale at products or estudy and the	nuter the I GAS, OIL	. LUBE	0.	.00			
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* FOR SHOP CHARGES												
X				CUS	TOMER COPY	<del></del>						

CUSTOMER SIGNATURE

633307-01505 O3 O8 O4 GORDON R STEFF 13 04 ACCURT NUMBER 029 9045 70598 Make Check Payable to GMAC. DO NOT SEND CASH IN THE MAIL COUPON HERE AND ENVELOPE PROVIDED GMAC PAYMENT PROCESSING CENTER PO BOX 53014 OUE DATE \$881.92 JUL 04 ECK HADER CHARLDITE NO 28253-3014 lahilaladahiladiadiadikan lidaladialidadi 031012112 DETACH C DO NOT SEND POST BATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT.



## ONLINE IMAGE

ACCOUNT NUMBER:

3595

**Check Number** 

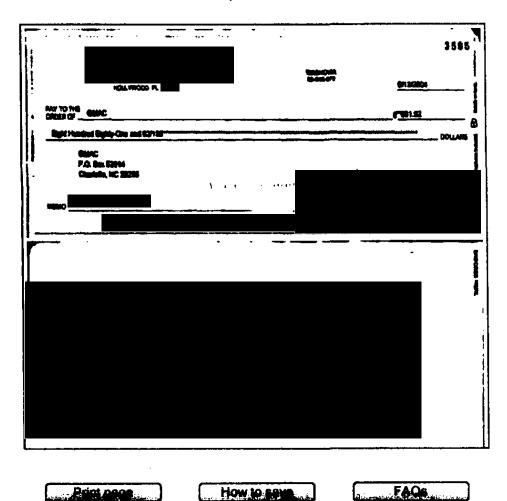
Amount

\$881.92



**Date Posted** 

06/11/2004







# ONLINE IMAGE ACCOUNT NUMBER:

Amount

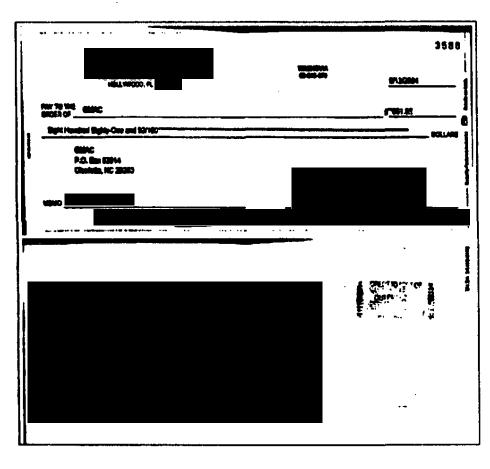
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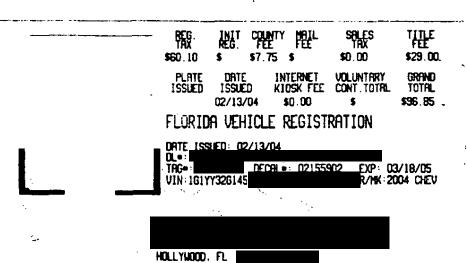
05/17/2004











### RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN Case 1-219926957 AHN Krystal Keel 08.1 Dealer Number Contract Number Buyer (and Co-Buyer) - Name and Address (Include County and Zip Code) Creditor (Seller Name and Address) KELLEY CHIP ROLES 1.9.16 60) N FEDERAL BICHWAY HO! TYWOOD BROWARD FT. HALLANDALE, F" 33009 Month of Birth of Registered Owner MARCH You, the Buyer (and Co-Buyer, if any) may buy the vehicle described below for cash or on credit. By signing this contract, you agree to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor the Amount Financed and Finance Charge according to the payment achedule shown below. The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid balance of the Amount Financed. Description of Vehicle. You agree to buy and the Creditor agrees to sell the following vehicle: New or Used Year Weight (lbs.) Make and Model Body Type Vehicle Identification No. Use for Which Purchased CORVETTE MEAN 2004 3G1YY32G145 Dereonal ☐ earicultural GIYY32GAS D business If truck-Describe body and major items of equipment sold: 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 The dollar amount the The amount of credit pro-The total cost of your purchase The amount you will have paid yearly rate. credit will cost you. vided to you or on your after you have made all payon credit, including your downbehalf. ments as acheduled. payment of s 03 63017.45 0.00. 0.00 52915.45 50905.05 Your Payment Schedule Will Se: Number of Payments Amount of Payments When Payments Are Due Or an Follows: 59 981.91 Monthly beginning 03/14/2004 BB2. 17 DATE DUE: Late Charge. If a playment is not paid in full within 10 days after it is due, you will pay a late charge of 5% of the amount of the payment that is late. 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 the other side of 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 PRIANCED 1 Cash Price (including any accessories, services, and taxes) 58981.Ll (1) 2 Total Downpayment = (If negative enter "0" and see line 4! below) Gross Trade-in \$ 1**0102.0**0 K/A- Payoff by seller \$ → Net Trade-in \$ 30102.00 + Cash s + Other (Describe) Your Trade-in is a 10102.00 DURANGO DOIGIModel 3 Unpaid Balance of Cash Price (1 minus 2) 48879.11 4 Other Charges Including Amounts Paid to Others on Your Behalf: (Seller may be keeping part of these amounts.) A Cost of Required Physical Damage Insurance Paid to the Insurance Company Named Below-Covering Damage to the Vehicle Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below-Covering Certain Mechanical Repairs 8 N. A C Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below. Disability, Accidental and Health \$ M/A Life \$ Official Fees Paid to Government Agencies MODIOR MINISTER TRUST FUND Documentary Stamps C 5 5 6 Government License and/or Registration Fees (Itemize) Government Certificate of Title Fees S N A Other Charges (Saller must identify who will receive payment and describe purpose) to\_\_USW: for <u>DEDUTOE (YOUTDA(YO</u> to the bey chev 495 00 for—<del>CAP</del> to S'ACE OF FLORIDA for CLYT CONTRACT TAX  $f \cdot G = G \cdot A$ isi. A to íw

I Net Trade-in payoff to

Amount Financed-Unasid Belance (3 + 4)			E2015 /5 (6)
Insurance. If any Insurance is checked below, the policies or certificates is Required Physical Carnage Insurance. Physical damage insurance is re-	sued by the Compan	ies named will describe the terms and ob	riditions.
providers will not affect the Creditor's decision to self or extend credit to be	choice of incurrence	Insurance is shown in 4B of the Itemizati	on above.
insurance is shown in 4A of the Hamization above.		insurance Company	
<b>1</b>		Term: 🗆 36 months or 36,000 miles, whi	chever occurs first
	m:months	Term: 🗆	·
□ \$Deductible Collision and either:		🗆 \$25 Deductible 🗆 \$50 Deductible 🗆 \$	N/A Deductible
☐ Full Comprehensive including Fire, Theft and Combined Additional Cov	erage	l '	
Coverage Deductible Comprehensive Including Fire, Theft and Com-	bined Additional		
☐ Fire, Theft and Combined Additional Coverage			
Optional, if desired - Towing and Labor costs Rental Reimbursement	CB Redio Equipment	·	
(Name of Insurer) This policy will pay amounts due on this contract up to \$	Health (Buyer Only)	(Home Office Address)	tract is limited to
APPROVAL: I DESIRE TO OBTAIN THE CREDIT INSURANCE CHECKED	ABOVE FOR THE P	ERSON PROPOSED FOR INSURANCE	
Buyer Signature Date	Co-Buyer Signs	ture	Date
THE WISURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES CAUSED TO OTHERS.		· ·	
se the other side of this contract for other important agreements, in	ciuding your agree	ment to give the Creditor a security i	minraet in Incurrence
otice to the Buyer: a) Do not sign this contract before you read it or entract you sign. Keep it to protect your legal rights.	If it contains any i	blank spaces, b) You are entitled to a	in exact copy of the
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ou agree to the terms of this contrast. You see i'm that before you si You (	gned this contract	ore free	to take it and review
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	TOPFOST IN THE VEHICLE AN	consents to the security interest.	
editor Signe WELLEY CHEVEY CO. 34 Pate	Ву Х	Tie	
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Z109 FR-FL 9/2003 (For use in the State of Florida) (1 of 4) Notice: See Other Side Copyright 2000 General Motors Acceptance Corporation. All Rights Reserved.

24 - 14 (14 - 14 ) The Company of th

CHECK NO. 900639744

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

DATE 07/13/04

TO THE ORDER

VENDOR DUNS NO

\*\*\*\*\*\*\*\*\*\*1,763 DOLLARS

\*\*\*\*84 CENTS

**AMOUNT** 

\*\*\*\*\*\*\*\*\*\*1,763.84

213

North American Operations General Motors Corporation Disbursement Account

HOLLYWOOD FL

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

BB 000000206

AUDIT

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

CHECK NO.

PAYMENT DATE

DETACH BEFORE DEPOSITING CHECK

900639744

07/13/04

VENDOR NAME REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC INVOICE AMOUNT DISC. AMOUNT NET AMOUNT VM 1-3VD3X7 3VD3X7 07/12/04 1-219826957.1 00.0000 1,763.84 .00 1,763.84 1G1YY32G145 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3

TOTAL

1,763.84

.00

1,763.84

### BILL HEARD CHEVROLET

2002 NORTH FRONTAGE RD. PLANT CITY, FL. 33563 813-752-5123 PHONE 813-359-5457 FAX

NAME: OYY	r Custo	mer	Assis	tan	e.
FIRM:	31W				
FAX NUMBER:	26-20	6-374	<del>}</del>	<u>.</u>	
PAGES:	DATE:_	Dalan	02		
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90585

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#### **BILL HEARD** CHEVROLET

\*WARRANTY\*

DUPLICATE 1 PAGE 1

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

LAKELAND, FL HOME BUS:

					SEF	VICE ADVISOR:	341 MOF	RIS JOSEPH	FLATT	
COLOR	YEAR		_MAKE/MODEL		VIN			MILEAGE	IN / OUT	TAG
LEMANS_BLU			VROLET CO			22G545		7794/	/7794	T1107
DEL. DATE	PROD.	DATE	WARR, EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV, C	ATE
26JAN04 IS				WAIT 04	FEB05	•	0.00	CASH	04FEB20	105

R.O. OPENED STK: 45114739 ENG: LS1 TRN: MXO READY OPTIONS:

09:39 04FEB05 10:59 04FEB05

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A RIGHT POWER WINDOW IS INOPERATIVE

CAUSE:

C0182 REGULATOR, FRONT DOOR WINDOW RIGHT POWER

R&R OR REPLACE

890 1 10344132 REGULATOR

93.29 93.29 303.24 241.99 241.99 0.00

1 W600 REGULATOR

FC: 6F

PART#: 10344132

COUNT: 2 CLAIM TYPE: AUTH CODE: OJ

> 24199 TPARTS 17285 2340 9329 TLABOR

7794 OPEN CIRCUIT AT RIGHT SIDE WINDOW MOTOR REPLACED RIGHT SIDE WINDOW MOTOR AND REGULATOR.

COST, SALE, & COMP TOTALS 19625 33528 ON BEHALF OF SERVICING DEALER. I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this itemutems. The Selfor hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Sellier neither assumes nor authorages any other person to assume for it any liability in connection with the sale of this item/ltems. LABOR AMOUNT 93.29 241.99 PARTS AMOUNT GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 335.28 LESS INSURANCE 0.00 SALES YAX 0.00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 335.28

157877

#### BILL HEARD CHEVROLET

\*WARRANTY\*

DUPLICATE 2 PAGE 1 601 Alexander
Plant City, FL 33563
(813) 752-5123
www.tampachevy.com
tate of Florida Reg. # MV-4116

LAKELAND, FL State of Florida Reg. # MV-41160 HOME: BUS: SERVICE ADVISOR: 141 DIANE SURRENCY COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG 04CHEVROLET CORVETTE LEMANS BLU 1G1YY22G545 T9484 7520/7520 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 26JAN04 IS 11:18 25JAN05 0.00 CASH 27JAN2005 R.O. OPENED READY OPTIONS: STK: 45114739 ENC: LS1 TRN: MXO 09:42 24JAN05 17:53 26JANO5 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL C WIND NOISE AT RT DOOR CAUSE: CO100 GLASS, FRONT DOOR RIGHT ALIGN 941 W 0.60 46.64 46.64 FC: 3A PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: NЗ Λ 0 TPARTS 960 4664 TLABOR 7520 ADJUSTED PASSANGER WINDOW FOR WIND NOISE BOTH WINDOWS OUT OF ADJUSTMENT D WIND NOISE AT RT DOOR CAUSE: CO101 GLASS, FRONT DOOR LEFT ALIGN 941 W 0.60 46.64 46.64 FC: 3A PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: N30 O TPARTS 960 4664 TLABOR 7520 ADJUSTED DRIVERS WINDOW INWARD FOR WIND NOISE AND ADJUSTED TOP F\*\* RENTAL CARS CAUSE: REN RENTAL CARS 999 W 0.00 0.00 0.00 FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MJ0 TPARTS 0 0 0 TLABOR COST, SALE, & COMP TOTALS 1920 9328 ON BEHAIF OF SFRVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this Item\text{tems.} 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\text{items.} 93.28 LABOR AMOUNT PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 93.28 LESS INSURANCE 0.00 0.00 SALES TAX

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

93.28

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(SIGNED)

FT.

T.AKET.AND

90585

133863

**BILL HEARD CHEVROLET** 

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123

DAGE 1

www.tampachevy.com

LAKELAND,	FT.		BUS:			PAGE 1	State o	of Florida Reg.	# MV-411	160
1101111.			005.		SEF	RVICE ADVISOR:	341 MC	ORRIS JOSE	PH PLA	TT
COLOR	YEAR		MAKE/MODEL			VIN	LICENS	MILEAGE	IN / OUT	TAG
LEMANS BLU	04	CHE	VROLET CC	RVETTE	1G1YY	22G545		2523	/2523	T8485
DEL. DATE	PROD.	DATE	WARR. EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV	. DATE
26JAN2004				18:00 14			0.00		17JUN	2004
R.Q. QPEN	IED		READY	OPTIONS	s: STK	(:45114739 EN	G:LSl TF	OXM: NX	•	
10:01 1450			34 17JUN0							
LINE OPCOD							LIST	NET NET	TO'	TAL
A LEFT DOC		S NO	POWER							
CAUSE: OPE		111 W	LOCAL IN	menence n	NTT DO	OD TEEM				
N49ZI	REPL	•	TOCME IN	TERFACE U	MIT DO	OOR GENET				
		12	W 0.70					47.63	47	63
1			MODULE				227.86			
1	P/UC	HG					12.99			.99
F	'C: 7	W PA	RT#: 1 CO	UNT: 2						
C	MIAI	TYP	E:							
	UTH	CODE	:							
О	J			_						
						19482 TPART:				
0600 1888	DOOD	MOD	TITE OPEN		1400	4763 TLABO		. 2 7		
						. + .3 WARR NO OOR CONTROL MO				
						AND CH WITH				
WORKING OK			DOOK MODO	T E WID I	EF LACE	AND CH WITH	IBCH-2	AND		
E RENTAL		_								
CAUSE: .										
REN R	ENTA	L								
	_	99	W 0.00					0.00	0	.00
			RT#: COUN	т: О						
	LAIM									
	UTH	CODE	I							
M	J				0	0 00000	_			
					0	O TPART:	5			

15687

(DATE)

24245 STATEMENT OF DISCLAIMER

O TLABOR

DESCRIPTION TOTALS LABOR AMOUNT 47.63 PARTS AMOUNT 194.82 0.00 GA\$, OIL, LUBE SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 242.45 0.00 LĒ\$\$ IN\$URANÇE SALES TAX 0.00 PLEASE PAY THIS AMOUNT

242.45

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

COST, SALE, & COMP TOTALS

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

CUSTOMER SIGNATURE

Copyright 2000 ACPF, Nov. SERVICE INVOICE #2 X812G

2523

120512

### **BILL HEARD CHEVROLET**

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123

LAKELAND, HOME:	FT.	BUS:			PAGE 1	State o	/ww.tampache of Florida Reg.	vy.com # MV-4116	0
HOME.		p03:		SEF	RVICE ADVISOR:	341 MC	RRIS JOSE	PH PLAT	Г
COLOR	YEAR	MAKE/MODEL		•	VIN	LICENSE		E IN / OUT	TAG
LEMANS BLU	04 0	CHEVROLET CO	RVETTE	IGIYY	22G545	į	87	/87	T2571
DEL. DATE	PROD. D		PROMIS		PO NO.	RATE	PAYMENT	INV. D	
26JAN2004			WAIT 28	JAN04		0.00	CASH	29JAN2(	004
R.O. OPEN	IED	READY	OPTIONS		:45114739 ENG				
1.4.42 28.TA	NO4	16:24 28JANO	4						
		H TYPE HOURS				LIST	NET	TOTA	ΔT.
A RIGHT PO CAUSE: SHO N4920  1 F P C A O PERATIONA STATED TO REPLACE PD	WER MIRTED  MODUI REPLAC 236 103421 C: 6G ART#: OUNT: LAIM I UTH CC J OR MOI L AT I CHECK	TRROR IS INO LE, LOCAL IN CE 5 W 0.70 L60 MODULE 10342160 1 TYPE: DDE: DULE SCAN VE THIS TIME.CA POWER AND G	PERATIVE TERFACE U  HICLE .FO LLED TAC . ROUND TO	4023 1680 UND NO AND PE PDM.AL		246.01 38 3L DEVIC TIN SEA	47.63 196.32 ES RCH.TAC ED TO	47.6	53
CAUSE: SRA SRA S FO C	EE REF 236	RT#: COUNT: TYPE:	PERATIVE				0.00	0.0	00
				0	O TPARTS	ł			
				ŏ	0 TLABOR				
CAUSE: SRA		OOR LOCK IS	INOPERATI	VE			0.00	0.0	20
ON BEHALE OF			CERTIEV THAT T	UE ETA	TEMENT OF DISCUMINED	DESC	CRIPTION	TOTA	
INFORMATION CO	NTAINED H	L DEALER, L HEREBY ( IEREONIS ACCURATE (	JNLESS OTHERW	SE   The	TEMENT OF DISCLAIMER factory warranty constitutes all	LABOR AM			
OWNER, THERE W	/AS NO IND	BEDWERE PERFORMED DICATION FROM THE A	PPEARANCE OF T	HE the	te warranties with respect to sale of this item\items. The r hereby expressly discialms alt				
LINDER THIS CLAI	M HAD BE	HAT ANY PART REPA EEN CONNECTED IN AN	AV HILM VAW VE	war.	r nereby expressly discisims all anties either express or ed, including any implied	GAS, CIL, C			
ACCIDENT, NEGL	IGENCE OF	R MISUSE. RECORDS	SUPPORTING TH	ıı≎   warn	ed, including any implied anty of merchantability or is for a particular purpose.	00000			
NOTIFICATION AT	T THE SE	RVICING DEALER FO	R INSPECTION	SY   Selle	r neither assumes nor prizes any other person to	101100.0111			
MANUFACTURER'S	5 KEPRESE	INTATIVE.		888U	me for it any liability in ection with the sale of this				
					tems	\$ALE\$ TAX			
(SIGNED) DEALE	R. GENERAL	MANAGER OR AUTHORIZE	ED PERSON (DAT	E) CUS	TOMER SIGNATURE	PLEASE			
						THIS AMO			

LAKELAND, FL

HOME:

90585

BUS:

120512

#### BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123

PAGE 2

www.tampachevy.com State of Florida Reg. # MV-41160

0.00

0.00

243.95

110/112			70 W +							
					SEF	RVICE ADVISOR:	341 MC	RRIS JOSE	PH PLAT	Т
COLOR	YEAR		MAKE/MODEL			VIN	LICENSE	MILEAGE	IN / OUT	TAG
LEMANS BLU	04	СНЕ	VROLET CO	RVETTE	1G1YY	722G545	i	87,	/87	12571
DEL. DATE	PROD.	DATE	WARR. EXP,	PROMIS	ED	PO NO.	RATE	PAYMENT	inv.	DATE
26JAN2004	ļ			WAIT 28			0.00	CASH	29JAN2	004
R.O. OPEN	(ED		READY	OPTIONS	S: STK	:45114739 EN	G:LS1 TR	N:MXO	-	
14:42 28JA	N() 4	16:	24 28JAN0	4						
LINE OPCOD			YPE HÖURS				LIST	NET	TOT.	AL
	'C . D'	<u> </u>	· COUNTY ·							

FC: PART#: COUNT:

CLAIM TYPE: AUTH CODE:

> 0 0 TPARTS 0 0 TLABOR

87 SEE A

D CHECK SEAT MEMORY OPERATION

CAUSE: NPF

NPF UNABLE TO DUPLICATE CUSTOMER COMPLAINT AT

THIS TIME

236 W 0.00

FC: PART#: COUNT:

COST, SALE, & COMP TOTALS

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CLAIM TYPE: AUTH CODE:

O O TPARTS

0 TLABOR

0

87 OPERATION OK AT THIS TIME.

24395 DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this ilemitems. The Soller hereby expressity disclaims all warranties either express or implied, including any implied warranty of merchantability or titness 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 47.63 PARTS AMOUNT 196.32 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 243.95 LESS INSURANCE 0.00 SALES TAX 0.00 CUSTOMER SIGNATURE PLEASE PAY

THIS AMOUNT

#### BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123

PAGE 1

www.tampachevy.com State of Florida Reg. # MV-41160

46.42

46.42

HOME:

BUS:

SERVICE ADVISOR:

790 ROBERT WEEKLEY

							100 100	DUNIT MEETIN		
COLOR	YEAR		MAKE/MODEL			VIN		MILEAGE	IN/OUT	TAG
LEMANS BLU	04	CHE	VROLET CO	RVETTE	1G1YY	22G545		5,	/5	T5991
DEL. DATE	PROD.	DATE	WARR. EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV.	DATE
				18:00 25			0.00	CASH	29NOV2	003
R.O. OPEN	IED		READY	OPTIONS	STK	:45114739 EN	G:LS1 TR	N:MXO	-	
13:18 25NO			58 29NOVO							
LINE OPCOD	E TE	CH T	YPE HOURS				LIST	NET	TOT	AL

A CUST STATES THE A/C BLOWER MOTOR IS NOT WORKING

CAUSE: LOOSE

D0362 CONTROL ASSM; REPAIR

279 **W** 0.70

FC: 2W PART#: COUNT: 0

CLAIM TYPE: AUTH CODE: OJ

> 0 1575 4

0 TPARTS 4642 TLABOR

5 ELECTRICAL FAILURE DO362 .7 CK A/C OPERATION AND FUSES - R&R HVAC CONTROL HEAD - CK PIN FIT AND TIGHTEN CONNECTORS DID NOT REPL; ACE COMPONENT

COST, SALE, & COMP TOTALS 157	5 4642 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBEDWERE PERFORMEDAT, NO CHARGE TO	The factory warranty constitutes all	LABOR AMOUNT	46.42
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	of the warranties with respect to the sale of this item\tems. The	PARTS AMOUNT	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	Implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose. Seller neither assumes nor	MISC, CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE	authorizes any other person to assume for it any liability in	TOTAL CHARGES	46.42
	connection with the sale of this item/items.	LESS INSURANCE	0.00
	nenviens.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DAIR)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	46.42

# **FAX COVER SHEET**

Michael Holley Chevrolet Service Department 1025 US Hwy 98 South Lakeland, Florida 33802 (863)688-5541 FAX(863)683-3761

FROM: R	ALPH YORKENT# 240	
DATE	24/65 PAGES_	
12/28/03 TO: 5		
COMPANY:  ATTENTION	Gm	\ \ \ }
ALIENTIUM:	LJEAN W.	
MESSAGE:	PLEASE CALC TO	
		}

MAY 24, 2005 HISTO	RY - SPECIFIC VEHICLE	Store 01 SERVC01 PORT 5007 3010
CUSTOMER NAME		SERIAL NO. 1G1YY22G545
R.O. NO. 212180 [1 OF 14] [1 OF 1]	1 RO.DATE 03/23/2005 3 MILEAGE 8940	2 DEPT (S,B,P) S SERVICE 4 ADVISOR NO. 447
6 SALE TYPE (C/W/I 7 COMPLAINT WASH,	CVZZWAX OP. DESC. I TECH.NO(S). VAC, WINDOWS, TIRES, WAX ROM BODY SHOPCLAYHAS	447
8 CAUSE	HODI SHOPCLAIHAS	OVERSPRAY
9 CORRECTION		
10 WARRANTY CL	IM NO. OPERATION NO.	CLAIM NO. OPERATION NO.
11 CAMPAIGN NO.	CAMPAIGN DESC. CAMPAIGN DESC.	

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)



PAGE 1 OF 1



211659

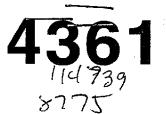
1025 U.S. Hwy 98 South Lakeland, FL 33801 (863) 688-5541 FL Watts 1-800-248-56

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state(s.403.718), C1 ICTOMER (arraphs of fee to be collected for each new or remanufactured battery sold in the state(s.403.718).

OOGAAICI KI	CHEVI	ROLET 5	FL Watts 1-800-248-569
RECOMMENDED SERVICES		STATE	OF FLORIDA REGISTRATION NUMBER MV-0534:
01CVZZALIGNAW 4 WHEEL A HL DIESEL LOF 01CVZZLOFDIESE SYNTHETIC	IGNMENT MI 89.95 0 MI 72.77 0 LOF MI 77.60	OPERATION OPERATIO	N DESCRIPTION MO/MI - TOTAL OLING SYST MI 89.95 OF MI 18.00
L 4 WHEEL AI 01CVZZLOFSYN QUALITY CO 01CVZZW/CAMKI	NIMEN   M!   89.95   76	SCVZ QUALITY CO	ONTROL MI 0.00
SERVICE HISTORY			
DATE REPAIR OR 03/07/05 210078	DER MILEAGE ADVISOR TECHNICIA	N TYPE OPERATION W 77CV2	OPERATION DESCRIPTION
03/02/05 209630	8450 1540 1544 1544	C 77CVZ 1 82CVZ	TRIM REPAIR BODY WORK
02/24/05 208973	8406 1476 1514 1498 1498	W 39CVZ W 39CVZ W 78CVZ	PAINT SHOP WORK FUEL SYSTEM WORK
SALESPERSON NO.	S E R V		GLASS WORK TE REG# VARIABLE LABOR \$
METHOD OF PAYMENT: 1G1 YY22G545	YEAR/MAKE/MODEL 04/CHEVROLET/	PRODUCTION DAT	
☐ CHECK ☐ M.C. ☐ VISA	45062	MICE CONTRACT DELIVERY DATE	DELIVERY MILES SELLING DEALER NO. R. O. DATE 03/21/05
BASIS FOR CHARGE	COLOR	CONTRACT NO.	EXPIRATION DATE EXPIRATION MINES TAG NO 1
PLAT RATE   PLAT	LVZZ	ND. P.S. TRANS MILEAGE 8,940	O ADVISOR OREC GRANICK
RETAIN PARTS VES NO APPOINTMENT No JOB	PRIORITY  CABOR PATE  PRIORITY  CABOR PATE  PRIORITY  CABOR PATE  To eason; that you neither assum to responsible for loss or dame express mechanic's lien is here the above vehicle or of the	you are not responsible for any delays caused by e or authorize any other person to assume for y age to the above vehicle, or articles left therein; by acknowledged on the above vehicle to secure where for the purpose of testing a	
COMMENTS: DROP-BY WIND SIDENT STATES: BRAKES PL CUST STATES: BRAKES PL TEST Drave For 3 That Frederics France Hs Prederics France	BRAKE WORK SUT BY CM LL TO RIGHT SOMETIMES O MULES IN MO CALLED AND AND HORMAL 92 H 9.991	STATEMENTS THAT UNDER WRITTEN E EXCEED \$100  I REQUEST DO NOT	D GAREFULLY, CHECK ONE OF THE BELOW, AND SIGN: I UNDERSTAND R STATE LAW, I AM ENTITLED TO A STIMATE, IF MY FINAL BILL WILL 0.00  A WRITTEN ESTIMATE REQUEST A WRITTEN ESTIMATE AS IE REPAIR COSTS DO NOT EXCEED
CUST STATES: HAS WIND I TEST Drawe up to	of mps acouse	APRROVAL.	THE SHOP MAY NOT EXCEED IT WITHOUT MY WRITTEN OR ORAL REQUEST A WRITTEN ESTIMATE.
3 W * 25CVZ CUST STATES:RECHECK E	T-98 Z7902 89 AXLE/DIFF WORK IFF LEAK AND GAS LEAK-NOT LEAKIN	SIGNED:  ANOTHER PERSON YOU NAME	DATE:  U MAY DESIGNATE TO AUTHORIZE REPAIRS ON YOUR VEHICLE PHONE
131 HUST CHECKING NO F	results forms	(PARTS & LABOR) AUTHORIZED ADD'L REPAIRS	\$ OKTO BY X \$ DATE TIME
(4) SCRATCH LOW	UN MOOD - WAX A	CHARGES FOR A WACTUAL AMOUNT OF	S .  RITIEN ESTIMATE WILL BE DIRECTLY RELATED TO THE ABOR AND DIAGNOSTIC WORK INVOLVED.
MXING 30	RATEN - OVERSPRAY.	MINED THE ACTUAL CHAR	RLY RATE - FLAT RATE BOTH SERVICE & PARTS GUARANTEE
(6) (N) KNOCK	1	ALL PART	FACTORY PARTS REPLACED OR INSTALLED CARRY A 12 EWARRANTY UNLESS OTHERWISE NOTED  S NEW UNLESS OTHERWISE INDICATED  /Used R/Rebuilt RC/Reconditioned o Chg/Warranty RD/Reduced/Warranty
	Marrier France	"This charge represe	HOP SUPPLIES & DISPOSAL FEE ents costs and profits to the motor vehicle repair facility miscellaneous shop supplies and/or waste disposal

CUSTOMER NO	0101ICVWS	11659	I I Di					
COOT OMER NO	45062	g I	VISOR		- $-$	TAG No.	INVOICE DATE	LIND (OSCE )
		GA	RY VOGT	LICENSE No.	584	2035	03/25/05	INVOICE No.  CVWS21165
			OR RATE	LICENSE No.	Mil		COLOR	STOCK No.
		YEA	R/MAKE/MODEL			8,940	/	
LAKELA	ND, FL	0	4/CHEVROLE	<u>T/</u>			DELIVERY DATE	DELIVERY MILES
			10LG 1.D. NO.	2 2 G 5 4 5			SELLING DEALER NO.	PRODUCTION DATE
		F. 7.	E. No.	<u>4 4 6 3 4 3</u>	5.		DO DOTO	
R		<u> </u>					R.O. DATE 03/21/05	
~		CON	MENTS				,,,	
LABUR & PAR	RTS	ļ						MO: 895
J# 1 35CVZ	BRAKE WORK			1498	• •	20.00		
	CUST STATES:BRAKES PULL FINAL REPAIR ATTEMPT-AF TEST DRIVEN 20 MILES TO	BULNIAMENT THE C	IMES			20.00		
	TEST DRIVEN 20 MILES IN	AND OUT OF TRA	FFIC					
	BRAKES FEEL FIRM AND NO NO PROBLEM FOUND AT THE					ļ		
• • • • • • • • • • • • • • • • • • • •			JOB # 1 T	OTAL LABOR & PAI	arc .		•	
J# 2 77CVZ	TRIM REPAIR	HOURS.	T-0			20.00		
	- VUOL STATES: HAS WIND LE	M ON BOTH WINDO	TECH(S):	1498		0.00		
	TEST DRIVEN AT 70+ MPH NORMAL LEVEL OF WIND NO	H .	,,,,,					
	NO CORRECTION NEEDED	DE.				- 1		
	*******		JOB # 2 TO	TAL LABOR & PAR	275	0.00		
)# 3 25CVZ	AXIF/DIFF WORK	l Houne.						
	CUST STATES: RECHECK DIFE	LEAK AND GAS L	IECH(S):. EAK-NOT IFAKI	1498 NG.		0.00		
	ALL CLEAN AND DRY		·	.nu				
	NO CORRECTION NEEDED							
			JOB # 3 TO	TAL LABOR & PAR	TS	0.00		
J# 5+40CVZ		ORK HOURS	*======================================		• •			
	CUST STATES: ENGINE KNOCK NORMAL OPERATION PER GM	MON COLD STADTS	12011(3);1	498		0.00		
	NO CORRECTION NEEDED AT	I THIS TIME						
			JOB # 5 TO	TAL LABOR & PAR	rc	0.00		
UBLET PE	0#VEND INV#-INV_D 0070	TF-DESCRIPTION				0.00		
JUB # 1 50	0070 D210428 03/23	05 RENTAL				04.00		
		B		TOTAL - SUBLE	T	84.00 84.00		
ROP-BY WEDNE	SDAY							
ACOL - DI MEDINE	LSDAT					İ		
				D/O TAV				
				R/O TAX R/O TOTALS		0.00 104.00		
'ARRANTY CLAI	M DETAIL TOTALS	<b></b>				104.00		·
LAIM#	TOTAL							
11659	104.00			•		!		
LAIM TOTALS	104.00							
	104.00					ł		
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APPROVE	D BY SIGNATURE		<del></del>	•		1		ļ
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		,						1
PAGE 1 OF 2	<b>55</b>					1		
	SERVICE FILE	COPY-W	[CON	TINUED ON NEXT P	AGE] 1	1:10am		
•						1		

CLAIM CHECK



APPOINTMENT □ve D**X**√ JOB



211015

1025 U.S. Hwy 98 South Lakeland, FL 33801 (863) 688-5541 FL Watts 1-800-248-5693

The second livery with the second livery with					STATE OF FEURIDAT	nedio i P	AHON JAUN	BER MIV-00342
OPERATION	OPERATION DESCRIPTIO	N MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTI	ON:	MO/MI	TOTAL
01CVZZALIGN4W HL 01CVZZLOFDIESE L 01CVZZLOFSYN 01CVZZW/CAMKI	4 WHEEL ALIGNMENT QUALITY CONTROL	Mi Mi Mi Mi Mi	89.95 72.77 77.60 89.95 0.00	01CVZZCOOLSY 01CVZZLOFFID 01CVZZROTATE -76CVZ 01CVZZLOFFID2	FIDELITY LOF ROTATE TIRES QUALITY CONTROL	T	MI MI MI MI MI	89.95 18.00 19.95 0.00 22.00
<u> </u>	111					•		

SERVICE HISTORY DATE REPAIR ORDER ADVISOR TECHNICIAN TYPE **OPERATION OPERATION DESCRIPTION** 03/07/05 210078 8450 1540 1544 77CVZ1 ARIM & RATTLES TRIM REPAIR W 1544 Ĉ 77CV7 03/02/05 209630 8450 1540 1544 82CVZ **BODY WORK** 1514

83CVZ PAINT SHOP WORK FUEL SYSTEM WORK 02/24/05 208973 8406 1476 1498 w 39CVZ 1498 W 78CVZ GLASS WORK SALESPERSON NO. R STATE REG# VARIABLE LABOR \$ YEAR/MAKE/MODEL EHICE TYY22G545 HODUCTION DATE STOCK NO. LICENSE NO. 04/CHEVROLET/

CASH 211015 CHECK SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. R. O. DATE 45062 □ м.с. 03/15/05 ] VISA EXPIRATION DATE AMX TAG NO. 4361 LAKELAND, FL BASIS FOR 8,775 CVZZ CHARGE
FLAT RATE
HRLY RATE
BOTH 1476 GREG GRANICK I hereby authorize the repair wor therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree; the RETAIN PARTS YES 08:41am 03/15/05 06:00pm

You are not responsible for any delays caused by unavailability or delayed availability of parts or material for any me or authorize any other person to assume for you any liability in connection with such repair, that you shall not reason; that you neither ass be responsible for loss or amage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an y acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate express mechanic's lien eets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

RIMREPAIR PASS SIDE ROCKER PANEL WAS DAMAGED IN BODY SHOP. REPAINT, NO OVERSPRAY ON CAR.DETAIL CAR.PAINTLINE ON L.DOOR BOTTOM.

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 \$100.00** 

🗌 I REQUEST A WRITTEN ESTIMATE

 $\square$  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. □ DO NOT REQUEST A WRITTEN ESTIMATE SIGNED: DATE:

ANOTHER PERSON YOU MAY DESIGNATE TO AUTHORIZE REPAIRS ON YOUR VEHICLE NAME PHONE

ORIGINAL ESTIMATE ADD'L REPAIRS (PARTS & LABOR) OK'D BY AUTHORIZED ADD'L REPAIRS DATE \$

CHARGES FOR A WRITTEN ESTIMATE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR AND DIAGNOSTIC WORK INVOLVED.

IF THE ACTUAL CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETER-MINED THE CHARGE WILL BE BASED ON

\_ HOURLY RATE

SERVICE & PARTS GUARANTEE

CRIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12
MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED. ALL PARTS NEW UNLESS OTHERWISE INDICATED

\*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced/Warranty

SHOP SUPPLIES & DISPOSAL FEE
"This charge represents costs and profits to the motor vehicle repair facility items such as miscellaneous shop supplies and/or waste disposal expenses."

The State of Florida requires a \$1.00 lee to be collected for each new tire sold in the state(s.403.718), CUSTOMER (2006) 10 fee to be collected for each new or remanufactured battery sold in the state(\$.403,7165). 211015

PAGE 1 OF 1

p.6



World's Largest Chevy Retailer

THERE WAS A ZOOC REBUTS

* MR. BIG VOLUME" Y	RETAIL PUR		NTRACT		
GEL VIOLET	DA	- OAL	ESMAN NUMBER	ACCOUNTING	Ġ
PLANT CITY	01/26/20		N, PAUL 727 DE	AL # 0	
P.O. BOX 3209 (813) 752-5123 PLANT CITY, FLORIDA 33563	SRV. WRT.	F&I	CREDIT AUTH. 90	585"	Ô
CUSTOMER		KUSSMANN,			Ţ
BILLING		F	HOME OFF	FICE ONE	
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NET ALLOWANCE ON USED TRADE-IN	<u> </u>	THIS CHARGE REPRESENT ITEMS SUCH AS INSPECTING AND PREPARING DOCUMEN	ES S COST AND PROFIT TO THE DEALER FOR NG. CLEANING, AND ADJUSTING VEHICLES NTS RELATED TO THE SALE.	3	00
DEPOSIT OR CREDIT BALANCE	N.A.	STATE AND LOCAL TAXES	HO MERKILLO TO THE SACE.		
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BILL HEARD CHEVROLET INC		of mileage in excess of (2) I hereby cert	If that the adometer reading is sign in	r reading reflects the ar	mount
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THAT MAKE LANDS (SITE LATE)		THANSPURE A	LEXANDER ST		_
CITY		THANSITE RESPONDENCE	₹¥, FL	33566	_
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Emissions-My trade-in various:     The a system or device used to control emissions.	DISCLOSURE	ON TRADE-IN(S)			
has a system or device used to control emissions and address to the system or device used to control emissions and a system or device used to control emissions.	said system or device is in good o	parable condition and is used at eil	times that the motor vahicle or motor		

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.

I warrant the truth and accuracy of the foregoing information and I hereby certify that I am over 18 years of agc.

I hereby acknowledge having read and understood all the provisions on both sides of this page, and RECEIPT OF A

CCEPTEB OT VALID UNLESS AC

BUYER SIGNATURE GIVES YOU A SIGNED COMPA

DISCLAIMER OF WARRANTY

BILL HEARD CHEVROLET, INC. - PLANT CITY disclaims all warranties ofther expressed or implied including any implied warranty of merchantability and implied warranty of finess for a particular purpose. CITY which extend beyond the description on the face horsef, BILL HEARD CHEVROLET, INC. - PLANT CITY neither assumes nor warranties of the work of the description of the face horsef, BILL authoriges any Otior person to assume for it any liability in connection

ORDER NO. GRIM3P/TRE STOCK NO.	CHEVROLET MOTOR DIVISION V8G GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER DETROIT MI 48243-1114 VEHICLE INVOICE 10D72293474
1YY07 CORVETTE COUPE 4373 B84 BODY SIDE MOLDINGS 15 CC3 TRANSPARENT REMOVABLE ROOF 75 PANEL (REPLACES STD ROOF PANEL) FE9 50-STATE EMISSIONS F55 MAGNETIC SELECTIVE RIDE CNTRL 1699 G92 AXLE: 3.15 PERFORMANCE RATIO 399	NSRP 1NV AMT RETAIL - STOCK 38.00 38268.13 INVOICE 11/20/03 50.00 129.00 SHIPPED 11/20/03 INT COM 11/26/03 PRC EFF 11/20/03 P

- \* ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR
- \* HEAD UP DISPLAY
- \* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN
- \* COMMEMORATIVE EDITION

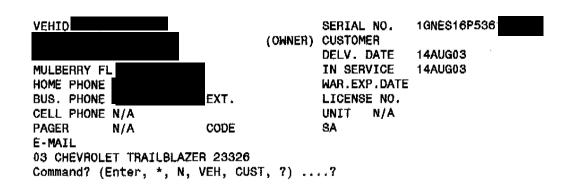
TOTAL MODEL & OPTIONS DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION	51040.00 800.00	44550.43 800.00 510.40 255.20	H/B	261 261	510.40
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BILL HEARD CHEVROLET, INC.-PLANT CIT

### General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

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locumentation for the payment of any consumer incentive and must be available in the Deal File Copy #1 - Dealer Copy Copy #2 - Customer 02GMACK/GM-3795 (4/02)



FAX # 866-226-3742 MULBERRY, FL

HOME:

505602

168474

BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com

State of Florida Reg. # MV-41160

PAGE 1

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG BLK 03 CHEVROLET TRAILBLAZE 1GNES16P536 23326/23326 T6179 DEL. DATE PROD. DATE: WARR, EXP. PROMISED PO NO. RATË PAYMENT INV. DATE 14AUG03 IS 16:00 09MAY05 0.00 CASH 10MAY2005 R.O. OPENED READY ENG:5.3 Liter SFI Alum OPTIONS:

08:01 09MAY05 08:53 lomayos

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

> 42.00 42.00

COST, SALE, & COMP TOTALS ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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.

4200

4200

STATEMENT OF DISCLAIMER

DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 42.00 MISC, CHARGES 0.00 TOTAL CHARGES 42,00 LESS INSURANCE 0.00 SALES TAX 0.00

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON. (SIGNED)

STATEMENT OF DISCLAIMER
The factory werranty constitutes all of the warranties with respect to the sale of this itematems. The Seller heraby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or titness for a particular purpose Seller neither assumes nor authorizes any other person to assume for it any liability in connaction with the sale of this itematical. CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT 42.00

166022

#### BILL HEARD CHEVROLET

54.42

54.42

\*WARRANTY\* 601 Alexander

Plant City, FL 33563 (813) 752-5123 DUPLICATE 1 MULBERRY, FL www.tampachevy.com PAGE 1 State of Florida Reg. # MV-41160 HOME: SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAĢ CHEVROLET TRAILBLAZE BLK 03 1GNES16P536 23345/23345 T5174 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 18 11:48 13APR05 0.00 CASH 12APR2005 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFI Alum 08:39 12APR05 17:54 12APR05 TINE OPCODE TECH TYPE HOURS LIST NET TOTAL C CLICK NOISE IN ENGINE AREA AT IDLE (SOP...FAN CLUTCH) CAUSE: SHORTED J3390 CLUTCH ASSEMBLY, FAN REPLACE 617 W 2.10 163.25 163.25 1 10383029 CLUTCH 267.42 187.19 187.19 1 W1029 0.00 FC: 6G PART#: 10383029 COUNT:

> 13371 18719 TPARTS 4830 16325 TLABOR

23345 FAN CLUTCH BEARINGS WORN/NOISEY REMOVE FAN CLUTCH AND

REPLACE, RETEST

D VEHICLE HAS A STRONG HUMMID/MUSTY TYPE ODOR WHEN A/C IS TURNED ON CAUSE: BULLITIN

DATON MOONT

NE

D4707 MODULE OR ASSEMBLY, HVAC CONTROL HEAD

REPROGRAM

CLAIM TYPE: AUTH CODE:

617 W 0.70

FC: 93 PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

OP

0 0 TPARTS 1610 5442 TLABOR

23345 MUSTY ODOR DOC.#1640736 MUSTYODOR HVAC SYSTEM REFLASH HVAC CONTROL MODULE TO ENABLE AFTERBLOW FUNCTION #05-01-39-002 (MAR 31,2005) E GUAGES ARE INOPERATIVE AT TIMES AT START UP AND DASH WARNING LIGHTS

STAY ON, MUST SHUT VEHICLE OFF AND RESTART AND THEY START WORKING (SOP)

OHORSES (SOE

CAUSE: SHORTED

N4180 CLUSTER ASSEMBLY, INSTRUMENT PANEL R&R OR

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO D≣SCRIPTION TOTALS STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item\text{item}. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to connection with the sale of this tremitiems. LABOR AMOUNT SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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. PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC, CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

MULBERRY, FL

HOME:

505602

166022

#### **BILL HEARD CHEVROLET**

\*WARRANTY\*

DUPLICATE 1 PAGE 2

Plant City, FL 33563 (813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

NET

93.29

0.00

TAG

TOTAL

93.29

0.00

601 Alexander

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT

CHEVROLET TRAILBLAZE BLK 03 1GNES16P536 23345/23345 T5174 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 IS 11:48 13APR05 0.00 CASH 12APR2005 R.O. OPENED READY OPTIONS: ENG:5.3 Liter SFT Alum

08:39 12APR05 17:54 12APR05

LINE OPCODE TECH TYPE HOURS

REPLACE 617

W 1.20 FC: 6G PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

OJ

0

0 TPARTS

LIST

9329 TLABOR 2760

23345 DASH GAUGES INOP REPLACE IPC AND REPROGRAM

999 W 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

MK

0 0 TPARTS 0 0 TLABOR

COST, SALE, & COMP TOTALS 49815 STATEMENT OF DISCLAIMER

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON SIATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warranties with respect to
the sale of this itemitiems. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantishility or
fitness for a particular purpose.
Seller heither assumes nor
authonzes any other person to
authonzes any other person to
connection with the sale of this
itemifiems.

CUSTOMER SIGNATURE

DESCRIPTION TOTALS LABOR AMOUNT 310.96 PARTS AMOUNT 187.19 GAS, OIL, LUBE 0.00 **SUBLET AMOUNT** 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 498.15 LESS INSURANCE 0.00 SALES TAX 0.00

PLEASE PAY THIS AMOUNT 498.15

162693

## BILL HEARD CHEVROLET

77 DD 7 NIMV+

SALES TAX

PLEASE PAY
THIS AMOUNT

601 Alexander \*WARRANTY\* Plant City, FL 33563 (813) 752-5123 DUPLICATE 2 MULBERRY, FL www.tampachevy.com PAGE 1 State of Florida Reg. # MV-41160 HOME SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT ĩΑĠ BLK 03 CHEVROLET TRAILBLAZE 1GNES16P536 22122/22124 T2453 DEL DATE PROD. DATE WARR. EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 IS 16:00 llMAR05 0.00 CASH 11MAR2005 R.O. OPENED READY ENG:5.3 Liter SFT Alum OPTIONS: 07:46 10MAR05 14:52 11MAR05 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A ENGINE RUNS ROUGH AT IDLE AT TIMES CAUSE: J6354 ENGINE CONTROL MODULE REPROGRAM 617 W = 0.7054.42 54.42 FC: 3L PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: PO 0 0 TPARTS 5442 TLABOR 1610 22124 CHECK FOR CODES NONE FOUND CHECK SPS FOR UPDATE PERFORME SPS FOR IDLE SURGE CAUSED BY THROTTLE COKING SEE ATTACHED B RENTAL CARS (RENTAL OK PER HERB HINSON) CAUSE: . REN RENTAL CARS 999 W 0.00 0.00 0.00 FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MJ 0 O TPARTS 0 0 TLABOR F LEFT MIRROR CRINDS WHEN IN CURB ASSIST MODE CAUSE: B4155 MIRROR, OUTSIDE REAR VIEW RIGHT REPLACE 617 W 0.60 46.6446.64 15137977 MIRROR 193.08 159.49 159.49 1 W600 MIRROR 0.00 FC: 6C PART#: 15137977 COUNT: 2 CLAIM TYPE: AUTH CODE: NG ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO OWNER. THEREWAS 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 AY THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this itemtems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantsolity or times for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any hability in connection with the sale of this item/tems. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC, CHARGES TOTAL CHARGES LESS INSURANCE

CUSTOMER SIGNATURE

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

**BILL HEARD** 505602 162693 CHEVROLET \*WARRANTY\* 601 Alexander Plant City, FL 33563 (813) 752-5123 DUPLICATE 2 MULBERRY, www.tampachevy.com PAGE 2 State of Florida Reg. # MV-41160 HOME: SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG CHEVROLET TRAILBLAZE BLK 03 1GNES16P536 22122/22124 T2453 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 IS 16:00 11MAR05 0.00 CASH 11MAR2005 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFI Alum 07:46 10MAR05 14:52 11MAR05 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 11392 15949 TPARTS 1380 4664 TLABOR 22124 RIGHT OUTSIDE MIRROR GRINDS NOT LEFT INTERNAL FAILURE INTERNALLY REPLACE RT. OUTSIDE ELE. MIRROR G ACCELERATOR PEDAL SQUEAKS CAUSE: J5350 PEDAL, ACCELERATOR REPLACE 617 w 0.70 54.42 54.42 1 15150990 PEDAL 98.09 78.27 78.27 1 W600 PEDAL 0.00 FC: 4X PART#: 15150990 COUNT: 2 CLAIM TYPE: AUTH CODE: NU5591 7827 TPARTS 1610 5442 TLABOR 22124 GAS PEDAL ELE NOISEY NOTSE IN ELE GAS PEDAL-REPLACE GAS PEDAL L TAG BEZEL GASKET IS WARPED CAUSE: . B8990 MOLDING AND/OR POCKET, LICENSE PLATE R&R OR REPLACE 941 W = 0.6046.64 46.64 1 15170981 SEAT 9.90 8.18 8.18 1 W600 SEAL 0.00 FC: 4N PART#: 15170981 COUNT: 2 CLAIM TYPE: AUTH CODE: DV 584 818 TPARTS 960 4664 TLABOR ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBEDWERE PERFORMEDAT 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all
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Soller hereby expressly disclaims all
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warranty of merchantability or
fitness for a particular purpose.
Seller norther assumes nor
authorizes any other person to
authorizes any other person to
assume for it any tability in
connection with the sale of this
itentifems. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES

item/items.

CUSTOMER SIGNATURE

LE\$\$ INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

MULBERRY, FL

HOME:

505602

162693

\*WARRANTY\*

# BILL HEARD CHEVROLET

601 Alexander Plant City, FL 33563 (813) 752-5123

www.tampachevy.com State of Florida Reg. # MV-41160

DUPLICATE 2 PAGE 3

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG BLK 03 CHEVROLET TRAILBLAZE 1GNES16P536 22122/22124 T2453 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV, DATE 14AUG03 IS 16:00 11MAR05 0.00 CASH 11MAR2005 R.O. OPENED READY OPTIONS: ENG:5.3 Liter SFI Alum 07:46 10MAR05 14:52 llMAR05 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL. 22124 REPLACED HEAT DAMAGED GASKET

COST, SALE, & COMP TOTALS 23127 44806 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warrantias with respect to
the sale of this itemitiens. The
Solitor hereby expressly disclaims all
warrantes either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller norther assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
itemittems. LABOR AMOUNT 202.12 PARTS AMOUNT 245.94 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MIŞC, CHARGES 0.00 TOTAL CHARGES 448.06 LESS INSURANCE 0.00 SALES TAX 0.00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 448.06

151933

## BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com

22.67

20.55

22.67

41.10

0.00

State of Florida Reg. # MV-41160

25.72

MULBERRY, FL HOME:

PAGE 1

SERVICE ADVISOR: 141 DIANE SURRENCY COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG BLK 03 CHEVROLET TRAILBLAZE IGNES16P536 17335/17335 T7866 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 IS WAIT 02DEC04 0.00 CASH 02DEC2004 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFI Alum 08:51 02DEC04 09:34 02DEC04 LINE OPCODE TECH TYPE HOURS LIST NEŤ TOTAL A RECALL #04087 CAUSE:

CAUSE: . V1265 REPL BOARDS AND BULBS

617 W 0.30 2 16532713 BOARD

2 W1029 FC: 96

PART#: 16532713

COUNT: 4
CLAIM TYPE:
AUTH CODE:
MA

2936

4110 TPARTS

690

2267 TLABOR

17335 RECALL CIRCUIT BOARDS COMPLETED

COST, SALE, & COMP TOTALS 3626 6377 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO OWNER. THEREWAS 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this itanitienia. The Seller herby expressly disclaims all warrantes either express or implied including any implied warranty of marchantability 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/tiems. LABOR AMOUNT 22.67 PARTS AMOUNT GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 63.77 LESS INSURANCE 0.00 SALES TAX 0.00 DEALHR, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 63.77

150357

# BILL HEARD CHEVROLET

WARRANTY

601 Alexander
Plant City, FL 33563
(813) 752-5123
www.tampachevy.com

MULBERRY, FL PAGE 1 HOME:

State of Florida Reg. # MV-41160
SERVICE ADVISOR: 141 DIANE SURRENCY

				SER	RVICE ADVISOR	R: 141 DIA	NE SURREN	CY	
COLOR	YEAR	MAKE/MODEL	7.		VIN	LICENSE		IN / OUT	TAG
BLK		CHEVROLET TR			16P536		15822	/15822	17267
DEL. DATE	PROD. DA	ATE WARR EXP.	PROMIS	ED	PÖ NO.	RATE	PAYMENT	INV.	DATE
14AUG03 IS	1		WAIT 18			0.00	CASH	17NOV2	004
R.O. OPE	VED	READY	OPTIONS	: ENG	:5.3 Liter_	SFI_Alum	_		
08:44 17NC			4						
LINE OPCOL					<u> </u>	LIST	NET	TOT	AT,
A SERVICE CAUSE: .	ENGINE	SOON LIGHT	IS ON	"	<del>"-</del>	1,-		202	***
L1281	TANK,	FUEL LEAT	REPLACE						
1 4 1	669 151052 123451 123465 w600 C: 1D	59 TANK ASM	T			530.89 19.30 3.71	196.43 438.51 15.40 2.95	196. 438. 15. 11. 0.	51 40 80

PART#: 15105259

COUNT: 7 CLAIM TYPE: AUTH CODE: E

WG

OLH TIME TO PERFORM INJECTOR BALANCE TEST, CLEAN

TNJECTOR & DIANOSIS 669 W 1.50

113.33 113.33

33266 46571 TPARTS 8610 30976 TLABOR

15822 INJECTORS RESTRICTED/FUEL TANK FILL NECK BROKEN CHECKED FOR CODES FOUND 2 CODES P0300, AND P0442 CHECKED FOUND ALL CYLINDERS MISFIRING RAN INJ BALANCE TEST FOUND CYL #1 60-50 2 60-48 3 60-45 4 60-48 5 60-40 6 60-40 7 60-40 8 60-48 FORCE CLEANED AND POPPED OFF INJ WITH NITROGEN CLEANED WITH TOP ENGINE CLEANER AND PUT IN FUEL ADDITIVE IN TANK/CHECKED CODE P0442 FOUND FILL NECK AT FUEL TANK BROKEN AND LEAKING AFTER RUNNING SMOKE TEST REPLACED FUEL TANK TRANSFERED ALL PARTS AND GAS

COST, SALE, & COMP TOTALS 4187	6 77547 0		
ON BEHALF OF SERVICING DEALER, I MEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	309.76
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	the sale of this item\items. The	PARTS AMOUNT	465.71
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM, ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose. Seller neither assumos nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	775.47
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		SALES TAX	0.00
(SIGNLD) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CÜSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	775.47

148702

**BILL HEARD CHEVROLET** 

WARRANITY

601 Alexander Plant City, FL 33563 (813) 752-5123

www.tampachevy.com

MULBERRY, FL PAGE 1 HOME: State of Florida Reg. # MV-41160 SERVICE ADVISOR: 141 DIANE SURRENCY COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG BLK 03 CHEVROLET TRAILBLAZE 1GNES16P536 15463/15463 T5790 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 IS WATT 03NOV04 0.00 CASH 03NOV2004 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFI Alum 08:58 03NOV04 12:17 03NOV04 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CUST STATES THERE IS A MISFIRE AT IDLE CAUSE: J5645 PERFORMED INJECTOR BALANCE TEST & CLEANED FUEL INJECTORS 669 W 1.80 135.99 135.99 4 12346535 CLEANER, T 3.71 2.95 11.80 1 12345104 DETERGENT 19.30 15.40 15.40

FC: 1F PART#: 12346535

COUNT: 5 CLAIM TYPE: AUTH CODE:

PF

1944 2720 TPARTS 3780 13599 TLABOR

15463 MIFIRE P0300 BULLETIN03-06-04-030A CHECKED FOR CODES FOUND CODE P0300 RAN INJ BALANCE TEST FOUND CYL 1 58-45,2 58-50,358-45, 4 58-48,5 58-45,6 58-48,7 58-50,8 58-45 CHECKED FOR BULLETINS FOUND 03-06-04-030A PRESSURE CLEANED ALL FUEL INJ

COST, SALE, & COMP TOTALS 572	4 16319 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	135.99
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	the sale of this item\items. Tha	PARTS AMOUNT	27.20
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WAY ANY	Soller hereby expressly disclaims all warranties either express or	GAS. OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	titness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	163.19
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		SALES TAX	0.00
(SIGNED) DEALLR, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTÖMER SIGNATURĒ	PLEASE PAY THIS AMOUNT	163.19

**BILL HEARD** 505602 137210 CHEVROLET 601 Alexander WARRANTY Plant City, FL 33563 (813) 752-5123 MULBERY, FL www.tampachevy.com PAGE 1 State of Florida Reg. # MV-41160 HOME: SERVICE ADVISOR: 460 FRANCISCO CHAVEZ COLOR MAKE/MODEL YEAR LICENSE MILEAGE IN / OUT TAG BLK 03 CHEVROLET TRAILBLAZE 1GNES16P536 10663/10676 11073 DEL. DATE PROD. DATE WARR. EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG2003 18:00 12JUL04 0.00 CASH 13JUL2004 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFI Alum 11:15 12JUL04 |16:33 | 12JUT<sub>1</sub>04 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A A/C NOT COOLING WELL LIKE BEFORE IN SUN CAUSE: D4450 A/C SYSTEM ANALYZE 617 W 0.50 37.78 37.78 FC: 6G PART#: COUNT: 0 CLAIM TYPE:

> 0 0 TPARTS 1150 3778 TLABOR

10676 A/C COCERN W TEST DROVE 13MILES, NEVEER GOT ABOVE 40DEGREES MAKE SURE CUST. USES RECIRCULATE FOR MAX. A/C PERFORMANCE, SUGGEST AFTER LONG SET IN SUN THAT WINDOWS ARE LET DOWN FOR A 1/4MILE AS TO GET HOT AIR OUT OF VEH, OR CAB

B RENTAL

REN RENTAL

OJ

AUTH CODE:

999 W 0.00

0.00 0.00

0 0 TPARTS 0 0 TLABOR

COST, SALE, & COMP TOTALS 115	<u>0 37</u> 78 0		
ON BEHALF OF SERVICING DEALER, ( HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	37.78
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	the sale of this item\items. The	PARTS AMOUNT	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LÜBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	filness for a particular purpose Seller neither assumes nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	37.78
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
		THIS AMOUNT	37.78

0.00

0.00

**BILL HEARD** 505602. 136755 CHEVROLET WARRANTY 601 Alexander Plant City, FL 33563 (813) 752-5123 MULBERY www.tampachevy.com PAGE 1 HOME: State of Florida Reg. # MV-41160 SERVICE ADVISOR: 460 FRANCISCO CHAVEZ COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT ŤAG 0.3 BLK CHEVROLET TRAILBLAZE 1GNES16P536 10413/10414 T1042 PROD. DATE WARR. EXP. DEL. DATE PROMISED PO NO. RATE INV. DATE PAYMENT 14AUG2003 18:00 07JUL04 0.00 CASH 08JUL2004 R.O. OPENED READY OPTIONS: ENG:5.3\_Liter\_SFI\_Alum 11:34 07JUL04 11:02 08JUL04 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A A/C NOT COOLING JUST BLOW HOT AIR AT STOPS WHILE DRIVING CAUSE: A/C BLOWING HOT AIR D1180 SWITCH, PRESSURE CYCLING REPLACE 617 W 0.50 37.78 37.78 1 89040362 SWITCH 34.32 24.01 24.01 FC: 6G PART#: 89040362 COUNT: 1 CLAIM TYPE: AUTH CODE: ΟJ 1715 2401 TPARTS 1150 3778 TLABOR 10414 CYCLING SWITCH W PERFORME DIAGNOSTS FOR THIS COMPLIANT AND PERFORMANCE TEST , FOUND CYCLING SWITCH INTERNAL FAILURE REPLACE SWITCH SEE DOC# 1337786,ATTACH

REN RENTAL

B RENTAL CAUSE: .

> 999 0.00

0 O TPARTS

Ö 0 TLABOR

COST, SALE, & COMP TOTALS 286	55 6179 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTAL\$
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	37.78
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	the sale of this item/rtems. The	PARTS AMOUNT	24.01
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY MAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	implied including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
NUTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose Soller neither assumes nor	MISC CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	61.79
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DÉALER, GENERAL MANACIER OR AUTHORIZHD PERSON (DATE)		\$ALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	<u> </u>
		THIS AMOUNT	61 79



# REPURCHASE DECISION OWNED VEHICLE

CASE: CHV0531700	Customer: Mr
VIN: 1G1YY22G545	Hearing Date: 01/04/05
Arbitrator: Nanette Owen	Date: 01/09/06

#### Question 1

Vehicle (Year, Make, Model): 2004 Chevrolet Corvette

#### Question 2

For the following amounts, the manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision:

- a The actual price paid for the vehicle \$44.618
- b Reasonable use deduction, if any (explained in the Reasons for Decision) \$5003.54
- c Deduction based on vehicle damage not attributable to normal use, if any
- d Deduction based on negative equity, if any
- e **SUBTOTAL** \$39,614.46

### Question 3

Other eligible amounts:

a Description/Amount

CVR: \$17; Tire & Battery: \$6.50; Dealer Fee: \$499 = \$522,50

b Description/Amount

Other Incidental/Collateral Charges: TBD\*; Earned Finance Charges: TBD\*

c TOTAL AMOUNT (2e + 3a + 3b)

\$40,136,96

At the time of the repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was at the time of the hearing, allowing for normal usage

Customer must also comply with all additional requirements in the section of the applicable manufacturer Program Summary that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of the amount set out above shall be made by the manufacturer to the customer and lienholder as their respective interests appear on the records of ownership. The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CHV0531700-rep-1

Page 2 of 2

CASE: CHV0531700	Customer: Mr
Arbitrator: Nanette Owen	Date: 01/09/06

https://www.auto.bbb.org/scripts/cgiip.exe/WService=DevTest/snow/printhtm.w?vcase=CH... 1/9/2006



## LEMON LAW

## REAGONS FOR DEDISION FORM

CASE: CHV0531700	Customer: Mr
VIN: 1G1YY22G545	Hearing Date: 01/04/06
Arbitrator: Nanette Owen	Date: 01/09/06

## -FACT SHEET-

### Fact Sheet Queston 1

For each problem (current and past) listed on the Agreement to Arbitrate, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

- a Problem (as listed on Agreement to Arbitrate):
- Motor makes a knocking noise.
- 2 Gas tank leaking/replaced.
- 3 Brake problem—pulls to the right when pedal is applied.
- 4 Window makes a whistling noise/adjusted.
- 5 Dealer punched two holes in the rocker panel.
- Window wouldn't go up or down/driver side is leaking water.
- b Exists Now? (Please Explain)
- Yes, the customer testified that the problem still exists.
- 2 No, the customer testified that the gas tank has been replaced.
- 3 Yes, the customer testified that the problem still exists.
- 4 Yes, the customer testified that the problem still exists.
- 5 No, the customer testified that the problem has been fixed.
- <sup>6</sup> Yes, the customer testified that the problems still exist.
- C Number of Repair Attempts
- 1 One.
- 2 Two.
- 3 One.
- 4 Five.
- 5 Three or Four.
- 6 Five.
- d Number of Days Out of Service:
- 1 Five.
- 2 Sixteen.
- 3 Five.
- 4 Eight.
- 5 Unable to determine.
- 6 Eight.

## - REASONING -

Question 1

For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

The gas tank leaking and the dealer punching two holes in the rocker panel water are the results of defects in materials or workmanship. The testimony presented indicated that they were defects and that they were not the result of customer misuse or abuse. However, the problems were corrected when the gas tank was replaced and the rocker panel was repaired.

The windows making a hissing noise, not going up or down and the driver's side leaking water are the result of defects in materials or workmanship. The testimony presented indicated that they were defects and that they were not the result of customer abuse or misuse. Further, the problems began relatively early in the life of the car and continue to exist despite the fact that five repair attempts have been made.

The evidence indicated that the dealership found the motor making a knocking noise to be a normal operating condition and that they could not duplicate the problem of the brakes pulling to the right when the pedal is applied. However, the customer testified that he did not think that the knocking was a normal operating condition and that the brake problem was still in existence. Because the parties were not disputing the fact that the customer's vehicle had been out of service for at least 30 days, a test drive was not conducted. Under the circumstances, the problems are found to be the result of defects in materials or workmanship.

### Question 2

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

All six of the problems substantially impair the usage of the vehicle. The car was purchased on January 26, 2004. At the time of the hearing on January 4, 2006, the vehicle had 13,809 miles on it. This is clearly substantially below the average usage. The gas tank and the brake problems substantially impair the safety of the vehicle. In addition, because the vehicle is a high-end car, the value would be substantially affected by the motor knocking noise, gas tank leak, brake problem, holes in the rocker panel, and the window not going up or down and the driver's side leaking water. However, the window making a whistling noise would not significantly impair the value of the car, as it is a minor problem. As stated earlier, the gas tank and the holes in the rocker panel have been fixed.

#### Question 3

Please address the following aspects of your state's lemon law below:

- a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?
  - At least 32 days but am unable to determine exact number.
- b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No) Yes.
- c Please explain how you reached this conclusion.
  - The standard for a reasonable number of repair attempts has been met. According to Florida's lemon law, the presumption for a reasonable number of repair attempts can be met if the vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30 days or more, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt. In the instant case, the manufacturer and the consumer both testified that the vehicle has been out of service for more than 30 days and that the inanufacturer was given the opportunity for a final repair attempt.
- d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law (i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion. The consumer is entitled to a repurchase under the standards of Florida lemon law. The lemon law standards state: a lemon law claim must be filed within 24 months after the date of the original delivery of the vehicle to the consumer; the vehicle must be used to transport persons or property; the consumer must be the purchaser. transferee or any other person entitled to enforce the obligations of the warranty; the vehicle must have a nonconforming condition that significantly impairs the use, value or safety of the vehicle to the consumer; and the manufacturer must be allowed a reasonable number of repair attempts. In this case, all of the above standards have been met. The consumer uses the vehicle to transport persons or property, the vehicle has defects that substantially impair the use, value and safety to the customer, and there has been a reasonable opportunity to repair the vehicle.

#### **Question 4**

State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.

Repurchase. While the consumer is seeking a replacement vehicle, the manufacturer testified that such was not possible for this particular vehicle because there are only a certain number of these vehicles made per year and they are already allocated by the dealerships. In the alternative, the customer was seeking a 100,000

mile extended warranty, which he stated had already been offered to him, and 100,000 road hazard policy. However, those options are outside of the arbitrator's authority, as they are not among the available remedies listed in the manufacturer's Program Summary.

As outlined in sections 3(b) and 3(c), the customer 's claim meets the presumption and standard expressed in the Florida lemon law, and it is fair, equitable and reasonable to apply those standards to this claim.

The customer clearly outlined the six problems that the vehicle had been experiencing. All of the problems were found to be manufacturer's defect that substantially impaired the use of the vehicle, two of the problems significantly affected the safety of the vehicle, and five of the problems substantially impacted the value of the vehicle. Two of the problems have been fixed. Under the standards of the Lemon Law, the manufacturer has been given a reasonable opportunity to repair the problem (over 30 days out of service, plus a final repair attempt).

#### Question 5

If awarding a repurchase or replacement:

- a Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.
  Under the Florida lemon law, a refund consists of:
  - (1) Purchase price cash price for the vehicle, inclusive of any allowances for a trade-in but excluding debt from a previous transaction:
  - (2) Reasonably incurred collateral charges, including but not limited to:
  - a. sales taxes and title charges;
  - b. manufacturer-installed or agent-installed items or services charges;
  - c. earned finance charges; and
  - (3) Reasonably incurred incidental charges:
  - (4) Less a reasonable offset for use.
  - a. The reasonable allowance formula is: number of miles attributable to the consumer on the date of the arbitration hearing / 120,000

x vehicle purchase price

However, in the instant case, the parties agreed to deduct the miles that the customer drove back and forth to the dealership, which amounted to 352 miles. Thus, the formula is: 13,809 - 352 /120,000 x \$44,618 = \$5003.54.

- b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.
   N/A.
- If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing

so.

N/A.

### Question 6

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("\*") were relied upon by the arbitrator(s) in making a decision in the case

- a Materials/Documents Submitted by Customer
  - \*Customer Claim Form
  - \*Agreement to Arbitrate

Notice of Hearing/Inspection

\*GM Vehicle Inquiry System Summary

\*Summary History Printout

\*History Listing

## b Materials/Documents Submitted by Manufacturer

Manufacturer Response Form

\*GM Program Summary

\*Standards of the Florida Lemon Law

CASE: CHV0631700	Customer: Mr
Arbitrator: Nanette Owen	Date: 01/09/06



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

## AGREEMENT TO ARBITRATE

Date: 12/19/05 Case Number: CHV0531700

Customer:

Business: Chevrolet

Mfr-Info: 1716 FL 1G1YY22G545

## \*\*\*\*\*REVISED\*\*\*\*\*

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies

are noted below.

Model : Corvette Year : 2004

All parties named above submit to arbitration the following:

- 1) Motor makes a knocking noise.
- 2) Gas tank leaking / replaced
- 3) Brake problem- pulls to the right when pedal is applied
- 4) Windows makes a whistling noise /adjusted
- 5) Dealer punch two holes in the rocker panel.
- 6) Window wouldn't go up or down / dr side leaking water

The parties have come to agreement on the following: N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase/Replacement

Manufacturer: Repurchase per Florida Lemon Law

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:

Purchase price: \$44,168.00 (\$46,618.00 Retail Price - \$2,000.00 Rebate)

\*CVR: \$17.00

\*Tire & Battery: \$6.50 \*Dealer: \$499,00

\*other incidental / collateral charges: (to be determined)

\*earned finance charges: (to be determined)

TOTAL: (to be determined)

(\* Indicates additional remedies that can only be included if a lemon law repurchase is awarded )

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

# Customer Claim Form

Contact Date: 12/13/05	Start Date: I	12/13/05	Case Number: CHV0531700
	this vehicle wi	th the BBB or another	dispute resolution provider? ☒ YES ☐ NC Case Number:
Titled Owner(s) Name&Addr	<u>ess</u>		
LAKELAND, FL  Day Phone: Fax Number: Customer Contact Info:		Evening Phone: E-mail Address:	Cell Phone:
Vehicle Information Name(s) of individual(s) or business Vehicle Use: ☑ Personal ☐ Business Transmission Type: Automatic Make: Chevrolet Model: Vehicle Identification Number: 1G1 Servicing Dealer/City/State : MI Selling Dealer/City/State : BII Insurance Carrier : Tet Has vehicle been in an accident/had Description of Damage :	□Both Number Corvette YY22G545 CHAEL HOLLE LL HEARD CHE achers Insurance	Percentage of time ver er of vehicles owned of Model Year: 2 EY CHEVROLET, EVROLET, , FL	ehicle used for business purposes: or leased by the business: 0 2004 Current Mileage: 10000  ry Number:
Purchase/Lease Information (© Purchase Date:01/26/04 Mileage at p Purchased As: ☑ New ☐ Used ☐ Is the vehicle in your possession? Lienholder's Name: N/A  Address: City/St/Zip: Phone: ( ) - Lienholder Acct #:  Customer's Desired Outcome	Demo yes  (Describe what y	Lease Date:  Leased As:   Is the vehicle  Leasing Comp  Leasing Comp	Mileage at lease:  I New □ Used □ Demo in your possession? pany's Name: Address: City/St/Zip: Phone: pany's Acct #:
The customer is seeking assistance with a	replacement or i	repurchase.	Date_ gree to arbitrate the dispute under BBB AUTO

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

# **Customer Claim Form**

Customer Name: Mr Case Number:	CHV0531700
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# **Vehicle Concerns**

First Repair Attempt	Date:_	01/26/04	Mileage:		
Last Repair Attempt	Date:		Mileage:		
Total Days out of Service:					

first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
motor makes a knocking noise.		yes				
gas tank leaking / replaced		yes				
brake problem- pulls to the right when pedal is appli	ed	yes				
windows makes a whistling noise /adjusted		yes				
dealer punch two holes in the rocker panel.		yes				
window wouldn't go up or down / dr side leaking wa	ler 	yes				



Service Request: 1-219826957

Customer Relationship Manager: Scott Haynes

Dear Ms.

We sincerely regret that you experienced a concern with your 2004 Chevrolet Corvette, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$1,763.84. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

**General Motors Corporation** 

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



Service Request: 1-225862707

Customer Relationship Manager: Sandra Taylor

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G445 is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on July 6, 2004 and ending on July 6, 2006 and begins with 3,042 and ends with 27,042 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

**General Motors Corporation** 

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

# CMPP Request for Processing

SR#	1-225	862707	]								
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car				
Comp	lete VIN:	10	G1YY22G445		Veh	icle Year:	2004				
Divisi	on - Deale	r Code:	Chevrole	et 13-32888							
General Moto	ors has ag	reed to :									
		Appro	ve and pay for a	a new plan - no GM	PP Coverage c	urrently					
Special In	nstructions	: Check if ap	oplicable								
☐ Transf	er all claim	s to new po	olicy	☐ Endorse se	lling dealer c	ode to Divisi	on code				
(Selling dealer to keep profit. Division is debited the dealer's profit)											
Delivery I	Date:	2.22.04	]	Odomete	r Reading:	373	319				
Plan Purchase Date: 07/06/04 Customer Ownership: Owner											
Business	Name:										
Custome	r Name -	Title:	Mr.	(First - M.I La	ast):						
Address	Line 1:										
Address	Line 2:										
City:	MIAMI			State:	FL	Zip:					
Plan	n Type:	Sma	rtCare	# of Months:	24 Months	Mileage:	24000				
Plan	n Type:			# of Months:		Mileage:					
		Ded	uctible:	\$0							
Plan Lien	Holder (Sel	ect Division b	pelow):								
	Division A	Address:	Chevrol	et - PO Box 33	170 Detroit	, MI 48232	-5170				
CRN	И (Decisior	n Maker):	SANDRA TA	AYLOR							
Team	n Manager	/ Liaison:	RON RITTE	NHOUSE/Teri	Richardson						
Team CA	ARS Site:	Por	tland		Date:	07/0	8/04				

☐ AVM Requested

Fort Washington, MD

Service Request: 1-226328549

Customer Relationship Manager: Alfred Minder

Dear Mr

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY32G445 is for the following:

- 48 months or 60,000 miles, whichever occurs first, beginning on July 9, 2004 and ending on July 9, 2004, and begins with 6,410 and ends with 66,410 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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

# CMPP Request for Processing

SR#	1-226328549										
New/Used: New/Used:	ew	Division:	Chevrolet	Veh	icle Style:	Car					
Complete \	/IN: 1	G1YY32G445		Veh	icle Year:	2004					
Division - [	Dealer Code:	Chevrole	et 13-32888								
General Motors ha	as agreed to:										
	Appr	ove and pay for	a new plan - no GM	PP Coverage c	urrently						
Special Instruc	tions: Check if a	pplicable									
☐ Transfer all	claims to new p	olicy	☐ Endorse se	lling dealer c	ode to Divisi	on code					
(Selling dealer to keep profit. Division is debited the dealer's profit)											
Delivery Date:	01/23/04		Odomete	r Reading:	64	10					
Plan Pur	Owi	ner									
Business Nam	e:										
Customer Nan	ne - Title:	Mr.	(First - M.I La	ast):							
Address Line	1:										
Address Line 2	2:										
City: Fort	Washington		State:		Zip:						
Plan Type	e: Sm	artCare	# of Months:	48 Months	Mileage:	60000					
Plan Type	э:		# of Months:		Mileage:						
	De	ductible:	\$0								
Plan Lien Holde	r (Select Division	below):									
Divi	sion Address:	Chevro	let - PO Box 33	170 Detroit	, MI 48232	-5170					
CRM (De	cision Maker):	Alfred Min	tner								
Team Man	ager / Liaison:	Stephanie	Clawson/Cynth	nia Warren							
Team CARS S	Site: A	ustin	]	Date:	07/12	2/04					

☐ AVM Requested



Service Request: 1-226366852

Customer Relationship Manager: Jonathan Simcic

Dear Ms.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G645 is for the following:

• 24 months or 24,000 miles, whichever occurs first, beginning on June 14, 2004 and ending on June 14, 2006, and begins with 2,780 and ends with 26,780 odometer miles

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

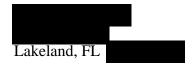
Sincerely,

**General Motors Corporation** 

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

# CMPP Request for Processing

SR#	1-226	366852										
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car					
Compl	lete VIN:	10	1YY22G645		Veh	icle Year:	2004					
Divisio	on - Deale	Code:	Chevrole	et 13-32888								
General Moto	ors has agr	eed to :										
	J		e and pay for a	a new plan - no GM	PP Coverage c	urrently						
Special In	Special Instructions: Check if applicable											
☐ Transfer all claims to new policy ☐ Endorse selling dealer code to Division code												
(Selling dealer to keep profit. Division is debited the dealer's profit)												
Delivery [	Date:	06/28/02		Odomete	r Reading:	27	80					
Plar	n Purchase	Date:	06/14/04	Customer C	wnership:	Ow	ner					
Business	Name:											
Customer	r Name -	Title:	Ms.	(First - M.I La	ast):							
Address L	Line 1:											
Address L	Line 2:											
City:	Huntsvill	e		State:	AL	Zip:						
Plan	Туре:	Smar	tCare	# of Months:	24 Months	Mileage:	24000					
Plan	Туре:			# of Months:		Mileage:						
		Dedu	uctible:	\$0								
Plan Lien I	Holder (Sele	ect Division b	elow):									
	Division A	Address:	Chevrol	et - PO Box 33	170 Detroit	, MI 48232	2-5170					
CRM	// (Decision	Maker):	Jonathan S	Simcic								
Team	Manager <i>i</i>	/ Liaison:	Carol Webs	ster/Stormy Ro	ogers							
Team CA	RS Site:	Tar	mpa		Date:	06/1	5/04					



Service Request: 1-227984327

Customer Relationship Manager: Tracy Lambert

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004Chevrolet Corvette. 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 <a href="http://www.dr.bbb.org/goauto">http://www.dr.bbb.org/goauto</a>>

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,

General Motors Corporation

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: CHEVROLET 03/12/05 13:39:19

PROCESSING SOURCE: CHEVROLET

PAGE:

VIN: 1G1YY22G5 45 SELLG SCE: 13 MDL YR: 04 ORD NO: GRTM3P

ODATE: 10/03/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26042 DDATE: 01/26/04 DLVY FAN: DTYPE: 018 SRVC TYPE: MILEAGE:

DLVY DOE: 01/29/04 ORDER BY:

CANC: 01/26/04

CANC DOE: 01/20/04

TRADE: DLVY TO: AUTO MARINE WHOLESALE

TRD DOE: 1119 PISGAH PLACE

SRVC IN: LAKELAND FL 33801

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
 26042
 00025240806
 01/29/04
 2,000.00
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00025240806 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
 26042
 00025240806
 01/29/04
 19.99
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00025240806 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

 SJP
 01
 13
 26042
 1638868
 02/06/04
 50.00
 OP
 0.00
 9

PROCESS TYPE: 004 CHECK NO: SSN: 590-19-2857 DATA SCE: VEND INC MEMO NO: 1638868 AUTH PUR CD:
MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 SWD
 01
 13
 26042
 1585684
 01/30/04
 50.00
 OP
 0.00
 9

PROCESS TYPE: 004 CHECK NO: SSN: 021-54-0727

DATA SCE: VEND INC MEMO NO: 1585684 AUTH PUR CD: MISC DATE: MISC:

ACTV TYPE: A POLICY PYMT CMNT:

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY

03/12/05 13:39:19 PROCESSING SOURCE: CHEVROLET

PAGE:

VIN: 1G1YY22G5 45

SELLG SCE: 13 MDL YR: 04 ORD NO: GRTM3P

 
 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 SWG
 01
 13
 26042
 1585689
 01/30/04
 5.00
 OP
 0.00
 9
 OP

PROCESS TYPE: 004 CHECK NO: SSN: 356-70-1708

DATA SCE: VEND INC MEMO NO: 1585689 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A













## GENERAL MOTORS BUSINESS RESOURCE CENTER

FROM: STEPHEN NICHOLS

**GM/BRC** 

**ALTERNATIVE DISPUTE RESOLUTION** 

MY FAX NUMBER: 1-866-589-3987

MY PHONE NUMBER: 1-800-231-1841 EXT 58859

TO: KRISTEN

FAX: **727-530-5863** PAGES: 3

PHONE: **727-535-5483** DATE: 12/19/05

CHV0531700 PLEASE UPDATE ATA

PURCHASE PRICE: \$44,618.00 (\$46,618.00 LESS \$2,000.00 REBATE)

CVR FEE: 17.00 TIRE/BATT FEE: 6.50 DLR FEE: 499.00

NO SALES TAX: VEH WAS SOLD WHOLESALE TO AUTO MARINE/LOUIS

MOLINARO

THANKS,

STEPHEN NICHOLS

# Overallowance / Incentives / Negative Equity Form (Florida)

Straight	Customer CHV0570874		_ Request # 1-320243222	BBB #				
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.  Use the charts below to help determine over allowance and incentives.  *PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!  Purchase Price (from dealer Bill of Sale) (Selling Price) \$46618.00  MSRP (from BARS Invoice) \$51840.00  MSRP (from BARS Invoice) \$51840.00  MSRP (from BARS Invoice) \$-5222.00  Incentives, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  So  If no Trade in, have Dealer explain why customer paid more than MSRP.  So  *NADA Retail Value \$0  A) Over Allowance (from dealer Bill of Sale) \$0  Payoff (If dealer added negative equity into contract, do not subtract) \$0  NADA Retail Value \$0  NADA Retail Value \$0  If Over Allowance 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.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus \$2000.00	Straight	Trade	Mandated	Mediated				
Use the charts below to help determine over allowance and incentives.  * PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!  Purchase Price (from dealer Bill of Sale) (Selling Price) \$46618.00  MSRP (from BARS Invoice) \$51840.00  *				any customer incentives which were				
*PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!  Purchase Price (from dealer Bill of Sale) (Selling Price) \$46618.00  MSRP (from BARS Invoice) \$51840.00  MSRP (from BARS Invoice) \$51840.00  MSRP (from BARS Invoice) \$5222.00  Difference \$-5222.00  If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale) \$0  *NADA Retail Value \$0  (A) Over Allowance (If positive) \$0  Payoff (If dealer added negative equity into contract, do not subtract) \$0  NADA Retail Value \$0  If Over Allowance 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.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus \$2000.00			f a vehicle and identify any o	over allowance and/or incentives				
ACV, THIS IS CONSIDERED NEGATIVE EQUITY!  Purchase Price (from dealer Bill of Sale) (Selling Price) \$46618.00  MSRP (from BARS Invoice) \$51840.00  More: If GMS price, use in place of MSRP price  Difference \$-5222.00  (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale) \$0  *NADA Retail Value \$0  (A) Over Allowance (If positive) \$0  Payoff (If dealer added negative equity into contract, do not subtract) \$0  NADA Retail Value \$0  NADA Retail Value \$0  If Over Allowance 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.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	Use the	charts below to hel	p determine over allowanc	e and incentives.				
MSRP (from BARS Invoice) Note: If GMS price, use in place of MSRP price  Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale)  *NADA Retail Value (A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) NADA Retail Value  SO  NADA Retail Value (B) Negative Equity (If positive)  If Over Allowance 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.)  Saloo.	* PLEASE NOTE:							
Note: If GMS price, use in place of MSRP price  Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale)  *NADA Retail Value  (A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) NADA Retail Value  (B) Negative Equity (If positive)  If Over Allowance 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.)  Solution of the little contract of the contract o	Purchase Price (from deale	er Bill of Sale) (Se	elling Price)	\$46618.00				
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale)  *NADA Retail Value  (A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) NADA Retail Value  (B) Negative Equity (If positive)  SO  If Over Allowance 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.)  Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	`			\$51840.00				
Trade Allowance (from dealer Bill of Sale)  *NADA Retail Value  Payoff (If dealer added negative equity into contract, do not subtract) NADA Retail Value  Payoff (If positive)  Payoff (If positive)  So  (B) Negative Equity (If positive)  If Over Allowance 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.)  So  \$46618.00  Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	Difference	•		\$-5222.00				
*NADA Retail Value \$0  (A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) \$0  NADA Retail Value \$0  (B) Negative Equity (If positive)  If Over Allowance 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.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus \$2000.00  (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)								
*NADA Retail Value \$0  (A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) \$0  NADA Retail Value \$0  (B) Negative Equity (If positive)  If Over Allowance 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.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus \$2000.00  (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)								
(A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract)  NADA Retail Value (B) Negative Equity (If positive)  So  If Over Allowance 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.)  Salon 1. Selection 1. Selection 1. Selection 2. Selection 3. Selection	Trade Allowance (from de	ealer Bill of Sale)		\$0				
Payoff (If dealer added negative equity into contract, do not subtract)  NADA Retail Value  (B) Negative Equity (If positive)  SO  If Over Allowance 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.)  Substitute 1	*NADA Retail Value			\$0				
Payoff (If dealer added negative equity into contract, do not subtract)  NADA Retail Value  (B) Negative Equity (If positive)  So  If Over Allowance 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.)  Substitute 1	(A) Over Allowance		_	\$0				
NADA Retail Value  (B) Negative Equity (If positive)  S0  If Over Allowance 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.)  S46618.00  Incentives not included in Purchase Price (from BARS) minus  (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	(If positive)							
NADA Retail Value  (B) Negative Equity (If positive)  S0  If Over Allowance 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.)  S46618.00  Incentives not included in Purchase Price (from BARS) minus  (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)								
Solution   Solution	•	ve equity into contract, o	do not subtract)					
If Over Allowance 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.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus \$2000.00  (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)		ositive)						
Team Manager before submitting information to BBB  Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	(b) regulive Equity (if pe	)Sitt ve)		Ψ				
Team Manager before submitting information to BBB  Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	If Over Allowance	and/or Incentives (	not included in Purchase P	Price) are found verify with				
Incentives not included in Purchase Price (from BARS) minus  (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)  \$2000.00	11 Over 7 mowanes							
(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	Purchase Price (from deale	er Bill of Sale) – (be	fore tax, tag, etc.)	\$46618.00				
		,	,	\$2000.00				
(A Over Allowance) + (B Negative Equity) minus \$0	•		minus	\$0				

# CMPP Request for Processing

SR#	1-212	697535					
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car
Comp	lete VIN:	1G	1YY22G445		Veh	icle Year:	2004
Divisi	on - Deale	r Code:	Chevrole	et 13-32888			
General Moto	ors has ag	reed to :					
		Approv	e and pay for	a new plan - no GM	PP Coverage c	urrently	
Special Ir	nstructions	: Check if ap	plicable				
☐ Transf	er all claim	ns to new pol	icy	☐ Endorse se	lling dealer c	ode to Divisi	on code
(Selling de	ealer to keep	o profit. Divisi	on is debited t	he dealer's profit)			
Delivery l	Date:	01/29/04		Odomete	r Reading:	510	60
Pla	n Purchase	e Date:	04/30/04	Customer C	wnership:	Owi	ner
Business	Name:						
Custome	r Name -	Title:	Mr.	(First - M.I La	ast):		
Address	Line 1:						
Address	Line 2:						
City:	Atlanta			State:	GA	Zip:	
Plan	Type:	Smar	tCare	# of Months:	24 Months	Mileage:	24000
Plar	туре:			# of Months:		Mileage:	
		Dedu	uctible:	\$0			
Plan Lien	Holder (Sel	ect Division be	elow):				
	Division A	Address:	Chevrol	et - PO Box 33	170 Detroit,	MI 48232	-5170
CRM	Л (Decisior	n Maker):	Timothy Ri	os			
Team	n Manager	/ Liaison:	Lisa Holthe	e/Jeanne Olson	1		
Team CA	ARS Site:	Port	land		Date:	05/0	3/04

☐ AVM Requested

# BILL HEARD CHEVROLET

2002 NORTH FRONTAGE RD. PLANT CITY, FL. 33563 813-752-5123 PHONE 813-359-5457 FAX

NAME: OYY	r Custo	mer	ASS!	13ta	me
FIRM:	1RM: 100 WILE.  AXNUMBER: 8 60-200-3742				
(	26-20	<u>6-374</u>	<del>)</del>	· -	· · ·
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COMMENTS:				N	
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159266

**BILL HEARD CHEVROLET** 

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com

DUPLICATE 1

LAKELAND, FL HOME

BUS:

PAGE 1

State of Florida Reg. # MV-41160 SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

					SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT						
COLOR	YEAR		MAKE/MODEL		VIN		LICENSE	MILEAGE	IN / QUT	TAG	
LEMANS_BLU	04	CHE	VROLET CO	T CORVETTE		1G1YY22G545		7794,	/7794	T1107	
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1 10344132 REGULATOR 1 W600 REGULATOR

303.24 241.99 241.99 0.00

FC: 6F

PART#: 10344132

COUNT: 2 CLAIM TYPE: AUTH CODE: ΟJ

> 17285 24199 TPARTS 2340 9329 TLABOR

7794 OPEN CIRCUIT AT RIGHT SIDE WINDOW MOTOR REPLACED RIGHT SIDE WINDOW MOTOR AND REGULATOR.

COST, SALE, & COMP TOTALS 1962	<u>5 33528 0 </u>		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACQURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	The factory warranty constitutes all	LABOR AMOUNT	93.29
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	of the warranties with respect to the sale of this item\tems. The	PARTS AMOUNT	241.99
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	implied, Including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose Sellier neither assumes nor authorizes any other person to assume for it any liability in	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.		TOTAL CHARGES	335.28
	connection with the sale of this item/items.	LESS INSURANCE	0.00
		SALES YAX	0.00
(SIGNED) DEALER, GENERAL MANAGËR OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	335.28

LAKELAND, FL

90585

157877

# **BILL HEARD CHEVROLET**

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

DUPLICATE 2

PAGE 1

HOME:	F.T		BUS:			PAGE 1		State o	f Florida	Reg. #	# MV-4116	מ	
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COLOR	YEAR		MAKE/MODEL			VIN		LICENSE	M	ILEAGE	IN / OUT	TAG	
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OWNER. THERE W VEHICLE OR OTH UNDER THIS CLAI	AS NO ERWISE	INDICAT ,_THAT	ION FROM THE A ANY PART REPA	PPEARANCE OF T NIRED OR REPLAC	nee i	the sale of this item\te Seller hereby expressly dis	sefaims all	GAS, OIL, L		+	0.0		
ACCIDENT, NEGL	JGENCË	OR MIS	SUSE RECORDS	SUPPORTING TH	us l	warranties either exp implied including any warranty of merchante	implied	SUBLET AN			0.0		
CLAIM ARE AVAIL NOTIFICATION AT MANUFACTURER	ABLE F	OR (1) N SERVIC	YEAR FROM THE	DATE OF PAYME	NT BY	ntness for a particular Seller neither assum	purpose les nor	MISC. CHAI			0.0	0	
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						connection with the sale item/items.	e of this	SALES TAX		+	0.0		
(SIGNED) DEALE	ER, GENER	RAI, MANA	AGER OR AUTHORIZ	ED PERSON (DAT	E)	CUSTOMER SIGNATURE		PLEASE F		-		<u> </u>	
								THIS AMO			93.2	8	
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133863

BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com

LAKELAND, FL. HOME:

BUS:

PAGE 1

State of Florida Reg. # MV-41160

			202.		SEF	RVICE A	OVISOR:	341 MO	RRIS JOSEE	H PLAT	T
COLOR	YEAR		MAKE/MODEL			VIN		LICENSE	MILEAGE	IN / OUT	TAG
LEMANS BLU	04	CHE	VROLET CC	RVETTE	lGlYY	22G545			2523/	2523	T8485
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					0 0		TPARTS				

COST, SALE, & COMP TOTALS 15687 24245 0

ALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE STATEMENT OF DISCLAIMER

(DATE)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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\text{items.} The Soller hereby expressly disclems all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Soller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION TOTALS 47.63 LABOR AMOUNT 194.82 PARTS AMOUNT 0.00 ĢA\$, QIL, LUBE SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 242.45 0.00 LĒ\$\$ IN\$URANÇE SALES TAX 0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT 242.45

2523

120512

# **BILL HEARD CHEVROLET**

WARRANTY

601 Alexander
Plant City, FL 33563
(813) 752-5123
www.tampachevy.com
State of Florida Reg. # MV-41160

LAKELAND, FT. HOME:

3HS+

PAGE 1

HOME:			BUS:					State 0	State of Florida Reg. # MV-41 160					
					SERVICE ADVISOR:				RRIS JOS	SEPH PL	ATT			
COLOR	YEAR		MAKE/MODEL			VIN		LICENSE	MILE	AGE IN / OUT	Γ TAG			
LEMANS_BLU			VROLET CO			722G545				87/87	T2571			
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OWNER, THERE V VEHICLE OR OTH	VAS NO	INDICAT	TON FROM THE A	PPEARANCE OF T	HE   the Selk	aale of this it or horeby expres	temvitems. The saly disclaims att	GAS, OIL, L						
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120512

**BILL HEARD CHEVROLET** 

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123

0.00

0.00

LAKELAND, FL

HOME:

BUS:

PAGE 2

www.tampachevy.com State of Florida Reg. # MV-41160

					SEF	RVICE ADVISOR:	341 MC	RRIS JOSE	PH PLAT	Γ
COLOR	YEAR		MAKE/MODEL			VIN	LICENSE	MILEAGE	IN/OUT	TAG
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CLAIM TYPE: AUTH CODE:

> 0 O TPARTS 0 TLABOR 0

87 SEE A

D CHECK SEAT MEMORY OPERATION

CAUSE: NPF

NPF UNABLE TO DUPLICATE CUSTOMER COMPLAINT AT

THIS TIME

236 W 0.00

FC: PART#: COUNT:

CLAIM TYPE: AUTH CODE:

> O TPARTS 0 0 0 TLABOR

87 OPERATION OK AT THIS TIME.

COST, SALE, & COMP TOTALS 1570	3 24395 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE	The factory warranty constitutes all	LABOR AMOUNT	47.63
SHOWN, SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	of the warranties with respect to the sale of this item\u00e4tems. The	PARTS AMOUNT	196.32
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	titness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	243.95
	connection with the sale of this item/items.	LESS INSURANCE	0.00
	nerviens.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
111 1111 21111		THIS AMOUNT	243.95

# BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123

PAGE 1

www.tampachevy.com State of Florida Reg. # MV-41160

46.42

46.42

HOME:

BUS:

SERVICE ADVISOR:

790 ROBERT WEEKLEY

					- ULI	(1000,000,000,000,000,000,000,000,000,00	700 100	COUNTY WEEK	UE 1	
COLOR	YEAR		MAKE/MODEL		VIN		LICENSE	MILEAGE	MILEAGE IN / OUT	
LEMANS BLU			VROLET CO	RVETTE	1G1YY	722G545		5,	/5	T5991
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A CUST STATES THE A/C BLOWER MOTOR IS NOT WORKING

CAUSE: LOOSE

D0362 CONTROL ASSM; REPAIR

279 W 0.70

FC: 2W PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

OJ

0 0 TPARTS 1575 4642 TLABOR

5 ELECTRICAL FAILURE DO362 .7 CK A/C OPERATION AND FUSES - R&R HVAC CONTROL HEAD - CK PIN FIT AND TIGHTEN CONNECTORS DID NOT REPL; ACE COMPONENT

COST, SALE, & COMP TOTALS 157	5 4642 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT, NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	46.42
OWNER, THEREWAS NO INDICATION FROM THE APPEARANCE OF THE	the sale of this item\items. The	PARTS AMOUNT	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	Implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose. Seller neither assumes nor	MISC, CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	46.42
	connection with the sale of this item/items.	LESS INSURANCE	0.00
.,,		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DAITE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	46.42

CHEVROLET MOTOR DIVISION 2004 CORVETTE COUPE 2004 CORVETTE COUPE

19U LEMANS BLUE

152 SHALE COMMEMORATIVE

ORDER NO. GRTM3P/TRE

STOCK NO.

STOCK NO.

STILVROLET FOTOK DIVISION

100 RENAISSANCE CENTER

DETROIT

MI 48243-1114 DETROIT MI 48243-1114 VEHICLE INVOICE 10D72293474 VIN 1G1 YY22 G5 45 VEHICLE INVOICE 10D72293474 INT COM 11/26/03 PANEL 

 (REPLACES STD ROOF PANEL)
 PRC EFF 11/20/03

 FE9 50-STATE EMISSIONS
 N/C
 N/C
 KEYS S088E S088E

 F55 MAGNETIC SELECTIVE RIDE CNTRL 1695.00
 1457.70
 WFP-S QTR OPT-1

 G92 AXLE: 3.15 PERFORMANCE RATIO
 395.00
 339.70
 BANK: WACHOVIA BA

 LS1 5.7L LITER SFI V8 - 350HP
 0.00
 0.00
 CHG-TO
 26-042

 G92 AXLE: 3.15 PERFORMANCE RATIO 395.00
LS1 5.7L LITER SFI V8 - 350HP 0.00
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE 0.00
ULO AM/FM CASSETTE STEREO N/C N/C SHIP WT: 3198
U1S CD 12 DISC CHANGER, REMOTE 600.00
V49 LICENSE PLATE FRAME: FRONT 15.00
XGG FRONT TIRE-P245/45ZR17 BW SBR N/C N/C SUPPLR: 45869.47
YGH REAR TIRE-P275/40ZR18 BW SBR N/C N/C MRM: 51840.00
1SC COMMEMORATIVE EDITION 3700.00
\* MEMORY PACKAGE \* TWILIGHT SENTINEL \* ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR \* HEAD UP DISPLAY \* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN

TOTAL MODEL & OPTIONS 51040.00 44550.43 ACT 231 43819.23 800.00 800.00 H/B 261 1531.20 DESTINATION CHARGE LAM DEALER CONTRIBUTION
LAM GROUP CONTRIBUTION 510.40 ADV 261 510.40 255.20 EXP 65A 255.20 LAM GROUP CONTRIBUTION TOTAL 51840.00 46116.03 PAY 310 46116.03

MEMO: TOTAL LESS HOLDBACK AND

\* COMMEMORATIVE EDITION

APPROX WHOLESALE FINANCE CREDIT 43928.80

\*

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

\*

## **Privileged and Confidential Information**

CASE ASSESSMENT BY: jean whyre Siebel/CARS Request No: 1-227984327

**Customer Name:** 

Year of Vehicle: 2004 Make: Chevrolet Model: Corvette Current Mileage: 13502

Vehicle ID No.: 1G1YY22G545 In Service Date: 01/26/04 Purchased: New

What is customer seeking: REPLACEMENT/REPURCHASE

**VEHICLE REPAIR HISTORY** 

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: ENGINE NOISE

Date: Mileage: Days Out: Description of Repair:

. 03/21/05 8940 5 ENGINE KNOCK ON COLD STARTKNOCK WITHIN NORMAL SPEC

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: TANK LEAK

			·· ·· · · <del> ·</del> · · ·
Date:	Mileage:	Days Out:	Description of Repair:
00/40/05	0.400	4.4	CACCUMENT DEDITAGED FILET TANK
02/18/05	8406	11	GAS SMELL -REPLACED FUEL TANK
03/15/05	8940	5	GAS LEAKING FUEL TANK REPLACED

### OTHER SYMPTOM/CONCERN-

OTHER 2	YIVIP TOW/CONCE	KIN:	
Date:	Mileage:	Days Out:	Description of Repair:
BRAKE C	ONCERN		
03/21/05	8940	***	BRAKES PULL TO THE RIGHT- UNABLE TO DUPLICATE
WINDOW	CONCERN		
01/28/04	87	1	RIGHT POWER WINDOW INOPERATIVE – REPLACED MODULE
06/09/04	2319	3	WINDOW INOPERATIVE –REPLACED WINDOW REGULATOR
02/04/05	7794	1	POWER WINDOW INOPERATIVE-REPLACED WINDOW REGULATOR
03/21/05	8940	***	WIND NOISE ON BOTH WINDOWS-WIND NOISE WITHIN SPECS
06/24/05	7520	3	WINDOW NOISE -ALIGNED WINDOWS

Total Days Out of Service: \_\_31\_\_(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:

Team Manager Approval: Date:

Revised by r.fick 09/28/04

## **Privileged and Confidential Information**

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?REPURCHASE /REPLACEMENT
AVM and/or DEALER RECOMMENDATION(s): AVM AGREED TO REPURCHASE DUE TO THE DAYS OUT OF SERVICE
CRM RECOMMENDATION & RATIONALE (EXPLAIN): CRM AGREE WITH AVM
Decision reached by CRM: Arbitrate case: Settle case:

Team Manager Approval:

Date:

# **FAX COVER SHEET**

Michael Holley Chevrolet Service Department 1025 US Hwy 98 South Lakeland, Florida 33802 (863)688-5541 FAX(863)683-3761

FROM: R	ALPH YORKENT.# 240	
DATE:	24/65 PAGES	
12/28/03	EAN W	
COMPANY:		
WILWIIN.	SEAN. W.	
MESSAGE:	PLEASE CALC. TO	

TAI 24, 2005 HISTORY - SPECIFIC VEHICLE	Store 01 SERVC01 PORT 5007 3010
CUSTOMER NAME	SERIAL NO. 1G1YY22G545
R.O. NO. 212180 1 RO.DATE 03/23/2005 [1 OF 14] [1 OF 1] 3 MILEAGE 8940	2 DEPT (S,B,P) S SERVICE 4 ADVISOR NO. 447
5 OPERATION NO. 7 CVZZWAX OP. DESC. 6 SALE TYPE (C/W/I I TECH.NO(S). 7 COMPLAINT WASH, VAC, WINDOWS, TIRES, WAX CAME FROM BODY SHOPCLAYHAS 8 CAUSE	447
9 CORRECTION	
10 WARRANTY CLAIM NO. OPERATION NO.	CLAIM NO. OPERATION NO.
11 CAMPAIGN NO. CAMPAIGN DESC.   12 CAMPAIGN NO. CAMPAIGN DESC.	
(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (	(E=ENTER) (JOB#) (TAB)





1025 U.S. Hwy 98 South Lakeland, FL 33801 -(863) 688-5541 FL Watts 1-800-248-5698

					■ C	買上	V R	OL	ET	5	/			`
R	ECOMMENDED					MATE AND THE STREET				∫ 1 STATE (	/ OF FLORIDA REG	GISTRATI	ON NUME	RED MV-053
	OPERATION 01CVZZALIGN4W	OPERATION DE		MO/M		OTAL.	OF	PERATION	N		DESCRIPTION	_	MO/MI	TOTAL
	HL [	DIESEL LOE	1	M		89.95 72.77		VZZCO		SERVICE COO FIDELITY LO	DLING SYST		МІ	89.99
	01CVZZLOFDIESI L	E SYNTHETIC LO 4 WHEEL ALIGN	MENT	М	/i	77.60	010	CVZZRO		ROTATE TIRI	ES		MI	18.00 19.95
	01CVZZLOFSYN 01CVZZW/CAMK	QUALITY CONT	ROL	M M		89.95 0.00	76C 01C	ZVZ ZVZZLOF	FFID22	QUALITY CO FIDELITY LO	NTROL F		MI Mi	0.00
SI	ERVICE HISTOR			<del></del>	!									
<u>ن</u>	DATE	REPAIR ORDER	MILE/	AGE A	DVISOR	TECHI	MCIAN					- را بالناب		·
	03/07/05	210078		8450	T540	154		W	77C\	PERATION VZ I	OPER		ESCRIPT	ION
	03/02/05	209630		8450	1540	154		C	77C\ 82C\	VZ	TRIM REPA	AIR		
	02/24/05	208973		8406	1476	151	14	i w	83C\	VZ .	PAINT SHO	OP WOR	<u>K</u>	
Ĺ		}			14.0	149		w	39C\   78C\		FUEL SYST GLASS WO	EM WOI RK	RK	
	ALESPERSON NO				5	E R	<b>V</b> .	LC	E	STA	E REG# V	ARIAB	LE LA	BOR\$
<u></u>	PAYMENT: VEHICLE 1	Y22G545	YEA	NVMAKE/MODEL 04/CHEVE	ROLET/			<del></del>	7	PRODUCTION DATE		LICENSE	NO.	R. O. NO.
	CHECK	<u> </u>	<u> </u>	7	CUSTOME	<sup>A</sup> 4506	SERVIC	CE CONTRAC	<del></del>	DELIVERY DATE	DELIVERY MILES	CEI LINIS	DEALER NO.	211659 R. O. DATE
	M.C. VISA					4506	2						JEALEH NO.	03/21/05
		and, FL · · · ·	_		COLÖR	_			CONTE	RACT NO.	EXPIRATION DATE	EXPIRATIO	N MILES	4361
	CHARGE FLAT RATE	-		J	TU780 1	ČVzz'	AIR COND.	P.S.	TRANS	MILEAGE 8,940	ADVISORNO.	DAGE POSSE	-UKNII	70
	HRLY RATE RESIDENCE		<u> </u>		i hereby au	uthorize the re	enair work t	therein set for	rth to be don	e by you together with	the firmishing bureau	- fibrance	UKANI	
RE	TAIN PARTS	DATE-FIME PROMISED	l	PRIORITY	reason; tha	span, and agre at you neither	ree: mat you If assume of	u are not resp or authoriza a	ponsible for : nov other per	any delays caused by	unavailability or detay	ed availabilit	ty of parts or i	material for any
	NO 00.138	m 03715705	06:00p	m Priori	express me	echanic's lien	le haraber	ackamulada	e venicle, or	r articles left therein; in	case of fire, theft or o	other cause t		
	POINTMENT	_	LABO	OR RATE	the above v	vahinis na ese	to be benefited	man ar alaa	where for the	e purpose of testing an	d/or inspecting such	vehicle.	our employer	ез пау орегые
	Yes No		<u> </u>		XX	ı -		_						
JOB		DKOP-BY WEDI	IESTEAY							PLEASE REAL	CARFFULL	V CHE	CK ONF	OF THE
en	il ripan	atterwal	-R121	3. t 0	14 1	111 (	em	A	5	STATEMENTS	BELOW, AN	D SIGN:	LUNDE	FRSTAND
	I W 35CVZ	S:BRAKES PULL	RAKE WC	ŌŔĸ ~	CA TV	Jan	M			THAT UNDER	STATE LAW	, I AM	ENTITLI	ED TO A
	TEST DOWN	re for 20	U KIGHT	SOME	MES	14.	4		Į V	written es	Timate, if	MY FI	NAL BI	LL WILL
		Brakes Has			100	Cj.	ヮ゙		E	EXCEED \$100.	.00			
	· · · ·	nes frances	P And	Norm	ac.	11				I REQUEST				
		consol (m			$H^{\prime}$	9.99	1	3	L	ONG AS THE	KEQUESIA ∙ E DEDAID C/	WRII II:	N ESTIM	MATE AS
	2 W * 77CVZ	τ	RIM REPA	₹ <i>IR</i>	1.1	( ' •	f	~ /	4	ONG AS THE	THE SHO	אא פו ע פופר	V NOT	EXCEED
		:HAS WIND LEA	K ON BOT	'H WINDO	)WS			1	Ĭ	NUOMA SIM	THE ONE	MY WR	ITTEN (	JE UBVI
<b>-</b> Tr 7	TESTDOWN	é up to d	to mp	4 dies	Myc			1	1/4	APRROVAL.		) <b>7</b> 51	)	MI VIIAL
<b>₽</b> . }	3766				_		Cu 2 1		\$ [	TON OQ I [	REQUEST /	4 WRIT	TEN ES	STIMATE.
	•	MIT	-98	ヹ゙゙゙゙゙゙゙゙゙゙゙゙゙゙゙゙゙゙゙ヹ	190	ス	84	CP	N.	SIGNFD:<>		DATE	:.	
	3 <b>W</b> * 25CVZ	A	KLE/DIFF	WORK			•	B	N ON	NOTHER PERSON YOU AME	MAY DESIGNATE TO A	VTHORIZE P	REPAIRS ON Y HONE	OUR VEHICLE
· • • • •	CUST STATES	RECHECK DIFF	LEAK AN	D GAS LI	EAK-NO	OT LEA	KING-	-   "	1	ORIGINAL ESTIMATE	·			
ij.	<b>済給を返</b> HECKII	ng no fre	puls f	Lund	J			\	<u>(F</u>	PAPPTS & LABORI)	\$	OK'(	D'L REPAIRS D'BY	
				_				\		OTHORIZED OD'L REPAIRS	\$ .	X DATE		TIME
					•			`		OTAL	<b>\$</b> .			
	4) SCRATE	en cond ng scri R WINDO	N A	1000) -	- WI	4X	196	-रजर	CI	HARGES FOR A WR	ITTEN ESTIMATE WI	ILL BE DIR	ECTLY RELA	TED TO THE
}	1/2			- 10/2	20 51	PRA	n a	w `	IF M	THE ACTUAL CHARG	E FOR PREPARING A			IE PAEDETEA-
	PIXII	Uy JUR	POIT	· Urc	,,,,,,	,_,,	1	0		_ HOURL	YRATE _ FL	AT PATE	. вотн	ı
	Rest	e winda	<b>ル</b> ー	SEXPL	_ 2U	HOU	ع ع	206	Or M	RIGINAL EQUIPMENT ONTH OR 12,000 MILE	ERVICE & PARTS FACTORY PARTS RE WARRANTY UNITES	PLACED OF	INSTALLED	CARRY A 12
- 1			A	- ·						ALL PARTS	NEW UNLESS (	THERWIS	E INDICAT	ren l

PAGE 1 OF 1

KNOCK ON START WHEN COCK

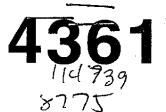
ALL PARTS NEW UNLESS OTHERWISE INDICATED
"U/Used R/Rebuilt RC/Reconditioned
NG/No Chg/Warranty RD/Reduced/Warranty

SHOP SUPPLIES & DISPOSAL FEE
"This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal expenses."

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state[s.403.718], C11CTOMER (arraphys) fee to be collected for each new or remanufactured battery sold in the state[s.403.718].

CUSTOMER NO	0.	211659	ADVISOR			TTAC N		
_ <del></del>	45062		GARY VOGT		1504	TAG No.	INVOICE DATE	INVOICE No.
			LABOR RATE	LICENSE No.			03/25/05 COLOR	CVWS21165
			YEAR / MAKE / MODEL	<u> </u>		8,940	/	STOCK No.
LAKELA	ND, FL		U4/CHEVROLI	≣T/			DELIVERY DATE	DELIVERY MILES
	·						SELLING DEALER NO.	PRODUCTION DATE
			1 G 1 Y Y	22G54	5	_	1	PRODUCTION DATE
Recognice		li (	<u></u>		P.O		03/21/05	
_		Ī	COMMENTS	<del></del>	· <b>L</b>		03/21/03	
LABUR & PAP	RTS	u						MO: 895
J# 1 35CVZ	DDAVE LODG	HOURS:	0.30 TECH(S)	1498		- 1	···	
	CUST STATES:BRAKES PULL FINAL REPAIR ATTEMPT A	TO RIGHT SO	METIMES	. 1 . 50		20.00		
	FINAL REPAIR ATTEMPT-ARTEST DRIVEN 20 MILES IN	AND OUT OF	S SET BY CMD	•				
	BRAKES FEEL FIRM AND NO NO PROBLEM FOUND AT THI					ŀ		
	We thousand the	) I IME	JOB # 1 T	OTAL LADOR o	DIDTO			
J# 2 77CVZ	TRIM REPAIR		ODD # I I		PARIS	20.00		
	OOST STATESTAN MINIT FR	201K INN DAYTTA 1.1°	TECH(S):	14 <del>9</del> 8		0.00		
	TEST DRIVEN AT 70+ MPH NORMAL LEVEL OF WIND NO	8	THEONS					
	NO CORRECTION NEEDED	SE.						
			JOB # 2 T	OTAL LARGE &	DADTS	2 22		
J# 3 25CVZ	AXLE/DIFF WORK CUST STATES RECHECK DIFE	HOURC		· - • • - • · - • •		0.00		
		LEAK AND GA	IECH(S): S LEAK-NOT LEAK	1498 TNG -		0.00		
	ALL CLEAN AND DRY		· · · · · · · · · · · · · · · · · · ·	ING-			•	
	NO CORRECTION NEEDED					•		
			JOB # 3 TO	TAL LABOR &	PARTS	0.00		
)# 5+40CVZ	ENG MECHANICAL W	ORK HOURS:	******************************					
	CUST STATES FRIGING PRIORIE	MICAL COLD CT.	RTS	.430		0.00		
	NORMAL OPERATION PER GM NO CORRECTION NEEDED AT	HIS TIME						
			JOB # 5 TO	TAL LABOR &	PARTS	0.00		
UBLETP	0#VEND INV#-INV.D 0070 D210428 03/23	ATE - DESCRIPT	TON					
10B # 1 51	0070 D210428 03/23	05 RENTAL	.014		•	84.00		
		1		HULAL - SI	IRLET	84.00		
UMMENTS ROP-BY WEDNE	ESDAY	· · · · · · · · · · · · · · · · · · ·						
TO OT MEDITE	CSDAT					İ		
				R/O TAX		0.00		
				R/O TOTAL	.S	0.00 104.00		•
ARRANTY CLAI	IM DETAIL TOTALS			• • • • • • • • • • • • • • • • • • • •				
LAIM#	TOTAL							
11659	104.00							
AIM TOTALS	104.00							
	-17					1		
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ΔΡΟΡΟΝ	N-DV-301611611D							ľ
ALLIOTE	D BY SIGNATURE		-			İ		}
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		,						j
AGE 1 OF 2	SERVICE FILE	COBY M				1		
		F	[CON	ITINUED ON NE	XT PAGE]	11:10am		

CLAIM CHECK



YES

□ NO

APPOINTMENT □ve D**X**√ JOB

08:41am 03/15/05



211015

1025 U.S. Hwy 98 South Lakeland, FL 33801 (863) 688-5541 FL Watts 1-800-248-5693

Control of the Contro					STATE OF FEURIDA NEG	JISTRATION PIUN	IBER MV-00342
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MC/MI	TOTAL
01CVZZALIGN4W HL 01CVZZLOFDIESE L 01CVZZLOFSYN 01CVZZW/CAMKI	4 WHEEL ALIGNMENT QUALITY CONTROL	MI MI MI MI MI	89.95 72.77 77.60 89.95 0.00	01CVZZCOOLSYS 01CVZZLOFFID 01CVZZROTATE -76CVZ 01CVZZLOFFID2	FIDELITY LOF ROTATE TIRES QUALITY CONTROL	MI MI MI MI	89.95 18.00 19.95 0.00 22.00
OFFICE LUCKORY	. 1			:			

SERVICE HISTORY DATE REPAIR ORDER ADVISOR TECHNICIAN **OPERATION** OPERATION DESCRIPTION 03/07/05 210078 8450 1540 1544 77CVZ1 TRIM & RATTLES TRIM REPAIR W ë 1544 77CVZ 03/02/05 209630 8450 1540 1544 82CVZ **BODY WORK** 1514 83CVZ PAINT SHOP WORK FUEL SYSTEM WORK 02/24/05 208973 8406 1476 1498 w 39CVZ 1498 W 78CVZ GLASS WORK SALESPERSON NO. R STATE REG# VARIABLE LABOR \$

					/		,	
METHOD OF PAYMENT:	<sup>VEHI</sup> GTYY22G545	YEAR/MAKE/MO 04/CHE	VROLET/		PRODUCTION DATE	STOCK NO.	LICENSE NO.	211015
CHECK  M.C.  VISA			45062 SERVICE C	ONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 03/15/05
BASIS FOR	LAKELAND, FL				NTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	4361
CHARGE FLAT RATE HRLY RATE	RESIDENCE PHONE	BINGS DUONE	TURBO M/MC AIR COND. P.		MILEAGE 8,775	1476	GREG GRANI	
DETAIN PARTS	TILL STATE OF THE		I hereby authorize the repair wort there for such repair, and agree; that you are	ein set forth to be o	ione by you, together with i	the furnishing by you	of the necessary parts ar	ed other material

reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's liends hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate eets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PASS SIDE ROCKER PANEL \	AS DAMAGED IN BODYSHOP.REPAINT,NO
OVERSPRAY ON CAR.DETAIL	CAR.PAINTLINE ON L.DOOR BOTTOM.
	// Per Varry

06:00pm

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 \$100.00** 

- □ 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.
- □ DO NOT REQUEST A WRITTEN ESTIMATE SIGNED: DATE:

ANOTHER PERSON YOU MAY DESIGNATE TO AUTHORIZE REPAIRS ON YOUR VEHICLE NAME PHONE

ORIGINAL ESTIMATE ADD'L REPAIRS (PARTS & LABOR) OK'D BY AUTHORIZED ADD'L REPAIRS DATE \$

CHARGES FOR A WRITTEN ESTIMATE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR AND DIAGNOSTIC WORK INVOLVED.

IF THE ACTUAL CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETER-MINED THE CHARGE WILL BE BASED ON

\_ HOURLY RATE

SERVICE & PARTS GUARANTEE

CRIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12
MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED. ALL PARTS NEW UNLESS OTHERWISE INDICATED

\*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced/Warranty

SHOP SUPPLIES & DISPOSAL FEE
"This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal expenses."

The State of Florida requires a \$1.00 lee to be collected for each new tire sold in the state(s.403.718), CUSTOMER (COUSTOMER) 1 to be collected for each new or remanufactured battery sold in the state(\$403,7165). 211015

PAGE 1 OF 1



World's Largest Chevy Retailer

THERE WAS A ZOOC REBATS

ACCOUNTING

8133595491

# RETAIL PURCHASE CONTRACT

	<u> </u>	CONTINA	<i>-</i> !
	ATE	SALESMAN	NUMBER
01/26/2	004	BRAUN, PAUL	727
SRV. WRT.	F&I	CREDIT AL	TH.
	KUSSMANN		

PLANT	T CITY
P.O. BOX 3209	(813) 752-5123
PLANT CITY F	ORIDA 22562

PLANT CITY	/2004	2004 BRAUN, PAUL 727 DEAL # Q						
P.O. BOX 3209 (813) 752-5123		F&I	CREDIT AUTH.	909	85"	_		
PLANT CITY, FLORIDA 33563	İ	. I Ki.	JSSMANN,				₹ .	
CUSTOMER			=	НОМЕ		ICE	<u> </u>	
BILLING ADDRESS L	AKELAND FL			PHONE	PHO	NE		
TITLE ADDRESS DOB						POL	K	
ADDRESS				ZIP				
NEWXX USED ☐ DEMO ☐	YEAR MAI 2004 CHEVRO		MODEL		SERIAL NUA	/BER		
COLOR	CITEVRO	VLEI	CORVETTE	16177	22 <b>G54</b> 5	_		
LEMANS BLU		COR	VETTE COUPE		45114	CK NUMBER		
OPTIONS STOCK CARS LIST ONL	Y DEALER ADDED OPTION TTACH COPY OF ORDER	s	SELLING PRICE INCLU	DES ALL FREIGHT, DEALER (				
L-!	S S		SOUL CHO, INEGATIOE	EQUITY OF TRADE IF APPLIC	DISCOUNTS, SELLING ARLE PRICE	4661	8.00	
3	\$		I.R. OPTIONS					
	\$							
USED VEHICLE TRADED-IN AND/O	OR OTHER CREDITS			s that portion of salaries vehicle, in case where				
MODEL OR MAKE	STOCKT		rohibits passage of su e considered addition:		mer, the entire tee mus	t 1.	7 00	
SERIC _ TYPE						-	+-	
COLOR M.V.I. OR	PLATE NUMBER STATE-YE	FL	ORIDA TIRE DISPOS	— ————————————————————————————————————		<del>                                     </del>	5.00	
SERIAL NO.		FL	ORIDA BATTERY DIS	SPOSAL FEE		<del> </del>		
USED TRADE-IN ALLOWANCE	\$ N.A		FALER SERVICE	EECC		s 499	+	
	BALANCE OWED ON TRADE-IN N.A.				THIS CHARGE REPRESENTS COST AND PROFIT TO THE DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING, AND ADJUSTING VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.			
NET ALLOWANCE ON USED TRADE-IN	* N.A.	O ↑	ATE AND LOCAL TAX	ļ	<u> </u>			
DEPOSIT OR CREDIT BALANCE	N - A -	· ⊢				<u> </u>	Α.	
REBATE	\$ 2000.00		LICENSE & REGISTRATION FEE			N .	Α.	
CASH WITH ORDER	140:50		TAL PRICE OF UNIT			\$ 47140	50	
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	<del>2140.5</del> 0		TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)				50	
PAYOFF	·		UNPAID CASH BALANCE DUE ON DELIVERY 45000, 00					
LIENHOLDER	DATE:			TEACHERS IN:	s	<u> </u>		
ADDRESS	ZIP	FIN	IANCING * NHOLDER					
PAYOFF QUOTED BY	GOOD THRU	LIE	NHOLDER DRESS			ZIP		
PURCHASED VEHI	CLE				RADE IN			
ODOMETER DISCLOSURE S I. <b>3:9.</b> HEARD CHEVROLET, INC PLANT CITY, :	STATEMENT	ands.		ODOMETER DIS	CLOSURE STATEMEN	NT "		
	(Dat America) -11-		Fédorat law (and ownnrship, Failure	stato law, if applicable) r to complete or providing n f	aquires that you state the	ne milnege upon tran	nsfor at	
to the best of my knowledge that it reflects the actual below, unless one of the following statements is checken.	alend		1.	, , , , , , , , , , , , , , , , , , , ,				
(1) I hereby cortify that to the best of my knowle the amount of mileage in excess of its machanical lin		Tocts	th (transferor's name, Print), state and to the heet of knowledge that he are a few months miles					
(2) I hereby certify that the odometer reading is WARNING - ODOMETER DISCREPANCY	s NOT the actual mileage.		unless one of the following statements is about it is actual mileago of the vishicle described below,					
BILL HEARD CHEVROLET INC			(1) I hereby contrib that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.  (2) I hereby certify that the odometer reading is NOT like actual mileage. WARNING-ODOMETER DISCREPANCY					
				HEPANCY	THROUGH IN NOT THE E	RCIUBI MIIBBĢB. WAR	NING-	
601 É ALEXANDER ST			X <sub>TRA</sub>		-			
THOUGHT AND THE TOTAL THE FL	33566	_	PRINTI		-		— i	
	2n cop	DE	THANSITE TO BEACH THE				_ [	
			<del>□ 01/26</del>	<del>/2004 -</del>	STATE		<del></del>	
	<del></del>		DATE OF STATEMENT					
		-	THANS BRIDGE	MEARD CHEVRO	OLET INC	***	<b></b>	
	———		TRANSFERENCE DATE	HEARD CHEVRO	TET INC		- [	
THANKELANDS (SITELL)			THANSIGRE ANTE	ALEXANDER S	) I		-	
CITY STATE	ZIP cons		CITY THE P	——————————————————————————————————————	STAIR	<del>33566</del>		
Emlasions-My trade-in vahicle:	DISCLOS	URE ON	TRADE-IN(S)		OIMII	ZIF GODE		
has a system or device used to control emission								

I has a system or device used to control emissions and said system or device is in good operable condition and is used at all times that the motor vahicle or motor vahicle engine is operated:

2. Title Notation

1 further conditioned or "Flood Damage" unless otherwise chocked below:

1 This vahicle little bears notation "Flood Damage" unless otherwise chocked below:

1 This vahicle little bears notation "Flood Damage".

BILL HEARD CHEVROLET CORPORATION - PLANT CITY

## TERMS AND CONDITIONS

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.

I warrant the truth and accuracy of the foregoing information and I hereby certify that I am over 18 years of age.

I hereby acknowledge having read and understood all the provisions on both sides of this page and RECEIPT OF A CONTROL OF A

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BUYER SIGNATURE GIVES YOU A SIGNED COMPA

## DISCLAIMER OF WARRANTY

DISCLAIMET OF WARRANTY

BILL HEARD CHEVROLET, INC. - PLANT CITY disclaims all warranties ofther expressed or implied including any implied warranty of merchantability and implied warranty of fitness for a particular purpose, there are no warranties by BILL HEARD CHEVROLET, INC. - PLANT CITY which extend beyond the description on the face horsef, BILL HEARD CHEVROLET, INC. - PLANT CITY neither assumes nor authorizes any officer person to assume for it any liability in connection with the sale of the vehicle described horsef.

2004 CORVETTE COUPE  19U LEMANS BLUE /V8G  152 SHALE COMMEMORATIVE  ORDER NO. GRIM3P/TRE STOCK NO.  VIN 1G1 YY22 G5 45  **********************************	100 RENAISSANCE CENTER
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- ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR
- \* HEAD UP DISPLAY
- \* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN
- \* COMMEMORATIVE EDITION

TOTAL MODEL & OPTIONS DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION	51040.00 800.00	44550.43 800.00 510.40 255.20	ADV 261 5	31.20
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BILL HEARD CHEVROLET, INC.-PLANT CIT

# General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

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	Total Incentive Amount Received	\$ 2000
2. <b>C</b>	Other Program Selection (Which may or reexample, Division supported financing/leasing	nov not be to the second
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	I elect to receivein lieu of	07
b. am the <u>u</u> vas sold/liersonal/li f incentive	in lieu of	er acknowledgment

aler 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 02GMACK/GM-3795 (4/02) VEHID

SERIAL NO. (OWNER) CUSTOMER

1GNES16P536

14AUG03

DELV. DATE IN SERVICE

WAR.EXP.DATE LICENSE NO.

N/A

14AUG03

CELL PHONE N/A PAGER N/A

CODE

UNIT SA

E-MAIL

MULBERRY FL

HOME PHONE

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03 CHEVROLET TRAILBLAZER 23326

Command? (Enter, \*, N, VEH, CUST, ?) ....?

EXT.

Jear Wylder

168474

162693

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FAX # 866-226-3742

HOME:

505602

168474

BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachew.com

PAGE 1

www.tampachevy.com State of Florida Reg. # MV-41160

	η-				SEF	<b>RVICE ADVISOR</b>	R: 3	341 MOR	RI	S JOSEPH	TTALG	
COLOR	YEAR	MAKE/MODEL			VIN		<u>"</u> "	LICENSE		MILEAGE	IN / OUT	TAG
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COST, SALE, & COMP TOTALS 4200 4200 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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 SEEN 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory wer(anty constitutes all of the warranties with respect to the sale of this itematems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or titness 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 itematical. LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 42.00 MISC, CHARGES 0.00 TOTAL CHARGES 42,00 LESS INSURANCE 0.00 SALES TAX 0.00 DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 42.00

505602

166022

# **BILL HEARD** CHEVROLET

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123

DUPLICATE 1 PAGE 1

www.tampachevy.com State of Florida Reg. # MV-41160

MISC, CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX

PLEASE PAY THIS AMOUNT

HOME: SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAĢ CHEVROLET TRAILBLAZE BLK 03 1GNES16P536 23345/23345 T5174 DEL. DATE PROD. DATE | WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 1S 11:48 13APR05 0.00 CASH 12APR2005 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFI Alum 08:39 12APR05 17:54 12APR05 TINE OPCODE TECH TYPE HOURS LIST NET TOTAL C CLICK NOISE IN ENGINE AREA AT IDLE (SOP...FAN CLUTCH) CAUSE: SHORTED J3390 CLUTCH ASSEMBLY, FAN REPLACE 617 W 2.10 163.25 163.25 1 10383029 CLUTCH 267.42 187.19 187.19 1 W1029 0.00 FC: 6G PART#: 10383029 COUNT: CLAIM TYPE: AUTH CODE: NE13371 18719 TPARTS 4830 16325 TLABOR 23345 FAN CLUTCH BEARINGS WORN/NOISEY REMOVE FAN CLUTCH AND REPLACE, RETEST D VEHICLE HAS A STRONG HUMMID/MUSTY TYPE ODOR WHEN A/C IS TURNED ON CAUSE: BULLITIN D4707 MODULE OR ASSEMBLY, HVAC CONTROL HEAD REPROGRAM 617 W 0.70 54.42 54.42 FC: 93 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OP 0 0 TPARTS 1610 5442 TLABOR 23345 MUSTY ODOR DOC.#1640736 MUSTYODOR HVAC SYSTEM REFLASH HVAC CONTROL MODULE TO ENABLE AFTERBLOW FUNCTION #05-01-39-002 (MAR 31,2005) E GUAGES ARE INOPERATIVE AT TIMES AT START UP AND DASH WARNING LIGHTS STAY ON, MUST SHUT VEHICLE OFF AND RESTART AND THEY START WORKING (SOP) CAUSE: SHORTED N4180 CLUSTER ASSEMBLY, INSTRUMENT PANEL R&R OR ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO D≣SCRIPTION TOTALS STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this flam\tems. The Seller hereby expressly disclaims all LABOR AMOUNT SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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. PARTS AMOUNT GAS, OIL, LUBE Seller hereby expressly disclaims all warrantes either express or implied, including any implied warranty of merchantability or threes for a particular purpose, Sciller neither assumes nor authorizes any other person to assume for it any flability in connection with the sale of this trontitams. SUBLET AMOUNT

CUSTOMER SIGNATURE

Copyright 2000 ADF, Inc.	SERVICE INVOICE #2	X513C

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

505602

166022

**BILL HEARD CHEVROLET** 

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123

DUPLICATE 1 PAGE 2

www.tampachevy.com State of Florida Reg. # MV-41160

93.29

0.00

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HOME: SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG CHEVROLET TRAILBLAZE BLK 03 1GNES16P536 23345/23345 T5174 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 IS 11:48 13APR05 0.00 CASH 12APR2005 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFT Alum

08:39 12APR05 17:54 12APR05

LINE OPCODE TECH TYPE HOURS REPLACE 617

LIST TOTAL NET W 1.20

FC: 6G PART#: COUNT: 0

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23345 DASH GAUGES INOP REPLACE IPC AND REPROGRAM

999 W 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

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0 0 TPARTS 0 0 TLABOR

COST, SALE, & COMP TOTALS 49815 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBEDWERE PERFORMEDAT 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER SIATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warranties with respect to
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Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantishility or
fitness for a particular purpose.
Seller heither assumes nor
authonzes any other person to
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connection with the sale of this
itemifiems. LABOR AMOUNT 310.96 PARTS AMOUNT 187.19 GAS, OIL, LUBE 0.00 **SUBLET AMOUNT** 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 498.15 LESS INSURANCE 0.00 SALES TAX 0.00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 498.15

HOME

505602

162693

# **BILL HEARD CHEVROLET**

\*WARRANTY\*

601 Alexander

DUPLICATE 2

PAGE 1

Plant City, FL 33563 (813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

COLOR	TVEADL		14016		SE	RVICE ADVISOR:						
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							THIS AMOU	TNL				

HOME:

505602

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# BILL HEARD CHEVROLET

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123

DUPLICATE 2 PAGE 2

www.tampachevy.com State of Florida Reg. # MV-41160

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG BLK CHEVROLET TRAILBLAZE 03 1GNES16P536 22122/22124 T2453 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 IS 16:00 11MAR05 0.00 CASH 11MAR2005 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFI Alum 07:46 10MAR05 14:52 11MAR05 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 11392 15949 TPARTS 1380 4664 TLABOR 22124 RIGHT OUTSIDE MIRROR GRINDS NOT LEFT INTERNAL FAILURE INTERNALLY REPLACE RT. OUTSIDE ELE. MIRROR G ACCELERATOR PEDAL SQUEAKS CAUSE: J5350 PEDAL, ACCELERATOR REPLACE 617 w 0.70 54.42 54.42 1 15150990 PEDAL 98.09 78.27 78.27 1 W600 PEDAL 0.00 FC: 4X PART#: 15150990 COUNT: 2 CLAIM TYPE: AUTH CODE: NU5591 7827 TPARTS 1610 5442 TLABOR 22124 GAS PEDAL ELE NOISEY NOTSE IN ELE GAS PEDAL-REPLACE GAS PEDAL L TAG BEZEL GASKET IS WARPED CAUSE: . B8990 MOLDING AND/OR POCKET, LICENSE PLATE R&R OR REPLACE 941 W = 0.6046.64 46.64 1 15170981 SEAT 9.90 8.18 8.18 1 W600 SEAL 0.00 FC: 4N PART#: 15170981 COUNT: 2 CLAIM TYPE: AUTH CODE: DV 584 818 TPARTS 960 4664 TLABOR ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBEDWERE PERFORMEDAT 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warranties with respect to
the sale of this itanyltems. The
Soller hereby expressly disclaims all
warranties either express or
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fitness for a particular purpose.
Seller norther assumes nor
authorizes any other person to
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itentifems. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LE\$\$ INSURANCE item/items. SALES TAX DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

162693

## BILL HEARD CHEVROLET

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123

DUPLICATE 2 PAGE 3

(813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

MULBERRY, FL HOME:

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COST, SALE, & COMP TOTALS 44806 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warrantiles with respect to
the sale of this itemitiene. The
Sollier hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller norther assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items. LABOR AMOUNT 202.12 PARTS AMOUNT 245.94 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MIŞC, CHARGES 0.00 TOTAL CHARGES 448.06 LESS INSURANCE 0.00 SALES TAX 0.00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 448.06

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**BILL HEARD CHEVROLET** 

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

MULBERRY, FL HOME:

PAGE 1

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COST, SALE, & COMP TOTALS

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	EUNLESS OTHERWISE The factory warranty constitutes all LA		22.67
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ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	implied, including any implied warranty of marchantability or fitness for a particular purpose. Sellar neither assumes nor	SUBLET AMOUNT	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY		MISC, CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	63.77
	connection with the sale of this item/items.	LESS INSURANCE	0.00
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(SIGNED) DEALER. GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	63,77

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# BILL HEARD CHEVROLET

WARRANTY

601 Alexander
Plant City, FL 33563
(813) 752-5123
www.tampachevy.com
State of Florida Reg. # MV-41160

MULBERRY, FL

HOME:

PAGE 1

SERVICE ADVISOR: 141 DIANE SUBBENCY

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	NJECTO 669	OR & DIANOSI W 1.50	ıs		ACESS TOUR		113.33	113.3	3

33266 46571 TPARTS 8610 30976 TLABOR

15822 INJECTORS RESTRICTED/FUEL TANK FILL NECK BROKEN CHECKED FOR CODES FOUND 2 CODES P0300, AND P0442 CHECKED FOUND ALL CYLINDERS MISFIRING RAN INJ BALANCE TEST FOUND CYL #1 60-50 2 60-48 3 60-45 4 60-48 5 60-40 6 60-40 7 60-40 8 60-48 FORCE CLEANED AND POPPED OFF INJ WITH NITROGEN CLEANED WITH TOP ENGINE CLEANER AND PUT IN FUEL ADDITIVE IN TANK/CHECKED CODE P0442 FOUND FILL NECK AT FUEL TANK BROKEN AND LEAKING AFTER RUNNING SMOKE TEST REPLACED FUEL TANK TRANSFERED ALL PARTS AND GAS

COST, SALE, & COMP TOTALS 4187	<u>6 77</u> 547 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	309.76
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	the sale of this itemittems. The	PARTS AMOUNT	465.71
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	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	SUBLET AMOUNT	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY		MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.		TOTAL CHARGES	775.47
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		SALES TAX	0.00
(SIGNED) DEALER, CENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
		THIS AMOUNT	775.47

148702

**BILL HEARD CHEVROLET** 

WARRANITY

601 Alexander Plant City, FL 33563 (813) 752-5123

MULBERRY, FL HOME:

PAGE 1

www.tampachevy.com State of Florida Reg. # MV-41160

						SEF	<b>RVICE A</b>	DVISOR:	141 DTA	NE SURREN	CY	
COLOR	YEAR		MAKE/MODEL				VIN	`	LICENSE		IN / OUT	TAG
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13599 TLABOR 15463 MIFIRE P0300 BULLETIN03-06-04-030A CHECKED FOR CODES FOUND CODE P0300 RAN INJ BALANCE TEST FOUND CYL 1 58-45,2 58-50,358-45, 4 58-48,5 58-45,6 58-48,7 58-50,8 58-45 CHECKED FOR BULLETINS FOUND 03-06-04-030A PRESSURE CLEANED ALL FUEL INJ

3780

COST, SALE, & COMP TOTALS 572	4 16319 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
SHOVIN, SERVICES DESCRIBEDWERF PERFORMEDAT, NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	135.99
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	the sale of this itemlitems. The	PARTS AMOUNT	27.20
UNDER THIS CLAIM HAD SEEN CONNECTED IN ANY WAY WAY ANY	Soller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
NUMBER AT THE SERVICING DEALER FOR INSPECTION BY	titness for a particular purpose. Seller neither assumas nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	163.19
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		SALES TAX	<u>0.00</u>
(SIGNED) DEALLR, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTÖMER SIGNATURÉ	PLEASE PAY THIS AMOUNT	163.19

137210

# BILL HEARD CHEVROLET

WARRANTY

601 Alexander
Plant City, FL 33563
(813) 752-5123

www.tampachevy.com State of Florida Reg. # MV-41160

37.78

MULBERY, FL HOME:

PAGE 1

					SEF	RVICE ADVISOR:	460 FF	RANCISCO C	HAVEZ	
COLOR	YEAR		MAKE/MODEL			VIN	LICENSE		E IN / OUT	TAG
				•	· · · ·		1 2.02.100	- WILLEAGI	_ 114 / 001 _	1/10
BLK	03		VROLET TR	AITBLAZE	1GNES	316P53€		10663	/10676	11073
DEL DATE	PROD.	DATE	WARR. EXP.	PROMIS	SED	PO NO.	RATE	PAYMENT	INV. E	
14AUG2003	<u></u>			18:00 12	JUL04		0.00	CASH	13JUL20	
R.O. OPEN	1ED		READY	OPTIONS	S: ÈNG	:5.3_Liter_S	I_Alum		12000	
11:15 12JU			33 12JUT.O							
			YPF HOURS				LIST	NET	TOTA	Δγ.
A A C NOT	COOT	T NT/ T	TOTAL TERMINA	DDDOOG	37 (7) 77 7 7 7 7				V 42 T T	

A A/C NOT COOLING WELL LIKE BEFORE IN SUN

CAUSE: .

D4450 A/C SYSTEM ANALYZE

617 W 0.50

FC: 6G PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

OJ

0 0 TPARTS 1150 3778 TLABOR

10676 A/C COCERN W TEST DROVE 13MILES, NEVEER GOT ABOVE 40DEGREES MAKE SURE CUST. USES RECIRCULATE FOR MAX. A/C PERFORMANCE, SUGGEST AFTER LONG SET IN SUN THAT WINDOWS ARE LET DOWN FOR A 1/4MILE AS TO GET HOT AIR OUT OF VEH, OR CAB

B RENTAL

REN RENTAL

999 W 0.00

0.00

0.00

37.78

0 0 TPARTS 0 TLABOR

COST, SALE, & COMP TOTALS 115	0 3778 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	37.78
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	the sale of this item\items The	PARTS AMOUNT	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LÜBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose Seller neither assumes nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	37.78
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		SALES TAX	0.00
(SIGNEU) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	37 78

505602.

136755

# BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123

(813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

MULBERY, FL HOME:

PAGE 1

SERVICE ADVISOR: 460 FRANCISCO CHAVEZ COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG BLK CHEVROLET TRAILBLAZE 03 JGNES16P536 10413/10414 T1042 DEL. DATE PROD DATE WARR EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG2003 18:00 07JUL04 0.00 CASH 08JUL2004 R.O. OPENED READY ENG:5.3 Liter SFI Alum OPTIONS:

11:34 07JUL04 11:02 08JUL04

LINE OPCODE TECH TYPE HOURS

A A/C NOT COOLING JUST BLOW HOT AIR AT STOPS WHILE DRIVING

CAUSE: A/C BLOWING HOT AIR

D1180 SWITCH, PRESSURE CYCLING REPLACE

617 W 0.50 1\_89040362 SWITCH

37.78 37.78 34.32 24.01 24.01

FC: 6G

PART#: 89040362

COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

1715 2401 TPARTS 1150 3778 TLABOR

10414 CYCLING SWITCH W PERFORME DIAGNOSTS FOR THIS COMPLIANT AND PERFORMANCE TEST , FOUND CYCLING SWITCH INTERNAL FAILURE REPLACE SWITCH SEE DOC# 1337786, ATTACH

B RENTAL CAUSE: .

REN RENTAL

999 W U.OO

0.00 0.00

0 0 TPARTS 0 0 TLABOR

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICE'S DESCRIBEDWERE PERFORMEDAT 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.

COST, SALE, & COMP TOTALS

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

6179

DESCRIPTION TOTAL\$ LABOR AMOUNT 37.78 PARTS AMOUNT 24.01 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 61.79 LESS INSURANCE 0.00 **SALES TAX** 0.00 PLEASE PAY

(SIGNED) DÉALER, GENERAL MANAGER OR AUTHORIZED PERSON (DAT

CUSTOMER SIGNATURE PLEASE PAY
THIS AMOUNT

61.79

# FLORIDA: 8/1/2005 Overallowance / Incentives / Negative Equity Form

Customer Re	equest #	<u>1-227984327</u>	BBB#	CHV0	<u>531700</u>
PURCHASE PRICE: (From dealer Bill of Sale	e) (Sellin	g Price)		(+) 4	6,618.00
MSRP: (From BARS Invoice)				(-) 5	51,840.00
DIFFERENCE:				(=)	5,222.00
TRADE ALLOWANCE: (from dealer Bil	ll of Sale)	)		(+)	N/A
Include vehicle retail, accessories and mileage adjus NADA Retail Value for:	stment figu	res, and attach NADA	pages to file.		
VEHICLE PRICE: ACCESSORIES:					
MILEAGE ADJUSTMENT:				(-)	
OVER ALLOWANCE: (Trade more than NA	DA)			(=)	
PAYOFF: (If dealer added negative equity into co	ontract, do	not subtract)		(=)	N/A
PURCHASE PRICE (From dealer Bill of Sale	) – (before	tax, tag, etc.)		(+)	46,618.00
GM CARD POINTS:				DC	NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer incentives or C 1: CSE: 2,000.00 2:	GM card cr	edited back to custom	er)		
3:				(-)	
TOTAL INCENTIVES (Not included in Purch	hase Price,	)		(-)	2,000.00
OVERALLOWANCE: (From above)				(-)	N/A
NEGATIVE EQUITY: (If NOT shown in cont	ract))			(-)	N/A
Actual price of Vehicle that should be pre	esented to	o BBB for ATA		(=)	44,618.00



# REPURCHASE DECISION OWNED VEHICLE

CASE: CHV0531700	Customer: Mr
VIN: 1G1YY22G545	Hearing Date: 01/04/06
Arbitrator: Nanette Owen	Date: 01/09/06

### Question 1

Vehicle (Year, Make, Model): 2004 Chevrolet Corvette

#### Question 2

For the following amounts, the manufacturer shall repurchase the above ("wehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision:

- a The actual price paid for the vehicle \$44.618
- b Reasonable use deduction, if any (explained in the Reasons for Decision) \$5003.54
- c Deduction based on vehicle damage not attributable to normal use, if any
- d Deduction based on negative equity, if any
- e **SUBTOTAL** \$39,614.46

## Question 3

Other eligible amounts:

a Description/Amount

CVR: \$17; Tire & Battery: \$6.50; Dealer Fee: \$499 = \$522,50

b Description/Amount

Other Incidental/Collateral Charges: TBD\*; Earned Finance

Charges: TBD\*

c TOTAL AMOUNT (2e + 3a + 3b)

\$40,136,96

At the time of the repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was at the time of the hearing, allowing for normal usage

Customer must also comply with all additional requirements in the section of the applicable manufacturer Program Summary that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of the amount set out above shall be made by the manufacturer to the customer and lienholder as their respective interests appear on the records of ownership. The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CHV0531700	-rep-1
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Page 2 of 2

CASE: CHV053	1700	Customer: Mr
Arbitrator: Nan	ette Owen	Date: 01/09/06

https://www.auto.bbb.org/scripts/cgiip.exe/WService=DevTest/snow/printhtm.w?vcase=CH... 1/9/2006



## LEMON LAW

## REAGONS FOR DEDISION FORM

CASE: CHV0531700	Customer: Mr
VIN: 1G1YY22G545	Hearing Date: 01/04/06
Arbitrator: Nanette Owen	Date: 01/09/06

## - FACT SHEET -

#### Fact Sheet Queston 1

For each problem (current and past) listed on the Agreement to Arbitrate, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

- a Problem (as listed on Agreement to Arbitrate):
- Motor makes a knocking noise.
- 2 Gas tank leaking/replaced.
- 3 Brake problem—pulls to the right when pedal is applied.
- 4 Window makes a whistling noise/adjusted.
- 5 Dealer punched two holes in the rocker panel.
- Window wouldn't go up or down/driver side is leaking water.
- b Exists Now? (Please Explain)
- Yes, the customer testified that the problem still exists.
- No, the customer testified that the gas tank has been replaced.
- 3 Yes, the customer testified that the problem still exists.
- 4 Yes, the customer testified that the problem still exists.
- 5 No, the customer testified that the problem has been fixed.
- Yes, the customer testified that the problems still exist.
- c Number of Repair Attempts
- 1 One.
- 2 Two.
- 3 One.
- 4 Five.
- 5 Three or Four.
- 5 Five.
- d Number of Days Out of Service:
- 1 Five.
- 2 Sixteen.
- 3 Five.
- 4 Eight.
- 5 Unable to determine.
- 6 Eight.

## -REASONING-

Question 1

For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

The gas tank leaking and the dealer punching two holes in the rocker panel water are the results of defects in materials or workmanship. The testimony presented indicated that they were defects and that they were not the result of customer misuse or abuse. However, the problems were corrected when the gas tank was replaced and the rocker panel was repaired.

The windows making a hissing noise, not going up or down and the driver's side leaking water are the result of defects in materials or workmanship. The testimony presented indicated that they were defects and that they were not the result of customer abuse or misuse. Further, the problems began relatively early in the life of the car and continue to exist despite the fact that five repair attempts have been made.

The evidence indicated that the dealership found the motor making a knocking noise to be a normal operating condition and that they could not duplicate the problem of the brakes pulling to the right when the pedal is applied. However, the customer testified that he did not think that the knocking was a normal operating condition and that the brake problem was still in existence. Because the parties were not disputing the fact that the customer's vehicle had been out of service for at least 30 days, a test drive was not conducted. Under the circumstances, the problems are found to be the result of defects in materials or workmanship.

### Question 2

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

All six of the problems substantially impair the usage of the vehicle. The car was purchased on January 26, 2004. At the time of the hearing on January 4, 2006, the vehicle had 13,809 miles on it. This is clearly substantially below the average usage. The gas tank and the brake problems substantially impair the safety of the vehicle. In addition, because the vehicle is a high-end car, the value would be substantially affected by the motor knocking noise, gas tank leak, brake problem, holes in the rocker panel, and the window not going up or down and the driver's side leaking water. However, the window making a whistling noise would not significantly impair the value of the car, as it is a minor problem. As stated earlier, the gas tank and the holes in the rocker panel have been fixed.

### Question 3

Please address the following aspects of your state's lemon law below:

- a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?
  - At least 32 days but am unable to determine exact number.
- b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No) Yes.
- c Please explain how you reached this conclusion.
  - The standard for a reasonable number of repair attempts has been met. According to Florida's lemon law, the presumption for a reasonable number of repair attempts can be met if the vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30 days or more, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt. In the instant case, the manufacturer and the consumer both testified that the vehicle has been out of service for more than 30 days and that the inanufacturer was given the opportunity for a final repair attempt.
- d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law (i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion. The consumer is entitled to a repurchase under the standards of Florida lemon law. The lemon law standards state: a lemon law claim must be filed within 24 months after the date of the original delivery of the vehicle to the consumer; the vehicle must be used to transport persons or property; the consumer must be the purchaser. transferee or any other person entitled to enforce the obligations of the warranty; the vehicle must have a nonconforming condition that significantly impairs the use, value or safety of the vehicle to the consumer; and the manufacturer must be allowed a reasonable number of repair attempts. In this case, all of the above standards have been met. The consumer uses the vehicle to transport persons or property, the vehicle has defects that substantially impair the use, value and safety to the customer, and there has been a reasonable opportunity to repair the vehicle.

### **Question 4**

State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.

Repurchase. While the consumer is seeking a replacement vehicle, the manufacturer testified that such was not possible for this particular vehicle because there are only a certain number of these vehicles made per year and they are already allocated by the dealerships. In the alternative, the customer was seeking a 100,000

mile extended warranty, which he stated had already been offered to him, and 100,000 road hazard policy. However, those options are outside of the arbitrator's authority, as they are not among the available remedies listed in the manufacturer's Program Summary.

As outlined in sections 3(b) and 3(c), the customer 's claim meets the presumption and standard expressed in the Florida lemon law, and it is fair, equitable and reasonable to apply those standards to this claim.

The customer clearly outlined the six problems that the vehicle had been experiencing. All of the problems were found to be manufacturer's defect that substantially impaired the use of the vehicle, two of the problems significantly affected the safety of the vehicle, and five of the problems substantially impacted the value of the vehicle. Two of the problems have been fixed. Under the standards of the Lemon Law, the manufacturer has been given a reasonable opportunity to repair the problem (over 30 days out of service, plus a final repair attempt).

### Question 5

If awarding a repurchase or replacement:

- a Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.
  Under the Florida lemon law, a refund consists of:
  - (1) Purchase price cash price for the vehicle, inclusive of any allowances for a trade-in but excluding debt from a previous transaction:
  - (2) Reasonably incurred collateral charges, including but not limited to:
  - a. sales taxes and title charges;
  - b. manufacturer-installed or agent-installed items or services charges;
  - c. earned finance charges; and
  - (3) Reasonably incurred incidental charges:
  - (4) Less a reasonable offset for use.
  - a. The reasonable allowance formula is: number of miles attributable to the consumer on the date of the arbitration hearing / 120,000

x vehicle purchase price

However, in the instant case, the parties agreed to deduct the miles that the customer drove back and forth to the dealership, which amounted to 352 miles. Thus, the formula is: 13,809 - 352 /120,000 x \$44,618 = \$5003.54.

- b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.
   N/A.
- If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing

so.

N/A.

### Question 6

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("\*") were relied upon by the arbitrator(s) in making a decision in the case

- a Materials/Documents Submitted by Customer
  - \*Customer Claim Form
  - \*Agreement to Arbitrate

Notice of Hearing/Inspection

\*GM Vehicle Inquiry System Summary

\*Summary History Printout

\*History Listing

## b Materials/Documents Submitted by Manufacturer

Manufacturer Response Form

\*GM Program Summary

\*Standards of the Florida Lemon Law

CASE: CHV0531700	Customer: Mr
Arbitrator: Nanette Owen	Date: 01/09/06



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

### AGREEMENT TO ARBITRATE

Date: 12/19/05 Case Number: CHV0531700

Customer:

Business: Chevrolet

Mfr-Info: 1716 FL 1G1YY22G545

### \*\*\*\*\*REVISED\*\*\*\*\*

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Corvette

Year : 2004

All parties named above submit to arbitration the following:

- 1) Motor makes a knocking noise.
- 2) Gas tank leaking / replaced
- 3) Brake problem- pulls to the right when pedal is applied
- 4) Windows makes a whistling noise /adjusted
- 5) Dealer punch two holes in the rocker panel.
- 6) Window wouldn't go up or down / dr side leaking water

The parties have come to agreement on the following: N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase/Replacement

Manufacturer: Repurchase per Florida Lemon Law

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:

Purchase price: \$44,168.00 (\$46,618.00 Retail Price - \$2,000.00 Rebate)

\*CVR: \$17.00

\*Tire & Battery: \$6.50 \*Dealer: \$499.00

\*other incidental / collateral charges: (to be determined)

\*earned finance charges: (to be determined)

TOTAL: (to be determined)

(\* Indicates additional remedies that can only be included if a lemon law repurchase is awarded )

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

# Customer Claim Form

Contact Date: 12/13/05	Start Date:	12/13/05	Case Number: CHV0531700
Have you contacted the mfr regard: Have you previously filed a claim or			r dispute resolution provider? ☑ YES ☐ NO
			Case Number:
Titled Owner(s) Name&Adda	<u>cess</u>		
LAKELAND, FL			
Day Phone:		Evening Phone:	Cell Phone:
Fax Number:		E-mail Address:	
Customer Contact Info:			
Vehicle Information			
Name(s) of individual(s) or busine	ss that appea	r on vehicle title: La	ouis Molinaro
Vehicle Use:   ☐ Personal ☐ Business		-	
Transmission Type: Automatic			
Make: Chevrolet Model		Model Year:	2004 Current Mileage: 10000
Vehicle Identification Number: 1G			
Servicing Dealer/City/State : M	ICHAEL HOLI	LEY CHEVROLET,	
Selling Dealer/City/State : BI Insurance Carrier : Te	LL HEARD CI	HEVROLET, , FL	
			cy Number:
Has vehicle been in an accident/had	d body damag	ge: Yes No X Da	ate of accident:
Description of Damage :			
Purchase/Lease Information (	Complete left si	ide if vehicle was purchase	ed or right side if vehicle was leased)
Purchase Date:01/26/04 Mileage at Purchased As: ☑ New ☐ Used ☐	Demo	Leased As: [	☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?			e in your possession?
Lienholder's Name: N/A		Leasing Com	ipany's Name:
Address:			Address:
City/St/Zip:			City/St/Zip:
Phone: ( ) -			Phone:
Lienholder Acct #:		Leasing Com	pany's Acct #:
Customer's Desired Outcome	(Decoribe entre	st now swamt dome to mecolic	e MONTE CONCORDII
The customer is seeking assistance with			e your concern,
C:			D-4-
Signature of Titled Owner(s):	in the DDD AT	TO LINE program and L	Dateagree to arbitrate the dispute under BBB AUTO
LINE Arbitration Rules	i iii die bbb AU	TO DITAE Program, and L	agree to arbitrate the dispute under DDD AOTO

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

### **Customer Claim Form**

Customer Name: Mr Case Number: CHV0531700

First Repair Attempt	Date:_	01/26/04	Mileage:	
Last Repair Attempt	Date:		Mileage:	
Total Days out of Service	e:			

Drahlama Plaga list your primary as	Comining Doctor(a)	Current?	# of	Dannie	Mileage	Days
Problems – <b>Please list your <u>primary</u> concern</b> first	Servicing Dealer(s)	Yes or	# 01 Repair	Repair Date(s)	on	Out of
iirst		No	Attempts	Date(s)	Date(s)	
		110	ricompts		Date(s)	501 7100
motor makes a knocking noise.		yes				
motor makes a knocking noise.		, , , ,				
gas tank leaking / replaced		yes				
gus tunk rouning / ropiucou		<i>y</i> 0.3				
brake problem- pulls to the right when pedal is appli-	d	Vec				
brake problem- puns to the right when pedar is appli-		yes				
unio decome accidente a subjection a social fedicate d						
windows makes a whistling noise /adjusted		yes				
dealer punch two holes in the rocker panel.		yes				
window wouldn't go up or down / dr side leaking wa	ler	yes				
		-				
			_			
			_			

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: CHEVROLET 03/12/05 13:39:19

PROCESSING SOURCE: CHEVROLET

PAGE:

VIN: 1G1YY22G5 45 SELLG SCE: 13 MDL YR: 04 ORD NO: GRTM3P

ODATE: 10/03/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26042 DDATE: 01/26/04 DLVY FAN: DTYPE: 018 SRVC TYPE: MILEAGE:

DLVY DOE: 01/29/04 ORDER BY:

CANC: 01/26/04

CANC DOE: 01/20/04

TRADE: DLVY TO: AUTO MARINE WHOLESALE

TRD DOE: 1119 PISGAH PLACE

SRVC IN: LAKELAND FL 33801

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
 26042
 00025240806
 01/29/04
 2,000.00
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00025240806 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
 26042
 00025240806
 01/29/04
 19.99
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00025240806 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

 SJP
 01
 13
 26042
 1638868
 02/06/04
 50.00
 OP
 0.00
 9

PROCESS TYPE: 004 CHECK NO: SSN: 590-19-2857 DATA SCE: VEND INC MEMO NO: 1638868 AUTH PUR CD:
MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 SWD
 01
 13
 26042
 1585684
 01/30/04
 50.00
 OP
 0.00
 9

PROCESS TYPE: 004 CHECK NO: SSN: 021-54-0727

DATA SCE: VEND INC MEMO NO: 1585684 AUTH PUR CD: MISC DATE: MISC:

ACTV TYPE: A POLICY PYMT CMNT:

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY

03/12/05 13:39:19 PROCESSING SOURCE: CHEVROLET

PAGE:

VIN: 1G1YY22G5 45

SELLG SCE: 13 MDL YR: 04 ORD NO: GRTM3P

 
 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 SWG
 01
 13
 26042
 1585689
 01/30/04
 5.00
 OP
 0.00
 9
 OP

PROCESS TYPE: 004 CHECK NO: SSN: 356-70-1708

DATA SCE: VEND INC MEMO NO: 1585689 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A













### GENERAL MOTORS BUSINESS RESOURCE CENTER

FROM: STEPHEN NICHOLS

**GM/BRC** 

**ALTERNATIVE DISPUTE RESOLUTION** 

MY FAX NUMBER: 1-866-589-3987

MY PHONE NUMBER: 1-800-231-1841 EXT 58859

TO: KRISTEN

FAX: **727-530-5863** PAGES: 3

PHONE: **727-535-5483** DATE: 12/19/05

CHV0531700 PLEASE UPDATE ATA

PURCHASE PRICE: \$44,618.00 (\$46,618.00 LESS \$2,000.00 REBATE)

CVR FEE: 17.00 TIRE/BATT FEE: 6.50 DLR FEE: 499.00

NO SALES TAX: VEH WAS SOLD WHOLESALE TO AUTO MARINE/LOUIS

MOLINARO

THANKS,

STEPHEN NICHOLS

# Overallowance / Incentives / Negative Equity Form (Florida)

StraightTrude Mandated Mediated	Customer CHV0570874		_ Request # 1-320243222	BBB #		
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.  Use the charts below to help determine over allowance and incentives.  *PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY:  Purchase Price (from dealer Bill of Sale) (Selling Price)  MSRP (from BARS Invoice)  MSRP (from BARS Invoice)  MSRP (from BARS Invoice)  Mole: If GMS price, use in place of MSRP price  Uifference  (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale)  *NADA Retail Value  (A) Over Allowance  (If positive)  Payoff (If dealer added negative equity into contract, do not subtract)  NADA Retail Value  (B) Negative Equity (If positive)  If Over Allowance 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.)  Salonous defense included in Purchase Price (from BARS) minus  Salonous (Do not include fuel fill credit or dealer incentives: GM Card Points must be included)	Straight	Trade	Mandated	Mediated		
Use the charts below to help determine over allowance and incentives.  * PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!  Purchase Price (from dealer Bill of Sale) (Selling Price) \$46618.00  MSRP (from BARS Invoice) \$51840.00  MSRP (from BARS Invoice) \$51840.00  MSRP (from BARS Invoice) \$-5222.00  Ufference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale) \$0  *NADA Retail Value \$0  A) Over Allowance (If positive) \$0  Payoff (If dealer added negative equity into contract, do not subtract) \$0  NADA Retail Value \$0  NADA Retail Value \$0  If Over Allowance 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.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus (Do not included in Purchase bincluded)				any customer incentives which were		
*PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!  Purchase Price (from dealer Bill of Sale) (Selling Price) \$46618.00  MSRP (from BARS Invoice) \$51840.00  MSRP (from BARS Invoice) \$51840.00  MSRP (from BARS Invoice) \$5222.00  Difference \$-5222.00  If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale) \$0  *NADA Retail Value \$0  (A) Over Allowance (If positive) \$0  Payoff (If dealer added negative equity into contract, do not subtract) \$0  NADA Retail Value \$0  If Over Allowance 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.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus \$2000.00  (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)			of a vehicle and identify any o	over allowance and/or incentives		
ACV, THIS IS CONSIDERED NEGATIVE EQUITY!  Purchase Price (from dealer Bill of Sale) (Selling Price)  MSRP (from BARS Invoice)  Note: If GMS price, use in place of MSRP price  Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale)  *NADA Retail Value  (A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) NADA Retail Value  (B) Negative Equity (If positive)  If Over Allowance 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.)  Solution of the dealer and subtract of the submitting information to BBB  Purchase Price (from dealer Bill of Sale) - (before tax, tag, etc.)  Solution of the submitting information to dealer incentives on the included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	Use the	e charts below to hel	p determine over allowanc	e and incentives.		
MSRP (from BARS Invoice) Note: If GMS price, use in place of MSRP price  Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale) *NADA Retail Value  (A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) NADA Retail Value  S0  NADA Retail Value  S0  NADA Retail Value  (B) Negative Equity (If positive)  If Over Allowance 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.)  \$2000.00  S2000.00  S2000.00	* PLEASE NOTE:					
Note: If GMS price, use in place of MSRP price  Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale)  *NADA Retail Value (A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) NADA Retail Value (B) Negative Equity (If positive)  If Over Allowance 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.)  \$2000.00	Purchase Price (from deale	er Bill of Sale) (Se	elling Price)	\$46618.00		
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.  Trade Allowance (from dealer Bill of Sale)  *NADA Retail Value  (A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) NADA Retail Value  (B) Negative Equity (If positive)  So  If Over Allowance 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.)  \$2000.00  Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	`	·		\$51840.00		
Trade Allowance (from dealer Bill of Sale)  *NADA Retail Value  Payoff (If dealer added negative equity into contract, do not subtract) NADA Retail Value  Payoff (If positive)  Payoff (If positive)  So  NADA Retail Value  (B) Negative Equity (If positive)  So  If Over Allowance 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.)  So  So  So  So  So  So  So  So  So  S	Difference	•		\$-5222.00		
*NADA Retail Value \$0  (A) Over Allowance \$0  Payoff (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) \$0  NADA Retail Value \$0  (B) Negative Equity (If positive) \$0  If Over Allowance 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.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus \$2000.00  (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)						
*NADA Retail Value \$0  (A) Over Allowance \$0  Payoff (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) \$0  NADA Retail Value \$0  (B) Negative Equity (If positive) \$0  If Over Allowance 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.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus \$2000.00  (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)						
(A) Over Allowance (If positive)  Payoff (If dealer added negative equity into contract, do not subtract) NADA Retail Value (B) Negative Equity (If positive)  So  If Over Allowance 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.)  Substitute 1  Substitute 1  Substitute 2  Substitute 2  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 3  Substitute 4  Substitute 3  Substitute 4  Subst	Trade Allowance (from de	ealer Bill of Sale)		\$0		
Payoff (If dealer added negative equity into contract, do not subtract)  NADA Retail Value  (B) Negative Equity (If positive)  SO  If Over Allowance 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.)  S46618.00  Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	*NADA Retail Value			\$0		
Payoff (If dealer added negative equity into contract, do not subtract)  NADA Retail Value  (B) Negative Equity (If positive)  So  If Over Allowance 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.)  Substitute 1	(A) Over Allowance		_	\$0		
NADA Retail Value  (B) Negative Equity (If positive)  SO  If Over Allowance 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.)  Substituting information to BBB  Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)  Substituting information to BBB  Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)  Substituting information to BBB  Purchase Price (from BARS) minus  Substituting information to BBB	(If positive)					
NADA Retail Value  (B) Negative Equity (If positive)  SO  If Over Allowance 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.)  Substituting information to BBB  Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)  Substituting information to BBB  Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)  Substituting information to BBB  Purchase Price (from BARS) minus  Substituting information to BBB						
So   So   So   So   So   So   So   So	•	ve equity into contract, o	do not subtract)			
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Team Manager before submitting information to BBB  Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	(b) regative Equity (if po	9311170)		Ψ		
Team Manager before submitting information to BBB  Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.) \$46618.00  Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	If Over Allowance	e and/or Incentives (	not included in Purchase P	Price) are found verify with		
Incentives not included in Purchase Price (from BARS) minus  (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)  **Document of the included of the includ						
(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	Purchase Price (from deale	er Bill of Sale) – (be	fore tax, tag, etc.)	\$46618.00		
	,		\$2000.00			
	•			\$0		

RCMPR028

VEHICLE EVENT SELECTION

03/12/05 PROCESSING SOURCE: CHEVROLET 13:42:39 PAGE:

VIN: 1G1YY22G5 45 SELLG SCE: 13 MDL YR: 04 ORD NO: GRTM3P

VIN TYPE: N				
	SS/	DOCUMENT	I INC	
EVENT DESC	SITE CD	NUMBER	S EVENT DT CD	AMOUNT
INCTV APPLICATN	13 26042	1638868	02/13/04 SJP	50.00
INCENTIVE MEMO	13 26042	1638868	02/06/04 SJP	50.00
INCTV PAYMENT	13 26042	1638868	02/06/04 SJP	50.00
INCTV APPLICATN	13 26042	1585689	02/03/04 SWG	5.00
INCTV APPLICATN	13 26042	1585684	02/03/04 SWD	50.00
INCENTIVE MEMO	13 26042	1585689	01/30/04 SWG	5.00
INCTV PAYMENT	13 26042	1585689	01/30/04 SWG	5.00
INCENTIVE MEMO	13 26042	1585684	01/30/04 SWD	50.00
INCTV PAYMENT	13 26042	1585684	01/30/04 SWD	50.00
INCENTIVE MEMO	13 26042	00025240806	01/29/04 FFC	19.99
INCTV PAYMENT	13 26042	00025240806	01/29/04 FFC	19.99
INCTV APPLICATN		00025240806	01/29/04 FFC	19.99
INCENTIVE MEMO	13 26042	00025240806	01/29/04 CSE	•
INCTV PAYMENT	13 26042	00025240806	01/29/04 CSE	•
INCTV APPLICATN		00025240806	01/29/04 CSE	2,000.00
DELIVERY D.O.E.	13 26042		01/29/04	0.00
DLVY CANCEL DOE			01/29/04	0.00
DELIVERY D.O.E.			01/28/04	0.00
	13 26042		01/26/04	0.00
DELIVERY CANCEL	13 26042		01/26/04	0.00
DELIVERY TO CUS	13 26042		01/26/04	0.00
EXPIRATION TRAN		10D72293474		0.00
	13 26042	10D72293474	11/25/03	46,116.03 CR
ORIGINAL INVOIC		10D72293474	11/20/03	46,116.03
COV/NVIS DATE	13 26042	10D72293474	11/20/03	0.00
SHIPMENT DATE	13 26042		11/20/03	0.00
PRODUCTION (BUI			11/20/03	0.00
	13 26042		10/21/03	0.00
GM ORDER ACCEPT	13 26042		10/03/03	0.00
GM ORDER ACCEPT			10/03/03	0.00
GM ORDER ACCEPT			10/03/03	0.00

CHEVROLET MOTOR DIVISION 2004 CORVETTE COUPE 2004 CORVETTE COUPE

19U LEMANS BLUE

152 SHALE COMMEMORATIVE

ORDER NO. GRTM3P/TRE

STOCK NO.

STOCK NO.

STILVROLET FOTOK DIVISION

100 RENAISSANCE CENTER

DETROIT

MI 48243-1114 DETROIT MI 48243-1114 VEHICLE INVOICE 10D72293474 VIN 1G1 YY22 G5 45 VEHICLE INVOICE 10D72293474 INT COM 11/26/03 PANEL 

 (REPLACES STD ROOF PANEL)
 PRC EFF 11/20/03

 FE9 50-STATE EMISSIONS
 N/C
 N/C
 KEYS S088E S088E

 F55 MAGNETIC SELECTIVE RIDE CNTRL 1695.00
 1457.70
 WFP-S QTR OPT-1

 G92 AXLE: 3.15 PERFORMANCE RATIO
 395.00
 339.70
 BANK: WACHOVIA BA

 LS1 5.7L LITER SFI V8 - 350HP
 0.00
 0.00
 CHG-TO
 26-042

 G92 AXLE: 3.15 PERFORMANCE RATIO 395.00
LS1 5.7L LITER SFI V8 - 350HP 0.00
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE 0.00
ULO AM/FM CASSETTE STEREO N/C N/C SHIP WT: 3198
U1S CD 12 DISC CHANGER, REMOTE 600.00
V49 LICENSE PLATE FRAME: FRONT 15.00
XGG FRONT TIRE-P245/45ZR17 BW SBR N/C N/C SUPPLR: 45869.47
YGH REAR TIRE-P275/40ZR18 BW SBR N/C N/C MRM: 51840.00
1SC COMMEMORATIVE EDITION 3700.00
\* MEMORY PACKAGE \* TWILIGHT SENTINEL \* ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR \* HEAD UP DISPLAY \* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN

TOTAL MODEL & OPTIONS 51040.00 44550.43 ACT 231 43819.23 800.00 800.00 H/B 261 1531.20 DESTINATION CHARGE LAM DEALER CONTRIBUTION
LAM GROUP CONTRIBUTION 510.40 ADV 261 510.40 255.20 EXP 65A 255.20 LAM GROUP CONTRIBUTION TOTAL 51840.00 46116.03 PAY 310 46116.03

MEMO: TOTAL LESS HOLDBACK AND

\* COMMEMORATIVE EDITION

APPROX WHOLESALE FINANCE CREDIT 43928.80

\*

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

\*

### **Privileged and Confidential Information**

CASE ASSESSMENT BY: jean whyre Siebel/CARS Request No: 1-227984327

**Customer Name:** 

Year of Vehicle: 2004 Make: Chevrolet Model: Corvette Current Mileage: 13502

Vehicle ID No.: 1G1YY22G545 In Service Date: 01/26/04 Purchased: New

What is customer seeking: REPLACEMENT/REPURCHASE

**VEHICLE REPAIR HISTORY** 

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: ENGINE NOISE

Date: Mileage: Days Out: Description of Repair:

. 03/21/05 8940 5 ENGINE KNOCK ON COLD STARTKNOCK WITHIN NORMAL SPEC

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: TANK LEAK

			·· ·· · · <del> ·</del> · · ·
Date:	Mileage:	Days Out:	Description of Repair:
00/40/05	0.400	4.4	CACCUMENT DEPT ACED FILET TANK
02/18/05	8406	11	GAS SMELL -REPLACED FUEL TANK
03/15/05	8940	5	GAS LEAKING FUEL TANK REPLACED

#### OTHER SYMPTOM/CONCERN-

OTHER 2	YIVIP TOW/CONCE	KIN:	
Date:	Mileage:	Days Out:	Description of Repair:
BRAKE C	ONCERN		
03/21/05	8940	***	BRAKES PULL TO THE RIGHT- UNABLE TO DUPLICATE
WINDOW	CONCERN		
01/28/04	87	1	RIGHT POWER WINDOW INOPERATIVE – REPLACED MODULE
06/09/04	2319	3	WINDOW INOPERATIVE –REPLACED WINDOW REGULATOR
02/04/05	7794	1	POWER WINDOW INOPERATIVE-REPLACED WINDOW REGULATOR
03/21/05	8940	***	WIND NOISE ON BOTH WINDOWS-WIND NOISE WITHIN SPECS
06/24/05	7520	3	WINDOW NOISE -ALIGNED WINDOWS

**Total Days Out of Service:** \_\_31\_\_(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:

Team Manager Approval: Date:

Revised by r.fick 09/28/04

### **Privileged and Confidential Information**

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?REPURCHASE /REPLACEMENT
AVM and/or DEALER RECOMMENDATION(s): AVM AGREED TO REPURCHASE DUE TO THE DAYS OUT OF SERVICE
CRM RECOMMENDATION & RATIONALE (EXPLAIN): CRM AGREE WITH AVM
Decision reached by CRM: Arbitrate case: Settle case:

Team Manager Approval:

Date:

# FLORIDA: 8/1/2005 Overallowance / Incentives / Negative Equity Form

Customer Re	equest #	<u>1-227984327</u>	BBB#	CHV0	<u>531700</u>
PURCHASE PRICE: (From dealer Bill of Sale	e) (Sellin	g Price)		(+) 4	6,618.00
MSRP: (From BARS Invoice)				(-) 5	51,840.00
DIFFERENCE:				(=)	5,222.00
TRADE ALLOWANCE: (from dealer Bil	ll of Sale)	)		(+)	N/A
Include vehicle retail, accessories and mileage adjus NADA Retail Value for:	stment figu	res, and attach NADA	pages to file.		
VEHICLE PRICE: ACCESSORIES:					
MILEAGE ADJUSTMENT:				(-)	
OVER ALLOWANCE: (Trade more than NA	DA)			(=)	
PAYOFF: (If dealer added negative equity into co	ontract, do	not subtract)		(=)	N/A
PURCHASE PRICE (From dealer Bill of Sale	) – (before	tax, tag, etc.)		(+)	46,618.00
GM CARD POINTS:				DC	NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer incentives or C 1: CSE: 2,000.00 2:	GM card cr	edited back to custom	er)		
3:				(-)	
TOTAL INCENTIVES (Not included in Purch	hase Price,	)		(-)	2,000.00
OVERALLOWANCE: (From above)				(-)	N/A
NEGATIVE EQUITY: (If NOT shown in cont	ract))			(-)	N/A
Actual price of Vehicle that should be pre	esented to	o BBB for ATA		(=)	44,618.00

# **FAX COVER SHEET**

Michael Holley Chevrolet Service Department 1025 US Hwy 98 South Lakeland, Florida 33802 (863)688-5541 FAX(863)683-3761

FROM: R	ALPH YORKENT# 240	
DATE	24/65 PAGES_	
12/28/03 TO: 5		
COMPANY:  ATTENTION	Gm	\ \ \ }
AIIENIIUN:	LJEAN W.	
MESSAGE:	PLEASE CALC TO	
		}

TAI 24, 2005 HISTORY - SPECIFIC VEHICLE	Store 01 SERVC01 PORT 5007 3010
CUSTOMER NAME	SERIAL NO. 1G1YY22G545
R.O. NO. 212180 1 RO.DATE 03/23/2005 [1 OF 14] [1 OF 1] 3 MILEAGE 8940	2 DEPT (S,B,P) S SERVICE 4 ADVISOR NO. 447
5 OPERATION NO. 7 CVZZWAX OP. DESC. 6 SALE TYPE (C/W/I I TECH.NO(S). 7 COMPLAINT WASH, VAC, WINDOWS, TIRES, WAX CAME FROM BODY SHOPCLAYHAS 8 CAUSE	447
9 CORRECTION	
10 WARRANTY CLAIM NO. OPERATION NO.	CLAIM NO. OPERATION NO.
11 CAMPAIGN NO. CAMPAIGN DESC.   12 CAMPAIGN NO. CAMPAIGN DESC.	
(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (	(E=ENTER) (JOB#) (TAB)





1025 U.S. Hwy 98 South Lakeland, FL 33801 -(863) 688-5541 FL Watts 1-800-248-5698

RECOMMENDED SERVICES

IEOOMINE ADED				The state of	ai.		STATE O	F FLORIDA REG	SISTRATION NUM	BER MV-053
OPERATION OLC VIZZALICATA	OPERATION DESC			OTAL.	OPERATION			DESCRIPTION		· TOTAL
HL I	4 WHEEL ALIGN	NENI	Mi Mi		01CVZZCOC		SERVICE COO		MI	89.99
01CVZZLOFDIESE	SYNTHETIC LO		мі		01CVZZLOF 01CVZZROT	ATE	FIDELITY LOF ROTATE TIRE		MI I	18.00
01CVZZLOFSYN	4 WHEEL ALIGNA QUALITY CONTR	MENT	MI	89.95	76CVZ		QUALITY COL	NTROL	MI MI	19.95 0.00
OICVZZW/CAMKI	QUALITY CON IK	OL	МІ	0.00	01CVZZLOF	FID22	FIDELITY LOF		Mi	22.00
ERVICE HISTORY				-						
DATE 03/07/05	REPAIR ORDER	MILEAGE	ADVISOR				PERATION	OPER/	ATION DESCRIP	TION
. ,	210078	8450	7540	1544 1544	W C	77C'		TRIM & RA		
03/02/05	209630	8450	1540	1544		82C		TRIM REPA BODY WOR		
02/24/05	208973	8406	1476	1514		83C	VZ .	PAINT SHO	P WORK	
,-,,,,,	2003/3	8400	1470	1498 1498	W	39C\ 78C\		FUEL SYSTE GLASS WOR		
ALESPERSON NO.				<u> </u>		700	. –			
ETHOD OF VEHICLE D VO		YEAR/MAKE/M	. J	ERV	<u>т</u> С	<u> </u>			ARIABLE LA	
PAYMENT: 1G1Y	/22G545		EVROLET,				PRODUCTION DATE	STOCK NO.	LICENSE NO.	211659
Снеск м.с.			CUSTOM	45062 se	ERVICE CONTRACT	<del></del>	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R. O. DATE
VISA			COLOR			LCOVOL	RACT NO.	EXPIRATION DATE		03/21/05
AMX EAREEA	ND, FL	•			4			EXPIRATION DATE	EXPIRATION MILES	4361
CHARGE FLAT RATE	-		TURBO	CVZZ AR CO	OND. P.S.	TRANS	MILEAGE 8,940	ADVISORUO.	ADVISOR	70
HRLY PATE HESITE TO THE	.A.E.		_1				8,940		DREG CRAN	ICK
BOTH TAIN PARTS							ne by you, together with t any delays caused by u			
YES TIMO 8 CONGO	m <sup>0</sup> 637575965	06:00pm PRIOF	Be respon	iai you neimer assu Isible for loss or da	ime or authorize an	y other pe	rson to assume for you	any liability in connec	otlon with such repair; t	hat you shall n
NO OINTMENT		LABOR RATE	express n	nechanic's lien is he	reby acknowledged	on the ab	ove vehicle to secure the e purpose of testing and	amount of repairs th	ereto; that your employ	r controt; that a ees may operat
	~"	DIBOR RATE	1.0 25010		W.	nere for the	e purpose of testing and	Vor inspecting such v	ehicle.	
Yes No	<b>B</b> K	L	-   XX	<b>•</b> -	_					
							DI EACE DEAD	-CARCUII I)	COUPOK ON	F 0F 711
d A MA	JROP-BY WEDNE	SUAY		1 61	14 (		PLEASE READ	CAREFULLI	r, Check on	E UF IH
WISSON	allempel	AKE WORK	RL+ 1	ly co	MD.		STATEMENTS	BELUW, AND	) SIGN: I UND	ERSTANI
CUST STATES	BRAKES PULL	O RIGHT SOM	FTIMES	000		* 28 L	THAT UNDER	SIAIE LAW,	I AM ENTITI	LED TO
TEST Dru		much In		- 1/1A		- 1	WRITTEN EST	imate, if	MY FINAL B	ILL WIL
		1300 7 200	MAN GS	1-43		E	EXCEED \$100.0	)0		
	TLAKE HAN	old form c	umal	72		- [[	🛚 I REQUEST A	A WRITTEN E	STIMATE	
Ho reasion	5 Fans		1.1	0000	2		∃I DO NOT R			MATE AS
h 181 +			H	9-991	.3	آاب	ONG AS THE	REPAIR CO	ISTS DO NOT	EXCEF
2 W * 77CVZ	TR	IM REPAIR	•			13	1	THE SHO	P MAY NOT	EXCEE
	HAS WIND LEAR	ON BOTH WIN	IDOWS		1	7	NIS AMOUNT	WITHOUT	AY WRITTEN	UD UDVI
TEST Draw	UP TO A	dup4 a	comme		1		APRROVAL.	THE RESERVE TO SERVE	ui MUJIIEN	UN UNAL
T XUNU 7.7	4 . 4	_ ,			1 -	201	a. LUCANT'			

98 Z7902 W \* 25CVZ CUST STATES: RECHECK DIFFILEAK AND GAS LEAK-NOT LEAKING-91 HHSTEHECKING NO PRINCES FORMS

GERATON LOW UN NOOD - WAX AFTER HXING SCRITCH - OVERSPRAY ON REAR WINDOW - SEAR WHOLE COR

(w)

PAGE 1 OF 1

.□I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED: DA1E:

ANOTHER PERSON YOU MAY DESIGNATE TO AUTHORIZE REPAIRS ON YOUR VEHICLE PHONE

OR GINAL ESTIMATE (PARTS & LABOR) ADD'L REPAIRS OK'D BY OTHORIZED DD'L REPAIRS TIME

CHARGES FOR A WRITTEN ESTIMATE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR AND DIAGNOSTIC WORK INVOLVED.

IF THE ACTUAL CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON

HOURLY RATE

SERVICE & PARTS GUARANTEE
ORIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12
MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED.

ALL PARTS NEW UNLESS OTHERWISE INDICATED
"U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced/Warranty

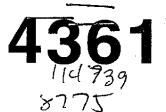
SHOP SUPPLIES & DISPOSAL FEE
"This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal expenses."

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state(s.403.718),

CUSTOMER (and paye) fee to be collected for each new or remanufactured battery sold in the state(s.403.7185).

CUSTOMER No. ADVISOR 45062 TAG No INVOICE DATE INVOICE No. GARY VOGT 03/25/05 CVWS211659 LABOR RATE LICENSE No. MILEAGE STOCK No. 8,940 YEAR / MAKE / MODEL DELIVERY DATE LAKELAND, FL 04/CHEVROLET/ DELIVERY MILES VEHICLE I.D. No. SELLING DEALER NO. PRODUCTION DATE 1 G 1 Y P.O. . .... R.O. DATE 03/21/05 COMMENTS LABUR & PARTS---MO: 8959 BRAKE WORK HOURS: 0.30 TECH(S):1498
CUST STATES:BRAKES PULL TO RIGHT SOMETIMES
FINAL REPAIR ATTEMPT-APPOINTMENT WAS SET BY CMD
TEST DRIVEN 20 MILES IN AND OUT OF TRAFFIC
BRAKES FEEL FIRM AND NORMAL
NO PROBLEM FOUND AT THIS TIME J# 1 35CVZ 20.00 JOB # 1 TOTAL LABOR & PARTS 20.00 J# 2 77CVZ TRIM REPAIR HOURS:
CUST STATES:HAS WIND LEAK ON BOTH WINDOWS
TEST DRIVEN AT 70+ MPH
NORMAL LEVEL OF WIND NOTSE
NO CORRECTION NEEDED TECH(S):1498 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 AXLE/DIFF WORK
CUST STATES:RECHECK DIFF
JUST CHECKING
ALL CLEAN AND DRY
NO CORRECTION NEEDED J# 3 25CVZ 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00 ENG MECHANICAL WORK HOURS: CUST STATES:ENGINE KNOCK ON COLD STARTS NORMAL OPERATION PER GM NO CORRECTION NEEDED AT THIS TIME )# 5+40CVZ TECH(S):1498 0.00 JOB # 5 TOTAL LABOR & PARTS 0.00 UBLET----PO#-----VEND INV#-INV.DATE-DESCRIPTION------UDB # 1 50070 D210428 03/23 05 RENTAL 84.00 TOTAL - SUBLET 84.00 OMMENTS----ROP-BY WEDNESDAY R/O TAX 0.00 R/O TOTALS 104.00 ARRANTY CLAIM DETAIL TOTALS-----LAIM#. 11659 104.00 LAIM TOTALS 104.00 APPROVED BY SIGNATURE 2AGE 1 OF 2 SERVICE FILE COPY-W [CONTINUED ON NEXT PAGE] 11:10am

CLAIM CHECK



YES

□ NO

APPOINTMENT □ve D**X**√ JOB

08:41am 03/15/05



211015

1025 U.S. Hwy 98 South Lakeland, FL 33801 (863) 688-5541 FL Watts 1-800-248-5693

Control of the Contro					STATE OF FEURIDA NEG	JISTRATION PIUN	IBER MV-00342
OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MC/MI	TOTAL
01CVZZALIGN4W HL 01CVZZLOFDIESE L 01CVZZLOFSYN 01CVZZW/CAMKI	4 WHEEL ALIGNMENT QUALITY CONTROL	MI MI MI MI MI	89.95 72.77 77.60 89.95 0.00	01CVZZCOOLSYS 01CVZZLOFFID 01CVZZROTATE -76CVZ 01CVZZLOFFID2	FIDELITY LOF ROTATE TIRES QUALITY CONTROL	MI MI MI MI	89.95 18.00 19.95 0.00 22.00
OFFICE LUCKORY	. 1			:			

SERVICE HISTORY DATE REPAIR ORDER ADVISOR TECHNICIAN **OPERATION** OPERATION DESCRIPTION 03/07/05 210078 8450 1540 1544 77CVZ1 TRIM & RATTLES TRIM REPAIR W ë 1544 77CVZ 03/02/05 209630 8450 1540 1544 82CVZ **BODY WORK** 1514 83CVZ PAINT SHOP WORK FUEL SYSTEM WORK 02/24/05 208973 8406 1476 1498 w 39CVZ 1498 W 78CVZ GLASS WORK SALESPERSON NO. R STATE REG# VARIABLE LABOR \$

					/		,	
METHOD OF PAYMENT:	<sup>VEHI</sup> GTYY22G545	YEAR/MAKE/MO 04/CHE	VROLET/		PRODUCTION DATE	STOCK NO.	LICENSE NO.	211015
CHECK  M.C.  VISA			45062 SERVICE C	ONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 03/15/05
BASIS FOR	LAKELAND, FL				NTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	4361
CHARGE FLAT RATE HRLY RATE	RESIDENCE PHONE	BINGS DUONE	TURBO M/MC AIR COND. P.		MILEAGE 8,775	1476	GREG GRANI	
DETAIN PARTS	TILL STATE OF THE		I hereby authorize the repair wort there for such repair, and agree; that you are	ein set forth to be o	ione by you, together with i	the furnishing by you	of the necessary parts ar	ed other material

reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's liends hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate eets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PASS SIDE ROCKER PANEL \	AS DAMAGED IN BODYSHOP.REPAINT,NO
OVERSPRAY ON CAR.DETAIL	CAR.PAINTLINE ON L.DOOR BOTTOM.
	// Per Varry

06:00pm

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 \$100.00** 

- □ 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.
- □ DO NOT REQUEST A WRITTEN ESTIMATE SIGNED: DATE:

ANOTHER PERSON YOU MAY DESIGNATE TO AUTHORIZE REPAIRS ON YOUR VEHICLE NAME PHONE

ORIGINAL ESTIMATE ADD'L REPAIRS (PARTS & LABOR) OK'D BY AUTHORIZED ADD'L REPAIRS DATE \$

CHARGES FOR A WRITTEN ESTIMATE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR AND DIAGNOSTIC WORK INVOLVED.

IF THE ACTUAL CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETER-MINED THE CHARGE WILL BE BASED ON

\_ HOURLY RATE

SERVICE & PARTS GUARANTEE

CRIGINAL EQUIPMENT FACTORY PARTS REPLACED OR INSTALLED CARRY A 12
MONTH OR 12,000 MILE WARRANTY UNLESS OTHERWISE NOTED. ALL PARTS NEW UNLESS OTHERWISE INDICATED

\*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced/Warranty

SHOP SUPPLIES & DISPOSAL FEE
"This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal expenses."

The State of Florida requires a \$1.00 lee to be collected for each new tire sold in the state(s.403.718), CUSTOMER (COUSTOMER) 1 to be collected for each new or remanufactured battery sold in the state(\$403,7165). 211015

PAGE 1 OF 1



World's Largest Chevy Retailer

THERE WAS A ZOOC REBATS

ACCOUNTING

8133595491

# RETAIL PURCHASE CONTRACT

	<u> </u>	CONTINA	<i>-</i> !
	ATE	SALESMAN	NUMBER
01/26/2	004	BRAUN, PAUL	727
SRV. WRT.	F&I	CREDIT AL	TH.
	KUSSMANN		

PLANT	T CITY
P.O. BOX 3209	(813) 752-5123
PLANT CITY F	ORIDA 22562

PLANT CITY	004 BRAUN, PAUL 727 DEAL # O								
P.O. BOX 3209 (813) 752-5123	DX 3209 (813) 752-5123 SRV. WRT.			F & I CREDIT AUTH. 90					
PLANT CITY, FLORIDA 33563	İ	. I Ki.	JSSMANN,				₹ .		
CUSTOMER			= -	НОМЕ		ICE	<u> </u>		
BILLING ADDRESS L	AKELAND FL			PHONE	PHO	NE			
TITLE ADDRESS DOB						POL	K		
ADDRESS				ZIP					
NEWXX USED ☐ DEMO ☐	YEAR MAI 2004 CHEVRO		MODEL		SERIAL NUA	/BER			
COLOR	CITEVRO	VLEI	CORVETTE	16177	22 <b>G54</b> 5	_			
LEMANS BLU		COR	BODY VETTE COUPE		45114	CK NUMBER			
OPTIONS STOCK CARS LIST ONL	Y DEALER ADDED OPTION TTACH COPY OF ORDER	s	SELLING PRICE INCLU	DES ALL FREIGHT, DEALER (					
L-!	S S		SOUL CHO, INEGATIOE	EQUITY OF TRADE IF APPLIC	DISCOUNTS, SELLING ARLE PRICE	4661	8.00		
3	\$		I.R. OPTIONS						
	\$								
USED VEHICLE TRADED-IN AND/O	OR OTHER CREDITS			s that portion of salaries vehicle, in case where					
MODEL OR MAKE	STOCKT		rohibits passage of su e considered addition:		mer, the entire tee mus	t 1.	7 00		
SERIC _ TYPE						-	+-		
COLOR M.V.I. OR	PLATE NUMBER STATE-YE	FL	ORIDA TIRE DISPOS	— ————————————————————————————————————		<del>                                     </del>	5.00		
SERIAL NO.		FL	ORIDA BATTERY DIS	SPOSAL FEE		<del> </del>			
USED TRADE-IN ALLOWANCE	\$ N.A		FALER SERVICE	EECC		s 499	+		
BALANCE OWED ON TRADE-IN				THIS CHARGE REPRESENTS COST AND PROFIT TO THE DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING, AND ADJUSTING VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.					
NET ALLOWANCE ON USED TRADE-IN	* N.A.	O ↑	ATE AND LOCAL TAX	MENTS RELATED TO TH	E SALE.	ļ	<u> </u>		
DEPOSIT OR CREDIT BALANCE	N . A .	· ⊢				<u> </u>	Α.		
REBATE	\$ 2000.00		ENSE & REGISTRAT			N .	Α.		
CASH WITH ORDER	140:50		TAL PRICE OF UNIT	\$ 47140	50				
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	<del>2140.5</del> 0			DIT (TRANSFERRED FR	OM LEFT COLUMN)	s 21 <b>4</b> 0	50		
PAYOFF	·			E DUE ON DELIVERY		45000	.00		
LIENHOLDER	DATE:			TEACHERS IN:	s	<u> </u>			
ADDRESS	ZIP	FIN	IANCING * NHOLDER						
PAYOFF QUOTED BY	GOOD THRU	LIE	NHOLDER DRESS			ZIP			
PURCHASED VEHI	CLE				RADE IN				
ODOMETER DISCLOSURE S I. <b>3:9.</b> HEARD CHEVROLET, INC PLANT CITY, :	STATEMENT	ands.		ODOMETER DIS	CLOSURE STATEMEN	NT "			
	(Dat America) -11-		Fédorat law (and ownnrship, Failure	stato law, if applicable) r to complete or providing n f	aquires that you state the	ne milnege upon tran	nsfor at		
to the best of my knowledge that it reflects the actual below, unless one of the following statements is checken.	alend		1.	, , , , , , , , , , , , , , , , , , , ,					
(1) I hereby cortify that to the best of my knowle the amount of mileage in excess of its machanical lin		Tocts	th and to the best of	Knowledge that it reducts	(tran	sferor's name, Print). —————— (no tenths	, state ) miles		
(2) I hereby certify that the odometer reading is WARNING - ODOMETER DISCREPANCY	s NOT the actual mileage.		unless one of the fo	knowledge that it reflects	ine actual mileage of t	ne vohicle described	bálów,		
BILL HEARD CHEVROLET INC			(2) I hereby	orthy that to the best of my sof its mechanical limits. certify that the odometer REPANCY	reading is the cometer	reading reflects the a	imount		
				HEPANGY	THROUGH IN NOT THE E	RCIUBI MIIBBĢB. WAR	NING-		
601 E ALEXANDER ST			X <sub>TRA</sub>		-				
THOUGHT AND THE TOTAL THE FL	33566	_	PRINTI		-		— i		
	2n cop	DE	THANSITE TO BEACH THE				_ [		
			<del>□ 01/26</del>	<del>/2004 -</del>	STATE		<del></del>		
	<del>-</del>		DATE OF STATEMENT						
		-	THANS BRIDGE	MEARD CHEVRO	OLET INC	***	<b></b>		
	———		TRANSFERENCE DATE	HEARD CHEVRO	TET INC		- [		
THANKELANDS (SITELL)			THANSIGRE ANTE	ALEXANDER S	) I		-		
CITY STATE	ZIP cons		CITY THE P	——————————————————————————————————————	STAIR	<del>33566</del>			
Emlasions-My trade-in vahicle:	DISCLOS	URE ON	TRADE-IN(S)		OIMII	ZIF GODY.			
has a system or device used to control emission									

I has a system or device used to control emissions and said system or device is in good operable condition and is used at all times that the motor vahicle or motor vahicle engine is operated:

2. Title Notation

1 further conditioned or "Flood Damage" unless otherwise chocked below:

3 This vahicle title bears notation "Flood Damage" unless otherwise chocked below:

4 This vahicle title bears notation "Flood Damage".

BILL HEARD CHEVROLET CORPORATION - PLANT CITY

### TERMS AND CONDITIONS

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.

I warrant the truth and accuracy of the foregoing information and I hereby certify that I am over 18 years of age.

I hereby acknowledge having read and understood all the provisions on both sides of this page and RECEIPT OF A CONTROL OF A

CCEPTEB OT VALID UNLESS AC

BUYER SIGNATURE GIVES YOU A SIGNED COMPA

### DISCLAIMER OF WARRANTY

DISCLAIMET OF WARRANTY

BILL HEARD CHEVROLET, INC. - PLANT CITY disclaims all warranties ofther expressed or implied including any implied warranty of merchantability and implied warranty of fitness for a particular purpose, there are no warranties by BILL HEARD CHEVROLET, INC. - PLANT CITY which extend beyond the description on the face horsef, BILL HEARD CHEVROLET, INC. - PLANT CITY neither assumes nor authorizes any officer person to assume for it any liability in connection with the sale of the vehicle described horsef.

2004 CORVETTE COUPE  19U LEMANS BLUE /V8G  152 SHALE COMMEMORATIVE  ORDER NO. GRIM3P/TRE STOCK NO.  VIN 1G1 YY22 G5 45  **********************************	100 RENAISSANCE CENTER
1YY07 CORVETTE COUPE 43735.( B84 BODY SIDE MOLDINGS 150.( CC3 TRANSPARENT REMOVABLE ROOF 750.( PANEL (REPLACES STD ROOF PANEL)	NV AMT RETAIL - STOCK  38268.13 INVOICE 11/20/03  129.00 SHIPPED 11/20/03  645.00 EXP I/T 11/26/03  INT COM 11/26/03  PRC EFF 11/20/03  KEYS SO88E SO88E  1457.70 WFP-S QTR OPT-1  339.70 BANK: WACHOVIA BA  0.00 CHG-TO 26-042  0.00  C N/C SHIP WT: 3198  516.00 HP: 48.7  12.90 GMS: 43894.23  N/C SUPPLR: 45869.47  N/C MRM.

- ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR
- \* HEAD UP DISPLAY
- \* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN
- \* COMMEMORATIVE EDITION

TOTAL MODEL & OPTIONS DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION	51040.00 800.00	44550.43 800.00 510.40 255.20	ADV 261 5	31.20
TOTAL MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CR			PAY 310 461	
**************************************	HOLDBACK, F	OST BECAUS! INANCE CREI	OF MANUFACT	***** TURER

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

BILL HEARD CHEVROLET, INC.-PLANT CIT

# General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

	Y22G545	(or see attached list*
custo	DMER INCENTIVE(S)	
1	where permissible by law, as a price reduction incentive and final price with incentive applitance below:  Incentive Program Reference	_ \$ \$ \$
	Total Incentive Amount Received	\$ 2000
2. <b>C</b>	Other Program Selection (Which may or reexample, Division supported financing/leasing	nov not be to the second
	I elect to receive	g, etc.)
	I elect to receivein lieu of	07
b. am the <u>u</u> vas sold/liersonal/li f incentive	in lieu of	er acknowledgment

aler 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 02GMACK/GM-3795 (4/02) VEHID

SERIAL NO.

1GNES16P536

(OWNER) CUSTOMER DELV. DATE

14AUG03

MULBERRY FL HOME PHONE

BUS. PHONE

EXT.

IN SERVICE WAR.EXP.DATE

14AUG03

CELL PHONE N/A PAGER N/A

CODE

LICENSE NO. UNIT N/A

SA

E-MAIL

03 CHEVROLET TRAILBLAZER 23326

Command? (Enter, \*, N, VEH, CUST, ?) ....?

Jear Wylder

168474

162693

151 933

FAX # 866-226-3742

HOME:

505602

168474

BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachew.com

PAGE 1

www.tampachevy.com State of Florida Reg. # MV-41160

	η-				SEF	<b>RVICE ADVISOR</b>	R: 3	341 MOR	RI	S JOSEPH	TTALG I	
COLOR	YEAR		MAKE/MODEL	KE/MODEL		VIN		LICENSE		MILEAGE	IN / OUT	TAG
BLK	03			AILBLAZE	1GNES	16P536		<b>W</b> .h.		23326/	23326	T6179
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TING OFCOL	/C IC	C-11 (	IFE HOURS	1				j.IST		NET	TOŤ	AL

42.00 42.00

COST, SALE, & COMP TOTALS 4200 4200 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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 SEEN 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory wer(anty constitutes all of the warranties with respect to the sale of this itematems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or titness 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 itematical. LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 42.00 MISC, CHARGES 0.00 TOTAL CHARGES 42,00 LESS INSURANCE 0.00 SALES TAX 0.00 DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 42.00

505602

166022

## **BILL HEARD** CHEVROLET

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123

DUPLICATE 1 PAGE 1

www.tampachevy.com State of Florida Reg. # MV-41160

MISC, CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX

PLEASE PAY THIS AMOUNT

HOME: SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAĢ CHEVROLET TRAILBLAZE BLK 03 1GNES16P536 23345/23345 T5174 DEL. DATE PROD. DATE | WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 1S 11:48 13APR05 0.00 CASH 12APR2005 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFI Alum 08:39 12APR05 17:54 12APR05 TINE OPCODE TECH TYPE HOURS LIST NET TOTAL C CLICK NOISE IN ENGINE AREA AT IDLE (SOP...FAN CLUTCH) CAUSE: SHORTED J3390 CLUTCH ASSEMBLY, FAN REPLACE 617 W 2.10 163.25 163.25 1 10383029 CLUTCH 267.42 187.19 187.19 1 W1029 0.00 FC: 6G PART#: 10383029 COUNT: CLAIM TYPE: AUTH CODE: NE13371 18719 TPARTS 4830 16325 TLABOR 23345 FAN CLUTCH BEARINGS WORN/NOISEY REMOVE FAN CLUTCH AND REPLACE, RETEST D VEHICLE HAS A STRONG HUMMID/MUSTY TYPE ODOR WHEN A/C IS TURNED ON CAUSE: BULLITIN D4707 MODULE OR ASSEMBLY, HVAC CONTROL HEAD REPROGRAM 617 W 0.70 54.42 54.42 FC: 93 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OP 0 0 TPARTS 1610 5442 TLABOR 23345 MUSTY ODOR DOC.#1640736 MUSTYODOR HVAC SYSTEM REFLASH HVAC CONTROL MODULE TO ENABLE AFTERBLOW FUNCTION #05-01-39-002 (MAR 31,2005) E GUAGES ARE INOPERATIVE AT TIMES AT START UP AND DASH WARNING LIGHTS STAY ON, MUST SHUT VEHICLE OFF AND RESTART AND THEY START WORKING (SOP) CAUSE: SHORTED N4180 CLUSTER ASSEMBLY, INSTRUMENT PANEL R&R OR ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO D≣SCRIPTION TOTALS STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this flam\tems. The Seller hereby expressly disclaims all LABOR AMOUNT SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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. PARTS AMOUNT GAS, OIL, LUBE Seller hereby expressly disclaims all warrantes either express or implied, including any implied warranty of merchantability or threes for a particular purpose, Sciller neither assumes nor authorizes any other person to assume for it any flability in connection with the sale of this trontitams. SUBLET AMOUNT

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc.	SERVICE INVOICE #2	X513C

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

505602

166022

**BILL HEARD CHEVROLET** 

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123

DUPLICATE 1 PAGE 2

www.tampachevy.com State of Florida Reg. # MV-41160

93.29

0.00

93.29

0.00

HOME: SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG CHEVROLET TRAILBLAZE BLK 03 1GNES16P536 23345/23345 T5174 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 IS 11:48 13APR05 0.00 CASH 12APR2005 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFT Alum

08:39 12APR05 17:54 12APR05

LINE OPCODE TECH TYPE HOURS REPLACE 617

LIST TOTAL NET W 1.20

FC: 6G PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

OJ

0 0 TPARTS

9329 TLABOR 2760

23345 DASH GAUGES INOP REPLACE IPC AND REPROGRAM

999 W 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

MK

0 0 TPARTS 0 0 TLABOR

COST, SALE, & COMP TOTALS 49815 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBEDWERE PERFORMEDAT 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER SIATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warranties with respect to
the sale of this itemitiems. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantishility or
fitness for a particular purpose.
Seller heither assumes nor
authonzes any other person to
authonzes any other person to
connection with the sale of this
itemifiems. LABOR AMOUNT 310.96 PARTS AMOUNT 187.19 GAS, OIL, LUBE 0.00 **SUBLET AMOUNT** 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 498.15 LESS INSURANCE 0.00 SALES TAX 0.00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 498.15

HOME

505602

162693

# **BILL HEARD CHEVROLET**

\*WARRANTY\*

601 Alexander

DUPLICATE 2

PAGE 1

Plant City, FL 33563 (813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

COLOR	TVEADL		140,4000		SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT					
COLOR	YEAR		MAKE/MODEL			VIN	LICENSE	MILEAC	BE IN / OUT	Ϋ́ΑĠ
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SHUWN SERVICE	SDESCRI	SEDWE	REPEREABILITY	XT N/A CUADACT	ტ I _∡`ა	factory warranty constitutes all the warranties with respect to	LABOR AMO			
VEHICLE OR OTHE	AS NO IN	DICATI	ON FROM THE AP	PEARANCE OF TH	E the	sale of this (temptems. The or hereby expressly disclaims all	PARTS AMO			
ACCIDENT NEGLI	M HAD B	EEN CO	DNNECTED IN AN	Y WAY WITH AN'	Y (wan	ranties either express or	GAS, OIL, LL SUBLET AM			
CLAIM ARE AVAIL	ABLE FOR	R (1) Y	EAR EROM THE C	IATE OF DAVMEN	T titne	anty of merchantability or	MISC. CHAR			
NOTIFICATION AY MANUFACTURER'S	INE S	FKAICI	NG DEALER FOR	K INSPECTION B	Y Selfe	or neither assumes nor corizes any other person to time for it any liability in acction with the sale of this	TOTAL CHAR			
					conf	ame for it any liability in nection with the sale of this	LESS INSUR			
					item	/nems	SALES TAX			
(SIGNED) DEALE	R, GENERA	MANA(	GER OR AÜTHORIZH	PERSON (DATE)	CUS	TOMER SIGNATURE	PLEASE PA			
							THIS AMOU	INT		

HOME:

505602

162693

### BILL HEARD CHEVROLET

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123

DUPLICATE 2 PAGE 2

www.tampachevy.com State of Florida Reg. # MV-41160

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG BLK CHEVROLET TRAILBLAZE 03 1GNES16P536 22122/22124 T2453 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG03 IS 16:00 11MAR05 0.00 CASH 11MAR2005 R.O. OPENED READY OPTIONS: ENG: 5.3 Liter SFI Alum 07:46 10MAR05 14:52 11MAR05 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 11392 15949 TPARTS 1380 4664 TLABOR 22124 RIGHT OUTSIDE MIRROR GRINDS NOT LEFT INTERNAL FAILURE INTERNALLY REPLACE RT. OUTSIDE ELE. MIRROR G ACCELERATOR PEDAL SQUEAKS CAUSE: J5350 PEDAL, ACCELERATOR REPLACE 617 w 0.70 54.42 54.42 1 15150990 PEDAL 98.09 78.27 78.27 1 W600 PEDAL 0.00 FC: 4X PART#: 15150990 COUNT: 2 CLAIM TYPE: AUTH CODE: NU5591 7827 TPARTS 1610 5442 TLABOR 22124 GAS PEDAL ELE NOISEY NOTSE IN ELE GAS PEDAL-REPLACE GAS PEDAL L TAG BEZEL GASKET IS WARPED CAUSE: . B8990 MOLDING AND/OR POCKET, LICENSE PLATE R&R OR REPLACE 941 W = 0.6046.64 46.64 1 15170981 SEAT 9.90 8.18 8.18 1 W600 SEAL 0.00 FC: 4N PART#: 15170981 COUNT: 2 CLAIM TYPE: AUTH CODE: DV 584 818 TPARTS 960 4664 TLABOR ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBEDWERE PERFORMEDAT 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all
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the sale of this itanyltems. The
Soller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller norther assumes nor
authorizes any other person to
authorizes any other person to
assume for it any tability in
connection with the sale of this
itentifems. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LE\$\$ INSURANCE item/items. SALES TAX DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

162693

### BILL HEARD CHEVROLET

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123

DUPLICATE 2 PAGE 3

(813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

MULBERRY, FL HOME:

					SEF	RVICE ADVISOR	: 341 MOR	RRIS JOSEPH	H PLATT	
COLOR	YEAR		MAKE/MODEL			VIN	LICENSE			TAG
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BIK	03		VROLET TR			1.6P536		22122/	/22124	T2453
DEL. DATE	PROD	DATE	WARR, EXP.	PROMISED PO NO.			RATE	PAYMENT	INV,	DATE
14AUG03 IS	10.00 11					0.00	CASH	llMAR2	005	
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07:46 10MAR05 14:52 11MAR05										
	LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 22124 REPLACED HEAT DAMAGED GASKET									

COST, SALE, & COMP TOTALS 44806 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warrantiles with respect to
the sale of this itemitiene. The
Sollier hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller norther assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items. LABOR AMOUNT 202.12 PARTS AMOUNT 245.94 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MIŞC, CHARGES 0.00 TOTAL CHARGES 448.06 LESS INSURANCE 0.00 SALES TAX 0.00 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT 448.06

151933

**BILL HEARD CHEVROLET** 

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

MULBERRY, FL HOME:

PAGE 1

					SEI	RVICE A	DVISOR:	141 DIA	NE SURREN	CY	
COLOR	YEAR		MAKE/MODEL			VIN		LICENSE MILEAG		IN/OUT	TAG
BLK	03		VROLET TR	MILBLAZE	lGNES			}	17335.	/17335	т7866
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2 2 F P C	6 1653: W102: C: 9: ART# OUNT LAIM UTH (	17 2713 9 6 : 16! : 4						25.72	22.67 20.55	22.6 41.1 0.0	.0
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COST, SALE, & COMP TOTALS

17335 RECALL CIRCUIT BOARDS COMPLETED

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	The factory warrenty constitutes all of the warranties with respect to the sale of this transitions. The Seller hereby expressly disclaims all warrantes either express or implied, including any implied warranty of marchantability or fitness for a particular purpose. Scillar neither assumes nor authorizes any other person to assume for it any lisibility in	LABOR AMOUNT	22.67
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE		PARTS AMOUNT	41.10
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY		GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT		SUBLET AMOUNT	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY		MISC, CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.		TOTAL CHARGES	63.77
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALHR, CENERAL MANAGÉR OR AUTHORIZED PERSON (DATE)	- /	SALES TAX	0.00
(SIGNED) DEALER CENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	63,77

150357

## BILL HEARD CHEVROLET

WARRANTY

601 Alexander
Plant City, FL 33563
(813) 752-5123
www.tampachevy.com
State of Florida Reg. # MV-41160

MULBERRY, FL

HOME:

PAGE 1

SERVICE ADVISOR: 141 DIANE SUBBENCY

20100	I		-	<u> </u>	VICE ADVISOR.	T4T DIA	NE SURRENC	ĽΥ	
COLOR	YEAR	MAKE/MODEL	VIN		VIN	LICENSE	MILEAGE	IN / OUT	TAG
BLK		HEVROLET TR	AILBI.AZE	lGNES	16P536		15822/	 /15822	17267
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A SERVICE	TNC:NE	SOON ITCH	TC ON			LIST	NET	TOTA	ĀĽ
	PINGTINE	SOON LIGHT	IS ON						
A SERVICE ENGINE SOON LIGHT IS ON  CAUSE: .  L1281 TANK, FUEL LEFT REPLACE  669 W 2.60 196.43 196.43  1 15105259 TANK ASM 530.89 438.51 438.51  1 12345104 DETERGENT 19.30 15.40 15.40  4 12346535 CLEANER,T 3.71 2.95 11.80  1 W600 FC: 1D PART#: 15105259 COUNT: 7 CLAIM TYPE: AUTH CODE: E WG OLH TIME TO PERFORM INJECTOR BALANCE TEST, CLEAN								51 10 30	
	INJECTO 669	DR & DIANOS: W 1.50	ıs		ACECO TOUR		113.33	113.3	.3

33266 46571 TPARTS 8610 30976 TLABOR

15822 INJECTORS RESTRICTED/FUEL TANK FILL NECK BROKEN CHECKED FOR CODES FOUND 2 CODES P0300, AND P0442 CHECKED FOUND ALL CYLINDERS MISFIRING RAN INJ BALANCE TEST FOUND CYL #1 60-50 2 60-48 3 60-45 4 60-48 5 60-40 6 60-40 7 60-40 8 60-48 FORCE CLEANED AND POPPED OFF INJ WITH NITROGEN CLEANED WITH TOP ENGINE CLEANER AND PUT IN FUEL ADDITIVE IN TANK/CHECKED CODE P0442 FOUND FILL NECK AT FUEL TANK BROKEN AND LEAKING AFTER RUNNING SMOKE TEST REPLACED FUEL TANK TRANSFERED ALL PARTS AND GAS

COST, SALE, & COMP TOTALS 4187	<u>6 77</u> 547 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to the sale of the itemitiems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular ourgose. Seller neither assumes nor authorizes any other person to assume for it any liability in	LABOR AMOUNT	309.76
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE		PARTS AMOUNT	465.71
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY		GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT		SUBLET AMOUNT	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY		MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.		TOTAL CHARGES	775.47
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		SALES TAX	0.00
(SIGNED) DEALER, CENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
		THIS AMOUNT	775.47

148702

**BILL HEARD CHEVROLET** 

WARRANITY

601 Alexander Plant City, FL 33563 (813) 752-5123

MULBERRY, FL HOME:

PAGE 1

www.tampachevy.com State of Florida Reg. # MV-41160

						SEF	<b>RVICE A</b>	DVISOR:	141 DTA	NE SURREN	CY	
COLOR	YEAR		MAKE/MODEL			VIN				IN / OUT	TAG	
BLK DEL. DATE	03		VROLET TR	AILE					15463.	/15463	T5790	
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P	F.											
						1944	2720	TPARTS				

13599 TLABOR 15463 MIFIRE P0300 BULLETIN03-06-04-030A CHECKED FOR CODES FOUND CODE P0300 RAN INJ BALANCE TEST FOUND CYL 1 58-45,2 58-50,358-45, 4 58-48,5 58-45,6 58-48,7 58-50,8 58-45 CHECKED FOR BULLETINS FOUND 03-06-04-030A PRESSURE CLEANED ALL FUEL INJ

3780

COST, SALE, & COMP TOTALS 572	4 16319 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
SHOWN, SERVICES DESCRIBEDWERF PERFORMEDATING CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	135.99
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	the sale of this itemlitems. The	PARTS AMOUNT	27.20
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WAY ANY	Soller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
NUMBICATION AT THE SERVICING DEALER FOR INSPECTION BY	titness for a particular purpose. Seller neither assumas nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	163.19
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTÖMER SIGNATURĒ	PLEASE PAY THIS AMOUNT	163.79

137210

# BILL HEARD CHEVROLET

WARRANTY

601 Alexander
Plant City, FL 33563
(813) 752-5123

www.tampachevy.com State of Florida Reg. # MV-41160

37.78

MULBERY, FL HOME:

PAGE 1

					SEF	RVICE ADVISOR:	460 FF	ANCISCO C	HAVEZ	
COLOR	YEAR		MAKE/MODEL			VIN	<del></del>		IN / OUT TAG	
				•	· · · ·		1 2.02.100	IVIILEAGI	_ 114 / 001	176
BLK	03			AITBLAZE	1GNES	316P53€		10663	/10676	11073
DEL DATE	PROD.	DATE	WARR. EXP.	PROMIS	SED	PO NO.	RATE	PAYMENT	INV. E	
14AUG2003	<u></u>			18:00 12	JUL04		0.00	CASH	13JUL20	
R.O. OPEN	1ED	<u> </u>	READY	OPTIONS	S: ÈNG	:5.3_Liter_S	I_Alum		1200000	
11:15 12JUL04 16:33 12JUТ.04										
	LINE OPCODE TECH TYPE HOURS LIST NET TOTAL									
$\Delta \Delta / C NOT$	A A /C NOT COOLING WELL TIPE PERCONSTRUCTION									

A A/C NOT COOLING WELL LIKE BEFORE IN SUN

CAUSE: .

D4450 A/C SYSTEM ANALYZE

617 W 0.50

FC: 6G PART#: COUNT: 0

CLAIM TYPE: AUTH CODE:

OJ

0 0 TPARTS 1150 3778 TLABOR

10676 A/C COCERN W TEST DROVE 13MILES, NEVEER GOT ABOVE 40DEGREES MAKE SURE CUST. USES RECIRCULATE FOR MAX. A/C PERFORMANCE, SUGGEST AFTER LONG SET IN SUN THAT WINDOWS ARE LET DOWN FOR A 1/4MILE AS TO GET HOT AIR OUT OF VEH, OR CAB

B RENTAL

REN RENTAL

999 W 0.00

0.00

0.00

37.78

0 0 TPARTS 0 TLABOR

COST, SALE, & COMP TOTALS 115	0 3778 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT NO CHARGE TO	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	37.78
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	the sale of this item\items The	PARTS AMOUNT	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LÜBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	implied, including any implied warranty of merchantability or filmess for a particular purpose Selfer neither assumes nor authorizes any other person to assume for it any liability in	SUBLET AMOUNT	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY		MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.		TOTAL CHARGES	37.78
	connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	37 78

505602.

136755

# BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123

(813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

MULBERY, FL HOME:

PAGE 1

SERVICE ADVISOR: 460 FRANCISCO CHAVEZ COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG BLK CHEVROLET TRAILBLAZE 03 JGNES16P536 10413/10414 T1042 DEL. DATE PROD DATE WARR EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 14AUG2003 18:00 07JUL04 0.00 CASH 08JUL2004 R.O. OPENED READY ENG:5.3 Liter SFI Alum OPTIONS:

11:34 07JUL04 11:02 08JUL04

LINE OPCODE TECH TYPE HOURS

A A/C NOT COOLING JUST BLOW HOT AIR AT STOPS WHILE DRIVING

CAUSE: A/C BLOWING HOT AIR

D1180 SWITCH, PRESSURE CYCLING REPLACE

617 W 0.50 1\_89040362 SWITCH

37.78 37.78 34.32 24.01 24.01

FC: 6G

PART#: 89040362

COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

1715 2401 TPARTS 1150 3778 TLABOR

10414 CYCLING SWITCH W PERFORME DIAGNOSTS FOR THIS COMPLIANT AND PERFORMANCE TEST , FOUND CYCLING SWITCH INTERNAL FAILURE REPLACE SWITCH SEE DOC# 1337786, ATTACH

B RENTAL CAUSE: .

REN RENTAL

999 W U.OO

0.00 0.00

0 0 TPARTS 0 0 TLABOR

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICE'S DESCRIBEDWERE PERFORMEDAT 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.

COST, SALE, & COMP TOTALS

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

6179

DESCRIPTION TOTAL\$ LABOR AMOUNT 37.78 PARTS AMOUNT 24.01 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 61.79 LESS INSURANCE 0.00 **SALES TAX** 0.00 PLEASE PAY

(SIGNED) DÉALER, GENERAL MANAGER OR AUTHORIZED PERSON (DAT

CUSTOMER SIGNATURE PLEASE PAY
THIS AMOUNT

61.79



# REPURCHASE DECISION OWNED VEHICLE

CASE: CHV0531700	Customer: Mr
VIN: 1G1YY22G545	Hearing Date: 01/04/06
Arbitrator: Nanette Owen	Date: 01/09/06

#### Question 1

Vehicle (Year, Make, Model): 2004 Chevrolet Corvette

#### Question 2

For the following amounts, the manufacturer shall repurchase the above ("wehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision:

- a The actual price paid for the vehicle \$44.618
- b Reasonable use deduction, if any (explained in the Reasons for Decision) \$5003.54
- c Deduction based on vehicle damage not attributable to normal use, if any
- d Deduction based on negative equity, if any
- e **SUBTOTAL** \$39,614.46

### Question 3

Other eligible amounts:

a Description/Amount

CVR: \$17; Tire & Battery: \$6.50; Dealer Fee: \$499 = \$522,50

b Description/Amount

Other Incidental/Collateral Charges: TBD\*; Earned Finance

Charges: TBD\*

c TOTAL AMOUNT (2e + 3a + 3b)

\$40,136,96

At the time of the repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was at the time of the hearing, allowing for normal usage

Customer must also comply with all additional requirements in the section of the applicable manufacturer Program Summary that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of the amount set out above shall be made by the manufacturer to the customer and lienholder as their respective interests appear on the records of ownership. The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CHV0531700	-rep-1
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Page 2 of 2

	CASE: CHV0531700	Customer: Mr
1	Arbitrator: Nanette Owen	Date: 01/09/06

https://www.auto.bbb.org/scripts/cgiip.exe/WService=DevTest/snow/printhtm.w?vcase=CH... 1/9/2006



#### LEMON LAW

#### REAGONS FOR DEDISION FORM

CASE: CHV0531700	Customer: Mr
VIN: 1G1YY22G545	Hearing Date: 01/04/06
Arbitrator: Nanette Owen	Date: 01/09/06

#### - FACT SHEET -

#### Fact Sheet Queston 1

For each problem (current and past) listed on the Agreement to Arbitrate, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

- a Problem (as listed on Agreement to Arbitrate):
- Motor makes a knocking noise.
- 2 Gas tank leaking/replaced.
- 3 Brake problem—pulls to the right when pedal is applied.
- 4 Window makes a whistling noise/adjusted.
- 5 Dealer punched two holes in the rocker panel.
- Window wouldn't go up or down/driver side is leaking water.
- b Exists Now? (Please Explain)
- Yes, the customer testified that the problem still exists.
- No, the customer testified that the gas tank has been replaced.
- 3 Yes, the customer testified that the problem still exists.
- 4 Yes, the customer testified that the problem still exists.
- 5 No, the customer testified that the problem has been fixed.
- Yes, the customer testified that the problems still exist.
- c Number of Repair Attempts
- 1 One.
- 2 Two.
- 3 One.
- 4 Five.
- 5 Three or Four.
- 5 Five.
- d Number of Days Out of Service:
- 1 Five.
- 2 Sixteen.
- 3 Five.
- 4 Eight.
- 5 Unable to determine.
- 6 Eight.

#### -REASONING-

Question 1

For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

The gas tank leaking and the dealer punching two holes in the rocker panel water are the results of defects in materials or workmanship. The testimony presented indicated that they were defects and that they were not the result of customer misuse or abuse. However, the problems were corrected when the gas tank was replaced and the rocker panel was repaired.

The windows making a hissing noise, not going up or down and the driver's side leaking water are the result of defects in materials or workmanship. The testimony presented indicated that they were defects and that they were not the result of customer abuse or misuse. Further, the problems began relatively early in the life of the car and continue to exist despite the fact that five repair attempts have been made.

The evidence indicated that the dealership found the motor making a knocking noise to be a normal operating condition and that they could not duplicate the problem of the brakes pulling to the right when the pedal is applied. However, the customer testified that he did not think that the knocking was a normal operating condition and that the brake problem was still in existence. Because the parties were not disputing the fact that the customer's vehicle had been out of service for at least 30 days, a test drive was not conducted. Under the circumstances, the problems are found to be the result of defects in materials or workmanship.

#### Question 2

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

All six of the problems substantially impair the usage of the vehicle. The car was purchased on January 26, 2004. At the time of the hearing on January 4, 2006, the vehicle had 13,809 miles on it. This is clearly substantially below the average usage. The gas tank and the brake problems substantially impair the safety of the vehicle. In addition, because the vehicle is a high-end car, the value would be substantially affected by the motor knocking noise, gas tank leak, brake problem, holes in the rocker panel, and the window not going up or down and the driver's side leaking water. However, the window making a whistling noise would not significantly impair the value of the car, as it is a minor problem. As stated earlier, the gas tank and the holes in the rocker panel have been fixed.

#### Question 3

Please address the following aspects of your state's lemon law below:

- a During the applicable time period specified by this state's lemon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?
  - At least 32 days but am unable to determine exact number.
- b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No) Yes.
- c Please explain how you reached this conclusion.
  - The standard for a reasonable number of repair attempts has been met. According to Florida's lemon law, the presumption for a reasonable number of repair attempts can be met if the vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30 days or more, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt. In the instant case, the manufacturer and the consumer both testified that the vehicle has been out of service for more than 30 days and that the inanufacturer was given the opportunity for a final repair attempt.
- d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law (i.e., eligible consumer, eligible vehicle, applicable time frames (if any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion. The consumer is entitled to a repurchase under the standards of Florida lemon law. The lemon law standards state: a lemon law claim must be filed within 24 months after the date of the original delivery of the vehicle to the consumer; the vehicle must be used to transport persons or property; the consumer must be the purchaser. transferee or any other person entitled to enforce the obligations of the warranty; the vehicle must have a nonconforming condition that significantly impairs the use, value or safety of the vehicle to the consumer; and the manufacturer must be allowed a reasonable number of repair attempts. In this case, all of the above standards have been met. The consumer uses the vehicle to transport persons or property, the vehicle has defects that substantially impair the use, value and safety to the customer, and there has been a reasonable opportunity to repair the vehicle.

#### **Question 4**

State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.

Repurchase. While the consumer is seeking a replacement vehicle, the manufacturer testified that such was not possible for this particular vehicle because there are only a certain number of these vehicles made per year and they are already allocated by the dealerships. In the alternative, the customer was seeking a 100,000

mile extended warranty, which he stated had already been offered to him, and 100,000 road hazard policy. However, those options are outside of the arbitrator's authority, as they are not among the available remedies listed in the manufacturer's Program Summary.

As outlined in sections 3(b) and 3(c), the customer 's claim meets the presumption and standard expressed in the Florida lemon law, and it is fair, equitable and reasonable to apply those standards to this claim.

The customer clearly outlined the six problems that the vehicle had been experiencing. All of the problems were found to be manufacturer's defect that substantially impaired the use of the vehicle, two of the problems significantly affected the safety of the vehicle, and five of the problems substantially impacted the value of the vehicle. Two of the problems have been fixed. Under the standards of the Lemon Law, the manufacturer has been given a reasonable opportunity to repair the problem (over 30 days out of service, plus a final repair attempt).

#### Question 5

If awarding a repurchase or replacement:

- a Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.
  Under the Florida lemon law, a refund consists of:
  - (1) Purchase price cash price for the vehicle, inclusive of any allowances for a trade-in but excluding debt from a previous transaction:
  - (2) Reasonably incurred collateral charges, including but not limited to:
  - a. sales taxes and title charges;
  - b. manufacturer-installed or agent-installed items or services charges;
  - c. earned finance charges; and
  - (3) Reasonably incurred incidental charges:
  - (4) Less a reasonable offset for use.
  - a. The reasonable allowance formula is: number of miles attributable to the consumer on the date of the arbitration hearing / 120,000

x vehicle purchase price

However, in the instant case, the parties agreed to deduct the miles that the customer drove back and forth to the dealership, which amounted to 352 miles. Thus, the formula is: 13,809 - 352 /120,000 x \$44,618 = \$5003.54.

- b List any damage to the vehicle beyond normal wear and tear, and explain how you arrived at any amount deducted for the damage.
   N/A.
- If you've decided not to award all collateral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing

so.

N/A.

#### Question 6

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asterisk ("\*") were relied upon by the arbitrator(s) in making a decision in the case

- a Materials/Documents Submitted by Customer
  - \*Customer Claim Form
  - \*Agreement to Arbitrate

Notice of Hearing/Inspection

\*GM Vehicle Inquiry System Summary

\*Summary History Printout

\*History Listing

#### b Materials/Documents Submitted by Manufacturer

Manufacturer Response Form

\*GM Program Summary

\*Standards of the Florida Lemon Law

CASE: CHV0631700	Customer: Mr
	A TOTAL STATE OF THE PROPERTY
Arbitrator: Nanette Owen	Date: 01/09/06



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

#### AGREEMENT TO ARBITRATE

Date: 12/19/05 Case Number: CHV0531700

Customer:

Business: Chevrolet

Mfr-Info: 1716 FL 1G1YY22G545

#### \*\*\*\*\*REVISED\*\*\*\*\*

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Corvette

Year : 2004

All parties named above submit to arbitration the following:

- 1) Motor makes a knocking noise.
- 2) Gas tank leaking / replaced
- 3) Brake problem- pulls to the right when pedal is applied
- 4) Windows makes a whistling noise /adjusted
- 5) Dealer punch two holes in the rocker panel.
- 6) Window wouldn't go up or down / dr side leaking water

The parties have come to agreement on the following: N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase/Replacement

Manufacturer : Repurchase per Florida Lemon Law

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:

Purchase price: \$44,168.00 (\$46,618.00 Retail Price - \$2,000.00 Rebate)

\*CVR: \$17.00

\*Tire & Battery: \$6.50 \*Dealer: \$499.00

\*other incidental / collateral charges: (to be determined)

\*earned finance charges: (to be determined)

TOTAL: (to be determined)

(\* Indicates additional remedies that can only be included if a lemon law repurchase is awarded )

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

#### Customer Claim Form

Contact Date: 12/13/05	Start Date:	12/13/05	Case Number: CHV0531700
			r dispute resolution provider? ☑ YES ☐ NO
Have you contacted the mfr regarding your claim?			
LAKELAND, FL			
•		_	Cell Phone:
		E-mail Address:	
Customer Contact Info:			
Vehicle Information			
	ss that appea	r on vehicle title: La	ouis Molinaro
		-	
		Model Year:	2004 Current Mileage: 10000
Servicing Dealer/City/State: M	ICHAEL HOLI	LEY CHEVROLET,	
Selling Dealer/City/State : Bl	LL HEARD CI	HEVROLET, , FL	
			-
	d body damag	ge: Yes No X Da	ate of accident:
Description of Damage :			
Purchase/Lease Information (	Complete left si	ide if vehicle was purchase	ed or right side if vehicle was leased)
Purchased As: New □ Used □	Demo	Leased As: [	☐ New ☐ Used ☐ Demo
Lienholder's Name: N/A		Leasing Com	ipany's Name:
Address:			Address:
			City/St/Zip:
Lienholder Acct #:		Leasing Com	pany's Acct #:
Customar's Desired Outcome	(Decoribe entre	st now swamt dome to mecolic	e MONTE CONCORDII
			e your concern,
C:			D-4-
I am submitting this dispute for resolution	in the DDD AT	TO LINE program and L	Date  Date  Date PRE ALITO
LINE Arbitration Rules	i iii die bbb AO	TO DITAE Program, and L	agree to arbitrate the dispute under DDD AOTO

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

#### **Customer Claim Form**

Customer Name: Mr Case Number: CHV0531700

First Repair Attempt	Date:_	01/26/04	Mileage:	
Last Repair Attempt	Date:		Mileage:	
Total Days out of Service	e:			

Drahlama Plaga list your primary as	Comining Doctor(a)	Current?	# of	Dannie	Mileage	Days
Problems – <b>Please list your <u>primary</u> concern</b> first	Servicing Dealer(s)	Yes or	Repair	Repair Date(s)	on	Out of
iirst		No	Attempts	Date(s)	Date(s)	
		110	ricompts		Date(s)	501 7100
motor makes a knocking noise.		yes				
motor makes a knocking noise.		, , , ,				
gas tank leaking / replaced		yes				
gus tunk rouning / ropiucou		<i>y</i> 0.3				
brake problem- pulls to the right when pedal is appli-	d	Vec				
brake problem- puns to the right when pedar is appli-		yes				
unio decome accidente a subjection a social fedicate d						
windows makes a whistling noise /adjusted		yes				
dealer punch two holes in the rocker panel.		yes				
window wouldn't go up or down / dr side leaking wa	ler	yes				
		-				
			_			
			_			

### BILL HEARD CHEVROLET

2002 NORTH FRONTAGE RD. PLANT CITY, FL. 33563 813-752-5123 PHONE 813-359-5457 FAX

NAME: OYY	r Custo	mer	Assis	tan	e.
FIRM:	4.7	3112. 5-206-3742			
FAX NUMBER:	26-20	6-374	<del>}</del>	<u>.</u>	
PAGES:	DATE:_	Dalan	02		
COMMENTS:		-, 		· · · · · · · · · · · · · · · · · · ·	
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159266

**BILL HEARD CHEVROLET** 

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com

DUPLICATE 1

LAKELAND, FL HOME

BUS:

PAGE 1

State of Florida Reg. # MV-41160 SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

					シヒト	CVICE ADVISOR	(: 341 MOR	RIS JOSEPI	H PLATI	
COLOR	YEAR	EAR MAKE/MODEL			VIN		LICENSE	MILEAGE IN / OUT		TAG
LEMANS_BLU	04	CHE	VROLET CO	RVETTE	1G1YY	22 <b>G</b> 545		7794,	/7794	T1107
DEL. DATE	PROD. I	ĎATE	WARR, EXP.	PROMIS	ED	PO NO.	RATE	PAYMENT	INV,	DATE
26JAN04 IS				WAIT 04	FEB05	•	0.00	CASH	04FEB2	:005
R.O. OPENED READY OPTIC			OPTIONS	S: STK	:45114739 EN	G:LS1 TR	N:MXO	•		
09:39 04FE			59 04FEBO	•		, <u></u>	· ·			
A RIGHT PO							LIST	NET	TOT	AL
CAUSE: .										
			OR, FRONT EPLACE	DOOR WIN	DOW RI	GHT POWER				
_	89	0	W 1.20					93.29	93.	29

1 10344132 REGULATOR 1 W600 REGULATOR

303.24 241.99 241.99 0.00

FC: 6F

PART#: 10344132

COUNT: 2 CLAIM TYPE: AUTH CODE: ΟJ

> 17285 24199 TPARTS 2340 9329 TLABOR

7794 OPEN CIRCUIT AT RIGHT SIDE WINDOW MOTOR REPLACED RIGHT SIDE WINDOW MOTOR AND REGULATOR.

COST, SALE, & COMP TOTALS 1962	<u>5 33528 0 </u>		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACQURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	The factory warranty constitutes all	LABOR AMOUNT	93.29
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	of the warranties with respect to the sale of this item\tems. The	PARTS AMOUNT	241.99
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	implied, Including any implied warranty of merchantability of	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	fitness for a particular purpose Seller neither assumes nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	335.28
	connection with the sale of this item/items.	LESS INSURANCE	0.00
		SALES YAX	0.00
(SIGNED) DEALER, GENERAL MANAGËR OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	335.28

LAKELAND, FL

90585

157877

#### **BILL HEARD CHEVROLET**

\*WARRANTY\*

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com State of Florida Reg. # MV-41160

DUPLICATE 2

PAGE 1

HOME:	F.T		BUS:			I	PAGE 1	State c	f Flo	rida Reg. i	# MV-4116	0
					S	SERV	CE ADVISOR:	141 DIA	NE	SURRENC	CY	
COLOR	YEAR		MAKE/MODEL				VIN	LICENSE		MILEAGE IN / OUT		TAG
LEMANS BLU	04	CHE	VROLET CO	BVETTE	1.61	1 7 7 2 2	2G545			7520	/7520	mo 40 4
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133863

BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123 www.tampachevy.com

LAKELAND, FL. HOME:

BUS:

PAGE 1

State of Florida Reg. # MV-41160

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COST, SALE, & COMP TOTALS 15687 24245 0

ALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE STATEMENT OF DISCLAIMER

(DATE)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBEDWERE PERFORMEDAT 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\text{items.} The Soller hereby expressly disclems all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Soller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION TOTALS 47.63 LABOR AMOUNT 194.82 PARTS AMOUNT 0.00 ĢA\$, QIL, LUBE SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 242.45 0.00 LĒ\$\$ IN\$URANÇE SALES TAX 0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT 242.45

2523

120512

#### **BILL HEARD CHEVROLET**

WARRANTY

601 Alexander
Plant City, FL 33563
(813) 752-5123
www.tampachevy.com
State of Florida Reg. # MV-41160

LAKELAND, FT. HOME:

3HS+

PAGE 1

HOME:		BUS:			State of Florida Reg. # MV-41160							
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**BILL HEARD CHEVROLET** 

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123

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LAKELAND, FL

HOME:

BUS:

PAGE 2

www.tampachevy.com State of Florida Reg. # MV-41160

					SEF	RVICE ADVISOR:	341 MC	RRIS JOSE	PH PLAT	Γ
COLOR	YEAR		MAKE/MODEL	MODEL		VIN	LICENSE	MILEAGE	MILEAGE IN / OUT	
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CLAIM TYPE: AUTH CODE:

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CAUSE: NPF

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THIS TIME

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FC: PART#: COUNT:

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COST, SALE, & COMP TOTALS 1570	3 24395 0		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE	IN CONTAINED HEREONIS ACCURATE UNLESS OTHERWISE   The factory warranty constitutes all		47.63
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VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	GAS, OIL, LUBE	0.00	
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	titness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	0.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	243.95
	connection with the sale of this item/items.	LESS INSURANCE	0.00
	nerviens.	SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
111 1111 21111		THIS AMOUNT	243.95

#### BILL HEARD CHEVROLET

WARRANTY

601 Alexander Plant City, FL 33563 (813) 752-5123

PAGE 1

www.tampachevy.com State of Florida Reg. # MV-41160

46.42

46.42

HOME:

BUS:

SERVICE ADVISOR:

790 ROBERT WEEKLEY

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CAUSE: LOOSE

D0362 CONTROL ASSM; REPAIR

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CLAIM TYPE: AUTH CODE: OJ

0 0 TPARTS 1575 4642 TLABOR

5 ELECTRICAL FAILURE DO362 .7 CK A/C OPERATION AND FUSES - R&R HVAC CONTROL HEAD - CK PIN FIT AND TIGHTEN CONNECTORS DID NOT REPL; ACE COMPONENT

COST, SALE, & COMP TOTALS 157	5 4642 0		
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VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	Implied, including any implied warranty of merchantebility or fitness for a particular purpose.  Seller neither assumes nor	SUBLET AMOUNT	0.00
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MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in	TOTAL CHARGES	46.42
	connection with the sale of this item/items.	LESS INSURANCE	0.00
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DAIR)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	46.42

Mr.
Lakeland, FL

Service request: 1-320243222

Dear Mr.

Thank you for your recent correspondence dated March 8, 2005. We are sorry you are dissatisfied with your 2004 Chevrolet Corvette. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Kimberly Lovelace Customer Relationship Manager

LC0030-T/

# cake (and, FI

CEKTIFIED MAIL.



General Motors Corp

U

P.O. Box 33170

DeTROIT, M. 48232-5170

0215#26295

FOR THE PARTY OF T

# **Motor Vehicle Defect Notification**

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

oximes The vehicle has been out of service at least 15 days to repair one or more substantial defects.

opportunity to correct the continuing substantial defect(s) or condition(s). 💢 3 or more repair attempts have been made to repair the **same** substantial defect or condition. This is notification of the final

	LAKE I AND, FZ	Address	Consumer _	LAKe BUD, FI		Name and Chy/State of authorized service agent(s) attempting previous repairs	PO, Box 3209 Flant	Name and City/State of selling dealer or leasing company (if applicable)	1/6/1/4/A/2/6/5/d/S	Vahicle Make (heire)	(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)		Dower windows inoperative	Description of continuing defeat(s) or condition(s) $NO(Se.in)evalue$	
Date Mailed	Signature	Work phone	Home phone		40/11/	edbus repairs	いない	7	l D	Model $Co$	nufacturer should	\	19e ) B	5.1N GK	
03-00-65					Chev	切	Florida	11 Hearc	Date of Delivery	Model CORVette	ascertain all appropriate		cakes Fro	Blue ) C.	Land Control
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White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records. Pink—Attorney General's copy, send by regular mail.



Service Request: 1-320243222

Customer Relationship Manager: Kimberly Lovelace

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G545 is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on April 11, 2005 and ending on April 11, 2007, and begins with 8,940 miles and ends with 32,940 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

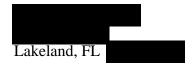
If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist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

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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



Service Request: 1-320243222

Customer Relationship Manager: Kimberly Lovelace

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Corvette. 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 <a href="http://www.dr.bbb.org/goauto">http://www.dr.bbb.org/goauto</a>>

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,

**General Motors Corporation** 



MAR 23 '00

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POSTALIA METEN



OFFICE OF THE ATTORNEY GENERAL LEMON LAW ARBITRATION PROGRAM THE CAPITOL TALLAHASSEE, FLORIDA 32399-1050

APR

## STATE OF FLORIDA OFFICE OF THE ATTORNEY GENERAL FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

LOUIS MOLINARO,

Consumer,

VS.

CASE NO.: 2006-0063/TPA

GENERAL MOTORS CORPORATION, CHEVROLET MOTOR DIVISION,

Manufacturer.

#### **DECISION OF THE BOARD**

THIS CASE came before the Florida New Motor Vehicle Arbitration Board upon approval of the Consumer's request for arbitration. Appearing before the Board were the following:

For the Consumer:

For the Manufacturer:

Louis Molinaro 1119 Pisgah Place Lakeland, Florida 33801 Cedric Bryant 11700 Great Oaks Way, Suite 400 Alpharetta, Georgia 30022

Upon Notice to the parties, the Board held a hearing in this case on March 21, 2006, in Tampa, Florida. Board members present were Chairperson S. Noel White, Esquire, Technical Member Earl C. King, and Member Tyrone E. Wilson. Legal Advisor to the Board was Jane J. Brooks, Assistant Attorney General, Department of Legal Affairs. Secretary to the Board was Dayle Greene-Seidel, Department of Legal Affairs. The Consumer testified on his own behalf.

The Manufacturer presented the testimony of Cedric Bryant, Regional Business Resource Support Manager, General Motors Corporation. William Ellis observed the hearing. Consumer exhibits C-1 through C-8 were received in evidence. The motor vehicle which is the subject of this case was not inspected by the Board.

#### **FINDINGS OF FACT**

Based upon the stipulations by the parties, the testimony of the parties and witnesses and the evidence presented, the Board makes the following findings of fact:

- 1. Louis Molinaro and Auto Marine Wholesale purchased a new 2004 Chevrolet Corvette automobile, Vehicle Identification Number 1G1YY22G545114739, in Plant City, Florida, on January 26, 2004.
- 2. On May 4, 2005, Mr. Molinaro filed a claim with BBB/AUTOLINE, the state-certified informal dispute program established by General Motors Corporation. On January 9, 2006, the program rendered its decision, awarding a refund. Since the decision was rendered more than 40 days from the date of the filing of the claim, Mr. Molinaro filed a Request for Arbitration with this Board on January 20, 2006, seeking a replacement vehicle.
- 3. At the outset of the hearing the Manufacturer, through its representative, withdrew all previously asserted defenses and the hearing proceeded to the calculation of the remedy.
- 4. The purchase contract for the vehicle did not reflect a charge for sales tax. Mr. Molinaro testified that he purchased the vehicle for purposes of resale; therefore, he was not required to pay sales tax on the purchase. Title to the vehicle is held as "Louis Molinaro and Auto Marine Wholesale."

#### **CONCLUSIONS OF LAW**

Based upon the foregoing findings of fact, the Board makes the following conclusions:

- 1. Pursuant to Chapter 681, Florida Statutes (2005), and the evidence presented, the Florida New Motor Vehicle Arbitration Board has jurisdiction of the parties to and the subject matter of this case.
  - 2. Section 681.102(4), Florida Statutes (2005) defines a "Consumer" as:

[T]he purchaser, other than for purposes of resale, or the lessee, of a motor vehicle primarily used for personal, family, or household purposes; any person to whom such motor vehicle is transferred for the same purposes during the duration of the Lemon Law rights period; and any other person entitled by the terms of the warranty to enforce the obligations of the warranty.

[Emphasis added]. In order to qualify for relief under the Lemon Law, a claimant must meet the above-quoted definition.

3. Mr. Molinaro admitted that the vehicle was purchased for purposes of resale; therefore, he is not a "consumer" as defined in Section 681.102(4), Florida Statutes (2005).

Consequently, he is not qualified for repurchase relief under the Lemon Law.

#### **DECISION**

Based upon the foregoing findings of fact and conclusions, it is

ORDERED that the request for relief filed by the Consumer, LOUIS MOLINARO, is denied and this case is hereby DISMISSED. It is further

ORDERED that the Board retains jurisdiction of this case for the purpose of correcting any technical errors or mistakes in this Decision arising from inadvertence, oversight or omission.

#### **RIGHTS OF APPEAL**

This Decision shall become final and binding upon the parties unless within 30 days of receipt of this Decision, either party files an appeal by petition to the Circuit court, pursuant to Section 681.1095(10), Florida Statutes (2003), which states, "The petition shall be filed in the county where the consumer resides, or where the motor vehicle was acquired, or where the arbitration hearing was conducted." Within seven (7) days after the petition has been filed, the appealing party must send a copy of the petition to the Department of Legal Affairs, Lemon Law Arbitration Program, The Capitol, Tallahassee, Florida 32399-1050.

Pursuant to Section 681.1095(12), Florida Statutes (2003):

An appeal of a decision by the board to the circuit court by a consumer or a manufacturer shall be by trial de novo. In a written petition to appeal a decision by the board, the appealing party must state the action requested and the grounds relied upon for appeal.

Within 30 days of final disposition of the appeal, the appealing party shall furnish the Department of Legal Affairs with a copy of the order or judgment of the court.

DONE and ORDERED this 22nd day of March, 2006.

FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

S. Noel White, Esquire, Chairperson Earl C. King, Member Tyrone E. Wilson, Member

#### **CERTIFICATE OF MAILING**

I HEREBY CERTIFY that copies of the foregoing Decision were furnished by U.S. Certified Mail to: Louis Molinaro, 1119 Pisgah Place, Lakeland, Florida 33801; and to Ward L. Boyer, General Motors Corporation, Post Office Box 33170, Detroit, Michigan 48232-5170, on this 23rd day of March, 2006.

Board Secretary

Additional copies by regular mail to:

S. Noel White, Esquire Earl C. King Tyrone E. Wilson

CDI: 1.005













# General Motors



Business Resource Center
Alternative Dispute Resolution
Southeast Region – State of Florida
Facsimile

To: Dave Umberg 678-240-9952

From: Jean Whyre 800-231-1841x57190

(state case 2006-0063/TPA 1-392081410

Pages(including cover):10

:910N

KE:

Case received 2/03/06 Answered 2/09/06

State no:2006-0063/TPA 1-392081410

BBB Case No: 1-227984327,1-32024322

AVM: Dave Coval 404082 8122 has been notified.

General Motors Division 1426 Pacific Drive Auburn Hills, MI 48326

LIFED: Гот ОЩсе Use:

#### Tampa, Florida 33607 3507 E. Frontage Road, Suite 200 Concourse Center 4 welgo://myfloridalegal.com/lemonlaw Lemon Law Arbitration Program LLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD OFFICE OF THE ATTORNEY GENERAL STATE OF FLORIDA

\$13) 287-7920; FAX (813) 281-5504

Lakeland, FL

CYSE NO: 2006-0063/TPA

Detroit, MI 48232-5170, Post Office Box 33170 Customer & Relationship Services Group Chevrolet Motor Division General Motors Corporation

Consumer,

Manufacturer.

#### MANUFACTURER'S ANSWER

Arbitration. I, representative of Manufacturer, acknowledge receipt of the Consumer's Request for

defined in 681.102(22), Florida Statutes, less the offset provided by law. a replacement motor vehicle acceptable to the consumer as \_\_\_\_ (C)+01.189 of fineusing I assert no defense and hereby offer to provide: (check one)

The Consumer is not entitled to relief for the following reasons: (check all that apply)

whichever date occurred later. Law rights period, or 30 days after the final action of a certified procedure (if applicable), The Request for Arbitration was not filed within 60 days after the expiration of the Lemon

The Consumer did not submit the claim to the manufacturer's state-certified informal

TELEPHONE: 800-231-184145719PAX: 866-336-3743
TAMPOG FI 33618
5088 stin8
MAILING ADDRESS: STOLE Millsborough AVE
NAME: JEGN WHYRE
The Manufacturer's agent or attorney whose name appears below should be the person to whom notices, correspondence or communication in regard to this case should be addressed:
In the event the Board should decide in favor of the consumer and award a refund, the net trade-in allowance as reflected in the purchase/lease agreement (if applicable) is not acceptable to the Manufacturer and the Manufacturer will provide a copy of the applicable sections of the MADA Official Used Car Guide (Southeastern Edition) in effect at the time of the trade-in to the Board and to the Consumer (unless the Consumer requests a copy beforehand via the "Consumer's and to the Consumer (unless the Consumer requests a copy beforehand via the "Consumer's Trade-in Allowance Form") with its Prehearing Information Sheet.
In the event the Board should decide in favor of the consumer and award a replacement motor vehicle, such a vehicle, as defined in 681.102(22), Florida Statutes, will be available.
I hereby request the right to view the consumer's motor vehicle. See, "Hearings Before The Florida New Motor Vehicle Arbitration Board," pp. 3-4.
Office (specify):
·
The claim by the consumer is not filed in good faith.
The alleged nonconformity was the result of an accident, an accident han the manufacturer or its authorized service agent. (Check all that apply).
The alleged nonconformity does not substantially impair the use, value or safety of the motor vehicle.
dispute settlement procedure prior to filing the Request for Arbitration.

I HEREBY CERTIFY that the assertions made in the foregoing Answer are true and correct to the best of my knowledge and belief and that the Answer has been sent to the Board and to all other Manufacturers named in this case by U.S. Meir on

By:

Manufacturer Agent/Attorney

Signature

And Manufacturer Agent/Attorney

And Manufacturer Agent/Attorney

And Manufacturer Agent/Attorney

And Manufacturer Agent/Attorney

And Manufacturer Agent/Attorney

(Title)

IMPORTANT: This form must be filed with the Board Administrator at the address given at the top of this form no later than 15 days from the date of receipt of the Notice of Arbitration. Failure to use this form will result in the answer being considered untimely filed. If filed by mail, the United States Postal Service postmark will be the filing date; or, if filed by facsimile, the date the flang tacsimile is received in the office of the Board Administrator before 5:00 p.m. will be the filing date; or, if a courier service is used, the shipping date of the courier service will be the filing date.

Affirmative defenses not timely raised in this form, an attachment to it, or in a timely filed amended Answer cannot be raised at the hearing unless permitted by the Board.

NOTE: Any amendments to this Answer must be filed with the Board Administrator and served upon the Consumer and any other named Manufacturers in this case by no later than 5 days prior to the hearing.

(DLA/LL-006, 12/01)

Approved **DA of benneta R** withdrawn Rejected Returned aldigilant. Filed (DCS) For Office Use Only

Office of the Attorney General

Arbitration Board Florida New Motor Vehicle ру тће Request for Arbitration



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CIVISION OF CCAS-VAER SERVICES

#### INSTRUCTIONS FOR COMPLETING THE REQUEST FOR ARBITRATION FORM

DO NOT DELAY IN COMPLETING THIS FORM. It must be received by the Division no later than 60 days after the expiration of a state-certified, manufacturer-sponsored arbitration program (e.g. BBB/AUTOLINE), whichever is later.

1. PLEASE either type or print legibly in black or blue ink. DO NOT use other colored inks or pencil as these do not copy, if you require assistance, please call the Lemon Law Hodine at 1-800-321-5366 [850-488-222] ourside Florida; if hearing impaired, via the Florida Relay Service 1-800-955-8771 (TDD) or 1-800-955-8770 (Voice)]. Answer completely all questions that are applicable to your claim. If you do not answer all applicable questions, the form will be returned to you.

2. Attachicapies of all documents requested. PLEASE do not: use highlighter, write on the documents, cover the information by the attachment of "post-it" notes, or attach exhibit labels. If you think the document requires additional explanation, you may provide this on a separate sheet of paper. If you do not attach copies of the documents requested, the form may be returned to you. Please do not attach documents that do not relate to your

3. It is not necessary for you to organize the application and supporting documents by the use of tabs, notebooks or other such insertions. These will only be temoved and discarded. If your claim is determined eligible for substration, the application form and supporting documents will be copied numerous times and will be organized by agency staff according to the arbitration hearing procedures.

4. You should refer to the publication, "Consumer Guide to the Florida Lemon Law" for an explanation of your rights under the law and the definitions of terms that are used in this application form.

5. After completing the form and gathering your documents, return the original of the form with a copy of each document requested to the address on the form, using the mailing label provided. If a document cannot be copied deady, then please send the original and it will be returned to you at a later date. BE SURE to keep a copy of the application form and the original documents for your records as you will have to bring them to an arbitration hearing, if your daim is deemed eligible.

6. Processing: Upon receipt of your completed form and attachments, the Division of Consumer Services (Division) will date-stamp the form, This is the date form is considered to be filed. The Division will screen the form and make an initial determination of eligibility within 20 days of the date the form is filed. If the application is determined eligible for arbitration, it will be forwarded to the Office of the Attorney General for further processing.

(a) If the application is incomplete or lacks sufficient information from which eligibility can be determined, it will be returned to you promptly for completion or for the submission of new or additional information. You will have 30 days from the date you receive the returned form to complete the form, attach any additional requested information and mail it back to the Division. If you do not respond within the required reasonable explanation for your delay, the Division will extend the time for mailing the form an additional 30 days. If you do not return the completed form within the 60-day period, your daim will be rejected. You and the manufacturer will be notified of the rejection in writing. The time for requesting arbitration will and the manufacturer will be notified of the rejection in writing. The time for requesting arbitration will exame running upon mailing of the rejection notice to you. If you thereafter wish to pursue arbitration under the program, you will have to submit a new form to the Division.

(b) If the Division finds your application was fraudulently submitted or that your claim is outside the scope of the Arbitration Board's authority, your request will be rejected. You and the manufacturer will receive written notice of the rejection.

(c) If you voluntarily withdraw your daim during the screening process, you may reapply by submitting a new Request for Arbitration form to the Division. The time for requesting arbitration will resume running on the date you notify the Division of the withdrawal.

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זמו אסה בומונט	ietivery, and th	t each problem (other than routine maintenance and minor warranty report the authorized service agent (dealer) within 24 months after the date of delest autholized inpairs the use, value or safety of the vehicle. Give the dates
		NOTICE: You must provide proof at the hearing of answers give

Date of final decision or action?  You must attach copies of: your claim, postal receipt or letter from the program You must attach copies of: your claim, postal receipt or letter from the program, if applicable.  acknowledging receipt, and the decision of the program, if applicable.
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If no, explain why:
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Date of your hearing (if applicable) 1 — 4 — 0 Mileage 13, 809
Date the program received your claim 1 - 10 - 06
If yes, what was the name of the program? (BBB/AUTOLINE, etc.)
24. Did you participate in a state-certified manufacturer's informal Yes X seY
VI. Participation in Certified Manufacturer Program
23. Is the problem(s) about which you are complaining the result of an accident, abuse, neglect, modification or alteration by someone other than the manufacturer, \text{\te\
If no, explain why:
S2. Following receipt of the notification, did the manufacturer, conversion company or authorized O. Pollowing receipt of the dealer) have the opportunity to inspect or repair the vehicle? Yes X No
If no, explain why:
Manufacturer: MRY 2005 Conversion Company:
If yes, date(s) the manufacturer and/or conversion company received notification:
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If yes, how many days?
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\*\* TOTAL PAGE 10 \*\*

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### General Motors

### **Business Resource Center**

Alternative Dispute Resolution Southeast Region – State of Florida Facsimile

To: Dave Umberg 678-240-9952

From: Jean Whyre 800-231-1841x57190

RE: 1-392081410

Pages(including cover):7

Note:

Notice of hearing and supporting information

42 P.02/07 S132877920

### STATE OF FLORIDA OFFICE OF THE ATTORNEY GENERAL FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

Lemon Law Arbitration Program www.myfloridalegal.com/lemonlaw/ Concourse Center 4 3507 Frontage Road, Suite 200 Tampa, Florida 33607 (813) 287-7920; FAX (813) 281-5504

LOUIS MOLINARO,

Consumer,

V\$.

CASE NO.: 2006-0063/TPA

GENERAL MOTORS CORPORATION, CHEVROLET DIVISION,

Manufacturer.

### NOTICE OF HEARING

TO: Louis Molinaro 1119 Pisgah Place Lakeland, Florida 33801

> Jean Whyre, ADR Manager GM Business Resource Center 5701 E. Hillsborough Avenue, Suite 2300 Tampa, Florida 33610

A hearing will be held for this case in Office of the Attorney General, Lemon Law Conference Room, Suite 200, 3507 E. Frontage Road, Tampa, Florida 33607, on TUESDAY, MARCH 21, 2006, at 9:00 a.m., (IMPORTANT-time is subject to change. See \*NOTE below), or as soon thereafter as can be heard, before the FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD.

S. Noel White, Esq., Chairperson Earl C. King, Technical Member Tyrone E. Wilson, Member

\*PLEASE NOTE: Several hearings are scheduled for the same time. Your case may not be heard at the time indicated above. It is your responsibility to contact this office one business day before the hearing to be given a more precise time for your hearing.

HEARINGS ARE CONDUCTED IN ENGLISH. If you do not speak or understand English, please bring an interpreter to the hearing. See p. 2, "Hearings Before the Florida New Motor Vehicle Arbitration Board," for more information regarding interpreters.

PURPOSE OF HEARING: To determine whether the Consumer is entitled to relief under Chapter 681, Florida Statutes.

AUTHORITY: This hearing is held pursuant to Section 681.1095, Florida Statutes, together with other applicable laws.

NON APPEARANCE: Failure of a party to attend may result in dismissal of the case or a decision in favor of the opposing party.

TO THE CONSUMER: Bring your vehicle and current proof of vehicle insurance to the hearing. If your vehicle is not available or not currently insured, notify the Board Attorney immediately. Please write down the mileage on your vehicle's odometer before driving to the hearing site, and bring this with you to the hearing. (NOTE: The hearing could last up to 4 hours. We suggest appropriate arrangements be made for young children.)

IMPORTANT: See the publication "Hearings Before the Florida New Motor Vehicle Arbitration Board," previously sent to you for further information and instructions about the hearing.

All Motions, request for subpoenas or other correspondence concerning the hearing should be directed to the Board Attorney at the letterhead address above.

**NOTE:** In accordance with the Americans with Disabilities Act of 1990, persons needing a special accommodation to participate in this hearing should contact the Board Attorney at the telephone number given at the top of this notice no later than seven (7) days prior to the hearing. If hearing impaired, contact the Board Attorney via Florida Relay Service by dialing 711.

This is to certify that this Notice of Hearing was sent to the last known address of each

interested party on February 27, 2006.

By:

Davie Green-Scidel, Board Attorney

cc:

S. Noel White, Esq.

Earl C. King

Tyrone E. Wilson

(DLA/LL-008a) (2-1-2006)

RETAIL PURCHASE CONTRACT

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1 (866) 952-4368 GM Vehicle Inquiry System

### Summary

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

### Help

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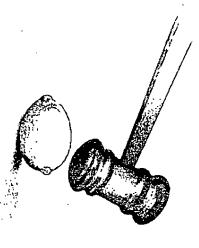
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## OFFICE OF THE ATTORNEY GENERAL

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# HEARINGS BEFORE THE FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD



Copies may be obtained from:

Department of Legal Affairs Lemon Law Arbitration Program The Capitol, PL-01 Tallahassee, FL 32399-1050

This document is available in braille, audio tape, computer disk, or large print upon request. Requests for alternate formats may be made by calling (850) 414-3500 or TDD users may call via the Florida Relay Service 711.

If the Attorney General's Office determines that the
manufacturer's noncompliance or delay in compliance was
beyond the manufacturer's control and the manufacturer fails
to comply with the decision once those circumstances no
longer exist, the Office will seek imposition of a fine beginning
when the manufacturer could have complied but failed to do
so.

### Additional Arbitrations

(71) Generally, consumers are entitled to only one arbitration per vehicle before the Board. However, it is within the discretion of the Attorney General's Office or the Board whether to allow a consumer to arbitrate after the consumer has lost a previous arbitration involving the same vehicle. The consumer must show a significant change in circumstances that would now qualify the vehicle for refund or replacement.

# HEARINGS BEFORE THE FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

This publication is given to consumers and manufacturers to provide important information concerning arbitration hearings under Florida's "Lemon Law" (Chapter 681, Florida Statutes). Your complaint has now reached the stage where a hearing may take place before the Afbitration Board, and this publication is designed to help you prepare your case for that hearing. You should read all of this publication. Otherwise, you may not fully understand your rights — and responsibilities — under the Lemon Law.

### General Description of the Board

Members of the Arbitration Board are appointed by the Attorney General, and lawyers from the Attorney General's Office serve as legal advisors to the Board; however, the Attorney General's Office does not represent either party to an arbitration hearing. The Arbitration Board is divided into regional panels in various locations of the state, and the Attorney General's Office will process your case in either Tallahassee, Tampa, or Ft. Lauderdale. Hearings are held in locations that are as convenient as possible for the consumer. The Notice of Arbitration enclosed with this publication lists your case number and the name and telephone number of your Board Administrator, as well as the address of the regional office to which your case has been assigned.

Your hearing will be conducted by a panel of three arbitrators. One arbitrator will serve as chairperson and another may be a person with knowledge of motor vehicle mechanics. All hearings are open to the public. Hearings and procedures of the Arbitration Board will be conducted in accordance with this publication, as well as Chapter 681, Florida Statutes (the Lemon Law).

The Arbitration Board will conduct a fair and impartial hearing and will protect the rights of all parties. Intimidation, disruptive behavior, or interference from any person during a hearing will not be allowed. The hearing is generally conducted in two parts, the first to determine whether the vehicle is a "lemon" under the law. If the vehicle is found to be a lemon, the second part of the hearing will determine whether the consumer gets a refund or a replacement vehicle. If you have questions or comments about the hearing process, you should contact the Board Administrator identified in the Notice of Arbitration, or else

contact the Office of the Attorney General, Lemon Law Arbitration Program, The Capitol, Tallahassee, Florida 32399-1050. Give your case number with all communications.

### Parties; Appearances; Interpreters

- (1) The parties in proceedings before the Board consist of consumers and manufacturers. Any party or other person who appears at a hearing may, at his or her own expense, be represented by an attorney.
- (2) Arbitration hearings are conducted in English. If you or your witnesses do not speak or understand English, you must bring an interpreter, at your own expense. You should make sure the interpreter can speak both languages fluently, since the hearing may contain very technical evidence that must be translated precisely.
- (3) If it appears that a decision in your case will affect the rights or interests of other individuals who are not parties to the case, the Arbitration Board may, on its own or at your request, require that the absent person be notified of the claim and be given an opportunity to participate.

### Notification by Manufacturers

(4) Each manufacturer of motor vehicles sold in Florida must provide in writing the name, address, and telephone number of the person designated to receive notices on behalf of the manufacturer under this program. (Note: Dealers cannot be designated). This written notice must be sent to the Office of the Attorney General, Lemon Law Arbitration Program, The Capitol, Tallahassee, Florida 32399-1050. This information will be presumed correct unless it is updated in writing by the manufacturer. Failure to update the information will result in notices under Chapter 681, Florida Statutes (the Lemon Law) being mailed to the manufacturer's last known address, and may result in a decision in favor of the consumer if the manufacturer fails to appear at an arbitration hearing.

### Technical Corrections; Rehearing

- (66) At any time before judicial proceedings are begun under section 681.1095(10), (12), Florida Statutes, the Board may make "technical corrections" to a decision. "Technical corrections" are computational corrections, correction of clerical mistakes or typographical errors, or other minor corrections arising from oversight or omission. Such corrections will be made by the entry of a corrected decision.
- (67) A party may file a written request for technical correction of a decision, stating the requested correction(s) and reason(s). The request must be filed with the Board and served upon the opposing party within 10 days of receipt of the decision.
- (68) Requests to correct a decision will not prevent the decision from taking effect or delay the time for compliance or filing an appeal. Motions for rehearing will not be considered.

# Manufacturer's Failure to Comply With the Decision

- (69) If the manufacturer fails to comply with a Board decision in the consumer's favor and the Attorney General's Office has not received notice that judicial proceedings have been initiated within 40 days after the manufacturer's receipt of the decision, the Attorney General's Office will notify the manufacturer by registered mail that it intends to seek a fine as prescribed by section 681.1095(10), Florida Statutes. The manufacturer must respond within 10 days of receiving this notice from the Attorney General's Office.
- (70) Once it receives the manufacturer's evidence, the Attorney General's Office will review the evidence to determine whether it is sufficient, and will notify the manufacturer of its determination by registered mail.

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• If the Attorney General's Office determines that the manufacturer's delay in compliance was acceptable to the consumer, and the manufacturer fails to comply with the agreement between the manufacturer and consumer, the Office will seek imposition of a fine for the period beginning with the deadline for compliance set forth in section 681.1095(10), Florida Statutes.

- (62) The decision will determine whether the consumer is entitled to relief under sections 681.104 and 681.1095, Florida Statutes, and will contain, at a minimum, the following:
- A statement of the Board's jurisdiction;
- Findings of fact necessary to resolve the issues (findings based on agreements between the parties, called stipulations, will be designated as such);
- A conclusion with supporting rationale of whether the standards for refund or replacement have been met;
- A statement of the remedy granted by the Board;
- Notice of the right to initiate judicial proceedings under section 681.1095(10), (12), Florida Statutes.
- (63) If the consumer wins and a refund is awarded, the decision will include the calculations used to determine the monetary award and offset as established in sections 681.102(18), 681.104, and 681.1095, Florida Statutes.
- (64) If the consumer wins and a replacement vehicle is awarded, the decision will include a calculation of the offset provided in sections 681.102(18) and 681.104, Florida Statutes, as well as any collateral or incidental charges awarded, and a calculation of a refund amount to be paid in the event a replacement vehicle is not available or not acceptable to the consumer.
- (65) If the consumer wins, the decision will tell the consumer that clear title must be given to the manufacturer by the title holder and the consumer must deliver the motor vehicle to the manufacturer at a reasonable time and place, upon compliance with the decision by the manufacturer.

### **Arbitration Forms**

- (5) TO THE CONSUMER: Along with this publication, you should receive a "Notice of Arbitration" and a "Consumer's Prehearing Information Sheet." You should already have a copy of your Request for Arbitration form and supporting documents. Be sure to bring them with you to the hearing.
- (6) TO THE MANUFACTURER: Along with this publication, you should receive a copy of the consumer's Request for Arbitration and accompanying documents, a "Notice of Arbitration," a "Manufacturer's Answer" form and a "Manufacturer's Prehearing Information Sheet."
- (7) Be sure to read these forms. They contain important information and must be filled out, copied, and sent to the Board and the opposing party within the time limits stated in the forms. Please read these forms before you fill them out. Failure to complete and send the forms could affect your rights at the hearing. If you did not receive a form, please notify your Board Administrator immediately. You should keep a copy of all forms and bring them to your hearing.
- (8) Copies of all forms and other documents you send to the Board are arranged in a file and are copied for the Board. These documents will be copied several times, so it is important that they be as legible as possible when you send them. Documents such as repair orders, letters, written statements, etc., are arranged for the Arbitration Board members in chronological order, oldest to most recent. It is recommended that you arrange your documents in the same way before the hearing to avoid confusion.

# Manufacturer's Request to Inspect the Motor Vehicle

- (9) A manufacturer may request an inspection of the consumer's motor vehicle to aid in preparation of its case or to promote settlement of the case. This request must be indicated in the Manufacturer's Answer.
- (10) The inspection must take place at a time and location agreed to by both parties. If, after a reasonable good faith attempt, a time and location cannot be agreed to, the manufacturer may request that the Arbitration Board set a time and location for inspection. This request may be made in writing or by telephone to the Board Administrator.

- (11) The Board may conduct a hearing via telephone for purposes of establishing a time and location that is reasonably convenient for both parties. The location may be the consumer's residence if other locations are not reasonably convenient for the parties.
- (12) The consumer must be present during the vehicle inspection, unless he or she expressly waives the right to be present in writing. The prehearing inspection does not constitute another attempt to repair the vehicle, and no repair procedures shall be conducted. The manufacturer may perform limited non-repair diagnostic examinations and inspection procedures, such as test driving the vehicle or attaching a testing device to the vehicle.
- (13) The information gathered as a result of the prehearing inspection will be provided to the consumer as soon as it is available, but no later than 7 business days before the date of the hearing.
- (14) If the inspection of the vehicle reveals any new information or defense related to the Lemon Law claim but not previously raised in the consumer's Request for Arbitration or the Manufacturer's Answer, either party may change their forms. All such changes must be received by the Board Administrator and by the opposing party no later than 5 days before the hearing.

## Attendance of Witnesses; Witness fees

- (15) If you wish to have a person testify as a witness at the hearing, you must notify that person and arrange for him or her to come to the hearing. You should bring to the hearing only those people who have personal knowledge of your Lemon Law claim. A person who can give the Arbitration Board a first-hand account of what happened is better than one who can only tell the Board what he or she has heard from you and others. The Board may accept an affidavit (notarized statement) by a person who does not come to the hearing, but this, by itself, may not be enough to prove your case.
- (16) Subpoenas: If a witnesses refuses to come to the hearing voluntarily, you can request that the Board issue a subpoena. The request for a subpoena must be in writing and should be given to the Board Administrator as early as possible before the hearing so the witness can be served with the subpoena in time to appear. A request for a subpoena must provide the following information:

### Evidence

- (54) Formal rules of evidence will not apply. You may present any evidence that relates to the case and is commonly relied upon by reasonably prudent people in the conduct of their affairs. The Board may exclude irrelevant, immaterial, or unduly repetitious evidence.
- (55) If the Board conducts an inspection or test drive of the consumer's vehicle, both parties must be given the opportunity to be present and accompany the Board.
- (56) All repair orders submitted by the consumer will be presumed to be accurate copies of the originals.
- (57) All exhibits will be identified as consumer's exhibits or manufacturer's exhibits and will be marked in the order received and made a part of the record. Whenever practicable, evidence will be labeled and placed in the record; otherwise, it will be described in detail on the record by the chairperson or designated Board member.
- (58) The Board may receive and consider affidavits from witnesses who are not present at the hearing and give them such weight as the Board deems appropriate after considering any objections to their submission.

### **Decision of the Board**

- (59) After the hearing, the Board's decision will be written by the Board's legal advisor. It will then be dated and signed by the Board. The date of the Board members' signatures will be used to determine compliance with the 60-day requirement for rendering the decision.
- (60) The decision will be sent to the consumer and the manufacturer by registered mail. A party's attorney will receive a copy by regular mail, unless the attorney requests that he or she, rather than the consumer, receive the decision by registered mail. The date of registered mail receipt by a party or attorney will be the date used to calculate appeal and compliance deadlines.
- (61) The decision must be based solely upon matters contained in the official record.

- (48) The panel chairperson will conduct the hearing and take whatever action is necessary to maintain decorum and ensure that the hearing proceeds in a fair, orderly, and expeditious manner. All parties will comply with the chairperson's rulings, unless the chairperson is overruled by a majority of the panel.
- (49) The chairperson will open the hearing by stating on the record the case number; the place, time and date of the hearing; the identities of the arbitrators and Board staff; and the names of the parties and their attorneys, if any. The chairperson will also ask the parties to identify their witnesses, if any, and will set forth the procedures to be followed during the hearing.
- (50) The consumer presents his or her evidence and witnesses first, and then the manufacturer presents its evidence and witnesses. The Board may vary the presentation of evidence if it determines that a change would more fully develop the facts of the case.
- (51) The chairperson, or any Board member when recognized by the chairperson, may ask questions of any party or witness at any time. The chairperson will restrict the questioning to ensure that it deals only with the purpose of the hearing.
- (52) Each party will be allowed to present a closing argument. The Board may deliberate and make a decision on the record immediately following closing arguments, or may defer its deliberations to a later time. Parties will be provided with notice of the continued deliberation. No further argument will be made by the parties during the Board's deliberations.
- (53) Preservation of testimony: The hearing will be mechanically recorded by the Board or by a court reporter working under the supervision of the Board. The recording of the hearing will be placed in the case file and will be preserved for at least 60 days from the date of the decision of the Board, unless a petition is filed in circuit court under section 681.1095(10), Florida Statutes. If such a petition is filed, the recording will be preserved for a period of at least 120 days from the date of the court's order or judgment. If the recording is transcribed, it will be the official transcript of the proceedings.

- Your name, address, and case number;
- The full name and address of the witness to be served with the subpoena;
- The time, place, and date for the witness to appear, if known;
- d. A detailed description of any documents to be brought by the witness, if this applies.
- (17) You are responsible for having the subpoena served upon a witness. A subpoena may be served by certified mail, to the addressee only, return receipt requested, or by personal delivery to the person named in the subpoena. Personal delivery can be carried out by any person authorized by law to serve process, or by any person who is not a party to the claim and who is 18 years of age or older.
- (18) Witness Fees: If you serve a witness with a subpoena, you must attach to the subpoena a check payable to the witness for a witness fee and approximate round-trip mileage from the person's address to the location of the hearing. The amount of the witness fee is \$5.00, and mileage is \$.06 per mile. You do not have to pay a witness fee to anyone who appears at the hearing voluntarily. The witness fee does not apply to an expert witness that you hire or to state employees who are required to appear as a direct result of their employment.

### Getting Documents for the Hearing

- (19) You may obtain copies of documents that are in the possession of the opposing party by making a written request for the documents to the opposing party before your hearing date. **Remember** that all documents **must** be received by the Board and the opposing party no later than 5 days before the hearing.
- (20) The Arbitration Board may issue appropriate orders to carry out or limit discovery (the process of learning what information the other party has and getting the party to give it to you) and to prevent delay. The Arbitration Board does not have the power to impose sanctions, to find a party in contempt, or to award attorney's fees.

## **Motions and Prehearing Conferences**

- (21) All motions must be in writing unless made during the hearing and must fully state the action requested and the reasons for the motion. Written motions can be in letter form. The original must be sent to the Board Administrator, and a copy must be sent to each party. If you are served with a motion, you may send a written response to the Board Administrator and a copy to the party who sent the motion to you. Your response must be sent within 5 days.
- (22) The chairperson (or member designated by the chairperson) will hold a hearing, if necessary, and grant or deny the motion. Hearings on motions may be conducted by conference telephone.
- (23) The Arbitration Board may conduct a prehearing conference, if necessary, for the purpose of hearing arguments on pending motions, clarifying and simplifying issues, examining exhibits and documents, exchanging names of witnesses, and resolving procedural matters. The conference may be conducted by the chairperson or a member designated by the chairperson, and may be held by conference telephone.

### Scheduling of Hearings; Notice

- (24) Your hearing will be scheduled within 40 days of the approval date which is noted on your Notice of Arbitration, unless both parties agree to a later date and the Board approves. The time, place, and date of the hearing will be set by the Board Administrator. The Board Administrator will mail a Notice of Hearing to you or to your attorney of record at least 14 days before the date of the hearing.
- In accordance with the Americans with Disabilities Act of 1990, persons needing a special accommodation to participate in the hearing should contact the Board Administrator no later than seven days prior to the hearing at the telephone number given in the Notice of Arbitration. If hearing impaired, contact the Board Administrator via Florida Relay Service at 711.

### Disqualification; Substitution

- (41) At any time prior to the issuance of a final decision by the Board, any party may move to disqualify any member of the Board assigned to hear the case based on alleged bias, prejudice, or interest. Such motions will be considered and ruled upon by the Executive Director.
- (42) Motions made prior to the hearing must be filed with the Board Administrator at least 3 business days prior to the date of the hearing, for transmittal to the Executive Director.
- (43) Motions made less than 3 business days prior to the hearing, or during the hearing itself, may be in writing or stated orally on the record. The Board will determine whether the motion is legally sufficient. If the Board determines that the motion is legally sufficient, it will adjourn the hearing pending further ruling by the Executive Director on the merits of the motion.
- (44) Upon a finding by the Executive Director that grounds exist to disqualify a Board member, the Executive Director will disqualify the Board member and the Board Administrator will assign another Board member to the case.
- (45) If any Board member should resign, die, withdraw, or be otherwise unable to perform the duties connected with a case to which he or she has been assigned, the Board Administrator will assign another Board member to the case.

### Conduct of the Hearing

- (46) The hearing will be conducted in a manner designed to encourage a full and complete disclosure of the facts and to afford each party a full and equal opportunity to present evidence.
- (47) The assignment of hearing panels is not subject to the approval of either party. A majority vote of the panel will be required to reach a decision.

# **Powers and Duties of the Arbitration Board**

- (36) The Board will take all necessary actions to avoid delay in deciding your case. The Board will have all powers necessary to meet these ends, including the power to consider any and all evidence offered by the parties that the Board finds necessary to understand and decide the case and the power to regulate the course of the hearing and the conduct of the parties, their representatives, and witnesses.
- (37) Members of the Board will maintain their impartiality throughout the course of the proceedings.
- (38) Except for communication during a hearing, before a decision is rendered there may be no direct communication about the case between a party or any other person who has a direct or indirect interest in the case (or their attorney or representative) and the members of the Board. Any other oral or written communications between the parties and the Board or individual Board members must be channeled through the Board Administrator.
- Executive Director and a substitute Board member will be assigned member will recuse himself or herself or will be disqualified by the necessary to eliminate the effect of the communication, the Board the Board member or Executive Director determine that such a step is be advised that they may, within 10 days, file a request for additional communication was received after the hearing but before the decision notify the Board Administrator of any such communication. If the received and oral responses made. In addition, the Board member shall memorandum stating the substance of any oral communications hearing in order to rebut whatever was said in the communication. If has been rendered, the parties will be notified about the situation and reward by any person regarding the conduct or outcome of a by the previous paragraph, or who has received a threat or offer of received, all written responses to those communications, and a proceeding, shall put on the record all written communications A Board member who has received a communication prohibited
- (40) Board members may not have any financial or personal interest in the outcome of the hearing, nor may they have any current connection to the sale or manufacture of motor vehicles.

notice is defective in any other way, but all the appropriate parties appear at the hearing despite the improper notice, the chairperson will ask whether the parties are willing to waive their rights to proper notice. If all parties who were not properly noticed give their informed and intelligent consent, the hearing may proceed. If any party refuses to give consent to such a waiver, the hearing will be rescheduled with all parties given proper notice of the rescheduled hearing.

## Rescheduling or Postponing the Hearing

- (26) Rescheduling: The Arbitration Board may reschedule the hearing on its own motion or upon the request of either party. If you request to have a hearing rescheduled, you should make the request in writing to the Board Administrator no later than 3 business days before the hearing, and send copies of your request to the other parties. You must give the reason(s) for the request and state whether you agree to waive the time periods set forth in section 681.1095(9), Florida Statutes, for holding the hearing and rendering a decision. (Unless you waive the statutory time periods, the Arbitration Board has 40 days from the date of approval to schedule the hearing and 60 days from the date of approval to issue a decision.) A request made later than 3 business days before the hearing must be made at the hearing.
- (27) Timely, written requests for rescheduling will be considered by the chairperson or a Board member designated by the chairperson. The Board Administrator will initially notify the parties of the ruling by telephone, followed by a written order sent by mail. If a request to reschedule is made during the hearing, the Board will make its ruling on the record and then either proceed with the hearing or adjourn.
- (28) If the Arbitration Board finds that you do not have good cause for rescheduling the hearing, your request will be denied. If your request is granted, the hearing will be rescheduled and all parties will be notified of the new hearing.

(29) Postponement for Settlement Negotiations: The hearing will not be scheduled or will be postponed when the consumer notifies the Board Administrator that the parties are attempting to negotiate a settlement. The postponement will be for 30 days. If more time is needed, the consumer must notify the Board Administrator before the end of the 30-day period. The hearing may be postponed for up to an additional 60 days, or until the consumer notifies the Board Administrator that the claim is being withdrawn or that a hearing should be scheduled. If the consumer fails to provide the Board Administrator with any of these notifications, the case will be closed and an order dismissing the case will be entered. In any event, a file will not be held open for longer than 90 days from the date the consumer first requests a postponement for settlement negotiations.

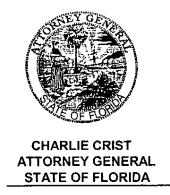
### Withdrawal

- (30) A consumer may withdraw his or her request for arbitration at any time. A withdrawal should be in writing and sent to the Board Administrator. Withdrawal can be made by telephone, but must be confirmed in writing.
- If the consumer withdraws the request at least 3 business days prior to the hearing, it will be granted without prejudice (meaning the consumer is free to submit a new Request for Arbitration without any penalty). However, when the first case is withdrawn, the time period for filing a request for arbitration will resume running. A consumer who withdraws a claim but later decides he or she wants to arbitrate it must file a new Request for Arbitration with the Department of Agriculture and Consumer Services, Division of Consumer Services, in accordance with section 681.109, Florida Statutes. If the second request is withdrawn, the consumer will not be permitted to resubmit the claim for arbitration.
- If the consumer withdraws the claim less than 3 business days before the hearing, the consumer will not be permitted to resubmit the claim for arbitration, unless the Board is shown good cause by the consumer and decides otherwise.

(31) If the consumer withdraws the Request for Arbitration for any reason, except a settlement for the repurchase of the subject vehicle by the manufacturer, it will not be considered as having exhausted all possible administrative remedies, nor will it mean the consumer has satisfied all preconditions for filing a civil action set as forth in section 681.1095(4), Florida Statutes.

### Failure to Appear at the Hearing

- (32) If a manufacturer fails to appear at the hearing, the Board will hold the hearing and make a decision based on the evidence presented by the consumer and on any documents contained in the record.
- (33) If the consumer fails to appear, the hearing will be canceled an the case will be dismissed with prejudice (meaning the consumer cannot refile the Request for Arbitration).
- Administrator within *I business day of the hearing* if that party wishes to request that the decision be set aside. The manufacturer or consumer must indicate whether they are agreeable to a waiver of the time periods set forth in section 681.1095(9), Florida Statutes, for holding the hearing and rendering a decision. The request must include evidence of an unforeseeable circumstance that resulted in the party's failure to appear. This request will be considered by the chairperson or a Board member designated by the chairperson, who will hear arguments from both parties. Arguments may be heard by conference telephone. If the decision is set aside, a hearing will be scheduled as soon as possible after the original hearing date. Notice of the rescheduled hearing will be made to the parties by any means deemed appropriate by the Board.
- (35) If both parties fail to appear at the hearing, the case will be dismissed with prejudice, unless a request to set aside (as described above) is made by the consumer.



The Capitol PL-01
Tallahassee, Florida 32399-1050
Telephone (850) 414-3500, SunCom 994-3500
Fax (850) 488-7295

### IMPORTANT NOTICE

COMMENCING ON OR ABOUT FEBRUARY 1, 2006, THE FORMS OF THE LEMON LAW ARBITRATION PROGRAM WILL CHANGE, AND AMENDMENTS TO PROGRAM ADMINISTRATIVE RULES WILL GO INTO EFFECT.

NEW FORMS AND NEW PUBLICATIONS WILL BE INCLUDED WITH YOUR NOTICES OF ARBITRATION FOR CLAIMS APPROVED ON AND AFTER FEBRUARY 1, 2006. THE NOTICE OF ARBITRATION WILL ALSO CONTAIN INFORMATION ABOUT THESE CHANGES.

PLEASE BE ALERT TO THESE CHANGES AND GOVERN YOURSELVES ACCORDINGLY.

### OFFICE OF THE ATTORNEY GENERAL FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

Lemon Law Arbitration Program http://myfloridalegal.com/lemonlaw

### **NOTICE OF ARBITRATION**

Louis Molinaro 1119 Pisgah Place Lakeland, FL 33801,

Consumer,

vs.

Case No.: **2006-0063/TPA**Date Approved: **01/31/2006** 

General Motors Corporation Chevrolet Motor Division Customer & Relationship Services Group Post Office Box 33170 Detroit, MI 48232-5170,

Manufacturer.

YOU ARE HEREBY NOTIFIED that the Request for Arbitration filed by the above-named consumer has been approved for arbitration before the Florida New Motor Vehicle Arbitration Board. A hearing shall be scheduled within 40 calendar days of the date of approval indicated above. A Notice of Hearing stating the date, time and location of the hearing will be mailed to you at a later date. The case has been assigned to the Board's Tampa region. The case number is 2006-0063/TPA and it shall be stated on all communications concerning this case. Please read carefully all information enclosed with this Notice. It will help you prepare and present your case to the Board. Any further questions or correspondence regarding your case, or any change of address, should be directed to Ms. Jane J. Brooks or Ms. Dayle G. Seidel, Board Attorney(s), at (813) 287-7920; FAX (813) 281-5504, Office of the Attorney General, Lemon Law Arbitration Program, Concourse Center 4, 3507 E. Frontage Road, Suite 200, Tampa, Florida 33607.

<u>PLEASE NOTE:</u> Arbitration is an informal process; it is not court. Most issues involved in the claim will be addressed at the arbitration hearing, unless otherwise provided in the Board's procedures or deemed necessary by the Board. See the Administrative Order enclosed with this Notice for additional information and requirements.

IMPORTANT: You should retain and bring to the hearing copies of all forms and documents you have submitted. If you have not done so and are in need of additional copies, you should contact your Board Attorney at (813) 287-7920; FAX (813) 281-5504, and request copies far enough in advance of the hearing to allow for receipt prior to the hearing date. The Consumer should plan to bring the motor vehicle to the hearing. If this is not possible, notify the Board Attorney immediately.

PREHEARING SETTLEMENTS: The Manufacturer may attempt to resolve a dispute with the Consumer before the hearing. This is called a settlement. The parties are free to negotiate and agree to any settlement that is satisfactory to them. It is suggested that the Manufacturer be requested to put the terms of a settlement offer in writing and that a definite time for completion of the settlement be included. If an offer is made by the Manufacturer and the Consumer would like to know how the offer compares with what the arbitration board might award during a hearing, the Consumer may contact the board attorney assigned to their case and request this information. The Consumer must contact the board attorney to advise of the settlement negotiations so that any scheduled hearing may be postponed, pending the outcome of the settlement negotiations.

Settlement agreements are NOT confidential and the parties will be requested to verify the settlement terms to the Office of the Attorney General. See the enclosed Administrative Order for additional Information.

<u>DISCOVERY</u> (the exchange of information between the parties): The Manufacturer can inspect the Consumer's vehicle before the arbitration hearing according to the procedure explained at paragraphs (9) through (14) of the publication, *Hearings Before the Florida New Motor Vehicle Arbitration Board*, enclosed with this Notice, and the parties may obtain copies of documents from each other as explained at paragraph (19) of the publication. No other discovery can be conducted unless permitted by the Board.

PREHEARING INFORMATION SHEET: Both parties must complete the enclosed Prehearing Information Sheet as instructed on the Sheet. It is the responsibility of the consumer and each manufacturer to complete the Prehearing Information Sheet and mail it so as to insure that the original Sheet and all attachments are received by the Board at the address specified on the Sheet, with a copy to be received by the opposing party no later than 5 days prior to the date of the hearing. (You will receive a Notice of Hearing giving the hearing date.) If more than one manufacturer is named above, each named manufacturer must receive a copy of the Prehearing Information Sheet with attachments from the consumer and every other named manufacturer no later than 5 days prior to the date of the hearing. Be certain to retain a copy of the Prehearing Sheet and any attachments for your own use at the hearing. Any amended prehearing information sheets will be deemed to supersede all previously submitted prehearing information sheets.

SUBPOENAS: Subpoenas for witnesses or documents, if required, may be issued by the Board Attorney upon written request to the Board. You must send your written request for subpoena to the Board Attorney far enough in advance of the hearing to allow for service prior to the hearing. You do not have to know when your hearing is scheduled to request a subpoena. Upon receipt of the request, a subpoena will be issued to you at the time the hearing is scheduled. See page 4 of Hearings Before the Florida New Motor Vehicle Arbitration Board for further details regarding subpoena requests.

FILING VIA FACSIMILE: The filing of papers via facsimile (fax machine) is permitted. Facsimiles of more than 10 pages will not be accepted. Facsimiles received after 5:00 p.m. Eastern Time will be considered filed the next business day.

TO THE CONSUMER: You must submit current proof of insurance on the vehicle which is the subject of this case to the Board Attorney at the address given above prior to the date of your hearing, or bring such proof with you to the hearing. If you leased or financed your vehicle, please also submit with your Prehearing Information Sheet verification of the number and amount of payments (principal and intrest) made to the lessor or lienholder. Please read all of the information contained in this Notice and all enclosures.

Arbitration hearings are open to the public. If you want to observe a hearing before attending your own, call the Board Attorney at the number above to find out whether any hearings are scheduled. For more information about the Lemon Law, please refer to the publication entitled "Consumer Guide to the Florida Lemon Law," which was given to you at the time you purchased/leased your vehicle, or visit the Attorney General's web site at http://myfloridalegal.com/lemonlaw.

TRADE-IN ALLOWANCE NOTE: If you traded in a vehicle to purchase or lease the vehicle which is the subject of this claim, please read the *Important Note About Trade-In Allowances* and complete the *Consumer Trade-In Allowance Form* which is included with this notice.

TO THE MANUFACTURER: If the subject vehicle is a leased vehicle, please submit verification of the amount of the purchase price with your Prehearing Information Sheet. Enclosed with your copy of this Notice is a copy of the consumer's Request for Arbitration form and supporting documents, and a Manufacturer's Answer to be completed and filed with the Board at the address given on the Answer form within 15 days of your receipt of this Notice. An Answer filed by mail or courier service will be considered to be filed when postmarked by the United States Postal Service or when the courier's shipping date is affixed. An Answer filed by Facsimilewill be considered filed on the date the fax is received, unless received after 5:00 p.m. Eastern Time, in which case it will be considered filed the next business day. No other form is permitted.

The Board Attorney will send a copy of the Manufacturer's Answer to the consumer upon receipt of the completed form. If more than one manufacturer is named in this Notice, then each manufacturer must serve a copy of the Manufacturer's Answer upon the other. Any amendments to the Answer must be served upon the consumer and any other manufacturer, if applicable, by the manufacturer whose Answer is amended.

Pre-hearing Vehicle Inspections: If the Manufacturer elects to inspect the vehicles before the hearing, during the course of the vehicle inspection, the Consumer shall NOT be subjected to intimidation, interrogation or over-bearing questioning by the Manufacturer or dealer representatives or attorneys, or be required to sign <u>any</u> document, except the written consent not to be present specified at paragraph (12), Hearings Before the Florida New Motor Vehicle Arbitration Board.

### STATE OF FLORIDA OFFICE OF THE ATTORNEY GENERAL FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

Lemon Law Arbitration Program
<a href="http://myfloridalegal.com/lemontaw">http://myfloridalegal.com/lemontaw</a>
Concourse Center 4
3507 E. Frontage Road, Suite 200
Tampa, Florida 33607
(813) 287-7920; FAX (813) 281-5504

CASE NO.: 2006-0063/TPA

Louis Molinaro 1119 Pisgah Place Lakeland, FL 33801,

vs.

Consumer,

General Motors Corporation Chevrolet Motor Division Customer & Relationship Services Group Post Office Box 33170 Detroit, MI 48232-5170,

Manufacturer.

### MANUFACTURER'S PREHEARING INFORMATION SHEET

IMPORTANT: This form is to be completed by you and must be received, with all attachments, by the Board at the address at the top of this form, and by the consumer and all manufacturers at the addresses listed above no later than five (5) days before the date of your hearing. (A Notice of Hearing giving the hearing date will be mailed to you under separate cover). Any witnesses not included on this form must be made known in writing to the Board and the consumer listed above no later than five (5) days before the hearing or they may not be allowed to testify. Documents not attached to this form must be received by the Board and the consumer listed above at least five (5) days prior to the hearing or they will not be considered by the Board, unless the Board finds that you have good cause for not submitting them on time.

Please	check	all	that	apply:
--------	-------	-----	------	--------

1.	The Manufacturer's representative will bring an interpreter to the	hearing
	 Į Ų 1	

2. The Manufacturer below:	will be represe	ented at the he	earing by the attorney identified
Name:			
Mailing Address:	· · · · · · · · · · · · · · · · · · ·		
City:		, State:	, Zip:
Telephone:		, Fax:	<u>.</u>
3. On behalf of the M the consumer's motor vehicle at the		hereby reques	st that the Board inspect or ride in
4. Attach copies of records, consider. <i>DO NOT</i> include copie manufacturer with the consumer's	es previously s	ent to the Boa	papers you want the Board to rd, or previously received by the
5. The Manufacturer's repre- testify at the hearing:	sentative/attorr	ney intends to	call the following witnesses to
NAME/TITLE			ADDRESS
	<u>—</u>		·
	_		<u> </u>
	_		
	·		
	<u></u>		

**PLEASE NOTE:** Listing witnesses on this form **does not** constitute a request for the issuance of a subpoena. If a subpoena is necessary to compel the attendance of a witness listed on this form, a separate, **written** request for a subpoena must be sent to the Board Attorney at the address at the top of this form. Please refer to page 4, paragraphs (16)-(18) of "Hearings before the Florida New Motor Vehicle Arbitration Board" for more information regarding subpoenas.

I have provided a copy consumer and to all other Manufacturer	of this completed form, including all attachments, to the s listed on page one by U.S. Mail on
, 20	
	(Company Name)
	Ву:
	(Signature)
	(Name - please print)
	(Title)
	(Address)
	(Addiess)
	(Telephone)
	,
	(Fax)

(DLA/LL-007a)

(12/01)

For Offi	ce Use:	
FILED:		

### STATE OF FLORIDA OFFICE OF THE ATTORNEY GENERAL FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

Lemon Law Arbitration Program
<a href="http://myfloridalegal.com/lemonlaw">http://myfloridalegal.com/lemonlaw</a>
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Consumer,

vs.

CASE NO.: 2006-0063/TPA

General Motors Corporation Chevrolet Motor Division Customer & Relationship Services Group Post Office Box 33170 Detroit, MI 48232-5170,

Manufacturer.

### MANUFACTURER'S ANSWER

I, representative of Manufacturer, acknowledge receipt of the Consumer's Request fo Arbitration.
I assert no defense and hereby offer to provide: (check one) a refund pursuant to 681.104(2); a replacement motor vehicle acceptable to the consumer as defined in 681.102(22), Florida Statutes, less the offset provided by law.
The Consumer is not entitled to relief for the following reasons: (check all that apply)
The Request for Arbitration was not filed within 60 days after the expiration of the Lemon Law rights period, or 30 days after the final action of a certified procedure (if applicable), whichever date occurred later.
The Consumer did not submit the claim to the manufacturer's state-certified informal

dispute settlement procedure prior to filing the Request for Arbitration.
The alleged nonconformity does not substantially impair the use, value or safety of the motor vehicle.
The alleged nonconformity was the result of an accident, abuse, neglect or unauthorized modifications or alterations of the motor vehicle by persons other than the manufacturer or its authorized service agent. (Check all that apply).
The claim by the consumer is not filed in good faith.
Other (specify):
I hereby request the right to view the consumer's motor vehicle. See, "Hearings Before The Florida New Motor Vehicle Arbitration Board," pp. 3-4.
In the event the Board should decide in favor of the consumer and award a replacement motor vehicle, such a vehicle, as defined in 681.102(22), Florida Statutes, will be available.
In the event the Board should decide in favor of the consumer and award a refund, the net trade-in allowance as reflected in the purchase/lease agreement (if applicable) is <b>not</b> acceptable to the Manufacturer and the Manufacturer will provide a copy of the applicable sections of the NADA Official Used Car Guide (Southeastern Edition) in effect at the time of the trade-in to the Board and to the Consumer (unless the Consumer requests a copy beforehand via the "Consumer's Trade-in Allowance Form") with its Prehearing Information Sheet.
The Manufacturer's agent or attorney whose name appears below should be the person to whom notices, correspondence or communication in regard to this case should be addressed:
NAME:
MAILING ADDRESS:
TELEPHONE: FAX:

I HEREBY CERTIFY that the assertions made correct to the best of my knowledge and belief and that the to all other Manufacturers named in this case by U.S. Ma	he Answer has been sent to the Board and
	Ву:
	Manufacturer Agent/Attorney
	Signature
	(Type name)
	(Title)
IMPORTANT: This form must be filed with the Board top of this form no later than 15 days from the date of rect to use this form will result in the answer being considere United States Postal Service postmark will be the filing of facsimile is received in the office of the Board Administration.	ceipt of the Notice of Arbitration. Failure d untimely filed. If filed by mail, the date; or, if filed by facsimile, the date the

Affirmative defenses not timely raised in this form, an attachment to it, or in a timely filed amended Answer cannot be raised at the hearing unless permitted by the Board.

date; or, if a courier service is used, the shipping date of the courier service will be the filing date.

**NOTE:** Any amendments to this Answer must be filed with the Board Administrator and served upon the Consumer and any other named Manufacturers in this case by no later than 5 days prior to the hearing.

For Office 1	Use:
Copy maile	d to Consumer
on:	(date)
By:	(initials)
·	

(DLA/LL-006, 12/01)

STATE OF FLORIDA
OFFICE OF THE ATTORNEY GENERAL
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

http://myfloridalegal.com/lemonlaw

IN RE: CASES BEFORE THE FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

**ADMINISTRATIVE ORDER NO. 01-2001** 

Due to the current statewide budget shortfall and the necessity to conserve the resources of the State of Florida, coupled with the caseload of various regions of the Florida New Motor Vehicle Arbitration Board, effective immediately, some of the hearing procedures set forth in the accompanying Notice of Arbitration and the publication entitled "Hearings Before The Florida New Motor Vehicle Arbitration Board," shall be changed. Accordingly, it is

**ORDERED** as follows:

SCHEDULING OF HEARINGS AND RESCHEDULING:

1. Your hearing may not be scheduled within 40 days, and a decision may not be rendered within 60 days after the date of approval of a Request for Arbitration. As provided in Section 681.1095(6), Florida Statutes (2001), failure to meet these time periods does not invalidate the Board's decision.

2. Requests to reschedule or continue a hearing based upon scheduling conflicts of attorneys, parties, or their representatives may not constitute good cause for rescheduling a hearing, particularly if the conflict is with an arbitration hearing before the Board in another case

1

at another location. If the alleged conflict is with a pre-scheduled court appearance, deposition or other proceeding, the person requesting the continuance shall attach a copy of the notice, order or other document evidencing the conflict. If the request for rescheduling or continuance is based upon the unavailability of counsel, a party or a witness for other reasons, the reasons for the unavailability shall be specified in the written request. Failure to comply with these requirements may result in denial of the request.

3. When hearings are canceled or rescheduled resulting in only one case remaining to be heard on a particular day in a location to which extended travel by Board members or Attorney General Office personnel is required, the Board may reschedule the remaining hearing for the next available hearing date to avoid the unnecessary expenditure of state funds for travel. The parties will be advised of any such rescheduling via telephone by the Board Administrator, followed by a written Order of the Board. In the absence of a pre-hearing settlement, the mileage attributable to the Consumer for purposes of calculating the reasonable offset for use, if applicable, shall be the mileage attributable to the Consumer as of the date of the first scheduled arbitration hearing.

### **REMEDY CALCULATIONS:**

4. The parties are encouraged to make a good faith effort to resolve their dispute, including the calculation of any remedy, in order to avoid the necessity of a hearing. (Please refer to the "Remedy Calculation Guideline" at the web site of the Office of the Attorney General, identified at the top of this Order). If an attempt to settle the dispute before the arbitration hearing is unsuccessful because the parties cannot agree on how to calculate an offered refund or vehicle replacement, the parties shall notify the Board Administrator. Such

Administrator to assist the parties in resolving any issue(s) impeding settlement. Thereafter, if settlement cannot be reached, and the remaining issues relate **solely** to the calculation of a refund or vehicle replacement, the Board Chairperson shall resolve the issue(s) via a telephone hearing. In the event such a telephone hearing is necessary, all parties must provide the Board and the opposing party with legible copies of **all documents** (invoices, cancelled checks, payment records, trade-in information) and any other substantiation of amounts for which reimbursement is sought or to which it is objected **before** the scheduled telephone hearing, or they may not be considered.

ALL PARTIES TAKE NOTE: The Board does NOT have the authority to order one party to pay the other party's attorney fees, or to off-set any refund or replacement award by any amount other than the statutory reasonable offset for use set forth in Section 681.102(20), Florida Statutes (2001); consequently, such matters will not be considered.

DONE and ORDERED this 3rd day of December, 2001.

FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD

5. If successful, I prefer to receive:

### Office of the Attorney General

### Request for Arbitration by the Florida New Motor Vehicle Arbitration Board

DU01-C	2942/RR
For Office Use (	Only /
	Indicate Date:
Filed (DCS)	1-20-00
. Ineligible	
Returned	
Rejected	
Withdrawn	
Referred to AG	JAN 2 6 2006
Approved	JAN 3 1 2006
AG Case #	2006-0063/TPA
	For Office Use ( Filed (DCS) Ineligible Returned Rejected Withdrawn Referred to AG Approved

JAN 2 0 2006

DIVISION OF CONSUMER SERVICES

U	on proto triaktine wholestie				
7	OUIS MOINARO I. Consumer Information				
1	Purchaser/Lessee Name(s): Louis MOLINACO				
2.	Street Address: 1119 Pregah PL				
	Mailing Address (if different):				
	City: LAKE (AND State: F/ Zip Code: 5380)				
3.	Home Phone: (863) 6670809 Best Time to Call: <u>8ayS</u>				
	Daytime Phone: (863) 9440527 For Whom? L MOLINARO				
	Cell Phone: (863) 944 0527 For Whom? L MOLINARD				
	Fax: (863) 6670809 E-Mail:				
L_	II. Selling Dealer, Financing, and Leasing Information				
4.	Dealer Name: BILL Heard Cheurole!				
	Address: 2002 N. Frontage Rd				
	City: PANT CITY State: F1 Zip Code: 33563				
	Lessor, bank, or lending institution to which monthly payments are made:				
	NONE				
	Address:				
	City:State:Zip Code:				

III. Relief Requested (Check one only)

☐ A refund

### INSTRUCTIONS FOR COMPLETING THE REQUEST FOR ARBITRATION FORM

DO NOT DELAY IN COMPLETING THIS FORM. It must be received by the Division no later than 60 days after the expiration of your Lemon Law rights period (24 months from the date of delivery of the vehicle), or 30 days from the date of final action of a state-certified, manufacturer-sponsored arbitration program (e.g. BBB/AUTOLINE), whichever is later.

- 1. PLEASE either type or print legibly in black or blue ink. DO NOT use other colored inks or pencil as these do not copy. If you require assistance, please call the Lemon Law Hotline at 1-800-321-5366 [850-488-2221 outside Florida; if hearing impaired, via the Florida Relay Service 1-800-955-8771 (TDD) or 1-800-955-8770 (Voice)]. Answer completely all questions that are applicable to your claim. If you do not answer all applicable questions, the form will be returned to you.
- 2. Attach copies of all documents requested. PLEASE do not: use highlighter, write on the documents, cover the information by the attachment of "post-it" notes, or attach exhibit labels. If you think the document requires additional explanation, you may provide this on a separate sheet of paper. If you do not attach copies of the documents requested, the form may be returned to you. Please do not attach documents that do not relate to your claim.
- 3. It is not necessary for you to organize the application and supporting documents by the use of tabs, notebooks or other such insertions. These will only be removed and discarded. If your claim is determined eligible for arbitration, the application form and supporting documents will be copied numerous times and will be organized by agency staff according to the arbitration hearing procedures.
- 4. You should refer to the publication, "Consumer Guide to the Florida Lemon Law" for an explanation of your rights under the law and the definitions of terms that are used in this application form.
- 5. After completing the form and gathering your documents, return the original of the form with a copy of each document requested to the address on the form, using the mailing label provided. If a document cannot be copied clearly, then please send the original and it will be returned to you at a later date. BE SURE to keep a copy of the application form and the original documents for your records as you will have to bring them to an arbitration hearing, if your claim is deemed eligible.
- 6. Processing: Upon receipt of your completed form and attachments, the Division of Consumer Services (Division) will date-stamp the form. This is the date the form is considered to be filed. The Division will screen the form and make an initial determination of eligibility within 20 days of the date the form is filed. If the application is determined eligible for arbitration, it will be forwarded to the Office of the Attorney General for further processing.
  - (a) If the application is incomplete or lacks sufficient information from which eligibility can be determined, it will be returned to you promptly for completion or for the submission of new or additional information. You will have 30 days from the date you receive the returned form to complete the form, attach any additional requested information and mail it back to the Division. If you do not respond within the required 30 days, your claim will be rejected, unless you have a reasonable explanation for your delay. If you have a reasonable explanation for your delay, the Division will extend the time for mailing the form an additional 30 days. If you do not return the completed form within the 60-day period, your claim will be rejected. You and the manufacturer will be notified of the rejection in writing. The time for requesting arbitration will resume running upon mailing of the rejection notice to you. If you thereafter wish to pursue arbitration under the program, you will have to submit a new form to the Division.
  - (b) If the Division finds your application was fraudulently submitted or that your claim is outside the scope of the Arbitration Board's authority, your request will be rejected. You and the manufacturer will receive written notice of the rejection.
  - (c) If you voluntarily withdraw your claim during the screening process, you may reapply by submitting a new Request for Arbitration form to the Division. The time for requesting arbitration will resume running on the date you notify the Division of the withdrawal.

	IV. Vehicle Information					
6.	Vehicle Type Car ♥ Truck □ Van □ Sport	Utility 🗆				
7.	If a truck: 10,000 lbs. or less gross vehicle weight Yes	No 🗹				
8.	Manufacturer: CM (GM, Ford, Chrysler, Toyota, etc.)	· ·	· · · · · · · · · · · · · · · · · · ·			
9.	Make:Model:(Dodge, Mercury, etc.)	.ccord, etc.)	_Year:			
10. Vehicle Identification, Number (VIN):  10. Vehicle Identificatio						
11	. If a conversion vehicle, give the name of the company who performed	the conversion	, if known:			
	(Explorer Vans, Mark III, Sherrod, etc. Attach a copy of th	e warranty.)				
	<ul><li>a. Was the conversion work performed prior to your purchase?</li><li>b. If after your purchase, was the conversion work performed through</li></ul>	Yes 🗌	No 🗆			
		Yes 🔲 ्	No 🗆			
12	P. Date you took delivery of the vehicle					
.	Mileage on the odometer on the date of delivery	_Current miled	ıge:			
13	3. Was the vehicle: Purchased 🔀 Leased 🗆					
	In Florida? Yes 🗹 No 🗆					
	As (check one): New 💢 Demonstrator 🗆	Used 🗆				
14	I. If leased, for a term of one year or more?	Yes 🗆	No 🗹			
15	5. Do you still own or possess the vehicle?	Yes 💢	No □			
16	b. If purchased used, was the vehicle transferred to you by the original owner within 24 months after the date of original delivery?	Yes	No 🗀			
	a. If yes, complete the following					
	Original owner's name:					
	State where vehicle was originally purchased:					
	Actual date of delivery to original owner:					

V. Information Regarding Problem(s) with Vehicle			
NOTICE: You must provide proof at the hearing of answers given in this section.			
17. List each problem (other than routine maintenance and minor warranty repairs), that was to the authorized service agent (dealer) within 24 months after the date of delivery, and the substantially impairs the use, value or safety of the vehicle. Give the dates of three report that took place before the date written notification was sent to the manufacturer. If a subproblem had less than three repairs before notification, list it and the repair date(s). Attacked the same problem twice. Please attach copies of all relevant repair order.	hat you claim air attempts stantial th a separate		
Problem Date 1 Date 2	Date 3		
Problem  Date 1  1. Moton MAKOS a KNOCKING NOISE 4-15-04 4-20-04	NOT FIX		
2. gas TANK leaking / Replaced 2-18-05 2-24-05	2		
3. brake problem pull to right 3-21-05	②		
4. window ingkes whistling wise 3-21-05 974 05	(ı)		
	3-7-0pt (2)		
6. WINDOW Wouldn't go up or down 5-19-04. 5-25-04 dr side leaking water	6-5-040		
18. Did you notify the manufacturer (not the dealer) identified in Question 8 in writing after three or more repair attempts for the same problem(s)? Yes \(\mathbb{Z}\)  If yes, date the manufacturer received notification: \(\mathbb{AAAA}\)	4-19-05 No []		
a. (Answer only if applicable.) Did you notify the conversion company identified in Question 11 in writing after three or more repair attempts? Yes	No 🗆		
If yes, date the conversion company received the notification:			
Attach a copy of the motor vehicle defect notification form or other written notification and postal receipt indicating when the manufacturer and/or conversion company received the notification.			
19. Following receipt of the notification, did the manufacturer and/or conversion company make a final attempt to correct the problem(s)?  Yes	No □		
If yes, on what date(s)? MArch !(			
If no, explain why:			
(Attach copies of all relevant work orders.)			
20. Does the problem(s) still exist?	No □		
If no, explain why:			

21. Was the vehicle out of service for repair of one or more of the probin Question 17 for a cumulative total of 30 or more calendar days?		No 🗆
If yes, how many days? O UUR 30 days		
Did you notify the manufacturer (not the dealer) identified in Question and, if applicable, the conversion company identified in Question 1 writing after 15 or more days out of service?		No 🗆
If yes, date(s) the manufacturer and/or conversion company receive	d notification:	
Manufacturer: MAY 2005 Conversion Comp	any:	
If no, explain why:		
22. Following receipt of the notification, did the manufacturer, conversion service agent (the dealer) have the opportunity to inspect or repair the service agent why:	he vehicle? Yes	
23. Is the problem(s) about which you are complaining the result of an neglect, modification or alteration by someone other than the many conversion company or an authorized service agent (the dealer):		, No 🔼
VI. Participation in Certified Manufactur	er Program	
24. Did you participate in a state-certified manufacturer's informal dispute settlement program?	Yes 🙇	No 🗆
If yes, what was the name of the program?(BBB/AUTOLINE, e	etc.)	
Date the program received your claim 1 - 10 - 06		
Date of your hearing (if applicable) 1 - 4 - 06 Mile	eage 13,	809
Did that program render a decision?	Yes 🔼	No 🗹
If no, explain why:		
If yes, were you satisfied with the decision of the program?	Yes 🗆	No 💢
Date of final decision or action? $1 - 10 - 06$		e program

VII. Previous Arbitration (by State Board Only)
25. Is this your first request for arbitration by the Florida New Motor Vehicle  Arbitration Board for this vehicle?  Yes  No  No
If no, was previous application: Withdrawn by you $\square$ Rejected by screening agency $\square$
If neither withdrawn nor rejected, what happened?
NO Replacement by manufacturer
Did you have a hearing? Yes ☒ No ☐ Case Number: Ch V 053 1760
If you had a hearing and lost, explain how your circumstances have significantly changed to now qualify your vehicle for a refund or replacement (add a separate sheet of paper if necessary).
Looking for replacement by nonefacturer
VIII. Price Information
VIII. Price Information  Please attach a copy of your Vehicle Invoice, Bill of Sale, Finance or Retail Installment Agreement or Lease Agreement, along with copies of any invoices, canceled checks, etc. evidencing amounts paid by you in connection with your purchase or lease of the vehicle [including government fees and taxes (not financed), window tinting, extended service agreement, vehicle add-ons, etc.]. Include verification of monthly payments made.
Please attach a copy of your Vehicle Invoice, Bill of Sale, Finance or Retail Installment Agreement or Lease Agreement, along with copies of any invoices, canceled checks, etc. evidencing amounts paid by you in connection with your purchase or lease of the vehicle [including government fees and taxes (not financed), window tinting, extended service agreement, vehicle add-ons, etc.]. Include verification of monthly payments
Please attach a copy of your Vehicle Invoice, Bill of Sale, Finance or Retail Installment Agreement or Lease Agreement, along with copies of any invoices, canceled checks, etc. evidencing amounts paid by you in connection with your purchase or lease of the vehicle [including government fees and taxes (not financed), window tinting, extended service agreement, vehicle add-ons, etc.]. Include verification of monthly payments made.  26. Did you incur any reasonable expenses (e.g., towing, rental car, repair bills, postage, etc.)
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Please attach a copy of your Vehicle Invoice, Bill of Sale, Finance or Retail Installment Agreement or Lease Agreement, along with copies of any invoices, canceled checks, etc. evidencing amounts paid by you in connection with your purchase or lease of the vehicle [including government fees and taxes (not financed), window tinting, extended service agreement, vehicle add-ons, etc.]. Include verification of monthly payments made.  26. Did you incur any reasonable expenses (e.g., towing, rental car, repair bills, postage, etc.) as a direct result of the defect(s) for which you were not reimbursed? Yes \(\sigma\) No \(\sigma\).
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PAGE 1

CUSTOMER NAM	E						SERIAL NO. 1G	1 <b>YY22G5</b> 45
TOTAL R/O'S	19		SERV.					V CHEVROLET
LN# RO.NO.								DESCRIPTION
	11/15/2005			483	- "			
			т 1	498	1	w	40CVZOILLK1	OIL LEAK REPAIR
2 236049	10/31/2005	12890	A 1	524				
			т 1	510	1	I	82CVZ	BODY WORK
			T 1	548	2	I	83CVZ	PAINT SHOP WORK
3 235988	10/31/2005	12890	A 1	483				
			т 1	498	1	W	77CVZ	TRIM REPAIR
			T 1	498	2	W	01CVZZLOFSYN	SYNTHETIC LOF
			T 1	498	3	W	50CVZ	ELECTRICAL BODY
			т 1	498	4	W	50CVZ002	BODY ELECTRICAL
4 231634	09/19/2005	11908	A 1	483				
			T 1	498	1	W	77CVZ	TRIM REPAIR
			T 1	498	2	W	50CVZ	ELECTRICAL BODY
			T 1	498	3	W	25CVZ01	AXLE/DIFF
			T 1	498	4	W	39CVZ	FUEL SYSTEM WORK
					5	С	01CVZ	27 POINT INSPECT
5 220818	06/08/2005	10299		584				
							01CVZZLOFSYN	SYNTHETIC LOF
							77CVZ	TRIM REPAIR
							20CVZREPAIR	REPAIR TIRE
6 212100	03/23/2005	9040		447	4	·	01CVZ	27 POINT INSPECT
0 212160	03/23/2003	0540			1	т	76CVZZWAX	EXTERIOR
7 211659	03/21/2005	8940		.584	•	•	/ OCV ZZWALA	EXIEKTOR
	00, 22, 2002	0210			1	W	35CVZ	BRAKE WORK
							77CV2	TRIM REPAIR
							25CVZ	AXLE/DIFF WORK
			T 1	498	4	I	83CV3	PAINT SHOP REPAI
			T 1	498	5	W	40CVZ	ENG MECHANICAL W
8 211015	03/15/2005	8775	A 1	476				
			T 1	.580	1	I	77CVZ	TRIM REPAIR
9 211089	03/15/2005	8775	A 1	519				
			T 1	522	1	I	82CVZ	BODY WORK
			т 1	522	2	I	83CVZ	PAINT SHOP WORK
10 210078	03/07/2005	8450		540				
							77CVZ1	TRIM & RATTLES
				1544		C	77CVZ	TRIM REPAIR
11 209630	03/02/2005	8450		1540				
							82CVZ	BODY WORK
12 208973	02/24/2005	8406				_	83CV2	PAINT SHOP WORK
12 200313	32/24/2003	9706		1476 1499		t.i	39CVZ	DIDI CYCHOM WODY
							39CVZ 78CVZ	FUEL SYSTEM WORK GLASS WORK
				1498			77CVZ1	TRIM & RATTLES
13 208376	02/18/2005	8400		476		••	· = · = •	
				498		W	39CVZ	FUEL SYSTEM WORK
			Ť 3	1498			25CVZ	AXLE/DIFF WORK
			T 1	498	3	W	78CVZ	GLASS WORK
			т 1	L498	4	W	78CVZ01	GLASS
14 184945	06/09/2004	2319	A 1	L485				

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CUSTOMER NAME TOTAL R/O'S		TOTAL	SERV. DA	YS 41	SERIAL NO. 1G	
LN# RO.NO.	RO. DATE	MILES.	ADV/TECH	J# T	OPERATION CODE.	DESCRIPTION
		יו	r 1480	1 W	50CVZ002	BODY ELECTRICAL
•		1	r 1480	2 W	50CVZ02	ELECTRICAL
15 184819	06/08/2004	2288 7	A 1485			
		7	r 1480	1 W	50CVZ002	BODY ELECTRICAL
		7	r 1480	2 W	50CVZ01	ELECTRICAL BODY
16 183512	05/25/2004	1954 2	A 1485			
		7	r 1480	1 W	50CVZ	ELECTRICAL BODY
		7	1480	2 W	50CVZ002	BODY ELECTRICAL
		7	r 1480	3 W	50CVZ01	ELECTRICAL BODY
		7	r 1480	4 W	01CVZZLOFSYN	SYNTHETIC LOF
17 182958	05/19/2004	1735	A 1485			
		•	T 1480	1 W	50CVZ002	BODY ELECTRICAL
		•	T 1480	2 W	20CVZ	WHEELS AND TIRES
18 179916	04/20/2004	979	A 1485			
		•	T 945	1 W	40CVZ002	ENGINE MECH
19 179446	04/15/2004	979	A 1485			
		7	T 1498	1 W	40CVZ002	ENGINE MECH
		5	T 1498	2 W	38CVZZSES	SES LITE

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CUSTOMER NAME : SERIAL NO. : 1G1YY22G545

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R.O NO. : 237551 R.O DATE : 11/15/2005 R.O TYPE : S

MILEAGE : 12890 ADVISOR NO. : 1483

JOB NUMBER : 1 OPERATION 40CVZOILLK1 OP. DESC. OIL LEAK REPAIR

SALE TYPE : W TECHNICIAN NO(S). 1498

CAUSE : REAR DIFFERENTIAL SIDE COVER LEAKING

LEFT SIDE

COMPLAINT : C/S OIL IS LEAKING.

CORRECTION : RESEALED REAR DIFF SIDE COVER.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

237551 F2005

COMMENTS : CALL

R.O NO. : 236D49 R.O DATE : 10/31/2005 R.O TYPE : B

MILEAGE : 12890 ADVISOR NO. : 1524

JOB NUMBER : 1 OPERATION 82CVZ OP. DESC. BODY WORK

SALE TYPE : I TECHNICIAN NO(S). 1510

COMPLAINT : REPAIR AS PER ESTIMATE

JOB NUMBER : 2 OPERATION 83CVZ OP. DESC. PAINT SHOP WORK

SALE TYPE : 1 TECHNICIAN NO(S). 1548 COMPLAINT : REFINISH AS PER ESTIMATE

R.O NO. : 235988 R.O DATE : 10/31/2005 R.O TYPE : S

MILEAGE : 12890 ADVISOR NO. : 1483

JOB NUMBER : 1 OPERATION 77CVZ OP. DESC. TRIM REPAIR

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUST STATES: TELESCOPIC WHEEL INOP-BUTTON-

CAUSE :

COULD NOT DUPLICATE CONCERN -WORKS TO SPECS-

JOB NUMBER : 2 OPERATION O1CVZZLOFSYN OP, DESC. SYNTHETIC LOF

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : REPLACE OIL WITH GM GOODWRENCH OIL, INSTALL AC OIL FILTER,

LUBRICATE CHASSIS, CHECK FLUID LEVELS

CAUSE : FACTORY RECOMMENDED SERVICE

CORRECTION : LUBE, OIL, AND FILTER SERVICE COMPLETED

GMPP SMART CARE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

235988 M0017

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JOB NUMBER : 3 OPERATION 50CVZ

OP. DESC. ELECTRICAL BODY WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUST STATES: DOOR LOCKS INOP WHEN PUT IN PARL

PARK

CORRECTION : FOUND UNLOCK FEATURE TURNED OFF, RESET TO CORRECT CONCERN

JOB NUMBER: 4 OPERATION 50CVZ002

OP. DESC. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUST STATES: SIGNAL CANCELATION INOP-DO NOT TURN OFF-

CORRECTION :

NO PROBLEM FOUND

R.O NO. : 231634 R.O DATE : 09/19/2005 R.O TYPE : S

MILEAGE : 11908

ADVISOR NO. : 1483

JOB NUMBER : 1 OPERATION 77CVZ

OP. DESC. TRIM REPAIR

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUSTOMER STATES WATER LEAKING AT DRIVERS FRONT TOP

AT SEEM -SEE TROY-

CORRECTION : 0

JOB NUMBER : 2 OPERATION 50CVZ

OP. DESC. ELECTRICAL BODY WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUSTOMER STATES AIR PSI METER FLUCTUATES / NOT ACCURATE

: DIAG FOUND LOW TIR PSI BROUGHT TIRE PSI TO SPECS

RESET SENSORS

CORRECTION : RESET SENSORS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

231634 J6354

JOB NUMBER : 3 OPERATION 25CVZ01

OP. DESC. AXLE/DIFF

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUSTOMER STATES RAR END LEAKING

CORRECTION :

NO PROBLEM FOUND

JOB NUMBER : 4 OPERATION 39CVZ

OP. DESC. FUEL SYSTEM WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUSTOMER STATES FUEL SMELL AT TIMES

CAUSE

NO PROBLEM FOUND

JOB NUMBER : 5 OPERATION 01CVZ

OP. DESC. 27 POINT INSPECTION

SALE TYPE : C TECHNICIAN NO(S). 1498

COMPLAINT : PERFORN FREE 27 POINT INSPECTION

CAUSE : E

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CORRECTION : COMPLETED 27 POINT INSPECTION

R.O NO. : 220818 R.O DATE : 06/08/2005 R.O TYPE : S

MILEAGE : 10299 ADVISOR NO. : 1584

JOB NUMBER : 1 OPERATION 01CVZZLOFSYN OP. DESC. SYNTHETIC LOF

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : REPLACE OIL WITH GM GOODWRENCH OIL, INSTALL AC OIL FILTER,

LUBRICATE CHASSIS, CHECK FLUID LEVELS

CAUSE : FACTORY RECOMMENDED SERVICE

GMPP SMARTCARE

CORRECTION : LUBE, OIL, AND FILTER SERVICE COMPLETED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

220818 M0017

JOB NUMBER : 2 OPERATION 77CVZ OP. DESC. TRIM REPAIR

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUST STATES: PASS SIDE DOOR HARD TO CLOSE

CORRECTION : COULD NOT DUPLICATE CONCERN-DOOR OPERATES AS DESIGNED

JOB NUMBER : 3 OPERATION 20CVZREPAIR OP. DESC. REPAIR TIRE

SALE TYPE : C TECHNICIAN NO(S). 1498 COMPLAINT : CUST STATES:LEFT REAR TIRE

CAUSE : NAIL IN TIRE

CORRECTION : REMOVE TIRE FROM WHEEL-PATCH TIRE-REMOUNT AND CHECK BALANCE

COMPLETE

JOB NUMBER: 4 OPERATION 01CVZ OP. DESC. 27 POINT INSPECTION

SALE TYPE : C TECHNICIAN NO(S). 1498 COMPLAINT : PERFORN FREE 27 POINT INSPECTION

CAUSE ; E

CORRECTION : COMPLETED 27 POINT INSPECTION

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R.O NO. : 212180 R.O DATE : 03/23/2005 R.O TYPE : S

MILEAGE : 8940 ADVISOR NO. : 447

JOB NUMBER : 1 OPERATION 76CVZZWAX OP. DESC. EXTERIOR

SALE TYPE : I TECHNICIAN NO(S). 447 COMPLAINT : WASH, VAC, WINDOWS, TIRES, WAX

CAME THOM DODY AND ALL THE COMPANY

CAME FROM BODY SHOP..CLAY..HAS OVERSPRAY

COMMENTS : .

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R.O NO. : 211659

R.O DATE : 03/21/2005

R.O TYPE : S

MILEAGE : 8940

ADVISOR NO. : 1584

JOB NUMBER: 1 OPERATION 35CVZ

OP. DESC. BRAKE WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUST STATES: BRAKES PULL TO RIGHT SOMETIMES

FINAL REPAIR ATTEMPT-APPOINTMENT WAS SET BY CMD

: TEST DRIVEN 20 MILES IN AND OUT OF TRAFFIC

BRAKES FEEL FIRM AND NORMAL

CORRECTION : NO PROBLEM FOUND AT THIS TIME

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

211659

Z7902 211659 H9991

JOB NUMBER : 2 OPERATION 77CVZ OP. DESC. TRIM REPAIR

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUST STATES: HAS WIND LEAK ON BOTH WINDOWS

NORMAL LEVEL OF WIND NOISE

: TEST DRIVEN AT 70+ MPH

CORRECTION : NO CORRECTION NEEDED

JOB NUMBER : 3 OPERATION 25CVZ OP. DESC. AXLE/DIFF WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUST STATES: RECHECK DIFF LEAK AND GAS LEAK-NOT LEAKING-

JUST CHECKING

CAUSE : ALL CLEAN AND DRY

CORRECTION : NO CORRECTION NEEDED

JOB NUMBER : 4 OPERATION 83CV3 OP. DESC. PAINT SHOP REPAIRS

SALE TYPE : 1 TECHNICIAN NO(S). 1498

COMPLAINT : CUST STATES: FIX SCRATCH ON LOWER PART OF HOOD/OVERSPRAY ON

REAR WINDOW/RESEAL ENTIRE CAR AFTER REPAIRS

: SCRATCH WAS PRE-EXISTING AND HAD BEEN BUFFED ELSEWHERE.

CORRECTION : WASH VEHICLE AND APPLY WAX ON ENTIRE EXTERIOR OF PAINTED

SURFACES

JOB NUMBER : 5 OPERATION 40CVZ OP. DESC. ENG MECHANICAL WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : CUST STATES: ENGINE KNOCK ON COLD STARTS

: NORMAL OPERATION PER GM CAUSE

CORRECTION : NO CORRECTION NEEDED AT THIS TIME

COMMENTS : DROP-BY WEDNESDAY

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R.O NO. : 211015 R.O DATE : 03/15/2005

R.O TYPE : S

MILEAGE : 8775

ADVISOR NO. : 1476

JOB NUMBER : 1 OPERATION 77CVZ

OP. DESC. TRIM REPAIR

SALE TYPE : I TECHNICIAN NO(S). 1580

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COMPLAINT : PASS SIDE ROCKER PANEL WAS DAMAGED IN BODYSHOP.REPAINT.NO

OVERSPRAY ON CAR. DETAIL CAR. PAINTLINE ON L. DOOR BOTTOM.

CORRECTION : COMPLETED WORK.

COMMENTS : SEE RALPH!!!!!!!

R.O NO. : 211089 R.O DATE : 03/15/2005

MILEAGE : 8775 ADVISOR NO. : 1519

R.O TYPE : B

JOB NUMBER: 1 OPERATION 82CVZ OP. DESC. BODY WORK

SALE TYPE : I TECHNICIAN NO(S). 1522

COMPLAINT : REPAIR AS PER ESTIMATE

CHARGE TO 67D

CORRECTION : COMPLETED REPAIRS

JOB NUMBER : 2 OPERATION 83CVZ OP. DESC. PAINT SHOP WORK

SALE TYPE : I TECHNICIAN NO(S). 1522

COMPLAINT : REFINISH AS PER ESTIMATE

CHARGE TO 67D

CORRECTION : COMPLETED REFINISH

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R.O NO. : 210078 R.O DATE : 03/07/2005 R.O TYPE : S

MILEAGE : 8450 ADVISOR NO. : 1540

JOB NUMBER : 1 OPERATION 77CVZ1 OP. DESC. TRIM & RATTLES

SALE TYPE : W TECHNICIAN NO(S). 1544

COMPLAINT : C/S SOP PANEL IS IN.

: LEFT FRT DOOR PANEL CREASED

CORRECTION : REPLACED DRIVERS SIDE DOOR PANEL.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

210078 C3358

JOB NUMBER : 2 OPERATION 77CVZ OP. DESC. TRIM REPAIR

SALE TYPE : C TECHNICIAN NO(S). 1544

COMPLAINT : REPAINTED DRIVERS SIDE ROCKER PANEL.

CORRECTION : BODY SHOP.

COMMENTS : DOOR TRIM PANEL DAMAGED-INTERNAL CHG 67D PER R YORK

R.O NO. : 209630 R.O DATE : 03/02/2005 R.O TYPE : B

MILEAGE : 8450 ADVISOR NO. : 1540

JOB NUMBER : 1 OPERATION 82CVZ

OP. DESC. BODY WORK

SALE TYPE : I TECHNICIAN NO(S). 1544

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COMPLAINT : REPAIR AS PER ESTIMATE

CORRECTION : COMPLETED REPAIRS

JOB NUMBER : 2 OPERATION 83CVZ

OP. DESC. PAINT SHOP WORK

SALE TYPE : I TECHNICIAN NO(S). 1514 COMPLAINT : REFINISH AS PER ESTIMATE

CORRECTION : COMPLETED REFINISH

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R.O NO. : 208973

R.O DATE : 02/24/2005

R.O TYPE : S

MILEAGE : 8406

ADVISOR NO. : 1476

JOB NUMBER : 1 OPERATION 39CVZ

OP. DESC. FUEL SYSTEM WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : C/S CAR SMELLS OF GAS.

CAUSE : SPLIT IN TOP OF FUEL TANK DRIVERS SIDE.

CORRECTION : REPLACED DRIVERS SIDE FUEL TANK.

AUTOMATIC

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

Z5001 208973

208973 L1281

JOB NUMBER : 2 OPERATION 78CVZ

OP. DESC. GLASS WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : C/S WHEN PUTTING PASS SIDE WINDOW UP TOP CORNER OF GLASS

HITS RUBBER SEAL. (MAY TEAR RUBBER)

: OUT OF ADJUSTMENT.

CORRECTION : READJUSTED PASSANGER SIDE WINDOW.

JOB NUMBER: 3 OPERATION 77CVZ1 OP. DESC. TRIM & RATTLES

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : C/S DRIVERS DOOR TRIM IS WARPED BY MASTER SWITCH.

CAUSE : WARPED LEATHER.

CORRECTION : DRIVER DOOR PANEL HAS BEEN ORDERED.

R.O NO. : 208376 R.O DATE : 02/18/2005

R.O TYPE : S

MILEAGE : 8400

ADVISOR NO. : 1476

JOB NUMBER : 1 OPERATION 39CVZ

OP. DESC. FUEL SYSTEM WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : C/S SMELLS FUEL POS. LEAK ON DRIVE.

SER DOC 1326501-CROSSOVER TUBE REPLACEMENT

: ORINGS LEAKING ON BOTH SIDES CAUSE

REMOVED COMPLETE DRIVELINE ASSY TO GAIN ACCESS TO CROSS

CORRECTION : OVER TO REPLACE ORINGS ON BOTH RT AND LEFT SIDES

SEE ATTACHED DOCUMENT-DON REEVES OK'D REPAIRS

HISTORY LISTING

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WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

208376 Z5000 208376 Z5001

208376 L1195

JOB NUMBER : 2 OPERATION 25CVZ

OP. DESC. AXLE/DIFF WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : C/S REAR DIFF.LEAKING

CAUSE : SEAL LEAK.

CORRECTION : RESEAL REAR DIFFERENTIAL.

JOB NUMBER : 3 OPERATION 78CVZ

OP. DESC. GLASS WORK

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : C/S DRIVER SIDE WINDOW (WIND LEAK)

CAUSE : WINDOW GUIDE OUT OF ADJUSTMENT

CORRECTION : RR PANEL AND READJUSTED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

208376

C0221

JOB NUMBER : 4 OPERATION 78CVZ01

OP. DESC. GLASS

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : C/S PASS SIDE WINDOW BINDS. (TO TIGHT)

CAUSE : WINDOW GUIDE OUT OF ADJUSTMENT CORRECTION : RR PANEL AND ADJUSTED RT SIDE WINDOW GUIDE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

208376 C0220

R.O NO. : 184945

R.O DATE : 06/09/2004 R.O TYPE : S

MILEAGE : 2319

ADVISOR NO. : 1485

JOB NUMBER : 1 OPERATION 50CVZ002

OP. DESC. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 1480

COMPLAINT : C/S PASS WINDOW INOP UNLESS YOU WIGGLE WIRING HARNESS

CAUSE : ELECTRICAL TRACE- FOUND INTERMITTENT OPEN IN WIRING HARNESS

GOING TO WINDOW MOTOR SWITCH

CORRECTION : REPLACED RIGHT DOOR WIRING HARNESS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

184945 N3340

JOB NUMBER : 2 OPERATION 50CVZ02

OP. DESC. ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 1480 COMPLAINT : C/S L/R LOW TIRE PRESSURE LIGHT IS STILL ON

CORRECTION : ADVISED RUN FLAT TYPE TIRE SHOULD BE TAKEN TO TIRE DEALER

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

184945

27903

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R.O NO. : 184819

R.O DATE : 06/08/2004

R.O TYPE : S

MILEAGE : 2288

ADVISOR NO. : 1485

JOB NUMBER: 1 OPERATION 50CVZ002

OP. DESC. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 1480

COMPLAINT : C/S L/R TIRE PRESSURE LIGHT STAYS ON

CORRECTION : NAIL IN TIRE- LEFT REAR

JOB NUMBER : 2 OPERATION 50CVZ01

OP. DESC. ELECTRICAL BODY

SALE TYPE : W TECHNICIAN NO(S). 1480

COMPLAINT : C/S DRIVER WINDOW INOP WORKS IF YOU WIGGLE WIRING HARNESS IN

DOOR JAM

CORRECTION : REPLACED DRIVERS DOOR MODULE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

184819

Z7901

184819 N4921

R.O NO. : 183512

R.O DATE : 05/25/2004

R.O TYPE : S

MILEAGE : 1954

ADVISOR NO. : 1485

JOB NUMBER : 1 OPERATION 50CVZ

OP. DESC. ELECTRICAL BODY WORK

SALE TYPE : W TECHNICIAN NO(S). 1480

COMPLAINT : C/S DRIVERS SIDE WINDOW IS INOP

CORRECTION : PERFORMED ELECT TEST, REPLACED WINDOW MODULE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

183512 27903

183512 N3340

JOB NUMBER: 2 OPERATION 50CVZ002 OP. DESC. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 1480 COMPLAINT : C/S DRIVERS SIDE MIRROR IS INOP

CORRECTION : COULD NOT VERIFY CUSTOMERS CONCERN

JOB NUMBER : 3 OPERATION 50CVZ01

OP. DESC. ELECTRICAL BODY

SALE TYPE : W TECHNICIAN NO(S). 1480

COMPLAINT : C/S STEERING WHEEL WILL GO DOWN WHEN YOU SHUT THE DOOR

CORRECTION : COULD NOT DUPLICATE CUSTOMERS CONCERN

JOB NUMBER : 4 OPERATION 01CVZZLOFSYN

OP. DESC. SYNTHETIC LOF

SALE TYPE : W TECHNICIAN NO(S). 1480

COMPLAINT : REPLACE OIL WITH GM GOODWRENCH OIL, INSTALL AC OIL FILTER,

LUBRICATE CHASSIS, CHECK FLUID LEVELS

CAUSE : FACTORY RECOMMENDED SERVICE

CORRECTION : LUBE, OIL, AND FILTER SERVICE COMPLETED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

HISTORY LISTING

3010

PAGE 9

10:17:42

183512

J0950

COMMENTS : CALL9440527

R.O NO. : 182958

R.O DATE : 05/19/2004

R.O TYPE : S

MILEAGE : 1735

ADVISOR NO. : 1485

JOB NUMBER : 1 OPERATION 50CVZ002 OP. DESC. BODY ELECTRICAL

SALE TYPE : W TECHNICIAN NO(S). 1480

COMPLAINT : C/S PASS WINDOW DOESNT WORK FROM FRIVER OR PASSENGER SIDE

SWITCHES

CORRECTION : ORDERED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

182958 Z7901

JOB NUMBER: 2 OPERATION 20CVZ OP. DESC. WHEELS AND TIRES

SALE TYPE : W TECHNICIAN NO(S). 1480

COMPLAINT : C/S LEFT REAR TIRE LIGHT IS ON

CORRECTION : RELEARNED TIRE PRESSURE WITH J-TOOL. CHECKED TIRE - FOUND

NOTHING IN TIRE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

182958 E0725

R.O NO. : 179916

R.O DATE : 04/20/2004

MILEAGE : 979 ADVISOR NO. : 1485

R.O TYPE : S

OP. DESC. ENGINE MECH

JOB NUMBER : 1 OPERATION 40CVZ002 SALE TYPE : W TECHNICIAN NO(S). 945

COMPLAINT : C/S HEARS LIFTERS TAPPING

CORRECTION : INSPECTED BY ASM DON REEVES. NORMAL OPERATION AT THIS TIME.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

179916 27903

R.O NO. : 179446 R.O DATE : 04/15/2004 R.O TYPE : S

MILEAGE : 979

ADVISOR NO. : 1485

JOB NUMBER : 1 OPERATION 40CVZ002

OP. DESC. ENGINE MECH

SALE TYPE : W TECHNICIAN NO(S). 1498

COMPLAINT : C/S HEARS TAPPING/LIFTER NOISE WHEN YOU FIRST START UP

VEHICLE

CORRECTION : RESCHEDULE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

HISTORY LISTING

3010

10:17:42

PAGE 10

179446 Z7902

JOB NUMBER : 2 OPERATION 38CVZZSES

OP. DESC. SES LITE

SALE TYPE : W TECHNICIAN NO(S). 1498

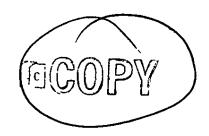
COMPLAINT : C/S SES LIGHT GOES ON AND OFF

CAUSE : SCANNED WITH TECH II- CODE P0455 EMISSIONS SYSTEM

CORRECTION : CHECKED VACUUM PRESSURE AND FOUND GAS CAP LOOSE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

179446 L1020

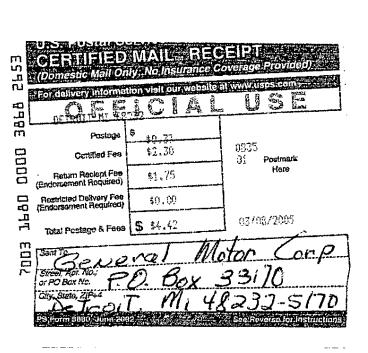




45062  ADVISOR SCOTT TEMPLETON 1519 4361 03/21, LABOR RATE LICENSE No. MILEAGE 8,775  YEAR / MAKE / MODEL  ADVISOR SCOTT TEMPLETON 1519 4361 03/21, DELIVERY	/05 CVIB211089
LABOR RATE LICENSE No. MILEAGE 8,775 /	
8,775 /	STOCK No.
YEAR / MARE / MODEL	
	DELIVERY MILES
LAKELAND, FL VEHICLE I.D. No. SELLING DE	EALER NO. PRODUCTION DATE
1 G 1 Y Y 2 2 G 5 4 5	
F. T. E. No.   P.O. No.   R.O. DATE	/05
DESIDENCE DUONE DUONE COMMENTS	רטין כטין
	MO: 877
ABOR & PARTS	
# 1 82CVZ BODY WORK HOURS: 3.00 TECH(S):1522 114.00  REPAIR AS PER ESTIMATE CHARGE TO 67D COMPLETED REPAIRS	•
JOB # 1 TOTAL LABOR & PARTS 114.00	
# 2 83CVZ PAINT SHOP WORK HOURS: 2.00 JECH(S):1522 76.00	
REFINISH AS PER ESTIMATE CHARGE TO 67D COMPLETED REFINISH	•
JOB # 2 TOTAL LABOR & PARTS 76.00  MISCCODEDESCRIPTION	
MISCCODEDESCRIPTIONCONTROL NO	
JOB # 1 PM PAINT AND MATERIALS 45.00	
TOTAL - MISC 45.00	
TOTALS	
CONTROL# ACCOUNT# AMOUNT	
67D 251.45 TOTAL LABOR 190.00	
TOTAL PARTS 0.00 TOTAL SUBLET 0.00	
TOTAL G.O.G 0.001	
TOTAL MISC CHG. 45.00 TOTAL MISC DISC 0.00	
TOTAL TAX 16.45	
TOTAL INVOICE &	
TOTAL INVOICE \$ 251.45	
ADDITUGE DV CTANATIDE	
APPROVED BY SIGNATURE ************************************	
·	
₹	
PAGE 1 OF1 ACCOUNTING COPY-I	
ACCOUNTING COPY-I [ END OF INVOICE ] 08:22am	

ENDER: COMPLETE THIS SECTION  Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits.  Article Addressed to:  Ceneral Motor (27)	A. Signature  A. Signature  A. Signature  C. Date of Delivery  D. is delivery address different from item 1?  Yes  If YES, enter delivery address below:
Detroit, M. 48232	3. Service Type    Z Certified Mail   Express Mail   Registered   Return Receipt for Merchandise   Insured Mail   C.O.D.    4. Restricted Delivery? (Extra Fee)   Yes
	4. Restricted Delivery
2. Article Number (Transfer from service lebel) 7003 1	-80 0000 3868 2653

PS Form 3811, February 2004





## CHEVROLET

**Customer Assistance Center** 

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

March 17, 2005

Lakeland, FL

Service request: 1-320243222

Dear Mr.

Thank you for your recent correspondence dated March 8, 2005. We are sorry you are dissatisfied with your 2004 Chevrolet Corvette. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,

Kimberly Lovelace

Customer Relationship Manager

LC0030-T/



BBB AUTO LINE

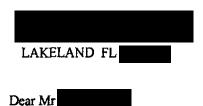
4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

#### Council of Better Business Bureaus, Inc.

January 10, 2006

Re:flc07 CHV0531700 :Molinaro vs Chevrolet Motor Division 1G1YY22G545114739



Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case. Please read the instructions on the *Acceptance/Rejection Form*, complete it and return it to us no later than 14 days from the date of this letter.

We thank you for giving us the opportunity to assist with the resolution of your dispute, and hope that you are satisfied with the manner in which your claim was handled in BBB AUTO LINE.

The enclosed Decision is not binding on the consumer. You may reject this decision and, if eligible, may pursue arbitration with the Florida New Motor Vehicle Arbitration Board administered by the office of the Attorney General. To obtain information about eligibility for the state-run program, the consumer should contact the Division of Consumer Services' Lemon Law Hotline at 800.321.5366. PLEASE BE ADVISED that section 681.109(4), F.S., provides that the consumer must file the request for arbitration no later than 60 days after the expiration of the lemon law rights period, or within 30 days after the final action of a certified dispute-settlement procedure, whichever date occurs later. The address of the Division of Consumer Services, Lemon Law Section, is 2005 Apalachee Parkway, Tallahassee, Florida, 32399-6500.

Please complete and send the enclosed Acceptance/Rejection form to 4200 Wilson Blvd., Suite 800, Arlington, VA 22203 or you may fax it to 1.703.247.9700.

If you have any questions about the decision or if we may be of service to you, please feel free to call us at 800.955.5100.

Sincerely,

Kristen Revnolds at Extension 240



# REPURCHASE DECISION Owned Vehicle

	CASE: CHV0531700	Customer: Mr
ļ	VIN: 1G1YY22G545	Hearing Date: 01/04/06
	Arbitrator: Nanette Owen	Date: 01/09/06

#### Question 1

Vehicle (Year, Make, Model): 2004 Chevrolet Corvette

#### Question 2

For the following amounts, the manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision:

- a The actual price paid for the vehicle \$44.618
- b Reasonable use deduction, if any (explained in the Reasons for Decision) \$5003.54
- c Deduction based on vehicle damage not attributable to normal use, if any
- d Deduction based on negative equity, if any
- e SUBTOTAL

\$39,614,46

#### Question 3

Other eligible amounts:

- a Description/Amount
  - CVR: \$17; Tire & Battery: \$6.50; Dealer Fee: \$499 = \$522.50
- b Description/Amount

Other Incidental/Collateral Charges: TBD\*; Earned Finance

Charges: TBD\*

c TOTAL AMOUNT (2e + 3a + 3b)

\$40,136.96

At the time of the repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. Vehicle shall be in a similar condition as it was at the time of the hearing, allowing for normal usage

Customer must also comply with all additional requirements in the section of the applicable manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of the amount set out above shall be made by the manufacturer to the customer and lienholder as their respective interests appear on the records of ownership. The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

https://www.auto.bbb.org/scripts/cgiip.exe/WService=DevTest/snow/printhtm.w?vcase=CH... 1/9/2006

### ACCEPTANCE OR REJECTION OF DECISION

Date:	01/10/06
Customer:	
Business:	Chevrolet

Case Number: CHV0531700

Mfr-Info: 1716 FL 1G1YY22G545

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of the BBB staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

## COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received at the CBBB office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

Please check one of the following.

I ACCEPT THE ARBITRATION DECISION. I understand this means:

- \* the business will be legally bound to abide by this decision; and,
- \* I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

I REJECT THE ARBITRATION DECISION. I understand this means:

- \* I may pursue other legal remedies under state or federal law;
- depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil
  court action relating to any matter considered in this arbitration hearing;
- \* the business will not be obligated to perform any part of the decision; and,
- \* this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s):

Date: 1-12-06

4200 Wilson Blvd., Suite 800, Arlington, VA 22203

Phone: 800.955.5100

Fax: 703.247.9700

so.

N/A.

### Question 6

The following materials and documents were submitted by the parties as part of this arbitration. Those marked with an asteriak ("\*") were relied upon by the arbitrator(s) in making a decision in the case

- a Materials/Documents Submitted by Customer
  - \*Customer Claim Form
  - \*Agreement to Arbitrate

Notice of Hearing/Inspection

- \*GM Vehicle Inquiry System Summary
- \*Summary History Printout
- \*History Listing
- b Materials/Documents Submitted by Manufacturer

Manufacturer Response Form

\*GM Program Summary

\*Standards of the Florida Lemon Law

-	CASE: CHV0631700	Customer: Mr
- 1		
-	Arbitrator: Nanette Owen	Date: 01/93/06
1		

mile extended warranty, which he stated had already been offered to him, and 100.000 road hazard policy. However, those options are outside of the arbitrator's authority, as they are not among the available remedies listed in the manufacturer's Program Summary.

As outlined in sections 3(b) and 3(c), the customer 's claim meets the presumption and standard expressed in the Florida lemon law, and it is fair, equitable and reasonable to apply those standards to this claim.

The customer clearly outlined the six problems that the vehicle had been experiencing. All of the problems were found to be manufacturer's defect that substantially impaired the use of the vehicle; two of the problems significantly affected the safety of the vehicle; and five of the problems substantially impacted the value of the vehicle. Two of the problems have been fixed. Under the standards of the Lemon Law, the manufacturer has been given a reasonable opportunity to repair the problem (over 30 days out of service, plus a final repair attempt).

#### Question 5

If awarding a repurchase or replacement:

- s Show the formula you used for making a reasonable use deduction and the amount deducted, or explain why no reasonable use deduction was made.
  Under the Florida lemon law, a refund consists of:
  - (1) Purchase price cash price for the vehicle, inclusive of any allowances for a trade-in but excluding debt from a previous transaction;
  - (2) Reasonably incurred collateral charges, including but not limited to:
  - a. sales taxes and title charges;
  - b. manufacturer-installed or agent-installed items or services charges;
  - c. earned finance charges; and
  - (3) Reasonably incurred incidental charges;
  - (4) Less a reasonable offset for use.
  - a. The reasonable allowance formula is: number of miles attributable to the consumer on the date of the arbitration hearing / 120,000

X vehicle purchase price

However, in the instant case, the parties agreed to deduct the miles that the customer drove back and forth to the dealership, which amounted to 352 miles. Thus, the formula is:  $13,809 - 352/120,000 \times $44,618 = $5003.54$ .

- b List any damage to the vehicle beyond normal wear and bear, and explain how you arrived at any amount deducted for the damage.
  N/A
- If you've decided not to award all colleteral or incidental charges that were requested on the Agreement to Arbitrate, please indicate your reason for doing

- a During the applicable time period specified by this state's lamon law, the vehicle has been out of service by reason of repair to vehicle problems for a cumulative total of how many days?
  - At least 32 days but am unable to determine exact number.
- b Has the standard for a reasonable number of repair attempts under this state's lemon law been met? (Yes or No)
  Yes.
- c Please explain how you reached this conclusion.
  - The standard for a reasonable number of repair attempts has been met. According to Florida's lemon law, the presumption for a reasonable number of repair attempts can be met if the vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30 days or more, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt. In the instant case, the manufacturer and the consumer both testified that the vehicle has been out of service for more than 30 days and that the manufacturer was given the opportunity for a final repair attempt.
- d Is this consumer entitled to a repurchase or replacement under all other provisions of this state's lemon law (i.e., eligible consumer, eligible vehicle, applicable time frames (If any), notice provisions (if any), reasonable number of repair attempts, etc.]? Please explain how you reached this conclusion. The consumer is entitled to a repurchase under the standards of Florida lemon law. The lemon law standards state: a lemon law claim must be filed within 24 months after the date of the original delivery of the vehicle to the consumer; the vehicle must be used to transport persons or property; the consumer must be the purchaser. transferee or any other person entitled to enforce the obligations of the warranty; the vehicle must have a nonconforming condition that significantly impairs the use, value or safety of the vehicle to the consumer; and the manufacturer must be allowed a reasonable number of repair attempts. In this case, all of the above standards have been met. The consumer uses the vehicle to transport persons or property, the vehicle has defects that substantially impair the use, value and safety to the customer, and there has been a reasonable opportunity to repair the vehicle.

#### Question 4

State your decision (i.e. Repurchase, Replacement, Interim Repair, Denial) and explain why it is appropriate.

Repurchase. While the consumer is seeking a replacement vehicle, the manufacturer testified that such was not possible for this particular vehicle because there are only a certain number of these vehicles made per year and they are already allocated by the dealerships. In the alternative, the customer was seeking a 100,000

For each problem listed on the Fact Sheet, please explain whether or not you believe the problem was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty. Please explain how you reached your conclusion.

The gas tank leaking and the dealer punching two holes in the rocker panel water are the results of defects in materials or workmanship. The testimony presented indicated that they were defects and that they were not the result of customer misuse or abuse. However, the problems were corrected when the gas tank was replaced and the rocker panel was repaired.

The windows making a hissing noise, not going up or down and the driver's side leaking water are the result of defects in materials or workmanship. The testimony presented indicated that they were defects and that they were not the result of customer abuse or misuse. Further, the problems began relatively early in the life of the car and continue to exist despite the fact that five repair attempts have been made.

The evidence indicated that the dealership found the motor making a knocking noise to be a normal operating condition and that they could not duplicate the problem of the brakes pulling to the right when the pedal is applied. However, the customer testified that he did not think that the knocking was a normal operating condition and that the brake problem was still in existence. Because the parties were not disputing the fact that the customer's vehicle had been out of service for at least 30 days, a test drive was not conducted. Under the circumstances, the problems are found to be the result of defects in materials or workmanship.

#### Question 2

For each problem you decided was caused by a defect in materials or workmanship covered by the manufacturer's new vehicle warranty, please explain whether or not you believe this problem is a substantial impairment of the use, value or safety of the vehicle.

All six of the problems substantially impair the usage of the vehicle. The car was purchased on January 26, 2004. At the time of the hearing on January 4, 2006, the vehicle had 13,809 miles on it. This is clearly substantially below the average usage. The gas tank and the brake problems substantially impair the safety of the vehicle. In addition, because the vehicle is a high-end car, the value would be substantially affected by the motor knocking noise, gas tank leak, brake problem, holes in the rocker panel, and the window not going up or down and the driver's side leaking water. However, the window making a whistling noise would not significantly impair the value of the car, as it is a minor problem. As stated earlier, the gas tank and the holes in the rocker panel have been fixed.

#### Question 3

Please address the following aspects of your state's lemon law below:



# LEMON LAW

## REASONS FOR DECISION FORM

CASE: CHV0531700	Customer: Mr
VIN: 1G1YY22G548	Hearing Date: 01/04/06
Arbitrator: Nanette Owen	Date: 01/09/06

### - FACT SHEET-

#### Fact Siveet Question 1

For each problem (current and past) listed on the Agreement to Arbitrate, indicate the following information. List briefly the relevant evidence in support of each of your conclusions (i.e., repair order numbers, dates, testimony, inspection and/or test drives, technical expert reports, etc.).

- a Problem (as listed on Agreement to Arbitrate):
- 1 Motor makes a knocking noise.
- Z Gas tank leaking/replaced.
- 3 Brake problem-pulls to the right when pedal is applied.
- 4 Window makes a whistling noise/adjusted.
- 5 Dealer punched two holes in the rocker panel.
- 6 Window wouldn't go up or down/driver side is leaking water.
- b Exists Now? (Please Explain)
- Yes, the customer testified that the problem still exists.
- No, the customer testified that the gas tank has been replaced.
- 3 Yes, the customer testified that the problem still exists.
- 4 Yes, the customer testified that the problem still exists.
- 5 No, the customer testified that the problem has been fixed.
- 6 Yes, the customer testified that the problems still exist.
- c Number of Repair Attempts
- 1 One.
- 2 Two.
- 3 One.
- # Five.
- 5 Three or Four.
- 5 Five.
- d Number of Days Out of Service:
- 1 Five.
- 2 Sixteen.
- 3 Five.
- 4 Eight.
- 5 Unable to determine.
- 6 Eight.

## - REASONING -

Question 1

CASE: CHV0531700 Customer: Mil
Arbitrator: Nanette Owen Date: 01/09/06

https://www.auto.bbb.org/scripts/egiip.exe/WService=DevTest/snow/printhtm.w?vease=CH... 1/9/2006



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

## AGREEMENT TO ARBITRATE

Date:

12/19/05

Case Number: CHV0531700

Customer

Business: Chevrolet

Mfr-Info: 1716 FL 1G1YY22G545

\*\*\*\*\*REVISED\*\*\*\*

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies

are noted below.

Model : Corvette

Year : 2004

All parties named above submit to arbitration the following:

- 1) Motor makes a knocking noise.
- 2) Gas tank leaking / replaced
- 3) Brake problem- pulls to the right when pedal is applied
- 4) Windows makes a whistling noise /adjusted
- 5) Dealer punch two holes in the rocker panel.
- 6) Window wouldn't go up or down / dr side leaking water

The parties have come to agreement on the following: N/A

Each party requests the arbitrator(s) render the following decision:

: Repurchase/Replacement

Manufacturer: Repurchase per Florida Lemon Law

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:

Purchase price: \$44,168.00 (\$46,618.00 Retail Price - \$2,000.00 Rebate)

\*CVR: \$17.00

\*Tire & Battery: \$6.50

\*Dealer: \$499.00

\*other incidental / collateral charges: (to be determined)

\*carned finance charges: (to be determined)

TOTAL: (to be determined)

(\* Indicates additional remedies that can only be included if a lemon law repurchase is awarded )

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A



**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.

December 23, 2005

Re:c03 CHV0531700 vs Chevrolet Motor Division 1G1YY22G545114739

LAKELAND FL

Dear Mr

Enclosed are:

- \* the Agreement to Arbitrate;
- \* Arbitrator Listing Sheet(s);
- \* a map to the hearing site;
- \* Hearing Format Outline;
- \* Notice of Hearing/Inspection; and,
- \* a Technical Expert's Report, if it is applicable to your case.

The purpose of the Agreement to Arbitrate is to outline the positions of both parties to the dispute. The Agreement is not intended to explain your full position -- you will have that opportunity at the hearing. Please read the Agreement carefully to make sure it accurately reflects YOUR position. If there are issues/problems you would like to discuss, which are not listed on the Agreement, you must contact me 72 hours prior to your hearing date. Otherwise, you will only be able to discuss those issues currently listed on the Agreement.

The Notice of Hearing/Inspection lists the date, time and location of your arbitration hearing and/or inspection. The manner in which the manufacturer's representative will participate in the hearing is indicated on the Notice of Hearing/Inspection.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the Agreement to Arbitrate, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

If you have any questions, please contact me at 800.955.5100. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely, Kristen Reynolds at Extension 240



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

### ARBITRATOR SELECTION LIST

Customer: Mr

Case Number: CHV0531700

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

## **Arbitrator Information**

Arbitrator's Name: Nanette Owen

Arbitrator's Occupation: Conducts extensive research & analyzes human resource management

issues for an academic based organization.

## Arbitrator's Biography:

Ms Owen is a research analyst for the Research Institute at Eckerd College. She is a member of the Industrial Relations Research Association, a certified family mediator and an arbitrator for the Ford Motors Company Dispute Settlement Board.



## Directions to Better Business Bureau of West Florida

ADDRESS: 2653 McCormick Drive, Clearwater, FL 33759

PHONE: (727) 535-5483 OR (800) 955-5100 Ext.240

## <u>Directions to Clearwater BBB coming from South Florida</u> (i.e. Bradenton, Sarasota, and further south)

- Take Interstate 75 North to 275 North across the Sunshine Skyway (toll = \$1.00).
- Continue on 275 North to 686 West follow sign to Clearwater on exit ramp.
- Follow 686 West to 688 West when on 688 West stay in right or middle lane.
- Road will make a "Y" at which time you will go to your right (sign will indicate direction to St. Pete/ Clearwater Airport). You will now be on 686 West AKA Roosevelt Blvd.
- Remain on 686 West to US 19 (Second overpass you come to). Go North on US 19.
- Continue North on US 19 past Sunset Point Road. After Sunset Point Road you will pass
   "Freedom Ford". Once past the last sign for Freedom Ford, make a right on McCormick
   Drive. Note: there is no stop light at this intersection.
- Continue on McCormick Drive for approx. ¼ mile to our address, which will be on your right hand side 2653 McCormick Drive.

### Directions from the East (i.e. Tampa, etc.)

- Take State Road 60 West to Clearwater across the Courtney Campbell Causeway.
- Once across the Causeway, continue to US 19 and go North on US 19.
- Continue North on US 19 past Sunset Point Road. After Sunset Point Road you will pass
   "Freedom Ford". Once past the last sign for Freedom Ford, make a right on McCormick
   Drive. Note: there is no stop light at this intersection.
- Continue on McCormick Drive for approx. ¼ mile to our address, which will be on your right hand side - 2653 McCormick Drive.

### Directions from the North (i.e. New Port Richey, Holiday, etc.)

- Very simply, take US 19 South past Clearwater's Countryside Mall. You should be getting
  in the left hand lane at this time.
- Once past Countryside Mall look for "Famous Cigars" on your right.
- Just past "Famous Cigars" you will make a <u>left</u> onto McCormick Drive. Note: there is no light at this intersection.
- Continue on McCormick Drive for approx. ¼ mile to our address, which will be on your right hand side - 2653 McCormick Drive.



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.

# NOTICE OF HEARING/INSPECTION

Date: Customer: Business:	12/23/05 Chevrolet	<b>-</b>	Case Number:	CHV0531700	
Mfr-Info:	1716 FL 1G1Y	/22G545			
Arbitrator(s):	Ms. Nanette Owe	zn			
Hearing Date, T	ime, Place: 01/0	4/06 1:00 pm est			
	2653	3 McCormick Drive rwater, FL337590000			
Manner in Whic	ch Parties Will Pa	urticipate:			
Customer is being	ng represented by	y: <u>yes</u> Self <u>no</u>	Attorney		
Attorney Name:					
Attorney Phone	Number:				
Attorney Fax No	umber:				
Customer:	🖾 in perso	on 🗆 by	y phone	🛘 in writir	ng
Manufacturer:	☐ in perso	on 🖾 by	y phone	☐ in writin	ng
		INST	RUCTIONS		
		its (2 copies) and other e by BBB AUTO LINE Ar		ring. No evidence	can be submitted after the
	insurance is requ				hearing. Current vehicle ntact your Case Specialist
	your absence sh	t once if you cannot be pould you fail to attend. I			
	v BBB AUTO LII	NE Works for more detail	iled information or	the arbitration pr	rocess.
Hearing Site Pho	one Number:	7275355483	Hearing	g Site Fax Number:	7275305863

# **Arbitration Hearing Format**

# **Arbitrator's Opening Statement**

## Parties' Presentations

- A. Presentation of consumer's testimony, evidence and witness(es) [20 minutes]
- B. Presentation of business' testimony, evidence and witness(es) [20 minutes]

## Questioning

- A. Questions, comments and rebuttals by consumer [5 minutes]
- B. Questions, comments and rebuttals by business [5 minutes]
- C. Questions by arbitrator

# Inspection

- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer [5 minutes]
- D. Questions or comments about inspection (and test drive) by business [5 minutes]
- E. Questions about inspection (and test drive) by arbitrator

Recess - Arbitrator will take a recess to assess whether more information or evidence may be needed. If a party is participating by telephone, BBB AUTO LINE staff will check to make sure that any faxes from that party have been shared with the other party.

# Closing the Hearing

- A. Final questions, testimony or evidence by either party [10 minutes]
- B. Final questions by arbitrator
- C. Closing statement by consumer [5 minutes]
- D. Closing statement by business [5 minutes]

# **Opening Statement**

Ensure that you include each of the following points in your opening statement to the parties, and adhere to them throughout the arbitration hearing.

Ц	the hearing is being recorded.
	Welcome the parties and thank them for using arbitration.
	Administer the Oaths of Participant.
	State you will not disclose details of the case to anyone except, possibly the BBB AUTO LINE staff for administrative purposes.
	Review the hearing format, which is included in the hearing packet.
	Explain that you will maintain control of the hearing and that you may curb irrelevant or repetitious testimony.
	Request the parties agree to demonstrate common courtesy and refrain from interrupting each other during the hearing.
	Explain you will keep the hearing focused on issues in the Agreement to Arbitrate.
	Explain the decision is conditionally binding, and confirm the parties understand what that means.
	Read aloud and confirm the Agreement to Arbitrate.
	Explain that no decision will be divulged today, but a written decision will be sent to the parties.



## **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.

## MANUFACTURER RESPONSE FORM

Case Number: CHV0570874 Customer Name: VIN: LG1YY22G545				art Date: 05/04/05 ate: FL		
This claim is IN Warranty I Has the customer contacted you re Is the VIN listed above correct? If you checked NO, please indicat Customer Contact Info:	garding the claim?	ĭ YES □ YES	□ NO	· · · · · · · · · · · · · · · · · · ·		
SETTLEMENT INFORMATION  What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).						
Has this offer been communicated If you checked YES, please indicated The customer accepted the offer The customer rejected the offer The customer has not indicated	te the customer's response r on//on//	□ YES below:	□ NO			
If the customer accepts this offer, when will the settlement be performed? Please indicate a specific performance date or time frame:						
ARBITRATION INFORMATION						
Please list customer requests that you feel are ineligible for arbitration and explain why.						
Please write your position as to the cause of each problem listed on the Customer Claim Form.						
Please indicate the decision you request the arbitrator to render:						
List the amount of any over allow I will participate   By phone	vance/negative equity: \$ In person In wr	iting	<del></del>			
Return this form as soon as possib	e					
To:	Completed by:			Date://		
BBB AUTO LINE	Future contact:			···		
Fax: 703.247,9700	Phone:	I	Fax:	· · · · · · · · · · · · · · · · · · ·		

# Customer Claim Form

Contact Date: 05/04/05	Start Date:	05/04/05	Case Number: CHV0570874
	on this vehicle w	ith the BBB or anoth	er dispute resolution provider?   YES  NO Case Number:
Titled Owner(s) Name&Ac	<u>ldress</u>		
LAKELAND, FL Day Phone: Fax Number: Customer Contact Info:		Evening Phone: E-mail Address:	Cell Phone:
Transmission Type: Automatic	ess Both Numb del: Corvette 1G1YY22G545 MICHAEL HOLL BILL HEARD CH Teachers Insurance	Percentage of time per of vehicles owned , Model Year:  EY CHEVROLET, EVROLET, Po	vehicle used for business purposes: l or leased by the business: 0 2004 Current Mileage: 9584 licy Number:
Purchase Date:01/26/04 Mileage Purchased As:  New Used Is the vehicle in your possession Lienholder's Name: N/A Address: City/St/Zip: Phone: () - Lienholder Acct #:  Customer's Desired Outco	at purchase: d ☑ Demo yes  me	Lease Date: Leased As: Is the vehic Leasing Con Leasing Con Leasing Con	ed or right side if vehicle was leased)  Mileage at lease:  New Used Demo le in your possession?  mpany's Name:  Address:  City/St/Zip:  Phone:  mpany's Acct #:
Signature of Titled Owner(s):	LINE, 4200 Wils	son Blvd., Suite 800,	DateArlington Va, 22203-1838

### **Customer Claim Form**

Customer Name: Mr		Customer Claim Form	Case Number:	CHV0570874
Vehicle Concerns				
First Repair Attempt	Date:	Mileage:		
Last Repair Attempt	Date:	Mileage:		
Total Days out of Serv	rice:			

Problems – <b>Please list your <u>primary</u> concern</b> first	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
motor makes a knocking noise.		yes				
gas tank leaking / replaced		yes	2			
brake problem- pulls to the right when pedal is appli	¢d	yes	2			
windows makes a whistling noise /adjusted		yes	1			
dealer punch two holes in the rocker panel.		yes	2			
window wouldn't go up or down / dr side leaking wa	nter	yes	10			
<u> </u>			:			
•						
				,		<u></u>
					1	



**Customer Assistance Center** 

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

April 13, 2005



Service Request: 1-320243222

Customer Relationship Manager: Kimberly Lovelace

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Corvette. 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 <a href="http://www.dr.bbb.org/goauto">http://www.dr.bbb.org/goauto</a>>

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,

General Motors Corporation



**Customer Assistance Center** 

Chevrolet Division **General Motors Corporation** P.O. Box 33176 Detroit, MI 48232-5170

April 12, 2005

Lakeland, FL

Service Request: 1-320243222

Customer Relationship Manager: Kimberly Lovelace

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G545114739, is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on April 11, 2005 and ending on April 11, 2007, and begins with 8,940 miles and ends with 32,940 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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



Customer Assistance Center

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

June 24, 2004

Lakeland, FL

Service Request: 1-227984327

Customer Relationship Manager: Tracy Lambert

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004Chevrolet Corvette. 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 <a href="http://www.dr.bbb.org/goauto">http://www.dr.bbb.org/goauto</a>

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,

General Motors Corporation

1 (866) 952-4368

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:	IGIYY	YY22G545									
		VEHICI	LE IN	FORMATIO	N						
Merchandising Model :	IYY	07 -2004 CORVETTE (	COUPL	E	Warranty Start Date :			01/26/2004			
BARS Order Type:	70 -	70 - RETAIL - STOCK									
Delivering Dealer :	CIT	=	T, INC	:-PLANT	Selling So	urce :		13 - CHEV	ROLET		
	PLA	BOX 3209 .NT CITY , FL 33563-	0004		Site Code	:		26042			
	(813	(813) 752-5123			Business Associate Code:			171064			
Service Contract :	Yes	Branded Title :	No	Warranty	Block:	No	PDI S	tatus :	Paid		
		REQUIR	ED FI	ELD ACTIO	)NS						
Vehicle Has No Curi	rent Rec	ord Of Outstanding Ca	ımpaiį	<b>žu</b> s							
		SERVICE IN	FOR!	MATIONAL	ITEMS				-		
Vehicle Has No Cur	rent Rec	ord Of Outstanding Se	rvice l	nformation							
	C	ON STAR AND XM SA	TELI	ITE RADIO	INFORM.	ATIO	V		<del></del>		
				·							
Vehicle Has No Asso	ciated O	on Star or XM Radio Ir	form	ation.							
Vehicle Has No Asso	ciated C			WARRANT	IES		<del></del>	<del></del>	<del></del>		

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	01/26/2004	33 miles	01/26/2007	36033 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	01/26/2004	33 miles	01/26/2010	100033 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/26/2004	33 miles	01/26/2012	80033 miles
36/36000 FEDERAL EMISSION	01/26/2004	33 miles	01/26/2007	36033 miles

#### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
11/15/2005	237551	#	F2005 - COVER AND/OR GASKET, DIFFERENTIAL - REAR DIFFERENTIAL - LE	12890 miles
)				<del> </del>

# GM Vehicle Inquiry System Service Contract

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

Help

VIN	1G1YY22G545		
		SERVICE CONTRACT	LOUIS MOLINARO
Policy Number:	814455155	Owner Name :	AUTO & MARINE WHOLESALE
Description :	24/24000 GMI	PP SMART CARE LUBE, OIL,	, FILTER, AND TIRE ROTATION
Deductible Amount:	\$ 0		
Inception Date :	04/11/2005	Expiration Date :	04/11/2007
Inception Odometer:	8940 miles	Expiration Odometer :	32940 miles

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05/19/2004	182958	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	1735	miles
04/20/2004	179916	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	979	miles
04/15/2004	179446	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	979	miles
04/15/2004	179446	#	L1020 - CAP, FUEL TANK - REPLACE	979	miles
01/28/2004	120512	#	N4920 - MODULE, LOCAL INTERFACE UNIT - DOOR - RIGHT - REPLACE	87	miles
11/25/2003	115830	#	D0362 - CONTROL ASSEMBLY HVAC (INSTRUMENT PANEL) - A/C - REPLACE	5	miles
11/20/2003	A14739	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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10/31/2005	235988	0	M0017 - LUBE, OIL AND FILTER	12890	miles
09/19/2005	231634	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	11908	miles
06/08/2005	220818	0	M0017 - LUBE, OIL AND FILTER	10299	miles
03/21/2005	211659	#	H9991 - CUSTOMER CONCERN NOT DUPLICATED	8940	miles
03/21/2005	211659	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	8940	miles
03/07/2005	210078	#	C3358 - TRIM ASSEMBLY, FRONT DOOR - LEFT - ONE PIECE - R&R OR REPL	8450	miles
02/24/2005	208973	#	L1281 - TANK, FUEL - LEFT - REPLACE	8406	miles
02/24/2005	208973	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	8406	miles
02/18/2005	208376	#	L1195 - SEAL, FUEL SENDER/PUMP ASSEMBLY (TANK UNIT) - REPLACE	8400	miles
02/18/2005	208376	#	C0221 - GUIDE, FRONT DOOR WINDOW - LEFT - R&R OR REPLACE	8400	miles
02/18/2005	208376	#	C0220 - GUIDE, FRONT DOOR WINDOW - RIGHT - R&R OR REPLACE	8400	miles
02/18/2005	208376	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	8400	miles
02/18/2005	208376	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	8400	miles
02/04/2005	159266	#	C0182 - REGULATOR, FRONT DOOR WINDOW - RIGHT POWER - R&R OR REPLAC	7794	miles
01/24/2005	157877	#	C0100 - GLASS, FRONT DOOR - RIGHT - ALIGN	7520	miles
01/24/2005	157877	#	C0101 - GLASS, FRONT DOOR - LEFT - ALIGN	7520	miles
01/24/2005	157877	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	7520	miles
06/14/2004	133863	#	N4921 - MODULE, LOCAL INTERFACE UNIT - DOOR - LEFT - REPLACE	2523	miles
06/14/2004	133863	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	2523	miles
06/09/2004	184945	#	C0182 - REGULATOR, FRONT DOOR WINDOW - RIGHT POWER - R&R OR REPLAC	2319	miles
06/09/2004	184945	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	2319	miles
06/08/2004	184819	#	N4921 - MODULE, LOCAL INTERFACE UNIT - DOOR - LEFT - REPLACE	2288	miles
06/08/2004	184819	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	2288	miles
05/25/2004	183512	#	N3340 - MOTOR - SEAT ADJUSTER - BUCKET SEAT - PASSENGER - REPLACE	1954	miles
05/25/2004	183512	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	1954	miles
05/25/2004	183512	#	J0950 - FILTER, OIL - REPLACE	1954	miles
05/19/2004	182958	#	E0725 - SENSOR, LOW TIRE PRESSURE WARNING - REAR - LEFT - REPLACE	1735	miles
<del></del>	<del></del>	<del></del>		<del>                                     </del>	

# **GM Vehicle Inquiry System Summary**

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

#### <u>Help</u>

VIN:	1G1YY	G1YY22G545								
		VEHIC	LE IN	FORMATIC	)N					
Merchandising Model :	1YY	1YY07 -2004 CORVETTE COUPE		Warranty	y Start	Date :	01/26/2	004		
BARS Order Type:	70 - 1	0 - RÉTAIL - STOCK								
Delivering Dealer:	CITY	BILL HEARD CHEVROLET, INCPLANT CITY PO BOX 3209 PLANT CITY, FL 33563-0004			Selling So	ource :		13 - CHEVROLET		
					Site Code:			26042		
	(813)	752-5123	-5123		Business Associate Code:			171064		
Service Contract :	Yes	Branded Title:	No	Warrant	y Block:	No	PDI S	tatus :	Paid	
	•	REQUIR	ED FI	ELD ACTIO	ONS					
Vehicle Has No Curr	ent Reco	ord Of Outstanding Ca	mpai	gns						
		SERVICE IN	FORI	MATIONAL	ITEMS					
Vehicle Has No Curr	ent Reco	ord Of Outstanding Se	rvice l	nformation						
	0	N STAR AND XM SA	TELI	JTF RADIC	INFORM	ATIO	VI			

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	01/26/2004	33 miles	01/26/2007	36033 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	01/26/2004	33 miles	01/26/2010	100033 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/26/2004	33 miles	01/26/2012	80033 miles
36/36000 FEDERAL EMISSION	01/26/2004	33 miles	01/26/2007	36033 miles

#### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
09/19/2005	231634	#	J6354 - MODULE, POWERTRAIN CONTROL - ENGINE REPROGRAMMING	11908 miles

06/08/2005	220818	0	M0017 - LUBE, OIL AND FILTER	10299	miles
03/21/2005	211659	#	H9991 - CUSTOMER CONCERN NOT DUPLICATED	8940	miles
03/21/2005	211659	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	8940	miles
03/07/2005	210078	#	C3358 - TRIM ASSEMBLY, FRONT DOOR - LEFT - ONE PIECE - R&R OR REPL	8450	miles
02/24/2005	208973	#	L1281 - TANK, FUEL - LEFT - REPLACE	8406	miles
02/24/2005	208973	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	8406	miles
02/18/2005	208376	#	L1195 - SEAL, FUEL SENDER/PUMP ASSEMBLY (TANK UNIT) - REPLACE	8400	miles
02/18/2005	208376	#	C0221 - GUIDE, FRONT DOOR WINDOW - LEFT - R&R OR REPLACE	8400	miles
02/18/2005	208376	#	C0220 - GUIDE, FRONT DOOR WINDOW - RIGHT - R&R OR REPLACE	8400	miles
02/18/2005	208376	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	8400	miles
02/18/2005	208376	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	8400	miles
02/04/2005	159266	#	C0182 - REGULATOR, FRONT DOOR WINDOW - RIGHT POWER - R&R OR REPLAC	7794	miles
01/24/2005	157877	#	C0100 - GLASS, FRONT DOOR - RIGHT - ALIGN	7520	mile
01/24/2005	157877	#	C0101 - GLASS, FRONT DOOR - LEFT - ALIGN	7520	miles
01/24/2005	157877	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	7520	miles
06/14/2004	133863	#	N4921 - MODULE, LOCAL INTERFACE UNIT - DOOR - LEFT - REPLACE	2523	miles
06/14/2004	133863	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	2523	mile
06/09/2004	184945	#	C0182 - REGULATOR, FRONT DOOR WINDOW - RIGHT POWER - R&R OR REPLAC	2319	miles
06/09/2004	184945	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	2319	mile
06/08/2004	184819	#	N4921 - MODULE, LOCAL INTERFACE UNIT - DOOR - LEFT - REPLACE	2288	mile
06/08/2004	184819	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	2288	mile
05/25/2004	183512	#	N3340 - MOTOR - SEAT ADJUSTER - BUCKET SEAT - PASSENGER - REPLACE	1954	mile
05/25/2004	183512	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	1954	mile
05/25/2004	183512	#	J0950 - FILTER, OIL - REPLACE	1954	mile
05/19/2004	182958	#	E0725 - SENSOR, LOW TIRE PRESSURE WARNING - REAR - LEFT - REPLACE	1735	mile
05/19/2004	182958	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	1735	mile
04/20/2004	179916	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	979	mile

04/15/2004	179446	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	979	miles
04/15/2004	179446	#	L1020 - CAP, FUEL TANK - REPLACE	979	miles
01/28/2004	120512	#	N4920 - MODULE, LOCAL INTERFACE UNIT - DOOR - RIGHT - REPLACE	87	miles
11/25/2003	115830	#	D0362 - CONTROL ASSEMBLY HVAC (INSTRUMENT PANEL) - A/C - REPLACE	5	miles
11/20/2003	A14739	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	. 0	miles

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RETAIL PURCHASE CONTRACT

DATE SALESMAN NUMBER 01728/2004 BEAUN, PAUL 727

0E ni 4 90595

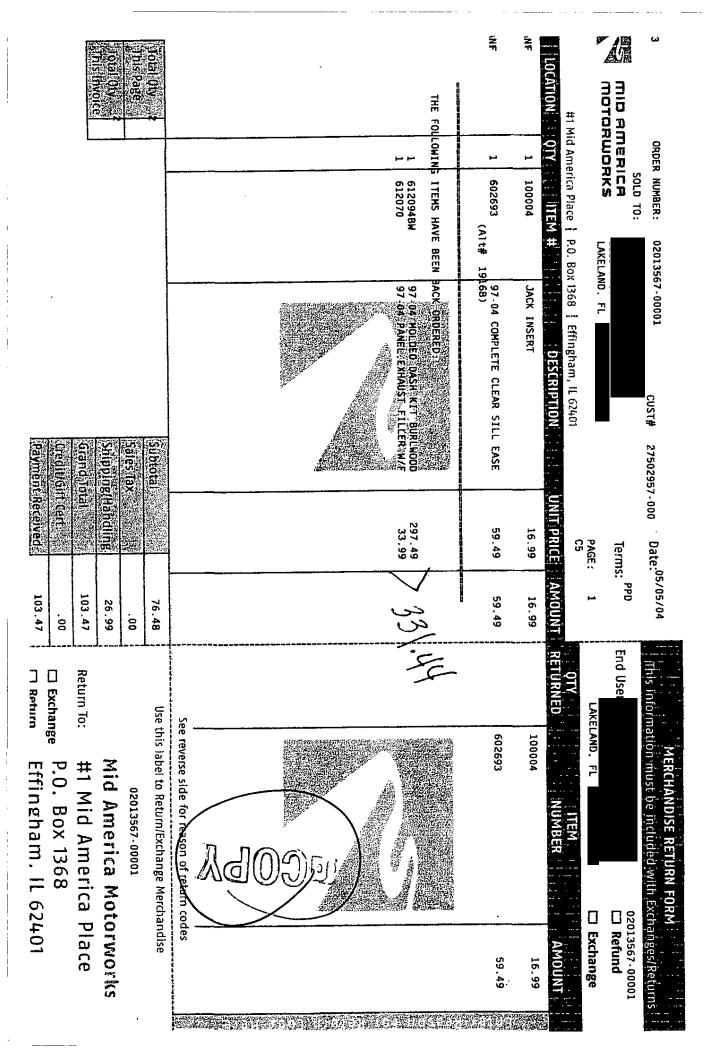
PLANT CITY PO BOX 3209 (813) 752-5123

SRV WRT CREDIT AUTH.

RLANT CITY, ELORIDA 83563	Sylvago, and annual and the make	KR2ZUWW	
CUSTOMER		HOME OFFICE PHONE PHONE	<b>第53章 医</b>
BILLING ADDRESS		co	UNTY PRICE
FITLE NOB		ZIP	
NEW [2] USED [] DEMO []	YEAR CHEVROLE	MODELS SERIAL NUMB	ER CAMEAL WAY DENVISOR
	<u> </u>		
ELHINS BUU		UNVERTE CUTYL 451147	K NUMBER
OPTIONS STOCK CARS LIST ON	Y DEALER ADDED OPTIONS	SELLING PRICE INCLUDES ALL FREIGHT, DEALER DISCOUNTS: SELLING COUPONS, NEGATIVE EQUITY OF TRADE IF APPLICABLE PRICE	46518 00
UNDERED CARS	ATTACH COPY OF ORDER	DER OPTIONS	
	rantana mpa <b>s</b> a and		
	Secretary and the secretary secretar	All flat for which covers that portion of salaries and expenses involved	
USED VEHICLE TRADED IN AND	如何是是不是他的。 第12章 中国的第一章	in selling the above vehicle. In case where rederal to State law prohibits passage of such charges to the consumer, the entire fee must	17 CO
EAR MAKE	STOCK NO.	be considered additional profit CVR FEE	
MODEL OR BODY SERIES TYPE			
OLOA	PLATE NUMBER-STATE-YR	FLORIDA TIRE DISPOSAL FEE	5 90
A.V.I.OB.		FLORIDA BATTERY DISPOSAL FEE	
JSED THADE-IN ALLOWANCE	\$ 22.00	DEALER SERVICE FEES	\$ 499 00
BALANCE OWED ON TRADE-IN		THIS CHARGE REPRESENTS COST AND PROFIT TO THE DEALER FOR THEMS SUICH AS INSPECTING, CLEANING, AND ADJUSTING VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.	
NET ALLOWANCE ON USED TRADE IN		STATE AND LOCAL TAXES	<b># A</b>
DEPOSIT OR CREDIT BALANCE	0.00		<b>社</b> A.
BEBATE	\$ 2000.00	LICENSE & REGISTRATION FEE	H 27 (17 4 4 4 7 1 4 4 7 1 4 4 4 4 4 4 4 4 4 4
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PAYOFF		UNPAID CASH BALANCE DUE ON DELIVERY	45000 .00
CNIICI DED	DATE:	PHYSICAL DAMAGE TEACUERS INS.	
JENHOLDER ADDRESS	ZIP.	FINANCING * LIENHOLDER	NO
PAYOFF OUOTED BY	GOOD THRU	LIENHOEDER ADDRESS	ZIP
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to the bast of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked:  (1) I hereby certify that to the best of my knowledge the adometer reading reflects the amount of mileage in excess of its mechanical limits.  (2) I hereby certify that the adometer reading is NOT the actual mileage.  WARNING: ODOMETER DISCREPANCY.	that the odometer now reads
X OVER HENRO CHEVROLET INC	L.) (2) if hereby certify that the odometer reading is NOT the actual mitsage. WARNING-ODOMETER DISCREPANCY
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NTIFICATION: NUMBER	YR 2004	CHEV	ODEL BODY V	77-1: SHP VESSEL REGIS	
V STATE COLOR BLU	PRIMARY BRAND	SECONDARY BR		PVI	PREV ISSUE DATE 92/08/2004 DATE OF ISSUE
OMETER STATUS OR VESSEL MAN	UFACTURER OR OH US 1/25/2004 ACT	ŪAL	HULL	ATERIAL PROP	02/11/2004
SISTERED OWNER					N RELEASE E ABOVE DESCRIBED YEHICLE IS
				HEREBY RELEAS	
AKELAND FL					
				TITLE	MATE PARTE
T LIENHOLDER					
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an Land In Color of State (1977)					
DIVISION OF MOTOR	VEHICLES T	ALLAHASSEE	FLORIDA	DEPARTMENT OF	HIGHWAY SAPETY
				AND MOTOR VEH	ineres
- Oulds	The second	nol Nuit		TrulOffs	hum 10
CARL A FORD DIRECTOR	Cull		en en en en en en en en en en en en en e	PRED O. DICKINSON, EXECUTIVE DIRECTOR	
	- Fuderal and state las	w require that you state the	mileage in connection with	tion must be completed at the the transfer of ownership. Fi	TATALON OF THE STATE OF THE STA
	ertified to be free from	any liana expept, as noted o	n the face of this certific	ate end the motor vehicle or	resuet, described is hereby transferred
Purchaser	12		Sellino Price		Date Sold:
We state that this 5 5 or 6 di as, date read ar it it reflects the actual mileage of	d to the best of my ki	reis, unless DO NOT CHEC	1   hereby te	vilagor in excess of its mecha-	newledge: the odometer reading reflects:
of the odometer statement blocks	is checked.	BOX IF ACTUA	WARNING	ODONETER DISCREPANCY,	
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ature of		Property of the second	njed Name of		
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LAKELAND, FL

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マーエの

LAKELAND, FL

# SHIPPING ORDER/INVOICE

01721645-00001 5/05/04 10:43:19

21225960-000	Customer No.
01721645-00001	Order No.
5/05/04	Date/Time

Picked By: Packed By:			******* The	A23-8-03 4	A23-3-02 4:	Location		0000256485
		40400	following item	43818	43817	Part No.		Bin No.
		0	ns are ba			Shp		MASTER CARD
		<del>B</del>	ck ord	₹	1 1	Shpd UM	1	1
		Screen, Fog Light Chrm, 97-04 Z06 Style	ered or shipping fro	Frame, Lic/BU Lamp Chrm, 97-04	Louver Alum T/L 5 pc			Terms
		m, 97-04 2	m alterna	xm, 97-04	Chr, 97-04			SIS#
		06 Style	The following items are back ordered or shipping from alternate locations and may arrive at a later date.		) <b>4</b>	Description	***************************************	P.O. Number
			ive at a later			8		Phone No.
			date.	-	0	BO		Ą.
<u>. w w w o o c e o w</u>		79.99	***	79,99	99.99	Unit Price	Ran	
Sale Amount Shpg & Hndg Sales Tax Pkg Protect COD Charges Total Prepayment Balance Due	W9090			59.99	74.99	Sale Price	UPS GROUND	Ship Via
134.98 7.28 .00 .60 .00 142.86 142.86				59.99	74.99	Amount		'ia

COSTORER THANTCR

Invoice#: 33421617

Order#: 02013567-00002

Cust P/O#:

?/O#: P

Terms: MC 5477535 Salesperson: MARK MERKEL

Ship Via: UPS PREPAID
Order Date: 05/04/04

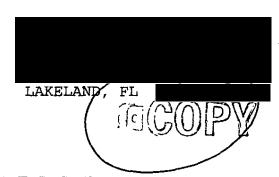
Remit to:

Mid America Motorworks #1 Mid America Place

P.O. Box 1368

Effingham, IL. 62401 Phone: (217) 540-4200 Fax: (217) 540-4450





Quantity	Item Number	Item Description	Unit Price	Ext. Price
 1.00	612094BW	97-04 MOLDED DASH KIT BU	297.49 EA	297.49

Sub Total: 297.49 Ship/Hndl: .00

Tax: .00 Invoice Total: 297.49

CHALL VIEWS LINES TO A COLUMN

P

Invoice#: 33413974

Order#: 02013567-00003

Cust P/O#:

Terms: MC 5477535 Salesperson: MARK MERKEL Ship Via: UPS PREPAID

Order Date: 05/04/04

Remit to:

Mid America Motorworks #1 Mid America Place

P.O. Box 1368

Effingham, IL. 62401 Phone: (217) 540-4200

Fax: (217) 540-4450

LAKELAND, FL

LAKELAND, FL

 Quantity	Item Number	Item Description	Unit Price	Ext. Price
 1.00	612070	97-04 PANEL, EXHAUST F	ILL 33.99 EA	33.99

Sub Total: 33.99 Ship/Hndl: .00

> Tax: .00

Invoice Total: 33.99

WHITE COPY to be maintained in dealer file for 3 years; YELLOW & PINK copies remain in booklet Signature Selling Dealer/Lessor Date Received I ACKNOWLEDGE RECEIPT OF THE "CONSUMER GUIDE TO THE FLORIDA LEMON LAW." CUSTOMER'S ORDER NO SOLD BY QTY. PRODUCT 610 1108 auto & marine wholesale (If it floats or has wheels, we've get it!) All claims and returned goods must be accompanied by this bill. Var bor LXNOUS LAKELAND, FLORIDA 33801 DESCRIPTION 2420 N. Crystal Lake Dr. Lou Molinaro, Owner CHARGE PHONE (941) 665-8235 (NOSELE) 1-B00-225-6380 Nour XT ON ACCT. DATE PRICE TOTAL XAT Thank You 125191 F00000 AMOUNT



Service Request: 1-229448344

Customer Relationship Manager: Michelle Morales

Dear Mr. Almblad:

We would like to discuss your request for assistance regarding your 2004 Chevrolet Corvette, 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 866-942-4368 extension 48536 on Monday through Friday during the hours of 8:00am to 4:45pm CST. 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 or 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,

**General Motors Corporation** 

NOV. 16. 2004 (TUE) 13:44

ACU CALL CENTER

PAGE 1/2

909 383 7302

PAGE. 2/2



November 16, 2004

70: Sheryl R. (866) 715-8518 FROM: Gleve S. RE: Ken Almblad 11(16/04)

Rialto, CA
To Whom it Man Comme

To Whom It May Concern:

In accordance with your request for account verification with Arrowhead Credit Union, we are pleased to provide the following information:

Loan Acct. No. 104760-02

Date opened: 02/28/2004

Monthly Paymont: \$824.71

We can also confirm that this loan has a payoff of \$38,231.30 that is valid until December 15, 2004.

If I can be of further assistance please feel free to contact the Arrowhead Credit Union Call Center at (909) 383-7300 or (800) 743-7228 ext. 7300.

Sincerely,

Arrowhead Credit Union Call Center Representative

MESSACE

PAGE 2/2

PAGE. 1/2

NOV 16 2004 (TUE) 13-44 ACU CALL CENTER



# FAX COVER SHEET

DATE:	11/16/04	
TO:	Steven Stancroff	
co:		· · · · · · · · · · · · · · · · · · ·
FAX#	man de la companya de la companya de la companya de la companya de la companya de la companya de la companya d	·
# OF PA	GES ING COVER SHEET)	

From: VMMICK
Arrowhead Credit Union "Call Center Department" FAX # (909) 383-7302
PH # (909) 383-7300 or (800) 743-7228 ext. 7300

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1			

Confidentiality Notice: This transmission may contain legal privileged, confidential information belonging to the sender. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or taking any action based on the contents of this facsimile is strictly prohibited. If you have received this in error, please contact the sender and delete all copies.













# **HUMMER**

#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### VIA FAX ONLY

July 14, 2010

Steve Stancroff, Esq. Consumer Legal Services 30928 Ford Rd Garden City, MI 48135-1803

RE:

Service Request: 1-229448344 2004 Chevrolet Corvette

Vehicle Identification Number: 1G1YY22G445 Customer Relationship Manager: Robert Villanueva

Dear Mr. Stancroff:

We regret that your client(s) is dissatisfied with his 2004 Chevrolet Corvette and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$ 5.500.00.

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

Your client(s) would retain the vehicle.

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

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841, prompt 1, prompt 4	
cc: FILE	
LG0044-T Rev 6/2/2004	
Attach.	
Odometer	_
Client's Signature	Client's Signature

Date

July 14, 2010 Page 2

Date













# HUMMER

#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### VIA FAX ONLY

November 15, 2004

Steven Stancroff, Esq. Consumer Legal Services 1950 Sawtelle Blvd Los Angeles, CA 90025-7014

RE:

Service Request: 1-229448344 2004 Chevrolet Corvette

Vehicle Identification Number: 1G1YY22G445101884 Customer Relationship Manager: Sheryl Rosario

Dear Mr. Stancroff:

We regret that your client(s) is dissatisfied with his 2004 Chevrolet Corvette and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of \$ 7,500.00, inclusive.

A 60 month/75,000 mile (whichever comes first) Electrical Component Letter, from the warranty start date and original in-service miles. Coverage includes: Starter motor and solenoid; alternator/generator; voltage regulator, wiring harnesses, manually operated switches, wiper motors, ignition switch (lock cylinder); distributor module; electronic level control compressor sensor and control; electronic spark control detonation sensor and control; distributor; electronic instrument cluster, and diagnostic displays.

.

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

November 15, 2004 Page 2

current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

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

Sincerely,	
General Motors Corporation Business Resource Center 1-800-231-1841, prompt 1, prompt 4	
cc: FILE	
LG0044-T Rev 6/2/2004	
Attach.	
Odometer	
Client's Signature	Client's Signature
	Date

#### RELEASE OF CLAIM

1. I, (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain, bearing
Vehicle Identification Number (hereinafter referred to as "Vehicle") and in consideration of payment by
General Motors Corporation (hereinafter referred to as "GMC") of \$ 60,408.61, said payment to be made
as outlined below, does for him and each and all of his representatives, heirs, successors and assigns,
hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees,
stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who
are or might be claimed to be liable, of and from any and every claim, demand or right, including but not
limited to those for diminution in value, repair costs, or any other economic or non-economic injuries,
losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or
alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the
design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in
or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for the payment described above to be tendered in the form of two: the first, in the amount of \$ 22,195.31, made payable to Consumer Legal Services; the second in the amount of \$ 38,231.30, made payable to Arrowhead Credit Union.

Note: These checks are subject to change if Releases are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

- (a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.
- (b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:
- (i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$ 60,408.61, less the estimated cost of repair to said Vehicle.
- (ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of \$ 60,408.61, 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 as determined by the NADA book, at the time this Release is executed by Releasor(s).
- (iv) That the Vehicle shall not exceed 4,000 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 .39 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

- (c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);
- (d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;
- (f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;
- (g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;
- (h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;
- (i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY	THE TERMS OF THIS RELEASE THE
UNDERSIGNED HAS AFFIXED HIS/HER S., 20	IGNATURE THIS DAY OF
	tands this release and signs it to resolve the claim
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 20, by		day of,
		Signature of Notary Public
	Print, type or stamp Con	nmissioned Name of Notary Public
	Personally Known	OR Produced identification
	Type of identification	
	My commission expires:	

CC: File

LG0025-T Rev 10/5/04













# HUMMER

#### GENERAL MOTORS BUSINESS RESOURCE CENTER VIA FAX ONLY

November 17, 2004

Steven Stancroff, Esq. Consumer Legal Services 1950 Sawtelle Blvd Los Angeles, CA 90025-7014

RE:

Service Request:

Vehicle Identification Number:

Customer Relationship Manager: Sheryl Rosario

Dear Mr. Stancroff:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 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 6,11 @ 912.70,824.71 \$ 14,548.01 (which includes sales tax of \$ 3,723.49)

Total down payment \$6,000.00 License/Title/Registration \$312.50 Aftermarket items (if applicable) \$0.00 Subtotal: \$20,860.51

Less Rebates/Incentives - \$ 0.00

 Less Usage/Depreciation
 - \$ 175.20

 GMPP
 -\$ 1090.00

 Subtotal:
 \$ 19,595.31

Attorney's Fees \$ 2,600.00 Subtotal: \$ 23285.31

November 17, 2004 Page 2

\* Payoff to lien holder (good through 12/15/04) \$ 38,231.30

\* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lien holder if the amount should change.

Repurchase Offer \$ 60,408.61

Total due to attorney and client: \$ 22,195.31

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(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter.

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841, prompt 1, prompt 4

cc: FILE LG0052-T Rev. 7/20/2004

Attach.

Client's Signature	Client's Signature
Date	Date

#### Privileged and Confidential Information

#### CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Robert Villanueva State: CA

Service Request: 1-229448344 Customer Name: GM Legal File No.:

Vehicle ID No.: 1G1YY22G445 In Service Date: 8/26/03 BAC Code: 114568 Vehicle is: New

Year, Make & Model: 2004 Chevrolet Corvette

#### VEHICLE REPAIR HISTORY

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

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

# x Fngine/Fuel/Exhaust

A <u>Lingilio</u>	I GCI/ EXT	aust		
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/7/03	382673	10	438	C/S fuel gauge goes to empty when fullleft fuel level sensor intermittently openC0463, C2068replaced left in tank fuel level sensor
3/29/04	404733	18	1727	C/S fuel gauge is erraticwill show empty after being filled and will drop to empty when half fullrt and left fuel sensors inaccuratereplaced rt and left fuel senders and left tank with update gas tankTAC#7249595
☐ <u>Axle</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/22/04	416355	2	2372	Replaced left rear axle shaft
☐ Electric	cal			

Electrical
------------

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/7/03	382673	*	438	C/S pass side climate control does not adjust/setoperating per intent and design

Do the number of repair attempts meet the lemon law requirement: Yes Do the days out of service meet the lemon law requirement of 30: Yes

Total days out of service: 30

Does the case meet the criteria for any federal/state law or code? Yes If yes, which one: Song-

Beverly

CRM FINAL OFFER: **ATTORNEY FEES: \$2,600.00** cash **OFFER TO CUST: \$3,000.00** 

## 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.

Crm recommends cash offer. Veh meets presumption. Veh was repaired on 3/29/04 and has not been back for same concern

	REASON FOR REMOV	'AL
{TEXT}		
TEAM MANAGER APPROVING:	{Name}	Date: {Date}

COMPONENT	DESCRIPTION	
Axle	Includes all components related to the axle, differential, driveline, & rear end.	
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.	
Brakes	All mechanical, electrical, or fluid related components of the Brake system.	
Chassis	All frame, bumper and hitch components.	
*Electrical	Specific electrical components of a vehicle.  All indicators that provide the driver with operating characteristics of a vehicle.  All Electrical lights that illuminate.  All radio, CD/DVD, navigation, video, speakers, reception/antenna related components.  All battery, spark plug/wire, glow plug, starting or charging system components.	
Engine/Fuel & Exhaust	Internal and external mechanical components.  Cooling system components including radiator, gaskets, thermostat, and water pump.  All computers and sensors that affect or monitor engine operation.  All air and fuel related components including tank, injectors, and lines.  All exhaust related components, pipes, mufflers and cat converters.	
Glass	All glass and window components.	
HVAC	All components related to heating, air conditioning and temperature.	
Paint	All paint specific issues (Not metal related).	
Restraints	All SIR, airbags and seatbelt issues.	
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.	
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.	
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.	
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.	

<sup>\*</sup> SES light is to be captured under affected component above.

			BRC LEGAL REPURCHASE WO	DRKSHEET			
File Number			Customer Name			Worksheet Filled Out By:	
1-229448344						Robert Villanueva	
			Draft-Add question marks beside	category to indi	cate	e incomplete information (not in dolla	r fields)
Old Vehicle VIN:			New Vehicle VIN:			Date:	
1G1YY22G445			fig approx/no lienholder			4-Nov-04	
TRADE REPURCHASE		9	STRAIGHT REPURCHASE - BAS	F		PAYMENT OR LEASE REPU	RCHASE
TRADE REI GROHAGE		_		_		Lease Terms MO MI Lease Usage	
1 Replacement Veh Costs (231/237)	\$0.00	1	Base Price	\$0.00	1	Down Pmt / Cap Cost Reduction	\$6,000.00
2 Equipment Transfer	·		Conversion Price			6Payments @ \$912.70/9@824.71	\$12,898.59
3 Reg./Lic./Title Fees (opt)			Reg./Lic./Title Fees (opt)			Reg./Lic./Title Fees (opt)	\$312.50
4 State Fees			State Fees			State Fees	\$0.00
5 Dealer Add-ons	·		Dealer Add-ons			Dealer Add-ons	\$0.00
6 Total Sales Tax	·		Total Sales Tax			Other-Explain	\$0.00
7 Dealer Admin / Vehicle Transfer			Finance Charges	\$0.00		Caror Explain	\$0.00
8 Other-Explain			GMPP (only for CA, IN, WI)	\$0.00			Ψ0.00
9			Other-Explain	\$0.00			
10 Total Replacement Price			Total Purchase Price			Total Additions	\$19,211.09
11	Ψ0.00	11	Total i dichase i lice	φυ.υυ	11	Total Additions	Ψ19,211.09
12 Usage/Depreciation	00.02		Usage/Depreciation	90.00		Usage/Depreciation	\$175.20
13 (Formula/cents per mile and odd		13				438/120k x 48000	ψ173.20
14 Damage			Damage			GMPP	\$1,090.00
15 Tax/Title/Regis/Fee Contribution			Late charges	·		Late charges	\$0.00
16 MSRP Upgrade			Over-Allowance			Over-Allowance	\$0.00
17 Other-Explain			Negative Equity	·		Negative Equity	\$0.00
18 MSRP Downgrade (deducted)			Other-Explain			Over Mileage Penalty	\$0.00
19 Reimb of Aftermarkets (deducted)			Incentives			Incentives	\$0.00
20 Total Customer Cost	·		Total Deductions	·		Total Deductions	\$1,265.20
21	ψ0.00	21	Total Deductions	ψ0.00	_	Amended payoff \$38,285.64	Ψ1,203.20
	<b>\$0.00</b>		Danwahaaa Subtatal	¢0.00		Total Refund to Customer	¢47.045.00
22 Repurchase Subtotal			Repurchase Subtotal				\$17,945.89
23 Loan Payoff (deducted)			Loan Payoff (deducted)			Dir Buyout (lease) or Loan Payoff	\$41,984.20
24 Total to Dealer & Customer			Total Refund to Customer	\$0.00		(if GMAC ask for DL quote) Attorney's Fees	#2 COO OO
25 Attorney's Fees			Attorney's Fees				\$2,600.00
26 Total Repurchase			Total Repurchase			Total Repurchase	\$62,530.09
27 NADA			NADA			NADA	\$39,275.00
28 Estimated Auction Price	·		Estimated Auction Price			Estimated Auction Price	\$29,063.50
29 Projected Loss	\$0.00		Projected Loss		29	Projected Loss	\$33,466.59
	•	0	VER ALLOWANCE CALCULATION				
PURCHASE PRICE (before t/t/t)	\$ 48,000.00		TRADE ALLOWANCE	\$ -		PURCHASE PRICE	\$ -
MSRP (FROM BARS INVOICE)	\$ 48,775.00		PAYOFF OF TRADE	\$ -		INCENTIVE* (from BARS)	\$ -
DIFFERENCE	\$ (775.00)		DIFFERENCE	\$ -		OVERALLOWANCE	\$ -
if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	\$ -
			TRADE ALLOWANCE	\$ -			
			ACV OF TRADE	\$ -			
			DIFFERENCE	\$ -		Do not include fuel fill credit	
Rev. Oct 11, 2004			ACV=actual cash value			Include GM card points	

Tyou did not receive all the pages as listed please call (909) 390-2900



M. NICHOLAS NITA
STEVE B. MIKHOV
RONA LD J. BOLZ\*
CHRISTOPHER M. LOVASZ\*\*
STEVEN S. TOTH\*\*
"Livened Eq. 1, [N] M. OH and WI analy;
"Livened Eq. 1, [N] M. OH and WI analy;
"Livened in the last WI only?



1950 SAWTELLE BLVD. • STE. 245 Los Angeles, CA. 90025 (310) 477-1474 FAX: (310) 477-1424

E-Mail: cls@lemonauto.com

October 27, 2004

### **VIA CERTIFIED MAIL & RETURN RECEIPT**

Mark Christopher Auto Center 2131 Convention Center Way Ontario, CA 91764

e: 2004 Chevrolet Corvette (VIN#: 1G1YY22G445

Dear Sir/Madam:

Please be advised that this law office, Consumer Legal Services, P.C., represents Mr. Pursuant to this representation, we are asserting an attorney's lien on any and all proceeds in this matter. Additionally, all further communications intended for my client MUST be directed through this office.

My client's vehicle has been subject to repair two or more times by the Manufacturer or its authorized dealer(s), and/or has been out of service by reason of repair of non-conformities for a cumulative total of more than 30 calendar days since delivery, and/or the same nonconformity results in a condition that is likely to cause death or serious bodily injury when the vehicle is driven by my client and the nonconformity has been subject to repair two or more times by the Manufacturer or its agents. The following is a detailed repair summary with regards to the subject vehicle:

<u>Date</u>	<u>Mileage</u>	<u>invoice #</u>	Complaint
10/07/03	438	382673	FUEL SYS

FUEL SYSTEM: The fuel gauge goes to empty when full. Left fuel level sensor intermittently open. Tested fuel system. Checked with tech 2-current code C0463 and history code of C2068 set. Left tank at 439 volts and right tank at .71 volts. Racked vehicle. Accessed center fuel system connector to test left tank sensors, shows open. Tested right sensor shows good. R&R left rear tire and complete drive line with transmission and differential to gain access to replaced left in tank fuel level sensor. Reassembled vehicle and reinstalled drive line. Retested fuel level system after partial

October 27, 2004

Mark-Christopher Auto Center

Re: 2004 Chevrolet Corvette

Page 2

reassemble. Operating per design and intent.

**ELECTRICAL:** The passenger side climate control does not adjust/set. Right climate control operating per design and intent at this time.

03/29/04 1727 404733

FUEL SYSTEM: The fuel gauge is erratic. Will show empty and will drop to empty on gauge at half tank. Right and left in tank fuel senders inaccurate. Replaced right and left in-tank fuel senders and left tank with updated gas tank. Right tank voltage 4.94 and left tank voltage 2.51 with tank full. Right tank voltage .71 and left tank voltage at 2.25 with tank empty. Contacted technical assistance center. Drained fuel tanks slowly watching tech 2 for balance pump diagnosis. Tech line recommended updated modules and left fuel tank. Contacted partech for availability. New design parts are for 2003 model only. When with parts recommend by partech. Last visit left tank sensor was replaced. Right tank sensor failed about two weeks after left sensor was replaced. Left tank sensor failed approximately 200 miles before this visit. Customer commented on gauge fluctuation below 1/2 tank. Started occurring 2 weeks ago. Road tested vehicle-fuel gauge operating per design and intent.

Therefore, this shall serve as notice of breach under California Commercial Code §2607 that pursuant to California Commercial Code §2608 my client hereby revokes his acceptance of said vehicle. In addition, this office is prepared to file suit to effect said revocation of acceptance, cancellation of sale, return of the vehicle, and payment of all monies expended, in order to put the client in the same position he was in prior to the contract.

Also, please take notice that, pursuant to California Civil Code §1782(a)(1), the above acts and omissions violate California Civil Code §§1770 (2) Misrepresenting the source, sponsorship, approval, or certification of goods or services; (7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another; and (16) Representing that the subject of a transaction has been supplied in accordance with a previous representation when it has

October 27, 2004

Mark Christopher Auto Center

Re: 2004 Chevrolet Corvette

Page 3

not. Therefore, pursuant to California Civil Code §1782(a)(2) my client demands that, in order to put the client in the same position he was in prior to the formation of the contract, you correct, repair, replace, or otherwise rectify said violations of California Civil Code §1770 by cancelling the sale of the subject vehicle, by accepting the return of the subject vehicle, and by refunding all monies expended.

Please be advised that written notification of the above violations has also been sent to the manufacturer under separate cover. Thank you for your anticipated cooperation.

Sincerely,

CONSUMER LEGAL SERVICES, P.C.

M. Nicholas Nita, Esq.

MNN:xm Enclosures Training arti night of redmini and tot bebriefs and mar and saft before and recognition of the sent of the contract of the con

w www.markсинаюрпег.com



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17 PRODUCTION DATE

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			<b>1.G 1 Y Y 2</b> F.T.E. NO.	26445				R.O. DATE	
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(909) 390-2900 (Phone) (909) 390-8287 (Fax) www.markchristopher.com



2131 Convention Center Way Ontario, CA 91764

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STOMEFR №. .0.6.83				CHASE ONLY
.0683	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	LABOR RATE FOX LICENSE NO.	MILEAGE 823	-30/16/03	CVCS382673 ISTOCK NO.
	LADOR NAIE	438		
	YEAR / MAKE / MODEL	1438	BENVERVETTE RE	DECIVERY MILES
	OA/CHEVROLET/CORVETTE O	P/HR CP	18/26/03 SELLING DEALER NO.	1.7 PRODUCTION DATE
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I acknowledge notice and oral approval of an increase in the original price.

©AGETOMER SIGNATURE X







BAR # 🕰 A003134

2131 Convention Center Way Ontario, California 91764 (909) 390-2900

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909) 390-2900 (Phona) 909) 390-8287 (Fax) ww.markchristopher.com



∡ (31 Convention Center Way Ontario, CA 91764

WE ACCEPT

				AMERICAN ATM WITH PUR	EXPRESS
CUSTOME P40. 10683	LABSTRICE FOX	UCENSE NO.	TAG NO. 7862	04/15/04 COLOR	INVOICE NO. CVCSANA733 STOCK NO.
	YEAR / MAKE / MODEL  OAJCHEVROLET/ VEHICLE ID: NO.	4511MA CORVETTE CP/HB CP	1727	DELIVERY DATE  OR/28/03  SELLING DEALER NO.	DELIVERY MILES 17 PRODUCTION DATE
RIALTO _ CA	1 C 1 Y Y 2 2 G / F.T.E. No.	145		6000 R.O. DATE 03/29/04	
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I acknowledge notice and oral approval of an increase in the original price. AUSTOMER SIGNATURE X

TO RECIPIOER CALL: PRINTING SOLUTIONS (909) 302-3029

END OF INVOICE

12:33pm



າລຳ Convention Center Way Ontario, CA 91764

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e e		•	AMERICAN ATM WITH PUF	CHASE ONLY
CUSTOM ER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
10683	LABORRACE FOX LICENSE NO.	7952 MILEAGE	04/15/04.	CVES404733
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JOB# 3 CHARGES	****		•••	
LABOR- J# 3+10CVZDETAIL DETAIL SUBLET CLEAN CAR INSIDE AND OUT SUBLET TO THE STRIPE MAN TO CLE	TECHISTOR	INTER	NAL	
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l acknowledge notice and oral approval of an increase in the original price. অনুচারেশছন SIGNATURE X



George Fox

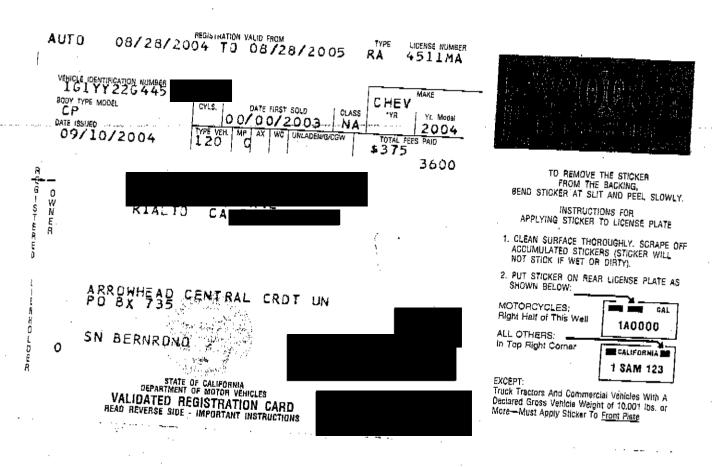




31 Convention Center Way Intarlo, California 91764 (909) 390-2900

EPA # CAD 044336741

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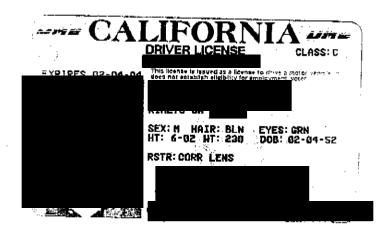
## i. 1 CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT FORM

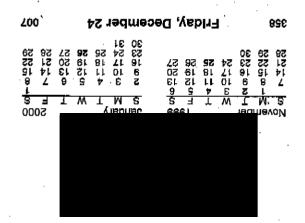
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DEALER NOTE: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File.

<sup>\*</sup> List must include VIN, Delivery Date and Program Reference.





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PAGE 02

	FROM: MARK CHRIS FLEET DEALER NUMBER	GMAC Credit Sale/Lease Application	1 3 2
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001510160 <sub>02</sub> entract Registration GM Cert Sample Coverage 3/3 PT LW WEHICLE IDENTIFICATION NUMBER (must be 17 characters) PLAN PURCHASE DATE  $\varepsilon$ 5 6 MODEL CURRENT ODOMETER 4.WHEEL DRIVE Agreements CHEVROLET CORVETTE CP FIRST NAME M.I. LAST NAME FLEET GM EMPLOYEE ä online at www.gmprotectionplan.com/agreements.htm MIAIUNG ADDRESS (must include apt. or suite #, if applicable) CITY STATE ZIP CODE RIALTO CA The Flan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s), DEALER NAME DEALER CODE PROMOTION CODE MARK CHRISTOPHER AUTO CENTER AD DRESS CITY STATE ZIP CODE 2131 CONVENTION CENTER ONTARIO CA 91764-4452 **GMAC** NAME OR AD DRESS STATE ZIP CODE LEASE RETAIL MAJOR GUARD VALUE GUARD BASIC GUARD SMART PROTECTION PLUS NOIE XХ MECHANICAL TERM Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed. THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE The time and mileage of any plan selected will be calculated LIMITED WARRANTY from the date and mileage on the vehicle on the date of the The time and mileage limits of any selected plan commence on purchase of the service contract. Plans can be purchased only the same date as the manufacturer's warranty and at zero miles. **OUT-OF**at the time of vehicle purchase. Certified plans have a \$0 WARRANTY Certified plans have a \$0 deductible. All other plans have a WARRANTY deductible. All other plans have a \$50 deductible unless an \$0 deductible unless an optional deductible is selected. optional deductible is selected. VEHICLE IN SERVICE DATE (In-Warranty vehicles) ¥EYOUR TERM-MO./MI. OPTIONAL DEDUCTIBLE PRICE 08/26/03 \$100 XX \$200 0 0 2 MAINTENANCE TERM Upon acceptance of this regis-SMART CARE PLUS SMART CARE TERM-MO./MI. tration, the time and mileage term for Smart Care will be calculated from the date and mileage on the vehicle on the purchase date of this agreement. The time and mileage term of Smart Care Plus begins on 0 0 the same date as the manufacturer's warranty and at zero miles. SURCHARGES & BUSINESS TOW TRUCK EMERGENCY SNOWPLOW TIRE ROAD HAZARD 66 OPTIONAL COVERAGE DAYS. \$ (Select all that apply) 0 0 By signing this, I agree to all terms and conditions on the front and back of this form. I acknowledge that coverage(s) will begin and end as stated in the section titled, "Term," (above). Upon acceptance of this CALL 1-800-631-5590 SUSTOTAL ... 0 0 registration, a Coverage Agreement will be mailed to the address indicated on this form. TOTAL. 08/26/2003

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision, and that failure to provide such insurance gives General Motors Acceptance Corporation the right to declare the entire unpaid balance immediately due and payable. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contains a loss payable endorsement in favor of General Motors Acceptance Corporation located at:

Liemholder:	P.O. Box 25	25	•	tion BR#
NAMEDINS	Y-AFIDOT	100015		GMAC ACCOUNT NUMBER
ADDRESS			STATE	
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SIGNS	,	<u> </u>		***
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( ) AGENCY ( ) II	NSURANCE CARRIER			GMAC LOSS PAYEE ( )Yes ( ) No
Confirmed By		,		
\		<u> </u>		
DEALER SIGNS (ME)		<u></u>	DEALER MARK CHRIS	TOPHER AUTO CENTER

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							MARK CHRISTOP	HIER AUTO	CENTER	magazini e
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You, the agreeme. Charge a	Buryer (and nts of the f ccording to	Co-Buyer, if ar ront and back of the payment sol	ny), may of this co nedule be	buy the vehicle belo intract. You agree to slow. We will figure yo	w for c pay the ur finan	ash or on o Creditor - : ce charge o	redit. By signing this cont Seller (sometimes "we" or n a daily basis. The Truth-li	ract, you choos "us" in this cor n-Lending Discl	se to buy the ver stract) the Amour osures below are	ilcle on credit under to it Financed and Finan part of this contract.
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Other Owner Signature Seller Signature XI Date\_

Address ... \_Ву

does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.





CONSUMER LEGAL SERVICES, P.C.

1950 SAWTELLE BOULEVARD, SUITE 245 LOS ANGELES, CA 90025

## To

General Motors Corporation C/O MSX International Attention: BRC Legal MC336-104-000 1426 Pacific Drive Auburn Hills, MI 48326-1571 NOV 0 2 2004



M. NICHOLAS NITA STEVE B. MIKHOV RONALD J. BOLZ\* CHRISTOPHER M. LOVASZ\*\* STEVEN S. TOTH\*\*

\*iLicensed in . II., [N, MI, OH and Wi only)
\*\*!Licensed in . MI and WI only)



1950 SAWTELLE BLVD. • STE. 245 Los Angeles, CA 90025 (310) 477-1474 FAX: (310) 477-1424

E-MAIL: cls@lemonauto.com

October 27, 2004

### **VIA CERTIFIED MAIL & RETURN RECEIPT**

General Motors Corporation C/O MSX International Attention: BRC Legal MC336-104-000 1426 Pacific Drive Auburn Hills, MI 48326-1571

438

Re: 2004 Chevrolet Corvette (VIN#: 1G1YY22G445

Dear Sir/Madam:

10/07/03

Please be advised that this law office, Consumer Legal Services, P.C., represents Mr. regarding the purchase of a 2004 Chevrolet Corvette. This firm will refrain from filing suit in an effort to resolve this matter prior to litigation. In order to assist you in evaluating this matter, the following is a detailed repair summary relative to Mr. vehicle (see enclosed copies of repair orders):

Date Mileage Invoice # Complaint

382673

when full. Left fuel level sensor intermittently open. Tested fuel system. Checked with tech 2-current code C0463 and history code of C2068 set. Left tank at 439 volts and right tank at .71 volts. Racked vehicle. Accessed center fuel system connector to test left tank sensors, shows open. Tested right sensor shows good. R&R left rear tire and complete drive line with transmission and differential to gain access to replaced left in tank fuel level sensor. Reassembled vehicle and reinstalled drive line.

**FUEL SYSTEM:** The fuel gauge goes to empty

Retested fuel level system after partial reassemble. Operating per design and intent.

October 27, 2004

General Motors Corporation Re: 2004 Chevrolet Corvette

Page 2

**ELECTRICAL:** The passenger side climate control does not adjust/set. Right climate control operating per design and intent at this time.

03/29/04 1727 404733

**FUEL SYSTEM:** The fuel gauge is erratic. Will show empty and will drop to empty on gauge at half tank. Right and left in tank fuel senders inaccurate. Replaced right and left in-tank fuel senders and left tank with updated gas tank. Right tank voltage 4.94 and left tank voltage 2.51 with tank full. Right tank voltage .71 and left tank voltage at 2.25 with tank empty. Contacted technical assistance center. Drained fuel tanks slowly watching tech 2 for balance pump diagnosis. Tech line recommended updated modules and left fuel tank. Contacted partech for availability. New design parts are for 2003 model only. When with parts recommend by partech. Last visit left tank sensor was replaced. Right tank sensor failed about two weeks after left sensor was replaced. Left tank sensor failed approximately 200 miles before this visit. Customer commented on gauge fluctuation below ½ tank. Started occurring 2 weeks ago. Road tested vehicle-fuel gauge operating per design and intent.

Mr (2) occasions. The limited written warranty provides that General Motors Corporation or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that GMC's inability to repair this vehicle after two attempts is a violation of both the Song-Beverly Warranty Act and the Consumer Legal Remedies Act. As such, Mr. Almblad respectfully requests that General Motors Corporation repurchase the 2004 Chevrolet Corvette and pay his attorney fees and costs.

More specifically, please take notice that pursuant to California Civil Code §1782(a)(1) the above acts and omissions on your behalf violate California Civil Code §§1770(a)(2) Misrepresenting the source, sponsorship, approval, or certification of goods or services;(7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another; and (16)

October 27, 2004
General Motors Corporation
Re: 2004 Chevrolet Corvette

Page 3

Representing that the subject of a transaction has been supplied in accordance with a previous representation when it has not.

Therefore, pursuant to California Civil Code §1782(a)(2) my client demands that you correct, repair, replace, or otherwise rectify said violations of California Civil Code §1770 by repurchasing the vehicle.

Please be further advised that all communication regarding this matter must be directed to my office.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Very Truly Yours,

CONSUMER LEGAL SERVICES, P.C.

M. Nicholas Nita, Esq.

MNN:xm Enclosures and tent eyes along to redimun and not bebrief asys that the any invert of this product in Cautornia has the right to have this auct serviced or repaired during

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

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08:04am







**BAR # AA003134** 

2131 Convention Center Way Ontario, California 91764 (909) 390-2900

EPA # CAD 044336741

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PAGE 1 OF 1 382673



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WHICH GENERALE THESE WASTES
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					INVOICE DATE	INVOICE NO.
CUSTOMER NO.	ADVISOR		1"	AG NO.	04/15/04	CVCS404733
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increase in the original price.

12:33pm



∠131 Convention Center Way Ontario, CA 91764

WE ACCEPT
VISA · MASTERCARD · DINERS
AMERICAN EXPRESS
ATM WITH PURCHASE ONLY

				A. III. 17111111 O.	
CUSTOMER NO.	ADVISOR	<del></del>	TAG NO.	INVOICE DATE	INVOICE NO.
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* I AUTHORIZE REVISION * ESTIMATE AS ST	N_OF_THE_ORIGINAL *	TOTAL INVOICE	\$ 0.00		
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* SEE REVERSE OF INVOICE FOR	DETAILS OF WARRANTY ! *				
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I acknowledge notice and oral approval of an increase in the original price.

FAGS TOMER SIGNATURE X

[ END OF INVOICE

12:33pm







EPA # CAD 044336741

(909) 390-2900 2131 Convention Center Way **George Fox** OPERATION DESCRIPTION MO/MI TOTAL **OPERATION LATOT** Service Consultant 99.95 MO Nextel #: 909-712-6028 BG BRAKEFLUSH 24.95 06CVZOBRFLUSH **ROTATE TIRES** MO 0.0089.95 13CVZZAROTATE

Intario, California 91764

### Ontario, CA 91764 Fax: 909-390-8287 909-390-2900 Ext. 234 **SERVICE HISTORY** OPERATION DESCRIPTION **OPERATION** REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE DATE 15A WARR DIAG 15A WARR DIAG 30 30 04CVZOWARRDIAG 10/07/03 382673 438 845 W 04CVZOWARRDIAG CAR RENTAL 98 W 10CVZRENTAL **OSCVZOWARRDIAG 1 HEAVY LINE DIAG WARR** W 195 DETAIL SUBLET 08/14/03 375869 200 10CVZDETAIL 08/08/03 <del>375004</del> <del>5CVZ</del> SALESPERSON NO. 103 JAMES A THWING SERVICE STOCK NO. a o No. PRODUCTION DATE YEAR/MAKE/MODEL TERMS 04/CHEVROLETICORVETTE CP/HR CP CUSTOMER NO. SERVICE CONTRACT 1G1YY22G445 CASH DELIVERY DATE CREDIT CARDO 03/29/04 CHECK 08/26/03 CONTRACT NO. GMPP 10683 EXPIRATION DATE OTHER <del>.75017</del> 7952 SAVE TRANS MILEAGE RIALTO, CA REMOVED PARTS FOR POWER OF ATTORNEY: The undersigned, herensher called "insured", for the consideration of repairs made to "insured" automobie, does hereby grant to said MARK CHRISTOPHER AUTO CENTER insured's power of attorney to sign or endorse any checks another fraits made poyable to insured and any releases thereby, as settlement for damages to the above described vehicle. I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE ANDVAR ADJUSTMENT OONE ELECTIVITIES. I HERRED WAIVE THIS RIGHT, I hereby subnotize the repair work hereinsher set forth to be done atong with necessary material and agree that you are not responsible tor loss or damages to vehicle or articles left in vehicle in case of fire, that or any other cause beyond your control or for any detains caused by the unavasilability of parts or delays in parts stripment by the supplies or transports. I hereby grant you arright your employees permission to operate he vehicle hereby described on streets, highways or elsewhere for the purpose of testing anxion inspection. SUBJECT TO THE CONDITIONS On THE REVERSE SIDE, CUSTOMER CUSTOMER D Vac O No 08:21am 03/29/04 11:42am described on streets, highways or elsewhere for the ACKNOWLEDGES RECEIPT OF A COPY HEREOF. LABOR RATE APPOINTMENT STATE BELL Q Yes O)iv (DATE) (INSURED) (DATE) (INSURED) FIFE JOB. LABOR INSTRUCTIONS DA ( ) DAMAGED WHERE WA GAUGE PATTLE WHERE HANKED **□** ເ PRIOR BODY ORIGINAL CUSTOMER ESTIMATE: TOTAL DAMAGE Ūи TEARDOWN ESTIMATE: I understand that my vehicle reassembled within \_\_\_\_\_\_ days of the date shown if I choose not to authorize the services recommended. ORIGINAL ESTIMATE X-----RECHECK 15A/ELEC CUSTOMER STATES THE FUEL GAUGE IS ERRATIC- WILL SHOW EMPRIOR AFTER BEING FILLED, THEN MAY READ DIFFERENTLY NEXT KEYOMFLART AFTER BEING FILLED, THEN MAY READ DIFFERENTLY NEXT KEYOMFLART O THE DIRECT ON GAINGE AT HALF TANK I YES IN NO UTHORIZED BY W \*04CVZORECHECK RENTAL REVISED ESTIMATE (1) PERSON CONTACTED VIA PHONE IN PERSON CONTACTED BY 3. NO REVISED ESTIMATE (2) IPERSON CONTACTED PRIOR CONTACTED BY VIA PHONE IN PERSON COMPLAINT TYES TO NO PHONE #1 PHONE #2 25.50 Ber ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE FOR YOUR CONVENIENCE PRIOR **SERVICE AND PARTS DEPT. HOURS:** COMPLAINT We will honor the following credit cards with PRIOR CLEARANCE VISA - MASTERCARD - DISCOVER ☐ YES DINERS · CARTE BLANCHE · AMERICAN EXPRESS YOUR ATM CARD IS NOW AVAILABLE PERSONAL CHECKS ACCEPTED WITH PROPER LD. AND PRIOR APPROVAL PHONE (909) 390-2900 SERVICE FAX (909) 390-2935 SERVICE DEPARTMENT HOURS 7:00 A.M. TO 6:00 P.M. MONDAY THRU FRIDAY SATURDAY 7:30 A.M. TO 2:00 P.M. PLEASE ARRANGE TO PICK UP YOUR CAR DURING ABOVE HOURS

PAGE 1 OF 1 404733



WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST, GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT.

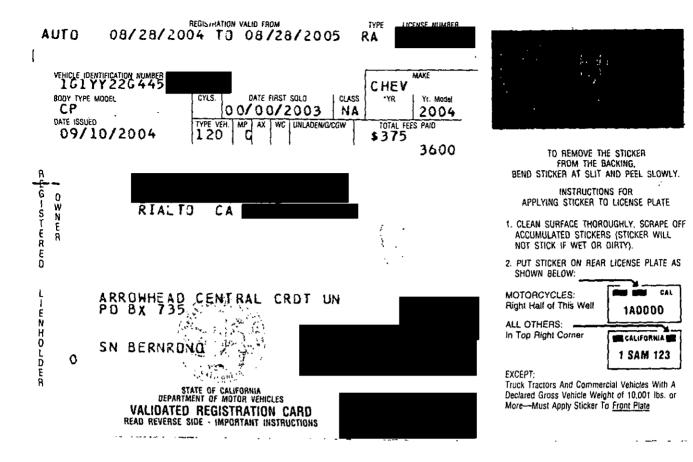
Y LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOO CHECK FACILITY TO PERFORM ANY REDED REPAIRS OR ADJUSTMENTS THAT THE SMOO CHECK TEST INDICATES ARE NECESSARY.

NOTICE TO CUSTOMERS

NOTICE TO CUSTOMERS

THAN RECOVER THESE COSTS BY INCREASING OUR LASO RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPARS OR SERVICES WHICH CHARGE THISE WASTES THESE ARE UNFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR. SERVICE AND ARE AVAILABLE ON REQUEST.

PLEASE SEE IMPORTANT INFORMATION ON BACKER



## RETAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

				SIMPL	E IN	TEREST FI	NANCE CHARGE	•	·
Dealer Ni	umber		c	ontract Number		F	I.O.S. Number		Stock Number 56577
Buyer (a	ınd Co-Buy	er) Name and A	ddress	(Instituting County ar	id Zip (	Code) Cr	editor - Seller (Name a	nd Address)	
		N BERNARD				and or on oro	MARK CHRISTOP 2131 CONVENTI ONTARIO CA 91	ON CENTER 764-4452	I WAY
agreemed	its on the f	ront and back o	f this co	ontract You agree to	nay the	Creditor - Sel	ler (sometimes "we" or	"us" in this con	se to buy the vehicle on credit under the stract) the Amount Financed and Finance osures below are part of this contract.
New Used	Year	Make and Mod		Odometer		Vehicle Ide	ntification Number	Prim	ary Use For Which Purchased
NEM	2004	CHEVROLE CORVETTE		17		161YY2264	145	personal business agricultu	
		FEDERAL	TRIIT	H-IN-LENDING	DISC	OSLIBES	7		EMENT OF INSURANCE
PERO The your a ye	INUAL ENTAGE RATE cost of credit as arly rate.	FINANC CHARG The doll amount t credit w cost you	ar he ill	Amount Financed The amount of credit provided to you or on your behalf.	The will h you h pa s	Total of ayments amount you ave paid after nave made all lyments as cheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 5009.00 is \$ 68762.00 (e)	purchase of a in through a partice  \$ N/AD \$ N/AD Bodily Injury	erson is required as a condition of financing the notor vehicle to purchase or negotiate any insurance ular insurance company, agent or broker.  Vehicle Insurance Term Premium ed. Comp., Fire & Theft Mos. \$ N/A ed. Coffision Mos. \$ N/A  \$ N/A Limits Mos. \$ N/A ge \$ N/A Limits Mos. \$ N/A
VOUR							) means an estimate		
	Sumber of Pa	CHEDULE WILL E lyments:	se:	Amount of Payments:		- When Pa	ayments Are Due:	Total Vohiala Inc	urance Premiums \$ N/F
One Pa	yment of	· · · · · · · · · · · · · · · · · · ·	· C.	N/A	· · · · · ·			UNLESS A CH	ARGE IS INCLUDED IN THIS AGREEMENT FOR
	yment of	<del></del>	ļ	N/A				I PUBLIC LIABILIT	TY OR PROPERTY DAMAGE INSURANCE, PAYMENT ERAGE IS NOT PROVIDED BY THIS AGREEMENT.
One Ein	Paymer al Payment	nts		912.70 912.70	<del></del>	Monthly, Begin	ning9/25/2003		the physical damage insurance this contract back) from anyone you choose who is accept-
payment Prepaym Security Addition	that is late. nent. If you pay Interest, You a al Information	off all your debt ear are giving a security n: See this contra	ly, you ma interest in at for mo	in 10 days after it is due, y be charged a minimum fine the vehicle being purchased re information including in finance charges, and securit	ance char I. formation	pay a late charge ge.	of 5% of the part of the	able to us You to obtain  Buyer  Co-Buy  Seller	ero not cognized to hum and other insurance
ITEM	ZATION OF	THE AMOUNT FI	NANCE	)	_,.			If any insurance	is checked below, policies or certificates from the
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		ice Accessories		,	ŽΩ		.	☐ Credit Dis	ability (Buyer Only)
		Preparation Fee (r Paid to Seller	not a gov	ernmental fee)	\$ \$	45.88 (		C-o-Eb life	Term Exp Premium
	-	on A + B + C)			,	3723.49 (		Credit Disabili	N/A Mos \$N/A tyn/A Mos \$N/A
	•	•	of Sale or	Renewal Transaction Fee*		N/A	1		surance Premiums \$ N/\$
		Service Contract* or Lease Balance	paid by	Seller to	\$	1090.00		N/A	mpany Name
	· ·				\$	N/A-t	<b>3</b> )*	Home Office /	Address N/A
H. I.	(Optional) 0	ayment and trade Sap Contract (to w nom paid)*	hom paid	ation) }	\$	N/A (	H)	required to ob	rance and credit disability insurance are not tain credit. They will not be provided unless agree to pay the extra cost. Credit life insur-
	For						م معقد من د در بردوی در	ance is based	i on your original payment schedule. This not pay all you owe on this contract if you
	uai Casii Fii	ce (A illiough i)		-		5	<b>32858.49</b> (1)	make late pay	ments. Credit disability insurance does not
	nounts Paid License Fe	to Public Officia			 و	750 00 /	۱.	payments. Co	rease in your payment or in the number of verage for credit life insurance and credit
		es ESTIM √Transfer/Titling F	ATED		\$	<del>N/A_</del> (		disability insur	rance ends on the original due date for the unless a different term for the insurance is
	California T	-			\$			shown above.	
D.	Other				\$	N/C	į.	marked ab	ove. Your signature below means
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		ees (A through E				5	363.88- <sup>(2)</sup>	birthday, (	ce if you have reached your 65th 2) You are eligible for disability
		o Insurance Con s from Statement	•	nce column a + h)*		9	(3)	insurance or profit 3	only if you are working for wages 0 hours a week or more on the













GENERAL MOTORS BUSINESS RESOURCE CENTER

# **Fax**

To:

Stove Stancroff

Skeryl Rosario

Company:

Consumer Legal Services

Phone:

Fax:

7344225275

From:

Shoryl Rosario

Phone:

1-800-231-1841 x 58977

Fax:

1-866-715-8518

Date:

Thursday, November 18, 2004 3:27:22 PM

Pages:

<del>46</del>3

(including cover)

Comments

### CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

11/22/2004 09:10

123456789;

Nov-22-04 11:33AM;

Page 2/3

PAGE 05/06

RANCHO CUCAMONGA PDL

Page 4/5

Sent By: WWW+LEMONAUTO+COM;

9094772899

123456789;

Nov-22-04 8:09AM;

### RELEASE OF CLAIM

t. L hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain ., bearing Vehicle Identification Number (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$ 58777.19, said payment to be made as outlined below, does for him and each and all of his 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 demages and/or punitive damages, cost of suit and attorney(s) feas 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 plending or any claims made by the Releasor(s).

2. As consideration for the payment described above to be tendered in the form of two: the first, in the amount of \$ 20,545.89, made payable to Consumer Legal Services; the second in the amount of \$ 38,231.30, made payable to Arrowhead Credit Union.

Note: These checks are subject to change if Releases are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

- (a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencombered 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 after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:
- (i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$ 58,759.19, less the estimated cost of repair to said
- (ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of \$ 58,759.19, 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 as determined by the NADA book, at the time this Release is executed by Roleasor(s).
- (iv) That the Vehicle shall not exceed 4,000 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 .39 cents per mile in excess of the agreed upon raileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

Page 3/3

PAGE 06/06

11/22/2004 09:10

3094772899

RANCHO CUCAMONGA PDL

Page 5/5

Sent By: WWW\*LEMONAUTO\*COM:

123458789;

Nov-22-04 8:09AM;

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

- (d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (c) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;
- (f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;
- (g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;
- (h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;
- (i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS DAY OF LOCAL DEL. 20 04

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 2.780	DATE SIGNED: $11 - 22 - 64$
WITNESS:	
Rialto CA	2 in life CA
City, State, Zip Code	City, State, Zio Code













GENERAL MOTORS BUSINESS RESOURCE CENTER

# Fax

To:

Steve Stancroff Consumer Legal Services

Phone:

Company:

Fax:

7344225275

From:

Sheryl Rosario

Phone:

1-800-231-1841 x 5897

Fax:

1-866-715-8518

Date:

Monday, November 15, 2004 8:18:20-AM / 6:57 Aug

Steve S.

Pages:

(including cover)

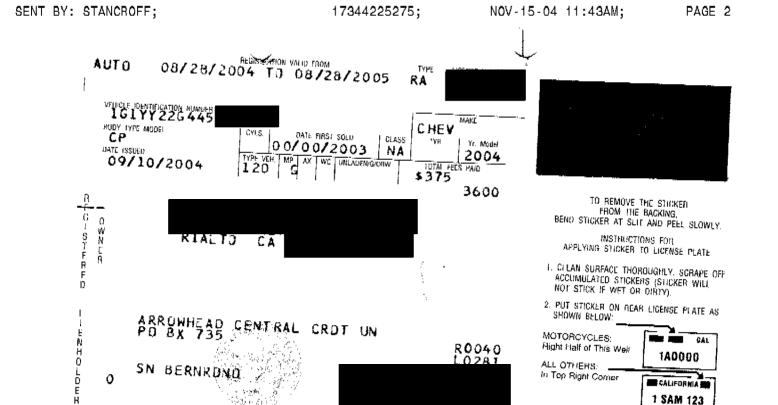
### Comments

SHERYL 1

MR. ALMBRAD HAS PARKED THE THE CAR WAS OUT OF SERVICE MORE TOTAL 30 DAYS, HE HAS NO CONFIDENCE IN IT + FERLS THAT IS UNSAFE TO USE. PLEASE CONFIDENTIALITY REVIEW FUR PEPURCHASE CLIENT

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.

> on ADE SEVERAL PANTIENT TO GARGE. CARDIT UNION . Thenles, Have Spends



DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARI
READ REVERSE SIDE - IMPORTANT INSTRUCTIO EXCEPT:

0

Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More -- Must Apply Sticker To Front Plate

CALIFORNIA 7 SAM 123

In Top Right Comer

SENT BY: STANCROFF;

BR29675R3 158

PO BOX 12699 GLENDALE AZ 85318

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

17344225275;

NOV-15-04 11:43AM;

PAGE 3/4

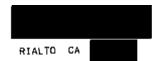




STATEMENT REFLECTS

PAYMENT(S) RECEIVED THROUGH: 01/02/04

THANK YOU HOR CHOUSING YOUR OFALER AND GMAC.





PAGE 1 OF

MAKE/MODEL: 04 CHEV CORVETTE VIN: 1G1YY22G445101884

bue Date

TOTAL

Amount Due

ACCOUNT NUMBER

NEXT PAYMENT DUE

01/25/04

912.70

912.70

TOTAL

ACCOUNT SUMMARY PAST DUE PAYMENTS PAY IMMEDIATELY Amount Due Date

OTHER UNPAID	AMOUNTS	
Late Charse Insurance Premium Miscellaneous		
TOTAL		

TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:	912.70

### PAYMENTS APPLIED AS FOLLOWS TOTAL 1 ATE CHARGE OTHER FINANCE CHARGE UNPAID BALANCE DATE PAID SCHEDULED CHARGE DUE PAYMENT DATE 912.70 213.77 698.93 10/21/03 912,70 912.70 10/25/03 218.08 912.70 11/19/03 694.62 912.70 11/25/03 192.56 720.14 12/15/03 912.70 12/25/03

### **MESSAGES**



\$44,412.07. THIS AMOUNT DOES NOT INCLUDE FINANCE REMAINING UNPAID BALANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL GMAC FOR YOUR PAYOFF.

SAVE TIME AND MONLY BY MAKING YOUR PAYMENTS ELECTRONICALLY. GMAC DIRECT PAY DAVE TIME AND MUNET OF MAKING FOOK PAYMENTS ELECTRONICALLY. GMAC DIRECT PAY AUTOMATICALLY WITHDRAWS YOUR CAR OR TRUCK PAYMENT FROM YOUR BANK ACCOUNT EACH MONTH. NO CHECKS, NO STAMPS, NO HASSLE! IF YOU WOULD LIKE MORE INFORMATION ABOUT GMAC DIRECT PAY, OR WOULD LIKE TO REQUEST AN ENROLLMENT FORM, PLEASE VISIT WWW.GMACFS.COM/DIRECTPAY/ OR CALL 1-800-200-4622.

CHOIT

workspace b loanhistory.htm<sup>1</sup>

### **Account History**

History For

Auto Refi-Prescreen 104760-02 \$38788.07

For Date Range

Last 60 days

-OR-

OHistory Since

174

(mm/dd/yyyy)

**Get History** 

Date	Description	Principal	Interest	Fees	Balance
10/05/2004	Automatic Transfer (From Share 07)	\$681.50	\$143.21		\$38,702.63
09/07/2004 Automatic Transfer (From Share 07)		\$639.34	\$185.37		\$39,384.13

Export File Format

QIF (Quicken/Money)

Download

### Helpful Hints

- This area contains a list of historical transactions for the period. shown.
- Loan payments processed today may not reflect accurate principal and interest information until the next business day. For assistance, please contact a credit union representative.
- If the transaction you would like to see is not on this list, either select an alternate date range in the "For Date Range" field or enter/select a date in the "History Since" field, then click the "Get History" button to view more history.
- If you would like to view the history of a different loan, select a different loan from the "History For" dropdown box at the top of the page.
- To print out your history Information, use the print feature on your browser.
- To download account history to your PC or personal financial management software, select a download format from the "Export File Format" dropdown box. Then click the "Download" button. Then select "Save this file to disk".
- To exit this screen, select another service from the list on the left.
- If you have any questions, please contact an e-Branch Technical Support Representative by sending a secure message now, or call (909) 383-7300 or (800) 743-7228 during business hours.

@ Arrowhead Credit Union, 2004. All Rights Reserved.



### RELEASE OF CLAIM

1. I, (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain, bearing
Vehicle Identification Number (hereinafter referred to as "Vehicle") and in consideration of payment by
General Motors Corporation (hereinafter referred to as "GMC") of \$ 60,408.61, said payment to be made
as outlined below, does for him and each and all of his representatives, heirs, successors and assigns,
hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees,
stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who
are or might be claimed to be liable, of and from any and every claim, demand or right, including but not
limited to those for diminution in value, repair costs, or any other economic or non-economic injuries,
losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or
alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the
design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in
or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for the payment described above to be tendered in the form of two: the first, in the amount of \$ 20,545.89, made payable to Consumer Legal Services; the second in the amount of \$ 38,231.30, made payable to Arrowhead Credit Union.

Note: These checks are subject to change if Releases are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

- (a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.
- (b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:
- (i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$58,759.19, less the estimated cost of repair to said Vehicle.
- (ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of \$58,759.19, 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 as determined by the NADA book, at the time this Release is executed by Releasor(s).
- (iv) That the Vehicle shall not exceed 4,000 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 .39 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

- (c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);
- (d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;
- (f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;
- (g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;
- (h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;
- (i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND B	Y THE TERMS OF THIS RELEASE THE
UNDERSIGNED HAS AFFIXED HIS/HER, 20	SIGNATURE THIS DAY OF
The undersigned has carefully read and under described above.	rstands this release and signs it to resolve the claim
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 s	ubscribed before me this day of,
	Signature of Notary Public
	Print, type or stamp Commissioned Name of Notary Public
	Personally Known OR Produced identification
	Type of identification
	My commission expires:

CC: File

LG0025-T Rev 10/5/04













### HUMMER

## GENERAL MOTORS BUSINESS RESOURCE CENTER VIA FAX ONLY

November 18, 2004

Steven Stancroff, Esq. Consumer Legal Services 1950 Sawtelle Blvd Los Angeles, CA 90025-7014

RE:

Service Request: 1-229448344

Vehicle Identification Number: 1G1YY22G445

Customer Relationship Manager: Sheryl Rosario

Dear Mr. Stancroff:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 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 6,11 @ 912.70,824.71 \$ 14,548.01 (which includes sales tax of \$ 3,723.49)

Total down payment \$6,000.00 License/Title/Registration \$312.50 Aftermarket items (if applicable) \$0.00 Subtotal: \$20,860.51

Less Rebates/Incentives - \$ 0.00

 Less Usage/Depreciation
 - \$ 175.20

 GMPP
 -\$ 1090.00

 Subtotal:
 \$ 19,595.31

Attorney's Fees \$ 2,600.00 Subtotal: \$ 23285.31

November 18, 2004 Page 2

\* Payoff to lien holder (good through 12/15/04) \$ 38,231.30

\* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lien holder if the amount should change.

Repurchase Offer \$ 60,408.61

Total due to attorney and client: \$ 22,195.31

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(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter.

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841, prompt 1, prompt 4

cc: FILE LG0052-T Rev. 7/20/2004

Attach.

Client's Signature	Client's Signature
Date	Date

### RELEASE OF CLAIM

1. I, leaves the latest the latest three (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain , bearing
Vehicle Identification Number (hereinafter referred to as "Vehicle") and in consideration of payment by
General Motors Corporation (hereinafter referred to as "GMC") of \$ 58777.19, said payment to be made
as outlined below, does for him and each and all of his representatives, heirs, successors and assigns,
hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees,
stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who
are or might be claimed to be liable, of and from any and every claim, demand or right, including but not
limited to those for diminution in value, repair costs, or any other economic or non-economic injuries,
losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or
alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the
design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in
or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for the payment described above to be tendered in the form of two: the first, in the amount of \$ 20,545.89, made payable to Consumer Legal Services; the second in the amount of \$ 38,231.30, made payable to Arrowhead Credit Union.

Note: These checks are subject to change if Releases are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

- (a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.
- (b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:
- (i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$58,759.19, less the estimated cost of repair to said Vehicle.
- (ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of \$58,759.19, 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 as determined by the NADA book, at the time this Release is executed by Releasor(s).
- (iv) That the Vehicle shall not exceed 4,000 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 .39 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

- (c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);
- (d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;
- (f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;
- (g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;
- (h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;
- (i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;
- (j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY	THE TERMS OF THIS RELEASE THE				
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS DAY O , 20					
	tands this release and signs it to resolve the claim				
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 20, by		day of,
		Signature of Notary Public
	Print, type or stamp Con	nmissioned Name of Notary Public
	Personally Known	OR Produced identification
	Type of identification	
	My commission expires:	

CC: File

LG0025-T Rev 10/5/04













### HUMMER

## GENERAL MOTORS BUSINESS RESOURCE CENTER VIA FAX ONLY

November 18, 2004

Steven Stancroff, Esq. Consumer Legal Services 1950 Sawtelle Blvd Los Angeles, CA 90025-7014

RE:

Service Request: 1-229448344

Vehicle Identification Number: 1G1YY22G445

Customer Relationship Manager: Sheryl Rosario

Dear Mr. Stancroff:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's vehicle 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 6,9 @ 912.70,824.71 \$ 12,898.59 (which includes sales tax of \$ 3,723.49)

Total down payment \$6,000.00 License/Title/Registration \$312.50 Aftermarket items (if applicable) \$0.00 Subtotal: \$19,211.09

Less Rebates/Incentives - \$ 0.00

 Less Usage/Depreciation
 - \$ 175.20

 GMPP
 -\$ 1090.00

 Subtotal:
 \$ 17,945.89

Attorney's Fees \$ 2,600.00 Subtotal: \$ 20,545.89 November 18, 2004 Page 2

\* Payoff to lien holder (good through 12/15/04)

\$ 38,231.30

\* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lien holder if the amount should change.

Repurchase Offer

\$ 58,777.19

Total due to attorney and client:

\$ 20,545.89

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(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter.

Sincerely,

General Motors Corporation Business Resource Center 1-800-231-1841, prompt 1, prompt 4

cc: FILE LG0052-T Rev. 7/20/2004

Attach.

Client's Signature	Client's Signature
Date	Date













GENERAL MOTORS BUSINESS RESOURCE CENTER

## **Fax**

To:

Steve-Stancroff: They Rosanis Consumer Legal Services

Seve Tuncul

Company:

Phone:

Fax:

7344225275

From:

-Sheryl Rosario

Phone:

1-800-231-1841 x 58977

Fax:

1-866-715-8518

Date:

Thursday, November 18; 2004 3:27:22 PM 1/19/04 9:30

Pages:

(including cover)

### Comments

### CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.











## HUMMER

## GENERAL MOTORS BUSINESS RESOURCE CENTER VIA FAX ONLY

November 18, 2004

Steven Stancroff, Esq. Consumer Legal Services 1950 Sawtelle Blvd Los Angeles, CA 90025-7014

RE:

Service Request: 1-229448344

Vehicle Identification Number: 1G1YY22G445

Customer Relationship Manager: Sheryl Rosario

Dear Mr. Stancroff:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's vehicle 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 6,9 @ 912.70,824.71 \$ 12,898.59 (which includes sales tax of \$ 3,723.49)

Total down payment \$6,000.00
License/Title/Registration \$312.50
Aftermarket items (if applicable) \$0.00
Subtotal: \$19,211.09

Less Rebates/Incentives -\$ 0.00

 Less Usage/Depreciation
 - \$ 175.20

 GMPP
 -\$ 1090.00

 Subtotal:
 \$ 17,945.89

Attorney's Fees \$ 2,600.00 Subtotal: \$ 20,545.89 November 18, 2004 Page 2

\* Payoff to lien holder (good through 12/15/04)

\$ 38,231.30

\* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lien holder if the amount should change.

Repurchase Offer

\$ 58,777.19

Total due to attorney and client:

\$ 20,545.89

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(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter.

Sincerely,

General Motors Corporation **Business Resource Center** 1-800-231-1841, prompt 1, prompt 4

cc: FILE LG0052-T Rev. 7/20/2004

Attach.

	lient's Signature
11/19/04	lient a gignature
	Date



### RVDC Case# 89473

DD 0 0	Ī		** * * * * * * * * * * * * * * * * * * *	1 -	** * * *	B	T 1000
BRC Case Number	12294	48344	Vehicle is going to Auction	o: Is		hicle Drivable? Issue 10 Y	
Customer Na	a me		Dealer Admin Fee Ap	plies?		Issue Release	
Origina1 VIN	1 G1 YY2 2 G4	14.5	Y	F 124 0 .	N Issue Release		
BAC	114		This vehicle was repurchased as a result of a:				
	MARK CHRIST		Voluntary mediated customer satisfaction repurchase				rchase
Dealership N	a me CEN			Retrieve Sales Tax? Y Title Brand?			
Dealer	Joe Lopez, Che	vrolet Service	Reason 1	for not Reti	rieving S	ales Tax:	
Contact/Tit	tle Mana	ı ger					
Dealer Pho	ne 90939	02900		Original Sales Tax Paid in Repurchased Unde			
Dealer Fa	x 90939	06962	State: CA			State: CA	
Delivery Da	ate 2003-	08-26	Vehicle Meets	<del></del>			Y
Buyback Mile	eage 27	80	Closing Schedule	:	H	Established	
Tra ns m is si	on A	Λ	2004-12-13			2004-12-0	)3
UCC Code(	(s) L0407		<b>I</b>	no, where	· BAC is	0	
MSRP	4877	5.00		ocation Site		•	
Est. Auctio	on 2906	3.50		Contact N			
Va lue	2900	3.50		Address			
Case Numb		73					
TAC Ca se			Address 2: City: State:			ρ.	Zip:
Number			Chy.	Phone			zip.
Type of Transactio		R	Fax #:				
II————			Comment: Customer &			receive on	check only
Replaceme VIN	: <b>11</b> .		Comment: Customer & Plaintiff counsel to receive one check only.				
Repurchase 7	Type Legal-Early Re	s olution - NISM	GM Le gal Case Number:				
Repurchas			GM Counsel Name: N/A				
Source	Le ga 1 CRM, S	heryl Rosario	Gm Counsel Contact Name: N/A				
Reason for	Repurchase: Fuel ga	uges eratic &	Address1:				
	l tank sensors inoper			Address			
			City:		Stat	e:	Zip:
			·	Phone			1
				Fax#			
			Lien Payoff				
Tizan D	ayaffAmourt: 3828!	5.64		v: 2004 12	20	D Di 4 04	
184110		ue to GM: 0.0		Lien Payoff Expires on: 2004-12-20 Per Diem: 4.94  Dealer Due GM: 0.00			
	Customer D	ue to divi. v.v		L	Calci Du	te GIVI. U.UC	
Cr	astamar		Check Information	Т	Diointi	ff'a Attorn	0.37
	astomer	-	Lienholder	Plaintiff's Attorney Check Amt: 20545.89		-	
Check Amt: Payee1:	0.00 Kenneth Almblad	Payee1:	Arrowhead Credit Union	Check At Payee1	_	Kenneth A	
Payee 2:	кениети Аштом С			Payee1	_		gal Services
Address1:	2997 North	Payee2: Address1:	Acct.# 104760-02 2121 North D Street	Address			
Address1:	Palm Avenue	Address 1:	2121 NORTH D SHEET	Address		30928 Ford Road	
City:	Ria Ito	City:	San Bernardino	City:		Garden City	
State:	CA	State:	CA	State:	_	Garden City MI	
Zip	92377-8108	Zip	92405	Zip		48135	
Phone #:	909-874-8230	Phone #:	800-743-7228	Phone #	<sub>#</sub> .	800-828-5513	
Fax #:	707 07 <del>4</del> -0230	Fax#:	000 173-1220	Fax#		734-422	
IAN # .		Attention:	Payoff Dept.	Attentio			
		Account #:	104760-02	Fed Tax		Steve Stancroff 38-3116339	
		. wooding # .	101700 02	Firm Nam		Consumer I	
		Γ <u></u>	TD OO (FOIL )			- HUMINUT I	
		Case	ID: 89473    Initiator: rosari	lo s			

file://C:\TEMP\7W3Y5J2N.htm

## CMPP Request for Processing

SR# <b>1-230</b>	422820							
New/Used: New		Division:	Chevrolet	Veh	icle Style:	Car		
Complete VIN:	1G1	YY22G045		Veh	icle Year:	2004		
Division - Deale	r Code:	Chevrole	et 13-32888					
General Motors has agreed to :								
Approve and pay for a new plan - no GMPP Coverage currently								
Special Instructions	Special Instructions: Check if applicable							
Transfer all claim	s to new polic	ey .	☐ Endorse se	lling dealer c	ode to Divisi	on code		
(Selling dealer to keep	o profit. Divisior	n is debited t	he dealer's profit)					
Delivery Date:	01/13/04		Odomete	r Reading:	450	00		
Plan Purchase	e Date:	07/27/04	Customer C	wnership:	Owi	ner		
Business Name:								
Customer Name -	Title:	Mr.	(First - M.I La	ast):				
Address Line 1:								
Address Line 2:								
City: Nokomis			State:	FL	Zip:			
Plan Type:	Smart	Care	# of Months:	24 Months	Mileage:	24000		
Plan Type:			# of Months:		Mileage:			
	Deduc	tible:	\$0					
Plan Lien Holder (Select Division below):								
Division Address: Chevrolet - PO Box 33170 Detroit, MI 48232-5170						-5170		
CRM (Decision Maker): Mia Kirkland								
Team Manager / Liaison: Evette Howell ~ Melissa Nance								
Team CARS Site:	Tam	ра		Date:	07/30	0/04		

☐ AVM Requested



Service Request: 1-230422820

Customer Relationship Manager: Mia Kirkland

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G045 is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 07/27/04 and ending on 07/27/06 and begins with 4,500 and ends with 28,500 odometer miles.
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

**General Motors Corporation** 

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

July 14, 2010

Mr. Gary Lapena 27 Duchess Ct Freehold, NJ 07728-7758

Service Request: 1-231886515

Customer Relationship Manager: Stephanie Juarez

Dear Mr. Lapena:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G445 is for the following:

- 72 months or 60,000 miles, whichever occurs first, beginning on 09/14/04 and ending on 09/14/10 and begins with 6,800 and ends with 66,800 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

**General Motors Corporation** 

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

## CMPP Request for Processing

SR#	1-231	886515	]				
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car
Comp	lete VIN:	1G	1YY22G445		Veh	icle Year:	2004
Divisi	on - Deale	r Code:	Chevrole	et 13-32888			
General Moto	ors has ag	reed to :					
		Approv	e and pay for	a new plan - no GM	PP Coverage c	urrently	
Special In	structions	: Check if ap	plicable				
☐ Transf	er all claim	s to new po	licy	☐ Endorse se	lling dealer c	ode to Divisi	on code
(Selling de	ealer to keep	o profit. Divisi	on is debited t	he dealer's profit)			
Delivery [	Date:	03/11/04	]	Odomete	r Reading:	680	00
Plar	n Purchase	e Date:	09/14/04	Customer C	wnership:	Less	see
Business	Name:						
Custome	r Name -	Title:	Mr.	(First - M.I La	ast):		
Address I	Line 1:						
Address I	Line 2:						
City:	freehold			State:	nj	Zip:	
Plan	Туре:	Major	Guard	# of Months:	72 Months	Mileage:	60000
Plan	Туре:			# of Months:		Mileage:	
		Ded	uctible:	\$0			
Plan Lien	Holder (Sel	ect Division b	elow):				
	Division A	Address:	Chevrol	et - PO Box 33	170 Detroit	, MI 48232	-5170
CRN	/I (Decision	n Maker):	Stephanie .	Juarez			
Team	Manager	/ Liaison:	TM Mary M	ays RICHARE	OSON		
Team CA	RS Site:	Au	stin		Date:	09/1	5/04

☐ AVM Requested

Chevrorer, P.O. Box 33140 Detroit, Michigan 48232 Detroit, JUL 272004

Motor Vehicle Defect Notification (Please print clearly in black ink, or type)
Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:
The vehicle has been out of service at least 15 days to repair one or more substantial defects.
3 or more repair attempts have been made to repair the <b>same</b> substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).
Description of continuing defect(s) or condition(s) HOLE IN GAS TANK FROM MANUFACTURE  2 BAD FUEL INSECTORS
· · · · · · · · · · · · · · · · · · ·
(NOTE: this is not a complete description; the manufacturer, should ascertain all appropriate information.)
Vehicle Make CHEVROLET CORVETTE Model CORVETTE Year 2004  VIN 1/G/1/Y/Y/2/2/G/4/4/5/ Date of Delivery FEB. 2004
Name and City/State of selling dealer or leasing company (if applicable)  CHEVROLET AT THE AVENUES TAX: FL 32256
Name and City/State of authorized service agent(s) attempting previous repairs
Consumer Home phone
Address Work phone
ST, AUGUSTINE FL Signature
Date Mailed
Whitemanufacturer's copy, send by registered (return receipt requested) or express mail. Yellow











### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### CLOSING CONFIRMATION LETTER

August 27, 2004

Chuck Jones, Fixed Ops Mgr Coggin Chevrolet L.L.C.

RE: Repurchase for 2004 Chevrolet Corvette, VIN# 1G1YY22G445

.

Dear Mr. Jones:

The following parties, have a closing date outlined below as the date that the Repurchase is to be completed. This is the date the *final package* will arrive. Please make sure the customer completes the repurchase on this day and that you return the documents to the RVDC immediately after for completion of the repurchase.

The closing date has been set for September 2, 2004. Once you are in receipt of the packet, please contact the customer. The customer will be notified to coordinate the time with you. <u>Once</u> the transaction has been completed, please call me at the number listed below so that the customers file can be closed.

Note: Do not payoff the customers lien, General Motors will handle that portion of the transaction.

Thank you for your cooperation

Sincerely, Mary Lou Dahmer Repurchase Specialist 1-800-231-1841 ext. 58121 RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 08/02/04
START BROWSE PROCESSING SOURCE: CHEVROLET 12:14:13
INCENTIVE CODE/LVL: CSE \_\_\_\_\_ PAGE NO: 1

FN INCTV		START	END S	ЗΤ	LAST ACT	TIVITY
CD CD LVI	DESCRIPTION	DATE	DATE (	CD	DATE /	VOLUME
(S)						
_ CSE 176	REG 05 SER CONSUMER CASH PGM	06/02/04	11/02/04	P	07/31/04	9
_ CSE 174	REG 04 SER CONSUMER CASH PGM	07/08/03	11/02/04	P	07/31/04	1,570
_ CSE 163	REG 03 SER CONSUMER CASH PGM	07/02/02	09/30/04	P	07/31/04	4
_ CSE 119	REG 02 SER CONSUMER CASH PGM	06/01/01	04/02/03	P	07/27/04	1
_ CSF 004	REG 05 LMG INCREM* BONUS CASH	07/25/04	11/02/04	P	07/31/04	2
_ CSF 003	REG 04 LMG INCREM* BONUS CASH	07/25/04	11/02/04	P	07/31/04	83
_ CSF 002	REG 03 LMG INCREM* BONUS CASH	07/25/04	11/02/04	P		0
_ csg 003	REG 04 LMG INCREM* BONUS CASH	07/02/04	10/11/04	P	07/31/04	8
_ csg 002	REG 03 LMG INCREM* BONUS CASH	07/02/04	10/11/04	P	07/27/04	1
_ CSR 179	REG 05 SCR CONSUMER CASH PGM	06/02/04	11/02/04	Ρ	07/31/04	11
_ CSR 173	REG 04 SCR CONSUMER CASH PGM	07/08/03	11/02/04	Ρ	07/31/04	1,590
_ CSR 169	REG 03 SCR CONSUMER CASH PGM	07/02/02	09/30/04	P	07/31/04	3

COMMAND ===> \_\_\_\_ MORE RECORDS

PF01=HELP 03=PRV SCRN PF07=PGUP 08=PGDN

GDN P/W:

# 10880 Philips Highway \* Jacksonville, FL 32256 \* (904) 260-7777

not receive all pages or have any questions, please call	1 bib uoy II -062-(406)
including this one:	Total pages
96LL-097-(+06)-1	Fax:
Chuck Jones	From:
	-
	-
LAME THEWARLY	Message:
6188 -684 - 998	Fax:
BUSINESS A FEDURE CONTER	Company:
MARLY LOD DRICHER CENTER CENTER	Attention:
r to the person{s} listed below. Thank You.	Please delive
40/81/8	DATE



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Minch.							
Towing/Camper P							
√ Thett Recovery Sy							
Snow Plow Pkg /P							
Running Boards							
Koll Bar							
Power Sunroof							
Navigation System							
🛴 гпадзае Васк							
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GaS eaglass Cap							
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Bed Liner							
Vehicle has no op!							
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U Q4 betimi1 rennuR		naipaio aipa			lism3	11,643	Body Mileage
"是是"的"我"		Date Created			Phone	WAGON 4 DOOR	Series
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MDD RECON

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Page 1 of 1

18\5004

VEHICLE DETAIL

\* AIEM CONDITION



#### RVDC Case# 87251

BRC Case Number	1233176323	Au	going to: ction	Is Vehic	le Drivable? Y	Issue 109	
Customer Name		Dealer Admir	n Fee Applies? Y		Issue Release N		
Original VIN	1G1YY22G445	This	vehicle was repurchased as a result of a:				
BAC	168823		ettlement of a G				
Dealership	COGGIN CHEVROLET AT THE		program				
Name	AVENUES		ales Tax? Y		Title Brand	i?	
Dealer Contact/Title	Chuck Jones, Fixed Ops Manager		Reason for not R	tetrleving	Sales Tax:		
Dealer Phone	9042607777	Original Sale	s Tax Paid in	Repu	rchased Und	er Laws of	
Dealer Fax	9048864493		e: FL	Noper	State: FI		
	2004-01-09	Vehic	le Meets Presum	otion of L	EMON LAW?	Υ	
Delivery Date	2004-01-09		schedule:		Established		
Buyback Mileage	4400		-09-02		2004-08-	27	
Transmission	Α		If no who	are: BAC	ie O		
UCC Code(s)	L0408	If no, where: Location Site					
MSRP	50425.00				***		
Est. Auction	39233,20	Contact Nam Address 1:					
Value		Address 1: Address 2:					
Case Number	87251	City:			ate:	Zip:	
TAC Case	·	Phone #:			ace.	<b>2</b> (p.	
Number			x #:				
Type of	SR	Carrent			aa Complia	nea Date	
Transaction		Comment:	Florida Voluntai	гу выв са 17/04.	se - Compila	ince Date	
Replacement VIN			17/04.				
Repurchase	ADR Mediated - BBB or State			egal Case Number:			
Type	April (Tediated Special State)		GM Couns	sel Name: N/A			
Repurchase Source	PRA ADR AVM John Bartnik	Gm Counsel Contact Name			ame: N/A		
	Repurchase: Fuel Tank leaks.	Address1: Address2:					
					7.0	Zlp:	
		City: State:			ace:	ZiD:	
		Fax #:					
			Fa.	X # .			
		Lien Payoff					
Lien P	ayoff Amount: 0.00	Llen Payo	ff Expires on:			m: 0.00	
	Customer Due to GM: 0.00			Dealer D	ue GM: 0.00		
		Check Informat					
	Customer		Lienholder		Plaintiff's A	ttorney	
Check Amt:	43818.78			(	Check Amt:	0.0	
Payee1:	Gonzalo & Elizabeth He		Payee1:		Payee1:		
Payee2:	& Coggin Chevrolet		Payee2:		Payee2:		
Address1:	148 Edge of Wood I	Road	Address1:	Ш	Address1:		
Address2:			Address2:	Ш	Address2:		
City:	St. Augustine		City:	Ш	⊂lty:		
State:	FL		State:	Ш	State:		
Zip	32092		Ζip		Zip		
Phone #:	904-940-5999		Phone #:		Phone #:		
Fax #:			Fax #:		Fax #:		
	•		Attention:		Attention:		
			Account #:	F	ed Tax ID:		
			·	-	im Name:		

Case ID: 87251 Initiator: dahmerm

Mil wof

### GENERAL MOTORS BUSINESS RESOURCE CENTER STRAIGHT REPURCHASE CHECKLIST

APP		APP		
GM CARD EARING ON BUYBAC	CK FORM (I.A:)	<u> </u>	SIGNED BILL OF SALE ON ORIGINA	T AEHICTE
COPY OF TITLE OR REGISTRAT	ION		MADA.	
WARRANTY HISTORY			ACV ON TRADE-IN DOCUMENTATION	ON (I.A.)
INCENTIVES FROM R028 IN BAS	RS		BBB/LEMON LAW RULING (I.A.)	
DESCRIPTIONS OF INCENTIVES	<u>F071</u> IN BARS		RECEIPTS FOR ANY AFTER-MARKE	ET ITEMS (I.A.
CHECK REQUEST FORM			SIGNED SETTLEMENT OFFER LETT	ER
RVDC SPECIAL INSTRUCTIONS	FORM (I.A.)		SIGNED RELEASE AGREEMENT	
RVDC CALCULATION WORKSH	IEET		SIGNED DEALER CONFIRMATION I	ETTER
PRA FORM			GM CARD EARNINGS ON BUYBACE	CFORM (I.A.)
INVOICE ON ORIGINAL VEHICL	Æ		STATEMENT OF FINANCE CHARGE	S FROM BAN
INVOICE FOR CONVERSION PA	CKAGE (LA.)		INVOICE FOR ATTORNEY FEES (I.A	)
(I.A.) MEANS IF APPLICABLE			REPAIR ORDERS FOR REASON FOR	RÉPURCHAS!
CUSTOMER INFORMAT			IFORMATION	····
	ION: 1-23317632		FORMATION	
CUSTOMER INFORMAT			FORMATION	
CUSTOMER INFORMAT  Name  VIN#	ION: 1-23317632	23	FORMATION	
CUSTOMER INFORMAT  Name  VIN#  Year-Make and Model:	ION: 1-23317632 1G1YY22G445 2004 Chevrolet Co	23	FORMATION	
CUSTOMER INFORMAT  Name  VIN#  Year-Make and Model:  LIENHOLDER INFORMA	ION: 1-23317632 1G1YY22G445 2004 Chevrolet Co	23	FORMATION	NAME OF THE OWNER OF THE OWNER OF THE OWNER OF THE OWNER OF THE OWNER OF THE OWNER OF THE OWNER OF THE OWNER OWNER OF THE OWNER OWNE
CUSTOMER INFORMAT	ION: 1-23317632 IGIYY22G445 2004 Chevrolet Co	23	FORMATION	
CUSTOMER INFORMAT:  Name  VIN#  Year-Make and Model:  LIENHOLDER INFORMA  Lienholder Name:	ION: 1-23317632 IGIYY22G445 2004 Chevrolet Co	23	FORMATION	
CUSTOMER INFORMAT:  Name  VIN#  Year-Make and Model:  LIENHOLDER INFORMA  Lienholder Name:  Lender Contact Person and Date:	ION: 1-23317632 IGIYY22G445 2004 Chevrolet Co	23	FORMATION	
CUSTOMER INFORMAT:  Name  VIN#  Year-Make and Model:  LIENHOLDER INFORMA  Lienholder Name:  Lender Contact Person and Date:  Physical Address:	ION: 1-23317632 IGIYY22G445 2004 Chevrolet Co	23	<b>FORMATION</b>	
CUSTOMER INFORMAT:  Name  VIN#  Year-Make and Model:  LIENHOLDER INFORMA  Lienholder Name:  Lender Contact Person and Date:  Physical Address:  City/State/Zip	ION: 1-23317632 IGIYY22G445 2004 Chevrolet Co	23	FORMATION	
CUSTOMER INFORMAT:  Name  VIN#  Year-Make and Model:  LIENHOLDER INFORMA  Lienholder Name:  Lender Contact Person and Date:  Physical Address:  City/State/Zip  Phone:	ION: 1-23317632 IGIYY22G445 2004 Chevrolet Co	23	FORMATION	
CUSTOMER INFORMAT:  Name  VIN#  Year-Make and Model:  LIENHOLDER INFORMA  Lienholder Name:  Lender Contact Person and Date:  Physical Address:  City/State/Zip  Phone:  Account Number:	ION: 1-23317632 IGIYY22G445 2004 Chevrolet Co	23	FORMATION	

	File Number 1-233176323		BRC REPURCHASE WORKSHEET Customer Name			Worksheet filled out by: ML Dahmer		
	Old Vehicle VIN: 1G1YY22G44		New Vehicle VIN:			<u>Date:</u> 8/18/04		AUG
			MENS RAGITIRE PURGHASIE					30
					rease	Lease Terms MO MI Lease Usage Mo MI	ļ	ے <sub>ا</sub>
-		~	Base Price	\$45,851.33	<b></b>	Dealer Buyout Price		00: 
7		2	Dealer Prep	\$395.00	2	Payments (opt)		4
က		9	Tax	\$1,155,17	က	Pre-Payment(s) (Pro-rate)		14   '
₹		4	Tire \$5, Battery \$1.50, Reg \$90, LL \$2	\$98.50	4	Cap Cost Reduction		. Di
2		5			5	Тах		, F
9		9	Finance Charges	\$0.00	မ	Reg./Lic./Title (opt)		'K 
۲		7	Incentives (deduct)	\$2,000.00	2	Other		51   
80		8	Total Purchase Price	\$45,500.00	8	Total Additions	\$0.00	TEL 
6		6			6			-
10		10	Usage/Depreciation	\$1,681.22	10	Usage/Depreciation		1
11		11			1	Damage		ļ
12		12	ð		12	Over Allowance		1
13		13			13	Negative Equity		1
4		14			14	Security Deposit		
15		15	Total Deductions	\$1,681.22	15	Incentives		
16		16			16	Total Deductions	\$0.00	İ
17		17			17		ļ	
18		18	Total Repurchase Amount	\$43,818.78	18	Total Repurchase Amount	\$0.00	
<u>0</u>		19						
20		20	Total Payoff Amount			Dealer Buyout Price (From Line 1)	\$0.00	
21		21			21			
22		22	Total Refund to Customer	\$43,818.78	22	Total Refund to Customer	\$0.00	T(
23		23			23			_ L
24		24			24		!	918 
22		22	Estimated Auction Price	\$39,233.20	25	Estimated Auction Price		,06 
26		26		(\$4,585.58)	28	Projected Loss	\$0.00	ر ا
			PAYMENT METHOD			1000		ور ا
	Payee(s) A	Amount	Contact(s)			1,00		)   
¥	Credit to Dealership			BAC Code	7	168823		
æ	Check to Customer	•		Dealer Name	1	7 Coggin Chevrolet L.L.C.		Ì
<u>ဂ</u> ် ပ	Cleck to Lienholder & Customer							.
۵	Check to Lienholder				7	M.	1.0/8/18	ده. [
_	Check to Attorney (1099 info)					G.M. Signature	Date	3/1 
<u>ц</u>	Check to Other							<u>ا</u> ا
								1
	revised 9/14/2000				_			I

<u>= \$1681.22</u>

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):

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: All

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: Customer purchased vehicle with cash and trade. Total amount due customer should be \$43,818.78. This would be total price of vehicle (\$45,500.00) less above-mentioned usage (\$1,681.22).

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/02/2004

42.Authorizer Name: John Bartnick

43.GM Position:

Area Service Manager

44.VoiceMail Node:

404082 Mailbox Number: 8124

45.Email Address:

john bartnick@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 <u>ePRA@GMExpert.com</u> Forward any supporting documentation to FAX- 866-827-1129

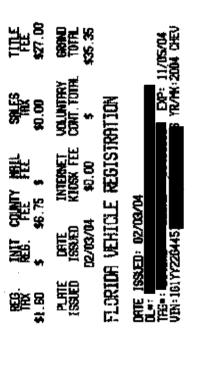
Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

P.06/10

p.3

Aug 12 04 10:21a Heritage Landing

904-821-9114



ST AUCUSTINE, FL

Aug 12 04 10:20a Heritage Landing

904-821-9114

p.2

TFICATION TOWNER	2004	CHEV	MODEL	CV	WT-[-9]# 3189	VESSEL REGIS, NO.	TOTAL STANISH
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	AND					02/03/2	1004
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YY220445	2004	CHEV	MODEL	CV	WT-L-BHP 3199	VESSEL REGIS NO.	TITLE NUMBER
STATE COLOR PRIMA	URY BRAND	25COM	DARY BRAND	NO OF	BRANDS	PVT USE	PREV 198UE DATE
METER STATUE OR VESSEL MANUFACTU	RER OR ON US	Z Tial			L MATERIAL	PROP	DATE OF ISSUE
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					No.		
NONE							
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DIVISION OF MOTOR VEHIC	LES T	ALLAHARER -	<b></b>	1	MW 21-27-	riariariariariaria	
		-	1-4-0	RIDA	DEPA AND	PTMENT OF HIGHW MOTOR VEHICLES	AY SAPETY
NONT	<b>`</b>				1	OMO O.	
- Call	Commo	1 Phonesis			The	wys her	on the
CARL A. FORD DRECTOR		) is a			FAED EXECU	O. GICKINSON, IIII TIVE DIRECTOR	
ODOMETER CENTIFICATION - Fader	al and state lev		OF TILE BY SE	LER (This s	anties reust he s	employed at the time of a	min.)
This little is westered and curtified to	lata er svendeles	- 10144 -1-14			ist the transfer of sections.	·	
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2004 CORVETTE COUPE 19U LEMANS BLUE 152 SHALE COMMEMORATIVE ORDER NO. GSKW6Q/TRE STOCK NO VIN 1G1 YY22 G4 45	/V8G •	100 RENAI	OTORS CORI SSANCE CEI	PORATION NTER
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
MODEL & FACTORY OPTIONS 1YY07 CORVETTE COUPE C2L ROOF PACKAGE	43735.00	38268.13		
C2L ROOF PACKAGE	1400.00	1204.00	SHIPPED	11/20/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T	
G92 AXLE: 3.15 PERFORMANCE RATIO	395.00	339.70	INT COM	
LS1 5.7L LITER SFI V8 - 350HP	0.00	0.00	PRC EFF	
MX0 4-SPD. AUTO. TRANS. W/OVERDRIV	E 0.00	0.00		
XGG FRONT TIRE-P245/45ZR17 BW SBR		N/C		
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	BANK: GM	AC - 029
Z51 PERFORMANCE HANDLING PACKAGE:	395.00	339.70	CHG-TO	26-115
(INCLUDES STIFFER SPRINGS AND				
STABILIZER BARS)			SHIP WT:	
	3700.00	3182.00	HP:	
* MEMORY PACKAGE				42719.78
* TWILIGHT SENTINEL				44642.17
* ELECTROCHROMIC MIRRORS INSID	E		MRM:	50425.00
REAR & LEFT OUTSIDE REAR			DAN:	1SC
* HEAD UP DISPLAY			MEMO	2406.25
* STEERING: POWER TELESCOPING&				
MANUAL TILT STEERING COLUMN				



LAM GROUP CONTRIBUTION		248.13	EXP 65A	248.13	
LAM DEALER CONTRIBUTION		496.25	ADV 261	496.25	
DESTINATION CHARGE	800.00	800.00	H/B 261	1488.75	
TOTAL MODEL & OPTIONS	49625.00	43333.53	ACT 231 4	12644.78	

TOTAL 50425.00 44877.91 PAY 310 44877.91

MEMO: TOTAL LESS HOLDBACK AND

\* COMMEMORATIVE EDITION

APPROX WHOLESALE FINANCE CREDIT 42733.13

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.

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

COGGIN CHEVROLET AT THE AVENUES

REMIT TO GMAC NO. 029 VIN 1G1YY22G445 \$ 44877.91 INV 1AD29061719 DUE 11/24/03 DEALER 26-115 Heritage Landing

904-B21-9114

p.2



GENERAL MOTORS BUSINESS RESOURCE CENTER

August 26, 2004



STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Corvette, VIN# 1G1YY22G445

Dear Mr. & Mrs. Hernandez:

We regret that you are dissatisfied with your 2004 Chevrolet Corvette, VIN# 1G1YY22G445 and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied General Motors customer. General Motors will repurchase your vehicle for \$43,818.78. This offer is calculated by using the following figures:

Purchase Price	\$45,851.33
Plus Dealer Prep	\$395.00
Plus tax	\$1,155.17
Plus Registration, tire, battery, & lemon law fees	S98.50
Less usage	\$1,681.22
Less incentives	\$2,000.00

TOTAL REPURCHASE PRICE

\$41 212 72 V

TOTAL AMOUNT TO CUSTOMER

\$43,818.78

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

General Motors will repurchase VIN # 1G1YY22G445 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-439-3817 by August 30, 2004. The conditions of the straight repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

Heritage Landing

904-821-9114

р.3











GMC

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license and current registration. If there is no lien holder a copy of the title is required.

Upon receipt of your signed acceptance, a check will be processed and forwarded to Coggin Chevrolet L.L.C.. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 58121 if you have any questions or concerns.

Sincerely,

Mary Lou Dahmer

Business Resource Center

This letter will be required for you to bring to the signing

Signature and Date 8/67/04

·

8-27-04











GMC

### GENERAL MOTORS BUSINESS RESOURCE CENTER

August 26, 2004



#### STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Corvette, VIN# 1G1YY22G445

Dear Mr. & Mrs. Hernandez:

We regret that you are dissatisfied with your 2004 Chevrolet Corvette, VIN# 1G1YY22G445 and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied General Motors customer. General Motors will repurchase your vehicle for \$43,818.78. This offer is calculated by using the following figures:

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Plus Dealer Prep	\$395.00
Plus tax	\$1,155.17
Plus Registration, tire, battery, & lemon law fees	\$98.50
Less usage	\$1,681.22
Less incentives	\$2,000.00

TOTAL REPURCHASE PRICE

\$43,818.78

TOTAL AMOUNT TO CUSTOMER

\$43,818.78

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

General Motors will repurchase VIN # 1G1YY22G445 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

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- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)











If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license and current registration. If there is no lien holder a copy of the title is required.

Upon receipt of your signed acceptance, a check will be processed and forwarded to Coggin Chevrolet L.L.C.. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 58121 if you have any questions or concerns.

Sincerely,

Mary Lou Dahmer Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 08/02/04

PROCESSING SOURCE: CHEVROLET

VIN: 1G1YY22G4 45 SELLG SCE: 13 MDL YR: 04 ORD NO: GSKW6Q PAGE NO: 1

12:15:25

ODATE: 10/16/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26115

DDATE: 01/09/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 01/12/04 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: G HERNANDEZ

TRD DOE: 148 EDGE OF WOODS RD

SRVC IN: ST AUGUSTINE FL 32092

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT
CSE 01 13 26115 00025129173 01/13/04 2,000.00 0A 0.00 9
FFC 01 13 26115 00025129173 01/13/04 19.99 0A 0.00 9

COMMAND ===> \_\_\_\_ NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD P/W:

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 08/02/04

PROCESSING SOURCE: CHEVROLET

VIN: 1G1YY22G4 45 SELLG SCE: 13 MDL YR: 04 ORD NO: GSKW6Q PAGE NO: 1

12:13:05

ODATE: 10/16/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26115

DDATE: 01/09/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 01/12/04 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: G HERNANDEZ

TRD DOE: 148 EDGE OF WOODS RD

SRVC IN: ST AUGUSTINE FL 32092

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	TUUOMA	MTHD	DLR SHR	STAT
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FFC	01	13 26115	00025129173	01/13/04	19.99	OA	0.00	9

COMMAND ===> \_\_\_\_ NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD P/W:

Fax Coversheet	
To: MARY LOU DAHMER FROM:	
Company: GMC Date: 8-27-04  Re: 2004 CHEVY CORVETTE Fax:	
Total Number of Pages including coversheet:	
THANK IN.	

This document is intended only for the use of the person to whom it is addressed, it may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If you have received this document in error please contact the sender as indicated above.













#### GENERAL MOTORS BUSINESS RESOURCE CENTER

August 26, 2004

St. Augustine, FL

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Corvette, VIN# 1G1YY22G445

Dear Mr. & Mrs.

We regret that you are dissatisfied with your 2004 Chevrolet Corvette, VIN# 1G1YY22G445 and that our attempts to resolve your concerns have not met your expectations.

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied General Motors customer. General Motors will repurchase your vehicle for \$43,818.78. This offer is calculated by using the following figures:

Purchase Price	\$45,851.33
Plus Dealer Prep	\$395.00
Plus tax	\$1,155.17
Plus Registration, tire, battery, & lemon law fees	\$98.50
Less usage	\$1,681,22
Less incentives	\$2,000.00
	\$2,000.00

TOTAL REPURCHASE PRICE \$43,818.78

TOTAL AMOUNT TO CUSTOMER

\$43,818.78

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

General Motors will repurchase VIN # 1G1YY22G445 in exchange for the release of liability sternming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-439-3817 by August 30, 2004. The conditions of the straight repurchase are as follows:

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- ⇒ all factory installed equipment are intact and functional
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- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)













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Upon receipt of your signed acceptance, a check will be processed and forwarded to Coggin Chevrolet L.L.C.. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 58121 if you have any questions or concerns.

Sincerely,

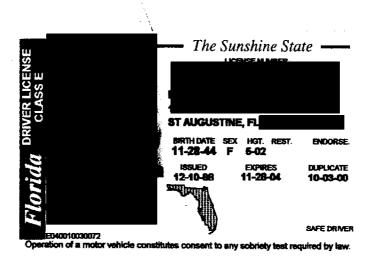
Mary Lou Dahmer

Business Resource Center

This letter will be required for you to bring to the signing

Signature and Date 8/84/04

8-27-04



The Sunshine State

LICENSE NUMBER

ST AUGUSTINE, FL

BIRTH DATE SEX HGT. REST. ENDORSE.

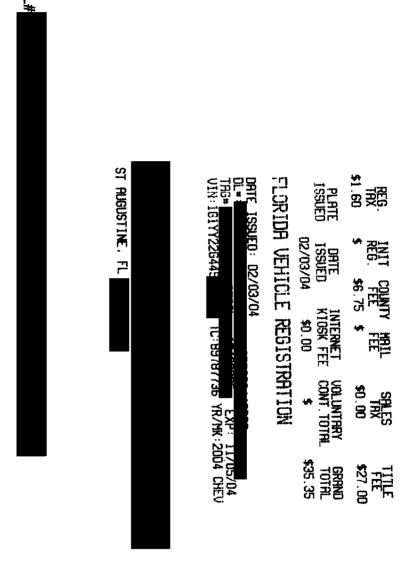
11-06-41 M 5-10 A

ISSUED EXPIRES DUPLICATE

11-04-99 11-06-06 98-22-00

SAFE DRIVER

Operation of a motor vehicle constitutes consent to any sobriety test required by law.



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STATE OF ELORIDA

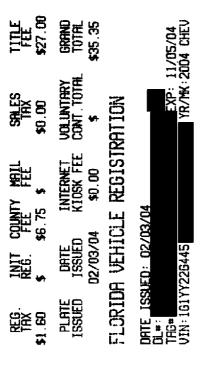
Fax Cover	sheet
TO: MARY LOU DAHMER	FROM
Company: GMC	Date: 8-19-04
Re	Fax
Total Number of Pages including coversheet:	3
THANK YOU FOR	YOUR HELP IN
THIS MATTER,	
MU EAV +	
MOBILE #	
7,100,120	

This document is intended only for the use of the person to whom it is addressed, it may contain information that is privileged, confidential, and exempt from disclosure under applicable law. If you have received this document in error please contact the sender as indicated above.

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STATE OF FLORIDA

Heritage Landing



ST AUGUSTINE, FL



#### Fax cover sheet

TO: 6. M. LEGAL	
FROM: STEVE ELLION	
SUBJECT: VIM 45  ZAR IN SHOP OVER 30 DAYS	
Total Pages including cover sheet: 3	
If you didn't receive all the pages or have any	

If you didn't receive all the pages or have any questions, please call us here at 260-7777...

X 289

65855 SAINT AUGUSTINE, FL HOME: US: 000-000-0000 COLOR YEAR MAKE/MODEL BLUE CHEVROLET CORVETTE DEL DATE PROD, DATE! WARR, EXP. PROMISED 13JAN2004 18:42 29JUL04 R.O. OPENED READY OPTIONS:

185487

#### **COGGIN CHEVROLET AT THE AVENUES**

www.cogginauto.com

\*ACCOUNTING\*

10880 PHILLIPS HWY. JACKSONVILLE, FL 32256 (904) 260-7777

PAGE 1

SERVICE ADVISOR: 773 STEVE ELLIOTT VIN LICENSE MILEAGE IN/ OUT TAG 1G1YY22G445 4421/4421 T888 PO NO. RATE PAYMENT INV. DATE 80.00 | CASH 28JUL2004 STK:40625 ENG:5.7 Liter SFI Alum TRN:MX0 08:12 25JUN04 |11:46 28JUL04 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A CS VERY BAD SMELL OF FUEL COMING FROM UNDER HOOD, ADVISE CAUSE: E L1281 TANK, FUEL LEFT REPLACE 5638 WC 3.50 6.90 11040 47320 473.20 473.20 1 10363245 F-TANK 33297 46616 0 564.36 466.16 466.16 1 10337591 F-HOSE 6301 8821 110.55 88.21 88.21 1 10337583 F-PIPE 3406 4768 59.75 47.68 47.68 3 12562640 STUD 831 1011 4.24 3.37 10.11 3 10255857 NUT-M10X1 348 486 2.04 1.62 4.86 1 MISC GAS 3250 3250 32.50 32.50 32.50 FC: 2K PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: E OP 47433 64952 TPARTS

11040 47320 TLABOR 4421 PERFORMED DIAGNOSTICS, CHECKED CAR FOR POWER TO AND FROM AC

CONTROL HEAD, AC SWITCH WORKS, CONTROL HEAD RECIEVES SIGNAL FROM BCM SO BCM IS GOOD. CHECKED ALL FUSES AND THEY ARE GOOD. CHECKED AC RELAY AND

2004 CORVETTE COUPE 19U LEMANS BLUE 152 SHALE COMMEMORATIVE ORDER NO. GSKW6Q/TRE STOCK NO. VIN 1G1 YY22 G4 45		GENERAL M 100 RENAI DETROIT VEHICLE I	SSANCE CEI MI 4: NVOICE 1AI	PORATION NTER 8243-1114 D29061719
MODEL & FACTORY OPTIONS 1YY07 CORVETTE COUPE 4 C2L ROOF PACKAGE FE9 50-STATE EMISSIONS G92 AXLE: 3.15 PERFORMANCE RATIO LS1 5.7L LITER SFI V8 - 350HP MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE XGG FRONT TIRE-P245/45ZR17 BW SBR YGH REAR TIRE-P275/40ZR18 BW SBR	MORD	TNV AMT	PETATI	STOCK
1 YYO 7 CORVETTE COUPE 4	3735 00	38268 13	INVOICE	11/20/03
C2L ROOF PACKAGE	1400.00	1204.00	SHIPPED	11/20/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T	11/24/03
G92 AXLE: 3.15 PERFORMANCE RATIO	395.00	339.70	INT COM	11/24/03
LS1 5.7L LITER SFI V8 - 350HP	0.00	0.00	PRC EFF	11/20/03
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	KEYS S78	6J 8786J
XGG FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	WFP-S QT	R OPT-1
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	BANK: GM	AC - 029
251 PERFORMANCE MANDELING PACKAGE:	395.00	339.70	CHG-TO	26-115
(INCLUDES STIFFER SPRINGS AND				
STABILIZER BARS) 1SC COMMEMORATIVE EDITION			SHIP WT:	
1SC COMMEMORATIVE EDITION	3700.00	3182.00	HP:	
* MEMORY PACKAGE				42719.78
* TWILIGHT SENTINEL			SUPPLR:	
* ELECTROCHROMIC MIRRORS INSIDE			MRM:	
REAR & LEFT OUTSIDE REAR			DAN:	
* HEAD UP DISPLAY			MEMO	2406.25
* STEERING: POWER TELESCOPING&				
MANUAL TILT STEERING COLUMN				

TOTAL MODEL & OPTIONS	49625.00	43333.53	ACT 231	42644.78
DESTINATION CHARGE	800.00	800.00	H/B 261	1488.75
LAM DEALER CONTRIBUTION		496.25	ADV 261	496.25
LAM GROUP CONTRIBUTION		248.13	EXP 65A	248.13

TOTAL 50425.00 44877.91 PAY 310 44877.91

MEMO: TOTAL LESS HOLDBACK AND

\* COMMEMORATIVE EDITION

APPROX WHOLESALE FINANCE CREDIT 42733.13

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.

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

REMIT TO GMAC NO. 029
VIN 1G1YY22G445

\$ 44877.91 INV 1AD29061719 DUE 11/24/03 DEALER 26-115

COGGIN CHEVROLET AT THE AVENUES



Service Request: 1-237177633

Customer Relationship Manager: Della Richmond

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G945 is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 08/25/04 and ending on 08/25/06, and begins with 1,278 miles and ends with 25,278 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

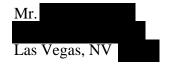
**General Motors Corporation** 

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

# CMPP Request for Processing

SR#	1-237	177633					
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car
Comp	lete VIN:	10	1YY22G945		Veh	icle Year:	2004
Divisi	on - Deale	r Code:	Chevrole	et 13-32888			
General Moto	ors has agi	reed to :					
		Approv	e and pay for a	a new plan - no GM	PP Coverage c	urrently	
Special In	structions	: Check if ap	plicable				
☐ Transf	er all claim	s to new po	licy	☐ Endorse se	lling dealer c	ode to Divisi	on code
(Selling de	ealer to keep	profit. Divisi	on is debited tl	ne dealer's profit)			
Delivery [	Date:	04/29/04		Odomete	r Reading:	12	78
Plar	n Purchase	e Date:	08/25/04	Customer C	wnership:	Ow	ner
Business	Name:						
Custome	r Name -	Title:	Mr.	(First - M.I La	ast):		
Address I	Line 1:						
Address I	Line 2:						
City:	Denver			State:	СО	Zip:	
Plan	Туре:	Smar	tCare	# of Months:	24 Months	Mileage:	24000
Plan	Туре:			# of Months:		Mileage:	
		Ded	uctible:	\$0			
Plan Lien	Holder (Sele	ect Division b	elow):				
	Division A	Address:	Chevrol	et - PO Box 33	170 Detroit	, MI 48232	-5170
CRN	CRM (Decision Maker): Della Richmond						
Team	Manager	/ Liaison:	Ron Ritten	house/Debbie	Gigear		
Team CA	RS Site:	Port	land		Date:	08/2	8/04

☐ AVM Requested



Service Request: 1-237683443

Customer Relationship Manager: Rhonda Anderson

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY32G145 is for the following:

• 12 months or 12,000 miles, whichever occurs first, beginning on August 2, 2004 and ending on August 2, 2005, and begins with 1,140 and ends with 13,140 odometer miles

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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

# CMPP Request for Processing

SR#	1-237	683443					
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car
Comple	ete VIN:	10	1YY32G145		Veh	icle Year:	2004
Divisio	n - Deale	r Code:	Chevrole	et 13-32888			
General Moto	rs has agı	reed to :					
		Approv	e and pay for a	a new plan - no GM	PP Coverage c	urrently	
-		: Check if ap					
☐ Transfe	r all claim	s to new po	licy	☐ Endorse se	lling dealer c	ode to Divis	ion code
(Selling dea	aler to keep	profit. Divisi	on is debited t	he dealer's profit)			
Delivery D	ate:	06/12/04		Odomete	r Reading:	11	40
Plan	Purchase	e Date:	08/02/04	Customer C	)wnership:	Ow	ner
Business N	Name:						
Customer	Name -	Title:	Mr.	(First - M.I La	ast):		
Address Li	ine 1:	2117 W O	akey Blvd				
Address Li	ine 2:						
City:	Las Vega	S		State:	NV	Zip:	
Plan <sup>-</sup>	Туре:	Smar	tCare	# of Months:	12 Months	Mileage:	12000
Plan <sup>-</sup>	Туре:			# of Months:		Mileage:	
		Ded	uctible:	\$0			
Plan Lien H	lolder (Sele	ect Division b	elow):				
	Division /	Address:	Chevrol	et - PO Box 33	170 Detroit	, MI 48232	2-5170
CRM (Decision Maker): Rhonda Anderson							
Team I	Manager	/ Liaison:	Tracy Long	/Sabrina Sprui	itenburg		
Team CAF	RS Site:	Port	land		Date:	08/0	5/04

☐ AVM Requested



Service Request: 1-238249240

Customer Relationship Manager: Ruben Martinez

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22GX45 is for the following:

• 12 months or 12,000 miles, whichever occurs first, beginning on July 28, 2004 and ending on July 28, 2005 and begins with 3,288 and ends with 15,288 odometer miles

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

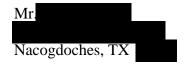
**General Motors Corporation** 

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

# CMPP Request for Processing

SR#	1-238	249240						
New/Used:	New	ĺ	Division:	Chevrolet	Veh	icle Style:	Car	
Comp	lete VIN:	10	1YY22GX45		Veh	icle Year:	2004	
Divisi	on - Deale	r Code:	Chevrole	et 13-32888				
General Moto	ors has agi	reed to :						
		Approv	e and pay for	a new plan - no GM	PP Coverage c	urrently		
Special In	structions	: Check if ap	plicable					
☐ Transf	er all claim	s to new po	licy	☐ Endorse se	lling dealer c	ode to Divisi	on code	
(Selling de	ealer to keep	profit. Divisi	on is debited t	he dealer's profit)				
Delivery I	Date:	04/24/04		Odomete	r Reading:	32	88	
Pla	n Purchase	e Date:	07/28/04	Customer C	)wnership:	Owi	ner	
Business	Name:							
Custome	r Name -	Title:	Mr.	(First - M.I La	ast):			
Address	Line 1:							
Address	Line 2:							
City:	Memphis	3		State:	TN	Zip:		
Plan	Type:	Smar	rtCare	# of Months:	12 Months	Mileage:	12,000	
Plan	Туре:			# of Months:		Mileage:		
		Ded	uctible:	\$0				
Plan Lien	Holder (Sel	ect Division b	elow):					
	Division /	Address:	Chevrol	et - PO Box 33	170 Detroit,	MI 48232	-5170	
CRM (Decision Maker): Ruben Martinez								
Team	n Manager	/ Liaison:	Steve Schv	vausch / KATIE	DESMOND			
Team CA	ARS Site:	Au	stin		Date:	07/3	1/04	

☐ AVM Requested



Service Request: 1-241782746

Customer Relationship Manager: Esther Forcier

Dear Mr.

We would like to discuss your request for assistance regarding your 2004 Chevrolet Corvette, 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 1-866-932-4368 extension 38622 on Monday through Friday during the hours of 10:30 a.m. and 7:00 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,

General Motors Corporation

# CMPP Request for Processing

SR# <b>1-24</b> 6	656161							
New/Used: New	]	Division:	Chevrolet	Veh	icle Style:	Car		
Complete VIN:	1G	1YY22G245		Veh	icle Year:	2004		
Division - Deale	r Code:	Chevrole	et 13-32888					
General Motors has ag	reed to :							
	Approv	e and pay for a	a new plan - no GM	PP Coverage c	urrently			
Special Instructions	: Check if ap	plicable						
☐ Transfer all claims to new policy ☐ Endorse selling dealer code to Division code								
(Selling dealer to keep profit. Division is debited the dealer's profit)								
Delivery Date:	02/02/04		Odomete	r Reading:	420	64		
Plan Purchase	e Date:	08/17/04	Customer C	wnership:	Owi	ner		
Business Name:								
Customer Name -	Title:	Mr.	(First - M.I La	ast):				
Address Line 1:								
Address Line 2:								
City: Fairfield			State:	AL	Zip:			
Plan Type:	Smar	tCare	# of Months:	24 Months	Mileage:	24000		
Plan Type:			# of Months:		Mileage:			
	Dedu	ıctible:	<b>\$0</b>					
Plan Lien Holder (Sel	ect Division be	elow):						
Division A	Address:	Chevrol	et - PO Box 33	170 Detroit	, MI 48232	-5170		
CRM (Decision	n Maker):	Gabriel Cha	atman					
Team Manager	/ Liaison:	Bonnie We	bber /Shannon	Kelley				
Team CARS Site:	Tan	npa		Date:	08/17	7/04		

☐ AVM Requested



Service Request: 1-246656161

Customer Relationship Manager: Gabriel Chatman

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G245 is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 08/17/04 and ending on 08/17/06 and begins with 4,264 and ends with 28,264 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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



Service Request: 1-248315217

Customer Relationship Manager: Allison Shaw

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G045122229, is for the following:

- 72 months or 100,000 miles, whichever occurs first, beginning on October 12, 2004 and ending on October 12, 2010, and begins with 9,800 and ends with 109,800 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely, Allison Shaw General Motors Corporation

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

#### MANUFACTURER RESPONSE FORM (CALIFORNIA)

Customer Name:  Manufacturer's Position: General M  provide a Settlement Offer of 5/60 C	lotors position, aft		VIN: 1G1YY22G0	115
	lotors position, aft			43
provide a Settlement Offer of 5/60 (	,	er research and a co	mpleted case assessme	ent will be to
	GMPP Value Guar	d \$0 Ded. The vehicl	e's leak concerns hav	e been
addressed and repaired under the te	erms of the New Vo	ehicle Warranty, and	the vehicle is operati	ing as designed.
The vehicle is a 2004 Chevrolet Corv	vette and the vehic	le is equipped with a	3/36 Manufacturer N	New Vehicle
Warranty, and General Motors wou	ld like to provide	a comprehensive cov	erage by providing a	GMPP
Documentation Provided (please che	eck):			
☐ Technical Service Bulletin(s)				
☐ Recall Notice(s)				
☐ Vehicle Repair Records				
<ul><li>□ Purchase/Lease documentation</li><li>□ Other:</li></ul>				
The manufacturer's position and document in this case.	mentation will be fu	rnished to the custome	er and the arbitrator pr	ior to a hearing
	phone ☐ In per	son   In writing		
I will participate in a hearing ☐ By	1			
I will participate in a hearing ☐ By	•	by: <u>James Rayford</u>	Date:_	_7/14/10
I will participate in a hearing ☐ By	Form completed		Date:_	

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

Fax: 703.247.9700

#### **Overallowance / Incentives / Negative Equity Form**

Customer		Request #	1-248315217	BBB# _	<u>CHV0451191</u>		
Straight	Trade		Mandated	Mediat	ed		
This form may be used paid, but may not be eas	• •			e any customer in	centives which were		
You must determine the prior to arbitration or vo			cle and identify an	y over allowance	and/or incentives		
	Use the charts belo	w to help deter	mine over allowance	and incentives.			
* PLEASE NOTE:			OAN CLOSEOU' RED NEGATIVE		IIGHER THAN		
Purchase Price (from dea	aler Bill of Sale)	(Selling P	rice)	\$ 42,945.96			
MSRP (from BARS Inve	oice)		\$ 47,730.00				
Difference				\$ 4,784.04			
(If positive, look for Ove explain why customer p	,		n, have Dealer				
Trade Allowance (from	dealer Bill of Sa	le)		\$ 30,000.00			
Actual Cash Value State	ment		\$ 30,000.00				
(A) Over Allowance (If positive)				\$ 0.00			
Payoff				\$ 42,862.61			
Actual Cash Value State (B) Negative Equity (If			\$ 30,000.00 \$ 12,862.61				
If Over Allowar			luded in Purchase		d, <b>verify</b> with		
Purchase Price (from dea	aler Bill of Sale)	– (before tax	x, tag, etc.)	\$ 42,945.96			
Incentives not included in (Do not include fuel fill		,	S) minus	\$ 3,000.00			
(A Over Allowance) +	(B Negative Equ	ıity) m	inus	\$ 0.00			
Actual price of Vehicle	that should be pre	RR for ATA	\$ 30 9 <i>4</i> 5 96				

2004 CORVETTE COUPE CHEVROLET MOTOR DIVISION 88U MEDIUM SPIRAL GRAY METALLIC /V8G 193 BLACK LEATHER TRIM SEATING GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER ORDER NO. GXPVJV/TRE STOCK NO. DETROIT VIN 1G1 YY22 G0 45 VEHICLE INVOICE 1AD34685213 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 1YY07 CORVETTE COUPE 43835.00 38355.63 INVOICE 02/17/04 GU2 REAR AXLE 2.73 RATIO N/C SHIPPED 02/17/04 0.00 EXP I/T 02/26/04 N/C LS1 5.7L LITER SFI V8 - 350HP 0.00 0.00 EXP I/T 02/26/04 MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE 0.00 0.00 INT COM 02/26/04 QF5 HIGH POLISHED ALUMINUM WHEELS 1295.00 1113.70 PRC EFF 02/17/04 ULU AM/FM CASSETTE STEREO N/C N/C KEYS S299D S299D U1S CD 12 DISC CHANGER, REMOTE 600.00 516.00 WFP-F QTR OPT-1 XGG FRONT TIRE-P245/457R17 RW CPB XGG FRONT TIRE-P245/45ZR17 BW SBR N/C N/C BANK: GMAC - 08
YF5 50-STATE EMISSIONS N/C N/C CHG-TO 20-38
YGH REAR TIRE-P275/40ZR18 BW SBR N/C N/C
1SB PREFERRED EQUIPMENT GROUP 1200.00 1032.00 SHIP WT: 3180 N/C BANK: GMAC - 085 N/C CHG-TO 20-322 \* MEMORY PACKAGE HP: GMS: 40484.43 \* TWILIGHT SENTINEL \* ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR SUPPLR: 42306.23 MRM: 47730.00 \* HEAD UP DISPLAY MEMO 2271.50

TOTAL 47730.00 42521.28 PAY 310 42521.28

MEMO: TOTAL LESS HOLDBACK AND

\* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN

APPROX WHOLESALE FINANCE CREDIT 40455.85

\*

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. 085 VIN 1G1YY22G045 \$ 42521.28 INV 1AD34685213 DUE 02/26/04 DEALER 20-322

SR#	1-248	315217					
New/Used:	New		Division:	Chevrolet	Vehic	ole Style:	Car
Comp	lete VIN:	10	1YY22G045		Vehic	ele Year: 2	004
Divisi	ion - Dealer	Code:	Chevrolet 13-32	888	-	]	
General Moto	ors has agn	eed to :				<u></u>	
		Appro	ve and pay for	a new plan - no GMI	PP Coverage cu	rrently	
Name and the second sec	wallinger statement enterer zen en enterer i	: Check if ap	CONTRACTOR OF THE PARTY OF THE			de avelvieron	
1 C.JAKINITECO COPIE OCCUPATION							<u> </u>
			on is depited t	he dealer's profit)	гъи: Г	9800	
Delivery	Date:	03/06/04		_	r Reading: [		
Pla	ın Purchase	: Date:	10/12/04	Customer O	)wnership: [	Owner	<u>'</u>
Business	Name:						
Custome	er Name -	Title:	Mr.	First - M.I L	ast):		
Address	Line 1:						
Address	Line 2:						
City:	Moreno '	Valley		State:	CA	Zip:	, <u></u>
Pla	n Type:	Majo	r Guard	# of Months:	72 Months	Mileage: 10	00000
Pla	n Type:			# of Months:		Mileage:	
		Dec	ductible:	\$0	]		
Plan Lien	Holder (Se	lect Division I	pelow):				
	Division	Address:	Chevro	olet - PO Box 33	170 Detroit,	MI 48232-5	170
CR	M (Decisio	n Maker):	Allison Sh	aw			
Tea	m Manager	/ Liaison:	Victor Dig	ilio			
Team C	ARS Site:	Ta	ampa		Date:	10/26/0	4
						CLAD:	2 ) 5 02
						1097-1	14 5 5 5-00 0/27-1815 XN
						• •	رلم.
							812

FOR YOUR CONVENIENCE

BODY SHOP HOURS MONDAY - FRIDAY 7:30 A.M. - 5:30 P.M.

PARTS HOURS MONDAY - FRIDAY 7:30 A.M: 9:00 P.M.

NO CARS RELEASED AFTER SERVICE DEPT. HOURS UNLESS PREVIOUS ARRANGEMENTS MADE

TOMUBEIL CHEVROLET

Service Repair

800 ALABAMA • P.Ö. BOX 510 REDLANDS, CA 92373 (909) 793-2681 • (909) 824-7145 FAX (909) 335-2875

CVCS181074 BAR NO. AF 22813

TERMS:

CASH, VISA, MASTERCARD, AMERICAN EXPRESS, CHECK OR DISCOVER

# 

*FUEL SYSTEM GAS SMELL AROUNG OF CAR AND CHECKI K AT FUEL TANK DEF SSURE CHECK ND LEAK AT TANK NEI ICLE FOR TEAR DOWN TANK REPLACE TANK S ALSO INSTALL UPDA  *FP-NUMBER 10363245 10337590 10337583	C/A GAS CAP AREA AF NG ECTIVE FLANGE S ED TO R/R UNIT AND TRANSFER AI ATED FUEL PUMP. DESCRIPTT	VEAR / MAKE / M  O4/CHEV VEHICLE (LD. NO. 1 G 1 F. T. E. NO.  COMMENTS  TEC TER DRIVIN SEAL CUSTOMER I	MODEL /ROLET/ Y Y 2 2 CH(S):361 NG AND GE	LO TTING	MILEAGE 5 - O, NO.	8,422 WARRANTY	INVOICE DATE  09/09/04  COLOR GRAY/ DELIVERY DATE  SELLING DEALER NO.  R. O. DATE  08/11/04  "This factory warranthe warranties with a the warranties with a this item/items. express or implied, I	all warrants with
*FUEL SYSTEM GAS SMELL AROUNG OF CAR AND CHECKI K AT FUEL TANK DEF SSURE CHECK ND LEAK AT TANK NEI ICLE FOR TEAR DOWN TANK REPLACE TANK S ALSO INSTALL UPDA	C/A GAS CAP AREA AF NG ECTIVE FLANGE S ED TO R/R UNIT AND TRANSFER AI ATED FUEL PUMP. DESCRIPTT	VEAR / MAKE / M  O4/CHEV VEHICLE (LD. NO. 1 G 1 F. T. E. NO.  COMMENTS  TEC TER DRIVIN SEAL CUSTOMER I	MODEL /ROLET/ Y Y 2 2 CH(S):361 NG AND GE	CORVETTE  2 G O 4  F  1.0  TTING	MILEAGE 5 - O, NO.	8,422	COLOR GRAY/ DELIVERY DATE SELLING DEALER NO.  R. O. DATE 08/11/04  "This factory warranthe warranties with this item/items. expressly disclaims expressly disclaims	PRODUCTION DATE  The constitution of the const
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FOR YOUR CONVENIENCE

BODY SHOP HOURS MONDAY - FRIDAY 7:30 A.M. - 5:30 P.M.

PARTS HOURS MONDAY - FRIDAY 7:30 A.M.- 6:00 P.M.

NO CARS RELEASED AFTER SERVICE DEPT. HOURS UNLESS PREVIOUS ARRANGEMENTS MADE



Service Repair 800 ALABAMA • P.O. BOX 510

REDLANDS, CA 92373 (909) 793-2681 • (909) 824-7145 FAX (909) 335-2875 CVCS181074 BAR NO. AF 22813

TERMS:

CASH, VISA, MASTERCARD, AMERICAN EXPRESS, CHECK OR DISCOVER

# 

0101/CVCS181074		, 1921 dial (66)				
186605	ADVISOR		TAC	NO.	INVOICE DATE	
	SCOTTY	BEATON	1313	229	09/09/04	CVCS181074
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* WE WANT YOU COMPLETELY SATISFIED. IF YOU HAVE*  * ANY QUESTIONS OR EXPERIENCED ANY PROBLEMS. *  * PLEASE DON'T HESITATE TO CALL US. WE SINCERELY*  * WANT YOUR BUSINESS. *  * CALL: (909-793-2681 OR 824-7145  ***********************************		TOTAL PAR TOTAL SUBI TOTAL G.O TOTAL MISS TOTAL MISS TOTAL TAX	S ET G CHG.	0.00 0.00 0.00 0.00 0.00		
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PAGE 2 OF 2 ACCOUNTING COPY		{ END O	INVOICE ]	04:53pm	Copyright © 1998 Tis.	s Seynolds and Reynolds Company ERAINTINVE SF1435 (1700)

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MUNDAY - FRIDAY 7:00 A.M. - 6:00 P.M. SATURDAY 7:00 A.M. - 4:00 P.y.

TO REORDER CALL PRINTING SOLUTIONS @ (909) 367-2002

PARTS HOURS MONDAY - FRIDAY 7:00 A.M. - 6:00 P.M. SATURDAY 7:00 A.M. - 4:00 P.M. NO CARS RELEASED AFTER SERVICE DEPT. HOURS UNLESS PREVIOUS ARRANGEMENTS MADE

800 ALABAMA · P.O. BOX 510

ADVISOR

MILEAGE

**OPERATION** 

www.tombellchevy.com BAR NO. AF22813

TERMS:

CASH, VISA, MASTERCARD. AMERICAN EXPRESS, CHECK OR DISCOVER

181074

RECOMMENDED SERVICES

OPERATION OPERATION		(909) 793-2	2681 • (909) 824-7	145 OR DISC	COVER	******************
<u> </u>	N DESCRIPTION MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MOVE	
1 X:3X222. 1 3000 MILE	NOR 6K SERV MI SERVICE C MI NOR 6K TRK MI	79.95 84.95 79.95	01CVZT 01CVZD 01CVZ010D	3000 MILE SERVICE T 3000 MILE SERVICE D DEALER MINOR 6K DSL	MO/MI MI MI	707AL 24.95 74.95 119.95
SEDVICE LUCTORY				<u> </u>	i i	1

REDLANDS, CA 92373

SERVICE HISTORY DATE REPAIR ORDER

TECHNICIAN

08/09/04 07/20/04	180897 179859	8291 6779	1313 3883	3610 3640	C W	OPERATION 12CVZ 01CVZ	OPERATION DESCRIPTION  *FUEL SYSTEM C/A 3000 MILE SERVICE
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REPRINT # 1

DIAZ-PUS OTH FOR TEAS DOWN TIME

#### **Confidential Information**

CASE ASSESSMENT BY: James Rayford CARS Request No: 1-248315217							
Customer Name:							
Year of Vehicle: 2004	Make: Chevrolet	Model: Corvette	Current Mileage: 8,600				
Vehicle ID No.: 1G1YY22G045 In Service Date: 3/6/04 Purchased: New							
What is customer seeking: Repurchase What is customer eligible for: All Remedies							
	VEHI	CLE REPAIR HISTORY					
CHCTOMEDIC DDIMADY CVA	ADTOM / COMPLAIN!	F. Fred Table (Leads)					
CUSTOMER'S PRIMARY SYNDate: Mileage:	Days Out:	I:Fuellank (Leak) Description of Repa	ir.				
8/11/04 8,422	31	Replaced Fuel Tank & F					
•		•	·				
<b>Total Days Reported Out</b>	of Service:31_	_					
VEHICLE MEETS PRESUMPTION: YES: NO: X							
Arbitrate case: X Settle case:							
Case Recommendation	for Customer Sa	tisfaction (based on a r	review of documentation):				
			v. CRM advises the vehicle was out				
of service for 31 days, for	Part Back Order a		o provide a Settlement Offer of				
5/60 GMPP Value Guard \$	0 Ded.						
Field Rep and/or DEALER	PECOMMENDATION	ΩN.·					
			-of-service from Aug. 11-Sep.				
			Beaurone states the Fuel Tank took				
			ken out in order to properly install				
			was provided a loaner/rental				
Phelps authorized a reimb			unior Beaurone states AVM Ed				
i neips authorized a reillik	var semient of one v	cincle payment for incom	VCITICITUE				

Team Manager Approval:

Date:

ORIGIN ID: TPFA (813)948-7332 AMY WHIDDEN PostNet 2209 Collier Parkway

SHIP DATE: 16AUGC4 SYSTEM #3228764 ACTUAL WGT: 1 LB

Land O Lakes, FL 34639

stugirtoprorfeatix Sinpping babel of ASTRA Label here.

ΤO

WARRANTY - DEFECT NOTIFICATION (813)948-7332 GENERAL MOTORS CORP. 100 RENAISSANCE CENTER

**FedEx** 

1 8 2004

Detroit, MI 48265



**OVERNIGHT PRIORITY** 

9515 FORM 7902 4204

TUE Deliver by: 17AUG04 A 1

48265

DTW



CL\$860704



Express

For FedEx Express shipments only.

orld 1



LAND O LAKES, FL

GENERAL MOTORS CORP. 100 RENAISSANCE CENTER

DETROT, MICHIGAN

ATIN: WARRANTY - DEFECT NOTIFICATION

Motor Vehicle Defect Notification (Please print clearly in black ink, or type)
Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:
The vehicle has been out of service at least 15 days to repair one or more substantial defects.
3 or more repair attempts have been made to repair the <b>same</b> substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).
Description of continuing defect(s) or condition(s)  LEAKS GAG FUMES - CROSSINER PIPE & GAS TANK PROPLEMS - PRODUCES
VERY HEAVY FUMED WHILE PARKED & 100L BOTH INSIDE & OUTSIDE OF VEHICLE.
(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.) UN-SAPE
Vehicle Make CHEVIPOLET Model CORVETTE Year 2004
VIN 1 16/1 17/13/12/16/1X/A 15/1 Date of Delivery 5/1/2004
Name and City/State of selling dealer or leasing company (if applicable)
GORDON CHEVEROLET, TAMPA FLORIDA
Name and City/State of authorized service agent(s) attempting previous repairs
GORDON CHEVROLET, TAMPA, FLORIDA
Consumer Home phone
Address Work phone
LAND O LAKES, FLORIDA Signature
Date Mailed 8/16/04
White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail. renow—consumer's copy, keep for your records.

(1/98)

Mr.
Coral Springs, FL

Service Request: 1-274920662

Customer Relationship Manager: Erica Franklin

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G745 is for the following:

- 48 months or 48,000 miles, whichever occurs first, beginning on 11/9/2004 and ending on 11/9/2008, and begins with 10,783 and ends with 58,783 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

**General Motors Corporation** 

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

## CMPP Request for Processing

SR#	1-274	920662	]				
New/Used:	New		Division:	Chevrolet	Veh	icle Style:	Car
Comp	lete VIN:	10	91YY22G745		Veh	icle Year:	2004
Divisi	on - Deale	r Code:	Chevrole	et 13-32888	]		
General Moto	ors has agi						
				a new plan - no GM	PP Coverage c	urrently	
-		: Check if ap	_				
I Iransi	er all claim	s to new po	ПСУ	Endorse se	lling dealer c	ode to Divisi	on code
(Selling de	ealer to keep	profit. Divisi	on is debited t	he dealer's profit)			
Delivery [	Date:	02/22/04	]	Odomete	r Reading:	107	83
Plar	n Purchase	e Date:	11/09/04	Customer C	Ownership:	Owi	ner
Business	Name:						
Custome	r Name -	Title:	Mr.	(First - M.I La	ast):		
Address I	Line 1:						
Address I	Line 2:						
City:	Coral Spi	rings		State:	FL	Zip:	
Plan	Туре:	Major	Guard	# of Months:	48 Months	Mileage:	48000
Plan	Туре:			# of Months:		Mileage:	
		Ded	uctible:	\$0	]		
Plan Lien	Holder (Sele	ect Division b	elow):				
	Division A	Address:	Chevro	let - PO Box 33	170 Detroit	, MI 48232	-5170
CRN	Л (Decision	Maker):	ericafrankl	in			
Team	Manager .	/ Liaison:	Pamela Fie	etz/Shannon Ke	elley		
Team CA	RS Site:	Au	stin		Date:	11/1	1/04

☐ AVM Requested

Mr.
West Palm Beach, FL

Service request: 1-288740324

Dear Mr.

Thank you for your recent correspondence dated December 04, 2004 regarding your 2004 Chevrolet Corvette. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

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

Unfortunately, my attempts to contact you have been unsuccessful to schedule a repair opportunity for your vehicle. I have tried to contact you on December 13, 2004 and December 14, 2004 with no response.

As soon as you are available, I need you to contact me to schedule a repair opportunity for your vehicle.

Please contact me at 1-800-231-1841 ext. 57285 Monday through Friday Eastern Standard Time 8:00 a.m. to 4:00 p.m. and I would be happy to assist you.

Sincerely,

Emma Ivie Customer Relationship Manager

LC0033-T/dls

w. Palm Buln FL 2510 0004 7760 6423 Chevrolet Motor DWISION Cherrolet Customen Assistance Center PO BOX 33170 DEC 0 9 2004 RETURN RECEIPT Deteoit MI REQUESTED 48232-5170 4623245170

#### **Motor Vehicle Defect Notification**

(Please print clearly in black ink, or type)

ORIGINAL

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows: The vehicle has been out of service at least 15 days to repair one or more substantial defects. 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s). OTH YOUSER WUDDINS Description(of continuing defect(s) or condition(s) (NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.) Vehicle Make 12121514151 Date of Delivery NARGONE Name and City/State of selling dealer or leasing company (if applicable) ROAD Greenaciess SAME AS Name and City/State of authorized service agent(s) attempting previous repairs \_ Consu Home phone Addre Work phone Signature Date Mailed

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records. (1/98)Pink—Attorney General's copy, send by regular mail.



Service Request: 1-246656161

Customer Relationship Manager: Gabriel Chatman

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G245 is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 08/17/04 and ending on 08/17/06 and begins with 4,264 and ends with 28,264 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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

Dean Fasci

# Crest Chevrolet 8281 Merrill Road Jacksonville, Florida 32277 904-721-1880 FACSIMILE TRANSMISSION

Date:3-18-67
Attention: Desire Gallagher
Company: GM
Fax #: 1866 213 9925
Message: veh is listed under another
Shop
Request 71-611331527
·
Number of Pages including Cover:
For your review
As per your Request
Urgent

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us by telephone at the number above.

MAR 18, 2008 HISTORY DISPLAY

| 11 CAMPAIGN NO. 12 CAMPAIGN NO. Store 03 SERVC01 PORT 5013 3100

| CUSTOMER NAME SERIAL NO. 1G1YY12S845 R.O. NO. 6035381 1 RO.DATE 12/14/2005 2 DEPT (S,B,P) S SERVICE [1 OF 1] [1 OF 1] 3 MILEAGE 20920 4 ADVISOR NO. 210 5 OPERATION NO. C0183CV OP. DESC. | 6 SALE TYPE (C/W/I) C TECH.NO(S). 923 1 7 COMPLAINT CUSTOMER STATES RIGHT SIDE POWER WINDOW INOP WILL NOT GO UP OR DOWN WITH EITHER SWITCH | 8 CAUSE INTERNAL SHORT IN WINDOW MOTOR | 9 CORRECTION REPLACED POWER WINDOW MOTOR ASSY 110 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

CAMPAIGN DESC.

CAMPAIGN DESC.

APR 15 nergy

### RUBEN & SJOLANDER ATTORNEYS AT LAW

ATTORNEYS AT LAW
1875 CENTURY PARK EAST, SUITE 1050
\*LOS ANGELES, CALIFORNIA 90067

PHONE (310) 788-2828 FAX (310) 788-9028

Rob Brown General Motors Corporation c/o MSX International MC 336-105-000 1919 Concept Drive Warren, MI 48091

#### CT CORPORATION A WoltersKluwer Company

RECEIVED

APR 8 - 2008

**Service of Process Transmittal** 

04/03/200B

CT Log Number 513274402

TO:

Amy Sjolander

 $\mathbf{B}\mathbf{Y}$ :

Ruben & Sjolander

1875 Century Park East, Suite 1050 Los Angeles, CA 90067

RE:

**Process Served in California** 

FOR:

General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:

vs. General Motors Corporation, etc., et al., Dfts.

DOCUMENT(S) SERVED:

Summons, Complaint, Cover Sheet, Exhibit(s), Declaration, Notice, Notice of Case

Management Conference

COURT/AGENCY:

Contra Costa County, Superior Court, CA

Case # C0800785

NATURE OF ACTION:

Product Liability Litigation - Breach of Warranty - Serious defects and nonconformities to warranty - 2004 Chevrolet Corvette, VIN 1G1YY12S845

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE:

By Process Server on 04/03/2008 at 14:50

APPEARANCE OR ANSWER DUE:

Within 30 days after service - file written response // 8/14/08 at 8:30 a.m. - Case Management Conference

ATTORNEY(S) / SENDER(S):

Steve Mikhov Romano Stancroff & Mikhov PC

640 S. San Vicente Blvd. Sutie 230

Los Angeles, CA 90048 323-936-2274

ACTION ITEMS:

SOP Papers with Transmittal, via Fed Ex 2 Day , 791037582510 Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Emiko Hayashi, via Regular Mail

SIGNED: PER:

C T Corporation System Nancy Flores 818 West Seventh Street

ADDRESS: Los Angeles, CA 90017 213-337-4615

TELEPHONE:

Page 1 of 1 / VI

information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reterance. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, ar eny information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

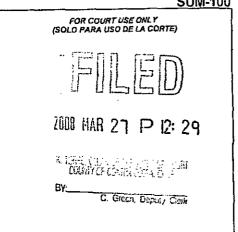
#### SUM-100

#### SUMMONS (CITACION JUDICIAL)

NOTICE TO DEFENDANT: (AVISO AL DEMANDADO):

GENERAL MOTORS CORPORATION, a Delaware Corporation, LEHMER'S, a business organization form unknown, and DOES 1 through 10, inclusive,

YOU ARE BEING SUED BY PLAINTIFF: (LO ESTÁ DEMANDANDO EL DEMANDANTE): NATHAN GESSNER.



You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.courtinfo.ca.gov/seifhelp/espanoi/), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le de un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrà quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.courtinfo.ca.gov/selfhelp/espanol/) o poniéndose en contacto con la corte o el colegio de abogados locales.

The name and address of the court is: (El nombre y dirección de la corte es): Contra Costa County Superior Court 725 Court Street, Martinez, CA 94553

CASE NUMBER: (Número del Ceso): C= 08 - 00785.

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is: (El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es): C. Green ROMANO STANCROFF & MIKHOV PC 640 S. San Vicente Blvd., Ste. 230, Los Angeles, CA 90048 MAR 27 2008 CLERK OF THE Deputy Clerk, by DATE: (Adjunto) SUPLINGE COURT (Secretario) (Fecha) (For proof of service of this summons, use Proof of Service of Summons (form POS-010).) (Para prueba de entrega de esta citatión use el formulario Proof of Service of Summons, (POS-010)). NOTICE TO THE PERSON SERVED: You are served ] as an individual defendant. under: CCP 416.10 (corporation) CCP 416.20 (dotters) as the person sued under the fictitious name of (specify): CCP 416.70 (conservatee) CCP 416.90 (authorized person) CCP 416.40 (association or partnership) [ other (specify): by personal delivery on (date):

Code of Civil Procedure 55 412,20, 465

ROMANO STANCROFF & MIKHOV PC 1 Steve Mikhov, Esq. (SBN 224676) 2009 HAR 27 P 12: 30 Mark Romano, Esq. (SBN 244113) 640 S. San Vicente Blvd., Suite 230 3 Los Angeles, CA 90048 Telephone: (323) 936-2274 C. Green Caputy of A Fax: (323) 939-7973 5 Attorneys for Plaintiff, 6 Nathan Gessner 7 8 SUPERIOR COURT OF CALIFORNIA 9 COUNTY OF CONTRA COSTA 10 11 Case Nort NATHAN GESSNER, 08 - 00785 12 13 Plaintiff, COMPLAINT 14 1. SONG-BEVERLY ACT GENERAL MOTORS CORPORATION, a 15 2. MAGNUSON-MOSS ACT Delaware Corporation, LEHMER'S, a 3. NEGLIGENT REPAIR Nevada Corporation, and DOES 1 through 4. CONSUMERS LEGAL REMEDIES 16 10, inclusive, 17 18 Defendants. Assigned for All Purposes to the Honorable 19 PER LOCAL RULE 5 THIS Department CASE IS ASSIGNED TO 20 DEPT \_\_\_ 21 22 Plaintiff, NATHAN GESSNER, alleges as follows against Defendants, GENERAL 23 MOTORS CORPORATION, LEHMER'S, and DOES 1 through 10 inclusive, on information 24 and belief, formed after an inquiry reasonable under the circumstances: 25 26 27 28

Complaint

21<sub>.</sub> 

#### GENERAL ALLEGATIONS

- 1. Plaintiff is an individual residing in the City of Novato, County of Marin, and State of California.
- 2. Defendant GENERAL MOTORS CORPORATION is and was a Delaware corporation registered to do business in the State of California with its registered office in the City of Los Angeles, County of Los Angeles, State of California.
- 3. Defendant LEHMER's is and was a business entity doing business in the City of Concord, County of Contra Costa, State of California.
- 4. Plaintiff does not know the true names and capacities, whether corporate, partnership, associate, individual or otherwise of Defendant issued herein as Does 1 through 10, inclusive, under the provisions of section 474 of the California Code of Civil Procedure. Defendants Does 1 through 10, inclusive, are in some manner responsible for the acts, occurrences and transactions set forth herein, and are legally liable to Plaintiff. Plaintiff will seek leave to amend this Complaint to set forth the true names and capacities of the fictitiously named Defendants together with appropriate charging allegations when ascertained.
- 5. All acts of corporate employees as alleged were authorized or ratified by an officer, director or managing agent of the corporate employer.
- 6. Each Defendant whether actually or fictitiously named herein, was the principal, agent (actual or ostensible) or employee of each other Defendant and in acting as such principal or within the course and scope of such employment or agency, took some part in the acts and omissions hereinafter set forth by reason of which each Defendant is liable to Plaintiff for the relief prayed for herein.
- 7. On or about November 25, 2007, Plaintiff purchased a 2004 Chevrolet Corvette, VIN: 1G1YY12S845114667, ("the vehicle") from Defendant GENERAL MOTORS CORPORATION, express warranties accompanied the sale of the vehicle to Plaintiff by which GENERAL MOTORS CORPORATION undertook to preserve or maintain the utility or performance of Plaintiff's vehicle or provide compensation if there was a failure in such utility or performance.

8. The vehicle was delivered to Plaintiff with serious defects and nonconformities to warranty and developed other serious defects and nonconformities to warranty including, but not limited to, various water leak defects.

#### FIRST CAUSE OF ACTION

(Violation of the Song-Beverly Consumer Warranty Act)

- 9. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though herein fully restated and realleged.
- 10. Pursuant to the Song-Beverly Consumer Warranty Act (herein after the "Act") Civil Code sections 1790 et seq. The vehicle constitutes "consumer goods" purchased primarily for family or household purposes and Plaintiff has used the vehicle primarily for those purposes.
  - 11. Plaintiff is a "buyer" of consumer goods under the Act.
- 12. Defendant GENERAL MOTORS CORPORATION is a "manufacturer" and/or "distributor" under the Act.
  - 13. Defendant LEHMER'S is a "seller" and "retailer" under the Act.
- 14. The sale of the vehicle to Plaintiff was accompanied by an implied warranty that the vehicle was merchantable. The sale of the vehicle to Plaintiff was also accompanied by Defendants' implied warranty of fitness.
- 15. The foregoing defects and nonconformities to warranty manifested themselves within the applicable express warranty period. The nonconformities substantially impair the use, value and/or safety of the vehicle.
- 16. Plaintiff delivered the vehicle to LEHMER'S for repair of the nonconformities on numerous occasions.
- 17. Defendants were unable to conform Plaintiff's vehicle to the applicable express and implied warranties after a reasonable number of attempts.
- 18. Notwithstanding Plaintiff's entitlement, Defendants have refused Plaintiff's demands for a refund or replacement.

- 19. By failure of Defendants to remedy the defects as alleged above, or to issue a refund or replacement, Defendants are in breach of their obligations under the Act.
  - 20. Plaintiff is entitled to justifiably revoke acceptance of the vehicle under the Act.
- 21. Under the Act, Plaintiff is entitled to reimbursement of the purchase price paid for the vehicle less that amount directly attributable to use by the Plaintiff prior to discovery of the nonconformities.
- 22. Plaintiff is entitled to all incidental, consequential and general damages resulting from Defendants' failure to comply with their obligations under the Act.
- 23. Plaintiff is entitled under the Act to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorney's fees, reasonably incurred in connection with the commencement and prosecution of this action.
- 24. Plaintiff is entitled in addition to the amounts recovered, a civil penalty of up to two times the amount of actual damages in that GENERAL MOTORS CORPORATION has willfully failed to comply with its responsibilities under the Act.

#### SECOND CAUSE OF ACTION

(Violation of the Federal Magnuson-Moss Warranty Act - Against All Defendants)

- 25. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though herein fully restated and realleged.
- 26. Plaintiff is a "consumer" as defined in the Magnuson-Moss Warranty Act (referred to as "Mag-Moss"), 15 U.S.C. § 2301(3).
- 27. Defendants, GENERAL MOTORS CORPORATION and LEHMER'S are "suppliers" and "warrantors" as defined in the Mag-Moss Act, 15 U.S.C. § 2301(4), 15 U.S.C. § 2301(5).
- 28. The vehicle is a "consumer product" as defined in the Mag-Moss Act, 15 U.S.C. § 2301(1).
- 29. In addition to the express warranty, in connection with the sale of the vehicle to Plaintiff, an implied warranty of merchantability was created under California law. The

vehicle's implied warranties were not disclaimed using a Buyer's Guide displayed on the vehicle; thus any purported disclaimers were ineffective pursuant to 15 U.S.C. § 2308(c).

- 30. Defendants violated the Mag-Moss Act when they breached the express warranty and implied warranties by failing to repair the defects and nonconformities, or to replace or repurchase the vehicle.
- 31. Plaintiff performed all terms, conditions, covenants, promises and obligations required to be performed on Plaintiff's part under the terms of the sales agreement, and express warranty and implied warranty except for those terms and conditions, covenants, promises and obligations or payments for which performance and/or compliance has been excused by the acts and/or conduct of the Defendants and/or by operation of law.
- 32. As a direct and proximate result of the acts and omissions of the Defendants, Plaintiff have been damaged in the form of general, special and actual damages in an amount within the jurisdiction of this Court, according to proof at trial.
- 33. Under the Act, Plaintiff is entitled to rescission of the contract, reimbursement of the purchase price paid for the vehicle.
- 34. Plaintiff is entitled to all incidental, consequential and general damages resulting from Defendants' failure to comply with their obligations under the Mag-Moss Act.
- 35. Plaintiff is entitled under the Mag-Moss Act to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorney's fees, reasonably incurred in connection with the commencement and prosecution of this action pursuant to 15 U.S.C. § 2310(d)(2).

#### THIRD CAUSE OF ACTION

(Negligent Repair - Against Defendant Lehmer's Only)

- 36. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though herein fully restated and realleged.
- 37. Defendant LEHMER'S owed a duty to Plaintiff to use ordinary care and skill in storage, preparation and repair of the vehicle in accord with industry standards. Defendant

LEHMER'S, in failing to properly store, prepare and repair the vehicle, breached that duty of ordinary care and skill.

38. LEHMER'S's negligence was a proximate cause of Plaintiff's damages.

#### FOURTH CAUSE OF ACTION

(Consumers Legal Remedies Act - Against All Defendants)

- 39. Plaintiff incorporates herein by reference each and every allegation contained in the preceding and succeeding paragraphs as though herein fully restated and realleged.
  - 40. The Subject Vehicle is a "Good" as defined in California Civil Code §1761(a).
- 41. Each Defendant is subject to the Consumer Legal Remedies Act, Civil Code §1750 et seq., as it is a "Person" as defined in Civil Code §1761(c).
  - 42. Plaintiff is a "Consumer" as defined in California Civil Code §1761(d).
- 43. In violation of the foregoing statutes, Defendants have engaged or attempted to engage in the following unfair methods of competition and unfair or deceptive acts or practices and these methods, acts, or practices were undertaken in a transaction intended to result or which resulted in the sale a goods or services to a consumer:
- (a) Misrepresenting the source, sponsorship, approval, or certification of goods [the Corvette] by (1) failing to provide the required certified pre-owned vehicle documents, including, but not limited to, the certification inspection report (Cal. Veh. Code § 11713 et seq.); (2) failing to provide the documents required by the used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and the credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 et seq.); (3) failing to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for compliance with warranty policies and procedures; and (5) failing to monitor their certified pre-owned vehicle program. Cal. Civ. Code § 1770(a)(2).

(b) Representing that goods [the Corvette] are of a particular standard, quality, or grade, or that goods [the Corvette] are of a particular style or model, if they are of another by (1) failing to provide the required certified pre-owned vehicle documents, including, but not limited to, the certification inspection report (Cal. Veh. Code § 11713 et seq.); (2) failing to provide the documents required by the used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and the credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 et seq.); (3) failing to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for compliance with warranty policies and procedures; and (5) failing to monitor their certified pre-owned vehicle program. Cal. Civ. Code § 1770(a)(7).

- (c) Representing that the subject of a transaction [the Corvette] has been supplied in accordance with a previous representation when it has not by (1) failing to provide the required certified pre-owned vehicle documents, including, but not limited to, the certification inspection report (Cal. Veh. Code § 11713 et seq.); (2) failing to provide the documents required by the used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and the credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 et seq.); (3) failing to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for compliance with warranty policies and procedures; and (5) failing to monitor their certified pre-owned vehicle program. Cal. Civ. Code § 1770(a)(16).
- (d) Representing that goods [the Corvette] have sponsorship, approval, characteristics, uses, or benefits which they do not have by (1) failing to provide the required certified pre-owned vehicle documents, including, but not limited to, the certification inspection report (Cal. Veh. Code § 11713 et seq.); (2) failing to provide the documents required by the used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and the

credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 et seq.); (3) failing to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for compliance with warranty policies and procedures; and (5) failing to monitor their certified preowned vehicle program. Cal. Civ. Code § 1770(a)(5).

- (e) Representing that a transaction confers or involves rights, remedies, or obligations which it does not have or involve, or which are prohibited by law by (1) failing to provide the required certified pre-owned vehicle documents, including, but not limited to, the certification inspection report (Cal. Veh. Code § 11713 et seq.); (2) failing to provide the documents required by the used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and the credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 et seq.); (3) failing to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for compliance with warranty policies and procedures; and (5) failing to monitor their certified preowned vehicle program. Cal. Civ. Code § 1770(a)(14).
- (f) Inserting an unconscionable provision in the contract by (1) failing to provide the required certified pre-owned vehicle documents, including, but not limited to, the certification inspection report (Cal. Veh. Code § 11713 et seq.); (2) failing to provide the documents required by the used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and the credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 et seq.); (3) failing to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for compliance with warranty policies and procedures; and (5) failing to monitor their certified preowned vehicle program. Cal. Civ. Code § 1770(a)(19).
- (g) Not disclosing information Defendants were obligated to disclose by (1) failing to provide the required certified pre-owned vehicle documents, including, but not limited to, the

certification inspection report (Cal. Veh. Code § 11713 et seq.); (2) failing to provide the documents required by the used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and the credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 et seq.); (3) failing to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for compliance with warranty policies and procedures; and (5) failing to monitor their certified pre-owned vehicle program. Cal. Civ. Code Section 1770(a).

- 44. In committing the above wrongful acts, Defendants were guilty of oppression, fraud, or malice, because the acts were perpetrated pursuant to Defendants' plan, scheme, or company policy to deceive, defraud, mislead, or take unfair advantage of buyers of used vehicles.
- 45. Defendants' agents or employees committed the wrongful acts set forth above with the knowledge, authorization, approval, direction, or ratification of an officer, director, or managing agent of Defendants pursuant to an implicit or explicit company plan, scheme, or policy regarding the sale of used vehicles. Alternatively, the aforementioned wrongful acts were committed by an officer, director, or managing agent of Defendants.
- 46. As a direct result of the Defendant's acts and/or omissions, Plaintiff has been injured as set forth herein.
- 47. Injunctive relief is necessary in this case because (1) the legal remedies are inadequate and (2) the state has inherent power to halt deceptive conduct. Without injunctive relief, Defendants will continue to victimize California buyers of used motor vehicles that are represented as certified pre-owned vehicles and other buyers of new and used vehicles. The repetition of Defendants' deceptive sales policies will result in irreparable harm. Without injunctive relief, Defendants can simply offer damages to the deceived customers who sue it in

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order to continue its deceptive practices. That is, without injunctive relief, there is no way to prevent Defendants from committing the deceptive acts at issue in this case. Additionally, injunctive relief is specifically authorized by the Consumers Legal Remedies Act to eradicate unfair and deceptive business practices.

- 48. An injunction is sought to protect the public from these predatory methods, acts, or practices by mandating the strict use of the mandated disclosures, forms, and procedures. An order requiring Defendants to notify all consumers who were not provided the required disclosures is sought, which would require Defendants to provide the statutorily mandated disclosures and inform consumers of its deceptive practices. The CLRA allows a court wide discretion to fashion injunctive relief to protect the public and such an order subject to such discretion is sought. Therefore, Defendants should be enjoined from engaging in the deceptive, unfair, and/or fraudulent acts set forth above and Plaintiff should be awarded costs, expenses, and attorney fees reasonably incurred.
- 49. On behalf of Plaintiff alone an equitable order of restitution/rescission is sought, plus costs, expenses, and attorney fees reasonably incurred.

WHEREFORE, Plaintiff prays for judgment against Defendants, as follows:

- 1. For rescission of the purchase contract and restitution of all monies expended;
- 2. For civil penalty in the amount of two times Plaintiff's actual damages or for punitive damages;
  - 3. For prejudgment interest at the legal rate;
  - 4. For reasonable attorney's fees and costs of suit; and
- 5. For such other and further relief as the Court deems just and proper under the circumstances.

Dated: March 20, 2008

ROMANO STANCROFF & MIKHOV PC

Mark Romans

STEVEN B. MIKHOV (SBN 224676) MARK ROMANO (SBN 244113) Attorneys for Plaintiff

Nathan Gessner

-11-

Complaint

#### VIA FAX ONLY

March 17, 2008

Steve Song Lehmers

RE:

Service Request: 71-611331527

2004 Chevrolet Corvette

Vehicle Identification Number: 1G1YY12S845 Customer Relationship Specialist: Desire Gallagher

#### Dear Steve Song:

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

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

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

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

Sincerely,

**General Motors Corporation** 

LG0040 V6302006

















#### **RVDC** Case# 151028

BRC Case			Vohicle is going to:	lo Vobi	olo Drivoblo?	Issue 10002				
Number	7611331527		Vehicle is going to: Auction	ıs veni	cle Drivable?	Issue 1099?				
Customer N	ame		Dealer Admin Fee Applies		Release	1'				
Original VIN			Y							
BAC	117728		This vehicle was repurcha							
Dealership	LEHMER'S CONCOR	D BUICK	Voluntary settlement of			ourt proceeding				
Name	PONTIAC GMC		Retrieve Sales Tax? Y	Title Br	and?					
Dealer	Cordon Broy Comit	co Managar	Reason for not Retrieving	Sales Tax:						
Contact/Title		ce ivialiager								
Dealer Phon	<del></del>		Original Sales Tax Paid in		hased Under	Laws of				
Dealer Fax	9258876899		State: CA	State:						
Delivery Dat	te 2004-02-08		Vehicle Meets Presumptio		-AW? N shed on:					
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UCC Code(s	) K2004 N4002 L04	.08	If no, where: BAC is 0							
MSRP	53635.00		Location Site Name: Contact Name:							
Est. Auction	22866.00		Address 1:							
Value			Address 1: Address 2:							
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			Gm Counsel Contact Nam							
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Address2:	100 Entrada Drive 31	Address2:	TX 1-1300	Address2:	Suite 230	vicente biva.				
City:	Novato	City:	Fort Worth	City:	Los Angeles					
State:	CA	State:	TX	State:	CA					
Zip	94949	Zip	76155	Zip	90048					
Phone #:	757-575-4293	Phone #:	800-336-6675	Phone #:	877-575-36	66				
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	Firm Name: S. Mikhov, et al.

Case ID: 151028 Initiator: 143523

#### Lehmer's Buick Pontiac GMC

## **Fax**

Subject	: Doo	cumentation		
Date:	3/18/2008 5:54 PM	Pages:	58 12	
Phone:	866-790-5600	Phone:	925-688-4481	
Fax:	866-213-9925	Fax:	925-887-6899	
то:	Desire' Gallagher	From:	Darren Anderson	

#### Notes:

Please contact me if you did not receive all 50 pages or should you have any additional questions.

Reference 12 pages



1905 Market Street • Concord, CA 94520 Ph. 925.685.4481 Fax 925.363.2123 www.buyGMdirect.com

A Lehmer's family tradition since 1928

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1905 Market Street - Concord, CA 94520 Ph. 925.685.4481 Fax 925.363.2123 www.buyGMdirect.com

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1905 Market Street • Concord. Ph. 925.685.4481 Fax 925.363.2123 www.buyGMdirect.com

A Lehmer's family tradition since 1928

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U.B. E.P.A. ID # CAL000302464 BAB # AA001044 RECOMMENDED SERVICES OPERATION OPERATION DESCRIPTION MO/MI TOTAL OPERATION **OPERATION DESCRIPTION** MO/MI TOTAL SERVICE HISTORY DATE REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE OPERATION DESCRIPTION OPERATION SALESPERSON NO. ERVICE STATE REG# AA-001944 II.AH/MAKI/MODEL ALI, PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE PEOCUTÉ (ION DAT STOCK NO. 1G1YY12S845 04/CHEVROLET/CORVETTE/2 DOOR COUPE
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#### BULLETIN NOTE INDEX

NUMBER	BULLETIN TYPE	DATE	PART #
03-04-20-005	Service Technical	09/01/03	89047953
RELEASE OF NEW	REAR AXLE SEALS		
1997-2004 CHEV	ROLET CORVETTE		

- 03-04-20-006 Service Technical 11/01/03 89047953 FLUID LEAK AT REAR AXLE (REPLACE LEFT DIFFERENTIAL SIDE COVEF O-RING AND LEFT AXLE SHAFT SEAL, ADD SEALANT TO SIDE COVER FLANGE) 2004 CADILLAC XLR 1997-2004 CHEVROLET CORVETTE
- 03-04-20-006A Service Technical 05/01/06 89047953 FLUID LEAK AT REAR AXLE (REPLACE LEFT DIFFERENTIAL SIDE COVER O-RING AND LEFT AXLE SHAFT SEAL, ADD SEALANT TO SIDE COVER FLANGE) 2004-2005 CADILLAC XLR 1997-2005 CHEVROLET CORVETTE

Page 1 of 1

Cat: 15Y, GM Last Pub SEP 07

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Cat: 15Y, GM Last Pub SEP 07

## GM Vehicle Inquiry System Summary

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

#### <u>Help</u>

·	
VIN:	1G1YY12S845

#### **VEHICLE INFORMATION**

Merchandising Model :	1YY37 - 2004 CORVETT	1YY37 - 2004 CORVETTE <b>Z</b> 06			02/08/2004		
BARS Order Type :	70 - RETAIL - S	TOCK	2 TH 1997 HOUSE				
Delivering Dealer	PO BOX 113149	VAN CHEVROLET PO BOX 113149			13 - CHEVR	13 - CHEVROLET	
	CARROLLTON   75011-3149	CARROLLTON, TX 75011-3149		Site Code :		•	
	(972) 389-6700		Business Associate	Code :	112305		
Service Contract :	l Title •	No	Warranty Block :	No	PDI Status :	Paid	

#### REQUIRED FIELD ACTIONS

Туре	Number	Description	Posted Date	Status
RC	<u>04006</u>	ELECTRONIC COLUMN LOCK SYSTEM	N/A	Closed

#### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

#### ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

#### APPLICABLE WARRANTIES

Description	Effective	Effective	End Date	End
<i>'</i>				2

	Date	Odometer	,,,,	Odometer
36/36000 BUMPER TO BUMPER	02/08/2004	15 miles	02/08/2007	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/08/2004	15 miles	02/08/2010	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/08/2004	15 miles	02/08/2012	80015 miles
36/36000 FEDERAL EMISSION	02/08/2004	15 miles	02/08/2007	36015 miles

#### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
12/13/2005	035381	#	C0183 - FRONT SIDE DOOR WINDOW REGULATOR REPLACEMENT - LEFT SIDE	20920 miles
10/09/2005	810121	#	Z2080 - ROADSIDE SERVICE (TOWING)	17000 miles
10/09/2005	810122	#	Z2080 - ROADSIDE SERVICE (TOWING)	17000 miles
09/24/2005	224841	#	L1281 - TANK, FUEL - LEFT - REPLACE	17441 miles
09/24/2005	224841	#	K2792 - PLATE AND/OR SEALANT, ADAPTER - REPLACE	17441 miles
09/24/2005	224841	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	17441 miles
09/24/2005	224841	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	17441 miles
09/24/2005	224841	#	T2020 - TOWING	17441 miles
09/24/2005	224841	#	V1153 - 04006 - INSTALL HARNESS KIT - AUTOMATICS ONLY	17441 miles
09/24/2005	224841	#	N0110 - BATTERY - ONE - REPLACE	17441 mil <b>e</b> s
11/19/2003	A14667	I	Z7000 - PRE-DELIVERY INSPECTION -	0 miles

#### Smog Check Vehicle Inspection Report (VIR)

#### Vehicle Information

Test Date/Time: 10/11/2007 @ 15:41

Model Year: 2004 License:

Fuel Type: Gasoline

GVWR:

Odometer:

NONE Engine Size: 5 - 7 L

Make: State:

CHEVROLET Unknown Type:

Passenger

VIN. Transmission:

Model:

CORVETTE 1G1YY12S845

Automatic

8

N/A 24745 Test Weight: 4000

Certification: California Exhaust: Single

Cylinders: VL1 Record #:

00007 Inspection Reason: Initial Registration

#### Overall Test Results

Congratulations! Your vehicle passed the enhanced Smog Check inspection, which helps California reach its daily goal of removing an extra 100 tons of smog-forming emissions from the air. Thank you for keeping your vehicle well maintained.

Smog Check Certificate Number: DMV ID Number:

Your Smog Check certificate has been electronically transmitted to DMV.

Your certificate is valid for 90 days from date of issuance.

Please keep this copy for your records.

#### Emission Control Systems Visual Inspection/Functional Check Results

(Visual/Functional tests are used to assist in the identification of crankcase and cold start emissions which are not measured during the ASM test)

<u>Result</u>	<u>ECS</u>	<u>Result</u>	<u>ECS</u>	<u>Result</u>	<u>ECS</u>
Pass	PČV	N/A	Thermostatic Air Cleaner	Pass	Fuel Evaporative Controls
Pass	Catalytic Converter	Pass	Air Injection	Pass	MIL/Check Engine Light
N/A	EGR Visual	Pass	Vacuum Lines to Sensors/	Pass	Carb./Fuel Injection
N/A	EGR Functional		Switches	N/A	Other Emission Related
Pass	Fuel Cap Functional	N/A	Ignition Timing:		Components
Pass	Fuel Cap Visual	Pass	Wiring to Sensors	Pass	Oxygen Sensor
Pass	Spark Controls	Pass	Fillpipe Restrictor	Pass	Liquid Fuel Leaks
N/A	Fuel Evaporative Controls Fu	nctional	• •		•

#### **ASM Emission Test Results**

		%CO2	%O₂	HC (PPM)		CO (%)		NO (PPM)					
Test	RPM	MEAS	MEAS	MAX	AVE	MEAS	MAX	AVE	MEAS	MAX	AVE	MEAS	Results
15 mph	1414	15.1	0.2	49	4	1	0.47	0.01	0.01	409	16	ó	PASS
25 mph	2340	15.2	0.1	33	4	0	0.44	0.01	0.00		18	10	PASS
MAX - Ma	iximum A	llowable	Emission	s	AVE =	Average	Emission	s For Pas	ssing Vch	icles			MEAS - Amount Mageured

No match has been found or test has been performed offline. The Consumer is responsible for retaining the VIR for reference throughout the vehicle registration process.

#### Smog Check Inspection Station Information

CONCORD CA

Technician Name/Number:

CHAN STEVEN K/EA037264

Repair Tech Name/Number:

Software Version/EIS Number: 0403/ES315012

I certify, under penalty of perjury, under the laws of the State of California, that I perfurned the inspection in accordance with all bureau
requirements, and that the information listed on this vehicle inspection report is true and appropriate
Date   Fechnician's Signature
V/PL



ORIGIN ID DF1A (8:0) G25 2565 Ship Manager REN CEN mad provessing center 100 REN CEN GRIVE DETROIT MI 48243 UNITED STATES US

TO Rob Brown Jr - IASX MSX International - clo BRC Legal 1919 Concept Dr

Wairen, Mi 48091

BILL SENDER

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visit fedex.com, x office for

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Print Label

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STANDARD OVERNIGHT

48091

-MI-US

# 33900 West Eight Mile Road Suite 149 MAR 17 2008 7007 0220 0001 3961 6367

LAW OFFICES OF STEVEN MIKHOV

GERMENED WATER

Farmington Hills, MI 48335

Return Receipt REQUESTED



ETOD JOVERJIFORN

Los Angeles, CA 90017 818 West Seventh St.

General Motors Corporation

#### **CT** CORPORATION

A WoltersKluwer Company

**Service of Process** Transmittal

03/10/2008

CT Log Number 513177106

TO:

Heather Hoey

General Motors Legal Staff

400 Renaissance Center, Mail Code 482-038-210 Detroit, MI 48265-4000

MAR 132008

RE:

**Process Served in California** 

FOR:

General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:

RE:

To: General Motors Corporation

DOCUMENT(S) SERVED:

Letter

COURT/AGENCY:

None Specified

Case # None Specified

NATURE OF ACTION:

Letter of Intent - Consumer Complaint - Demand is hereby made to rescind the purchase/finance contract regarding a 2004 Chevrolet Corvette, VIN# 1G1YY12S845. The purchase resolve claim for injunctive relief under the CLRA, Lehmer's and GM must also cinsent to the entry of a specific injunction preventing any further predatory acts against the public atc.

public, etc.

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE:

By Certified Mail on 03/10/2008 postmarked on 03/06/2008

APPEARANCE OR ANSWER DUE:

Within 30 days of receipt of letter

ATTORNEY(S) / SENDER(5):

Mark Romano

Law Offices of Steve Mikhov 640 S. San Vicente Blvd. Suite 230

Los Angeles, CA 90048 577-575-3666

**ACTION ITEMS:** 

SOP Papers with Transmittal, via Fed Ex 2 Day , 798893397763

Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Emiko Hayashi, via Regular Mail

SIGNED: PER:

ADDRESS:

TELEPHONE:

C T Corporation System

Nancy Flores 818 West Seventh Street

Los Angeles, CA 90017 213-337-4615

Page 1 of 1/MS

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

#### LAW OFFICES OF STEVEN MIKHOV

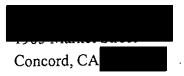
Consumer Protection Attorneys

STEVEN MIKHOV MARK P. ROMANO STEVEN G. STANCROFF\* KARL P. HEIL\* 640 S. San Vicente Blvd., Ste. 230
Los Angeles, CA 90048
Telephone (877) 575-3666
Facsimile (877) 575-9666
www.Lemon-Law.to
smikhov@rsmlemonlaw.com

\*Admitted in Michigan only

March 5, 2008

# VIA U.S. MAIL & CERTIFIED MAIL RETURN RECEIPT REQUESTED



General Motors Corporation 818 West Seventh St. Los Angeles, CA 90017

Re:

Client:

Vehicle:

2004 Chevrolet Corvette

VIN:

1G1YY12S845

# NOTICE OF VIOLATION OF CALIFORNIA LAW, INCLUDING BUT NOT LIMITED TO THE CONSUMERS LEGAL REMEDIES ACT

To Whom It May Concern:

My firm has been retained by to prosecute his legal claims against you regarding the purchase of the above-identified vehicle. I am writing to set forth the facts of this case, to cite the applicable law, and to provide you your statutory right to resolve all Consumers Legal Remedies Act ("CLRA") claims. Additionally, all further communications intended for my clients must be directed to this office.

#### Facts

On or around November 25, 2007, Mr. to look at vehicles with his fiancee. Mr. noticed the above-identified 2004 Corvette with approximately 24,809 miles on the odometer, and the salesperson exhorted him to purchase it. The vehicle's Buyer's Guide indicated that the 2004 Corvette was a certified pre-owned (CPO) vehicle—one of the

v. Lehmer's, et al. March 5, 2008 Page 2

finest late-model/low-mileage cars with a clean vehicle history. The sales staff at Lehmer's represented that the 2004 Corvette was a great car and in excellent condition.

In selling the subject 2004 Corvette to Mr. failed to provide certain disclosures mandated by California law. Contrary to state law, Lehmer's failed to provide the mandatory documents for CPO vehicles, including the multi-point certification inspection report. Likewise, Lehmer's failed to provide the documentation required by the used car buyer's bill of rights, including, but not limited to, used-vehicle inspection reports and disclosure of the credit score and the credit reporting agency used by the dealer in connection with financing the sale. Cal. Veh. Code §§ 11713.18 and 11713.20.

In addition, Lehmer's failed to itemize the transfer fee for the subject vehicle properly. The Automobile Sales Finance Act (ASFA) requires transfer fees to be separately itemized. Cal. Civ. Code § 2982(a)(2). Here, Lehmer's failed to so itemize the transfer fee in violation of ASFA.

Shortly after the sale, Mr began to experience problems with the 2004 Corvette, including uncorrected water leak problems. Since then, the 2004 Corvette has continued to malfunction, has undergone multiple repair attempts, and has spent a considerable amount of time out of service (about 90 days). That is, since purchasing the vehicle in November 2007, Mr. has had use of the vehicle for only about three weeks.

GM violated California law, including the Song-Beverly Consumer Warranty Act, by failing to cure the subject vehicle's nonconformities after a reasonable number of repair attempts and failing to repurchase the defective vehicle. As GM's warranty records show, the 2004 Corvette has been subject to repair multiple times and has been out of service at least 90 days. has contacted GM many times in an effort to resolve the warranty problems with the GM generated the "Service Request Number" 71-604-750255 for Mr. 2004 Corvette. case; however, GM procrastinated and delayed taking any corrective action. GM requests in a timely manner. Additionally, a GM even failed to respond to Mr. customer service representative, who identified herself as "Ms. Knott," told Mr. 2004 Corvette did not qualify for a repurchase. She justified GM's decision by stating that 2004 Corvette did not qualify, because the CPO warranty began to run from the day of certification, not on the day of sale. Moreover, GM failed to monitor and oversee compliance with its warranty policies and procedures as well as with its CPO program. Through its acts and omissions, GM allowed the 2004 Corvette to be classified, marketed, and sold as a GM CPO vehicle, even though the vehicle had significant defects or nonconformities and even though the vehicle had not been adequately inspected and/or reconditioned.

#### Applicable Law

Lehmer's and GM's actions, as set forth above, violate the Consumers Legal Remedies Act (Civil Code §1750 et seq.) ("CLRA").

v. Lehmer's, et al. March 5, 2008 Page 3

Specifically, the CLRA prohibits the following unfair and deceptive acts: (2) Misrepresenting the source, sponsorship, approval, or certification of goods or services; (5) Representing that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits, or quantities which they do not have or that a person has a sponsorship, approval, status, affiliation, or connection which he or she does not have; (7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another; (9) Advertising goods or services with intent not to sell them as advertised; (14) Representing that a transaction confers or involves rights, remedies, or obligations which it does not have or involve, or which are prohibited by law; (16) Representing that the subject of a transaction has been supplied in accordance with a previous representation when it has not; and (19) Inserting an unconscionable provision in the contract.

Lehmer's violated California statutes and regulations relating to the preparation of purchase contracts and providing the mandatory documents and disclosures in connection with the sale of a CPO vehicle. Additionally, your dealership has established a pattern and practice of: (1) failing to provide the mandatory CPO documents, (2) failing to provide the documents required by the used car buyer's bill of rights and/or otherwise violating the requirements of the used car buyer's bill of rights, and (3) failing to disclose the credit score and the credit reporting agency used by the dealer in connection with financing sales.

GM violated California statutes and regulations by failing to timely cure the subject vehicle's defects, failing monitor its dealerships for compliance with its warranty policies and procedures, and failing to monitor its CPO program.

This letter constitutes notice under the CLRA that your conduct violates the CLRA and that Mr. demand that Lehmer's and GM completely remedy the violations for him and other similarly situated consumers within 30 days of your receipt of this letter.

#### Demand

Demand is hereby made to rescind the purchase/finance contract, restore all payments made by Mr. under the contract, and pay all incidental and consequential damages.

Lehmer's and GM must also pay Mr. legal fees as provided by the consumer protection statutes. Such action will resolve my client's individual CLRA claim for damages.

To resolve my client's claim for injunctive relief under the CLRA, Lehmer's and GM must also consent to the entry of a specific injunction preventing any further predatory acts against the public.

The proposed injunction would prohibit Lehmer's from engaging in the following practices:

- (1) failing to provide the required CPO documents, including, but not limited to, the certification inspection report and credit score and credit reporting agency disclosures;
- (2) failing to provide the documents, disclosures, and notices required by the used car buyer's bill of rights; and
- (3) failing to itemize the transfer fees.

It will be required that Lehmer's allow monitoring of its sales files to ensure compliance with the injunction.

The proposed injunction would prohibit GM from engaging in the following practices:

- (1) failing to monitor its dealerships for compliance with GM's warranty policies and procedures; and
- (2) failing to monitor its CPO program.

It will be required that GM allow monitoring of its warranty and CPO files to ensure compliance with the injunction.

You must also undertake all of the following actions to satisfy the requirements of California Civil Code § 1782(c):

Identify or make a reasonable attempt to identify all consumers similarly situated. We have identified the following potential classes of affected consumers:

- (a) All persons who, since November 25, 2003, purchased a vehicle from Lehmer's and Lehmer's failed to provide the required CPO documents.
- (b) All persons who, since November 25, 2003, purchased a vehicle from Lehmer's and Lehmer's failed to provide the documents, disclosures, and notices required by the used car buyer's bill of rights.
- (c) All persons who, since November 25, 2003, purchased a vehicle from Lehmer's and Lehmer's failed to itemize the transfer fees.
- (d) All persons who, since November 25, 2003, purchased a CPO GM vehicle and GM failed to monitor its dealerships for compliance with GM's warranty policies and procedures.
- (e) All persons who, since November 25, 2003, purchased a CPO GM vehicle and GM failed to monitor its CPO program.

v. Lehmer's, et al. March 5, 2008 Page 5

Notify all persons so identified that, upon their request, you will offer an appropriate correction, replacement, or other remedy for your wrongful conduct.

Undertake (or promise to undertake within a reasonable time if it cannot be done immediately) the actions described above for all affected persons who so request.

Cease the unlawful methods, acts or practices set forth above prohibited by the injunction.

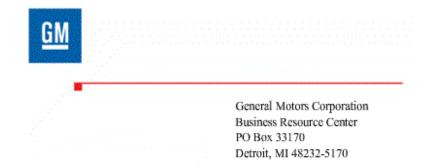
Pay all appropriate fees and costs.

By law, you have 30 days from your receipt of this letter to satisfy your legal obligations under the CLRA. I hope that you will choose to resolve this matter promptly.

Sincerely,

LAW OFFICES OF STEVE MIKHOV

cc:



#### VIA FAX ONLY

March 17, 2008

Mark Romano, Esq. Law Offices of Steve Mikhov 425 S Fairfax Ave Ste 308 Los Angeles, CA 90036-3148

RE:

Service Request: 71-611331527 2004 Chevrolet Corvette

Vehicle Identification Number: 1G1YY12S845

Customer Relationship Specialist: Desire Gallagher

Dear Mr. Romano:

This is to advise that General Motors is in receipt of the above referenced case dated March 5, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration

Finance agreement Buyer's agreement

Other: Release of Lien

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

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

Sincerely,















#### RELEASE OF LIEN INFORMATION

I	<b>;</b>
(Client's Name)	,
hereby authorize	
(Lien holder N	ame)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regar	ding my loan account #(Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, includi loan payoff amount, and per diem infor	ng but not limited to a complete payment history of my account, a mation.
Date	
V	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V07092007	















#### VIA FAX ONLY

March 17, 2008

Eddie Weisen Coogin Chevrolet

RE:

Service Request: 71-611331527

2004 Chevrolet Corvette

Vehicle Identification Number: 1G1YY12S845 Customer Relationship Specialist: Desire Gallagher

#### Dear Eddie Weisen:

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 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

**General Motors Corporation** 

LG0040 V6302006





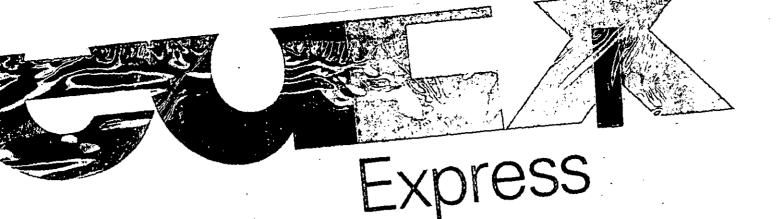












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DETROIT, MI 48243 UNITED STATES US

UNITED STATES US
TO Rob Brown Jr - MSX

MSX International - c/o BRC Legal 1919 Concept Dr

Warren, MI 48091

APR 0 ~ 2008



(512) 386 0750

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#### General Motors Corporation Legal Staff

Facsimile 248/267-4570

**Telephone** 512/386-0750

April 4, 2008

Amy Sjolander, Esq. Ruben & Sjolander 1875 Century Park East Suite 1050 Los Angeles, CA 90067

Dear Ms. Sjolander:

Re: GM Case No. 645528

. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Robert Brown, GMC, BRC Legal. c/o MSX International, 1919 Concept Drive, Warren, MI 48091.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (512) 386-0750 or Fax (248) 267-4570.

Sincerely,

Robert A. Brown Jr. Legal Assistant

cc: Robert Brown c/o MSX International (By FedEx)

Service of Process **Transmittal** 

04/03/2008

CT Log Number 513274402

TO:

Rosemarie Williams

General Motors Legal Staff 400 Renaissance Center, Mail Code 482-038-210

Detroit, MI 48265-4000

RE:

Process Served in California

FOR:

General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:

ltf. vs. General Motors Corporation, etc., et al., Dfts.

DOCUMENT(S) SERVED:

Summons, Complaint, Cover Sheet, Exhibit(s), Declaration, Notice, Notice of Case

Management Conference

COURT/AGENCY:

Contra Costa County, Superior Court, CA Case # C0800785

NATURE OF ACTION:

Product Liability Litigation - Breach of Warranty - Serious defects and nonconformities to warranty - 2004 Chevrolet Corvette, VIN 1G1YY12S845114667

ON WHOM PROCESS WAS SERVED:

C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE:

By Process Server on 04/03/2008 at 14:50

APPEARANCE OR ANSWER DUE:

Within 30 days after service - file written response // 8/14/08 at 8:30 a.m. - Case Management Conference

ATTORNEY(S) / SENDER(S):

Steve Mikhov

Romano Stancroff & Mikhov PC

640 S. San Vicente Blvd. Sutie 230

Los Angeles, CA 90048 323-936-2274

ACTION ITEMS:

SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572

CC Recipient(s)

Rosemarie Williams, via Regular Mail

SIGNED: PER: ADDRESS: C T Corporation System Nancy Flores 818 West Seventh Street

Los Angeles, CA 90017 213-337-4615 TELEPHONE:

ER-RAB

Amy Sjolander Ruben & Sjolander

Page 1 of 1/VI

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

CHEVROLET **Customer Assistance Center** 

> Chevrolet Division **General Motors Corporation**

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**Customer Assistance Center** 

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

June 11, 2008

Clovis, CA

CUSTOMER DID NOT RECEIVE THIS LETTER FROM GMC

Service Request: 71-632439514

Customer Relationship Specialist: Abigail Blake

Dear

We would like to discuss your request for assistance regarding your 2004 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center



Service Request: 71-632439514

Customer Relationship Specialist: Abigail Blake

Dear

We would like to discuss your request for assistance regarding your 2004 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center



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

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Chevrolet your choice when you purchased your 2004 Corvette and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-723070634



At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2004 Chevrolet Corvette.

This offer is valid towards <u>one</u> service visit on VIN 1G1YY12S145 In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request 71-732895532

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

#### ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.



Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G045

The processing time will take approximately eight weeks.

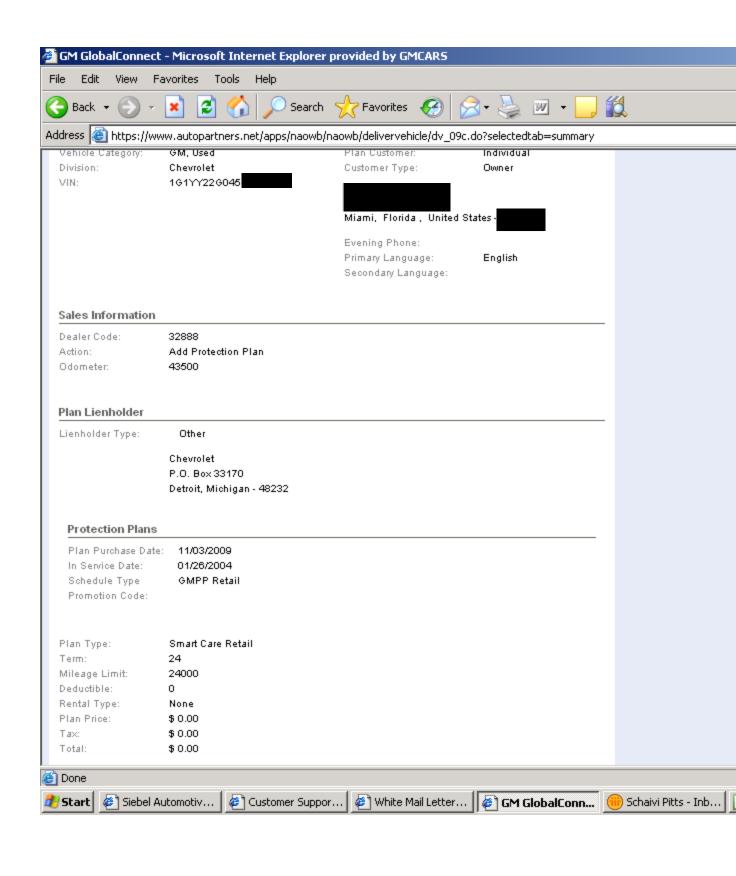
You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply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

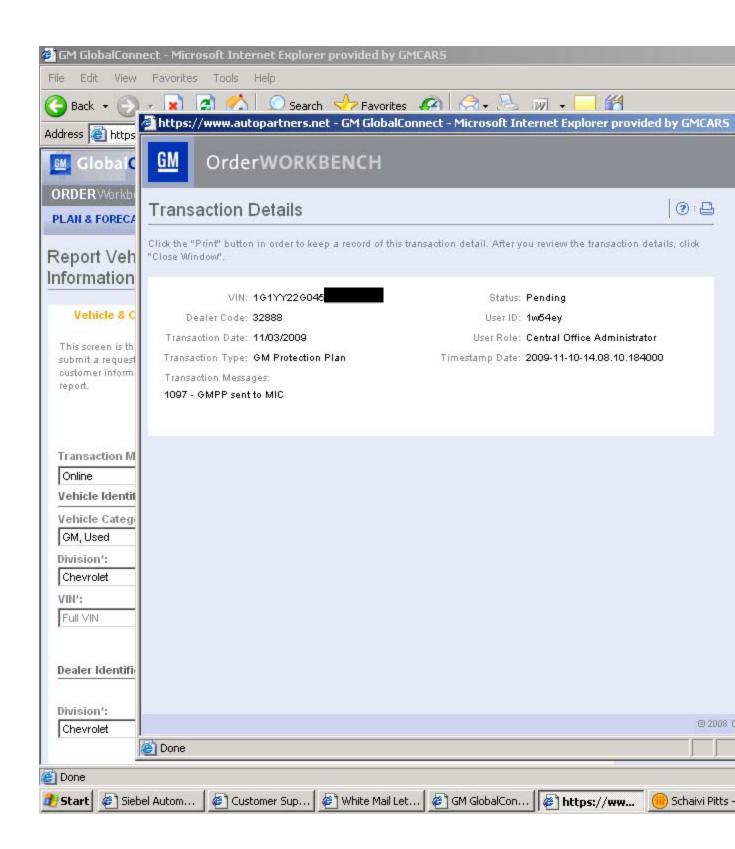
At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

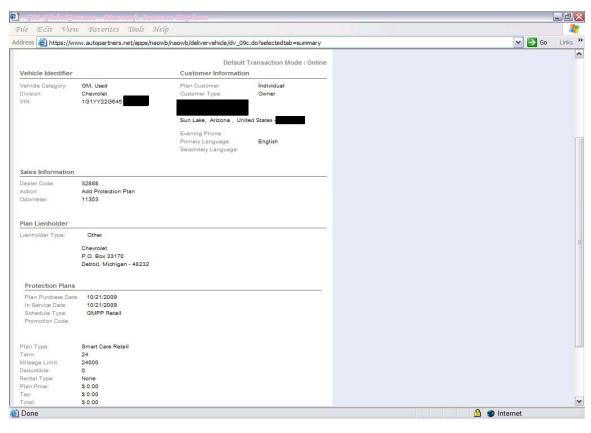
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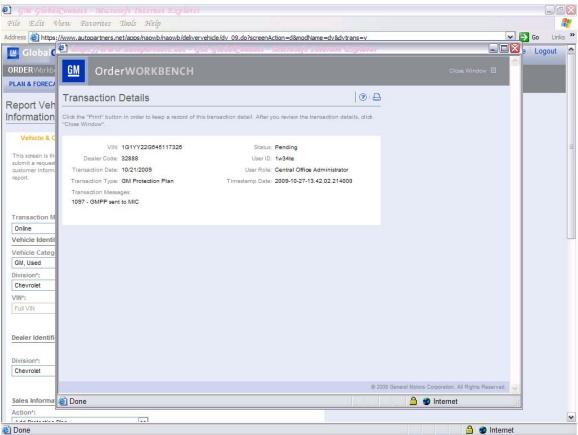
Chevrolet Customer Assistance Center Service Request: 71-760856774

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











Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G645

The processing time will take approximately eight weeks.

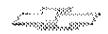
You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply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

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

Sincerely,

Chevrolet Customer Assistance Center Service Request: 71-768089783

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













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#### GENERAL MOTORS LEGAL STAFF - BUSINESS RESOURCE CENTER

April 10, 2008

VIA EMAIL AND FAX Mark Romano, Esq Law Offices of Steve Mikhov 425 S Fairfax Ave Ste 308 Los Angeles, CA 90036-3148

RE: Ceneral Motors Corporation

Service Request: 71-611331527 2004 Chevrolet Corvette

Vehicle Identification Number: 1G1YY128845

Dear Mr. Romano:

We regret that your client, is dissatisfied with 2004 Chevrolet Corvette. General Motors Corporation takes great pride in the service given to our customers. We apologize for any inconvenience and frustration he experienced.

We have reviewed this matter, and we feel that the facts require that General Motors Corporation offer to repurchase Mr. Gessner's vehicle. To that end, General Motors Corporation offers to reimburse (and a payments) for all payments he has made for the subject vehicle to date, 2) for any outstanding loan or lease balance Mr. Gessner may owe for the subject vehicle, and 3) for any additional incidental and consequential damages he may have suffered as a result of the problems with the subject vehicle.

We understand that Mr. also may have incurred attorneys' fees as a result of his retemion of your office in this matter. In consideration of this fact, we also would like to offer him reimbursement for the reasonable attorneys' fees and costs he has incurred thus far. Please let us know the amount of attorneys' fees and costs, if any, which he has incurred.

If your client is amendable to resolving this matter on the terms offered herein, please have your client execute the letter where indicated below, and fax it back to our attention at the following number: 866-660-2728. You may also reach me at 866-790-5600 x 21373. If the offer is not acceptable, please let me know what else your client is seeking in order to resolve this matter.

Once again, we sincerely regret that your elient's experience with the subject vehicle was not a positive one. However, we hope that this offer makes up for that experience and will

reinforce our commitment to Mr. from you.	customer satisfaction.	We look forward to hearing
Very truly yours,		
General Motors		
Acknowledgement of Receipt of Offer		
Nathan Gessner		
Date		

# Browning Chevrolet-Buick-Pontiac-GMC

Eax #: (270)825-1021 Phone #: (270)821-5640 or 1-800-264-0640 Figure #: (270)821-5640 or 1-800-264-0640

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# CHEVROLET-BUICK-PONTIAC-GMC, INC. NORMAN BOGGESS CVCS126586

**WADISONVILLE, KENTUCKY 42431** 52 N. FRANKLIN RO. BOX 968





CUSTOMER NO.



PHONE: (270) 821-5640

HANGING DATE





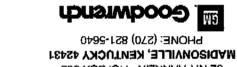
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# CHEVROLET-BUICK-PONTIAC-GMC, INC NORMAN BOGGESS CVCS132184

52 N. FRANKLIN PO. BOX 968











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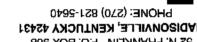
## CHËVROLET-BUICK-PONTIAC-GMC, INC. **BROWNING**

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04/20/2005 08:53 FAX 2708251021

(CONTINUED ON NEXT PAGE) 11:23am

PAGE 1 OF 2

SERVICE FILE COPY-W

#### CHÈVROLET-BUICK-PONTIAC-GMC, INC. **BROWNING** CAM2135328

**WADISONVILLE, КЕИТИСКҮ 42431** 22 N. FRANKLIN PO. BOX 968







PHONE: (270) 821-5640



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PAGE 2 OF 2

· ASE Certified Technicians

**REBAICE LIFE COLL-W** 

Courteey Alternate
 Transportation

Competitive
 Up-Front Pricing

04/20/2005 08:53 FAX 2708251021

**THANK YOU!** 

[ END OF INVOICE ] 11:238m

Lifetime Service Guarantee
 (See Dealer For Details)



Service Request: 1-347710547

Customer Relationship Manager: Henry Starling Jr

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Corvette. 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 <a href="http://www.dr.bbb.org/goauto">http://www.dr.bbb.org/goauto</a>>

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,

General Motors Corporation



Service Request: 1-349588837

Customer Relationship Manager: Gabriel Chatman

Dear Mrs.

We are sorry you have experienced concerns with your 2004 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

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

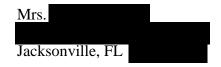
Sincerely,

**General Motors Corporation** 

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code G'and insert the amount in the net item column. This original letter should be retained in the customer's file.



Service Request: 1-349588837

Customer Relationship Manager: Gabriel Chatman

Dear Mrs.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Corvette. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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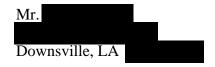
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Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

**General Motors Corporation** 



Service Request: 1-357599649

Customer Relationship Manager: Jennifer Petitt

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Corvette. 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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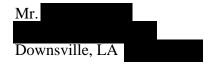
To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <a href="http://www.dr.bbb.org/goauto">http://www.dr.bbb.org/goauto</a>>

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,

**General Motors Corporation** 



Service Request: 1-357599649

Customer Relationship Manager: Monyca Jackson

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G145119176, is for the following:

- 60 months or 60,000 miles, whichever occurs first, beginning on October 10, 2005 and ending on October 10, 2010, and begins with 10,251 and ends with 70,251 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

#### **General Motors Corporation**

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

## **FARMERVILLE MOTORS**

"Your GM Superstore"

1001 Sterlington Hwy, P.O. Box 579 Farmerville, Louisiana 71241 800-556-3181











SEND TO Company Name CM Bussiness	Center From Torrisa Nance
Attention Monica Jackson	Date 10-3-105
Fax Number 866-213-4643	Phone Number 3/8-3/8/
Urgent/ Reply ASAP/	Please Comment/ Please Review/ For your information/
Total pages, including cover sheet:	
	<u> </u>
COMMENTS	of layurted R.D. 5
<b>5</b>	



FARMERVILLE MOTORS, Inc.

1001 Sterlington Hwy. · P.O. Box 579
FARMERVILLE, LOUISLANA 71241
Phone: (318) 368-3181
Monroe: (318) 325-7551 · Ruston: (318) 251-9311
1-800-556-3181





DOWNSVILLE

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PAGE \*\*\* REPRINT \*\*\* MILES IN MILES OUT TAG STK/CUS VIN MODEL DATE YEAR MAKE 0 3006 7869 12110 1G1YY22G145 04 CHEVROLET CORVETTE 02/03/05 INV. DATE RATE PAYMENT PROMISED DATE/TIME LICENSE NOTIFIED SVC ADV SERVICE DATE 02/10/05 01 .00 00/00/00 00:00 02/10/05 62 03/12/04 BUSINESS PHONE HOME PHONE TAX ID R.O. NUMBER 1 BLUE 41878

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WASHERS FOI BILL CODE	R LOWER CONTROI - W	ARM NUTS D COMP	EFECTIVE LAINT CODE - M	IA.		
WASHERS FOI BILL CODE	R LOWER CONTROI - W	ARM NUTS D COMP	EFECTIVE	IA		
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					TOTAL CHARGE	.00
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SALES TAX	.00 SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00				OTHER PAY	.00
INTERNAL	.00 CONTRACTS	.00	WARRANTY	324.38	CUSTOMER PAY	.00

YEAR

MAKE

04 CHEVROLET

NOTHFIED

#### FARMERVILLE MOTORS, Inc.



1001 Sterlington Hwy. P.O. Box 579 FARMERVILLE, LOUISIANA 71241 Phone: (318) 368-3181 Monroe: (318) 325-7551 - Ruston: (318) 251-9311 1-800-556-3181



DOWNSVILLE

DATE

04/04/05

SERVICE DATE

LΑ

SVC ADV

36

\*\*\* REPRINT \*\*\*

PAGE STK/CUS MILES IN MILES OUT TAG VIN MODEL 0 3076 8810 CORVETTE 1G1YY22G145 12110 RATE PAYMENT INV. DATE PROMISED DATE/TIME LICENSE 04/06/05 00/00/00 00:00 .00 01

04/06/05 03/15/04 BUSINESS PHONE HOME PHONE R.O. NUMBER TAX ID 42800

BLUE 1

CK FOR GREASE SLINGING IN WHEELS BOTH REAR OUTTER CV BOOTS LEAKING GREASE COMPLAINT CODE - VN W REPLACE BOTH RR OUTER CV BOOTS M A 54.60 150.59 2.60 HALFSHAFT, REAR DR 54 TOTAL LABOR 54.60 150.59 68.36 95.70 88952506 \*-BOOT KI **1**S FAIL CODE -TOTAL PARTS 95.70 CK FOR ROUGH IDLE NO CODES. COULD NOT DUPLICATE CUSTOMER COMPLAINTS C BILL CODE -PAYMENT TYPE - 1 .00

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MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	00	CONTRACTS	0.0	WARRANTY	246 29	CUSTOMER PAY	٥٥



318-376-8893

FARMERVILLE MOTORS, Inc.

1001 Sterlington Hwy. P.O. Box 579
FARMERVILLE, LOUISIANA 71241
Phone: (318) 368-3181
Monroe: (318) 325-7551 · Rusion: (318) 251-9311
1-800-556-3181

BLUE



1

#### DOWNSVILLE

DATE

08/05/05

SERVICE DATE

03/15/04

R.O. NUMBER

44714

YEAR

LA

SVC ADV

62

MAKE

TAX ID

04 CHEVROLET

NOTIFIED

08/24/05

PAGE \*\*\* REPRINT \*\*\* MILES IN MILES OUT TAG STK/CUS VIN MODEL 0 0000 10160 12110 CORVETTE 1G1YY22G145 PAYMENT INV. DATE LICENSE RATE PROMISED DATE/TIME 08/24/05 . 00 01 00/00/00 00:00 BUSINESS PHONE HOME PHONE

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GM FAIL CODE -	10337583 1S	-PIPE		1	37.80	52.92
GM	10337762	-SEAL	TOTAL	1 PARTS	12.31 50.11	17.23 70.15
PAYMENT TYPI	8 - 1	.00				

318-982-7106

LABOR	.00	LABOR	.00	LABOR	370.69	LABOR AMOUNT	.00
PARTS		PARTS	.00	PARTS	70.15	PARTS AMOUNT	.00
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						TOTAL CHARGE	.00
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SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	<u>,00</u>	CONTRACTS	.00	WARRANTY	440.84	CUSTOMER PAY	.00



FARMERVILLE MOTORS, Inc.

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Monroe: (318) 325-7551 • Ruston: (318) 251-9311
1-800-556-3181



#### DOWNSVILLE

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PAGE MILES IN MILES OUT TAG STK/CUS VIN MODEL MAKE YEAR DATE 0 0000 10251 12110 1G1YY22G145 CORVETTE 04 CHEVROLET 09/12/05 INV. DATE RATE PAYMENT LICENSE PROMISED DATE/TIME NOTIFIED SVC ADV SERVICE DATE 09/29/05 01 .00 00/00/00 00:00 09/29/05 62 03/15/04 BUSINESS PHONE HOME PHONE TAX ID R.O. NUMBER 1 BLUE 45243

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REPLACE LH F	UEL TANK, SEAL ANI	HOSE	PER TAC 84	63449		370.69
L1281	TANK, FUEL - LEFT	54	M A	6.40	134.40	370.69
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GM	10362744 -TAN	ζ		1	345.75	484.05
FAIL CODE -	15			_	60 TF	ዕማ ረፑ
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stilated transfer of the Children is the second of the second of the second of the second of the second of the	e and the second	111111111111111111111111111111111111111					
LABOR	.00	LABOR	.00	LABOR	370.03	LABOR AMOUNT	.00
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MISC. SALES	.00	MISC, SALES		MISC. SALES	55.00	MISC, SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
	.00					TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX		SALES TAX		SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	1041.85	CUSTOMER PAY	.00



318-158-6822 (EVX) 318-158-6220 I-800-520-1481 EO BOX 818 I30 CKIWZHVM ZLKEEL I30 CKIWZHVM ZLKEEL

Anemions Date DOUGONS Date DOUGONS Date DOUGONS Date DOUGONS Date DOUGONS Date Phillips Sec.

139 Grimshaw Street - P.O. Box 818 - Rayville, LA 71269 Local: (318) 728-6855

PROFIT OF SALE . . . /E'EZ91 MANAGER COMM.... V/N COMMISSION NO. 2/BONUS A\N A/N COMMISSION NO. 1/BONUS 69 EIG A\N UNDER-ALLOWANCE. A/NOVER-ALLOWANCE. 00.0063 A.C.Y OF TRADE 111 96 TIVE 12000 00 TRADE ALLOWANCE 00,00041 PACK. 00.8SF COST OF VEHICLE 34863.04 PRICE OF VEHICLE. 39900,00 318 982-7106 I NAMSELAS MGB. ROMALD K; STEPHANIE HALE MELTON ADDRESS DOWNSVILLE LA CUSTOMER 09/13/2004 # 1430 #'ዕካ 10111226145 <u> 27292</u> SLOCK # DESCRIPŢIQN, 9719119 SOO4 CHENBORE COBNETILE OTHER. . . . . A/N SERVICE CONTRACTS. A\N PHYSICAL DAMAGE. V/N  $A \setminus N$ CREDIT A & H. A\N CREDIT LIFE. MUIMBA9 COST AMOUNT FINANCED . . DISCOUNT RATE: S1:061/2 FICENSE VA THI NO-GIGA 16177224675 TABE CHEKBOLET CORVETTE <del>23030 15000:00</del> NO: DAYS BE - eonnos NUMBER OF \_ ut eti⊤ eng 7 ř — noltsnisigeA 🔲 TOTAL CASH . Verified By. - IIIT bood Till -DEFERRED I .mA .0.9 [] DEFERRED I .oid .osiG :eberT [\_\_] DEFERREDI JmA. C.O.D. - . CASH DEPO: . IMA **FIENHOLDER** Cash Receipts: 1 . : 440-YA9 - eoueinsul [ ☐ Power Sheet THADE ALLC ☐ Odometer Certs qil2 IssisaqdA 🔲 Tedipor SALES TAX. Check in Slip HIBERNIA NATIONAL BYNK 🕸 gnibned ni dturiT 🗀 SELLING PR RAYVILLE LA 71269 TS WAHSMIND GET

TAYLOR CHEVROLET LLC

Oct 06 2005 12:01PM

HP LASERJET FAX

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DEAL RECAP

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SR#	1-3575996	49						

New/Used: Used Division: Chevrolet Vehicle Style: Car Complete VIN 1G1YY22G145 Vehicle Year: 2004 Division - Dealer Code: Chevrolet 13-32888 General Motors has agreed to: 1. Approve and pay for a new plan 1. Approve and pay for a new plan - no GMPP Coverage Currently 2. Authorize a new plan or upgrade; customer will pay total cost 3. Approve and pay for an upgrade; apply original coverage refund to Division making request. Special Instructions: Check if applicable ☐ Transfer all claims to new policy ☐ Endorse selling dealer code to Division code (Selling dealer to keep profit. Division is debited the dealer's profit) Delivery Date: 3/15/04 Odometer reading: 10,251 Plan Purchase Date: 10/10/05 Customer Ownership: Owner Business Name: Customer Name - Title: Mr. (First - M.I. - Last): Address Line 1: Address Line 2: City: Downsville State: LA Zip: Plan Type: Major Guard # of Months: 60 Months Mileage: 60,000 Plan Type: # of Months: Mileage: Deductible: 0 MSRP: 1.820 Plan Lien Holder (Select Division): Chevrolet

Division Address: P.O. Box 33170 Detroit, MI 48232-5170

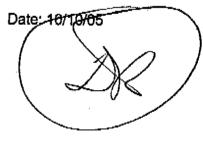
CRM (Decision Maker): MONYCA JACKSON//ADR//58134

Team Manager / Liaison:

Team CARS Site: Tamps

AVM Requested

1197 a 10/11/05 10-37



### **Privileged and Confidential Information**

CASE ASSESSMENT BY: Mony	ca Jackson	Si	iebel/CARS Request No: 1-357599649
Customer Name:			
Year of Vehicle:	Make:	Model:	Current Mileage:
Vehicle ID No.:		In Service Date:	Purchased: New/Used If used: (date/miles)
What is customer seeking:			
	VE	HICLE REPAIR HISTOI	RY
CUSTOMER'S PRIMARY SYMPT			
Date: Mileage: Days  CUSTOMER'S PRIMARY SYMPT		iption of Repair:	<u>:</u>
Date: Mileage: Days (			<u>:</u>
OTHER SYMPTOM/CONCERN: Date: Mileage: Days O		iption of Repair:	
,	Collision F	Repairs)	y reasons such as; Maintenance and
VEHICLE MEETS PRESUMPT	TION LEMON L	_AW? YES:	NO:
What is customer eligible States lemon law requiren			ram Eligibility Guidelines and the )?
AVM and/or DEALER RECOM	<u>/IMENDATION(</u>	<u>(s):</u>	
CRM RECOMMENDATION &	<u>RATIONALE (</u> I	EXPLAIN):	
Decision reached by CF	RM: Arbitı	rate case:	Settle case:
Team M	Manager Appr	coval:	Date:

Revised by r.fick 09/28/04



Team Manager Approval:

Date:



318-178-6822 (EVX) 318-178-6220 EVXVILLE, LA 71269 PO BOX 818 139 GRIWSHAW STREET

139 Grimshaw Street - P.O. Box 818 - Rayville, LA 71269 Local: (318) 728-6550 - Toll Free: 800-256-1487 - Fax: (318) 728-6855

DPSMV

**INFORMATION**" TNATRO9MI ROF **REFERENCE SIDE** 

CERTIFICATE OF REGISTRATION

QNA

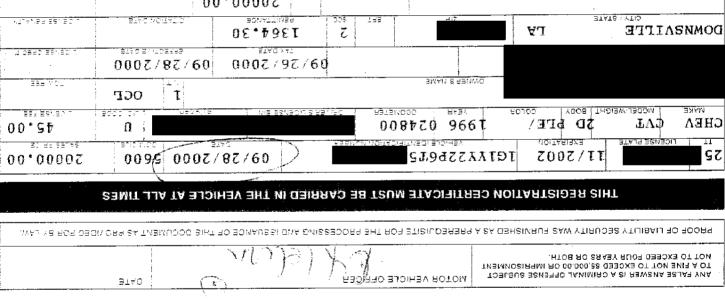
RECEIPT FOR FEES AND/OR TAXES

PUBLIC SAFETY AND CORRECTIONS TOUISIDAD DEPARTMENT OF

88848 XO8, O.9 OFFICE OF MOTOR VEHICLES

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Service Request: 1-358614053

Customer Relationship Manager: Kristin Walker

Dear Dr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Corvette. 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 <a href="http://www.dr.bbb.org/goauto">http://www.dr.bbb.org/goauto</a>>

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,

**General Motors Corporation** 

Mr.
Abingdon, IL

Service Request: 1-360035597

Customer Relationship Manager: Shalane King

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY32GX45 is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on September 9, 2005 and ending on September 9, 2006, and begins with 19,115 odometer miles and ends with 31,115 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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 request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

**General Motors Corporation** 

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



Service Request: 1-382914522

Customer Relationship Manager: Steven Demask

Dear Ms.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Corvette. 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

Ver.4-1/3/2006 electronic Preliminary Repurchase Authorization (ePRA) (\*\*To go from field to field, use the TAB KEY) 1.Date (mm/dd/yyyy): 01/20/2006 2.Customer Name: 4. Customer City, State, and Zip: Gilbert Az 5.Primary Customer Phone #: 7.Customer fax #: 8. Cust Drivers Licenses # 9. State tax % rate 7.8% 2005 8.1% 2006 Customer Vehicle Information 10.Year/Make/Model: 2004/Chevy/Corvette 11.VIN (17 Digits): 1G1YY22G745 12.Current Mileage: 7,246 13.Purchased: Detail your agreement with the Dealer and Customer on the following items: Dealership that will handle entire transaction: 14.Dealership Name: Brown & Brown 15.Dealership Phone #: SHERWIN V LOAR 16.Dealership Contact Name and TITLE:Fleet Magager 17. Dealership Contact Phone # (if different than Dealership #): 480-833-3456 18. Dealership Contact Fax # 19.Dealership BAC: 114688 Region: 20.What GOODWILL TOOLS were offered? Miscellaneous Reimbursement Component Coverage Letter American Express Check Maintenance Letter Owner Loyalty Certificate Other GM SmartCare NOTHING OFFERED GMPP 21. Was a TRADE Repurchase offered? 22. If this will not be a Trade Repurchase, Please explain Why? C6 Corvettes are not readily available. TAC case number is required and if not available, Please explain why not? 23.CAC Case Number: 1-387376263 24.TAC Case Number: 25. If no TAC number, Explain: 26. Reason for Repurchase (Include specific mechanical failure): Five repairs to the fuel tank. the first dealer did not complete the repairs. Fifth repair was made a Thorobred Chevy which finally corrected the vehicle. 27. This case was resolved by: 28. Does this vehicle meet the presumption of Lemon Law in applicable state? 29. Recommended Disposition of Repurchased Vehicle: (If Rebill, please include 26 digit account # or 10 authorization code). 30. Type of TRANSACTION? 31. Vehicle Damage (explain what damage is present and who is responsible): Customer

- 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: Useage 34 cents times 7246 = 2464---38962-2464 = 36498
- 36.Aftermarket Items:
- -If GM will be responsible, please supply detail of the items and cost  $(transfer\ cost\ or\ other)$ :
- 37.Lease Termination Terms:
- 38. Who will be responsible for the Taxes and/or Fees?
- -If GM will be responsible for Taxes and/or Fees, How much (All,  $\mbox{\ensuremath{\$}}$  of them,  $\mbox{\ensuremath{\$}}$  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 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: Vehicle was repaired by Thorobred Chevrolet.
- 41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 01/02/2006
- 42.Authorizer Name: Jon Joyce
- 43.GM Position: AVM
- 44. VoiceMail Node: 1-800-231-1841 Mailbox Number: 58545
- 45.Email Address: jon.joyce@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 gmePRA@gmrvdchq.com
- Forward any supporting documentation to FAX- 866-802-6668

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Saginaw (Morley) at 1-888-567-3234 or by email at the address listed above.



Service Request: 1-416002508

Customer Relationship Manager: Matt Copple

Dear Mr.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Corvette. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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



CHECK NO. 900884800

213

DATE 11/21/06

2,500 DOLLARS

North American Operations General Motors Corporation Disbursement Account

500.00

LOS ANGELES

SIGNATURE

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. 900884800 BB 000000129 PAYMENT DATE VENDOR NAME 11/21/06 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC AMOUNT NET AMOUNT 11/20/06 VM 1-1-426994635.1-73NMVE VM -1-73NMVE 00.0000 2,500.00 .00 2,500.00 1G1YY22G645 :9jl

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

2,500.00

W3

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2,500.00

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

CHECK NO. 900884796

213

DATE 11/21/06

\*15,000 DOLLARS AMOUNT \*\*\*\*00 CENTS

North American Operations General Motors Corporation Disbursement Account

DETACH BEFORE DEPOSITING CHECK

15,000.00

LOS ANGELES

SIGNATURE

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

AUDIT

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 VENDOR DUNS NO. CHECK NO. 900884796 BB 000000128 PAYMENT DATE VENDOR NAME 11/21/06 REGISTER NO DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC AMOUNT NET AMOUNT -VM-1-73NMVC 00.0000 15,000.00 .00 15,000.00 1G1YY22G645 was a C. 023552 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REINBURSEMENT OR QUESTIONS CALL 800-462-8782 W3

TOTAL

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# SANTA MONICA AUTO GROUP 3223 Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

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1 8904764	INSULATOR 3.042	TOTAL - PARTS		
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G.O.G. & SUPPLIES FREIGHT (I	PARTS)	TOTAL - GUO	0.00	K\$48\$1050.55
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1		OUCS 100# 2 TOTAL	0.00	
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E1			0.00	
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E1	JOB# 3 JOURNAL PREFI	X CVCS JOB# 3 IOTA	<b></b>	

### AUTHORIZA.

## RELEASE OF LOAN/LEASE INFORMATION

1, _	, hereby authorize
to release any and all information regarding	ng my loan account #Account Number
to <u>Chevrolet</u> / <u>Corvette</u> , inc	cluding but not limited to a complete
payment history of my account, a loan/lea	se payoff amount, and per diem
information.	
Date	
	Signature
	Signature

DATE 12/21/03 No. 360106

RECEIVED FROM

FONDTY THATE MINE AND THATES AND EST AND DOLLARS

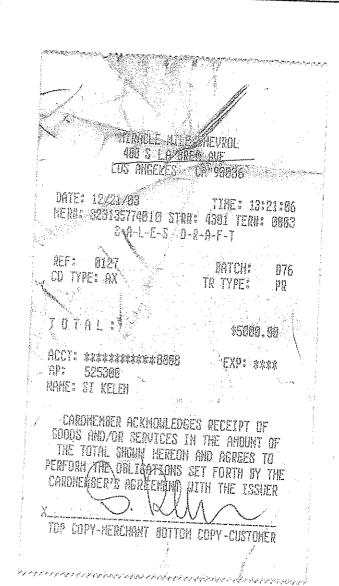
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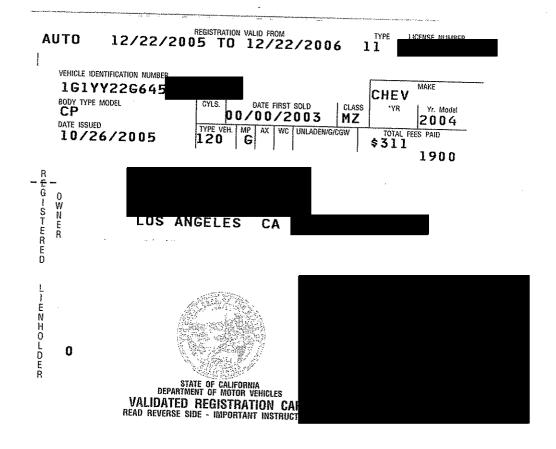
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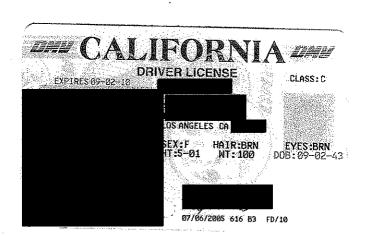
DATE 12/21/03 NO. 360106

RECEIVED FROM

FONDTY THATE MINE AND THATES AND THA







To: Debra\_Solimine@GMEXPERT.com

CC:

Subject: Caterino 1-433924914

This was one of Audrey's files, and likely has been reassigned. Can you forward this to the appropriate person to link and process the settlement?

THANKS!

Release of claims, attached. Please link and process. (See attached file: Caterino Release\_Images.TIF)
Thank you,

Gregory Garguilo (gregory.garguilo@gm.com)
Legal Coordinator
General Motors Legal Staff
(512) 386-0772 (Ph)
(248) 267-4501 (Fax)
General Motors Corporation
c/o MSX International, Attn: BRC Legal

## Krohn & Moss, Ltd.

(Arizona, California, Florida, Georgia, Illinois, Indiana, Missouri, Nevada, Ohio, Wisconsin)
5055 Wilshire Blvd Suite 300
Los Angeles, CA. 90036
www.krohnandmoss.com

Writer's Direct Number (323) 988-2400 Writer's Direct Facsimile (866) 431-5575 Writer's Direct E-Mail thriedman@consumerlawcenter.com Writer licensed to practice only in: California Illinois

September 29, 2006

VIA FACSIMILE ONLY: (866) 234-3035

Angus Barrs General Motors Corp. c/o MSX International ATTN: BRC Legal 1919 Concept Drive Warren MI 48901

RE:

v. General Motors Corporation

Vehicle: VIN: 2004 Chevrolet corvette-

VIIN:

1G1YY22G645

Our File No.: L06067425A

Dear Mr. Barrs:

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

- --My client will receive \$15,000.00 and retain ownership and financial responsibility for the subject vehicle; and
- --Krohn & Moss, Ltd. will settle its attorneys' fees for \$2,500.00.

The release will be sent to our Los Angeles office within 7 days of the date of this letter. Please have 2 separate settlement drafts forwarded simultaneously to our accounting office:

Accounting Department Krohn & Moss, Ltd. 5055 Wilshire Boulevard, Suite 300 Los Angeles, California 90036 I trust that this document accurately memorializes our agreement. If not, contact my office immediately.

Sincerely

Todd Friedman Attorney at Law

TF/tme

## SANTA MONICA AUTO GROUP

3223 SANTA MONICA BLV. SANTA MONICA, CA. 90404 TEL #(310) 828-4424 FAX# (310)453-5433

FAX COVER SHEET

ATTENTION :	CM LEGS	C DEP.	7.
ATTENTION:  FAX #: (866) 790-52  PAGENT -F	<u> 100 - (866)</u>	) 366-1	790
FROM: XUECK!	VINE MANAGE	E	
DOCUMENTS: SUMMAR	T + 1570E	7	
CYSTORER			
NUMBER OF PAGES 23			
COMMENTS:			
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THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS INFORMATION PROTECTED BY ATTORNEY/C JENT AND/OR

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FACSIMILE OR ANY OTHER READER OF THE FACSIMILE IS NOT THE NAMED RECIPIENT OR THE EMPLOYEE OF AGENT

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## \* NOT COUNTING COVER SHEET.

IF YOU DON'T RECEIVE ALL PAGES, PLEASE TELEPHONE US IMMEDIATELY AT (310) 828-4424

3030

FAGE 1

CUSTOMER NAMD

TOTAL R/O'S 8 TOTAL SERV. DAYS 10 MAKE CV CHEVROLET



TOTAL R/O'S	8	TOTAL	SERV.	DAYS	10	)	MAKE CV	CHEVROLET
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			T	213	3	W	05CVZ01	15 A
			T	213	4	W	05CVZ02	15 A
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			T	213	1	W	10CVZ	DRIVEABLLITY
<b>∕</b> 6 59608	12/23/2004	9136	5 A	216				
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<i>y</i>	· ·		T	206	; ;	. (	00CVZ001B	MOBIL 1 SERV.
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23 pages Total







CVC556688

# SANTA MONICA AUTO GROUP 3228 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433



OMERNO.	ADVISOR	5187		08/12, '04	CVCS56688
14951	JOHNNY OR JB	SENO. MILEAGE		COLOH	STOCK NO.
			6,116	SILVE! /	DELIVERY MILES
	YEAR / MAKE / MODEL	ORVETTE/CORVETT	<b>.</b> E	DELIVERY DAI	
OS ANGELES, CA	VEHICLE LIN NO			SELLING DEAL IR NO.	PRODUCTION DATE
	1 G 1 Y Y 2 2	2 G 6 4 5		R. O. DATE	
	F.T. E. NO.	P. G. NO.		08/12 '04	
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1 88984215	FILLER 1.030	1.14	1.14		
1 3536966 7 12346184	SEAL 1.456 OIL10W30S 8.800	8.51	59.57		
		TOTAL - PARTS	66.52		
SCCODEDESCRIPTION	COI	NTROL NO			
1HAZ HAZ.WASTE REMO	OVAL	TOTAL MICC	2.50 2.50		
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Off 1 TOTALS			18.00 66.52		
·		PARTS MISC	2.50		
•		MISC	2.50		
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BOR	HQURS: 0.30 TECH(S):20  JOB# 2 JOURNAL PREFIX CVC	MISC S JOB# 1 TOTAL 6	2.50 87.02 WARRANTY		
BOR-  ALIGN HOOD  B# 2 TOTALS-  TIMATE	HQURS: 0.30 TECH(S):20  JOB# 2 JOURNAL PREFIX CVC  ING 5.00 (+TAX)	MISC S JOB# 1 TOTAL 6	2.50 87.02 WARRANTY		
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BOR	HQURS: 0.30 TECH(S):20  JOB# 2 JOURNAL PREFIX CVC  ING 5.00 (+TAX)	MISC S JOB# 1 TOTAL 6	2.50 87.02 WARRANTY		
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ALIGN HOOD  ## 2 TOTALS  TIMATE STOMER HEREBY ACKNOWLEDGES RECEIV ORTGINAL ESTIMATE OF \$9	HQURS: 0.30 TECH(S):20  JOB# 2 JOURNAL PREFIX CVC  ING 5.00 (+TAX)	MISC S JOB# 1 TOTAL 6	2.50 87.02 WARRANTY		
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CVC\$56688

# SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433



14951	JOHNNY OR	1B 5187		08/12	<u>′04</u>	CVC\$56688
<u> </u>	LABOR RATE	LICENSE NO MILEAGE	6.116	SILVE	./	STOCK NO.
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PAGE 2 OF 2

ACCOUNTING COPY

[ END OF INVOICE ] 11:31am







### SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 - Fax: (310) 453-5433

 $(\mathcal{A})$ 

E.P.A. # CAL 00014523 B.A.R. # AD160077 RECOMMENDED SERVICES POPERATION SESORIBITION OF A MANAGEMENT PORERATION AND 29.47 59.95 00CVZ001 L.O.F. ROTATE & BAL TIRES 0.00 6000 MILE SERVICE 01CV2006 00CV2002 М 00CVZ003 ROTATE TIRES Z9.95 SERVICE HISTORY CATE OF FRATION DESCRIPTION STATET EG# AD160077 R SALESPERSON NO. Ε PRODUCTION DATE 56688 TERMS 1G1YY22G645 04/CHEVROLET/CORVETTE 14951 DELIVERY DATE DELIVERY MILES SELLING DEALER NO. ð8/π<sup>2</sup>/04 CASIS SERVICE CONTRACT сивой фано EXPIRATION MILES EXPIRATION ( A/F CONTRACT NO. SILVER/ OTHER LOS ANGELES, CA MILEAGE, 116 SAVE TURBO ~°55787 OHNNY OR JB REMOVED days of the date shown. Howelf I choose not to authorize the services recommended PARTS FOR TEARDOWN ESTUMATE: I understand that my vehicle will be reassambled within CUSTOMER ADDITIONAL COST 4 REASON REVISED ESTIMATES DHIQINAL ESTIMATE S [] YEŞ DATE TIME PERSON PHONE 6 10:21am | 08/12/04 06:00pm CONTACTED AUTHOHIZED BY □ NO ADDITIONAL COST 9 HEASON HEVISUD ESUMAYES APPOINTMENT ESTIMATO E DATE TIME ☐ Yes ☐ PEMSON AUTHORIZED BY X⊐ No LABOR L/O JOB 1 FC HOURS 5.00 MÒBIL 1 SERV. 00CVZ001B MOBIL 1 OIL & FILTER CHANGE ADJUST TIRE PRESSUE 206 DRIVEABILITY
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CVC557047

# SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 \* Fax: (310) 453-5433



USTOMER NO.		ADVISOR	B 5187	).	08/27		CVCS57047
149	<u>2T</u>	JOHNNY OR 3	MILEAGE		COLOR		STOCK NO.
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R/R F	T WHEEL AND FENDER PA	AN , RECONNECT LOUSE VENT	MUSE				
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		JOB# 1 JOURNAL PREFIX	CVC\$ JOB# 1 TOTAL	0.00	l		
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PAGE 1 OF 1							ERAINTINVE SF016944 C







## 57047

# SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd. Santa Monica CA 90404



=COMMENDED	SERVICES		10) 828-4424	nica, CA 90404 • Fax: (310) 453-5 E.F	433"		To the state of th		
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SAVE LOS AN	NGELES, CA	(0, 0)	TURBO M/MG	AIR COND. IR B.	TRANS MILE	^°6,462 <sup>^^</sup>	5187 j@	HNNY OR	JB .
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USTOMER YES TIME HECELYE	ED OATE/TIME PROMISED		ORIGINAL ESTIMATE \$	REVISED ESTIMATE S AUTHORIJ		DOTTONAL DET 8		CATE .	TIMU
	om 08/26/04	06:00pm	CONTACTED BY SND NEVISED	BY REVISED -		DITIONAL PENSON	<u> </u>		29 · · · · · · · · · · · · · · · · · · ·
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### CVC5 59608

# SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd.

Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433



		ADVISOR		TÃO N	0.	12/23		CVCS59608
STOMER NO.	14951	BRUCE VI	VIANI	216	<u>5526</u>	COLOR		STOCK NO.
		LABOR SATE	CI 3-403-1902		9.136	SILVE	<u>/</u>	DELIVERY MILES
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			<u>-</u>					
108# 1 TO	DTALS				13.45			
100H 1 1	01/1=-		LABOR PART\$		68.06			
			MISC		2.50			
		JOB# 1 JOURNAL PRE	ETV CVCS 108#	1 TOTAL	84.01	. }		
	HARGES	JUB# I JOURNAL PRE				· {		
LABOR	71 4 15 A RIGHT DOOR PANEL CRI R/R INSULATED	HOURS: 0.30 TE	CH(\$):206		WARRANTY	<b>'</b>		
10B# 2 T	OTALS			•				
			FIX CVCS JOB#	2 TOTAL	0.0	)		
10 <b>0#</b> 3 0	HARGES				• • • • • • • • • • • • • • • • • • • •	•		
LABOR 3#-3×05C	ONE WAY SHUTTLE	HOURS: TE	CH(S):206		WARRANT	Y		
JOB# 3 T	TOTALS			-		_ }		
<b>"</b>		JOB# 3 JOURNAL PRI	EFIX CVCS JOB#	3 TOTAL	0.0	0		
		<b>552.</b>				- [		
ESTIMATE CUSTOMER	HEREBY ACKNOWLEDGES RECORIGINAL ESTIMATE OF	EIVING \$90.00 (+TAX)	•••••					
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CVCS 59608

# SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433



ISTOMER NO	ADVISOR	NI 216	5526	12/23/	04	CVCS59608
14951	BRUCE VIVIA	NI ZIO		COLOR		STOCK NO.
	1		9,136	SILVER		DELIVERY MILES
	YEAR / MAKE / MODEL  04/CHEVROLE	T/CORVETTE/CORVET	TE		D NO.	PRODUCTION DATE
OS ANGELES, CA	VENCHELD NO			SELLING DEAL	H NQ.	PHODDO HON DATE
	1 G 1 Y Y	2 2 G 6 4 5		FI. O. DATE	·04	
				12/23,	<u>U</u> 4	
GUSINERS PHONE	COMMENTS					
OTALSARTS DESIGNATED WITH AN ASTERRISK (*) IN IFETIME SERVICE GUARANTEE APPLIES FOR CU	DICATE LIMITED ISTOMER PAY REPAIRS	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	13.45 68.06 0.00 0.00 2.50 0.00 5.61			
•		TOTAL INVOICE \$	89.62			
CUSTOMER SIGNATURE		C **********	*****	,		
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### Santa Monica Auto Group

3223 Santa Monica Blvd. Şanta Moniça, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

E.P.A. # CAL 000145237 B.A.R. # AD160077 RECOMMENDED SERVICES N MOM OPERATION OPERATION DESCRIPTION AND MOVING 29.47 59.9**5** L.O.F. 00CVZ001 0.00 9000 MILE SERVICE ROTATE & BAL TIRES 01CVZ009 00CVZ003 29.95 MI ROTATE TIRES 00CVZ002 DRIVEA SILITY ENGINE MECHANICAL SERVICE HISTORY 08/26/04 | FREAT ORDER | MILEAGE | MANDVISOR | 08/26/04 | 5/04/7 | 6462 | 5/87 TOCVZ 12CVZ 00CVZ001B 213 219 ë MOBIL SERV. 5187 206 6116 56688 08/12/04 15 A w 05CVZ 206 STATE REG# AD160077 R SALESPERSON NO. PRODUCTION DATE STOCK NO. 59608 PARMAKEMODEL 04/CHEVROLET/CORVETTE/CORVETTE ተ**G**ተየŶ22G645 TERMS SELLING DEALER NO. CUSTOMER NO. 14951 DELIVERY DATE DELIVERY MUSS 72/23/04 SERVICÉ CONTRACT CASH CHEDIT CARD EXPIRATION TATE CONTRACT NO. CHECK <sup>อังเ</sup>ราในVER/ отиси LOS ANGELES, CA MILEAGE 9,136 216 BRUCE VIVIANI SAVE REMIOVED days of the date shown above it I choose not to sutherize the services recommended. TEARDOWN ESTIMATE: Lundorstand that my vehicle will be reassambled within PARTS FOR BUSINESS PHONE HEVISED ESTIMATE \$ ADDITIONAL COETS HLAŞÇN CUSTOMER ORIGINAL ESTIMATE S YES DATE TIME 1757/23704 PERSON PHONE 09:25am 06:00pm AUTHORIZED BY CONTACTED ·□ NO HEASON REVISED ESTIMATU \$ 2ND RUVISED COTIMATE © APPOINTMENT TIME DAIL ☐ You AUTHORITE CONTACTED X□ No And Substituted the ORIGINAL COSTOMER ESTIMATE: LABOR HOURS LO JOB 1 FC MOBIL 1 SERV. © \* 00CVZ001B MOBIL 1 OIL & FILTER CHANGE 2 W \* 05CVZ At Pour pred Could Alaparel Insilate L/O JOB 2 FC **₩**\* 050VZZ7910 ONE WAY SHUTTLE ۴C L/O JOB 3

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PAGE 1 OF 1

59608







## CVC5 60826

## SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433



STOMER NO1.40 C 1	ADVISOR OP		NO. 2328	02/17, 05	CVCS60826
14951	JOHNNY OR LABOR HATE	JB JIGY	E	COLOR	STOCK NO.
	YEAR / MAKE / MODEL		10,152	DELIVERY DATI	DELIVERY MILES
	04/CHEVROL	ET/CORVETTE/CORVE	TTE	SELLING DEAL IR NO.	PRODUCTION DATE
LOS ANGELES, CA	VEHICLE I.D. NO.	2 2 G 6 4 5		SECTION DEVE ILLIO	
	F.T.E.NO.	P.O. May.		H. O. DATE 02/17, '05	
- W	COMMENT'S			<u> </u>	·
	OG. WILLEY C				
DB# 1 CHARGES					
AROR			MADDANTY		
ABOR	HOURS: 0.50 TECHC	5):213	··· head driving		
CODE PO455EVAP LEAK INSPECTED SYSTEM . RESECURED	CHEL CAD				
	FUEL CAP				
OB# 1 TOTALS	• • • • • • • • • • • • • • • • • • • •		- 40		
. OC	B# 1 JOURNAL PREFIX	CVCS JOB# 1 TOTAL	0.00	1	
OTALS					
•	DICATE LIMITED	TOTAL LABOR	0.00		
ARTS DESIGNATED WITH AN ASTERRISK (*) IN IFETIME SERVICE GUARANTEE APPLIES FOR CU	STOMER PAY REPAIRS	TOTAL PARTS TOTAL SUBLET	0.00 0.00		
		TOTAL G.O.G	0.00		
		TOTAL MISC CHG. TOTAL MISC DISC	0.00 0.00		
		TOTAL TAX	0.00		
		TOTAL INVOICE	\$ 0.00		
CUSTOMER SIGNATURE	CATE INVOI	C F **********	*****	+	
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PAGE 1 OF 1

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# SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd. Santa Monica, CA 90404

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OPERAD	ON		Brion	N (OXIVI)	0.00	Committee of the property of	/Z001	S21001699. HAD	L.O.F.		Maria Maria	ΜÏ		9.47 9.95
01CVZ009	9	9000 MILE SERVICE ROTATE TIRES		MI MI	29.95	0000	/ <b>Ž</b> 003		ROTATE & BAL	" TIRES		МІ	59	9.95
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08/12/	n4	56688	61	16	5187   20	. <u>6</u>	l ë	0 <b>0</b> č	√Z001B	MOBIL 1:	ERV.			
ALESPERS					SER	VI	Č	E		STATERI	G#	AD1600	77	
			YEAR/N	AKE/MODEL					PRODUCTION DATE	ртоск ио.			රේර8	26
TERMS Y	1G1YY	22G645	04	/CHEVR	OLET/CORVE	TIE/CO	E CONTRAC		DELIVERY DATE	DELIVERY MILES	SEL	LING DEALER N		²7/os
GREDIT CARD				1	OUSTOMER NO. 149	5 ]	)							
DITIES					SILVER/	- Committee		, GON,	RACT NO.	EXPIRATION DAT	E EXP	IHATION NULES	2.2	28
	CO2 ANG	JELES, ÇA		ŀ	TURBO MANOZZ	, AIR COND.	P. S	THANS	10,152	ADVISOR NO.	CBY	HNNY O	R IR	A Pr. (
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PARTS FOR TE	7	BUSINES	S PHONE		YEARDOWN ESTIMATE: I			reassemblud	ADDITIONAL days	of the date shown abo	ii I choos	g not to subsonza th	e services roco	ημηφείφιφα.
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APPOINTMENT  ☐ Yes					2ND REVISIO CSTIMATE \$ DONITACTED	65	VISKU DMATE S AUTHORIZUD DY		COSTS    PERSON   PER	DN4		DATE	TIME	
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er or	IGINAL CU	STOMER ESTIMATE:	TOTAL	AND NOTE OF STREET	THE STREET STREET		and the state of t	ACT OF THE PARTY O	L/Q JOB 1	P			FÇ	LABOR HOURS
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### CVCS101890

# SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433



14951	ADVISOR BRUCE VIVIA	ANI	216	3444	07/05		CVCS101890
<u> </u>	LABOR RATE		MILEAGI	12,909	COLOR		STOCK NO.
	YEAR / MAKE / MODEL			<b>^</b>	DELIVERY DAY	4	DELIVERY MILES
LOS ANGELES, CA	04/CHEVROL	ET/CORV <b>ET</b> TI	E/ <u>CORVE</u>	rte	SELLING DEAL	A NO.	PRODUCTION DATE
LOS ANGLES, S.	1 G 1 Y Y	22664	5		***		<u>-</u>
	F. T. E. NO.		P. O. NO.		07/05	<b>′</b> 05	
1 Marie danier	COMMUNTS		I		· · · · · · · · · · · · · · · · · ·	1	- AMP TI
DB# 1 CMARGES					Γ.		
DB# 1 CMARGES		••••					
ABOR				13.45			
ARTSQTYFP-NUMBER	·····DESCRIPTION······	<b></b> -UNIT	PRICE- 6.11	6.11	ĺ		
1 88984215 1 3536966	FILTER 1.836 SEAL 1.456 OIL10W30S 8.800		1.21 8.68	1.21 60.76			
7 12346184	01L10W305 8.800	TOTAL -	- PARTS	68.08	!		
ISCCODEDESCRIPTION-		CONTROL NO					
THAZ HAZ WASTE REN	IOVAL	TOTAL -		2.50 2.50			
			HIJO	2.00			
OB# 1 TOTAL\$	*****	LADUK		13.45			
		PARTS MISC		68.08 2.50			
			TOTAL	84.03			
OB# 2 CHARGES	JOB# 1 JOURNAL PREFIX	CVCS JUD# 1					
ABOR	DING INTERMITANTLY		<b></b>	WARRANTY			
OB# 2 TOTALS							
OB# 3 CHARGES	JOB# 2 JOURNAL PREFIX	cvcs JoB# :	2 TOTAL	0.00			
					1		
ONE WAY SHUTTLE	, " " nours: , , , , , , , , , , , , , , , , , , ,	i) * End		WARRANTY			
OB# 3 TOTALS							
A GUADOTO	JOB# 3 JOURNAL PREFIX	CVCS JOB#	3 TOTAL	0.00			
IOB# 4 CHARGES							
ABOR- 4400CVZ102 POWER INJECTO FLUSH INJECTERS AND T COMPLETED	R FLUSH HOURS: TECH(S HROTTLE BODY	5):213		88.00			
PARTSQTYFP-NUMBER 1 01911	DESCRIPTIONINJ FLUSH	TOTAL	T PRICE- 36.95 - PARTS	36.95 36.95	5		
					1		







CVCS: 01890

# SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433



TOMEN NO. 1 40 F 1	ADVISOR	JT 216	3444	07/05/05	CVCS101890
14951	BRUCE VIVIAT	LMI LAGE	12,909	COLOR "	STOCK NO.
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
	04/CHEVROLE	T/CORVETTE/CORVET	Γ <u>Ε</u>	BELLING DEALE 3 NO.	PRODUCTION DAYE
OS ANGELES, CA	1 G 1 Y Y	2 2 6 6 4 5		, O. DATE	
	F. T. E. NO	P. O. NO.		07/05, 05	
IN IRINESS PHONE	COMMENTS				
			88.00		
B# 4 TOTALS		LABOR PARTS	36.95		•
,	OB# 4 JOURNAL PREFIX	CVCS JOB# 4 TOTAL	124.95		
TIMATE HEREBY ACKNOWLEDGES RECEIVING	4.774				
STOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$100.00 PROVED REVISED ESTIMATE (# 1) OF \$22 (AMI KELEN COMMENTS AUTH	(+1AX) 20.00 (+1AX) ON 07/05/05	AT 12:02pm			
AMI KELEN COMMENTS AUTH					
TALS ASTERRISK (*)	ENDICATE LIMITED	TOTAL LABOR	101.49 105.03	5	
ARTS DESIGNATED WITH AN ASTERRISK (*) IFETIME SERVICE GUARANTEE APPLIES FOR	CUSTOMER PAY REPAIRS	TOTAL PARTS	0.00	) (	
• • •		TOTAL G.O.G TOTAL MISC CHG.	0.00 2.50	וֹל	
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PAGE 2 OF 2

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## SANTA MONICA AUTO GROUP 3223 Santa Monica Bivd.

Santa Monica, CA 90404

(310) 828-4424 \* Fax: (310) 453-5433 E.P.A. # CAL 000145237



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01CVZ012 00CVZ002	12000 MILE SERVICE ROTATE TIRES	.   1	41 I	0.00 29.95	00CVZ00 00CVZ00		L.O.F. ROTATE & BAL		MI	59.95
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02/17/05 12/23/04	60826 59608	10152 9136	5187 216	213 4984 206	Author-Achievil Informació	W 100 C 000 W 050	VZ0016	15 A	iΥ RV.	
08/26/04	57047	6462	5187	206 213 219		W 1 100		SHUTTLE DRIVEABILI ENGINE ME		
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	Ŷ22G645	YEARVMÄKE/MG O4/CHE	VROLET/	CORVETT	re/CORVE	TTE	PHODUCTION DATE	STOCK NO.		ტე გაი
dash Cl	1220010			<sup>™</sup> 14951			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	<b>ぴぴぴぴぷ</b> Ნ5
CHEEN CARD L	NGELES, CA			VER/			INTEACT NO.	EXPIRATION DATE		3444
SAVE REMOVED	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		TURED	Ċ∜ZZ ′	AIR COND. K S	Y	12,909	AD2 7640	BRÜCE VIVIA	
PARTS FOR THE	DUSINESS	PHONE	TEARDOW	N ESTIMATE: Lundo	estand that my vuhic			of the date shown also all	i i choose not to sufficize the s	pricas reconunended
CUSTOMER TO 123	am   07/05705° 00	5:00pm P30	OHIOWAL CONTACT		MEVISED ESTIMATI	INZED 🗽	ADDITIONAL COST & CITATION	1	- 1/2 - 1	i chi
APPOINTMENT		,,	ESTIMATE	_ (:	I LEVISED EBTIMATI		ADDITIONAL COST'S	FIEASON	- <del>/ [-]-</del> /-	<u>· · · (/ .</u> j · · ·
X Yus			CONTACT	1/20	AUTHO		☐ PERSO	N P	DATE	TIME
AND SERVICE OF THE PROPERTY OF	CUSTOMER ESTIMATE:	COLUMNIA DE LA COLUMNIA DEL COLUMNIA DEL COLUMNIA DE LA COLUMNIA D		PUR BEAUTY			I./O JOB 1			FC LABOR
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### CVCS: 02626

# SANTA MONICA AUTO GROUP 3228 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433



		0					
(ATOMES)	INV	ADVISOR	. "	216	4858	08/08/05	CVCS102626
STOME	14951	BRUCE VIVIANI	4.00	Z TO		COLOR	STOCK NO.
"					13,790	SILVER/	DELIVORY MILES
		YEAR/MAKE/MÖDÜL 04/CHEVROLET/	CORVETTE/	CORVET	TE	SELLING DEALL 4 NO.	PRODUCTION DATE
LOS	ANGELES, CA	VERICLE LD NO.				ELLING DEALT 4 NO.	
		1 6 1 Y Y 2	<u> </u>	0.		O. DATE	
		F. I. E. No.		-11		08/05, 05	<u>)</u> ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	100	COMMENTS					
001)	<del></del>		<b></b> .				
ABOR	LACKETS OF BUILDING BUCKES.	HOURS: 0.50 TECH(S):2	26		42.50		
	CUST STATES BRAKES	SOUEAKING					
		FOR SOME SQUEAK DUE TO PAD MATERI.	AL.				
IOB#	1 TOTALS		LABOR		42.50		
		JOB# 1 JOURNAL PREFIX CV	CS JOB# 1	TOTAL	42.50	1	
IOR#	2 CHARGES	JODA I JONNING THEIR ST				İ	
					VADDANTV	,	
LABOR	ENGINE MEC	HANICAL HOURS: 1.90 TECH(S):2	19		WARRANTY		
		AK F COVER O RING LEAKING					
	REPLACED D RING AL	DIFF				ì	
へんりずぐ	OTV SD .NIMBER	DESCRIPTIONSFAL 5.508	<b></b> -U <b>NI</b> T	PRICE.	WARRANT	v	
PARTS	1 0904/333				WARRANT'	Y	
	1 1052943 2 89021677	SEALANT 8.800 LUBRICANT 8.800			WARRANT' WARRANT'		
	ī 1052358	LUBRICAN 8.800	TOTAL -	PARTS	0.0		
	1						
J08#	2 TOTALS				0.0		
	3 CHARGES	JOB# 2 JOURNAL PREFIX C	vcs Job# 2	TOTAL	0.0 •••••••••••••••••••••••••••••••••••	·	
JOB#	3 CHARGES		•				
LABO	R	HOURS: TECH(S): BELT BINDING NOT SMOOTH	213		WARRANT	Υ	
<b>3#</b> 3	05CVZ01 DELVEPS SIDE SEAT	BELT BINDING NOT SMOOTH				ľ	
1	NO PROBLEM FOUND						
100#	2 TOTALS						
JUDI	5 TOTALS	JOB# 3 JOURNAL PREFIX (	vcs Job# 3	TOTAL	0.0	00	
10P#	4 CHARGES	JUDIT S SUOMAL THE IN				•••	
JOB#	4 CIPICO					EV.	
LABC	R- 2050YZ02	HOURS: 0.00 TECH(S)	:213		WARRAN'	1 1	
JOB#	4 TOTALS	DECTY .	cuce 100#	4 TOTAL	0.	00	
		JOB# 4 JOURNAL PREFIX	CVCS JOB#				
JOB#	5 CHARGES						
LAB	DR.	HOURS: TECH(S)	:206		WARRAN	T/Y	
2#4	SOSCYZZZ910 SHUTTLE	A STATE OF THE PARTY OF THE PAR					
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## CVCS 102626

# SANTA MONICA AUTO GROUP 3223 Santa Monica Blvd. Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

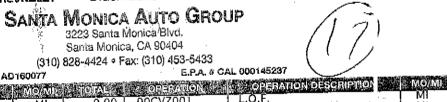


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SANTA MONICA AUTO GROUP
3223 Santa Monica Blvd.
Santa Monica, CA 90404

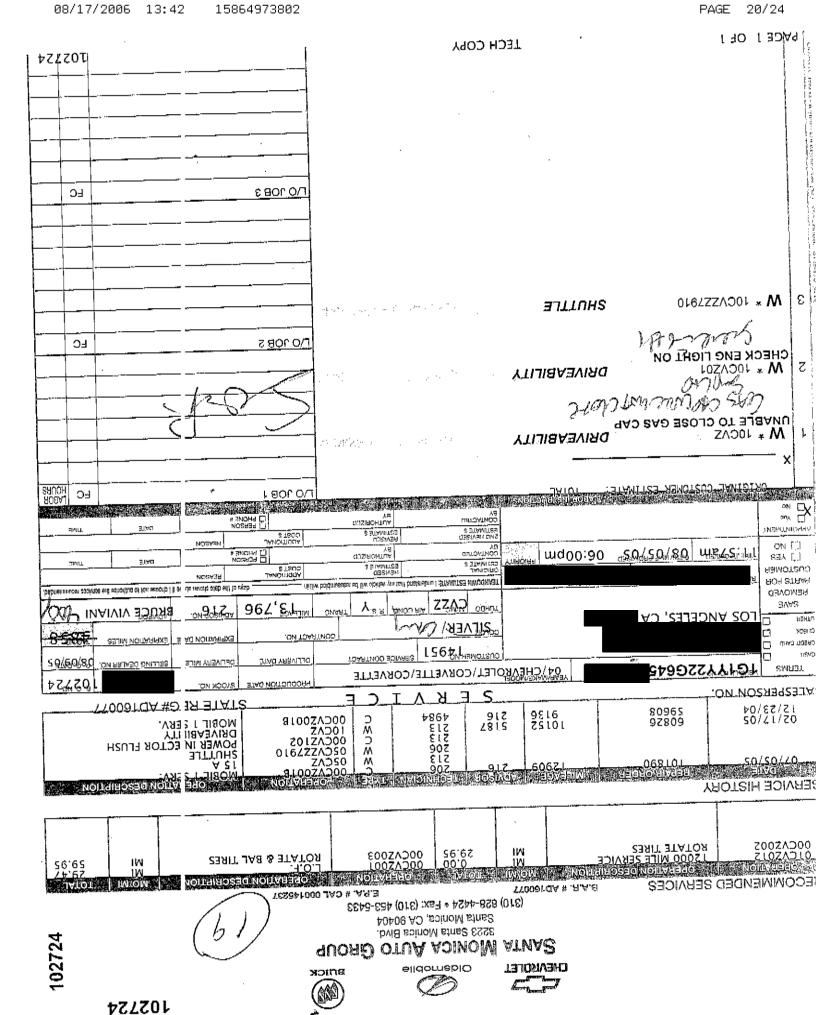
(310) 828-4424 • Fax: (310) 453-5433



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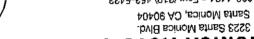
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## SANTA MONICA AUTO GROUP



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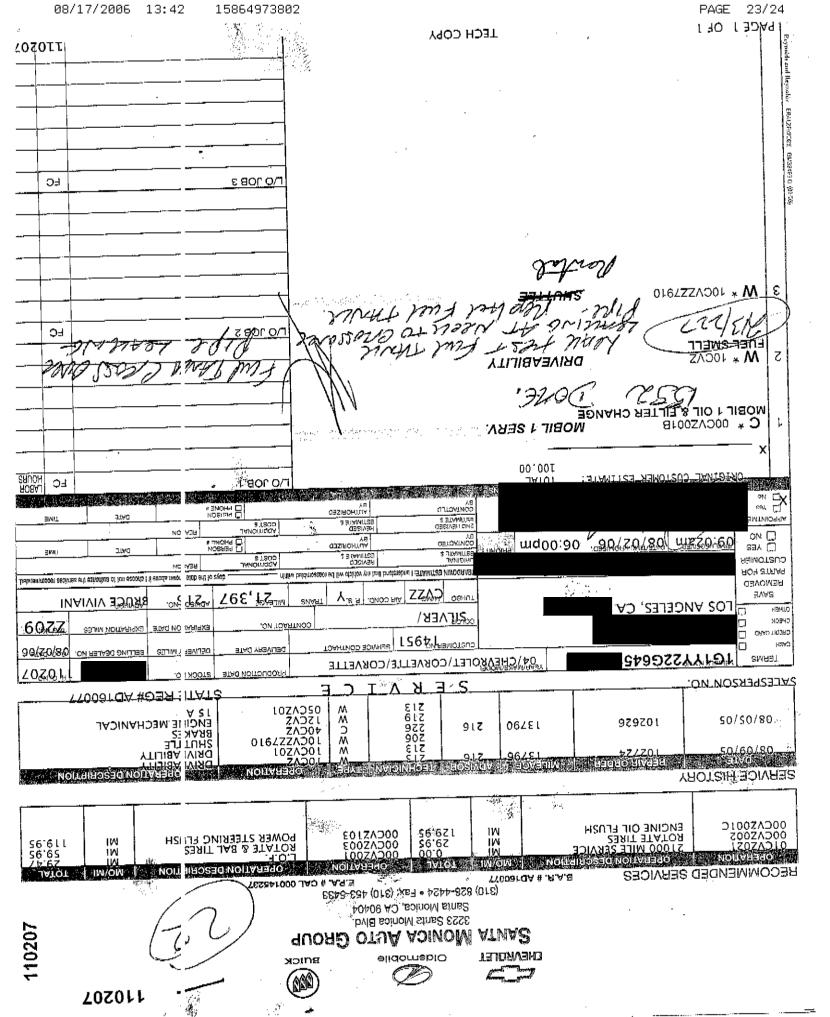
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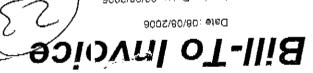
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## RETAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

Dealer Number 20387	Contract Number 781	R.O.S. Number	422904	Stock Number 24633
Buyer (and Co-Buyer) Name and A	Idrace (Including County and Zin C	ode) Creditor - Seller (Nar	(seathAharean	
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	and the second of the second			ET BUICK, INC. work of
LOS ANGELLS CA	LOS ANGELES	LUS ANGELE	S CA: 90036	
for the Purer (and Co-Burer if any	) may hav the vehicle below for c	seb or on credit By cinning this	contract you cho	nose to how the vehicle on credit under
agreements on the front and back of	this contract. You agree to pay the	Creditor - Seller (sometimes "we	or "us" in this	cose to buy the vehicle on credit under contract) the Amount Financed and Financed
Charge according to the payment sche	edule below. We will figure your finan	ce charge on a daily basis. The Tr	uth-In-Lending Dis	sclosures below are part of this contract.
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PERCENTAGE CHARG	E Financed Page 1	nyments Price	through a p	earticular insurance company, agent or broker.
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Security Interest. You are giving a security in	nterest in the vehicle being purchased. t for more information including information	shout nannoumant default any rangin	Buyer X	
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A. Cash Price of Motor Vehicle a	ind Accessories	(6)		cation for Optional Credit Insurance
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2. Cash Price Accessories	\$	45.00 m	☐ Credi	it Disability (Buyer Only)
B. Document Preparation Fee (n	ot a governmental fee) \$	(B)		Term Exp. Premium
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E. (Optional) BPA New Vehicle Report	of Sale or Renewal Transaction Fee* \$	(E)	Total Cre	dit Insurance Premiums, \$ N/A(t
F. (Optional) Service Contract*	\$	N/A(F)	Insuranc	e Company Name (1977)
G. Prior Credit or Lease Balance	paid by Seller to	21 / 6	<u>W/A</u>	
		<u>N/A</u> (G)	Home Of	ffice Address N/A
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H. (Optional) Gap Contract (to w	hom gaid)*\$	N/A_(H)		insurance and credit disability insurance are n
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B. Registration/Transfer/Titling F	ees \$	(B)	last payr	nent unless a different term for the insurance
C. Californja Tire Fees*	<b>*S</b>	<u>/ 5.00 (c)</u> .//	shown at	cove. To applying for the credit insurance
D. Other 17/15	\$	M/A (D)	marked	d above. Your signature below mean
E. Other N/A	\$	11/A_(E)	that yo	d above Your signature below mear ou agree that: (1) You are not eligib
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(Total premiums from Statement	•	\$ N/A	(3) or prof	ice only if you are working for wage it 30 hours a week or more on the
4. Smog Certification Fee Paid to	·	\$ N/A	(4) Effectiv	ve Date. (3) Only the Primary Buyer
"			' / L l oligible	for disability incurance DICADILIT

A. Agreed Trade-in Value Yr 1996 Make NI  Model 300 A Odom VIN 2016/2016/1459059	SSAN \$ 9000.00 (A)	I IUNS 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)
B. Less Prior Credit or Lease Balance     C. Net Trade-In (A less B) (Indicate if a negative num     D. Deferred Downpayment	\$(D)	12/21/03/
E. Manufacturer's Rebate F. Other N / A	\$(E)	Date Age
G. Cash	\$\frac{\text{N/A}}{5000.00}(F)	OPTIONAL GAP CONTRACT A gap contract (debt cancella tion contract) is not required to obtain credit and will not be
Total Downnayment (C through C)	Lange of	I DIOVIDED LINIESS VOIL SIGN below and across to now the outer
(If negative, enter zero on line 6 and enter the amount less that	in zero as a positive number on line 16 above) 38364.30	cost. If you choose to buy a gap contract, the cost is show in item 1H. See your gap contract for details on the protection
	\$ 38364.30 (7)	it provides N/A
*Seller may keep part of these amounts.  SELLER ASSISTED LOAN		Buyer >
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: 14/A	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	Company
Amount \$Finance Charge \$ \\ \frac{1}{A} \\ \	unless the following box is checked:	- inites
rayapie iii	☐ Name of autobroker receiving fee, if applicable:	
installments of \$ N/A \$ N/A from this Loan is shown in item 6D.	11/A	HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement
		I Detween you and us relating to this contract Ame
I I buyer and Co-buyer sign here, the provi	CISSION RIGHTS isions of the Rescission Rights section on	change to the contract must be in writing and both you and was must ain it. No oral changes are
THE PACK GRAIN THE CENTER THE ROLL IN LECUIP	ad if Seller is	bindi
to a financial il Buyer X	yer X _	X Buyer Initials Co-Buyer Initials
OPTION: You pay no finance charge if the Amount Fina	proof item 7 is sold in full as a late 19/A	
THE REINERS BURN IC LARBETT MICHEDANCE LINES OF	ROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO P ROWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT	, Year, SELLER'S INITIALS URCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR
NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS FOR ADVICE ON FILL COVERAGE THAT WILL PROTECTIVE THE BI	DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT	COSTS FOR THE VEHICLE BEING PURCHASED, IF YOU DO
S/S X	X	
Hepresentations of Buyer: Seller has relied on You represent that you have given a true payoff a 6.B as "Prior Credit or Lease Balance." you must item 6.B as "Prior Buyer X		d by you in connection with the Trade-In Vehicle. and is more than the amount obeyer above in item n above in
Notice to buyer:	Co-Buyer X	/
(1) Do not sign this agreement before you read in copy of this agreement. (3) You can prepay of your obligations under this agreement.	d it or if it contains any blank spaces to be fille the full amount due under this agreement at a	ed in. (2) You are entitled to a completely filled any time. (4) If you default in the performance pject to suit and liability for the unpaid
If you have a complaint concern to the color	to receive it with the coll	
Complaints concerning unfair or deceptive practices or most motor vehicles, or any combination thereof.  After this contract is signed, the seller may not change the and it is an unfair or deceptive.	ethods by the seller may be referred to the city attorney, t	to the change. You do not have to some to any change
Buyer/Signature X	100 Marie	,
	Co-Buyer Signature X	***************************************
THERE IS NO COOLING	OFF PERIOD YOU AC SIDES O	KNOWLEDGE THAT YOU HAVE READ BOTH
California law does not provide for a "cooling off" or Therefore, you cannot later cancel this contract simply yehicle costs too much or wish you had acquired a different contract.	other cancellation period for vehicle sales.	FIND CONTRACT BEFORE SIGNING BELOW
and in a mean of mon you take acquired & title		KNOWLEDGE RECEIPT OF A TRUE AND COM- FILLED IN COPY OF THIS CONTRACT AND EVERY OCUMENT THAT YOU SIGNED DURING CONTRACT
Buyer Signature X	Date 2/21/2003 Co. Ruyer Signature	32421 (2000
Co-Buyers and Other Owners — A co-buyer is a person who does not have to pay the debt. The co-buyer or other owner known and the co-buyer or other owner known and the co-buyer or other owner known and the co-buyer or other owner known and the co-buyer or other owner known and the co-buyer or other owner known and the co-buyer or other owners.	t and the same of	ate 12/21/2003
does not have to pay the debt. The co-buyer or other owner known Other Owner Signature X	and the state of t	security interest.
Seller Signature X	12/21/03 Addies	
		Title MANAGER
* FORM NO. 553-CA (REV. 183) U.S. PATENT NO. DAGG. 782  C2003 Reynolds and Reynolds 10 ORDER: www.reysource.com; 1400-344-085  THE PRINTER MAKES NO WARRANTY, EXPRESS OR HIPLIED, AS TO CONTEN  FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL. COUNS	6: fax 1-800-531-9055 IT OR SEL CUSTON/SED/T	RITTE IN LENDING CORV

July 14, 2010

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«FIRST_NAME_X» «LAST_NAME_X», Esq.

«ACCOUNT_X»

«STREET_ADDRESS_X»

«CITY_X», «STATE_X» «POSTAL_CODE_X»
```

RE: «SR\_CONTACT\_FIRST\_NAME\_X» «SR\_CONTACT\_LAST\_NAME\_X» v. General Motors Corporation

Service Request: «SRNUMBER\_X»

«SR\_MODEL\_YEAR\_X» «SR\_MAKE\_X» «SR\_MODEL\_X»

Vehicle Identification Number: «SERIAL\_NUMBER\_X»

Customer Relationship Specialist: «YOUR\_FIRST\_NAME\_X» «YOUR\_LAST\_NAME\_X»

Dear «M\_M\_X» «LAST\_NAME\_X»:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$15,000.00 made payable to Steven & Ami Kelen. The second is in the amount of \$2,500.00 made payable to Krohn & Moss.

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

Sincerely,

**General Motors Corporation** 

LG0008 V10192006



# KROHN& MOSS

5055 WILSHIRE BLVD., SUITE 300 LOS ANGELES, CA 90036 General Motors Corporation P.O. Box 33170 Detroit, Michigan 48232-5170

11.6 1 = 1.03

Krohn & Moss, Ltd.

(Arizona, California, Florida, Georgia, Illinois, Indiana, Missouri, Nevada, Ohio, Wisconsin)

5055 Wilshire Blvd Suite 300 Los Angeles, CA. 90036 www.krohnandmoss.com

Writer's Direct Number (323) 988-2400 Writer's Direct Facsimile (866) 431-5575 Writer's Direct E-Mail thriodman@consumerlawcenter.com Writer licensed to practice only in: California Illinois

August 9, 2006

General Motors Corporation P.O. Box 33170 Detroit, Michigan 48232-5170

RE:

General Motors Corporation

Vehicle:

2004 chevrolet corvette-

VIN:

1G1YY22G645

Our File No.: L06067425A

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

- Defective body as evidenced by unable to close gas cap and vehicle sunshade holder is 1.
- Defective brakes as evidenced by squeaking; 2.

- 3. Defective electrical as evidenced by SES light is on;
- 4. Defective engine as evidenced by SES light on, fuel smell and oil leak from motor left axle;
- 5. Defective exhaust as evidenced by rattle noise heard on acceleration;
- 6. Defective interior trim as evidenced by seatbelt binding, left seatbelt gets stuck sometimes, driver seatbelt gets jammed; and
- 7. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

/Sincerely,

Todd Friedman Attorney at Law

TF/ddo

#### **Privileged and Confidential Information**

#### CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Audrey Vanepps State: CA

Customer Name: Service Request: 1-426994635 GM Legal File No.: N/A

Vehicle ID No.: 1G1YY22G645 In Service Date: 12/21/2003 Vehicle is: New BAC Code: 198992

Miracle Mile CLOSED

Year, Make & Model: 2004 CORVETTE COUPE

### **VEHICLE REPAIR HISTORY**

#### **Brakes**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/05/05	102626	1	13790	C/S brakes squealing
				Repair: none, normal for some squeak due to pad material

#### x Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/26/04	<u>57047</u>	<u>2</u>	<u>6462</u>	C/S check engine light on Repair: evap system leak; leak at right fuel tank area; R&R right wheel & fender pan, reconnect loose vent hose SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - RIGHT TANK no parts
02/17/05	<u>60826</u>	1	<u>10152</u>	C/S service engine soon light on Repair: evap leak; inspected system & re-secured fuel cap CAP, FUEL TANK – REPLACE
08/09/05	102724	1	13796	C/S unable to close gas cap; check engine light on Repair: special order part (SOP) at Santa Monica
08/11/05	183461	1	13821	C/S SES light is coming on Repair: replaced fuel cap at Camino Real CAP, FUEL TANK – REPLACE
02/27/06	194318	*	18478	C/S veh exhaust has a rattle in rear pipes Repair: part was special ordered
03/06/06	194761	11 (2 w)	18631	Install SOP; install pipe per TSB 040605007 PIPE, INTERMEDIATE SECTION – INSTALL PIPE
08/02/06	110207	3	21397	C/S <b>fuel smell</b> Repair: fuel tank leaking at neck to crossover pipe; <b>replaced fuel tank</b> TANK, FUEL - RIGHT - REPLACE

#### **Restraints**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/05/05	101890	1	12909	C/S drivers seat belt binding intermittently
				Repair: none, no problem found
08/05/05	102626	*	13790	C/S drivers side seat belt binding
				Repair: none, no problem found
08/11/05	183461	*	13821	C/S left <b>seat belt gets stuck</b> sometimes
				Repair: none, no problem found

#### x Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/26/04	<u>57047</u>	* _	<u>6462</u>	C/S oil leak from motor Repair: left axle seal leak; replaced left differential cover O ring & seal SEAL, AXLE SHAFT OIL - REAR AXLE - LEFT – REPLACE
08/05/05	102626	*	13790	C/S oil leak Repair: replaced O ring at differential left side COVER AND/OR GASKET, DIFFERENTIAL - REAR DIFFERENTIAL - LE SEAL
11/08/05	188216	*	16115	C/S veh is <b>leaking oil</b> from under carrigage Repair: found <b>rear left diff cover leaking</b> ; <b>bulletin #030420006</b> REAR AXLE SEAL REPLACE - SIDE COVER AND AXLE SHAFT SEAL

#### Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/12/04	<u>56688</u>	1	<u>6116</u>	Repair: <b>align hood</b> HOOD AND/OR LATCH ASSEMBLY - ALIGN/ADJUST no parts
<u>12/23/04</u>	<u>59608</u>	<u>1</u>	<u>9136</u>	C/S right door panel creak Repair: R&R insulated TRIM ASSEMBLY, FRONT DOOR - RIGHT - ONE PIECE - R&R no parts
11/02/05	187907	1	16989	C/S sunshade is missing holder Repair: none, SOP part
11/08/05	188216	2	16115	C/S sunshade holder is broken Repair: found sunshade hold up retainer broken, replace retainer SUNSHADE AND/OR SUPPORT - LEFT - R&R OR REPLACE RETAINER
02/17/06	193815	1	18223	C/S drivers seat belt gets jammed Repair: SOP
02/27/06	194318	1	18478	Repair: install SOP Found seat belt mechanism jamming up BELT, SEATBELT RETRACTOR (FRONT) (LEFT) – REPLACE BELT KIT

## THE STATE LEMON LAW READS: 5/21/05 or 18K Underlined items are within presumption period

Days out of service: 30 Calendar

Repairs (1) two repair attempts to a serious nonconformity plus direct notice; (2) four repair attempts plus

direct notice; or (3) out of service 30 calendar days.

Time period within 18 months after delivery or 18,000 miles on

the odometer, whichever is first,

Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs N/A

Number of repair attempts in the presumption period: 5

Total days out of service during the presumption period: 5

Total days out of service during customer's ownership: 26 calendar

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

### RECOMMENDATION AND RATIONALE

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

{TEXT}

### **REASON FOR REMOVAL**

{TEXT}

**CRM FINAL OFFER:** {CASH/REP/TRADE}: **DATE:** {Date} **OFFER TO CUST:** \${Amount}

ATTORNEY FEES: \${Amount}

**OR INCLUSIVE OFFER:** \${Amount}

PLAINTIFF'S FINAL {CASH/REP/TRADE}: DATE: {Date} AMOUNT TO CUST: \${Amount}

DEMAND:

**ATTORNEY FEES:** \${Amount}

**OR INCLUSIVE OFFER:** \${Amount}

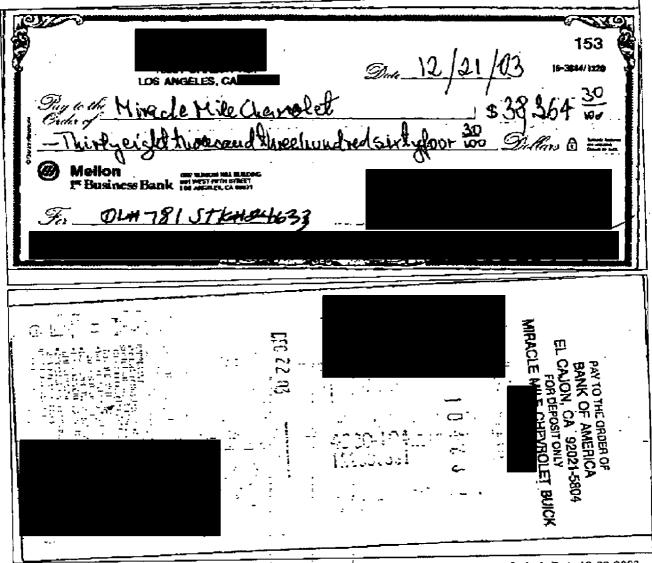
TEAM MANAGER APPROVING: {Name} Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

<sup>\*</sup> SES light is to be captured under affected component above.

Krohn & 11/035, Ltd attn: David Tatar 866-431-5575

Page 1 of 1



Account:1300873 Serial:153 Amount:\$38,364.30 Sequence:263914786 TR:122038442 TranCode:0 Date:12-23-2003

### **RELEASE OF CLAIM**

	as "Releasor(s)"), on behalf of myself/ourselves and
•	of \$17,500.00 paid by General Motors Corporation,
hereby release(s) and discharge(s) General Motors C	
	vehicles, parts and components that are distributed by
General Motors Corporation, and their respective age	
of action, demands, damages, and claims for attorney	· · · · · · · · · · · · · · · · · · ·
from, are related to, or are in any way associated with	
alteration, or use of Releasor(s) 2004 Chevrolet Corv	
	ng but not limited to any claims based on any alleged
defects in the subject vehicle. This Release of Claim	
named persons or entities from any liability regardin	
arising out of the use or operation of the Subject Veh	
Notwithstanding the above, General Motors Corpora	
	blicable GM Protection Plans which accompanied the
sale of the subject vehicle. If Releasor(s) has/have in	
against General Motors Corporation, Releasor(s) imr	nediately will dismiss the proceeding with prejudice.
The subject vehicle's mileage isor	the data of the signing of this release
The subject vehicle's infleage isof	The date of the signing of this release.
Releasor(s) has/have carefully read and understand(s	) this release Releasor(s) agree(s) and
acknowledge(s) that this Release constitutes the entir	,
Motors Corporation, and Releasor(s) is/are not relying	
other than those stated in this release.	ig on any representations, promises of inducements
other than those stated in this release.	
PLEASE READ CAREFULLY BEFORE	E SIGNING. BY SIGNING THIS RELEASE,
YOU ARE SIGNIFYING THAT YOU HAVE RE	AD IT, UNDERSTAND IT, AND AGREE TO
ITS TERMS.	
I/We agree to the terms of this Release of A	All Claims
if we agree to the terms of this Release of A	An Claims
DATE SIGNED:	
Claimant's Signature	Claimant's Signature
č	C
Address	Address
Address	Address
City, State, Zip Code	City, State, Zip Code
City, State, Zip Code	City, State, Zip Code
·	City, State, Zip Code
City, State, Zip Code  STATE OF COUNTY OF	City, State, Zip Code

Sworn to (or	affirmed) and subscribed before me this day of	, 20
	Signature of Notary Public	
	Print, type or stamp Commissioned Name of Notary Public	
	Personally KnownOR Produced identification	
	Type of identification	
	My commission expires:	

CC: File

LG0024 V6302006

### AUTHORIZA.

## RELEASE OF LOAN/LEASE INFORMATION

1, _	, hereby authorize
to release any and all information regard	ght Address, & Phone Number
payment history of my account, a loan/le	ease payoff amount, and per diem
information.	
Date	
,	Sig <b>hé</b> ture
	Signature

Year   and Model   Odometer   Vehicle Identification Number   Primary Use For Which Purchased   Description   Primary Use For Which Purchased   Description   Primary Use For Which Purchased   Description   Desc	j 31 O	6 01:31p	steven				476-5314	p.1
ther Number				SIMPLE IN	ITEREST	FINANCE CHARGE		
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 underge excerding to the payment schedule below. We will figure your finance charge on a dely basis. The Truth-in-Lending Disclosures beforw are part of this contract. You agree to pay the Creditor - Seller (sometimes "bed" or "bes" in this contract, you choose to buy the vehicle on credit undergoe according to the payment schedule below. We will figure your finance charge on a dely basis. The Truth-in-Lending Disclosures beforw are part of this contract. Ye have a grid Model				Contract Number		R.O.S. Number	- 174 x 3	Stock Number
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 wehicle on credit under earned 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 and Indianated 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 was a financed or seller 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. We for such that the payment of	luver (ar	nd Co-Buve	r) Name and Ad	idress (Including County and Zip	Code)	Creditor - Seller (Name a	nd Address)	• .
i, 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 elements 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 darge according to the payment stochedule below. We will figure your irrance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract. New Make Year and Model Odometer. Vehicle Identification Number Primary Use For Which Purchased Up the Year And Model Odometer. Vehicle Identification Number Primary Use For Which Purchased Up the Primary Use For Which Purchased Up t	7 7 7 7	i karisa ni t	1. Tunky . 4 19		: 1	HIMCLE HULL	LHEVERY	TENER TIC.
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Year								
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		•		00,cee > 3		and the second	☐ Credit	Disability (Buyer Only)
	· D			not a governmental fee) \$	15,43,4	(B)		Term Exp. Premium

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	Total Cash Price	7. 4/995.00 m
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	1. Cash Price Vehicle \$ -77000	
•	2. Cash Price Accessories \$	7.00, Ab 60 m
E	B. Document Preparation Fee (not a governmental fee)	\$
	C. Smog Fee Paid to Seller	\$ 3963,30 (b)
	D. Sales Tax (on A + B + C)	* \$(D)
	E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee*	\$
	F. (Optional) Service Contract*	\$(F)
(	G. Prior Credit or Lease Balance paid by Seller to	\$ (G)
	(see downpayment and trade-in calculation)	21 1 10
ļ	H. (Optional) Gap Contract (to whom paid)*	\$(H)
. 1	I. Other (to whom paid)*	
	For	- 2 52003 30 m
.•	Total Cash Price (A through I)	(1)
2. 1	Amounts Paid to Public Officials	2 356 . 98- m
	A. License Fees	\$
	B. Registration/Transfer/Titling Fees	(D)
٠ ،	C. California Tire Fees*	\$(C)
ì	D. Other	\$ (D)
I	E. Other	\$ \$ 1 50 00 m
*	Total Official Fees (A through E)	(2)
	Amount Paid to Insurance Companies	A STATE OF THE STA
	(Total premiums from Statement of Insurance column a + b)*	\$
	Eman Cartification Ena Daid to State	\$ \$ (4)

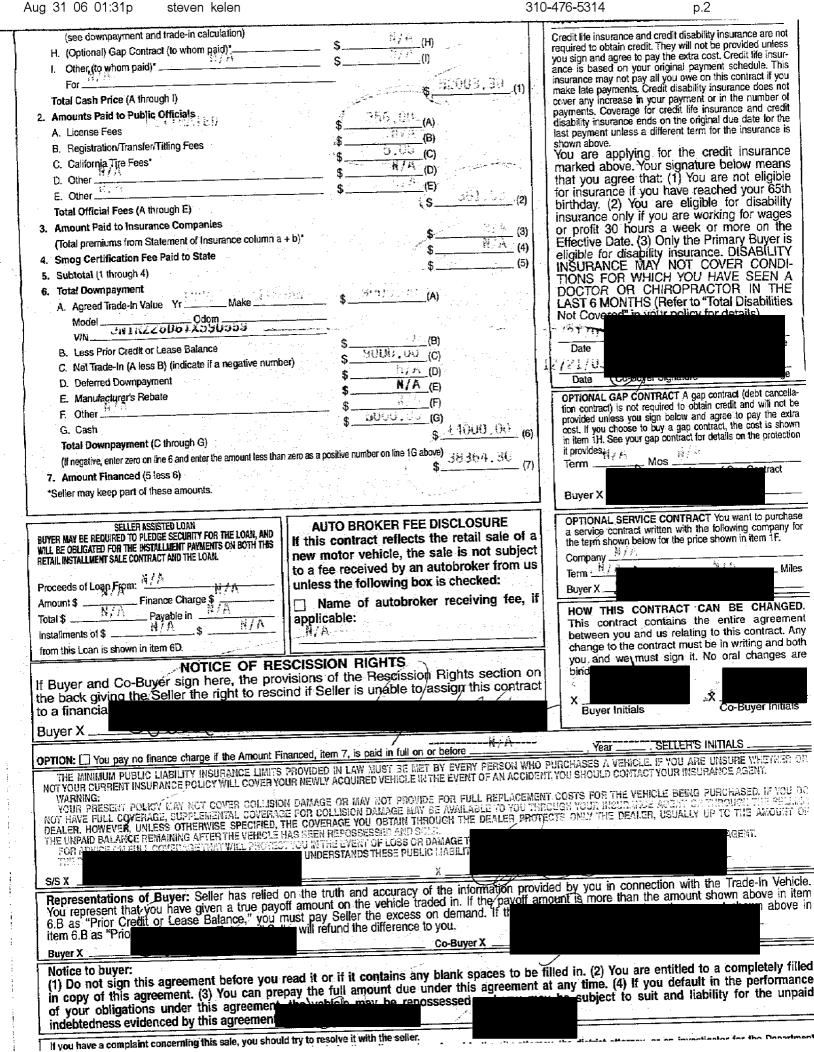
Premium M/A Mos. \_

Credit Disability Mos. \_\_\_\_\$. Total Credit Insurance Premiums \$

Insurance Company Name Home Office Address

Credit life insurance and credit disability insurance are no Credit life insurance and credit disability insurance are no required to obtain credit. 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 no 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 navment unless a different term for the insurance life. last payment unless a different term for the insurance is

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



ıg 31 06 01:31p steven kelen		310-476-5314	p.3
A. Agreed Trade-In Value Yr Make	\$ \( \sqrt{\text{prop}(\text{A})} \)	LASTEMON	NTHS (Refer to "Total Disabilities
Model RIAL COURT A		Not Covered	Fin your policy for dotails)
	e Mich (B)	The second	
B. Less Prior Credit or Lease Balance	5000.00 (C)	Date	
C. Net Trade-In (A less B) (indicate if a negative numb	\$ (D)	1/2/21/03	
D. Deterred Downpayment     E. Manufacturer's Rebate	\$ <u>%/A</u> (E)	<u> </u>	Suyer Signature Age
F. Other	\$(F)	OPTIONAL GAI	CONTRACT A gap contract (debt cancella not required to obtain credit and will not be
G. Cash	\$(G)	seelens behaven i i e	wou sion below and agree to day the extr
Total Downpayment (C through G)	\$ 14001.0	ener If you chor	ose to buy a gap contract, the cost is show your gap contract for details on the protection
(If negative, enter zero on line 6 and enter the amount less than	zero as a positive number on line 1G above)	it provides	production of the second secon
7. Amount Financed (5 less 6)	\$ <b>\$</b>	(7) Term	Mosntract
*Seller may keep part of these amounts.			1114454
		Buyer X	
SELLER ASSISTED LOAN BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND	AUTO BROKER FEE DISCLOSURE		RVICE CONTRACT You want to purchas act written with the following company to
WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS	If this contract reflects the retail sale	the term chour	below for the price shown in item 1F.
RETAIL INSTALLMENT SALE CONTRACT AND THE LOAM.	new motor vehicle, the sale is not su	Dect   Company	
Proceeds of Loan Figure: N/A	to a fee received by an autobroker fro unless the following box is checked:	Term Term	Mile
Amount \$Finance Charge \$		Buyer X	
Total \$ Pavable in 1/A	☐ Name of autobroker receiving f	ee, II HOW THIS	CONTRACT CAN BE CHANGED
installments of \$ N/A \$ N/A	applicable:	This contra	ct contains the entire agreemer
from this Lean is shown in item 6D.		between you	and us relating to this contract. An e contract must be in writing and bot
NOTICE OF RES	SCISSION RIGHTS	you and we	must sinn it. No oral changes ar
Ruyer and Co-Buyer sign here, the prov	risions of the <u>Rescission Rights section</u>	<u>on on</u> ∫ bindi	
he back giving the Seller the right to rescr	nd if Seller is		**************************************
o a financial i	Contract to the contract of th	X Buyer Initi	als C
Buyer X	o-Buyer X _		
	N//	, Year	SELLER'S INITIALS
OPTION: You pay no finance charge if the Amount Fin THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS I	anced, Rem 7, is paid in full on of before		
THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS I NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOU	IH NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN A	CCIDENT, YOU SHOULD CON	ITACT YOUR INSURANCE AGENT.
WARNING:		ACTUAL ACCTO FOR THE	чения и веня впроваема за учи п
NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE	FOR COLLISION DAMAGE MAY DE AVAILABLE TO	OU THROUGH YOUR INSUR-	NUE AGENT OF THEOUGH THE SELLIN
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THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HA FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT	TO CHATTLE CALLED TOOS OF DAINING	HICLE VOLUSHOULD/CONTA	CT YOUR INSURANCE AGENT.
THE BUY!	DERSTANDS THESE PUBLIC LIABILI		
S/S X	X		In Vahia
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You represent that you have given a true payor 6.B as "Prior Credit or Lease Balance" you m	HZI DAV JEREI IIIE EXCESS ON UCHRANA. II W	е	vn above
item 6.B as "Pri	will refund the difference to you.		-
Buyer X	Co-Buyer X		
Notice to buyer:		(0) 15-	and ambittant to a completely fills
(1) Do not sign this agreement before you re in copy of this agreement. (3) You can prep	ead it or if it contains any blank spaces to	o be tilled III. (2) 10u nent at any time. (4) i	f you default in the performant
of your obligations under this agreement	e repossesse	bject to	suit and liability for the unpa
indebtedness evidenced by this agreement	2		
If you have a complaint concerning this sale, you should	try to resolve it with the seller.		investigates for the Department
Complaints concerning unfair or deceptive practices of	methods by the seller may be referred to the city	attorney, the district attorn	ey, or an investigator for the beparting
of Motor Vehicles, or any combination thereof.  After this contract is signed, the seller may not change	e the financing or payment terms unless you agree	e in wri	han
and it is an unfair or deci	hange.		
Buyer/Signature X	Co-Buyer Signatu	ire X _	
	. M	YOU	BO
THERE IS NO COOLI	NG OFF PERIOD	SIDES OF THIS CONTR	ACT BEFORE SIGNING BELOW.
California law does not provide for a "cooling off" Therefore, you cannot later cancel this contract sim	or other cancellation period for vehicle sales.	YOU ACKNOWLEDGE	RECEIPT OF A TRUE AND CO
uphicle costs too much or wish you had acquired a	different vehicle. After you sign below, you may	OTHER POCHMENT TO	PY OF THIS CONTRACT AND EVE AT YOU SIGNED DURING CONTRA
only cancel this contract with the screement of the selle	r or for legal cause, such as trauc.		
Punar Signature Y	Date 2721/2003 Co-Buyer Signat		)ate <u>12/2 - 10</u> 4
Buyer Signature X A co-buyer is a person	who is recognible for paying the entire debt. At Oil	er owner is a person whose	name is on the little to the vehicle but
does not have to pay the debt. The co-buyer or other owner	r knows that the Creditor has a security interest in the	vehicle and consents to the s	security interest.
Other Owner Signature X	Address		and the first of the second of
Seller Signature X	Date 32721703 By		Title Title
Seller Signature X  FORM NO. 553-CA (REV. 1700) US PATENT NO. 0450,782			

## CAMINO REAL CHEVROLET

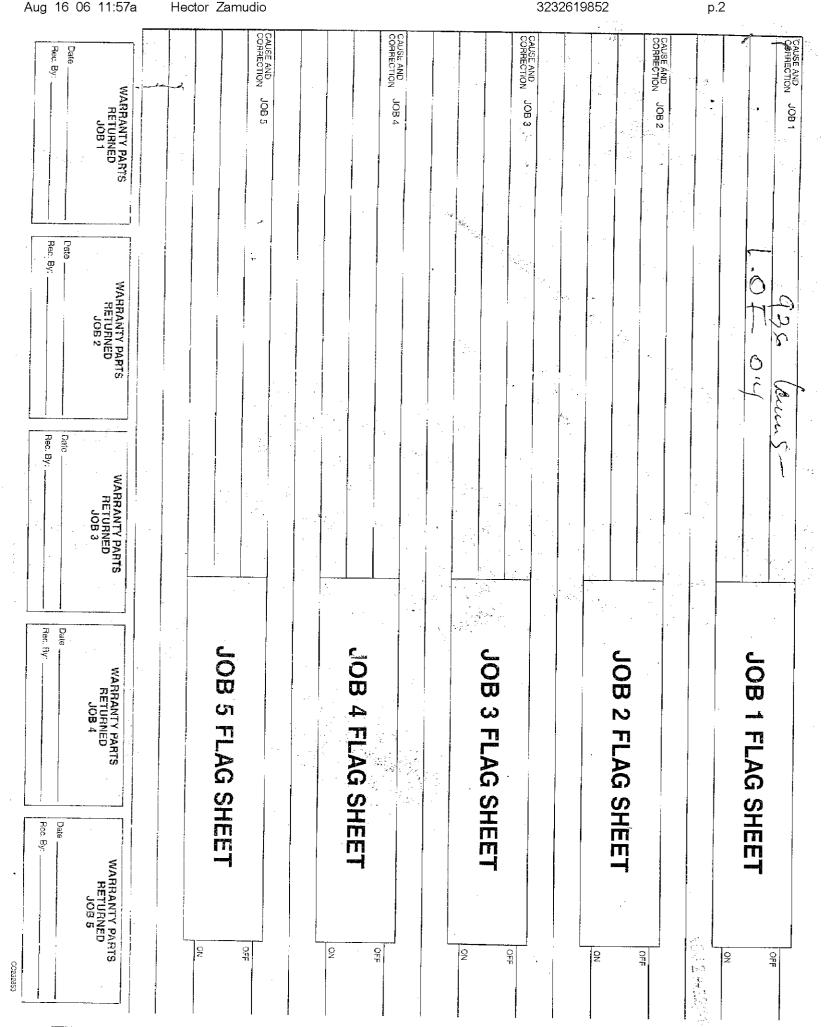
2401 S. ATLANTIC BLVD. MONTEREY PARK, CA 91754

### JUST THE FAX

FROM THE DESK OF:

Hector Hernandez Phone 323 264-3050 x 176 Fax 323 264-3078

TO: AVORY ZANETTS	_
FAX 866-266-1790	
PHONE	
COMMENTS PER REQUEST	_



CHEVROLET PARTS



MONTEREY PARK, CA 91754



(323) 264-3050 AT POMONA FRWY.



B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852

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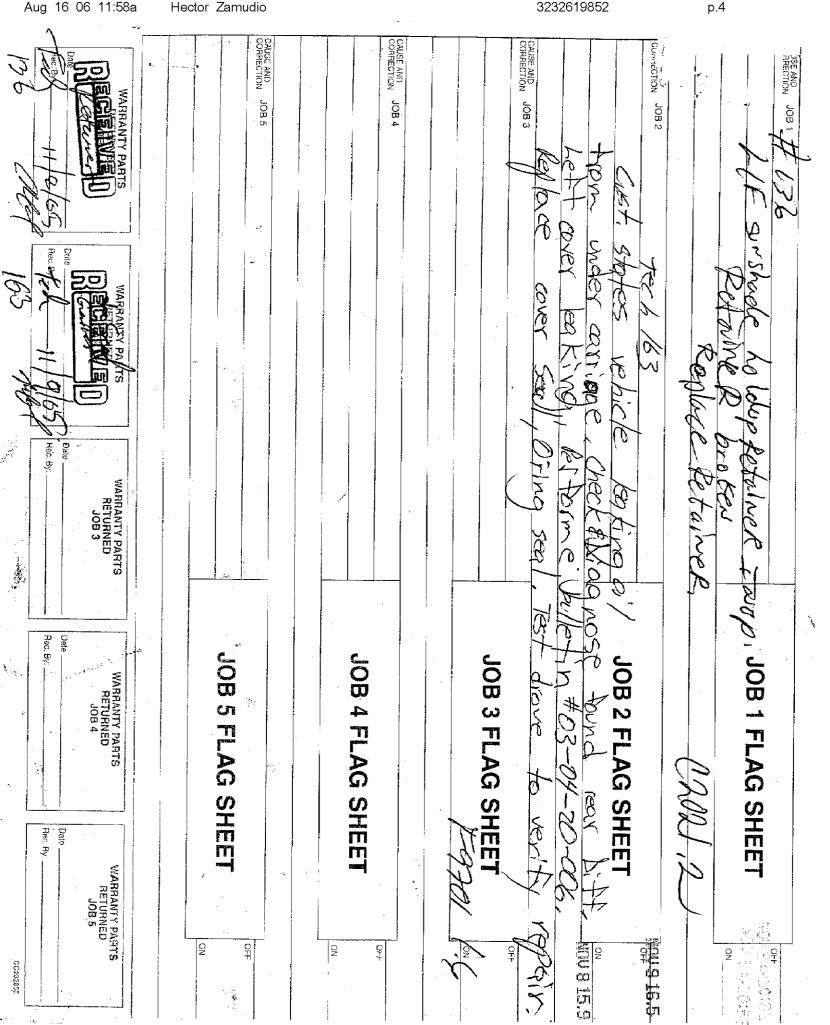
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#### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE OPERATION	OPERATION DESCRIPTION
<b>3.08/11/05</b>	183461	13821	252	585	W D4GVZ4ECM	SERVICE ENGINE LIGHT
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SALESPERSON NO.			SER	VI	CE				
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SPECIFIED OTHERWISE ALL PARTS			CUSTOMER NO. 2221	SERVICE C	ONTRACT	12/21/03	DELIVERY MILES	SELLING DEALER NO	). R.O. DATE 11/02/05
	GELES, CA		MED SPR	GRY MET	7	ITRACT NO.	EXPIRATION DATE ADVISOR NO.	EXPIRATION MILES	8584
SPECIFIED	Eavi		CVZZ WHEN INC	HISING ASIA	ST VOLUM VEVI	16,989 Che Pusase Resear material, and hereby grant you are	697 F	ICHARD RUY	A 10 M A 10 M
□ SAVE	m 11/02/05 06:0	00pm   3	streets, highways or elsewhof the date shown above, a mase. It i choose not to au ARE AT NO COST TO LIFE.	ere for the curpose of ligisee's complications horize the services re- tie signification any	esting and/or respection not withstanding. If an immended, YOU WILL subtet, repairs that vo	on in the event of a teach work of an in the event of a teach own for a compile is returned to customer — BE ALLOWED TO COMPLETS a deem necessery. DUSTOMER PROFESSERY.	vor your empleyees permes repection, 1 understand that percer authorized service is FARY FACTORY AUTHOR ITS HEREBY MOTTRIED T	sson to operate the car or into my vehic e will be reassemble; performed, a diagnostic and no IZED WARRANTY REPAIRS ( HAT THE SAUD PROPERTY IS	t Ferein described on i with n days andling charge will be OR SERVICES THAT S MOT INSURED OR
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	NOTICE TO CO	NSUMER: PL	EASE READ	IMPORT/	INT INFO	RMATION ON	BACK		







2401 SO, ATLANTIC BLVD. MONTEREY PARK, CA 91754



(323) 264-3050 AT POMONA FRWY.



SERVICE PARTS

B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852 SE HABLA ESPAÑOL

BASED ON CURRENT MILEAGE OF YOUR VEHICLE WE RECOMMEND THE FOLLOWING SERVICES BE PERFORMED NOW.

	OPERATION	RIPTION MO/MI	TOTAL
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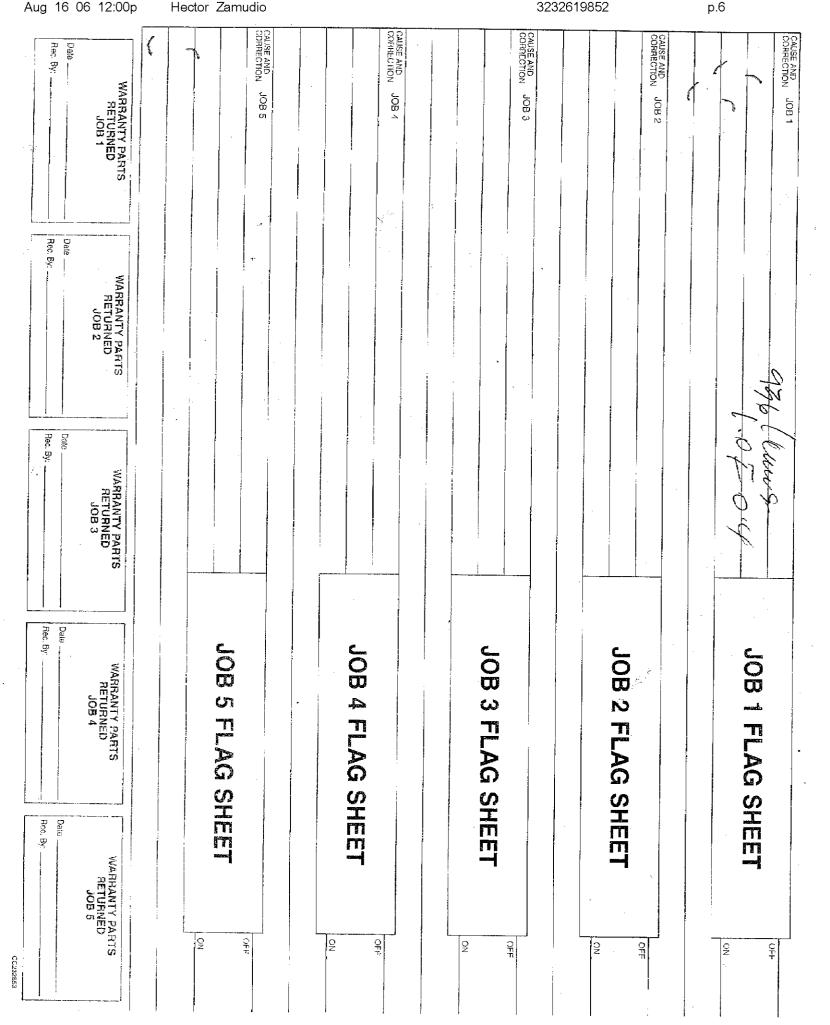
#### SERVICE HISTORY

∨ DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE OPERATION	OPERATION DESCRIPTION
11/02/05 68/11/05	187907 183461	16989 13821	697 <b>*</b> 252	936 136 585 587	C 01 CVZSYNTH W 10 CVZ W 04 CVZ4 ECM W 10 CVZ01	SYNTHETIC LOF 15A/MISC SERVICE ENGINE LIGHT DIAGOT

#### ALL PARTS YEAR/MAKE/MODEL PRODUCTION DATE STOCK NO 1G1YY22G645 188216 🛧 ARE NEW 04/CHEVROLET/CORVETTE/2DR CPE UNLESS CUSTOMER NO. 22214 SERVICE CONTRACT SELLING DEALER NO FO DATE 12/21/03 11708705 OTHERWISE ALL PARTS CONTRACT NO MED SPR GRY MET/ WILL BE LOS ANGELES, CA DISCARDED CVZZ AIR COND P.S. 16,115 UNLESS RICHARD RUVALCABA SPECIFIED WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO. OTHERWISE 10:05am 11/08/05 06:00pm APPOINTMENT ABCR FATE 78.00 YES NO IOE LABOR INSTRUCTIONS 1 W \* 10CVŹ 15AZMISC CUSTOMER STATES THAT VEHICLE SUNSHADE HOLDER IS BROKEN, REPLACE WITH S.O.P RECOMMENDATIONS W 07CVZ00 LLEAK CK OIL LEAK-REPORT CUSTOMER STATES THAT VEHICLE IS LEAKING OIL FROM UNDERCARRIAGE, CHK/ADV

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACI

DAMAGED WHERE MARKED 🗇





CHEVROLET

(323) 264-3050 AT POMONA FRWY. E.P.A. NO. CAD981384852



SERVICE PARTS

B.A.R. REG. NO. AM052719 SE HABLA ESPAÑOL

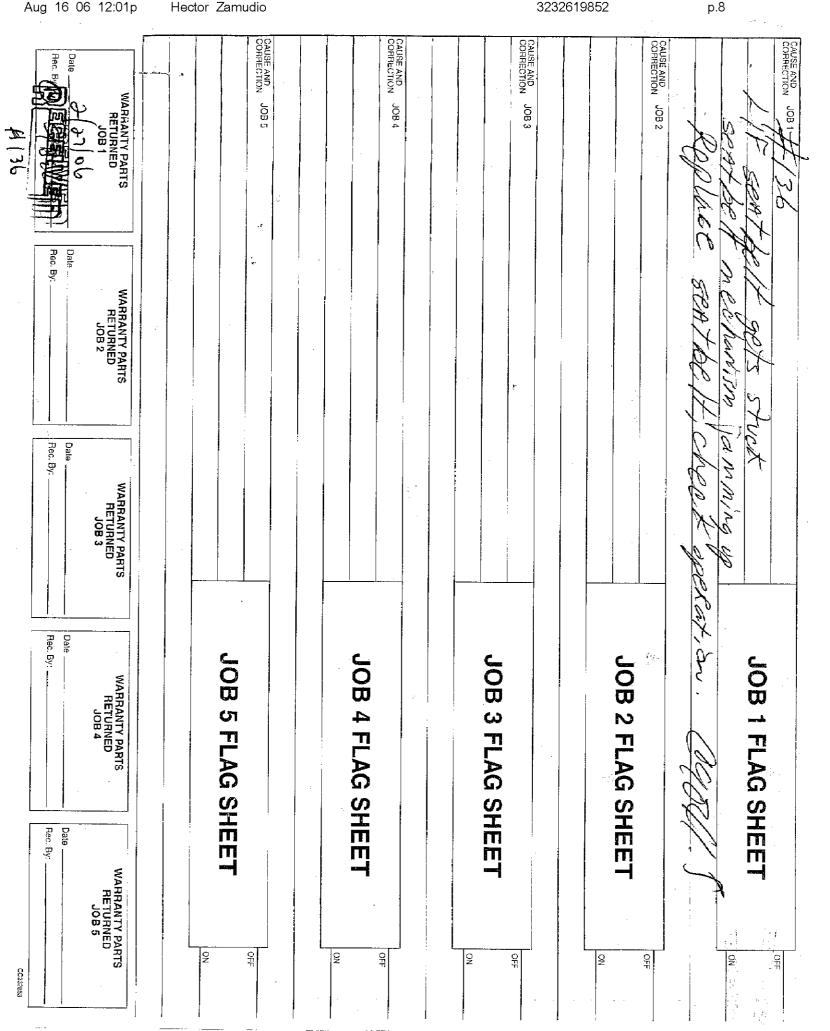
BASED ON CURRENT MILEAGE OF YOUR VEHICLE WE RECOMMEND THE FOLLOWING SERVICES BE PERFORMED NOW.

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

- DATE MILEAGE ADVISOR TECHNICIAN TYPE REPAIR ORDER OPERATION DESCRIPTION 11/08/05 10CVZ 07CVZ0OILLEAK 30CVZSUB3 01CVZSYNTH 16115 136 T5A/MISC 188216 WWC CK OIL LEAK-REPORT WARR COURT RENTAL 163 936 11/02/05 187907 16989 697 SYNTHETIC LOF 10CVZ 136 ERVICE ENGINE LIGHT SALESPERSON NO.

ALL PARTS | VEHICLE LO. NO. RVIPRODUCTION DATE STOCK NO. LICENSE NO. R.O.NO ARE NEW 1G1YY22G645 04/CHEVROLET/CORVETTE/2DR CPE COUSTOMET NO. UNITESS DELIVERY DATE DELIVERY MILES SELLING DEALER NO SPECIFIED OTHERWISE ALL PARTS WILL BE MED SPR GRY MET/ 9736 DISCARDED LOS ANGELES, CA UNLESS CV77 18 223 697 RICHARD RIVALG WHEN INCUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. N SPECIFIED OTHERWISE Y satisfies the repair work to be done along with the modestary material, and hereby grant you and/or your analyses promission to generate the error mixet hereby deposition of the purpose of testing and/or inspection. In the event of a kandown feel inspection, it is understand that may which evide the exceptible within days the shown above, independent of the purpose of testing and/or inspection, in the event of a kandown feel inspection. In the provision of the purpose of testing and/or inspection, in the event of a kandown feel inspection. In the event of a kandown feel inspection, independent of the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and the purpose of testing and testing and the purpose of testing and testing and the purpose of testing and testing and the purpose of testing and tes SAVE er withorted service is puriouse, a decrease and is using charge will be 
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STIMATE D APPOINTMENT 10:46am 02/17/06 06:00pm ARE AT PROTE YES NO JOB D MAPHONE Din P≘ASCN 00 #SC \* Of CVZSYNTH SYNTHETIC FOR S CUSTOMER REQUEST, PERFORM SYNTHETIC OIL AND FILTER CHANGE, DIN PERSON LUBRICATE CHASSIS IF APPLICABLE RECOMMENDATIONS 1881 2-W \* D7GYZZEXH EXHAUSTREPAIR CUSTOMER STATES THAT VEHICLE MAKES A RATTLE NOISE WHEN ACCELERATING CHK/ADV CUSTOMER STATES THAT DRIVERS SEATBELT GETS JAMMED AND WON'T RELEASE, CHK/ADV ng grafik katang katang katang katang katang katang katang katang katang katang katang katang katang katang ka Bang panggang katang katang katang katang katang katang katang katang katang katang katang katang katang katan RR WAITER RATTLE WHERE MARKED 🗆 DAMAGED WHERE MARKED [





MONTEREY PARK, CA 91754

CHEVROLET

(323) 264-3050 AT POMONA FRWY.



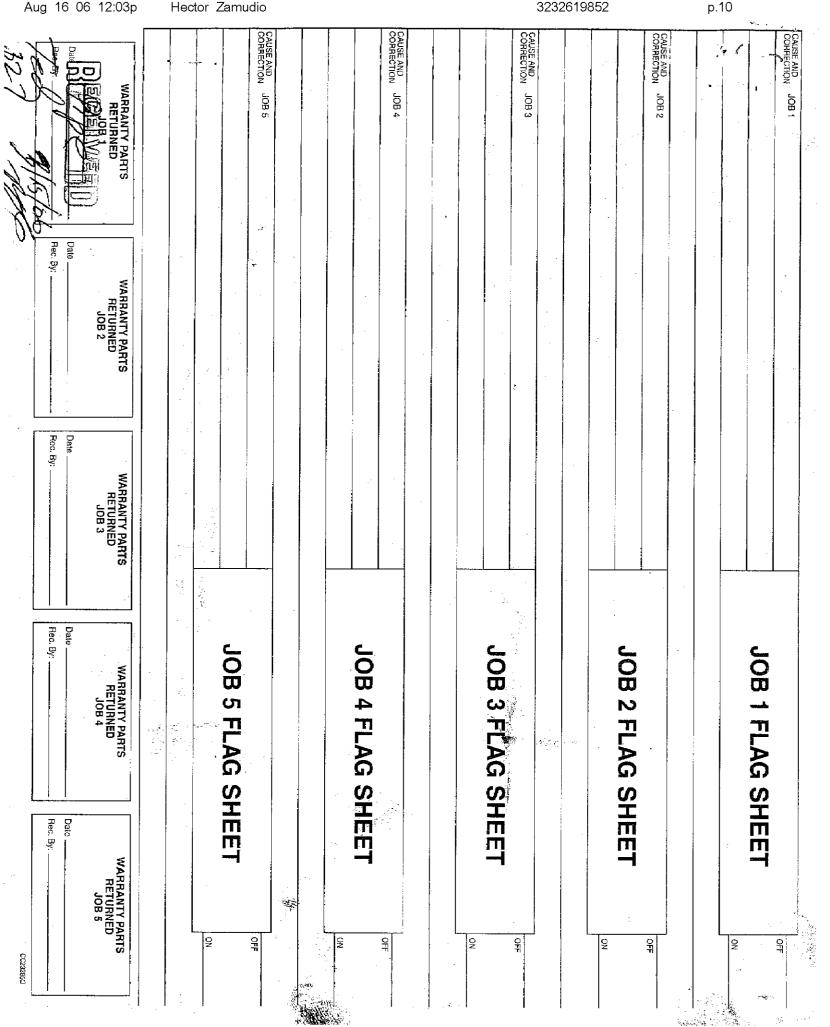
SERVICE PARTS

E.P.A. NO. CAD981384852 B.A.R. REG. NO. AM052719

SE HABLA ESPAÑOL

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	BASED ON CURR	ENT MILEAGE OF '	YOUR VEHICLE	ME RECOMMEND.	THE FOLLO	WING SERVICES BE PERI	FORMED NOW.		
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			:	SERVICE HISTORY	7		s		
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERAT	ION DESCRIP	HON :
02/17/06	SERVICE CONTRACTOR AND AND AND AND AND AND AND AND AND AND	18223	697	936 327 136	C W W	0) CVZSYNTH 07CVZZEXH 10CVZ	SYNTHETIC LO EXHAUST REP, 1 SA/MISC	AR	erial company of the

W W W 10CVZ 07CVZ0OILLEAK 30CVZSUB3 15A/MISC CK OIL LEAK-REPORT WARR COURT RENTAL 11/08/05 SALESPERSON NO. 1943184 PRODUCTION DATE | STOCK NO. LICENSE NO. ALL PARTS 04/CHEVROLET/CORVETTE/2DR CPE ARE NEW 1G1YY22G645 UNLESS SERVICE CONTRACT SELLING DEALERING, IRIQUIDATE SPECIFIED 22214 12/21/03 02/27/06 OTHERWISE CONTRACT NO. EXPIRATION DATE 3003 ALL PARTS MED SPR GRY MET/ WILL BE LOS ANGELES, CA DISCAPDED 18,478 UNITESS WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO. OTHERWISE Thereby authorize the regain work to be come along with the nocessary material, and thereby grant you and/or your employers permission to operate the carrier rusk liene is described on streets highways or elsewhere for the purpose of leading and/or inspect on. In this event of a standard not inspection, funderstand that may white will be made such as performed a diagnostic and handling datage will be made in a control processor. In a standard control processor, the standard control processor and adaptorise and handling datage will be made in a control processor. In a submittee the services recommanded, YOU WALL BE ALLOYED TO COMPUTE AM FICTORY AUTHORIZED WAYBANT REPAIRS OR SERVICES THAT AREA AND ADDITIONAL TO SERVICES THAT SERVICES AND THE CONTROL TO A STANDARD SERVICES THAT SERVICES AND THE SE ☐ SAVE 11:08am | 02/27/06 06:00pm APPOINTMENT LABOR RATE 80.00 YES NO W \*/10CVZ 15A/MISC CUSTOMER STATES THAT DRIVERS SEATBELT GETS STUCK. REPLACE WITH SO Programme and the control of the co RECOMMENDATIONS 2 W \* 070VZ0ENGN CK ENGINE NOISE CUSTOMER STATES THAT VEHICLE EXHAUST HAS A RATTLE IN REAR TAIL PIPES. CHK/ADV --RF RR LR DAMAGED WHERE MARKED 🗆 NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK







2401 SO. ATLANTIC BLVD. MONTEREY PARK, CA 91754



(323) 264-3066 AT POMONA FRWY.



B.A.R. REG. NO. AM052719

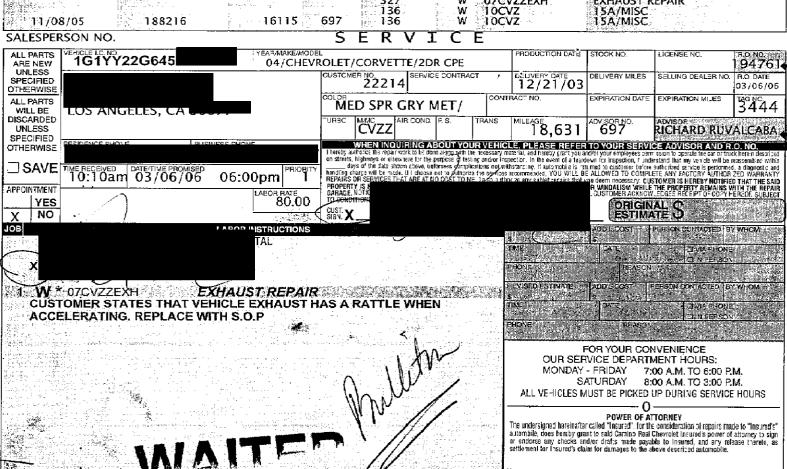
19 E.P.A. NO. CAD981384852 SE HABLA ESPAÑOL

BASED ON CURRENT MILEAGE OF YOUR VEHICLE WE RECOMMEND THE FOLLOWING SERVICES BE PERFORMED NOW.

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

DATE	REPAIR ORDER	MILEAGE AD	ISOR TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/27/06	194318	18478 6	97 136	W	10CVZ	15A/MISC
			136	W	07CVZ0ENGN	CK ENGINE NOISE
02/17/06	193815	18223 6	97 936	C	01CVZSYNTH	SYNTHETIC LOF
			327 136	W	07CVZZEXH 10CVZ	EXHAUST REPAIR
11/08/05	188216	16115 6	97 136	W	10CVZ	15A/MISC
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DATE (INSURED)

A SPRANATE CHARGE FOR THE STORAGE AND DISPOSEAL OCTOME MASS

WE MAKE A SEPARATE CHARGE FOR THE STOPAGE AND DISPOSAL OF TOXIC WASTES. FATHER THAN RECOVER THE ODER'S BY MORE GRAPHO DUE LABOR RATES TO ALL OF OUR SERVICE OUTDINERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICLAR PERMANS OR SERVICES WHORE SERVINGES WHERE WASTES.

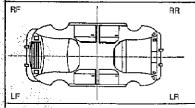
THE FOLLOWING CREDIT CARDS ACCEPTED





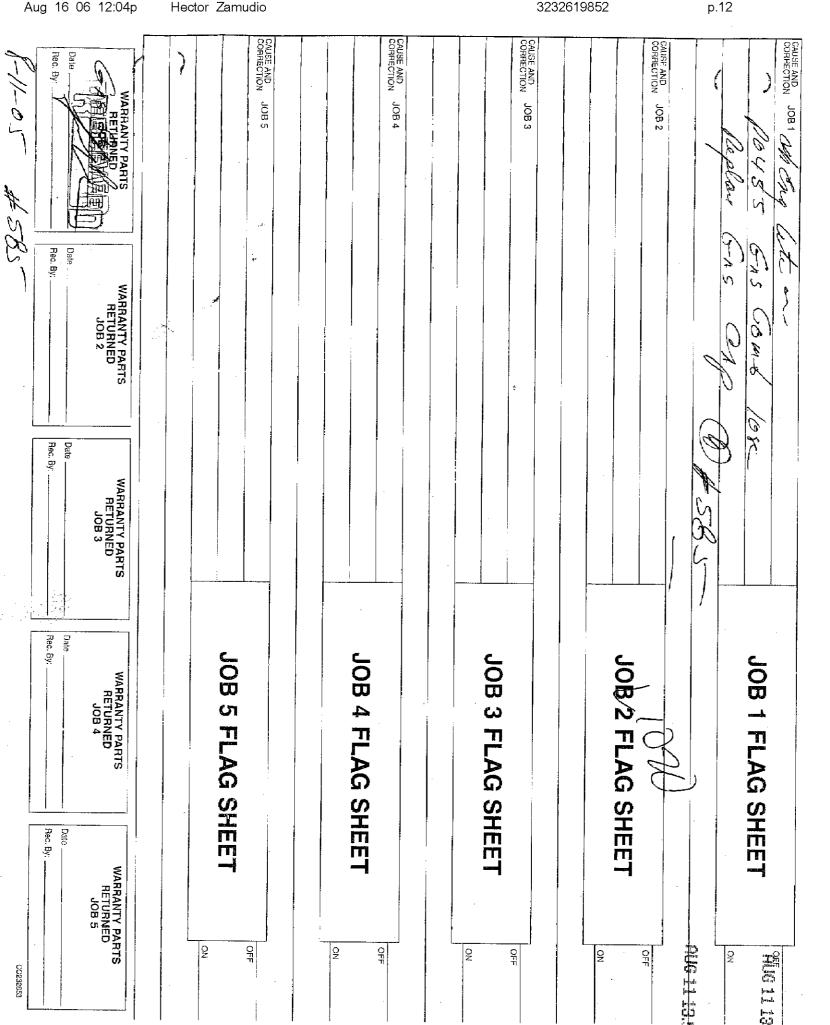


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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK



CHEVROLET PARTS



2401 SO, ATLANTIC BLVD. MONTEREY PARK, CA 91754



(323) 264-3050 AT POMONA FRWY.



B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

BASED ON CURRENT MILEAGE OF YOUR VEHICLE WE RECOMMEND THE FOLLOWING SERVICES BE PERFORMED NOW. OPERATION **OPERATION DESCRIPTION** 

TECHNICIAN TYPE **OPERATION DESCRIPTION** SALESPERSON NO. ALL PARTS VEHICLE LD. NO YEAR/MAKE/MODEL PRODUCTION DATE | STOCK NO. LICENSE NO 1G1YY22G645 ARE NEW 04/CHEVROLET/CORVETTE/2DR CPE 183461 UNLESS SERVICE CONTRACT CUSTOMER NO. DELIVERY DATE SPECIFIED R.O. DATE 22214 12/21/03 **OTHERWISE** 8/11/05 ALL PARTS CONTRACT NO. 9540 WILL BE DISCARDED MED SPR GRY MET/ LOS ANGELES, CA MILEAGE 13,821 252 UNLESS トレフフ MARIA SORIA SPECIFIED WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND H.O. NO. OTHERW:SE WILLIAM TO THE CONTROL OF THE CONTRO 🗆 SAVE 01:09pm | 08/11/05 06:00pm APPOINTMENT YES 78.00 NO LABOR INSTRUCTIONS FEASON ABDUCOS PERSON CONTACTED W 04CVZ4ECM SERVICE ENGINE LIGHT CUSTOMER STATES THAT THE SES LIGHT IS COMING ON. #585 RECOMMENDATIONS 2 W TOCVZO1 DIAGO1 CUSTOMER STATES THAT THE LEFT SEAT BELT GETS STUCK SOMETIMES RE ЯR LR BATTLE WHERE MARKED 🗍 DAMAGED WHERE MARKED []

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY-W









B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852 SE HABLA ESPAÑOL

CUSTOMER NO. ADVISOR TAG NO. INVOICE DATE INVOICE NO. 22214 <u>MARIA HALE</u> 9540 <u>08/15/05</u> CVWS183461 LICENSE NO. MILEAGE COLOR STOCK NO. 74.18 MED SPR GRY YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 04/CHEVROLET/CORVETTE/2DR CPE 12/21/03 LOS ANGELES, CA VEHIĆLE I.D. NO. 1 G 1 Y SELLING DEALER NO. PRODUCTION DATE F.T.E. NO. R.O. DATE 08/11/05 COMMENTS MO: 13821 LABOR & PARTS----SERVICE ENGINE LIGHT HOURS: 0.20 TECH(S):585
CUSTOMER STATES THAT THE SES LIGHT IS COMING ON.
FOUND DTC #P0455, FUEL CAP LOOSE
REPLACED FUEL CAP. NOTICE TO CONSUMER: J# 1 04CVZ4ECM 14.29 PLEASE READ IMPORTANT INFORMATION ON BACK. PARTS ----- QTY --- FP - NUMBER -----------DESCRIPTION--------U/COST--E/COST--U/PRICE i acknowledge notice and oral approval of an increase in the original estimated price. JOB # 1 10372242 CAP 3.028 8.78 8.78 12.29 JOB # 1 COST TOTAL 8.78 JOB # 1 TOTAL PARTS 12.29 CUSTOMER SIGNATURE JOB # 1 TOTAL LABOR & PARTS 26.58 J# 2 10CVZ01 DIAG01 HOURS: TECH(S):587 0.00 CUSTOMER STATES THAT THE LEFT SEAT BELT GETS STUCK SOMETIMES NO PROBLEM FOUND AT THIS TIME OPERATING AS DESIGNED AT THIS TIME. JOB # 2 TOTAL LABOR & PARTS 0.00COMMENTS - -DORA 08-11 R/O TAX 0.00 R/O TOTALS 26.58 WARRANTY CLAIM DETAIL TOTALS-----CLAIM#..... TOTAL 183461 26.58 CLAIM TOTALS 26.58 APPROVED BY SIGNATURE DCS DATA FILE: GMGMWF.956 08/15/2005 WARRANTY NEW CLAIM 1510 RO NUMBER RO DATE DIV DEALER ODONETER SERVICE ADVISOR # - VIN 183461 08/11/2005 1G1YY22G645114491 3 20310 13821 XXX-XX-3726 CUSTOMER NAME: FIRST: AMI MIDDLE: LAST: KELEN PHONE; WORK: 310-472-5057 HOME: 310-713-2222 PART-NO. TOT-PTS 10372242 12.29 LN JOB CT CC PC FC LABOP LHRS OHRS NET-AMT. LAB-TOT. WG 1 12.29 2W 01 L1020 14.29 26.58 TECH SSN: XXX-XX-5800 AUTH CODE: AUTH. AUTHOR .: R.O. TOTAL: DUPLICATE INVOICE \*\*\*\*\*\*\*\*

[ END OF INVOICE ] 11:10am

FORM SOURCE 800-559-FORM CMCDA 202 PAGE 1 OF 1





CHEVROLET (323) 264-3050 AT POMONA FRWY.



B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

CUSTOMER NO.				ADVISOR			TACA		The COST OF THE	T
OUSTOMETING.	22214			RICHARD	RUVAL	CABA	697	<sup>vo.</sup> 8584	11/05/05	INVOICE NO. CVWS187907
				LABOR RATE 74.18		ENSE NO.	MILEAGE		COLOR	STOCK NO.
LOS ANGELES, CA				YEAR / MAKE / MODEL D					DELIVERY DATE 12/21/03	DELIVERY MILES
LU3 ANGL	LES, CA			VEHICLE I.D. NO	0.	2 G 6 4	. 5		SELLING DEALER NC.	PRODUCTION DATE
				F.T.E. NO.			P.O. NO.		R.O. DATE 11/02/05	
RESIDENCE PHONE	É	LISINESS PHONE		COMMENTS						мо: 16989
LABOR & PARTS J# 2 10CVZ	3 15A/MT	SC	HOMES	an sagara <b>ta</b>	CH(2) -13(			0.00	NOTICE TO	CONSUMER:
	CUSTOMER STATES GIUDE. CHK/ADV PART WAS SPECIA	S THAT LEFT	SUNSHADE	IS MISSING	HOLD	Strain L		0.00		D IMPORTANT ON ON BACK.
	PARI WAS SPECIA	AL UNDERED.		J0B <sub>1</sub>	# 2 TOTA	AL LABOR &	PARTS	0.00	l acknowledge notice a increase in the original	and oral approval of an estimated price.
COMMENTS ANGIE 11-02-0	 05						******		•	,
						R/O TAX R/O TOTA	ALS	0.00	CUSTOMER	I SIGNATURE
CLAIM TOTALS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		
APPROVE	D BY SIGNATURE	DUPL	ICATE		ICE	******	*****	******		

-3676 RR-LSI 00337

CRC-SI (2/M) CMCDA FORM SOUNCE 800-559-FORM TO REORDER \$1-800-559-3676







(323) 264-3050 AT POMONA FRWY.



B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852

22214	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
	RICHARD RUVALCABA		11/14/05 COLOR	CVWS188216
	74.18	16,115		STOCK NO.
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
LOS ANGELES, CA		TIE/ZDR CPE	12/21/03 SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 Y Y 2 2 G 6			, obdotter bate
	F.T.E. NO.	P.O. No.	R.O. DATE 11/08/05	
	COMMENTS			uo. 16115
LABOR & PARTS			<u> </u>	мо: 16115
J# 1 10CVZ 15A/MISC	HOURS: 0.20 TECH(S):136	14.29	NOTICE TO	CONSUMER:
CUSTOMER STATES THAT VEH BROKEN. REPLACE WITH S.O	IICLE SUNSHADE HOLDER IS			D IMPORTANT
FOUND SUNSHADE HOLD UP R	ETAINER BROKEN.			ON ON BACK.
REPLACED RETAINER TO COR PARTSQTYFP-NUMBER	RECT THE PROBLEM.	T U (DDTOE	l acknowledge notice increase in the original	and oral approval of an
JOB # 1 1 10411051		82 1.15 1.15		ounation price.
	JOB # 1 COST TOTAL 0.	.82	Χ	
	JOB # 1 TO	OTAL PARTS 1.15	CUSTOMER	SIGNATURE
	JOB # 1 TOTAL LABO	R & PARTS 15.44		
J# 2 07CVZ001LLEAK CK OIL LEAK-REPO	RT HOURS: 1.60 TECH(S):163	114.32		
COSTOMER STATES THAT VEH	ICLE IS LEAKING OIL FROM	and the second of the second o		
UNDERCARRIAGE. CHK/ADV INSPECTED AND FOUND REAR	LEFT DIFF, COVER LEAKING			
₹LUID.	006 AS PER GM TO REPLACE COVER			
SEAL.O-RING SEAL TO CORR	FCT THE PROBLEM			
PARTSQTYFP-NUMBERJOB # 2 1 12346141	DESCRIPTIONU/COSTE/COS ADHESIVE 8.800 6.73 6,	TU/PRICE 73 9.42 9.42		·
JOB # 2 4 89021677	LUBRICANT 8.800 15.71 62.	84 21.99 87.96		
JOB # 2 1 12346141 JOB # 2 4 89021677 JOB # 2 1 89047953 JOB # 2 1 OSP89047953	SEAL 5.508 12.24 12. 0SP95 1.22 1.			
JUB # 2 1 88996703	SEAL 5.822 10.26 10.	26 14.36 14.36		
JOB # 2 1 OSP88996703 JOB # 2 1 1052942	OSP95 1.03 1. SEALANT 8.800 4.08 4.	03 1.03 1.03		:
DOD II Z I IUUEJTE.	JOB # 2 COST TOTAL 98.			
	JOB # 2 TO	TAL PARTS 136.84		
	JOB # 2 TOTAL LABO	R & PARTS 251.16		
D# 3+30CVZSUB3 WARR COURT RENTAL	L HOURS: TECH(S):327			
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REASON	APPROVALDATETIME			
HOW MANY DAYS	700 # 2 TOTAL LADO	D R DARTS 0 00		
	JOB # 3 TOTAL LABO	R & PARTS 0.00		
SUBLETPO#VEND INV#-INV.D/ JOB # 3 76213 D589736 11/10/	ATE-DESCRIPTION			
2003/30 11/10/		- SUBLET 89.00		ļ
DOB # 3 76213 D589736 11/10				*
OORA 11-10		*****		
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	R/0 1			
MARRANTY CLAIM DETAIL TOTALS	N/U	TOTALS 355.60		
LAIM# TOTAL				
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(323) 264-3050 AT POMONA FRWY,



B.A.R. REG. NO. AM052719

MONTEREY PARK, CA 91754

E.P.A. NO. CAD981384852

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CUSTOMER NO.	22214		ADVISOR RTCHARI	D RUVALÇA	DA 6	TAG NO.	INVOICE DA 11/1		INVOICE NO.
	# * ·		LABOR RATE			MILEAGE	COLOR	4/05	CVWS188216 stock no.
		i	74.18 YEAR/MAKE/	( tope)		16,		SPR GRY	
				/MODEL VROLET/COI	PVETTE/2	ND CDE	DÉLIVERY D		DELIVERY MILES
LOS ANGEI	LES, CA		VEHICLE I.D. N	NC.			SELLING DE		PRODUCTION DATE
			1 G 1 F.T.E. NO.	<u> </u>	G 6 4 5 P.O. N	NO.	R.O. DATE		
<u> </u>						···	11/0	8/05	
			OMMENTS			_ <del></del>	· · · · · · · · · · · · · · · · · · ·		мо: 16115
WARRANTY CLAIM	M DETAIL TOTAL	LS					NC	TICE TO	CONSUMER:
CLAIM#	TOTAL								
188216	337.64								AD IMPORTANT TON ON BACK.
CLAIM TOTALS	337.64						l acknow	wiedge notice	e and oral approval of ar al estimated price.
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							Х	CUSTOME	ER SIGNATURE
APPRO <b>V</b> EI	BY SIGNATURE							••••	ill other ext of the
	DCS DATA FILE 11/14/2005 1403 RO NUMBER RO 188216 11/ CUSTOMER NAME LAST: KELEN LN JOB CT CC 1 01 0J LN-TOT: 19 LN JOB CT CC 2 02 MH LN-TOT: 243 MEMO PART NUM LN JOB CT CC 3 03 MH LN-TOT: 79 COMMENTS: 1G1	DATE (108/2005 1G1YY2) E: FIRST: AMI  PC PART-NO. 1 10411051 5.44 TECH SSN: PC PART-NO. 7 89047953 8.20 TECH SSN: (BERS: 12346141 PC PART-NO. 0.00 TECH SSN: JC52F457132566	2G645114491 3 PHONE:	DEALER ODG 20310 16 MIDDLE: WORK: 310-472 LABOP LHRS C2021 .2 TH CODE: LABOP LHRS F9701 1.6 TH CODE: 03 LABOP LHRS Z7902 TH CODE:	OHRS NET-AUTH. AI OHRS NET-AUTH. AI OHRS NET-AUTH. AI OHRS NET-AUTH. AI OHRS NET-AUTH. AI	AMT. LAB-TOT. 114.32 UTHOR.: AMT. LAB-TOT. 9.00	2		

PAGE 2 OF 2

CUSTOMER COPY-W

[ END OF INVOICE ] 11:09am

CRCSI (2/04) CMCDA FOHM SOURCE 800-559 FORM TO REORDER 22 1-800-559-3676

RR-LSI





(323) 264-3050 AT POMONA FRWY.



B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852

CUSTOMER NO						ADVISOR			TAG N	ND.	INVOICE DATE	INVOICE NO.
	222	<u> </u>				RICHARD			<u>697                                    </u>	9736	02/27/06	CVWS193819
					Ĺ	14.18	LICEN	ISE NO.	MILEAGE	18,223	COLOR MED SPR GRY	STOCK NO.
						YEAR/MAKE/MC 04/CHEVE		OBVETTE	3DB CB		DELIVERY DATE 12/21/03	DELIVERY MILES
LOS AN	GELES,	CA				VEHICLE I.D. NO.				E	SELLING DEALER NO.	PRODUCTION DATE
					İ	1 G 1 Y	Y 2 2		D. NO.		BO DATE	
DEDUCE NO.				-		<b>-</b>			J. 110.		02/17/06	
PENINELIA SI						COMMENTS						MO: 18223
LABOR & PA	RTS					*****						
J# 2 07CVZ	ZEXH		T REP	VIR	HOURS:	TECI	H(S):327	The second second	#9-19-1 <sup>9</sup>	0.00	NOTICE TO	CONSUMER:
	WHEN AC	CELERAT	ING. (	CHK/ADV	LL MAKES. I	A RATTLE NO	12F					D IMPORTANT
	WILL RE					70D #	O TOTAL	1 4D00 4 D	LOTO	4.00		ON ON BACK.
	<b></b>						<i></i>	. LABOR & P.	AR15	0.00	l acknowledge notice increase in the original	and erai approval of a estimated price.
J#-3 10CVZ	CHSTOME	15A/MI	SC THAT	r notve	HOURS:	TECI LT GETS JAM	(S):136			0.00	-	
	AND WON	'T RELE	ASE. C	:HK/ADV	RS SEATE	LI GETS JAMI	16.0				CUSTOMER	SIGNATURE
	PART WA	S SPECI	AL ORD	DERED.		.10B #	3 TOTAL	LABOR & PA	ARTS	0.00		
COMMENTS				·								
DORA 02-17		••••						******				
								R/O TAX		0.00		
								R/O TOTALS	5	0.00		
CLAIM TOTA	_S	0.00	0.	00	0.00	0.00	0.00	0.00	0.00	0.00		
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PAGE 1 OF 1				OMER (								





B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852

	4	ADVISOR RICHARD RUV	ALCABA	14G NO	3003	03/01/06	INVOICE NO. CVWS19431
		LABOR RATE 74.18	LICENSE NO.	MILEAGE		COLOR	STOCK NO.
		YEAR / MAKE / MODEL			10,4/0	MED SPR GRY DELIVERY DATE	DELIVERY MILES
LOS ANGELES, C	A	04/CHEVROLE VEHICLE I.D. NO.	T/CORVETTE/	<u> 2DR CPE</u>		12/21/03	
		1 G 1 Y Y Z	2 2 G 6 4	5		SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	P.	O. NO.		R.O. DATE 02/27/06	
		COMMENTS		- "		02,2,,00	MO: 18747
ABOR & PARTS							
# 1 10CVZ	15A/MISC HOUR STATES THAT DRIVERS SEAT	S: 0.50 TECH(S):	136		37.09		CONSUMER:
REPLACE I	WITH S.O.P						D IMPORTANT ON ON BACK.
INSPECTEI UP	D AND FOUND SEATBELT MECH.	ANISM JAMMING				l acknowledge notice :	and oral approval of
REPLACED	SEATBELT ASSEMBLY TO COR	RECT CONCERN.	TOT FIGURE U.	77705		increase in the original	estimated price.
0B # 1 1 88	UMBERDESCR 8956033 BELT I	KIT 14.875 87	<b>7.94 87.94 1</b>	23.12	123.12	X	
		JOB # 1 COST TOT	AL 87.94 B # 1 TOTAL P		123.12		SIGNATURE
		_					
	**		OTAL LABOR & P		160.21		
LUSTUMER	CK ENGINE NOISE HOUR STATES THAT VEHICLE EXHA	S: TECH(S): UST HAS A RATTLE T	.136 N		0.00		
REAR TAIL	L PIPES. CHK/ADV SPECIAL ORDERED.	OST THO A SOUTE I					
FAR: WAS	SPECIAL UNDERED.	JOB # 2 T	OTAL LABOR & P.	arts	0.00		
ORA 02-27	•						
			R/O TAX	•	0.00		
ADDALITY OF LTD DOWNER			R/O TOTAL	3	160.21		
		• • • • • • • • • • • • • • • • • • • •					
LAIM# TOTAL 94318 160	L 0.21						
	· · · · · ·						
	7.21						
	J. 2.1						
AIM TOTALS 160  APPROVED BY SIGN							
APPROVED BY SIGN CS AUDIT SLIP	NATURE						
APPROVED BY SIGN S AUDIT SLIP DCS DATA 03/01/20 1058	NATURE A FILE: GMGMWF.567 WARRANT			•••••			
APPROVED BY SIGN S AUDIT SLIP DCS DATA 03/01/20 1058	NATURE	DIV DEALE	R ODOMETER SE 18478	ERVICE ADV XXX-XX-69			
APPROVED BY SIGN S AUDIT SLIP DCS DATA 03/01/20 1058 RO NUMBE 194318	NATURE: GMGMWF.567  NATURE: GMGMWF.567  WARRANT  R RO DATE VIN  02/27/2006 1G1YY22G6451	DIV DEALEF 14491 3 20310 MIDDLE:	18478	XXX-XX-6	511		
APPROVED BY SIGN S AUDIT SLIP DCS DATA 03/01/20 1058 R0 NUMBE 194318 CUSTOMER LAST: KE	NATURE  A FILE: GMGMWF.567  106 WARRANT  IR RO DATE VIN  02/27/2006 1G1YY2266451  R NAME: FIRST: AMI  LEN	DIV DEALER 14491 3 20310 MIDDLE: PHONE; WORK: 33	18478 : 10-472-5057 HON	XXX-XX-6!	3- <b>2222</b>		
APPROVED BY SIGN CS AUDIT SLIP DCS DATA 03/01/20 1058 RO NUMBE 194318 CUSTOMER	NATURE  A FILE: GMGMWF.567  BOOK WARRANT  OR RO DATE VIN  O2/27/2006 1G1YY2266451  C NAME: FIRST: AMI  LEN  T CC PC PART-NO. TOT-P  OA 1 88956033 123	DIV DEALER 14491 3 20310 MIDDLE: PHONE; WORK: 31 TS FC LABOP 112 6C C9041	18478 : 10-472-5057 HON LHRS OHRS NET	XXX-XX-69 ME: 310-71; ME: LAB	3- <b>2222</b>		
APPROVED BY SIGN CS AUDIT SLIP DCS DATA 03/01/20 1058 R0 NUMBE 194318 CUSTOMER LAST: KE LN JOB C 1 01	NATURE  A FILE: GMGMWF.567  106 WARRANT  IR RO DATE VIN  102/27/2006 1G1YY2266451  C NAME: FIRST: AMI  LEN  T CC PC PART-NO. TOT-P	DIV DEALER 14491 3 20310 MIDDLE: PHONE; WORK: 31 TS FC LABOP 112 6C C9041	18478 : 10-472-5057 HON LHRS OHRS NET .5 AUTH.	XXX-XX-69  ME: 310-71  -AMT. LAB  AUTHOR.:	511 3-2222 TOT.		
APPROVED BY SIGN CS AUDIT SLIP DCS DATA 03/01/20 1058 R0 NUMBE 194318 CUSTOMER LAST: KE LN JOB C 1 01	NATURE  A FILE: GMGMWF.567 106 WARRANT  R RO DATE VIN 102/27/2006 1G1YY2266451  R NAME: FIRST: AMI LEN  T CC PC PART-NO. TOT-P 0A 1 88956033 123 160.21 TECH SSN: XXX-X	DIV DEALER 14491 3 20310 MIDDLE: PHONE: WORK: 31 TS FC LABOP .12 6C C9041 X-2553 AUTH CODE:	18478 10-472-5057 HON LHRS OHRS NET .5 AUTH. R.O. TOTAL:	XXX-XX-69 ME: 310-71; ME: ALLO - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALlo - ALlo - ALlo - Allo	3-2222 		
APPROVED BY SIGN CS AUDIT SLIP DCS DATA 03/01/20 1058 RO NUMBE 194318 CUSTOMER LAST: KE LN JOB C 1 01 LN-TOT:	NATURE  A FILE: GMGMWF.567 106 WARRANT  R RO DATE VIN 102/27/2006 1G1YY2266451  R NAME: FIRST: AMI LEN  T CC PC PART-NO. TOT-P 0A 1 88956033 123 160.21 TECH SSN: XXX-X	DIV DEALER 14491 3 20310 MIDDLE: PHONE; WORK: 31 TS FC LABOP 112 6C C9041	18478 : 10-472-5057 HON LHRS OHRS NET .5 AUTH.	XXX-XX-69 ME: 310-71; ME: ALLO - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALLo - ALlo - ALlo - ALlo - Allo	3-2222 		



2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA 91754

CHEVROLET

(323) 264-3050 AT POMONA FRWY,



B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852

customer no.	2214	ADVISOR RTCHARI	RUVALO	ΆΒΔ	697	o. 3444	INVOICE DATE 03/16/06	INVOICE NO. CVWS194761
		LABOR RATE 74.18		NSE NO.	MILEAGE		COLOR	STOCK NO.
		YEAR / MAKE /				18,631	MED SPR GRY DELIVERY DATE	DELIVERY MILES
LOS ANGELE	S, CA	04/CHE VEHICLE I.D. N	VROLET/C	ORVETT	E/2DR CP	E	12/21/03 SELLING DEALER NO.	PRODUCTION DATE
		1 G 1	Y Y 2 2				SELLING DEADER NO.	PRODUCTION DATE
		F.T.E. NO			P.O. NO.		03/06/06	
DEGLOCALON DATE	5110111500 5115115	COMMENTS	***		<del></del>		03/00/00	
								MO: 18631
LABOR & PARTS J# 1 07CVZZEXH	EXHAUST REPAIR	HOURS: T	ECH(S):327			0.00	NOTICE TO	CONSUMER:
CUS	TOMER STATES THAT VEHI ELERATING. REPLACE WIT	CLE EXHAUST HAS A R	ATTLE WHEN	٠.		0.00		D IMPORTANT
INS	TALL PIPE AS PER SERVI	CE BULLETIN 04-06-0	5-007					ON ON BACK.
PARTS OTY	BULLETIN -FP-NUMBER	DESCRIPTION	U/COST-	-E/COSTI	U/PRICE		increase in the original	and oraf approval of an estimated price.
JOB # 1 1 JOB # 1 2 JOB # 1 2	10352196 10276792	PIPE 3.685 GASKET 3.704	355.00 4.40	355.00 8.80	479.00 6.16	479.00 12.32	X	
JOB # 1 2 JOB # 1 2	10345549	CLAMP 3.708 JOB # 1 C	17.15	34.30	24.01	48.02		SIGNATURE
		200 # 1 6	JOB #	398,10 1 TOTAL	PARTS	539.34		
		J0B	# 1 TOTAL	LABOR &	PARTS	539.34		
SUBLETPD#	VEND INV#-INV.DA	TE-DESCRIPTION						
JOB # 1 80004	5573 03/09/	06 REPAIR EXHAUST		TOTAL - 9	SIIRI ET	40.00 40.00		
Composite	•			TOTAL	300 EE 1	40.00		
G.O.G. & SUPPLIE: JOB # 1	FREIGHT (PARTS)	***************	· · · · · · · · · · · · · · · · · · ·			8.47		
				TOTAL -	GOG	8.47		
				R/O TAX R/O TOTA		0.00 587.81		
WARRANTY CLAIM DE	TAIL TOTALS	• • • • • • • • • • • • • • • • • • • •	· •		, <i></i>			
CLAIM# 194761	TOTAL 579.34							
CLAIM TOTALS	579.34							
VEATH TOTALS	5/5,34							
APPROVED BY	STEMATIBLE							
APPROVED BY	SIGNATURE							
กัดร	DATA FILE: GMGMWF.682 16/2006	WARRANTY NEW CLAIM		•••••••	•			
RO_	NUMBER RO DATE	VIN DIV Y22G645114491 3	DEALER 0 20310	DOMETER 18631	SERVICE AD			į
CUS LAS	TOMER NAME: FIRST: AMI T: KELEN	PHONE ; W	MIDDLE: ORK: 310-4	<b>72</b> -505 <b>7</b> H	IOME: 310-4	72 - 5057		
LN.	JOB CT CC PC PART-NC 01 MH 5 1035219 TOT: 579.34 TECH SS 0 PART NUMBERS: 102767	6 539.34 93 N· XXX•XX•6941 AUT	13504		ET-AMT. LAI 40.00 L. AUTHOR.:	3-TOT.		
			R	.O. TOTAL	: 579.3	1		
				******				
PAGE 1 OF 2	CUSTOMER	COPY-W	[CONTI	NUED ON N	IEXT PAGE] 1	1:07am		







B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981384852

22214		ADVISOR RICHARD RUV	ΔΙ ζάβλ	697	3 NO. 3444	INVOICE DATE 03/16/0		INVOICE NO. CVWS19476
		LABOR RATE 74.18	LICENSE NO.	MILEA		COLOR		STOCK NO.
		YEAR / MAKE / MODEL	T/con/cm			DELIVERY DATE		DELIVERY MILES
LOS ANGELES, CA		04/CHEVROLE VEHICLE LD. NC. 1 G 1 Y Y			.PE	1,2/21/0 ELLING DEALER	<b>3</b> NO.	PRODUCTION DATE
		F.T.E. NO.	<u> </u>	<b>7_5</b> P.O. I		.O. DATE 03/06/04		
		OMMENTS				03/00/0	<u> </u>	MO: 1863
**********	DUPLICATE	INVOICE	*****	*****	*****	NOTIC	E TO	CONSUMER:
						PLEAS	E REA	D IMPORTANT
								ON ON BACK.  and oral approval of a estimated price,
							e onginai	estimated price,
						X cu	STOMER	SIGNATURE
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and the second of the second o								
AGE 2 OF 2								

Krohn + Moss, Ltd ATTN: David Tatar 866-431-5575

steven kelen

	153
	Date 12/21/03 18-3844/1220
LOS ANGELES, CA	
Thirtyeight trocerced three words	30 204 00
Thirtyeight housend three wind	red Sixty four too Dollars a ===
Mellon overwere HL SUDWG	MONDY MARKET ACCOUNT
PE Business Bank 105 AMERIES, CA 80071	
For	
2-	



# KROHN& MOSS

5055 WILSHIRE BLVD., SUITE 300 LOS ANGELES, CA 90036

Angus Barrs

General Motors Corp. c/o MSX International ATTN: BRC Legal 1919 Concept Drive Warren MI 48901

46091+6013

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LOS ANGELES CA 900

## Krohn & Moss, Ltd.

(Arizona, California, Florida, Georgia, Illinois, Indiana, Missouri, Novada, Ohio, Wisconsin) 5055 Wilshire Blvd Suite 300 Los Angeles, CA. 90036 www.krohnandmoss.com

Writer's Direct Number (323) 988-2400 Writer's Direct Facsimile (866) 431-5575 Writer's Direct E-Mail creigns@consumerlawcenter.com

October 23, 2006

VIA US MAIL AND FACSIMILE: (866) 234-3035

Angus Barrs General Motors Corp. c/o MSX International ATTN: BRC Legal 1919 Concept Drive Warren MI 48901

RE:

v. General Motors Corporation

Vehicle:

2004 Chevrolet corvette-

VIN:

1G1YY22G645

Our File No.: L06067425A

Dear Mr. Barrs:

Enclosed please find our client's original signed settlement and release agreement. Please contact our office if you have any questions or comments

ER/er

#### **RELEASE OF CLAIM**

We the work was the work of the control of the work of	r(s)"), on behalf of myself/ourselves and
my/our assigns, heirs and executors, in consideration of \$17,50	0.00 paid by General Motors Corporation,
hereby release(s) and discharge(s) General Motors Corporation,	its subsidiaries, its authorized
independent dealers, any designers and suppliers of vehicles, pa	rts and components that are distributed by
General Motors Corporation, and their respective agents and em	ployees 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 purcha	
alteration, or use of Releasor(s) 2004 Chevrolet Corvette bearing	
1G1YY22G645 "Subject Vehicle"), including but not li	
defects in the subject vehicle. This Release of Claim shall not b	•
named persons or entities from any liability regarding claims of	
arising out of the use or operation of the Subject Vehicle after the	
Notwithstanding the above, General Motors Corporation agrees	
manufacturer's express limited warranty and any applicable GM	
sale of the subject vehicle. If Releasor(s) has/have initiated any	
against General Motors Corporation, Releasor(s) immediately w	ill dismiss the proceeding with prejudice.

The subject vehicle's mileage is 22332 on the date of the signing of this release.

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

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

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

COUNTY OF LOS Angeles

DATE SIGNED: 10-17-06		
Address	Address	
Los Augeles CH	Los Angeles, CA	
City, State, Xip Code	City, State, Zip Code	
California,		

Sworn to (or affirmed) and subscribed before me this 10th day of October, 20 06 by Steven and Ami Kelen.

Signature of Notary Public

Signature of Notary Public

Dockary Fee

Print, type or stamp Commissioned Name of Notary Public

Personally Known OR Produced identification

Type of identification CA Driver's Dicense

My commission expires: 11-200 S

CC: File

LG0024
V6302006

Mr.
Simi Valley, CA

Service Request: 1-432740025

Customer Relationship Specialist: Lenzie Rodgers

Dear Mr.

We would like to discuss your request for assistance regarding your 2004 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center



Service Request: 1-432922534

Customer Relationship Specialist: Venus Rodriguez

Dear Mr. Dawkins:

We would like to discuss your request for assistance regarding your 2004 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

July 14, 2010



Service Request: 1-432922534

Customer Relationship Specialist: Matthew Kendrick

Dear Mr.

We are sorry you have experienced concerns with your 2004 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your Chevrolet vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

Cypress, TX

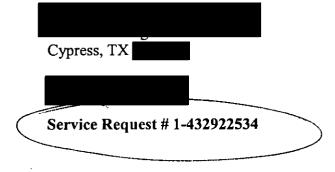
Service request # 1-432922534

N HOUSTON TX 773 27 SEP 2006 PM 7 L

687 03 2008 Chevrolet, Inc. P.O. Box 33170 Detroit, MI 48232

MadadadadaddaddayMadHadadhaanM

-/<u>ij</u>- •-



September 26, 2006

Chevrolet, Inc. Attn: Myra Ratcliffe P.O. Box 33170 Detroit, MI 48232

Dear Myra,

Per our discussion regarding the lengthy time it took to repair my Corvette, I have enclosed the requested (original) documents (letter/description, repair order, receipt) in order to be reimbursed for the taxes on the rental car. The total charges are \$70.15.

The car was repaired for a gas leak as gasoline was pouring out from underneath my car. The gas fumes were extremely strong while driving and especially in my garage where the car is kept. It was a very dangerous situation. The gas tank separated from the fitting and the fuel lines became twisted and needed to be replaced. The dealer informed me that they would not be able to obtain a new gas tank until October 2, 2006 in order to complete the repairs.

Please send the reimbursement check for \$70.15 as agreed upon to my residence address listed in the heading of this letter. If you have any questions, please feel free to contact me.

I appreciate your assistance in making this difficult situation more pleasant.

Cincomoler

,



Service Request # 1-432922534

معيض بيج المتارود

CHEVROLET

17800 I-45 North • Houston, Texas 77090 (281) 397-8600

RIGINAL CUSTOMER NO 111258 99507 09/20/06 cvcs374919 **EUNICE HENDERSON** 8188 MILEAGE STOCK NO 26.973 RED/ YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 04/CHEVROLET/CORVETTE/2DR CPE 05/05/04 CYPRESS, TX SELLING DEALER NO PRODUCTION DATE 1 G 1 Y Y 2 2 G 1 4 5 F. T. E. NO. 09/12/06 COMMENTS TUNE UP/DRIVEABILITY HOURS: TECH(S):725
CUSTOMER STATES CHECK ENGINE LIGHT ON, STRONG GAS SMELL
FROM OUTSIDE VEHICLE
SEE TIME THE ABOR & PARTS-----TERMS: STRICTLY CASH OR J# 1 04CVZ APPROVED CREDIT CARD ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE SEE LINE TWO THOSE MADE BY THE MANUFAC-PARTS ----- QTY --- FP - NUMBER ----- DESCRIPTION ------ UNIT PRICE -TURER. THE SELLER HEREBY JOB # 1 TOTAL PARTS 0.00 **EXPRESSLY DISCLAIMS ALL WAR-**RANTIES, EXPRESS OR IMPLIED, JOB # 1 TOTAL LABOR & PARTS 0.00 INCLUDING ANY IMPLIED WAR-TUNE\_UP/DRIVEABILITY HOURS: 8.10 TECH(S):725

CUSTOMER STATES GAS LEAKING UNDER VEHICLE WHILE TRYING TO RANTY OF FITNESS FOR A PARTIC-WARRANTY J# 2 04CV 1 **ULAR PURPOSE, AND THE SELLER NEITHER ASSUMES, NOR AUTHO-**FILL UP RAISE AND INSPECT UNDER VEHICLE O DETERMINE FUEL LEAK AT LEFT TANK CROSSOVER UNION, TANK SEPERATED FROM FITTING. RIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY LIABILITY IN R&R ALL NESS PARTS TO REPLACE LEFT FUEL TANK. ALSO NESS TO REPLACE INTERNAL TANK LINES DUE TO LINES WERE SIEZED INTO CONNECTION WITH THE SALE OF SAID PRODUCTS. CROSSOVER TUBE AND DAMAGED DURING REMOVAL. RETEST, OKAY. NOT RESPONSIBLE FOR L1281-7.5 DIAG-.3 A/T-.3 ANY ANTENNAS, TAPE PARTS-----OTY---FP-NUMBER------DESCRIPTION------OTY----UNIT PRICE-WARRANTY JOB # 2 JOB # 2 JOB # 2 89047640 INSULATOR 3.022 1 DECKS, CELLULAR PHONES, TANK 3.001 PIPE 3.163 10362744 WARRANTY WARRANTY 10337583 CELLULAR ANTENNAS, OR JOB # 2 TOTAL PARTS 0.00 ANY PERSONAL ITEMS JOB # 2 TOTAL LABOR & PARTS LEFT IN VEHICLE. J# 3\_04CV252 TUNE-UP/DRIVEABLETTY HOURS: 2, 0.20 TECH(S):725

CUSTOMER STATES GAS CAP DOES NOT LOCK AT TIMES

REPLACE GAS CAP, WILL NOT TIGHTEN L1020 - .2 WARRANTY JOB # 3 TOTAL PARTS 0.00 0.00 JOB # 3 TOTAL LABOR & PARTS /Z HEAVY LINE HOURS: TECH(S):627

CUSTOMER STATES WHILE TURNING RIGHT UP AN INCLINE, LIKE IN PARKING GARAGE, CLUNKING NOISE FROM REAR
CUSTOMER DECLINED FLUSH J#\_4\_07CVZ WARRANTY PARTS------QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICE-JOB # 4 TOTAL PARTS 0.00 JOB # 4 TOTAL LABOR & PARTS 0.00

PAGE 1 OF 2

CUSTOMER COPY

100

[CONTINUED ON NEXT PAGE] 03:02pm



Service Request# 1-432922534

CHEVROLET

17800 I-45 North • Houston, Texas 77090 (281) 397-8600

CUSTOMER NO. VOICE NO. 111258 99507 09/20/06 cvcs374919 EUNICE HENDERSON 8188 MILEAGE STOCK NO 26, 973 RED/ YEAR / MAKE / MODEL DELIVERY MILES 05/05/04 04/CHEVROLET/CORVETTE/2DR CPE CYPRESS, TX PRODUCTION DATE 1 G 1 Y Y 2 2 G 1 4 5 R. O. DATE E.T. F. NO. 09/12/06 COMMENTS

TOTAL LABOR....

TOTAL PARTS....

TOTAL SUBLET... TOTAL G.O.G....

TOTAL MISC CHG. TOTAL MISC DISC

TOTAL TAX.....

**TOTAL INVOICE \$** 

0.00

0.00

0.00 0.00

0.00

0.00

0.00

0.00

SMALL TOWN COMFORT, BIG CITY CONVENIENCE WITH SERVICE HOURS 

NOTICE PURSUANT TO 70.001, TEXAS PROPERTY CODE
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO
IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE
SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS
VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 9.503,
TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR
PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED
BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE
DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

CUSTOMER SIGNATURE

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

WARRANTIES ON PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFAC-TURER. THE SELLER HEREBY **EXPRESSLY DISCLAIMS ALL WAR-**RANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WAR-RANTY OF FITNESS FOR A PARTIC-**ULAR PURPOSE, AND THE SELLER NEITHER ASSUMES, NOR AUTHO-**RIZES ANY OTHER PERSON TO ASSUME FOR IT. ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

NOT RESPONSIBLE FOR ANY ANTENNAS, TAPE DECKS, CELLULAR PHONES, CELLULAR ANTENNAS, OR ANY PERSONAL ITEMS LEFT IN VEHICLE.

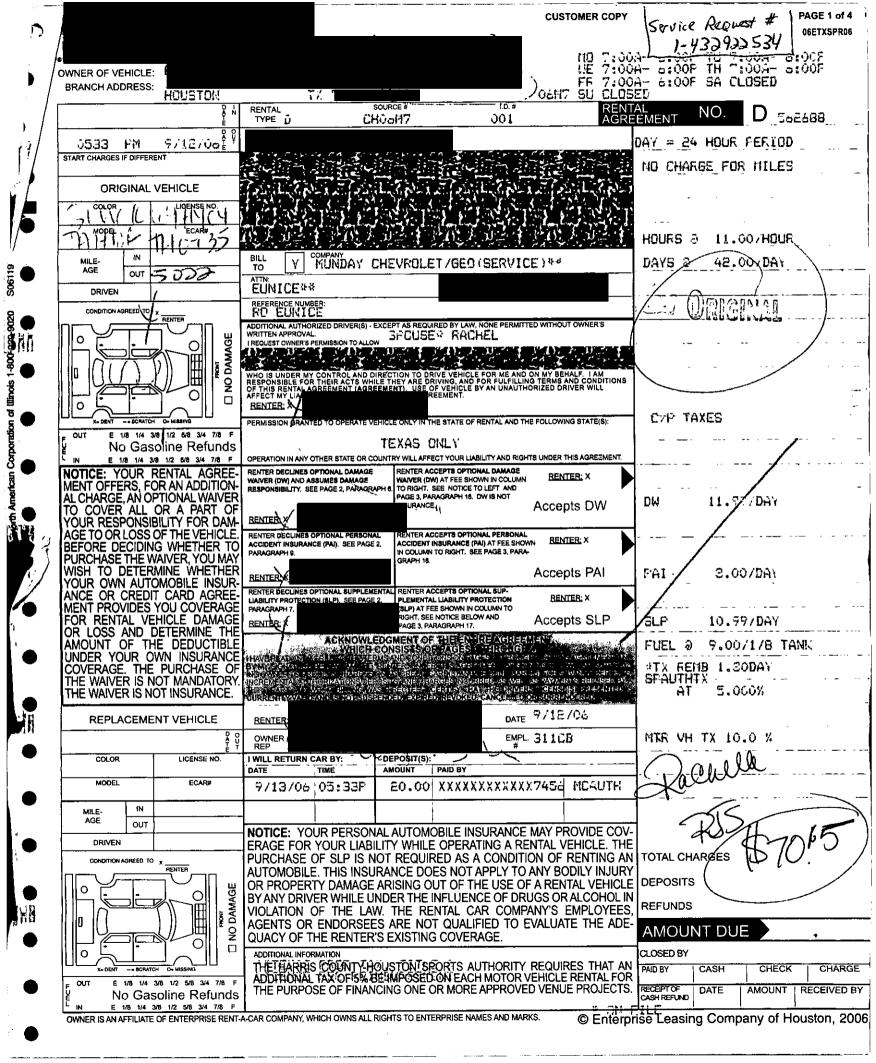


PAGE 2 OF 2

**CUSTOMER COPY** 

[ END OF INVOICE ] 03:02pm

GO-504509 (04/02)



July 14, 2010



Service Request: 1-432922534

Customer Relationship Specialist: Matthew Kendrick

Dear Mr.

We are sorry you have experienced concerns with your 2004 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your Chevrolet vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Chevrolet dealership for redemption.

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

CHEVROLET **Customer Assistance Center** 

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

> > DEC 18 2006

BC: 49232517070

773

NIXIE

10 12/15/05 \*0790-04331-27-40 



**Customer Assistance Center** 

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

November 22, 2006

Houston, TX

CUSTOMER DID NOT RECEIVE THIS FROM GMC

Service Request: 1-432922534

Customer Relationship Specialist: Matthew Kendrick

Dear Mr.

We are sorry you have experienced concerns with your 2004 Chevrolet Corvette. Customer satisfaction is a top priority for us at Chevrolet.

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your Chevrolet vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Chevrolet dealership for redemption.

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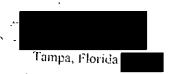
Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.



TAMPA FL 336 23 DEC 2006 PM 1 T

Idallaladdalladdalladlladlladlladlladll



DEC 27 2306

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

# TAMPA, FLORIDA

December 23, 2006

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

RE:

Service Request 1-437307220

Letter dated November 30, 2006 (copy enclosed)

Dear Sir or Madam:

I am writing to express my gratitude at the warranty extension granted by Chevrolet. Unfortunately I am also writing to express my disappointment that the warranty extension will not be issued in accordance with the offer as I originally understood it.

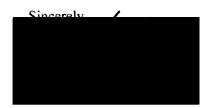
When I originally contacted Lisa Cornelius at Chevrolet Customer Service Center, she investigated my problems and offered me a 36 month/36,000 mile "warranty extension". Given the ongoing problems with the car (detail enclosed), I felt that it was a satisfactory solution.

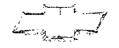
I interpreted the expression 36 month/36,000 mile "warranty extension" to be mean an extension from the date/mileage expiration of the original factory warranty. In other words, I expected my total warranty on the car, after extension, to be 72 months from the date I bought the car (until January 13, 2010, I believe) or 72,000 total vehicle miles, whichever comes first.

The November 30, 2006 letter that I received from Chevrolet Customer Service Center showed somewhat less than what I expected; a warranty ending November 28, 2009 (short by nearly 7 weeks) or 63,300 odometer miles (short by 8,700 miles), whichever occurs first.

I contacted Ms. Cornelius and she said there was nothing she could do so I've chosen to write this letter to respectfully request that the warranty extension on my 2004 Chevrolet Corvette be revised to reflect the total warranty that I originally agreed to with Ms. Cornelius (72 total months or 72,000 total miles, whichever comes first). I feel this is only fair given the problems I continue to experience with the car (it still leaks oil from the rear end - the dealer fixes it every few thousand miles, and it still leaks rainwater on the driver's side every time it rains hard - the dealer has given up, I'm looking for someone that knows how to fix this problem).

For what it is worth, if you can refer me to a dealer that knows how to fix 2004 Corvette rainwater leaks and rear end oil leaks, I would greatly appreciate it. Apart from these two very annoying problems, I thoroughly enjoy the car. Thank you for your consideration. If you wish, I can be contacted on my cell phone,





# CHEVROLET

Customer Assistance Center

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

November 30, 2006



Service Request: 1-437307220

Customer Relationship Specialist: Lisa Cornelious

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G145 is for the following:

- 36 months or 36,000 miles, whichever occurs first, beginning on November 28, 2006 and ending on November 28,2009, and begins with 27,300 and ends with 63,300 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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.

Thank you for allowing us the opportunity to assist you.

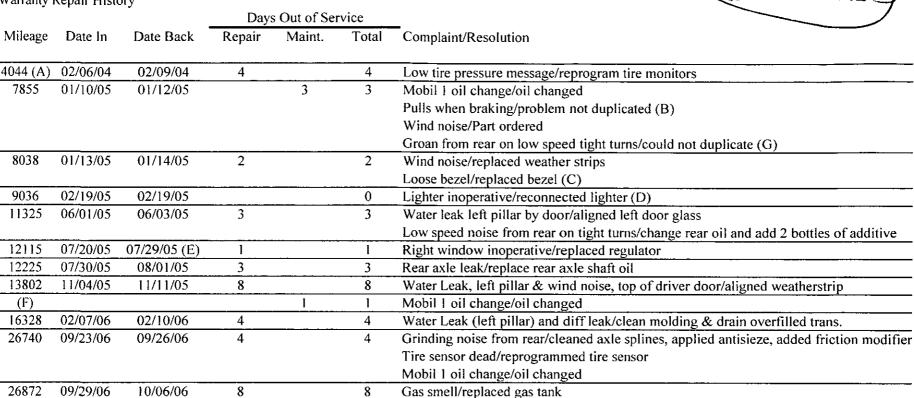
Sincerely,

Chevrolet Customer Assistance Center

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

### 2004 Chevrolet Corvette VIN 1G1Y22G145

### Warranty Repair History



Total days out of service	38	4	42

11/10/06

(A) Mileage figure incorrect. The car might have had 1044 on that date. In service Jan. 13, 2004. Only driven approx. 8000 in first year of ownership.

Water leak left pillar by door (H)

- (B) Still pulled for some time after repair attempt. Issue resolved as car was driven.
- (C) Pulled loose less than a week later, still loose, looks like it was glued, not replaced.
- (D) Disconnected during failed bezel repair.

11/09/06

- (E) Car ready 7-20-05, could not pick up until 7-29-05, out of town.
- (F) Done at Tires Plus in January 2006 at approximately 16,000 miles
- (G) Complained again 6-1-05, problem duplicated and repaired at that time, problem repaired again 7-30-05 & 9-23-06.
- (H) Dealer cannot duplicate problem. Every time car is parked outdoors during a heavy rain, the drivers side seat and carpet are soaked. I keep 2 ponchos in the car, one to cover the seat and keep my clothing dry and one to protect my left leg from rain dripping in if it is still raining





Service Request: 1-437307220

Customer Relationship Specialist: Lisa Cornelious

Dear Mr.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet Corvette, Vehicle Identification Number 1G1YY22G145 is for the following:

- 36 months or 36,000 miles, whichever occurs first, beginning on November 28, 2006 and ending on November 28,2009, and begins with 27,300 and ends with 63,300 odometer miles
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Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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

Houston, TX JUN 1 1 2007

HOUSTON TX 772 06 JUN 2007 PM 10 T



Detroit, Michigan 48232

48232+5170

Mallaladdaddadladladladallaanll



To whom Its May Concern;

First, I would like to say its was a mixed feeling to own a GM Vehicle. Two years ago, both my wife and I switched to a Chevrolet. A 2007 Silverado truck and a 2004 Corvette Convertible. We really love the design and the horsepower, especially the Corvette.

Today an improbable thing has happened that makes me have second thoughts about continuing to own any GM vehicles. This morning I pulled the 2004 corvette out of the garage and right from the start I noticed the smell of gasoline. I immediately discovered a gas leak from the bottom of the car near the exhaust system. The computer did not even send any alert. I immediately took the car to the nearest Chevy dealership (Champion Chevrolet) and they did discover the hose between the two gas tanks was leaking or defective. The factory warranty is expired. and the repair cost is estimated at about \$2,000.00. Since the day we purchased this vehicle, it has been in the dealership numerous times. "Let the record show". But we can understand that is the nature of its. A gas leak is far more than an ordinary break and fix. It's about the safety of my family. The car could catch on fire or explode was if my wife driving down the road this morning. Now I am concerned about keeping this vehicle due to the fact it may have been defective from the factory from the beginning. What else might go wrong while we are driving down the freeway at 65 MPH. For the amount of our investment for this #1 best rated car in America, we should not have to worry about our safety. We should have peace of mind and enjoy our American dream. I want someone at GM to contact us and assist us with the problem, we do hope that legal action is not necessary.

Vehicle VIN # 1G1YY32G645

Ps: I spoke with someone at GM Consumer Service by the Name of Chad Penton who opened a case for us. The case # is 71-525162631.





Service Request: 71-547012349

Customer Relationship Specialist: Leandro Lavore

Dear

We would like to discuss your request for assistance regarding your 2004 Chevrolet Corvette, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

SUBURBAN MD
23 OCT 2007 PM
USA

Washington, dc

DAMNA Parker GM BOX 33170 P.O. BOX 33170 Detroit, MT 48232 OCT 25 2007 Mathabadadhaddaadhadhadaadhaan 4623245170

enclosed are originial documents. with copy of Vehicle Registration reguested Ron Detors Mankyou! F1/0 #71-566742476 washington, do

# File#71-566742476



Email: gmtomckay@4mckay.com

PAGE 1 OF 2

**CUSTOMER COPY** 



3509 UNIVERSITY DR. FAIRFAX, VA. 22030 PHONE - 703-591-4800



Web Page: www.jimmckaychevrolet.com

OMER NO.	77068	ADVISOR NICHOLAS (	CAPOZ	ZIO	7 TAG NO.	5427	10/19/07	CVCS2452
		LABOR RATE	•		MILEAGE		COLOR WHITE/	STOCK NO
		YEAR/MAKE/MODEL 04/CHEVROI	ET/COR	VETTE	CONV.		02/01/04	DELIVERY MILES
AIRFAX S	STATION, VA	VEHICLE I.D. NO.		•			SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.		P. C	. IVO.		10/10/07	
		COMMENTS		l			. <u> </u>	MO: 742
OR & PARTS- 1 36CVZ F S	GLASS REPLACEMENT REPLACE CRACKED WINDSHIELD SUBLET TO WINDSHIELD CITY	- TECH(	5):7			0.00		-
TSQTY	'FP-NUMBERDI	ESCRIPTION	JOB # 1	UNIT P TOTAL P	RICE- ARTS	0.00	or implied includi	ng any implied w
		JOB #	1 TOTAL L	ABOR & P.	arts	0.00	particular purpose	and the seller neit
F	*Brakes Brakes pulsate badly when app Replaced front and rear brake: Vachined all 4 rotors		S):316			345.60	person to assume	uthorizes any otle for it any liability the sale of t
# 2	7FP-NUMBER	AD KIT 5.017 AD KIT 5.017	JOB # 2	2 TOTAL P	80.32 27.54 ARTS	127.54 207.86	LIMITED THIS INVOICE I ANY AND ALL CLAIMS. CLAIMS WITHIN 90 DAY	ADJUSTMENTS S MUST BE MA
3 12CVZ	*FUEL SYSTEM LEAK IN GAS TANK · · · DRIPS WH	TECH( EN OVER 1/2 FULL		ABUK & P	ARIS	553.46 576.00	WHICHEVER OC	CURS FIRST.
F F	R&R GAS TANK TO DIAGNOSE ( PARTS REPLACED LEFT TANK, REPLACED ( FUEL PUMP MODULE			)			/(	
	7 FP-NUMBER	ESCRIPTION····· EAL 3.120 OSE 3.163 NSULATOR 3.022 ANK 3.001 ODULE 3.107	• -	1 6	24.48 57.86 32.08 03.60 83.44	48.96 157.86 32.08 603.60 383.44 1225.94	6	r d
		JOB #	3 TOTAL I	ABOR & P	arts	1801.94		
; F	NT *8G TRANS FLUSH PERFORMED BG TRANSMISSION FLU FROM CRITICAL TRANSMISSION PA EXCHANGE TRANSMISSION FLUID		S):316 DEPOSITS	5		87.35	8000	Pololina
# 4 1	16 <b>12378470</b> T	ESCRIPTION RANS FLUSH RANS FL 8.800 LUSH KIT			67.60 **** ****	67.60 **** **** 67.60		
		JOB #	4 TOTAL I	_ABOR & P	ARTS	154.95		

[CONTINUED ON NEXT PAGE] 01:04pm

# File# 71-566 742 476



CHEVROLET

Email: gmtomckay@4mckay.com

3509 UNIVERSITY DR. FAIRFAX, VA. 22030 PHONE - 703-591-4800



Web Page: www.jimmckaychevrolet.com

CELL: 202-425-6662

VOICE NO. CVCS245223 CUSTOMER NO. 10/19/07 77068 5427 NICHOLAS C CAPOZIO STOCK NO. WHITE/ 74,238 02/01/04 DELIVERY MILES 3 04/CHEVROLET/CORVETTE CONV. FAIRFAX STATION, VA LING DEALER NO. 1 G 1 Y Y 3 2 G 6 4 5 ETENO 10710/07 MO: 74238 The factory warranty constitutes all of the 17.45 warranties with respect to the sale of this JOB # 5 TOTAL PARTS 17.45 item/items. The seller hereby expressly 100.45 JOB # 5 TOTAL LABOR & PARTS disclaims all warranties, either express or implied including any implied war-SUBLET ----- PO#------VEND INV#-INV.DATE-DESCRIPTION-----ranty of merchantability or fitness for a 10/17/07 REPLACE WINDSHIELD 1050.00 JOB # 1 1050.00 particular purpose and the seller neither TOTAL - SUBLET assumes nor authorizes any other person to assume for it any liability in connection with the sale of this PAYMENT METHOD
[ ] DISCOVER [ item/items. TOTAL PARTS.... 1518.85 ] DINERS CLUB TOTAL SUBLET... 1050.00 LIMITED WARRANTY TOTAL G.O.G....
TOTAL MISC CHG.
TOTAL MISC DISC 0.00 THIS INVOICE MUST ACCOMPANY [ ] CHARGE 0.00 [ ] CASH [ ] MC/VISA ANY AND ALL ADJUSTMENTS OR 0.00 CHECK#..... DATE..... TOTAL TAX..... 75.95 CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4000 MILES D/LIC ST......D/LIC#..... **TOTAL INVOICE \$** 3736.75 WHICHEVER OCCURS FIRST. PARTS DESIGNATED WITH AN ASTERICK (\*) INDICATE LIMITED LIFE TIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. ORIGINAL CUSTOMER SIGNATURE CHARGE OCT 2:0 2007 11:28:32 AUS: Y 11 7 Batth#: 000325 Φ ⊆ • PAGE 2 OF 2 CUST

9/ H 2/1-286 142 4 19

DMVVD164 RG2000P3 2897

VSA-0 (REV 06/03) If liability insurance coverage for this vehicle terminates or cancels during the registration period, reinsure the vehicle, pay the Uninsured Motor Vehicle Fee, or notify DMV to deactivate or transfer the vehicle registration.

Title Number Veh. Identification Number (Vin) Color Model Yr Title Number Veh. Identification WHI 2004 56791170 1G1YY32G645 WHI 2004 56791170 1G1YY32 Vehicle Make CHEVROLET CONV PRIVATE CHEVROLET		lumber (Vin)	Color WHI		el Yr 00-4
					~~
CHEVROLE! CONV PRIVATE   CHEVROLE!	Vehi CON	cle Body IV		Vehicle PRIVA	Us ≪2
EW         GW         GVWR         GCWR         Fuel         Axies         Purchase Date         EW         GW         GVWR           3195         GAS         2         02/01/04         3195	GCWR	Fuel GAS	Axles	Purchase '02/01/	

FAIRFAX STATION VA

FAIRFAX COUNTY

200

INTNET CMA

Commissioner, Department of Motor Vehicles

Anger San Co

VIRGINIA MOTOR VEHICLE RECESTRATION
This card may be carried in the motor vehicle when
does not permit bedon to sperate a motor vehicle.
POSTION FOR CHARGE OF ADDRESS MOTIFICATION.

FAIRFAX STATION VA

131

لمسطرة ألمية Commissioner, Department of Motor Youicles

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



CHECK NO. 900929780

DATE DATE 10/31/07

XXXXXXXXXXXX1,701 DOLLARS

XXXX94 CENTS 🐣

∜XXXXXXXXXXXX1,701.94

North American Operations General Motors Corporations Disbursement Account

SIGNATURE

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. 900929780 BB 000000194 PAYMENT DATE VENDOR NAME 10/31/07 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 10/30/07 VM 1-9F20LC 71-566742476.1-9F20LC 00,0000 1,701.94 . : 1,701.94 1G1YY32G645 

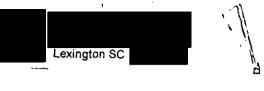
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 TOTAL

1,701.94

W3

.00

1,701.94



13 DEC 2007 PM 1 T

Idadadadadadadadadadadhadhadadhadh

COLUMBIA SC 292.

Reinbursement Dept General Motors P.O. Box 33170 Detroit, MI 48232

DEC 1 8 2007

4823245170

Dear GM Reimbursement,

Case # 71-580670668

VIN # 1G1YY32G845

Enclosed is a copy of my paid bill for which I am requesting \$1945.45 reimbursement.

My like new 04 Corvette with only 11982 miles developed a gasoline leak. As an emergency measure I took it to my mechanic to have it diagnosed and he told me not to drive the car due to safety hazards. He diagnosed the problem and realized that there were bulletins out on this problem on Corvettes and Cadillac XLRs made in late 03 and early 04 when the transfer line design between the gas tanks was redesigned. We also discovered on the Corvette Forum that this is a common problem on these cars that were manufactured during this short period of time. He then contacted the local Lexington, SC dealer (Herndon Chevrolet) and explained the problem and felt that they should be doing the repair since it was a know safety defect and hazard. Herndon refused to cover the work stating that since the DOM is 01/2004 that it was out of warranty. My mechanic had no choice but to proceed with this emergency gas leak repair at that time. The rear main seal was also leaking profusely and my mechanic suggested that while the car was already disassembled that the seal needed to be replaced also. After replacing the gasoline tank transfer lines due to faulty "o" rings, I picked up the car only to discover that it started leaking again. I returned the car to my mechanic, and we then learned from the Corvette Forum that often the left gas tank has to also be replaced due to poor tolerances at the connection with the transfer line. The left tank was then replaced and now it is fine.

Pictures were taken of the car as the work was being done and bulletins on this problem were also noted. They are available if needed.

I would appreciate your prompt attention to this request.

Lexington, SC Day Time Phone

### RACE AUTOMOTIVE 291 CEDARCREST DR.

Lexington, SC. 29072

Phone - 803-359-1360 Fax - 803-359-7230 COMPLETE CUSTOMER SATISFICATION IS OUR GOAL INVOICE 4495

> Extended 130,00

> > 676,00

260,00

**INVOICE FROM HISTORY** 

Lexington, SC

Office

Work Completed Date: 11/29/2007

Invoice Date: 11/29/2007

Print Date: 12/11/2007

2004 Chevrolet - Corvette

5.7L, V8, VIN (G)

Lic#:

Odometer in: 11982

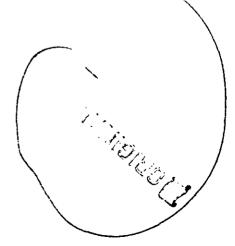
Unit#:

Odometer Out:

Vin#:	1G1YY32G8	45
Hat #:		

Cust ID :	93		Ref#:		Hat # :
Part Descriptio	n / Number	Qty	Sale	Extended	Labor Description
REAR MAIN SI	EAL				ADDITIONAL-R&R REAR MAIN SEAL
10376929		1.00	22.95	22.95	
SEAL KIT, TAN	ΊΚ				FUEL TANK - Remove & Replace - [Includes:
89060436		2.00	20.68	41.36	Drain and refill tank.] - Automatic Trans - Left &
PIPE,TANK					Right- ELR APPROVAL
10337581		1.00	47,73	47.73	
PIPE,TANK					REPLACE LEFT SIDE FUEL TANK-LABOR PER
10337583		1.00	70.87	70.87	ELR APPROVAL
HOSE, TANK V	ENT-EVAP				
10307370		1.00	42.57	42.57	VEHICLE WAS LEAKING FUEL FROM LEFT
SEAL,LOWER	TANK ISOLATORS				SIDE REAR. DIAGNOSES WAS LEAK FROM
26093753		1.00	22.44	22.44	TRANSFER TUBE ASSEMBLY.REPLACED 2
FUEL TANK,LI	EFT SIDE				O-RINGS PER TANK, LEFT & RIGHT SIDE.
10362744		1.00	565,87	565.87	REPLACE INTERNAL TANK TUBES IN LEFT &
Shop Supplies			8.13	8.13	RIGHT TANK. REPLACED VENT TUBE
					ASSEMBLY AFTER REPAIRS WERE MADE

FT M 2 FT & ASSEMBLY. AFTER REPAIRS WERE MADE VEHICLE PASSED INSPECTION BUT WAS RETURNED THE NEXT DAY FOR FUEL LEAK ISSUES. LOOKED AT VEHICLE AGAIN & FOUND LEAK AT TUBE ASSEMBLY. REMOVED TANK ON LEFT SIDE & REPLACED UNIT WITH NEW TANK & TANK ISOLATORS. CHECKED VEHICLE 5 TIMES IN A TWO DAY SPAN, ALL TEST PASS



### RACE AUTOMOTIVE 291 CEDARCREST DR.

Lexington, SC. 29072

Phone - 803-359-1360 Fax - 803-359-7230 COMPLETE CUSTOMER SATISFICATION IS OUR GOAL INVOICE 4495

Invoice Date: 11/29/2007 INVOICE FROM HISTORY Print Date: 12/11/2007 Work Completed Date: 11/29/2007 2004 Chevrolet - Corvette 5.7L, V8, VIN (G) Lic#: Odometer in: 11982 Lexington, SC Unit #: Odometer Out: Office Vin #: 1G1YY32G8 45 93 Cust ID: Ref# Hat #: Part Description / Number Qty Sale Extended **Labor Description** Extended [Technicians: RUSSELL, ERNIE 003; 008, RUSSELL, V] Org. Estimate \$1,945.45 Revisions \$0.00 Current Estimate \$ 1,945.45 **Additional Cost** Revised Estimate Labor: 1.066.00 Parts: 821.92 Sublet: 0.00 Sub: 1.887.92 Tax: 57.53 Total: 1,945,45 [ Payments - MasterCard - \$1945.45 ] **Bal Due:** \$0.00 I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described any where for any reason. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. No warranty on any Aftermarket, used or Race

parts.

Date.....

Time

# Lehmer's Buick Pontiac GMC

# **Fax**

Subject	: Dod	cumentation	•	
Date:	3/18/2008 5:54 PM	Pages:	53	
Phone:	866-790-5600	Phone:	925-688-4481	
Fax:	866-213-9925	Fax:	925-887-6899	
To:	Desire' Gallagher	From:	Darren Anderson	

### Notes:

Please contact me if you did not receive all 50 pages or should you have any additional questions.

# LAW OFFICES OF STEVEN MIKHOV

Consumer Protection Attorneys

STEVEN MIKHOV MARK P. ROMANO STEVEN G. STANCROFF\* KARL P. HEIL\* 640 S. San Vicente Blvd., Ste. 230
Los Angeles, CA 90048
Telephone (877) 575-3666
Facsimile (877) 575-9666
www.Lemon-Law.to
smikhov@rsmlcmonlaw.com

\*Admitted in Michigan only

March 5, 2008

# VIA U.S. MAIL & CERTIFIED MAIL RETURN RECEIPT REQUESTED

Lehmer's 1905 Market Street Concord, CA 94520 General Motors Corporation 818 West Seventh St. Los Angeles, CA 90017

Re:

Client:

2004.01

Vehicle:

2004 Chevrolet Corvette

green for the program of Westernan

VIN:

1G1YY12S845

# NOTICE OF VIOLATION OF CALIFORNIA LAW, INCLUDING BUT NOT LIMITED TO THE CONSUMERS LEGAL REMEDIES ACT

To Whom It May Concern:

My firm has been retained by to prosecute his legal claims against you regarding the purchase of the above-identified vehicle. I am writing to set forth the facts of this case, to cite the applicable law, and to provide you your statutory right to resolve all Consumers Legal Remedies Act ("CLRA") claims. Additionally, all further communications intended for my clients must be directed to this office.

### Facts

On or around November 25, 2007, Mr. went to Lehmer's to look at vehicles with his fiancée. Mr. moticed the above-identified 2004 Corvette with approximately 24,809 miles on the odometer, and the salesperson exhorted him to purchase it. The vehicle's Buyer's Guide indicated that the 2004 Corvette was a certified pre-owned (CPO) vehicle—one of the

v. Lehmer's, et al. March 5, 2008 Page 2

finest late-model/low-mileage cars with a clean vehicle history. The sales staff at Lehmer's represented that the 2004 Corvette was a great car and in excellent condition.

In selling the subject 2004 Corvette to Mr. Lehmer's failed to provide certain disclosures mandated by California law. Contrary to state law, Lehmer's failed to provide the mandatory documents for CPO vehicles, including the multi-point certification inspection report. Likewise, Lehmer's failed to provide the documentation required by the used car buyer's bill of rights, including, but not limited to, used-vehicle inspection reports and disclosure of the credit score and the credit reporting agency used by the dealer in connection with financing the sale. Cal. Veh. Code §§ 11713.18 and 11713.20.

In addition, Lehmer's failed to itemize the transfer fee for the subject vehicle properly. The Automobile Sales Finance Act (ASFA) requires transfer fees to be separately itemized. Cal. Civ. Code § 2982(a)(2). Here, Lehmer's failed to so itemize the transfer fee in violation of ASFA.

Shortly after the sale, Mr. Second began to experience problems with the 2004 Corvette, including uncorrected water leak problems. Since then, the 2004 Corvette has continued to malfunction, has undergone multiple repair attempts, and has spent a considerable amount of time out of service (about 90 days). That is, since purchasing the vehicle in November 2007, Mr. Second has had use of the vehicle for only about three weeks.

GM violated California law, including the Song-Beverly Consumer Warranty Act, by failing to cure the subject vehicle's nonconformities after a reasonable number of repair attempts and failing to repurchase the defective vehicle. As GM's warranty records show, the 2004 Corvette has been subject to repair multiple times and has been out of service at least 90 days. Mr. Gessner has contacted GM many times in an effort to resolve the warranty problems with the GM generated the "Service Request Number" 71-604-750255 for Mr. Gessner's case; however, GM procrastinated and delayed taking any corrective action. GM even failed to respond to Mr. requests in a timely manner. Additionally, a GM customer service representative, who identified herself as "Ms. Knott," told Mr. Gessner that the 2004 Corvette did not qualify for a repurchase. She justified GM's decision by stating that 2004 Corvette did not qualify, because the CPO warranty began to run from the day of certification, not on the day of sale. Moreover, GM failed to monitor and oversee compliance with its warranty policies and procedures as well as with its CPO program. Through its acts and omissions, GM allowed the 2004 Corvette to be classified, marketed, and sold as a GM CPO vehicle, even though the vehicle had significant defects or nonconformities and even though the vehicle had not been adequately inspected and/or reconditioned.

### Applicable Law

Lehmer's and GM's actions, as set forth above, violate the Consumers Legal Remedies Act (Civil Code §1750 et seq.) ("CLRA").

v. Lehmer's, et al. March 5, 2008 Page 3

Specifically, the CLRA prohibits the following unfair and deceptive acts: (2) Misrepresenting the source, sponsorship, approval, or certification of goods or services; (5) Representing that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits, or quantities which they do not have or that a person has a sponsorship, approval, status, affiliation, or connection which he or she does not have; (7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another; (9) Advertising goods or services with intent not to sell them as advertised; (14) Representing that a transaction confers or involves rights, remedies, or obligations which it does not have or involve, or which are prohibited by law; (16) Representing that the subject of a transaction has been supplied in accordance with a previous representation when it has not; and (19) Inserting an unconscionable provision in the contract.

Lehmer's violated California statutes and regulations relating to the preparation of purchase contracts and providing the mandatory documents and disclosures in connection with the sale of a CPO vehicle. Additionally, your dealership has established a pattern and practice of: (1) failing to provide the mandatory CPO documents, (2) failing to provide the documents required by the used car buyer's bill of rights and/or otherwise violating the requirements of the used car buyer's bill of rights, and (3) failing to disclose the credit score and the credit reporting agency used by the dealer in connection with financing sales.

GM violated California statutes and regulations by failing to timely cure the subject vehicle's defects, failing monitor its dealerships for compliance with its warranty policies and procedures, and failing to monitor its CPO program.

This letter constitutes notice under the CLRA that your conduct violates the CLRA and that Mr. demand that Lehmer's and GM completely remedy the violations for him and other similarly situated consumers within 30 days of your receipt of this letter.

### Demand:

Demand is hereby made to rescind the purchase/finance contract, restore all payments made by Mr. under the contract, and pay all incidental and consequential damages.

Lehmer's and GM must also pay Mr. Gessner's legal fees as provided by the consumer protection statutes. Such action will resolve my client's individual CLRA claim for damages.

To resolve my client's claim for injunctive relief under the CLRA, Lehmer's and GM must also consent to the entry of a specific injunction preventing any further predatory acts against the public.

The proposed injunction would prohibit Lehmer's from engaging in the following practices:

- (1) failing to provide the required CPO documents, including, but not limited to, the certification inspection report and credit score and credit reporting agency disclosures;
- (2) failing to provide the documents, disclosures, and notices required by the used car buyer's bill of rights; and
- (3) failing to itemize the transfer fees.

It will be required that Lehmer's allow monitoring of its sales files to ensure compliance with the injunction.

The proposed injunction would prohibit GM from engaging in the following practices:

- (1) failing to monitor its dealerships for compliance with GM's warranty policies and procedures; and
- (2) failing to monitor its CPO program.

It will be required that GM allow monitoring of its warranty and CPO files to ensure compliance with the injunction.

You must also undertake all of the following actions to satisfy the requirements of California Civil Code § 1782(c):

Identify or make a reasonable attempt to identify all consumers similarly situated. We have identified the following potential classes of affected consumers:

- (a) All persons who, since November 25, 2003, purchased a vehicle from Lehmer's and Lehmer's failed to provide the required CPO documents.
- (b) All persons who, since November 25, 2003, purchased a vehicle from Lehmer's and Lehmer's failed to provide the documents, disclosures, and notices required by the used car buyer's bill of rights.
- (c) All persons who, since November 25, 2003, purchased a vehicle from Lehmer's and Lehmer's failed to itemize the transfer fees.
- (d) All persons who, since November 25, 2003, purchased a CPO GM vehicle and GM failed to monitor its dealerships for compliance with GM's warranty policies and procedures.
- (e) All persons who, since November 25, 2003, purchased a CPO GM vehicle and GM failed to monitor its CPO program.

. Lehmer's, et al.

March 5, 2008

Page 5

Notify all persons so identified that, upon their request, you will offer an appropriate correction, replacement, or other remedy for your wrongful conduct.

Undertake (or promise to undertake within a reasonable time if it cannot be done immediately) the actions described above for all affected persons who so request.

Cease the unlawful methods, acts or practices set forth above prohibited by the injunction.

Pay all appropriate fees and costs.

By law, you have 30 days from your receipt of this letter to satisfy your legal obligations under the CLRA. I hope that you will choose to resolve this matter promptly.

Sincerely,

LAW OFFICES OF STEVE MIKHOV

cc:

LAW OFFICES OF STEVEN MIKHOV 33900 West Eight Mile Road Suite 149 Farmington Hills, MI 48335

# REQUESTED



Lehmer's

1905 Market Street Concord, CA 94520 Cowelet Monday, Marc

W-11-1111-21-12-11-12-11-11

# **Chevrolet Customer Assistance**

File # 71-604750255

Dealer Nu	ımber	С	ontract Number		R.O.S. Number		Stock Number 050
Büyer (a	nd Co-Buy	er) Name and Address	(Including County and		Créditor Seller (Name	and Ad	dress)
OTAVO	MARIN	EA		e.	EHMER'S 905 MARKET ST ONCORD CA 9452	REET O	
You, the E agreemen Charge ac	Buyer (and its on the tr cording to t	Co-Buyer, if any), may ont and back of this c he payment schedule t	buy the vehicle below ontract. You agree to pa elow. We will figure your	for cash or on c y the Creditor - S finance charge o	redit. By signing this co Seller (sometimes "we" on a daily basis. The Truth	ntract, y or "us" i -In-Lend	you choose to buy the vehicle on credit under the h this contract) the Amount Financed and Finance ling Disclosures below are part of this contract.
New Used	Year	Make and Model	Odometer	Vehicle le	dentification Number		Primary Use For Which Purchased
JSED	2004	EURVETTET	24809	16177128	845	7.70 27 11 27	personal family or household business or commercial
	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	FEDERAL TRU	H-IN-LENDING D	SCLOSURE			STATEMENT OF INSURANCE
PERC R The your	NUAL ENTAGE ATE cost of credit as arly rate.	EINANCE CHARGE The dollar amount the credit will cost you gl 3536 - 77 (e)	on your behalf	Total of Payments The amount you will have paid afte you have made a payments as scheduled.	your purchase on:	in in br ob wi	DTICE: No person is required as a condition of financing a purchase of a motor vehicle to purchase or negotiate any surance through a particular insurance company, agent or other five insurance to the condition of the condition to buy of not buy other insurance to the condition of the credit approval process.  Vehicle Insurance Term Premium N.A Ded. Comp., Fire & Theft Mos. \$ N/A
YOUR P		HEDULE WILL BE:	- P	tools.	(e) means an estimate	\$	N/A Ded Collision Mas. \$ N/A
One Pay	lumber of Pa ment of	and the state of t	Amount of Payments:	V/A	Payments Are Due:	. Pro M€	operty Damage \$ N/A LimitsMos. \$ N/A
One Pay	ment of Paymer	ns 7.	12.55		ginnin <b>61/09/2008</b>	N /	A: Mos, s N/A (a) Ital Vehicle Insurance Premiums s N/A (a)
Late Charg Prepaymen Security in Additional	e. If payment is ht. If you pay o iterest. You are information:	not received in full within 10 d ff all your debt early, you may ediving a security interest in the See this contract for mo	N / A 42 . 55 ays after it is due, you will pay a be charged a minimum finance be vehicle being purchased, te, information, including, information mance charges, and security into	late charge of 5% of the charge:	12/09/2013 part of the payment that is late.	PU FC Yo (se are	ILESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR BLIC LIABILITY OF PROPERTY DAMAGE INSURANCE, PAYMENT IN SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT. Unitally buy the physical damage insurance this contract requires be back) from anyone you choose who is acceptable to us. You a not required to buy any other insurance to obtain credit.
			O (Seller may keep part of t	he amounts paid to	others.)	]   c	ryer X -Buyer XN/A
		of Motor Vehicle and Acce	ssories s 36988 00	\$ 36988.00	_(A)	] . ] <del>[</del>	any insurance is checked below, policies or certificates from the
		ce Accessories	s N/A	_ ; ;		7	med insurance companies will describe the terms and conditions.  Application for Optional Credit Insurance
	3. Other (N Describe	, N/A	s				Credit Life: □ Buyer □ Co-Buyer □ Both Credit Disability (Buyer Only)
В.	Describe	N / A Preparation Fee (not a gov	\$ N/A	s 55.00	_(B)	C,	edit Life N/A Mos. s Premium
	Smog Fee F	Paid to Seller heft Deterrent Device (to	N/A	\$ N/A	(C)	Cı	edit Disability A Mos. N A
E.	(Ontional) T	hatt Deterrent Doube (to	Whom policy A	\$ N/A	_(E)		tal Credit Insurance Premiums \$ (b) surance Company Name
F. G.	(Optional) St	urface Protection Product (to urface Protection Product (to	o whom paid	\$ N/A	_(F) (G)	1 1 -	
H.	Sales Tax (c	on taxable items in A throu	gh G)	\$ 2870.83 N/A	_(H)	1. 1 —	ome Office Address
). J.	(Optional) S	AV Electronic Filing Fee ervice Contract (to whom	naid) Giff	\$ 1970.00	<u>(I)</u> -	L PAC	edit life insurance and credit disability insurance are not suited to obtain credit your decision to buy or not buy credit
, K.	(Optional) 8	ervice Contract (to whom	paid) N / A	S N/A	_(k)	CTO	hand credit disability insurance will not be a factor in the adit approval process. They will not be provided unless you in and agree to pay the extra cost. Credit life insurance is
	"(Obriousi) s	ervice Contract (to whom or Lease Balance paid by	paid)	Φ	(L)	ba no	sed on your original payment schedule. This insurance may
	N/A	A Company of the Comp	A CANADA	\$ <b>N/A</b>	(M)	l l pa	edit disability insurance does not cover any increase in your yment or in the number of payments. Coverage for credit lifs jurance and credit disability insurance ends on the original
N	1 101	ayment and trade in calculate Contract (to whom pai		s 595.00	_(N)	l du	e date for the last payment unless a different term for the jurance is shown above.
	Other (to wi		cellation Option Agreement	\$ \$	_(O)' _(P)	ab	u are applying for the credit insurance marked love: Your signature below means that you agree at: (1) You are not eligible for insurance if you have
		ce (A through P)			s42478.83 (1)	l re dis	ached your 65th birthday. (2) You are eligible for sability insurance only if you are working for wages
2. Aπ A.	nounts Paid License Fee	to Public Officials ESTITIATED		<sub>\$</sub> 7.7240√00	(A)	Di	profit 30 hours a week or more on the Effective ate: (3) Only the Primary Buyer is eligible for
В.	Registration	/Transfer/Titling Fees		\$ 75.00 N/A	_(B)	die NO	SABILITY INSURANCE MAY     DT GOVER CONDITIONS FOR WHICH YOU HAVE.
D.	California Ti Other A	<u>an di agranga, ana ang ang a</u>		s N/A	(C) 316.00	o; LA	EN A DOCTOR OR CHIROPRACTOR IN THE ST 6 MONTHS (Refer to Total Disabilities Not
	1.4	ees (A through D) o Insurance Companies			9 (Z)	Co	overed, in your policy for details).  The want to buy the credit insurance.
oT)	ital premiums	from Statement of Insura			\$ N/A (3)	100 (100 (100 (100 (100 (100 (100 (100	Date Buyer Signature Age
	Smog Certif btotel (1 thro	ication or L Exemption ough 4)	Ree Paid to State		\$42802-83 (4) (5)	la la sy ge kas	Date Buyer Signature Age
6. Tot	al Downpay	ment 2004	FORD	. 12900-00	(4)		Date Co-Buyer Signature Age
, <b>A</b> .	Agreed Trad Model AFF VIN	e n Value Yr	Make 54832	Φ		l tro	PTIONAL GAP CONTRACT A gap contract (debt cancella- n contract) is not required to obtain credit and will not be ovided unless you sign below and agree to pay the extra
		redit or Lease Balance	<u>landina da da da da da da da da da da da da da</u>	10024-00	(B)	ch in	wide unless you sign celow and agree to pay the extra arge. If your choose to buy a gap contract, the charge is shown item 1N. See your gap contract for details on the protection provides ACS a part of this contract.
C	Net Trade In	(A less B) (indicate if a ne	gative number)	\$ 2876.00 \$ N/A	_( <b>C</b> )	Te	rm Mos
	Deferred Do Manufacture	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		<sup>\$</sup> <del>************************************</del>	_(D) _(E)	Yo	Name of Gap Contract ou want to buy a gap contract.
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Contract with the process of large part of the process of the proc		\$ (G) 2876.00	
SUBSIANCE STATE OF THE CONTROL OF TH	(If negative, enter zero on line 6 and enter the amount less than z	ero as a positive number on line 1M above) 39926 - 83	purchase the service contract(s) written with the following company(les) for the term(s) shown below for the charge(s shown in item 1J,1K, and/or TL above.
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Dotted Special Programment of the Selection of the Select	Proceeds of liganic from:		Term Mos. or Miles
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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 fill in copy of this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement grounds and the complete the fire of the properties of the complete the fire of the properties of the complete the fire of the complete the complete the fire of the complete the complete the fire of the complete the complete the fire of the complete the complete the fire of the complete the complete the fire of the complete the complete the fire of the complete the complete the fire of the complete the complete the fire of the c	FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SI S/S.X	S BEEN REPOSSESSED AND SOLD. YOU INTHE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOUR UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONING A	DU SHOULD CONTACT YOUR INSURANCE AGENT. DITIONS.
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 fill in copy of this agreement, the which says do expresses the full amount due unider this agreement at any time. (4) If you default in the performance of your obligation under this agreement and any time. (4) If you default in the performance of your obligation under this agreement and liability for the unpaid indebtedness evidenced by this agreement growth the exposes the exposes the exposes the exposes the unpaid indebtedness evidenced by this agreement growth the unpaid indebtedness evidenced by this agreement growth the exposes the ex	given a true payoff amount on the vehicle traded in. If the Seller the excess on demand, If the payoff amount is less Buyer X	e payoff amount is more than the amount shown above in s than the amount shown above in item 6B as "Prior Credit Co-Buyer X	item 6B as "Prior Credit or Lease Balance," you must pay or Lease Balance," Seller will refund the difference to you.
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# you have a complaint concerning this sale, you should try to resolve it with the seller.  Complaints concerning within seller 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 combinationshaped.  After this contract its aligned, the saller may what change the fiftencing or payment terms unless you agree in writing to the change. You do not have to agree to any change and its an unfair or deceptive practice for the seller to make a unitatoral change.  Buyer Signature X  Co-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 COCKING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION  California law does not provide for a "cooling-officer cheering of the seller of religious and its assignment of the seller of religious and the seller of the seller of religious assignment of the seller of religious assignm	. III CUDV OLINIS AUREEMENIMAN YOU CAN DREDAY THE T	III AMOUNT GUE UNGER THIS AGREEMENT AT ANY TIME (A)	if you default in the merformance of your children
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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 this vehicle given to us in this contract.  Other Owner Signature X'  Address  GUARANTY: To Include us to self 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 Signature of the following: (1) give the Buyer more time to pay one or more payments: (2) give a full or partial release for 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 Buyers non-payment, non-performance, and default; and hotices of the amount owing at any time, and of any demands upon the Buyer.  Address  Seller Signs  Date  By X  Title  Title  Title  Title  Title  Title	California law does not provide for a "cooling-off" or other can contract simply because you change your mind, decide the vehic sign below, you may only cancel this contract with the agreement require a seller to offer a 2-day contract cancellation option or ustalutory conditions. This contract cancellation option requirement.	A be negotiable with the Seller. The art of the Finance Charge.  YOU OBTAIN A CONTRACT CANCELLATION OP cellation period for vehicle sales. Therefore, you cannot later cancelle costs too much, or wish you had acquired a different vehicle. After of the seller or for legal cause, such as fraud. However, California law sed vehicles with a purchase price of fess than \$40,000, subject to confidence and early to the seller or for lagar.	TION YOU AGREE TO THE TERMS OF THIS CONTRACT YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE TO TAKE IT AND REVIEW IT, YOU ACKNOW LEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE OF an ON THE REVERSE SIDE, BEFORE SIGNING BELOW
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FORM NO. 750S-PN (REV. 4/04)
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# OPTIONAL PRODUCTS AND SERVICES DISCLOSURE

Buyer Name(	5)				, , , , , , , , , , , , , , , , , , , ,
Ad		Cir	ty State	Zip	Contract Date
	****	OTAVOM	CA		11/25/2007
Year	Makc	Model	VIN		
2004	CHEVROLET	CORVETTE	IGIYY1.	2\$845	

I/We, the undersigned, acknowledge:

- The charges for each of the products/services described below will be included and separately itemized in the retail installment sale contract accompanying the purchase of the above described vehicle.
- These products/services are not required as a condition to purchase the vehicle or to obtain financing.
- This document was presented to me/us prior to the execution of the retail installment sale contract.

Optional Products/Services				Pric	ce
Optional Service Contract(s):					
(1) 36 MONTHS/45000 MILES SERVICE CONTRACT				\$	1970.00
(2) N/A				¢ _	N / A
(3) N/A				e -	N / A
Optional Debt Cancellation Agreement (GAP):				.» — \$	595.00
☐ Optional Theft Deterrent Device(s):					
(1) N/A	, <del></del>		_	\$	N/A
N/A (2)				\$	N\V
Optional Surface Protection Product(s):					
(1) N/A			_	\$_	A/16
(2) N/A			_	\$	N/A
☐ Optional Vehicle Contract Cancellation Option Agreement				\$	N/A
□ Optional Insurance Product:		77777	_	\$	N/A
			<b>-</b>	-1/ <u></u>	 2565.00
		CO 4 OF	Total	\$	
Installment Payment EXCLUDING Listed Items;	\$	694.85 ———			
Installment Payment INCLUDING Listed Items:		742.55			
11/25/2007					
Date Buyer's Signature	<u>A</u>	Co-Buyer's Sig	nature		

# CONTRACT CANCELLATION OPTION REFUSED OR UNAVAILABLE

(Used Vehicle Priced Under \$40,000)

Make CHEVROLE! CORVETTE 1617Y12\$845  I/We, the undersigned, acknowledge the following:  Initial  I/We was/were offered, but choose not to purchase a contract cancellation option agreen I/We understand that California law does not provide for a "cooling off" or other cancellation option.  I/We am/are not entitled to purchase a contract cancellation option.  I/We am/are not entitled to purchase a contract cancellation option agreement because I/we previously exercised my/our right to return a vehicle to this selling dealership within the last days.  OR  The above described used vehicle ("vehicle") does not qualify for a contract cancellation option for the followerson(s):  The vehicle is being leased  The vehicle is being purchased primarily for business or commercial purposes  The vehicle is classified as a recreational vehicle pursuant to Health and Safety Code section 18010  The vehicle is classified as a motorcycle pursuant to Vehicle Code section 400	Customer N	ame(s)			"-	
NOVATO CA  11/25/2007  Nover Make Model CHEVROLET CORVETTE HIGHYT125845  I/We, the undersigned, acknowledge the following:  Initial  I/We was/were offered, but choose not to purchase a contract cancellation option agreen I/We understand that California law does not provide for a "cooling off" or other cancellation option.  I/We am/are not entitled to purchase a contract cancellation option agreement because I/we previously exercised my/our right to return a vehicle to this selling dealership within the last days.  OR  The above described used vehicle ("vehicle") does not qualify for a contract cancellation option for the followeason(s):  The vehicle is being leased The vehicle is being purchased primarily for business or commercial purposes The vehicle is classified as a recreational vehicle pursuant to Health and Safety Code section 18010 The vehicle is classified as a motorcycle pursuant to Vehicle Code section 400						
Make	^		MANUATO CA	State	Zip	Contract Date
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I/We was/were offered, but choose not to purchase a contract cancellation option agreem I/We understand that California law does not provide for a "cooling off" or other cancellation option for used vehicle purchases unless I/we obtain a contract cancellation option.  I/We am/are not entitled to purchase a contract cancellation option agreement because I/we previously exercised my/our right to return a vehicle to this selling dealership within the last days.  OR  The above described used vehicle ("vehicle") does not qualify for a contract cancellation option for the followerson(s):  The vehicle is being leased  The vehicle is being purchased primarily for business or commercial purposes  The vehicle is classified as a recreational vehicle pursuant to Health and Safety Code section 18010  The vehicle is classified as a motorcycle pursuant to Vehicle Code section 400	I/We, th	e undersigned, ackno	wledge the following:			
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The vehicle is being purchased primarily for business or commercial purposes  The vehicle is classified as a recreational vehicle pursuant to Health and Safety Code section 18010  The vehicle is classified as a motorcycle pursuant to Vehicle Code section 400	reason(s)	): ):	icie (venicie) does not qu	ality for a contract of	cancellation of	option for the following
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The vehicle is classified as a recreational vehicle pursuant to Health and Safety Code section 18010  The vehicle is classified as a motorcycle pursuant to Vehicle Code section 400						
The vehicle is classified as a motorcycle pursuant to Vehicle Code section 400	The v	ehicle is being purch:	ised primarily for business	or commercial purp	oses	
The vehicle is classified as a motorcycle pursuant to Vehicle Code section 400						
11/25/2007	The v	ehicle is classified as	a recreational vehicle purs	uant to Health and S	Safety Code s	section 18010
11/25/2007		ahi-1- :1:0" 1				
	L The ve	enicie is classified as	a motorcycle pursuant to V	ehicle Code section	400	
Customer's Signature	11/25/8	2007				
	ite		Customer's Signature		manta (a.a. t	

# GAP CARE

**GAP ADDENDUM** 

385004 FP286

Customer/Borrower & Co	vered Vehicle Information	
Customet/Borrower Name:	Vehicle Make/Model/Year/Mileage:	Term of Loan
Ac	CHEVROLET CORVETTE 2004	72
	Vin:	Amount Financed:
City, State, Zip:	1G1YY12S845	39926.83
NOVATO CA		Monthly Payment:
MSRP/NADA % Maximum Eligibility Limit %: 150%	11/25/2007  Maximum Term of GAP: 84 Mos. For Adminis	742.55
Dealer/Creditor Name: BAC:		strative Purpose: CLASS
LEHMER'S	Financial Institution/Lender Name:	"-
Address:	JP MORGAN CHASEL	BK
1905 MARKET STREET		
City, State, Zip:	PO (30x 90) 033 City, State, Zip:	
CONCORD CA 94520	FORT WORTH TX	76101
Balloon Lease Sinstallment Sales Contract This Guaranteed Automobile Protection (GAP) Contract Addendum (addendum ustomer/borrower (I, you or your) and the dealer/creditor (we us or our) or	Charge To You For This	- FOT 00
esponsible for maintaining collision and comprehensive insurance for the full or applicable law. You are responsible for all notifications or claims that are responsible for all notifications or claims that are received in the event of a constructive total loss to the covered vehicle, we agree to wan the event of a constructive total loss to the covered vehicle, we agree to wan the provisions of payable loss, you will remain responsible for payment of a remain responsible for payment of a scheduled to terminate; 2, upon payment in full of the financing contract; 3, are covered vehicle; 4, in the event of a constructive total loss or theft of the nancing contract is refinanced. It is your responsibility to notify the dealer of fund/credit of the GAP charges.	ive our rights against you for the amount due uny items stated under Exclusions.  ate that either of the following events occur: I. expiration of any redemption period following	surance company. We will not inder a payable loss. In addition the date your financing contract the repossession or surrender of
Report your total	loss to our GAP Administrator:	
Gap e	Care Administrator	
P.O. Box 660960 / Miami Springs, FL 3326	6-0960 Phone (305) 267-4344 / Toll Free (800)	741-4216
all payable loss claims must be reported to us within 90 days of receiving settle date of loss within 90 days of the accident or theft; or within 90 days of reported the claim is not reported within these stated time periods.  OUR RIGHT TO CANCEL: You have the unconditional right to cancel ortion of the charge for this addendum at any time. If any termination effund/credit of the addendum cost, plus the amount of the applicable final refund/credit of the addendum cost calculated by the Pro Rata method ancellation fee. We will refund all charges to the financial institution/lipotact the dealer/creditor, in writing, at the address shown above, ancellation/termination, contact the GAP Administrator stated above.	and terminate this optional addendum for a coccurs within 30 days of the addendum punce charge, provided no loss has occurred.  To by the refund method as may be required.	payable loss will be made by us refund/credit of the unearned irchase you will receive a full After 30 days, you will receive ed in your state, less a \$35,00
NROLLMENT IS AVAILABLE ONLY AT THE TIME THE FINANCIN ELOW, YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTON. YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTON THE TERMS AND HAS NO EFFECT ON THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE TERMS OF THE THE TIME THE	MPACT YOUR ABILITY TO OBTAIN AN IMS OF THE RELATED SALE OF THIS VERY the full term of your loan/financing contract and at what cost. You also acknowledge that made to you that differ from these written properties and all or a portion of the charge paid by the	VOLUNTARY AND IS NOT Y PARTICULAR OR MORE EHICLE. This coverage may You may wish to consult an t you have read and understand ovisions. If you purchase GAP
Yes. I accept this GAP addendum and its terms and Conditions. Dealer/Creditor		
Pealer/Creditor Name:	Customer/Borrower Name:	ower
LEHMER'S Coaler/Creditor Signature:	CL	
Itle:	Ds -	
FI MCR	11/25/2007	

ASSIGNMENT: The GAP addendum will follow the loan/financing contract or lease with no subrogation rights against the customer/borrower, if the loan/financing contract or lease is sold or assigned by the dealer/creditor. • -- --- - --- ----

FORM # AS-822 • ALTERNATIVE SOURCE • ORDER TOLL FREE 1-800-344-4255 • 1-800-225-7278

# AGREEMENT TO FURNISH INSURANCE POLICY

TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

Date Transfer of the Property

THE REAL PROPERTY.	J
W.C.	į
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1906 HARKET STREET CONCORD OA 94920

2007 The undersigned Purchaser(s) agree(s) to forms his their own his urance Policy, covering property which is the subject of a Security managed by the subject of 

the vehicle referred to hereio is described as follows:

Agreement dated this...

1017/125845 Vehicle Identification 2-000R (00RE CHEVROLET CORVETTE 2004

days from the date hereof, and if Such Instrance Policy must be gelivered to the Seller within Seller may (but is not required to) produce insurance of the kind and type agreed to be furnished under the agove mentioned Security. Agreement がはない

SAN GNIONTO (800)531-8111 9800 FREDRICKSBURG RD

Section From Date 100 P. See File & Theft Additional Coverage

Deductible Comprehensive

In the event if at to furnish a valid his universities, or written evidence, from an insurance company for comprehensive and deductible collision insurance experage within the time specified from above date, I hereby agree to pay to Seller or its assignees any earned premium for any policy thay have to place for the above described vehicle in accordance with repayment procedures established under California Civil Code Section 2962.8. If we further agree to assume forthwith any and all responsibility for damage to the property referred to above or resulting from the use maintenance or operation thereof and agree to hold Seller free or any loss, claim, or fiability resulting from eny damage to said property or from the

Deductible Collision

Loss Payee NOTICE TO BUYER: ITDS Agreement does not authorize the ordering of Public Liability of Property Damage Insurance.
Any insurance ordered by the triadical institution will cover loss of or damage to the above described vehicle only and will not include Public.

Liability or Property Damage Insurance,

"WARNING. IT IS YOUR RESPONSIBILITY UNDER CALIFORNIA LAW TO OBTAIN L'ABILITY INSURANCE OR BE SUBJECT TO PENALTIES FOR VIOLATING SECTION 16/20 OF THE VEHICLE CODE, WHICH MAY INCLUDE LOSS OF LICENSE OR FINE. THE INSURANCE ACQUIRED BY THE VIOLATING SECTION 16/20 OF THE VEHICLE COVERAGE AND DOES NOT SATISFY YOUR RESPONSIBILITY UNDER CALLFORNIA LAW.

Reprider FORM # AS-822 - 1:800-344-4255 - 1:800-225-7278 EUSITESS PHONE HOME PHONE

OF ASSESSMENDED OF THE PROPERTY.

NOVATO: CA:

ALTERIATOR SOUNCE - AUTORODAYS

ALMANY Use of Its suc is not a startine for the space on legal course. As makes source makes

An included of sections regimes for the space context these of this form is any purpose. COTENTIFIES SHOWN THE

# equipped with means of securing-or-a bracket for the mounts of a front license plate. California law EQUIPPED-FRONT PLATE BRACKET I acknowledge and have been shown that the vehicle is license plate to be displayed and securely fastened to the front of my motor vehicle. The front plate bracket for the means of securing a front license plate. I understand that California law requires a I am the person taking delivery of the motor vehicle described below, and by my signature, I am REFUSED-FRONT PLATE BRACKET I refuse (but have been offered) installation of a front requires the display of a front license plate securely fastened on the front of the motor vehicle. and necessary hardware is available to securely fasten the front plate as supplied by the dealer. FROM FIGHNS FINANCE **ACKNOWLEDGMENT** hereby acknowledging the following facts:

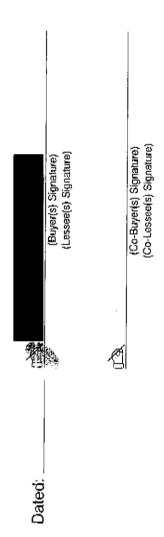
After reviewing this form in its entirety I have made the foregoing representations and acknowledgments, and they are true and correct to my personal knowledge.

2004 CHEVROLET CORVETTE Vehicle Year/Make/Model	161YY12S845
Customer Signature	Printed Name

# **TIRE CHAIN DISCLOSURE**

AS EQUIPPED, THIS VEHICLE MAY NOT BE OPERATED WITH TIRE CHAINS BUT MAY ACCOMMODATE SOME OTHER TYPE OF TIRE TRACTION DEVICE. SEE THE OWNER'S MANUAL FOR DETAILS.

The undersigned acknowledges that prior to signing a contract to buy or lease the subject new vehicle, the undersigned read this disclosure and received a signed copy.



LAWY FORM NO. 365 AEV 135 5135 Reynolds and Reynolds (II 999ER) was region at min 1-30-541-13818 bat 1-50-511-2655





# DUEBLL

	WORK PROMISED TO BE PERFORMED AT TIME OF SALE							
. DA	11 /25/2007 EOR VEHILL	Adehae A			SALESPERSON C STOCK	5NO.		
	PRESENT THIS	ORDER	WHEN W	ORK IS TO	BE COMPLE	TFD		
1.	1 KEY AND 1 REMOTE				<u> </u>			
2.	OTHERWISE SOLD AS EQUIP	PED	, , , , , , , , , , , , , , , , , , ,	m=414 ·				
3.		, , , , , , , , , , , , , , , , , , ,				HALL		
4.	,		, <b></b>	- Tarrest Addition	11.	· · · · · · · · · · · · · · · · · · ·		
5.		,	H 1 2 2					
6.	TO SCHEDULE AN APPOINTM	ENT FOR SERV	ICE OR ACCES	ORIES, PLEASE C	ONTACT SERVICE DEF	T AT 925 685		
7.	FOR ANY WORK NOTED ABOV	E, THIS FORM	MUST BE PRES	ENTED TO YOUR S	ERVICE ADVISOR.			
	n April (Franciscus)	1//2L .	·	* A laster		<u> </u>		
Sig	NOTE: THE ABOVE PROMISED WORK WILL BE CHARGED FO WILL BE CASH ON DELIV APPOINTMENT WITH THE S	R IN ACCORDAN	ICE WITH THE T	YPE OF WARRANTY	/ ISSUED AT TIME OF S	DDITIONAL ALE, AND DVANCE		
·	DUE TO INS	URANCE REC	ULATIONS -	– NO LOAN CAF	RS AVAILABLE			

\*\*FORM NO. 4120 (2/05)

@2005 Reypolds and Reypolds TO ORDER: www.revacuren.com; 1-800-344-0996; fax 1-800-501-9065

THE PRINTER MAKES NO WARRANTY, EXPRÉS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPORE OF THIS FORM, CONSULT YOUR OWN LEGAL COUNSEL.



REG 262 (REV. 2/2007)

#### VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title. INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED SECTION 1: Vehicle/Vessel Description IDENTIFICATION NUMBER YEAR MODEL MAKE LICENSE PLATE/CF # MOTORCYCLE ENGINE # 2004 CORVETTE 1G1YY12S845 CHEVROLE APFLY SECTION 2: Bill of Sale I/We LEHMER'S sell, transfer, and deliver the above vehicle/vessel Sale SELLER'S NAME(SI) **\$**36988 - 00 ₽ (PRINT BUYER'S NAME(ST) (SELLING PRICE) If this was a gift, indicate relationship: \$ (e.g., parents, spouse, friend, etc.) (GIFT VALUE) SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased) 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. The odometer now reads (no tenths) miles, and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked. WARNING-ODOMETER DISCREPANCY Odometer reading is **NOT** the actual mileage Mileage exceeds the odometer mechanical limits Explain odometer discrepancy: SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.) BUYER I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct. PRINT NAME <sup>ወ</sup>1[/25/07 DATE DL, ID OR DEALER # Х PRINT NAME SIGNATURE DATE DL. ID OR DEALER # X STATE NOVATO ĊА SELLER I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and PRINT NAME SIGNAT LEHMER TACIO CORAM 11/25/07 X 0 2092 PRINT NAME SIGNATUR DATE DL. ID OR DEALER Х PRINT NAME SIGNATURE OL, ID OR DEALER X MAILING ADDRESS CITY STATE DAYTIME PHONE MARKET STREET 1905CONCORD 94520 ĊА (925)685-4481 SECTION 5: Power of Attorney LEHMER1S appoint (PRINT NAME(S)) (PRINT NAME[S]) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law. Signature required by person appointing Power of Attorney 1/25/2007 iting Power of Attorney DATE

REG 51 (REV. 4/94) ででのでは、暑・一〇日〇

# REPORT OF SALE—USED VEHICLE

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CHEVROLET	YEAR MODEL 2004	BODY	<b>_</b> J	MOTIVE POWER	NUMBER OF AXLES	UNLADE	N WEIGHT
TGTYYT25845				M/C ENGINE NUMBER OF	ADDITIONAL IDENTIFICATION	ON NUMBER	744
T REGISTERED IN STATE OF EVIVED JUNK OR SALVAGE—DIS	MANTLER NOTICE OF ACQ	UISITION NUMI	BER	YEAR REGISTERED	LICENSE NUMBER APPLY	COUNTY	OF RESIDENCE
LD TO: PRINT TRUE FULL NAME.				N THE ORDER SHOWN BELOW	<u>u.         u.                         </u>	DAIVER	ICENSE/ID CA CD
AND LAST OR (2)		FIRST		MIDDI,E		DRIVER	ICENSE/ID CARD I
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PESS 1905 MARKET S	TREET			SALESPEASON'S NUMBER	CONCORD		
ATURE OF PURCHASER(S)	-1			(2) X		- 10	
	REMINDE	RS TO P	ERSONS I	PREPARING THIS F	REPORT		,
Use these reports in n	umerical sequenc	ce.					
Do not forget to have	purchaser sign Re	eport of Sa	āle.				
Make sure Temporary	Identification cop	y is affixe	d to vehicl	e before delivery.			
When necessary to vo					Sale package.		

— DMV copy —



# APPLICATION FOR TITLE OR REGISTRATION

DMV USE ONLY
O'S DL #/STATE
1
TECH INITIALS

					TEC	H INITIALS
VEHICLE/HULL IDENTIFICATION NUMBER	8 8 4 5	1		_1.	1 Ches	LE OR VESSEL BUILDER
1. OWNER INFORMATION	DN (Please print	true full nam	e or lesso	r/business na	ime)	
LAST NAME OF LESSON OF THE PROPERTY.	IAME EIGH			MIDDLE	CAL	FORMA DRIVER LICENSE OF ID NUMBER
□ OR				75		11000
LAST NAME, OH LESSEE	FiRs	TNAME		MIDDLE NAME	CAL	FORNIA DAIVER LICENSE OR ID NUMBER
AND OR						TO THE PARTY OF TH
LAST NAME, OR LESSEE	FIRS	ST NAME	7.44	MIDDLE NAME	CAL	FÖRNIA DRIVER LICENSE OR ID NUMBER
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				n/	STAT	TE
MAILING ADDRESS (If Different From Abov			-,	140	varo c	<i>19</i>
MINICING NODRESS (II DITIETER FIRM ADDA	e) APT.	/SPACE NO.	,	CITY	STAT	E ZIP CODE
LESSEE ADDRESS (It Different From Above	) APT.	SPACE NO		CITY	STAT	E ZIP CODE
		•				٧.
TRAILER COACH ONLY - ADDRESS WHE	RE TRAILER IS LOCATED	(if Different From Abo	rve)	CITY	STA7	E ZIP CODE
2 TITLE HOLDER INCO	DALATIONI (D. DIC		21. 1 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.			
2. TITLE HOLDER INFO!	TIMA FIUN (DO NO	i reenter o	wner's nai	ne) if "NONE,	"so print	<u> </u>
NAME OF BANKSINANCE COMPANY OR	NDIVIDUAL /		12/		ELEC	TROME TITLE NUMBER
J 1110F g.a	11 (N/a	200	80/E			
BUSINESS OF BESIDENCE ADDRESS		SPACE NO.	-	- CITY 7	/ STAT	E ZIP CODE
FODX		3	77	- Wort	プ ブス	76101
MAILING ADDRESS (If Different From Above	P) APT./	SPACE NO.		CITY	STAT	E ZIP CODE
A COST AND OPERATIO		and the state of		and the second second	and the second second	** * * * * * * * * * * * * * * * * * *
3. COSTAND OPERATIO	NINFORMATION	(Purchase p	rice does n	ot include sale	es tax, insurance, fin	ance charges, or warranty.)
MILES/KILOMETERS: 1	finew owner, ente	er miles at da	te of purch	ase and check	k here	]
21 00				is the		
<u> 1044   9181019</u> 1 •	10 (no tenths)	Miles	Kilo.	actual mileage	is not the actual mileage	mileage exceeds the odometer mechanical fimit
DATE VEHICLE ENTERED OR WAS FIRST	OPERATED IN CALIFORNIA		DATE YOU WE	YT TO WORK IN CAL IF	ORNIA OR BECAME A RESIDEN	T (WHICHEVER OCCURRED FIRST)
ию Day	Yr		Mo.	Day _	Yr	•
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10. // Day 2.5	´ν, <i>07</i> Γ	Now [12	Used			-
Mo	REQUIRED INFORMATIO	N FOR THAT ONE F	OSEG 1	1007	Dealer  Family M	ember Private Party
I purchased this vehicle :	or the price of \$	36988				
I acquired this vehicle as	a gift or trade. Its	value when L	 econired it	wae S		
I acquired this vehicle as a	gift or trade, its ci	urrent market	valua ie S	as w	/D	Statement of Facts [REG 256].)
A. Will this vehicle be used to	carry people for h	iro /tavi hos	oto 12		(nequires completed	Statement of Facts [REG 256].)
<ul> <li>A. Will this vehicle be used to B. When you acquired this ve</li> </ul>	hicle were you on	active duty in	BIQ.) ( the lie ^~	nod Fares-2	***************************************	Yes No.
If yes print name of state	ar anumber usbassas	active duty (f)	uie U.Ģ. Alī	neu Forces;	***************************************	Yes ∐No
If yes, print name of state	or country where st	ationed:			111111	,
C. Is this a commercial motor	vehicle that opera	tes at 10,001	lbs. or more	∮ (pickups exclu	ded)?	
n yes, a decidiation of the	JSS Venicle Weidni	/L-OMINIDEA (*ic	nee Vaniala	10/minht Eases /E	3EC 4000\4 L	mpleted.
u yes, a motor carrier cet	ını may be require	a. Gali (916) 6	57-6153 for	further informat	ion	-
D. Was sales tax paid to ano	ther state? 🔲 Ye	s No If	yes, enter a	mount paid; \$		
of Equalization or visit ww	red in another state	, you may be	eligible for a	use tax exemp	tion. For further inform	ation please contact the Board
1. OWNER(S) SIGNATUR						
he registered owner mailing	raddress is valid.	existing, and	an accurat	e mailino addr	ess. I consent to rece	ive service of process at this
nailing address pursuant to	VC §1808.21.	<b>.</b>		······································	, ,	we service of process at this
	_		A			
certify under penalty of p	cijury under the	iaws of the	State of C	alifornia that	the foregoing is tru	e and correct.
		EXECUTED AT	OITY /	STATE	DATE	DAYTIME TELEPHONE NUMBER
		Cond	ord	CA	11-25-07	
ANCH 3 SIGNATORE	300	EXECUTED AT C	HTY Y	STATE	DATE	DAYTIME TELEPHONE NUMBER
	<b>70</b>			· ·-	[	POST TIME TELEFOONE NUMBER

DEPARTMENT OF MOTOR VEHICLES

## **CERTIFICATE OF TITLE**



1G1YY12S845 DATE ISSUED

YEAR 2004

MAKE CHEV FUEL TYPE

MODEL CORVETTE Z SALES TAX PD

VEHICLE BODY

TITLE NUMBER

12/05/2006 VEHICLE COLOR

ODOMETER MILES

ACTUAL MILES

22716 ODOMETER BRAND

G

P2T EMPTY WT

BRANDS

OWNER(S) NAME AND ADDRESS

LAS VEGAS NV

LIENHOLDER(S) NAME AND ADDRESS

FIFTH THIRD BANK 5001 KINGSLEY DR #1MOB1S CINCINNATI OH 45263

LIENHOLDER(S) RELEASE - INTEREST IN THE VEHICLE DESCRIBED ON THIS TITLE IS HEREBY RELEASED:

SIGNATURE OF AUTHORIZED AGENT

FIFTH THIRD BANK

PRINTED NAME OR COMPANY STAMP

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT. The undersigned hereby certifies the vehicle described in this title has been transferred to the following buyer(s):

Printed Full Legal Name of Buyer

HENDERSON CHEVHOLE! Novada Driver's License Number or Identification Number 240 N GIBSON ROAD

AND

Printed Full Legal Name of Buyer

HENDERSON, NV 89014

Nevada Driver's License Number or Identification Number

Address Légrify to th

of my knowledge the odometer roading is the actual milesge of the vehicle unless one of the following statements is checked. State

NO TENTHS

The mileage stated is in excess of its mechanical limits.

The odometer reading is not the actual mileage. WARNING: ODOMETER DISCREPANCY.

Exempt — Model-year over 9 years old.

POA HENDERSON CHEVROLET B. Lennen

I am aware of the above odometer certification made by the seller/agent.  $\Box$ 

Printed Name of Sellor(s)/Agent/Dealership

Date of Sale

Dealer's License Number BARBARA LENNON

HENDERSON CHEVROLET CO Printed Full Legal Name of Buyer

Signature of Buyer

ACCORDING TO THE RECORDS OF THE DEPARTMENT OF MOTOR VEHICLES, THE PERSON NAMED HEREON IS THE OWNER OF THE VEHICLE DESCRIBED ABOVE, SUBJECT TO LIEN AS SHOWN.

CONTROL NO.

0231853B (THIS IS NOT A TITLE NO.)

RD-2 (Rev. 1/06)

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B- B- se	CHIRT DOMEST	OF		
WARNING: This form may be used only when title in person exercising Powers of Attorney. Failure to do s		OF ATTORNEY	This form must be submit	ted to the State by th
gotton savenage toward of Automey, Fairne to do s	VEHICLE DES	coor imprisionnent.		The same of the
Vehicle Identification Number (VIN)	_Year	Make	Model	Dod. D
# 107 W 1 1 A A A A A A A A A A A A A A A A A	04	CHEVROLET	CORVETTE	Body Type 2DR CPE
PART A. POV	VER OF ATTORNE	Y TO DISCLOSE MI	LEAGE	
Federal and State law requires you state the mile	age upon transfer of	ownership. Providing a	false statement may re	sult in fines and/or
J	appoint	HENDERSON CHEV	ZEOTA ETTA PARAGERIA	
(Transferor s/Soller's Name, Print)		Transferce's/Buyer's Full I	Eggi (Vani)c. ('mii)	y attorney-in-fact, to
disclose the mileage, on the title for the vehicle descri	ibed above, exactly as s			
I state the odometer now reads024125(N	O TENTHS) miles and	Date to the best of my knowled	of Statement 07/0	<u>9/</u> 2007
the following statements is checked:	The same of the sa	to the test of my knowled	ige il reflects the actual r	nileage unless one of
<ul> <li>1. I hereby certify to the best of my knowledg</li> <li>2. I hereby certify the odometer reading is NO</li> </ul>	e the odometer reading  T the actual milegas. V	reflects the mileage in exc VARNING-ODOMETER	cess of its mechanical lin	its.
		The second second	DISCRETANCE	
		(Co-Transferor's/Signature)		d Nar
(Riteal)	T. J. Ph			
	BARBARA LEN	NON	(State)	(Zip Code)
Transferice & Signature) N CHEVROLET	(Full Lead Printed Name) DOOO0955	(Nevada Drive	's Liceuse Number, Identification Nu	mber, or FEIN for businesses)
(Destership Name)				
(Street)		HENDERSON		<u>89014</u>
PART B. POWER OF ATTORNEY TO	CANAL PROPERTY AND	,,	(Sia(e) / (Sia(e	(Zip Code)
	PREVIEW TITLE I B is invalid unless Part A	ACCUMENT AND AC	KNOWLEDGE DISC	LOSURE
<u> </u>	appoint	-		
(Twinsferce's/Buyer's Full Legal Namo, Print) sign the mileage disclosure, on the title for the vehic attorney-in-fact may endorse, release, or transfer owner	olo describe a la	(Transferor /Seller's Name.	Print)	attorney-in-fact, to
21.初日 [4] 24 - 24 - 24 - 27 - 27 - 27 - 27 - 27 -	ship documents as requ	ired by Nevada Revised S	ly as the disclosure con fatutes for the vehicle de	apleted below. The scribed above.
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Federal and State law require you state the mileage upo	n transfer of ownership	. Providing a false stateme	ent may result in fines an	d/or imprisonment.
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PART C. CERTIFICA	TION (To be corrected	Son Washington To Marine	CATTONIES TO THE PROPERTY OF THE PARTY OF TH	ip Code)
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Of IDC VCDICIC described above the miles '4' is the self-	(	THE PROPERTY OF A STREET OF THE PROPERTY OF TH	I LNC DRE AND ANY reserve	minant decrees 1
n the title and reassignment documents. This certification state law.	on is not intended to cr	eate, nor does it create an	törney is greater than tha y new or additional liabi	t previously stated
gnature		II Legal Name		
ddress		n Legal Name	D	ate
(Street)		(Ci(v)	(Strie) (7)	o Code)



#### Smog Check Vehicle Inspection Report (VIR)

#### Vehicle Information

Test Date/Time: 10/11/2007 @ 15:41

Model Year: 2004 License: NONE

GVWR:

Odometer:

License: NONE Engine Size: 5.7 L

24745

N/A

Make; State:

Make: CHEVROLET State: Unknown Type: Passenger

OLET Model: vn VIN: ger Transmission:

CC 1G

CORVETTE 1G1YY12\$845

Automatic

Test Weight: 4000 Certification: California

California

Cylinders: VLT Record #:

00007

Fuel Type: Gasoline

Exhaust:

Single

Inspection Reason:

Initial Registration

#### **Overall Test Results**

Congratulations! Your vehicle passed the enhanced Smog Check inspection, which helps California reach its daily goal of removing an extra 100 tons of smog-forming emissions from the air. Thank you for keeping your vehicle well maintained.

Smog Check Certificate Number: DMV ID Number:

Your Smog Check certificate has been electronically transmitted to DMV. Your certificate is valid for 90 days from date of issuance.

Please keep this copy for your records.

## Emission Control Systems Visual Inspection/Functional Check Results

(Visual/Functional tests are used to assist in the identification of crankcase and cold start emissions which are not measured during the ASM test)

Kesuit Pass Pass N/A N/A Pass Pass N/A	ECS PCV Catalytic Converter EGR Visual EGR Functional Fuel Cap Functional Fuel Cap Visual Spark Controls Fuel Evaporative Controls Func	Result N/A Pass Pass N/A Pass Pass	ECS Thermostatic Air Cleaner Air Injection Vacuum Lines to Sensors/ Switches Ignition Timing: Wiring to Sensors Fillpipe Restrictor	Result Pass Pass Pass N/A Pass Pass	ECS Fuel Evaporative Controls MIL/Check Engine Light Carb./Fuel Injection Other Emission Related Components Oxygen Sensor Liquid Fuel Leaks
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#### **ASM Emission Test Results**

		%CO₂			C (PPM	1)		CO (%)		N	O (PPN	1)	1
Test	RPM	MEAS	MEAS	MAX	AVE	MEAS	MAX	AVE	MEÄS	MAX	AVE	MEAS	Results
15 mph	1474	15.1	0.7	49	4	1	0.47	0.01	0.01	409	16		PASS
25 mph	2340	15.2	n.1	33	4		0,44	0.01	0.00	696	1.8	<u> </u>	PASS
MAX = Ms	aximum A	llowable	Emission:	S	AVE =	Average	Emission	s For Pas					MEAS = Amount Measured

No match has been found or test has been performed offline. The Consumer is responsible for retaining the VIR for reference throughout the vehicle registration process.

#### Smog Check Inspection Station Information

LEHMERS

1905 MARKET STREET CONCORD CA 94520

(925)685-4481

Station Number: 8A001944

Technician Name/Number:

CHAN STEVEN K/EA037264

Repair Tech Name/Number:

Software Version/EIS Number: 0403/ES315012

I certify, under penalty of perjury, under the laws of the State of California, that I performed the inspection in accordance with all bureau requirements, and that the information listed on this vehicle.
requirements, and that the information listed on this vehic
The investment of this venice
Date /
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, and the second

	FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP, FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.  The undersigned hereby certifies the vehicle described in this title has been transferred to the following buyer(s):	<u> </u>
1	Lehmers	
	Printed Full Legal Name of Buyer	
	Nevada Orivor's License Number or Identification to	□ AND
_	Trace Foll Legal Name of Briver	₩ OR
3	1805 Ma ckert St. Nevada Driver's License Number or Identification Number	
	Address 905 Market ST Concord CA S 4520	
FIRST REASSIGNMENT DEALER ONLY	I certify to the best of my knowledge the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.	
8 5	NO The mileage of the vehicle unless one of the following statements is checked.	
	The mileagn stated is in excess of its mechanical limits.  ODOMETER READING  NO TENTHS  The mileagn stated is in excess of its mechanical limits.  The odometer reading is not the actual mileage. WARNING – ODOMETER DISCRET	
[ E o	Exempt - Model year over 9 yrs. old.	PANCY
₩.		
	Signature of Saller(s)/Agent/Deglership	
	I am aware of the purific certification made by the seller/agent.   Printed Name of Seller/s)/Acont/Declership  Dealer's License Number	A 20 10 10 10 10 10 10 10 10 10 10 10 10 10
	I CUALCOO	<u> </u>
	Signature of Buyer	,
	FEDERAL AND STATE LAW REQUIRES THAT YOU ARE	
	FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP.  The undersigned borely confident the wild in this title has been than 100 mprisonment.	
· ·	The undersigned become continue the while leading this title has been transferred to the following buyer(s):	
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	Printer—an Edger Name or Buyer	] AND
<b>!=</b>	N8V208 Driver's License Number or Identification Number of Identificati	
SECOND HEASSIGNMENT DEALEH ONLY	Printed Full Legal Name of Buyer Nevada Driver's License Number or Identification Number	
	Address City	
88	I certify to the best of my knowledge the adometer roading is the actual mileage of the vehicle unless one of the following statements is chacked.	
88 E	NO The mileage stated is in excess of its mechanical limits.	
Ë 🕏	I ENTERS I LET 1119 OCUMBIO (1980) DO 160 DO	i kama
8 8	ODOMETER READING Exempt - Model year over 8 yrs, old,	MCY
	Signature of Seller(s)/Agent/Dealorship Lehrner's 02092	_
ς,	BITI Sware of the characteristics of Seller(c)/Approximate in the seller(c	
	Debier & Liconse Number Detect Spin / 5	15-07
	Signature of Buyer	
	Printed Full Legal Name of Blazer	
	FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT. The undersigned horsely certifies the vehicle described in this title has been transferred to the following buyer(s):	
	Sandaried (Othe londwing buyer(s):	
ſ	Printed Full Legal Name of Buyer	AND
. ŀ	Printed Full Legal Name of Buyer	OR
憲	Nevada Driver's Liconse Number or Identification Number	
IGNAENE JNLY	Address	
ONLY SIGNA	I certify to the best of my knowledge the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.	
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<u> </u>		
- 1	Signature of Selfer(s)/Agent/Dealership  I am aware of the above odometer certification made by the soller/agent (7)  Printed Name of Selfer(s)/Agent/Dealership	· 1
1		
<u> </u>		
	Signature of Buyer Printed Full Legal Name of Buyer	
	LIENHOLDER TO BE RECORDED	
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	Printed Full Legal Name of Lienholder	<del></del> i
	/// " 1 14	
	ACCIPES	
	Address(it no itennolder write "NONE")  Street City State Zin Code	

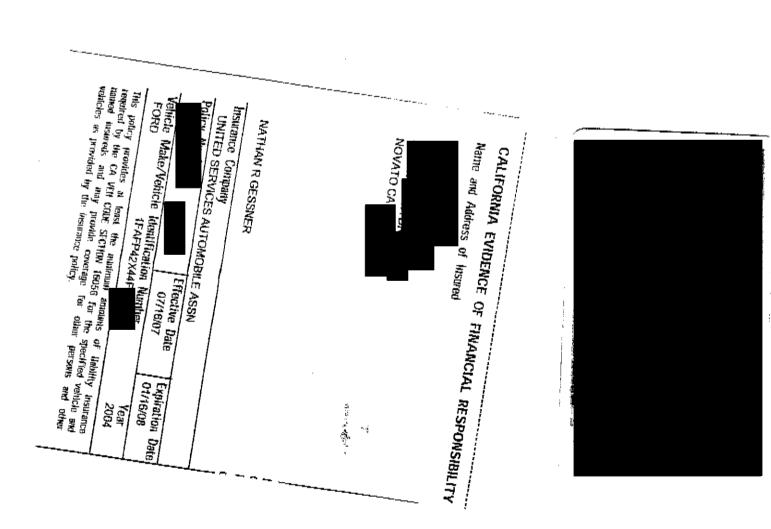
REG 343 (REV. 4/2006) REG 343/REG 31 COMBINED



# VERIFICATION OF VEHICLE NOT TO BE COMPLETED BY APPLICANT

This form must be completed in full by an authorized DMV representative, California licensed vehicle verifier, authorized autoclub, or peace officer who has been properly trained to perform vehicle verifications.

WARNING: Alterations or erasures will void this form. Your vehicle may also be subject to verification by the California Highway Patrol. LICENSE PLATES ON VEHICLE LICENSE PLATE NUMBER STATE EXP DATE 🔀 None ☐ Dealer ☐ Temporary Permit VEHICLE IDENTIFICATION NUMBER (VIN) ChEVNOIZA マムル MOTIVE POWER (FUEL) NUMBER OF WHEELS CORVETTE Length, Width VIN Location: Attached by: 🔼 Visible through windshield ☐ Trunk Not visible Adhesive Body-Left (driver side) ☐ Frame Not applicable ☐ Body--Right ☐ Other: Round rivets Other: ☐ Engine compartment Screws Type: Stamped on Frame 🔼 Metal plate ☐ Label Stamped on body Other: VIN/ENGINE NUMBER (IF MOTORCYCLE, MARK BOTH VIN AND ENG. BOXES) VIN ENG VIN ENG VIN ENG VIN ENG ☑ Appears okay ☐ ☐ Illegible/Damaged ☐ ☐ Cannot locate ☐ ☐ Assigned by F/O □ □ Altered/Tampered SING None—Newly built US FEDERAL CERTIFICATION LABEL (1970 AND SUBSEQUENT YEAR MODELS): Missing ☐ ☐ See REMARKS US FEDERAL CERTIFICATION LABEL STATUS: 🗷 Vehicle complies with US Federal Motor Vehicle Safety Standards (US FMVSS) Agrees with VIN ☐ Missing Disagrees with VIN ☐ None—NA ☐ Label indicates name of vehicle importer (enter name of importer in "REMARKS" below) ☐ Illegible/Damaged ☐ See REMARKS Vehicle complies with safety requirements of a country other than US **ODOMETER MILEAGE READING Z** miles 5-digit odometer 6-digit odometer record mileage exactly as shown on vehicle odometer kilometers digital display tenths) SUPPORTING DOCUMENTS: 🗷 Agrees with VIN No VIN on documents See REMARKS Disagrees with VIN □ None EMISSION LABEL INDICATES: Vehicle meets US EPA standards only Vehicle meets California standards only 🔼 Vehicle meets US EPA standards and California standards Vehicle meets California standards for off highway vehicles Engine displacement less than 50 cubic centimeters □ None See REMARKS REMARKS DO NOT PROCESS - REFER TO CHP I certify under penalty of perjury under the laws of the State of California that I examined the vehicle described above and I find STATE T-Above address VATURES WILL NOT BE ACCEPTED) Concord CVehicle Verifier ☐ Auto Club Peace Officer (specify): STATEMENT OF FACTS — IDENTIFICATION NUMBER OR ENGINE NUMBER ERROR I certify under penalty of perjury that I am the owner of above described vehicle and had no knowledge of the difference in the Identification or engine number on the vehicle and titling documents. EXECUTED AT CITY STATE



# **INSPECTION CHECKLIST**

8 8

VEHICLE DESCRIPTION & INSPECTION/SERVICING

Cross-reference this number on R.O. 70449

GM FrontLine Ready GM CUV Compliant

E9 Original In-Service Date (required for yearrant) Stock/ID# OH Make/Model . 왕

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### CHECK YELLICLE HISTORY (GHANS) AND CARFAX (AHR X) 0 > 0 т S

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ONNER'S MARKAL WARRANTY BOOKLET PRESENT CHECK FOR OPEN SAFETY CAMPAIGHS longete all good

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43. BRANE SYSTEM bad, naster sylecte; lines

44. KHITTOH SYSTEM (eines condition, matrig

C A. MICHAEL SYSTEM PORC, oxident

48. BELTS/SERPENTINE (brook, west)

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AT, AAC COMPRESSOR/ORINE BELT (operation, consider)

- MIRCORS (operator, least inschoolsale) SEAT BIBLIS/RETRACTORS/AIR BAGS (west operation)
- ENGINE START (IDLE tool, ware) INDICATOR UKKYTS/GAUGES/WARNING TONES typeration lights, oboth
- ENGIE OEIGHONPERFORMMICIACGEEIGHOHOURDS 全水平水平
- 10. ANTI-SKID/TRACTION CONTROL (spending) SHIFTING/AUFOMATIC/MANUAL transmission, outsit
- (3) 11. BRANDKJANTI-LOCK BRANDKG SYSTEM braight steplanished operation if excipted

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SI, EXHAUST SYSTEM types, container, muffer

FRANC to signs of provious repair terrage

49. VISUAL (bod), lower body, underbody

TO. SHAKE PAUS SHOES (pootion kind)
Thickness - NF 1/1 UF 7 RP 7
St. CAUPERS, ROTORS, DRUMS (prodien)

SAL BRANCE MITORAULICS (and lines from)

- 12. STERNIGHAUGHARM (60%, mixe, steerig wheel centract adjuncted
  - 13. BODY/CHASSIS MTEGRITY (need-thration/turs/next) 44. TRANSPER CASE (operator, FIRNO, AV, AVIO)
  - 16. NEPOSNIED MIPBO/NASHENS (greative/heats) wipe deat with streets. CRUISE CONTROL (hald, acceleration, caree)
  - 27 17. SPEROMETER/COCKETER (granional

SOUND SYSTEM Indictions, CO, speakers, external

21. HORN logation function HEATER/AIR CONDITIONING Shower, controls

# п UNCTIO Z Þ ...

- 22. KEY(S)/KEY FOB/REHOTE STAFT (Invioral REAR DEPOGGER operation
- M. LUGGAGE COMPARTMENT (spen, air pressurs, trok)

- 44. CONFIDENCE TOP/BOOT COVER (perator, perafor)
- O P. EXTERNOR LIGHTS/FOG LAHRS (readying, Disc, brake and high moral
- 2. II. DOORS, DOOR LOOKS fromer hat operation 29. HEATHER STREPPING (xxrdiby)
- 8 31. FUEL DOOR/TRUNK/HOOD/NATCH RELEASE (green) in 30. SEATS/CHILD SAFETY SEATS & HOUNTINGS (operator, heaf
- 32. WHIDOWS/POWER/SWING-OUT specien, all switches ful track
- 33. ALABATELEPHONE (speraior, renote)
- 35. PARKING BRAKE (spenting) 24. POWER OUTLET(S)/CKSARETTE UDMIER (operator, letter)
- 15. SUNDADON ROOF (specific), controx, no leads
- 0000000000 OPPOSITE AND MARKET LAND ROOM MARKET LANDS (specifical)
- A. CHISTIAN turkoral

## Z ¢ 77 T O 0 O

- Ç 3%. VISUAL Docemissing progonents, leats, takes, decals
- 1. EHERE COUNCEADATOR/FAHFAN CUTCH level toxx, condon

- O 40. ELECTRICAL SYSTEM/DATTERY/STARTER (bally), caloo, belo, drage
- POWER STEERING SYSTEM (end pump, bred)

ABOUT LINE

65, UNDER HOOD friest, insulation, decate) XTERI O

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TIS, PARKONIA BRANCE CABLE (condition, operation, traying

64. GEAR/RACK & PINION \$435, marting

OF ICA, AND ENDIFFERENCIAL STATE SUSPENSION AND COMPRESSOR Tests, Or points

CZ. DRIVELINE/DRIVESHUFT/AXLES/UNIVERSAL JOHN'S fordám, operáci

- 67. FRONT BUILDER PLACE Quarte fresh
- N. GRILLE headights, other lights, entitions
- **分為國際語典的** 6%, 14000 lembiens, frieth, drips, bin, alignment
- O 11, LEFT PROWN DAVOR (frish, trin, alignment, essent movement) 72. LET REAR DOOR likely bin, alignment essent novement)
- CET REAR THEMSE Free, min

  - 74. THOUSE BEDITED SHEET SHEET, IN 1 REAR BUMPER Resia guarts, frietly
  - RIGHT FRONT DOOR (frish, tim, alignment, ease of movement) RIGHT REAR DOOR likely tim, adjunct ease of expensely

RIGHT REAR THOOLS (Tax), III.

귫 GLASS (practs; dips; scretches; pilling REAL HOLD ENDER (mich. tim) ROOF (min, tie)

### Z 4 m **刀** ~ 0 23

- 83. INSTRUMENT PARELICOMPASS/MAYIGATION/DVD (greater), bin, controls, consider
- St. CLOCK/TIMER (check, reselve
- 85. DRIVER/PASSEMBER SEATS/HEAD RESTS hardons, lim, safety led oceanion
- 86. DRIVER DOOR | xortok, trm, condition!
- BJ. FRONT PASSENGER DOOR lookeds tim, pard for
- 000000 📿 M. FRONT CARPET & FLOOR MATS (mexico, oxidizo, mex)
- 9). REAR SEAT/HEAD RESTS loustions vin, contribut, operation selely bet uperation. 18, CONSOLE/COMPARTMENT LTD - FRONT & REAR byceraion confiber
- ON SIL LEFT REAR DOORS/QUARTER TRIM feature, inc., carditon)
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- SHE PACKAGE TRAIT condition

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- 2 St. hgedhadaatha
- 99. hsoedshanpe of other their fee manubilizer's soled kil
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- 00000 101. Tre pressure labelathed notate as necessary
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- O 108. Fusikasi kaomandisi tarik

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- 0000 107. Charateathreniseats Fileno chith him

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218. Our expresuments

SK. WHEELSCLUG NOT TOROUTE TIRE IN 1 (DEL), reading benefities.

SA. SPRIMESISHAY BURSTON/HOOK (nour), busings, large to specs, etc.

ST. SHOCK ABSORBERS/STRUTS typeray, ext. etc.

59. CONTROL ARMS (condition, recent, bushinged

STEERING LINEAGE IS not book friege.

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- マニ を表
- P112. Charmand datain when shah shall come shad tick

Other Desprise:

# NOTE: Refer to Checklist Guidelines in Operations Guide for further details.

Q ADDITIONAL ROAD TEST - Check "SVC REDD" bx if additional flood test is required after inspection becombining. (Also nelse on R.O.)

SEEDLION BY:	
)	
0	
120	

Signature

APPEARANC!

Signature MECHANICAL

certify that this vehicle has undergone repair and/or reconditioning in

accordance with the GM Certified Used Vehicles process. Jpon final inspection, I have determined that the vehicle O-MEETS STANDARDS - Certified

Authorized Signature: Inspecting/Certifying Location

WHEELS/WHEELCOVERS/TRAIL REVOS/CORTEX CAPS (synathes, pitting



# Blue Book OFFICIAL GUIDE SINCE 1926

# CONCORD BUICK · PONTIAC · GMC

Stock #050

# 2004 Chevrolet Corvette Z06 Hard Top 2D

Vin# 1G1YY12S845



#### Yellow

V8 5.7 Liter HO 6 Speed Manual RWD 24,192 Miles

Air Conditioning
Power Steering
Power Windows
Power Door Locks
Tilt Wheel
Cruise Control
AM/FM Stereo
Single Compact Disc

Premium Sound
Dual Front Air Bags
ABS (4-Wheel)
Traction Control
Leather
Power Seat
Premium Wheels

Blue Book Suggested Retail \$41,520

LEHMER'S VALUE PRICE \$41,520

Sep-Oct 2007 Kelley Blue Book KARPOWER values for California
Values are subjective opinions. Kelley Blue Book assumes no responsibility for errors or omissions
© Copyright Kelley Blue Book 2007, all rights reserved

# Certifie

#### WHAT IS A GM CERTIFIED **USED VEHICLE?**

This vehicle has been reconditioned using a certification process developed by the company that built it - General Motors. This means that when you see this label on a GM car, truck or SUV, you can be sure that it is a quality used vehicle.

#### 110+ POINT INSPECTION PROCESS

All GM Certified Used Vehicles come with:

- Comprehensive Check of Vehicle Systems and Equipment
- Under-Hood and Under-Vehicle Inspection
- Meets Exterior and Interior Appearance Standards
- All Scheduled Maintenance Performed
- Road Test

#### LIMITED WARRANTY/ SERVICE CONTRACT

All GM Certified Used Vehicles come with a minimum limited warranty/service contract coverage of 3 months or 3,000 miles from the purchase date, whichever occurs first." Coverage is backed by GM and includes a \$0 deductible.

Full details of the coverage and limitations are contained in the GM Certified Limited Warranty/Service Contract and Owner Assistance Information booklet.

Ask your dealer about additional coverage that can be purchased with this vehicle."

#### OTHER PEACE-OF-MIND BENEFITS

- 3-Day/150-Mile Satisfaction Guarantee\*
- Vehicle History Report\*
- 24-Hour GM Roadside Assistance
- Courtesy Transportation and Rental Coverage Available\*



"Please ask your Sales Representative for complete details about this GM Certified Used Vehicle. A vehicle history report is required on all GM Certified vehicles.

#### 2004 CHEVROLET CORVETTE 5.7L V8

Transmission: MANUAL

Mileage: 24192

EXT Color

:MILLENIUM YELLOW

V.I.N. :1G1YY12S845

INT Color :BLACK

Stock# : 050

#### **FEATURES**

FUEL ECONOMY EPA HIGHWAY (MPG): 28 AND EPA CITY (MPG): 19

CRUISE CONTROL

FOUR-WHEEL ABS DRIVER FRONT AIRBAG. PASSENGER FRONT AIRBAG WITH OCCUPANT SWITCH OFF AIR CONDITIONING

WITH CLIMATE CONTROL

REMOTE POWER LOCKS FRONT POWER WINDOWS WITH TWO ONE-TOUCH WISHBONE FRONT AND REAR SUSPENSION INDEPENDENT WITH STABILIZER BAR AND LEAF SPRINGS PERIPHERAL ANTI-THEFT PROTECTION

Market-Base Price \$41,520 CERTIFICATION #19916364

Non-OEM installed features are not subject to GM Limited Warranties.



# **BUYERS GUIDE**

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form

CHENA

CORUETTE

2004

161YY125845

5

VEHICLE MAKE

050

DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:



YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.



☐ FULL ☐ LIMITED WARRANTY. The dealer will pay \_\_\_\_\_% of the labor and \_\_\_\_\_% of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

DURATION:

□ SERVICE CONTRACT: A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PRE PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

# Below is a list of some major defects that may occur in used motor vehicles.

#### Frame & Body

Frame-cracks, corrective welds, or rusted through Dogtracks -- bent or twisted frame

#### Engine

Oil leakage, excluding normal seepage
Cracked block or head
Belts missing or inoperable
Knocks or misses related to camshaft lifters and
push rods
Abnormal exhaust discharge

#### Transmission & Drive Shaft

Improper fluid level or leakage, excluding normal seepage
Cracked or damaged case which is visible
Abnormal noise or vibration caused by faulty transmission or drive shaft
Improper shifting or functioning in any gear
Manual clutch slips or chatters

#### Differential

Improper fluid level or leakage excluding normal seepage
Cracked or damaged housing which is visible Abnormal noise or vibration caused by faulty differential

#### **Cooling System**

Leakage including radiator Improperly functioning water pump

#### Electrical System

Battery leakage Improperly functioning alternator, generator, battery, or starter

Fuel System Visible leakage

Inoperable Accessories
Gauges or warning devices
Air conditioner
Heater & Defroster

#### **Brake System**

Fallure warning light broken
Pedal not firm under pressure (DOT spec.)
Not enough pedal reserve (DOT spec.)
Does not stop vehicle in straight line (DOT spec.)
Hoses damaged
Drum or rotor too thin (Mfgr. Specs)
Lining or ped thickness less than 1/32 inch
Power unit not operating or leaking
Structural or mechanical parts damaged

#### Steering System

Too much free play at steering wheel (DOT specs.)
Free play in linkage more than 1/4 inch
Steering gear binds or jams
Front wheels aligned improperly (DOT specs.)
Power unit belts cracked or slipping
Power unit fluid level improper

#### Suspension System

Ball Joint seals damaged
Structural parts bent or damaged
Stabilizer bar disconnected
Spring broken
Shock absorber mounting loose
Rubber bushings damaged or missing
Radius rod damaged or missing
Shock absorber leaking or functioning improperly

#### Tires

Tread depth less than 2/32 inch Sizes mismatched Visible damage

#### Wheels

Visible cracks, damage or repairs Mounting bolts loose or missing

Exhaust System Leakage

DEALER SHMERS	<b>GMC</b>	• · · · · · · · · · · · · · · · · · · ·	
DEALER 905	ALKET	- <b>q</b>	 
ADDRESS	WEND .		 
CONCUL	D CA	94542	 
USPP	CAR MG	1	 
SEE FOR COMPLAINTS	7		 

# Wholesale/Retail Breakdown

# Kelley Blue Book Sep-Oct 2007

VIN: 1G1YY	12\$845
RWD	Included 225/300 Included Diment ***
Air Conditioning Included Power Steering Included Power Windows Included Power Door Locks Included Tilt Wheel Included Cruise Control Included AM/FM Stereo Included Single Compact Disc 200/265	Premium Sound
Total Value without mileage Milcage adjustment (24,192) miles	

#### Lehmer's Buick Pontiac GMC

This CARFAX Report provided by:

#### Lehmer's GMC Pontiac

1851 Galindo St Concord, CA 94520

J 925-685-4481

www.lehmers.com

# CARFAM

# CARFAX® Vehicle History Report®

carfax.com

2004 CHEVROLET CORVETTE Z06

1G1YY12S845
HARDTOP 2 DR
5.7L V8 SFI / REAR WHEEL DRIVE
Standard Equipment | Safety Options
GM Certified Used Vehicle - 10/07/2007



HI-I'm the CARFAX Xpert™. I'm here to help you better understand the data in this CARFAX Report. Did you know...

- We checked over 5 billion records from thousands of data sources for this vehicle
- This vehicle qualifies for the CARFAX Buyback Guarantee
- The last reported odometer reading was 24,192

#### SUMMARY

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

OWNERSHIP HISTORY  The number of owners is estimated by CARFAX	Owners 1-2	Owner 3	Owner 4
Year purchased	2004	2005	2006
Type of owner	Personal	Personal	2000
Estimated length of ownership	1 yr. 1 mo.	9 months	1 yr. 1 mo.
Owned in the following states/provinces	Lovisiana	Florida	Nevada, Illinois
Estimated miles driven per year			
Last reported odometer reading	10,330	22,659	24,192

CARFAX guarantees the information in this section	Owners 1-2	Owner 3	Owner 4
Salvage   Junk   Rebuilt	Guaranteed	Guaranteed	Guaranteed
	No Problem	No Problem	No Problem
Fire/Flood   Hail Damage   Buyback/Lemon CARFA	Guaranteed	Guaranteed	Guaranteed
	No Problem	No Problem	No Problem
Not Actual Mileage   Exceeds Mechanical Limits	Guaranteed	Guaranteed	Guaranteed
	No Problem	No Problem	No Problem
GUARANTEED - None of these major title problems were reported by a Motor Vehicles (DMV). If you find that any of these title problems were not included in this report, CARFAX will buy this vehicle back.	a state Department of reported by a DMV and	<u>Register   \</u>	<u>View Term</u> s

Not all accidents or other issues are reported to CARFAX	Owners 1-2	Owner 3	Owner 4
Total Loss Check No total loss reported to CARFAX.	No Issues	No Issues	No Issues
	Reported	Reported	Reported

Frame Damage Check  No frame damage reported to CARFAX.	No Issues Reported	No Issues Reported	No Issues Reported
Airbag <u>Deployment Check</u> No airbag deployment reported to CARFAX	No Issues Reported	No Issues Reported	No issues Reported
Odometer Rollback Check No indication of an odometer rollback.	No Issues Indicated	No Issues	No Issues
Accident Check No accidents reported to CARFAX.		No Issues Reported	No Issues Reported
Manufacturer Recall Check Check with an authorized Chevrolet dealer for any open recalls.	No Recalls Reported	No Recalls Reported	No Recalls Reported

	icle History Report	is based only o	on informati 14 CHEVRO	on supplied to CARFA DLET CORVETTE Z06	X. CARFAX chec (1G1YY12S8451	<u>্ৰী Gloss</u> ked over 5 billion vehicle 14667).
Owner 1 Purchased: Type:	2004 Personal	Date:	Mileage:	Source:	Comments:	
Where; Est, miles/year; Est, length awnest:	Louisiana	02/08/2004	11	Dealer Inventory	Vehicle sold	
	( <u>J</u> yr, 1 mo.)	02/08/2004		Louisiana Motor Vehicle Dept Slidell, LA	Registered as personal vehic	e
		04/02/2004		Louisiana Motor Vehicle Dept. Slidell, LA	Title issued or First owner rep Loan or lien rep	orted
Owner 2 Purchased: Where:	2005 Louisiana	Date:	Mileage:	Source:	Comments:	
st miles/year: st length owned:	3/9/05 · 3/24/05 (15 days)	03/09/2005	10,116	Louisiana Motor Vehicle Dept. Baton Rouge, LA	Title issued or u New owner rep	updated orted
		03/24/2005		Auto Auction	Sold at auction in Georgia Listed as a fleet vehicle	
						Dealers routinely buy and sell millions of used vehicles at auction each year.
		04/11/2005	10,330	Dealer Inventory	Vehicle offered (	or sale
		04/14/2005	<u>,</u>	Dealer Inventory Jacksonville, FL	Vehicle offered f	or sale
wner 3 chased: pe	2005 Personal	Date:	Mileage:	Source:	Comments:	
ete: . miles/vear: . length owned:	Florida 5/19/05 2/28/06 <u>(9 months)</u>	05/1 <b>9</b> /2005	10,338	Florida Motor Vehicle Dept. Jacksonville, FL Title #0093302933	Odometer readin or registration	g reported for title
		05/28/2005		Dealer Inventory	Vehicle sold	•

	1				
	06/10/2005	•	Florida Motor Vehicle Dept Jacksonville, FL Title #0093302933	Title issued or updated Registration issued or renewed New owner reported Registered as personal vehicle Loan or lien reported Vehicle color noted as Yellow	
	02/09/2006		Florida Motor Vehicle Dept. Jacksonville, FL Title #0093302933	Title issued or updated	
	02/28/2006	22,612	Auto Auction	Sold at auction in FlorIda Listed as a dealer vehicle	
	05/01/2006	22,617	Auto Auction	Sold at auction in Florida Listed as a dealer vehicle	
	05/09/2006	22,659	Dealer Inventory	Vehicle offered for sale	
Ī	Date:	Mileage:	Source:	Comments:	亏
ł					
4	05/30/2006	22,716	Nevada Motor Vehicle Dept.	Registration issued or renewed New owner reported	ŀ
1	05/30/2006	22,716		Registration issued or renewed New owner reported Title issued or updated	
		22,716 22,991	Motor Vehicle Dept.  Illinois Motor Vehicle Dept. Naperville, IL	New owner reported	
	06/01/2006		Motor Vehicle Dept.  Illinois Motor Vehicle Dept. Naperville, IL Title #X6152960009  Illinois Motor Vehicle Dept. Naperville, IL Title #X6283792009  Nevada Motor Vehicle Dept. Las Vegas, NV Title	New owner reported  Title issued or updated  Title issued or updated	
	06/01/2006 10/10/2006		Motor Vehicle Dept.  Illinois Motor Vehicle Dept. Naperville, IL Title #X6152960009  Illinois Motor Vehicle Dept. Naperville, IL Title #X6283792009  Nevada Motor Vehicle Dept. Las Vegas, NV	New owner reported  Title issued or updated  Title issued or updated Loan or lien reported	The second secon
	06/01/2006 10/10/2006 12/05/2006		Motor Vehicle Dept.  Illinois Motor Vehicle Dept. Naperville, IL Title #X6152960009  Illinois Motor Vehicle Dept. Naperville, IL Title #X6283792009  Nevada Motor Vehicle Dept. Las Vegas, NV Title #NV001448599-4 Nevada	Title issued or updated  Title issued or updated Loan or lien reported  Title issued or updated Loan or lien reported	The second secon
ļ	05/01/2006 10/10/2006 12/05/2006	22,991	Motor Vehicle Dept.  Illinois Motor Vehicle Dept. Naperville, IL Title #X6152960009  Illinois Motor Vehicle Dept. Naperville, IL Title #X6283792009  Nevada Motor Vehicle Dept. Las Vegas, NV Title #NV001448599-4  Nevada Motor Vehicle Dept. Dealer Inventory	Title issued or updated  Title issued or updated Loan or lien reported  Title issued or updated Loan or lien reported  Registration issued or renewed	

GM Certified Dealer

<u>Ve</u>hi<u>cle</u>

Henderson, NV

Offered for sale as a GM Certified Used

10/07/2007

Owner 4 Purchased:

Est. miles/year:

fist, length owned:

Where:

2006

erufted

Get details on this vehicle now!

Nevada, Illinois

5/30/06 - 7/16/07 (1 yr. 1 mg.)

# E H M E R , BONTIAC | GMC

40,011

1905 Market Street • Concord CA 94520 Ph. 925.685.4481 Fax 925.363.2123 www.buyGMdirect.com

A Lehmer's family tradition since 1928

BAD # AA001944 U.S. E.P.A. ID # GAL000002404 RECOMMENDED SERVICES OPERATION OPERATION DESCRIPTION MO/MI OPERATION OPERATION DESCRIPTION MO/MI TÖTAL SERVICE HISTORY DATE REPAIR ORDER MILEAGE ADVISOR | TECHNICIAN | TYPE 12/08/07 OPERATION 223897 OPERATION DESCRIPTION 25827 786 734 786 w 79PNZ WEATHER STRIP/MOLD WARRANTY RENTAL CAR GM CERTIFIED 110PT 10/11/07 222580 24745 89PNZ-WARRANT 733 220 220 220 220 97PNZ-110POINT 97PNZ-LOF 97PNZ-SMOG/ USED VEH LOF SMOG CHECK 22ŏ SALESPERSON NO. 830 97PNZ-ADDS-16 ADDITIONAL WORK ERVICE ALL PARTS WILL BE DISCAPIDED STATE REG# AA-001944 1G1YY12S845 LAR/MAKE/MODILL 04/CHEVROLET/CORVETTE/2 DOOR COUPE RODUCTION DATE UNLESS INSTRUCTED OTHERWISE STOCK NO. LICENSE NO APPLY 224567 DELIVERY DATE SAVE 🗆 37016 GMPP ALL PARTS ARE NEW UNITES SPECIFIED OTHERWISE 24,809 01/08/08 NOVATO, CA YELLOW/ TAC NO 11/25/10 69,809 2396 M/MC WE ACCEPT MILEAĞE VISA I horsely authoritis the require work to be done alway with this processes or desting auxiliary that the pairs. I hereby grant you another white the region of all-region of all-region of all-region of all-regions are destinated by the process of desting auxiliary to a pair of all-regions. An explanamental and the primary and all regions of all-regions are destinated to account the amount of the regions are all-regions and all-regions. An explanamental and the primary accounted good on the above of a primary and a primary accounted good on the above discrete another leaves of storage conditions. An explanamental as beyond destinate a primary accounted good on the above discrete another leaves of the above 786 MASTER CARD DISCOVER 04:18pm | 12/08/07 04:00pm APPOINTMENT LABOR DATE ☐ Yes √ No dot CUSTOMER'S ACKNOWLED SEMENT TE: TOTAL FOR YOUR CONVENIENCE OUR SERVICE DEPARTMENT HOURS ARE 7:30 A.M. TO 5:30 P.M. MONDAY THRU FRIDAY - 0 -We 91PNZ BEEFE WATER LEAKS OF THE PROPERTY OF CUSTOMER STATES THE DRIVER DOOR LEAKS WATER INTO DASH. OUR PARTS DEPARTMENT HOURS ARE 8:00 A.M. TO 6:00 P.M. MONDAY THRU FRIDAY 734 OUR NEW AND USED CAR DEPARTMENTS ARE HAPPY TO BE OF ASSISTANCE W 89PNZ-WARRANTY WARRANTY RENTAL CAR - O -FREE BODY SHOP ESTIMATES CUSTOMER REQUESTS OVERNIGHT RENTAL CAR FOR CUSTOMER THANK YOU FOR BRINGING SATISFACTION, ENTERPRISE IS 925-685-3900 YOUR VEHICLE TO: FIEVIGED ESTIMATE ВУ CONTACTED VIA PHONE [] IN PERSON [] PERSON CONTACTED DATE AND TIME CALLED REASON REVISED ESTIMALE CONTACTED VIA PHONE [] IN PERSON [] PERSON CONTACTED DATE AND TIME CALLED REASON PAGE 1 OF 1

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#### PURCHASE ORDER

PURCHASE ORDER TO

CONCORD CA

1104

NUMBER

DATE

21436

WRITTEN BY DEPARTMENT

SERVICE

P.O. AMOUNT 37.00

SHIP TO LEHMER'S 1905 MARKET ST. P. O. BOX 5398 CONCORD CALIFORNIA 94520 BILL TO LEHMER'S 1905 MARKET ST, P. O. BOX 5398 CONCORD CALIFORNIA 94520

01/08/08

Tax Exempt No.

SR CHB 21-151175

DESCRIPTION QUANTITY PRICE AMOUNT 224567 RENTAL-WARRANTY

37.00

ACCT.

AMOUNT

CONTROL NUMBER

ACCT.

AMOUNT

CONTROL NUMBER

246

100 CA CASA

37.00

224567

INVENTORY-SUBLET LABOR

PONTIACIONO

1905 Market St. CONCORD, CA 94520 (925) 685-4481

SIGNATURE



PAGE 1 OF 1



# 01011GCC\$223897

0101IGCC\$223897					
37016	ADVISOR		TAG No.	INVOICE DATE	INVOICE No.
3/010	STEVE AMABLE	786	2396	12/12/07	GCC5223897
		CENSE No. MI	25,827	COLOR YELLOW/	STOCK No
	A FULL A MANUE A MICROCK			DELIVERY DATE /	C DELIVERY MILES
NOVATO, CA	VEHICLE LO. No.	CORVETTE/2 DO	OOR COUPE	11/25/07	24,809 PRODUCTION DATE
	1 G 1 Y Y 1	2 S 8 4 5		SELLING DEVICER NO.	PRODUCTION DATE
	F. T. E. No.	P.Q. No.		R.O. DATE	
Sec. 20	COMMENTS			12/08/07	
1 1000 4 01004					MO: 25827
LABOR & PARTS	TECH/C1.7	· · · · · · · · · · · · · · · · · · ·			
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I NEEDS REPLACEMENT.		EKN,	İ		
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300 #: 1	RST 10.710 STR 10.695		WARRANTY		
JOB # 1 1 10297743 RET-W/	STR 10.695		WARRANTY WARRANTY		
	JOB	# 1 TOTAL PARTS	0.00		
	JOB # 1 TOT	AL LABOR & PARTS	0.00		
IJ# 2 89PNZ-WARRANTY WARRANTY RENTAL CAR	TECH(5)-70		WARRANTY		
CUSTOMER REQUESTS OVERNIGHT RENTAL SATISFACTION. ENTERPRISE IS 925-68	CAR FOR CUSTOMER	•	WARRANT I		
I PER GM'S COURTESY TRANSPORTATION					
PROVIDED 1 DAY WARRANTY RENTAL. Z7	901 \$30		1		
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	JOB	# 2 TOTAL PARTS	0.00		
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		TOTAL LABOR	0.00		
[]CHARGE ACCOUNT []M/CARD []VISA		TOTAL SUBLET	0.00		
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		TOTAL MISC DISC	0.00		
IN APPROXIMATELY 2-3 WEEKS YOU MAY RECEIVE A SUR	VEY FROM	TOTAL TAX	0.00		
GENERAL MOTORS. IF FOR ANY REASON YOU CAN NOT MA SURVEY "COMPLETELY SATISFIED" PLEASE CONTACT THE	RK THE T	OTAL INVOICE	\$ 0.00		
SERVICE TEAM AT 925-685-4481	CCIII/E/\3				i
I HAVE RECEIVED A COMPLETE EXPLANATION OF THE RE	ΡΔΤΡς				
PERFORMED ON MY VEHILLE AND APPROVED AND DUONE A	UTHORIZATON				
FOR ADDITIONAL COST, AND UNDERSTAND ALL CHARGES.					
			İ		İ
CUSTOMER SIGNATURE			}		
BACE 1 OF 1			i		i
PAGE 1 OF 1 SERVICE FILE COPY		[ END OF INVOICE	7.01:20pm		
					1

3HOP LEHMERS OLDS

**I**/ME

PHONE 925-685-4481

IN 04:30PM 12/14/07 COMPANY OF SAN FRANCISCO RENTAL AGREEMENT OUT 11:56AM 12/08/07 CONCORD CA 23CG PAGE 1 OF 1 24-HOUR DAY RENTAL TYPE D SOURCE 500034 - 114 UNIT 1 RENTER SUMMARY OF CHARGES UNIT # LM72T5 DAY = 24 HOUR PERIOD LIC# MILES MODEL H3 NOVATO CA NO CHARGE COLOR BLACK\*2 LOCAL: 200 MI FREE/DA IN 5784 (H) OUT 5684 V# 5GTEN13E288 6 DAYS 47.00 282.00 DR. LICENSE XXXXXXXXXXX070 STATE FL EXPIRE 6/07/11 DOB 6/07/78 HT WТ EYES HAIR S.S.# EMPLOYER BILL TO Y CUST # 500034 LEHMERS OLDSMOBILE ATTN: STEVE\*\* P.O. BOX 5398 CONCORD, CA 925-685-4481 94524 SALES TAX% 8.25 23.27 ADDITIONAL DRIVER NO OTHER DRIVER PERMITTED CLAIM INFO PERMISSION TO LEAVE STATE POL/CLAIM/PO# XES NO X 223897 PO# TOTAL CHARGES INSURED CUSTOMER SIGNATURE ON FILE 305.27 DEPOSITS PAYMENT INFORMATION 10.00 REFUND LOSS DATE 10,00-AMOUNT PD BY TYPE DATEAUTH THEFT ACCIDENT 10.00 MC SALE 12/08/07 012207 10.00-MC RFND 12/18/07 TYPE CAR CORVETTE

BILL TO CUST 500034

OPENED BY #39691 MARK T STEWART

CLOSED BY #7658Z TEOHN CONNER

305.27

CLOSED TICKET PAYMENT INFO

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

03/12/05 PROCESSING SOURCE: CHEVROLET 13:39:19

PAGE:

VIN: 1G1YY12S8 45 SELLG SCE: 13 MDL YR: 04 ORD NO: GSNH3G

ODATE: 10/17/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 07032 DDATE: 02/08/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 02/09/04 ORDER BY:

CANC:

TRD DOE: DLVY TO: AT VERDIN
SRVC IN: 125 KASEY

LA 70458

SRVC IN: SLIDELL
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BFSO ORD DT: BFSO CUST:
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--INCENTIVES--

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POLICY PYMT CMNT: ACTV TYPE: 6

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POLICY PYMT CMNT: ACTV TYPE: 6

ORDER NO. GSNH3G/TRE STOCK NO.		100 RENAIS DETROIT	OTORS CORE SSANCE CEN MI 48	PORATION NTER 3243-1114
VIN 1G1 YY12 S8 45		VEHICLE I	NVOICE 1AI	28949757
MODEL & FACTORY OPTIONS 1YY37 CORVETTE Z06 5	MSRP	INV AMT	RETAIL -	STOCK
1YY37 CORVETTE Z06 5	1585.00	45136.88	INVOICE 1	L1/19/03
AAB MEMORY PACKAGE	175.00	150.50	SHIPPED 1	L1/19/03
B84 BODY SIDE MOLDINGS	150.00	129.00	EXP I/T 1	L1/24/03
DD0 ELECTROCHROMIC MIRRORS INSIDE			INT COM 1	L1/24/03
REAR & LEFT OUTSIDE REAR			PRC EFF 1	L1/19/03
REAR & LEFT OUTSIDE REAR FE9 50-STATE EMISSIONS	N/C	N/C	KEYS S505	5A S505A
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	WFP-F QTF	R OPT-1
LS6 5.7L LITER SFI V8 - 405HP	0.00	0.00	BANK: GMA	AC - 005
MN6 6-SPEED MANUAL TRANSMISSION	0.00	0.00	CHG-TO	07-032
V49 LICENSE PLATE FRAME: FRONT	15.00	12.90		
1SA BASE EQUIPMENT GROUP		N/C	SHIP WT:	3055
79U PREMIUM COLOR MILLENIUM YELLOW	750.00	645.00	HP:	48.7
			GMS:	
			SUPPLR:	47549.41
			MRM:	53635.00
			DAN:	Z06

TOTAL MODEL & OPTIONS DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION	52835.00 800.00	528.35	H/B 261 ADV 261	45426.83 1585.05 528.35 264.18
LAM GROUP CONTRIBUTION		264.18	EXP 65A	264.18

TOTAL 53635.00 47804.41 PAY 310 47804.41

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 45445.58

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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. 005 VIN 1G1YY12S845 \$ 47804.41 INV 1AD28949757 DUE 11/24/03 DEALER 07-032

MEMO 2566.75

10880 Phillips Highway Jacksonville, FL 32256 Phone: 904-260-7777 Fax: 904-260-7796

## **Coggin Chevrolet at The Avenues**



To:	GN	IBRC	From:	EDDIE WEISEN	
Fax:	866	6-213-9925	Total Pages:	10	
Phone:	:		Date:	3/17/08	
Re:	71-	611331527	cc:		
□ Urge	ent	☐ For Review	☐ Please Comment	☐ Please Reply	☐ Please Recycle

DESIRE',

THIS IS ALL I CAN COME UP WITH. ALL ORIGINAL DOCUMENTS HAVE BEEN SHREDDED.

INT

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225

RO#	Repair Documer 224841 d 09/24/05 d 10/19/05 6208 Wty T878	at Archive CUSTOMER # 85475 HUDSON, MARK  1G1YY1:2S845 04 CORVETTE CHEVROLET		Labor Parts Sublet Misc Tax TOTAL	: : : : : : : : : : : : : : : : : : : :	CP 0 0 0 0	WA 1080 1227 329 0 0
LINE	Service R	eauest				J	2033
A	VEHICLE IS A	TOW IN CUST STATES GAS	LEAUTNA				
	WC RENTAL CAR	Warranty	TIEWYTNG				
<u> </u>	WC PECALL 04006	Warranty					

C RECALL 04006 ELEC COLUMN LOCK
WC Warranty
D VEHICLE WILL NOT START
WC Warranty

(F)orward (B)ackward (S)croll Detail (M)isc/Sublet/Shop Supplies (E)xit :
PORT 6626 LOGON CA-S COMPANY COGGIN CHEVROLET AT

~			J O L I I
A	VEHICLE IS A TOW IN CUST STATES GAS (L1281) TANK, FUEL LEFT REPLACE	S LEAKING	
	(10362744) F-TANK	Type= WC	430,42
	qty= 1 cost= 345.75 (89047640) F-INSULATOR	484.05	
	qty= 1 cost= 16.13 (10337591) F-HOSE	22.58	
	qty= 1 cost= 69.75 (10337590) W-MODULE	97.65	
	qty= 1 cost= 222.98 (21008100) SEAL	312.17	
	qty= 1 cost= 8.03 (10337583) PIPE	11.24	
	qty= 1 cost= 39.31	55.03	
	*** STORY DETAIL *** 10/07/05 12:5 INSTALLED NEW LEFT GAS TANK NEW FUEI UEL LINES FROM PUMP TO CROSSOVER TUE		emp=6208

UEL LINES FROM PUMP TO CROSSOVER TUBE DEFECTIVE

<RETURN> to continue -or- (E)xit..

TRANS ADAPTOR LEAKING RESEALED ADSAPTOR PLATE ON TRANSMISSION (K2792) PLATE AND/OR SEALANT, ADAPTER REPLACE TECH# 1920 Flag Hrs= 7.80 Type= WC (12378521) SEALANT 550.37 aty= 1 cost= 18.57 26,00 (89021677) LUBRICANT qty = 3 cost= 15.71 65.97 (1052358) LUBRICAN qty= 2 cost= 4.36 12.20 (12378470) FLUID qty= 3 cost= 2.23 9.36

\*\*\* STORY DETAIL \*\*\* 10/07/05 12:51PM emp=6208
INSTALLED NEW LEFT GAS TANK NEW FUEL PUMP AND F
UEL LINES FROM PUMP TO CROSSOVER TUBE DEFECTIVE
4
TRANS ADAPTOR LEAKING

RESEALED ADSAPTOR PLATE ON TRANSMISSION (Z5001) 'VIP' OVERNIGHT CHARGESFOR PARTS. <RETURN> to continue -or- (E)xit..

TECH# 1920 Flag Hrs= 0.00 Type= WC 0.00 (FREIGHT) CHARGE

qty= 1 cost= 0.00 27.50

\*\*\* STORY DETAIL \*\*\* 10/07/05 12:51PM emp=6208

INSTALLED NEW LEFT GAS TANK NEW FUEL PUMP AND F UEL LINES FROM PUMP TO CROSSOVER TUBE DEFECTIVE

TRANS ADAPTOR LEAKING

RESEALED ADSAPTOR PLATE ON TRANSMISSION

(T2020) TOWING

TECH# 1920 Flag Hrs= 0.00 Type= WC 0.00

\*\*\* STORY DETAIL \*\*\* 10/07/05 12:51PM emp=6208
INSTALLED NEW LEFT GAS TANK NEW FUEL PUMP AND F

UEL LINES FROM PUMP TO CROSSOVER TUBE DEFECTIVE

TRANS ADAPTOR LEAKING

RESEALED ADSAPTOR PLATE ON TRANSMISSION

RENTAL CAR

<RETURN> to continue -or- (E)xit..

(Z7906) RENTAL 6 OR MORE DAYS

TECH# 1754 Flag Hrs= 0.00 Type= WC 0.00

RECALL 04006 ELEC COLUMN LOCK C

(V1153) RECALL 04006A - INSTALL HARNESS KIT

TECH# 1754 Flag Hrs= 0.80 Type= WC 56.45

\*\*\* STORY DETAIL \*\*\* 10/07/05 12:52PM emp=6208

PROGRAMMED

PCM AS PER BULLENTIN

VEHICLE WILL NOT START ח

(N0110) BATTERY ONE REPLACE

TECH# 1754 Flag Hrs= 0.60 Type= WC 42.34

(89021645) 867YR BATTERY

qty= 1 cost= 73.40 102.76

\*\*\* STORY DETAIL \*\*\* 10/07/05 12:53PM emp=6208

REPLACED BATTERY

1N3MC-S1

063M4-S1

<RETURN> to continue -or- (E)xit..

85475 226122 COGGIN CHEVROLET AT THE AVENUES \*INTERNAL \* 10880 PHILLIPS HWY. JACKSONVILLE, FL 32256 (904) 260-7777 www.cogginauto.com DUPLICATE 1 JACKSONVILLE, FL PAGE 1 HOME: BUS: SERVICE ADVISOR: 6208 JOY MAESTAS COLOR MAKE/MODEL MILEAGE IN/ OUT CHEVROLET CORVETTE 1G1YY12S845 PROD. DATE WARR, EXP. 17501/17520 T882 PROMISED PAYMENT INV. DATE 08FEB04 IS 84.00 RO. OPENED CASH 190CT05 READY OPTIONS: ENG: 5.7 Liter SFI HO 10:09 100CT05 08:38 190CT05 LINE OPCODE TECH TYPE HOURS A CUST STATES VEHICLE LEAKING FUEL LIST CAUSE: ADDED FUEL TO TANK FOUND CONFIRMED LEAK 08 INSTALL GAS TO TEST FOR LEAK 1754 IC 0.00 0.00 1 MISC GAS LEAK AT TOP OF TANK, LOWERED TANK FOUND FUEL SE NDER SEAL LEAKING 27.00 27.00 Installed new fuel pump sender unit seal B RENTAL CAR CAUSE: . RENTAL RENTAL CAR 1754 IC 0.00 C\*\* GAS 0.00 08 FILLED WITH GAS 1754 IC 0.00 0.00 0.00 1 21008100 SEAL 16.0612.04 12 04 1 MISC GAS 9.01 9.01 SUBL ENTERPRISE PO 254443 9.01 IC 74.00 SUBL ADKISON TOWING PO 30967 74.00 57.00 57.00 \*THÍS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANHOUS SHOP SUPPLIES OR WASTE FLA. STAT. 559.905 (1)(h) DISPOSAL STATE REGISTRATION NUMBER MV 34845 PARTS AND LABOR GUARANTEED 1 YR OR 12,000 MI PARTS WITH A "W" PREFIX LIFETIME GUARANTEE COST, SALE, & COMP TOTALS; 17504 \* 17905 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 10 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. DISCLAIMER OF WARRANTIES LABOR AMOUNT 0.00 PARTS AMOUNT 48.05 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 131.00 MISC. CHARGES 0.00 TOTAL CHARGES 179.05 LESS INSURANCE 0.00 SALES TAX DEALER, GENERAL MANAGER OR AUTHORIZED PERSON <u>0.00</u> PLEASE PAY THIS AMOUNT 179.05

la Sorvice After the Sale

2256 260-3000 38 200-3000 38 200 be paid by:	2 2 Tag B	MISCAN MINIS
2261 20lor BCK 51FF22K8	2 2 Tag B	77
2261 Ecolor BCK EIFP2XK8	2 2 Tag B	77
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i	CURRENT A		17501.		////				<b>▶</b> .	•	F .	
	OF YOUR VEHIC TURER RECOMA	LE, THE MAN	UFACE / VEY 16						OT RESPONS	BLE FOR LOS	S OR DAMAGE	
<u>ا</u> محينيا	SERVICES MARI SE PERFORMED	NOW.							ASE OF FIRE	THEFT OF	FT IN CARS IN A ANY OTHER TROL. PLEASE BELONGINGS	
i	f - 10 D f - 20 P = 10		SKNAMESA. (8)	ghway E - CASA C	AVMENT	I hereby authoruse the report	Work nated herein t	to Include guides work to a	PONTARHICTE		and the maleure of	
į			10880 Philips Hi Jacksonville, Florid (904) 260-77	77		mechanis's lier is hereby sea 'You will not be held reaconal or for delays assend by ships	nowledged on yehigh	highwright of electabore ju to Béture the groours of a let to cers or problem helt in of meets.	oe done with national of purposes of teating applies hursto. Care Mucana of the, t	endior inspection with or any other ca	of the side. An exprope	
- =	WOT WORKS	1	MV #34845	AM, EXP. C EH.CO		<u>x</u>		<del> </del>		<del></del> .		
3	OATE	VEHICLE IDE	STOCK NO.	TAG N MILEAGE DELIVER	O. J382 XATECEN:	COLOR ENUMBER YEAR		AKE AND MODE			1 OF 1	
1.6	100CT2005	1G1YY12S		17501 08FI:B		annanananana wasa basatana 1990		CORVETTE		6208	226122 .	
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\*ACCOUNTING\*



COGGIN CHEVROLET AT THE AVENUES
10880 PHILLIPS HWY. JACKSONVILLE, FL 32256
(904) 260-7777

www.cogginauto.com

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## LAW OFFICES OF STEVEN MIKHOV

Consumer Protection Attorneys

STEVEN MIKHOV MARK P. ROMANO STEVEN G. STANCROFF\* KARL P. HEIL\* 640 S. San Vicente Blvd., Ste. 230
Los Angeles, CA 90048
Telephone (877) 575-3666
Facsimile (877) 575-9666
www.Lemon-Law.to
smikhov@rsmlemonlaw.com

\*Admitted in Michigan only

March 5, 2008

## VIA U.S. MAIL & CERTIFIED MAIL RETURN RECEIPT REQUESTED

Lehmer's 1905 Market Street Concord, CA 94520 General Motors Corporation 818 West Seventh St. Los Angeles, CA 90017

Re: Vehicle: Client:

2004 Chevrolet Corvette

VIN:

1G1YY12S845

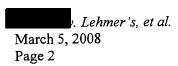
# NOTICE OF VIOLATION OF CALIFORNIA LAW, INCLUDING BUT NOT LIMITED TO THE CONSUMERS LEGAL REMEDIES ACT

To Whom It May Concern:

My firm has been retained by	to prosecute his legal claims against you
regarding the purchase of the above-identi	fied vehicle. I am writing to set forth the facts of this
case, to cite the applicable law, and to pro	vide you your statutory right to resolve all Consumers
Legal Remedies Act ("CLRA") claims.	Additionally, all further communications intended for
my clients must be directed to this office.	•

#### **Facts**

	went to Lehmer's to look at vehicles with
his fiancée. Mr. noticed the above-identified	2004 Corvette with approximately 24,809
miles on the odometer, and the salesperson exhorted h	im to purchase it. The vehicle's Buyer's
Guide indicated that the 2004 Corvette was a certific	ed pre-owned (CPO) vehicle—one of the



finest late-model/low-mileage cars with a clean vehicle history. The sales staff at Lehmer's represented that the 2004 Corvette was a great car and in excellent condition.

In selling the subject 2004 Corvette to Mr. Lehmer's failed to provide certain disclosures mandated by California law. Contrary to state law, Lehmer's failed to provide the mandatory documents for CPO vehicles, including the multi-point certification inspection report. Likewise, Lehmer's failed to provide the documentation required by the used car buyer's bill of rights, including, but not limited to, used-vehicle inspection reports and disclosure of the credit score and the credit reporting agency used by the dealer in connection with financing the sale. Cal. Veh. Code §§ 11713.18 and 11713.20.

In addition, Lehmer's failed to itemize the transfer fee for the subject vehicle properly. The Automobile Sales Finance Act (ASFA) requires transfer fees to be separately itemized. Cal. Civ. Code § 2982(a)(2). Here, Lehmer's failed to so itemize the transfer fee in violation of ASFA.

Shortly after the sale, Mr. began to experience problems with the 2004 Corvette, including uncorrected water leak problems. Since then, the 2004 Corvette has continued to malfunction, has undergone multiple repair attempts, and has spent a considerable amount of time out of service (about 90 days). That is, since purchasing the vehicle in November 2007, Mr. has had use of the vehicle for only about three weeks.

GM violated California law, including the Song-Beverly Consumer Warranty Act, by failing to cure the subject vehicle's nonconformities after a reasonable number of repair attempts and failing to repurchase the defective vehicle. As GM's warranty records show, the 2004 Corvette has been subject to repair multiple times and has been out of service at least 90 days. Mr. has contacted GM many times in an effort to resolve the warranty problems with the GM generated the "Service Request Number" 71-604-750255 for Mr. 2004 Corvette. case; however, GM procrastinated and delayed taking any corrective action. GM requests in a timely manner. Additionally, a GM even failed to respond to Mr. customer service representative, who identified herself as "Ms. Knott," told Mr. 2004 Corvette did not qualify for a repurchase. She justified GM's decision by stating that 2004 Corvette did not qualify, because the CPO warranty began to run from the day of certification, not on the day of sale. Moreover, GM failed to monitor and oversee compliance with its warranty policies and procedures as well as with its CPO program. Through its acts and omissions, GM allowed the 2004 Corvette to be classified, marketed, and sold as a GM CPO vehicle, even though the vehicle had significant defects or nonconformities and even though the vehicle had not been adequately inspected and/or reconditioned.

#### Applicable Law

Lehmer's and GM's actions, as set forth above, violate the Consumers Legal Remedies Act (Civil Code §1750 et seq.) ("CLRA").

March 5, 2008
Page 3

Specifically, the CLRA prohibits the following unfair and deceptive acts: (2) Misrepresenting the source, sponsorship, approval, or certification of goods or service; (5) Representing that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits, or quantities which they do not have or that a person has a sponsorship, approval, status, affiliation, or connection which he or she does not have; (7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another; (9) Advertising goods or services with intent not to sell them as advertised: (14) Representing that a transaction confers or involves rights, remedies, or obligations which it does not have or involve, or which are prohibited by law; (16) Representing that the subject of a transaction has been supplied in accordance with a previous representation when it has not; and (19) Inserting an unconscionable provision in the contract.

Lehmer's violated California statutes and regulations relating to the preparation of purchase contracts and providing the mandatory documents and disclosures in connection with the sale of a CPO vehicle. Additionally, your dealership has established a pattern and practice of: (1) failing to provide the mandatory CPO documents, (2) failing to provide the documents required by the used car buyer's bill of rights and/or otherwise violating the requirements of the used car buyer's bill of rights, and (3) failing to disclose the credit score and the credit reporting agency used by the dealer in connection with financing sales.

GM violated California statutes and regulations by failing to timely cure the subject vehicle's defects, failing monitor its dealerships for compliance with its warranty policies and procedures, and failing to monitor its CPO program.

This letter constitutes notice under the CLRA that your conduct violates the CLRA and that Mr. demand that Lehmer's and GM completely remedy the violations for him and other similarly situated consumers within 30 days of your receipt of this letter.

#### Demand

Demand is hereby made to rescind the purchase/finance contract, restore all payments made by Mr. under the contract, and pay all incidental and consequential damages.

Lehmer's and GM must also pay Mr. legal fees as provided by the consumer protection statutes. Such action will resolve my client's individual CLRA claim for damages.

To resolve my client's claim for injunctive relief under the CLRA, Lehmer's and GM must also consent to the entry of a specific injunction preventing any further predatory acts against the public.

The proposed injunction would prohibit Lehmer's from engaging in the following practices:

- (1) failing to provide the required CPO documents, including, but not limited to, the certification inspection report and credit score and credit reporting agency disclosures;
- (2) failing to provide the documents, disclosures, and notices required by the used car buyer's bill of rights; and
- (3) failing to itemize the transfer fees.

It will be required that Lehmer's allow monitoring of its sales files to ensure compliance with the injunction.

The proposed injunction would prohibit GM from engaging in the following practices:

- (1) failing to monitor its dealerships for compliance with GM's warranty policies and procedures; and
- (2) failing to monitor its CPO program.

It will be required that GM allow monitoring of its warranty and CPO files to ensure compliance with the injunction.

You must also undertake all of the following actions to satisfy the requirements of California Civil Code § 1782(c):

Identify or make a reasonable attempt to identify all consumers similarly situated. We have identified the following potential classes of affected consumers:

- (a) All persons who, since November 25, 2003, purchased a vehicle from Lehmer's and Lehmer's failed to provide the required CPO documents.
- (b) All persons who, since November 25, 2003, purchased a vehicle from Lehmer's and Lehmer's failed to provide the documents, disclosures, and notices required by the used car buyer's bill of rights.
- (c) All persons who, since November 25, 2003, purchased a vehicle from Lehmer's and Lehmer's failed to itemize the transfer fees.
- (d) All persons who, since November 25, 2003, purchased a CPO GM vehicle and GM failed to monitor its dealerships for compliance with GM's warranty policies and procedures.
- (e) All persons who, since November 25, 2003, purchased a CPO GM vehicle and GM failed to monitor its CPO program.

Notify all persons so identified that, upon their request, you will offer an appropriate correction, replacement, or other remedy for your wrongful conduct.

Undertake (or promise to undertake within a reasonable time if it cannot be done immediately) the actions described above for all affected persons who so request.

Cease the unlawful methods, acts or practices set forth above prohibited by the injunction.

Pay all appropriate fees and costs.

By law, you have 30 days from your receipt of this letter to satisfy your legal obligations under the CLRA. I hope that you will choose to resolve this matter promptly.

Sincerely,

LAW OFFICES OF STEVE MIKHOV

cc:



#### RUBEN & SJOLANDER

1875 Century Park East, Suite 1050 Los Angeles, California 90067 (310) 788-2828 Telephone (310) 788-9028 Facsimile LOS ANGELES · SAN FRANCISCO

SAN FRANCISCO OFFICE 650 California Street, 10<sup>th</sup> Floor San Francisco, California 94108 (415) 391-0188 Telephone (415) 391-0189 Facsimile

Adrian Flansburg adrian.flansburg@rubenandsjolander.com

July 8, 2008

Via E- Mail

Angela Woljevach General Motors Corporation

Re: v. General Motors Corporation, et al.

Contra Costa County Superior Court

Case No.

: CIVMSC08-00785

Vehicle

: 2004 Chevrolet Corvette

VIN

: 1G1YY12S845

GM Legal File No.

: 645528

Our File Number

: 2002.692

#### NOTICE OF SETTLEMENT / CHECK REQUEST

Dear Ms. Woljevach:

Please be advised that the above-referenced matter has settled for a total of \$93,977.83, including attorneys' fees and costs. Co-defendant will be contributing \$22,000.00 toward full settlement. At your earliest convenience, please forward General Motors Corporation's settlement drafts as follows:

1. A check in the amount of \$33,885.05 payable to	& Steve Mikhov, Esq."
This check will be used to reimburse plaintiff's down pay	ments, monthly payments and plaintiff's
attorneys' fees and costs. Mr. Mikhov's Federal Tax Iden	ntification Number is

2. A second check in the amount of \$38,092.78 made payable to "Chase Auto Finance." This check will be used to pay off plaintiff's loan for the subject vehicle so that clear title to the vehicle can be transferred to General Motors Corporation. The payoff is good until 7/30/08 and the per diem is 10.23. The plaintiff's account number is 107-330-12-5912-06 and Chase is located at 14800 Frye Road, 1st FL, TX 1-1300 in Fort Worth, TX 76155, (800) 336-6675. Attention: Payoff Department.

Angela Woljevach July 8, 2008 Page 2

Concurrent with ordering these checks, we are forwarding a Settlement Agreement and Request for Dismissal to plaintiff's counsel. The settlement drafts will be retained until such time as we are in receipt of the signed closing documents. Should you have any questions, please do not hesitate to contact me.

Very truly yours,

Adrian Flansburg, Paralegal RUBEN & SJOLANDER

Enclosures:

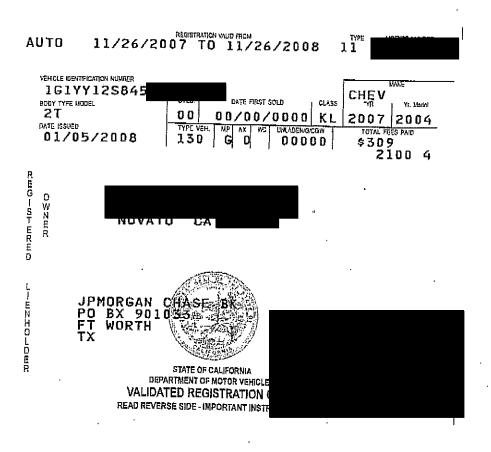
- 1. Check Approval Form
- 2. Registration
- 3. Settlement Confirmation
- 4. Warranty History
- 5. Purchase Contract
- 6. Invoice (BARS)
- 7. Repurchase Worksheet
- 8. Supporting Repair Orders



#### RVDC Case# 151028

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Dealer			Reason for not Retrieving Sales Tax:						
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Dealer Phone			Original Sales Tax Paid State: CA	in Repu	irchased Und State: C				
Dealer Fax	925887689		Vehicle Meets Pr	esumption of					
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Payee2:		Payee2:	107-330-12-5912-06	Payee2:		likhov, Esq.			
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Address2:		Address2:	TX 1-1300	Address2:		te 230			
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State:	CA State:		TX	State:		CA			
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Phone #:	757-575-4293	Phone #:	800-336-6675	Phone #:	877-	575-3666			
Fax #:		Fax #:		Fax #:	877-	575-9666			
		Attention:	Payoff Department	Attention:	Steve Mikhov, Esq.				
		Account #:	107-330-12-5912-06	Fed Tax ID:	26-0	143449			
		-		Firm Name:	S. Mik	hov, et al.			

Case ID: 151028 Initiator: 143523



#### RUBEN & SJOLANDER

ATTORNEYS AT LAW 1875 CENTURY PARK EAST, SUITE 1050 LOS ANGELES, CALIFORNIA 90067

> PHONE (310) 788-2828 FAX (310) 788-9028

> > Adrian Flansburg adrian.flansburg@rubenandsjolander.com

June 24, 2008

VIA E-MAIL

Steve Mikhov, Esq. c/o Steve Stancroff, Esq. LAW OFFICE OF STEVE MIKHOV 640 S. San Vicente Boulevard, Suite 230 Los Angeles, CA 90048

Re: v. General Motors Corporation, et al.

Contra Costa County Superior Court

Case No. : CIVMSC08-00785

Vehicle : 2004 Chevrolet Corvette

VIN : 1G1YY12S845

Our File Number : 2002.692

#### Dear Mr. Mikhov:

This letter shall confirm the settlement of this matter, which was agreed to on June 18, 2008 with defendants. The settlement includes a full refund to plaintiff of all sales tax and consists of the following payments by defendants, in exchange for return of the subject vehicle free and clear of all liens and encumbrances, and the dismissal of the entire action with prejudice:

Down Payment: \$ 2,876.00

Payments: \$ 4,475.30 (including 6/2/08 payment)

Inclusive of Sales Tax: \$2,870.83

Registration:\$ 128.75Service Contract:[\$ Assigned]GAP Insurance:[\$ 595.00]Settlement Adjustment:\$22,000.00Attorney's Fees and Costs:\$5,000.00Total to Plaintiff and Attorney:\$33,885.05

Chase Auto Finance (Loan Payoff): \$38,021.17

Steve Mikhov, Esq. June 24, 2008 Page 2

Defendants have already begun processing the settlement checks and I expect to receive them in our offices shortly.

All the documents necessary to conclude the settlement of this matter have already been forwarded to you. Please sign and fax this page back to our offices so that we may complete the check processing.

Very truly yours,

Adrian Flansburg, Paralegal RUBEN & SJOLANDER

Steve Mikhov, Esq.

Attorney for Plaintiff

R.O

## **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:		1G1	ΥY	12S845									
				VEHIC	LE IN	FORM	ATIC	N					
Mercl	handising M	lodel :	13	YY37 -2004 CORVETT	E Z06		Wa	rranty Star	t Date	:	02/0	8/200	)4
BARS	Order Typ	e:	70	- RETAIL - STOCK					·····				
Delive	ering Dealer	• •		AN CHEVROLET			Sell	ing Source	:		13 -	СНЕ	VROLET
			(972) 389-6700			3149	Site	Code:			07032		
						Business Associate Code:			ode :	112305			
Serv	Service Contract : Y			Branded Title:	No	War	Warranty Block: No			PDI Status :		Paid	
		•		REQUIR	ED FI	ELD A	CTIC	ONS					<del></del>
Туре	Number			Desc	riptio	n		Pos				sted Date State	
RC	<u>04006</u>	ELECT	RO	NIC COLUMN LOCK	SYST	EM					N/A	,	Closed
				SERVICE IN	FORN	1ATIO	NAL	ITEMS					
Vehic	le Has No C	urrent F	leco	ord Of Outstanding Se	rvice I	nforma	tion						
			O	N STAR AND XM SA	TELL	ITE RA	DIO	INFORM	ATIO	Ŋ			
Vehic	le Has No A	ssociate	1 O	n Star or XM Radio In	forma	tion.							
				APPLICA	BLE	WARR	ANT	IES					
		Des	criţ	otion	Effect Date		Effectiv Odomet		End D	ate	O	End dometer	

Description	Effective Date	Effective Odometer	End Date	End Odometer	
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/08/2004	15 miles	02/08/2007	36015 miles	
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/08/2004	15 miles	02/08/2010	100015 miles	
3/3000 GM CERTIFIED USED LIMITED WARRANTY	11/27/2007	24192 miles	02/27/2008	27192 miles	
60/100000 GM CERTIFIED USED POWERTRAIN LIMITED WARRANTY	02/08/2004	15 miles	02/08/2009	100015 miles	
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/08/2004	15 miles	02/08/2012	80015 miles	
36/36000 FEDERAL EMISSION	02/08/2004	15 miles	02/08/2007	36015 miles	

## **CLAIM HISTORY** Odometer

R.O Date	Number	Туре	Labor Operation	Reading
12/13/2005	035381	#	C0183 - FRONT SIDE DOOR WINDOW REGULATOR REPLACEMENT - LEFT SIDE	20920 miles
10/09/2005	810121	#	Z2080 - ROADSIDE SERVICE (TOWING)	17000 miles
10/09/2005	810122	#	Z2080 - ROADSIDE SERVICE (TOWING)	17000 miles
09/24/2005	224841	#	L1281 - FUEL TANK REPLACEMENT - LEFT SIDE	17441 miles
09/24/2005	224841	#	K2792 - PLATE AND/OR SEALANT, ADAPTER - REPLACE	17441 miles
09/24/2005	224841	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	17441 miles
09/24/2005	224841	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT	17441 miles
09/24/2005	224841	#	T2020 - TOWING	17441 miles
09/24/2005	224841	#	V1153 - 04006 - INSTALL HARNESS KIT - AUTOMATICS ONLY	17441 miles
09/24/2005	224841	#	N0110 - BATTERY - ONE - REPLACE	17441 miles
11/19/2003	A14667	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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# GM Vehicle Inquiry System Claim History

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

Help

VIN:			1G1	YY12S845						
				CLAIM H	IISTORY					
Repair Ord	ler Date	: 12.	13/2005	Repair Order Number :	035381 Odometer Read			ing:		20920 miles
Serviced	CREST PO BOX				Selling Sou	rce	: 13 - CHEVROL			ЕТ
By :	JACKS	ONVIL	LE, FL	32239-1447	Site Code :		2626	8		
	(904) 72	21-1880	)		Business Associ		iate Code: 132781			
Cycle Date	Cycle Nbr	Case	Туре	Labor Opera	ntion		Part			Comments
12/16/2005	648	01	#	C0183 - FRONT SIDE D WINDOW REGULATO REPLACEMENT - LEF	R		10344132 - REGULATOR			N
<b>Repair Order Date :</b> 10/09/2005				Repair Order Number :	810121	Od	ometer Reading :			17000 miles
Serviced By:	GM RO			STANCE/CCAS	Selling Sou	rce	•	13 - 0	CHEVROL	ЕТ
Бу:	MEDFO			55-5117	-5117 Site Code :			3441:	5	
ett elektrisk kommit (Nederla) endattigt (mages 1942)	ety patent i troncont nel malen limb				Business Associate Code: 207453					
Cycle Date	Cycle Nbr	Case	Туре	Labor Opera	ntion		]	Part		Comments
10/25/2005	633	01	#	Z2080 - ROADSIDE SE (TOWING)	RVICE		N/A			N
Repair Ord	ler Date	: 10	/09/2005	Repair Order Number :	810122	Od	lometer Read	ing :		17000 miles
Serviced				STANCE/CCAS	Selling Sou	rce	:	13 - 0	CHEVROL	ЕТ
By:	ONE CA			55-5117	Site Code :			3441:	5	
					Business Associate Cod			207453		
Cycle Date	Cycle Nbr	Case	Туре	Labor Opera	ntion		Part			Comments
10/25/2005	633	01	#	Z2080 - ROADSIDE SE (TOWING)	RVICE	VICE N/A				N

Repair Ord	: 09/	/24/2005	Repair Order Number :	224841	Odometer Read	ing:	17441 miles		
Serviced				T AT THE AVENUES	Selling Sour	·ce:	13 - CHEVR	CHEVROLET	
By:	10880 PHILIPS HWY JACKSONVILLE, FL			32256-1553	Site Code :		26115		
	(904) 26	50-7777	7	Business Ass		sociate Code :	168823		
Cycle Date	Cycle Nbr	Case	Туре	Labor Oper	ation		Part	Comments	
11/18/2005	640	01	#	L1281 - FUEL TANK REPLACEMENT - LEF	10362744 - 1	10362744 - TANK			
11/18/2005	640	02	#	Z7906 - 6+ DAY COUR TRANSPORTATION	RTESY	N/A	N/A		
10/25/2005	633	02	#	K2792 - PLATE AND/O ADAPTER - REPLACE		12378521 - 5	12378521 - SEALANT		
10/25/2005	633	03	#	Z5001 - VIP FREIGHT/ REIMBURESEMENT	POSTAGE	10337591 - 1	10337591 - HOSE		
10/25/2005	633	04	#	T2020 - TOWING		N/A	N/A		
10/25/2005	633	06	#	V1153 - 04006 - INSTA KIT - AUTOMATICS (	S <sub>N/A</sub>	N/A			
10/25/2005	633	07	#	N0110 - BATTERY - O	CE 89021645 - 1	89021645 - BATTERY Y			

Repair Ord	rder Date : 11/19/2003 Repair Order Number : A14667 Odometer Reading					ing:	: 0 miles		
Serviced	VAN CI				Selling Sou	rce:	13 - 0	CHEVROL	EΤ
By:		LLTO	N, TX 7	5011-3149	Site Code :		0703	2	
	(972) 38	9-6700	)		Business A	112305			
Cycle Date	Cycle Nbr	Case	Туре	Labor Opera	ation		Part		
11/25/2003	433	01	I	Z7000 - PRE-DELIVER INSPECTION - BASE T		N/A			N

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You want to buy a gap contract.

D. Delened Downpayment

E. Manufacturer's Rebate

B. Registration/finnster/filling Fees C. Colliographire Fees D. Olher Total Official Fees (A Infough D)	\$ N/A (0) \$ N/A (0) \$ \$ \$	316.00 (2)	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.
Amount Paid to Insurance Companies     Total premiums from Statement of Insurance column	a + b) \$	N/A (3)	X
4. D Smog Cartification or D Exemption Fee Paid to 5. Subtotal (1 through 4)	Chara S .	802.83 (5)	
6: Total Downsoniment	12900.00 (A)		Date Co-Buyer Signature Age OPTIONAL GAP CONTRACT A gap contract (debt cancella-
A Agricul Teda 19 Yello Yr 2004 Mak FORI Move 19 19 19 19 19 19 19 19 19 19 19 19 19			ilon 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
1 the second of the second	-10024.00 s -2075-00 (B)	-	In item 1N: See your gap contract for details on the protection if provides 7(2) a part of this contract.
B. Less Prior Credit or Lease Balance     O. Net Trade-In (A less B) (Indicate if a nigative num     D. Deferred Downpayment	1311/_A(1//)		Term MosName of Gap Contract
E. Manulagura's Robaie F. Other G. Cash	S N/A (D) S N/A (E) S N/A (F)		You want to buy a gap contract.  Buyer X
The state of the s	S (G)	876.00	OPTIONAL SERVICE CONTRACT(S) You want to
Total Downpayment (Ciltrough G) (Il negative, enter zero on line 6 and enter the amount less than a	ـــــــــــــــــــــــــــــــــــــ	1926 83	purchase the service contract(s) written with the following company(les) for the term(s) shown below for the charge(s) shown in item 1J,1K, and/or 1L above.
7. Amount Financed (5 less 6)	<b>5</b>	(7)	GMPP 45000
GELLER ASSISTED COALLY  DUYER MAY BE RECURED TO PLEDGE SECURITY FOR THE LOAL AND	AUTO BROKER FEE DISC		Term
DUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LONG AND WILL BE OBLIGATED FOR THE NISTALLIZERY PAYABUTS ON DOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LONG.	If this contract reflects the new motor vehicle, the sale	is not subject	Term N/A Mos. or Miles
Proceeds of Ligary Comment (March 1997)	to a fee received by an auto unless the following box is o	hecked:	Term   II / A   Moo. or   Miles
Amount S. H./A. Finance Charge A. Total S. Wayabio in H./A.	Name of autobroker re applicable:	celving fee, if	HOW THIS CONTRACT CAN BE CHANGED. This
Installments of S	N/A		contract contains the entire agreement between you and us relating to this contract. Any change to the
SELLER'S RIGHT TO GANCEL'III Buyerand Go Buyersign the back givion the Saller the right to georg! if Seller is unable	here; the provisions of the Saller's Right to to assign this apprect to a financial instit	Cancel section on union will apply.	contract must be in writing and both you and we must sign it. No oral phonons are bluding
Buyer	X x x shared		Buyer Signs X 4 / A Co. Buyer Signs X
OPTION: 13 You pay no finance, charge It the Amount's	manufacture of the major in this countries	N/A	Year SELLER'S INITIALS
MOTYOUR CURRENT INSURANCE POLICY WILL COVER YOU WARNING	H NEWLY ACQUIRED VEHICLE IN THE EV	ENT OF AN ACCIDENT,"	IRCHASES A VEHICLE, IF YOU ARE UNSURE WHETHER OR YOU SHOULD CONTACT YOUR INSURANCE AGENT.
NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE DEALER, HOWEVER, UNLESS OTHERWISE SPECIFIED, TI	FOR COLLISION DAMAGE MAY BE AVA	HE DEALER PROTECT	USH YOUR INSURANCE AGENT OF THROUGH THE SELLING TS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF
THE UNPAID BALCANCE REMAINING AFTERTHEIVEHIGEE H. FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT THE BUYER SHALL SIGN TO ACKNOW FOR THAT HE'S	IS BEEN REPOSSESSED AND SOLD. YOU IN THE EVENT OF LOSS OR DAMAGE HE UNDERSTANDS THESE PUBLIC LIADU	TO YOUR VEHICLE, YOU	COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO JOH YOUR INSURANCE AGENT OR THROUGH THE SELLING TS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF U SHOULD CONTACT YOUR INSURANCE AGENT. ITTOMS.
S/S.X	X ASSESSMENT		
Representations of Buyer: Seller has relied on the trul given a true payoff, amount on the vehicle traded in. If I	h and accuracy of the information proving payoff amount is more than the amount is more than the amount of the control of the	ded by you in connect with shown above in it	ion with the Trade In Vehicle. You represent that you have tem 6B as "Pdor Credit or Lease Balance," you must pay or Lease Balance," Seller will refund the difference to you.
Buyer X	Co-Bu	yer X	or Leader Distance, Out of Mill House Brown Heart Inc. 10. you.
under this egreement, the vehicle may he renosse	ised and vou may be subject to sui	and liabillly for the	e lilled in. (2) You are entitled to a completely filled f you default in the performance of your obligations unpaid indebtedness evidenced by this agreement.
If you have a complaint concerding this only you should!  Complainte concerning unfair for deceptive gractices or of Motor Vahicles, or any combination shared.	ry in resolve it with the seller, methods by the celler may be referred	to the city attorney, f	ina district attornay, or an investigator for the Department to the change. You do not have to agree to any change,
After this control is eigned, the seller may not change and it is an unfair or deceptive predice for the soller to m	the financing or psyment terms unles: kë a Unilateral change.	s you agree In Writing N/A	to the change. You do not have to agree to any change,
Buyer Signature X	Go-Bur	yer Signature X	e Seller may assign this contract
and retain its right to receive a r	art of the Finance Ch	arge.	
THERE IS NO GOOLING OFF PERIOD UNLESS Calliornia tay, does not provide for a cooling of the contract	reflation anited for uphicle cales. Therefore	unit connot later concet	This courries we cave it to you allo you were
contract simply because you change your mind, decide the vehi	cle coats loo much, or wish you had acquired in the seller or for legal cause, such as fauld	i a different vehicle. After Howevet, California iawi	DONS, ELECTIVE EMAIL YOUR MANUE MENT BOTTO STORES THE EMIS
Toquire a sellet to often hrz day contract cancellallon opilon on statulory conditions. This contract cancellallon opilion requirem off-highway motor vehicle subject to de nillication under Califor	ised vehicles with a purchase price of less if entidoes not apply to the sole of a recreation	an \$40,000, subject to ce al vehicle, a molotoycle, c	oriain   CONTRACT, INCLUDING THE ARBITRATION CLAUSE Oran   ON THE REVERSE SIDE, BEFORE SIGNING BELOW.
off-highway motor vehicle subject to dentillication under Califor	ila law. See the vehicle contract cancellation	oplion agreement for deli	YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED IN COPY WHEN YOU SIGNED IT.
Buyer Signature X	11725/07 DaleCo-Buy	N/A Signature X	Date
Co-Buyers and Other Owners — A co-buyer is a parson of does not have to pay the dobt. The other owner agrees to the	Mo is responsible for paying the entire of a security interest in the vehicle given to u	ebt. An other owner is is in this contract.	a person whose name is on the lille to the vehicle but
Other Owner Signature X <sup>t</sup> GUARANTY: To induce us to southe verificia to Buyer, or	Addres dir person who signs as a Guaranter indivi	s Gually guarantees the pa	ayment of this contract. If Buyer fails to pay any maney owing
Co-Buyers and Other Owners.— A co-buyer is a parson does not have to pay the debt. The other owner agrees to the Other Owner Signature X <sup>1</sup> GUARANTY: To honer owner shall be well clean to Buyer, and on this contract, each Guaraphor must pay the whereaked, complete deferred to Guaraphor's depended for relimburishmen payments, (2) give a full or parial reliefs to any other Guaraphor shall be contract. Each Guaraphor for the Course Countral shall be contracted.	ach, cutranto: Milloe (ighle to; me, ann a . Each Gubranto; agrees to be liable eveni 'anior; (a) toloase any socurity; (4) accept lor achite/lodges receipt of a completed o	mount owing, even it out I we do one or more of t leas from the Buyer than opy of this contract and	ner persons also lagn as Guaranox, and even il duyer has a ha following: (1) give line Buyer moto timo to pay one or mote n the total amount owing; or (5) otherwise reach a salliement guaranty at the time of signing.
Operation waives warre or acceptance of this acceptant, to accept	на сиуа з гол раушен, пеп-рыхатавсе, аг	ia netanal and dobbbe of th	he amount owing all any ilms, and of any demands upon the Buyer.
		rantor X	- Date
Address LEFRILR 5		r055	Title
Seller Signs			1497

CHEVRO. MOTOR DIVISION 1004 CORVETTE Z06 79U PREMIUM COLOR MILLENIUM YELLOW/V8G GENERAL MOTORS CORPORATION 79U PREMIUM COLOR MILLERYON 1220 94 Z06 INTERIOR - BLACK 100 RENAISSANCE CENTER DETROIT MI 48243-1114 VEHICLE INVOICE 1AD28949757 7IN 1G1 YY12 S8 45 MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS 51585.00 45136.88 INVOICE 11/19/03 YY37 CORVETTE Z06 AB MEMORY PACKAGE 175.00 150.50 SHIPPED 11/19/03
384 BODY SIDE MOLDINGS 150.00 129.00 EXP I/T 11/24/03
DD0 ELECTROCHROMIC MIRRORS INSIDE 160.00 137.60 INT COM 11/24/03

PROPER STREET OUTSIDE PEAD REAR & LEFT OUTSIDE REAR

REAR & LEFT OUTSIDE REAR

PRC EFF 11/19/03

REAR AXLE 3.42 RATIO

N/C

N/C

N/C

N/C

WFP-F QTR

OPT-1

LS6 5.7L LITER SFI V8 - 405HP

0.00

0.00

BANK: GMAC - 005

4N6 6-SPEED MANUAL TRANSMISSION

0.00

CHG-TO

07-032

149 LICENSE PLATE FRAME: FRONT

15.00

LSA BASE EQUIPMENT GROUP

N/C

N/C

N/C

SHIP WT: 3055

79U PREMIUM COLOR MILLENIUM YELLOW 750.00

645.00

HP: 48.7

GMS: 45501.83 PRC EFF 11/19/03 GMS: 45501.83 SUPPLR: 47549.41 MRM: 53635.00 DAN: Z06 MEMO 2566.75

TOTAL MODEL & OPTIONS 52835.00 46211.88 ACT 231 45426.83 800.00 H/B 261 1585.05 800.00 528.35 ADV 261 528.35 LAM DEALER CONTRIBUTION 264.18 EXP 65A 264.18 LAM GROUP CONTRIBUTION

53635.00 47804.41 PAY 310 47804.41

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 45445.58

\*

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. 005 VIN 1G1YY12S845 \$ 47804.41 INV 1AD28949757 DUE 11/24/03 DEALER 07-032

VAN CHEVROLET

TOTAL

\$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$128.75 \$22,000.00 \$0.00 \$28,885.05 \$38,092.78 \$4,475.30 \$29,480.05 \$595.00 \$5,000.00 \$71,977.83 \$30,900.00 \$22,866.00 \$2,876.00 \$595.00 \$49,111,83 PAYMENT (CA, FL & WV) OR LEASE REPURCHASE Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information (A) Ø Ø Form Rev. 04/28/2006 Pmts (includes 1st month if lease) 25 Dir Buyout (lease) or Loan Payoff 26 (GMAC=DL quote) good thru 7/30/08 Down Pmt / Cap Cost Reduction 18 Sec. Dep. (leases) if reimbursing above Settlement Adjustment / Penalty Reg/Lic/Title Fees (leases only) Worksheet Filled Out By: 24 Total Refund to Customer Do not include fuel fill credit Adrian Flansburg 19 Extended Service Contract 30 Estimated Auction Value INCENTIVE\* (from BARS) July 8, 2008 Include GM card points 12 \* Usage/Depreciation 21 Over Mileage Penalty OVERALLOWANCE PURCHASE PRICE 28 Total Repurchase 29 NADA (Legal Only) 22 Total Deductions 5 Aftermarket Items 4 Tax (leases only) 10 Total Additions 31 Projected Loss ACTUAL PRICE 15 Over-Allowance 16 Negative Equity 27 Attorney's Fees 20 Gap Insurance 7 Other-Explain Other-Explain 9 Other-Explain 14 Late charges 17 Incentives 13 Damage STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON တ φ \$0.00 STRAIGHT REPURCHASE - BASE ↔ ↔ <del>(/)</del> ↔ 25 Loan Payoff good thru xx/xx/xx if negative=negative equity 26 Total Refund to Customer 30 Estimated Auction Value 31 Projected Loss **Customer Name** ACV=actual cash value Conversion / Upfit cost 12 \* Usage/Depreciation TRADE ALLOWANCE 10 Total Purchase Price 24 Repurchase Subtotal TRADE ALLOWANCE PAYOFF OF TRADE Vehicle VIN 1G1YY12S845 8 GMPP (\* only for WI) 21 Other-Explain 22 **Total Deductions** Reg./Lic./Title Fees 28 Total Repurchase 29 NADA (Legal Only) Aftermarket Items Finance Charges ACV OF TRADE **Projected Loss** 15 Over-Allowance 27 Attorney's Fees 16 Negative Equity DIFFERENCE DIFFERENCE 9 Other-Explain 18 Other-Explain 19 Other-Explain 20 Other-Explain 14 Late charges State Fees Base Price 17 Incentives Sales Tax 13 Damage Ŋ မ 3 2 4 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.000 \$0.00 120,000 \$0.00 \$44,849.08 Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state . Base price section-Used when NOT financed. Date <del>(/)</del> Payment/Lease-Used when financed To calculate usage: A. USAGE USING L.L. FORMULA **USAGE FORMULAS** "Actual Price Paid" (Pmt/Lease) Any ext service contract (CA only) C. USAGE USING CENTS/MILE if positive look for over allowance PURCHASE PRICE (before t/t/t) MSRP (FROM BARS INVOICE) Base Price/Total Repurch Price D. USAGE-CALIFORNIA ONLY "Actual Price Paid" (Base) B. USAGE - NEGOTIATED 71-611331527 File Number Authorized Signature Cents per mile DIFFERENCE Denominator Mileage Mileage Mileage Usage Mileage Usage Usage Usage 30 15 23 24 26 7 9 18 വ വ ω σ 22

BULLETIN NOTE INDEX

NUMBER	BULLETIN TYPE	DATE	PART #
03-04-20-005 RELEASE OF NE	Service Technical	09/01/03	89047953
1997-2004 CHE	VROLET CORVETTE		

- 03-04-20-006 Service Technical 11/01/03 89047953
  FLUID LEAK AT REAR AXLE (REPLACE LEFT DIFFERENTIAL SIDE COVER O-RING AND LEFT AXLE SHAFT SEAL, ADD SEALANT TO SIDE COVER PLANGE)
  2004 CADILLAC XLR 1997-2004 CHEVROLET CORVETTE
- 03-04-20-006A Service Technical 05/01/06 89047953
  FLUID LEAK AT REAR AXLE (REPLACE LEFT DIFFERENTIAL SIDE COVER O-RING AND LEFT AXLE SHAFT SEAL, ADD SEALANT TO SIDE COVER FLANGE)
  2004-2005 CADILLAC XLR 1997-2005 CHEVROLET CORVETTE

Page 1 of 1

]

Cat: 15Y, GM Last Pub SEP 07

4F 6/32 RIF 6 RR 8 HR 7

+		MAKE=C	YEAR=	=04 MC	)DEL=Y;]	14437	1G1YY1	2S845		TRADE	PRICE	SEARCH=	19047	953		
C	ALL	PART #	GROUP	DESCRIPTIO	IN .	· <b></b>		US	AGE					 YEAR	н ДТУ Н	. <b>-</b> -
0	12	89047953	05.508	SEAL, DIFF	CARR CV	R(O-RING) {PA	RT OF 13	3) ÿ		<b></b>				97-04		
; ; ;						TEXT RECORD	(S) SELE	CTED FO	R CALLOUT	012			•	77 83	UZ	
t 1 1	0	5.508	MAGNET-RE	TAINER-SEAL	, Axle	Housing to D										
† •	P		USAGE				DESCR	IPTION				VOLU				
*	H8:	9047953						nter ex	D Dimin	 ntaga		YEAR	QTY	A SI	UG LIST	-
		A Serv follow	ice Bullet bulletin	in applies information	to this	s part number esult in the	- 71 1	P) (			Procedures,	97-04 failure	02 to		24.56	
					,	- LIC	relecti	חוו סדים	warranty	Claim.						
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ray	z 1	of 1	PART NAME>		0	0 <	>	F	0	G Vtv	Filter ON	Ite	n Cou	nt:	1	1

Cat: 15Y, GM Last Pub SEP 07



1905 Market Street • Concord, CA 94520 Ph. 925.685.4481 Fax 925.363.2123 www.buyGMdirect.com

A Lehmer's family tradition since 1928

0 p 40:011 23118 BAH # AAGG15JJ U.S. E.F.A. ID # CALGOGISTA

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NE S	WUNESS CONCORD, CA 94520	COLOR			CONTRU	CT NO. / //	EMPLEATION DATE	EXPRATION MILES	10/11/01 TAG NO.
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SERVICE FILE COPY

PAGE 1 OF 1

CUSTOMER No.	27016	ADVISOR		- IT	AG No.	Introver name	
	<u>37016</u>	STEVE AM	ABLE LICENSE No.	786	3300	INVOICE DATE	INVOICE No.
		LABOR RATE	LICENSE No.	MILE	2396 AGE	12/12/07 COLOR	GCCS22389
		l	APPLY		(25,82)	YELLOW/	050
NOVATO,	CA	YEAR/MAKE/MC	DEL OLET/CORVE	rr /2		DELIVERY DATE /	DELIVERY MILES
,		VEHICLE I.D. No.	OLET/CORVET	E/2 DOC	K COUPE	11/25/07	74 R09
		1 G 1 Y	Y 1 2 5 8 4	1 5		SELLING DEALER NO.	PRODUCTION DATE
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		COMMENTS		<u>L</u>		12/08/07	•
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10B # 1	1 10333468 1 10419267 1 10297743	RET-W/STR 10.695			WARRANTY		
			JOB # 1 TOTAL	. PARTS	WARRANTY 0.00		
		ע מחר					
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1905 Market Street • Concord, CA 94520 Ph. 925.685.4481 Fax 925.363.2123 www.buyGMdirect.com

G P 40:011 23316

BAR # AA001844 U.S. E.P.A. ED # CALEU0302464

A Lehnur's family tradition since 1928

RECOMMENDED SERVICES				. ,		<del></del>	
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OTHERWISE	CUSTOMETINO. SERVICE 37016 GM	E CONTRACT	Ē	ELIVERY DATE	050 DELIVERY MILES	APPLY SELLING DEALER NO.	223897 FLO.DATE
SAVE []	COLOR		CONTRAC	11/25/07 TNO.	24.809 EXPIRATION DATE	EXPIRATION MILES	12/08/07
OTHERWISE -	YELLOW/ TURBO MANG AR COND.	P. S. 7	FANS IN	ILEAGE	11/25/10 ADVISORNO,	69,809	2396
WE ACCEPT VISA MASTER	PNZZ	e siong with the s	MCRESSE VIII	25.827	786	STEVE AMAR	LE
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APPOINTMENT   17:36am   12/08/07 04:00pm   LABORI HATE	design, against the personal by the fi-	per on annual pulse	alik propinski same. Alik propinski se in propinski se in propinski se in propinski se in propinski se in propinski se in propinski	स्त्र के क्षेत्रका स्त्रकात कर्म कर्म स्त्री क्षात्रकाल स्त्री क्षेत्रका स्त्री	mound of the actual mach's	the thereof, or polysycise to	y the consequent
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CUSTOMER REQUESTS OVERNIGHT RENTAL CA SATISFACTION. ENTERPRISE IS 925-685-3900	R FOR CUSTOMER	نون <del>دران برا</del> ا	\		THANK YOU FOR YOUR VEHICL	ETD.	
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# 01011GCVVS224567

CUSTOMER No.	ADVISOR		TAG No.	INVOICE DATE	INVOICE No.
37016	STEVE AMABLE	78 CENSE No.	36 2396	03/25/08	GCWS224567
		APPLY	MILEAGE 27,208	YELLOW/	STOCK No.
NOVATO, CA	YEAR/MAKE/MODEL 04/CHEVROLET	/CORVETTE /2	+ <u></u>	DEUVERY DATE 11/25/07	DELIVERY MILES
NOVATO, CA	VEHICLE I.D. No.		DOOK COUPE	SELLING DEALER NO.	24,809 PRODUCTION DATE
	1 G 1 Y Y 1 F. Y. E. No.	Z S 8 4 5  P.O. f	io.	R.O. DATE	
	COMMENTS			01/08/08	
					MO: 27208
LABOR & PARTS  "#1791PNZ" HOURS  CUSTOMER STATES THE DRIVER DOOR LE ADVISE.	AK2 MATER THIU DAS	1.	F741 Apr. 573:292		
VERTITY CONCERN. INSPECTED. FOUND ( MOLDING NEEDS REPLACEMENT. ATTEMPT BUT WAS UN-SUCSESFUL DUE BENT PART INSTALLED NEW DRIVER SIDE REVEAL NEADLINER, WATER TESTED VEHICLE. NEADLINER.	ED TO INSTALL USED	PART,			
TAKEN TO THE TAKEN THE TAK	P11UNB/CON	( F7CDN	IÇE		
308 # 1 1 10333467 WEATHE	RST 10.710 140.0	)3 140.03 196.	.47 232.471		
JOB # 1       1       10333467       WEATHER         JOB # 1       1       10419268       RET-W         JOB # 1       1       10297742       RET-W         JOB # 1       1       10331563       MLIG-W         JOB # 1       1       10445853       MLDG-W	STR 10.695 14.0 STR 10.695 44.1	01 14.01 19. 39 44.39 62.			
JOB # 1 1 10297742 RET-W JOB # 1 1 10331563 MLDG-W JOB # 1 1 10445853 MLDG-U	//S 10.093 60.4 RVL 12.113 17.	16 60.46 84. 74 17 74 24	64 84.64		
,, <del>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</del>	JOB # 1 COST TOTAL	# 1 TOTAL PART			
U#12/89PMZ/PARTX OFF SAMADE OF THE PARTY AND THE PARTY OF		TAL LABOR & PART			
J# 2 89PNZ-PARTS FEW WAR: PART DECAY RENTHOURS RENTAL OVER 3 DAYS TO BE PAID FOR DELAY PER BULL. 02-00-89-004A REQUIRES SPAC CASE NUMBER, DATE OF AND NUMBER OF DAYS RENTAL. H ROUTI Z7907	BY GM PARTS DUE TO SPAC CASE, P/NUMBE NG TO AVM REQUIRED	PARTS	TESTAMESERVENEDEDO		
PART #10331563 WINDSHIELD REVEAL M ON BACKORDER (SPAC #504199028). RE SUPPLIED WARRANTY PARTS DELAY RENT FOR CUSTOMER SATISFACTION	CEIVED 3-20. AL DUE TO PARTS DEL	ΑY			
2G2WP55248115362771GNFC13048J12238 72-DAY RENTAL ENTERPRISE INV#05448	16 1-8 TO 3-20				
*****	JOB # 2 TOT	AL LABOR & PART	0.00		
SUBLETPO#VEND INV#-INV.DATE DESCRI JOB # 2 21436 544816 03/20/08 RENTAL	PTION	TOTAL - SUBLE	2663.99 T 2663.99		
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PAGE 1 OF 2					
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				つせると問題でした。」	,   	5+110 LS mola	The party of the p	0 3 4 7	1	打造した。シャック	2	を言いる	10 (diny)			wastru dew the		LB Comil wolding	ALC: SELECTION OF THE PERSON O	K'S WIGHTSHY P	11,	7 11 177 1635		}	シミンシーン	C 1637	ASSESSED					· · · · · · · · · · · · · · · · · · ·	The State of the S	<b>克里坦拉斯基</b>	
COMPLAINT		-	CAUSE		CORRECTION			COMPLAINT		Location		CORRECTION			COMPLAINT			CAUSE		CORRECTION			COMPLAINT		CAUSE	,	COMMECTION			COMPLAIN	CAUSE		CORRECTION	-	7/7-2-1

## BBB AUTO LINE Customer Claim Form

Case number: CHV1013169 Contact Date: 02/26/10

Start Date:

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

SECTION 1: CUSTOMER INFOR	MATION		
Titled owner:			
Mailing address:			
City: Church Hill		State: TN Zip	p code:
Day phone	Evening phone		
Fax:	E-mail address: te	eresapoole@charter.r	net
SECTION 2: VEHICLE INFORMA	ATION		
Make: Chevrolet	Model: Corvette	Year: 2004	Current mileage: 52000
Name(s) that appears on the vehicle	e title: Teresa Poole		
Selling dealer/city/state: Courtesy	y, Kingsport, TN		
Primary Servicing dealer/city/state	e: Courtesy,		
Acquired as 🛛 new 🗌 used 🔲 d	demo 🗌 leased 💮 Is t	the vehicle in your poss	session? 🛛 yes 🗌 no
Purchase/lease date: 07/02/04	Mil	eage at purchase/lease	:
First repair attempt date: 01/19/05 How often is the vehicle used for business purposes (percentage):	Number of	st repair attempt mileac vehicles owned by the business:	ge: 6320 Transmission type: ☑ Automatic ☐ Manual
Has the vehicle been in an accident/	had body damage? 🔲 yε	es 🗵 no	Date of accident:
Description of damage:			
SECTION 3: DESIRED OUTCOM		· want done to reso	Nyo your concern)
I want Courtesy/GM to take this With all the Fuel Repairs I don't used unsafe one. I received no should with a new care purchase	care back in exchange feel safe. Also, I paid f satisfaction or value for	e for a 2009 Corvette for a new car not a r my investment as y	
Please complete the missing i			
Lienholder/Leasing Compan	У	Pilone	Number
l Account Number			

Case Number: CHV1013169 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days A/C won't cool properly 2 6/10/07 12,700 miles 1 day Any Dealer, Inc. yes Fuel Tank Replacement 3 no Fuel Pump Replacement 1 no Fuel Smells 7 no **Engine Noise** 4 yes

4

6

7

2

1

yes

yes

no

no

no

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

Transmission

Sway Bars

Power Steering

Loud Popping & Suspension

Electronics & Interior Repairs

noise near fuel tank

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

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

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

Case Number: CHV1013169 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 2 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes 2 Brakes no

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

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



7007 2560 0002 2162 624

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U.S. POSTAGE \$ 10.040 MAILED MAY 11 2010

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RESTRICTED DELIVERY



P.O. Box 33170

Detroit, MI 48232-5170

Mr. Edward Whitacre, Jr., CEO General Motors Corporation

**FCML** 

RESTRICTED DELIVERY

RETURN RECEIPT

46232\$5170 8051





RECEIVED

MAY 1 4 2010

E. E. WHITACRE, JR.

May 10, 2010

Mr. Edward Whitacre, Jr., CEO General Motors Corporation P.O. Box 33170 Detroit, MI 48232-5170

Re: 2004 Corvette - VIN #1G1YY22G045

Dear Mr. Whitacre:

The reason I am writing you this letter is because I want you to personally know how your company, General Motors, is treating loyal, American, General Motors customers. I am going to make this as short and concise as possible.

I have a 2004 Corvette that I purchased used on December 10, 2004 that had 6,151 miles on it. The previous owner sold me this car because he was buying a 2005 Corvette. The car now has 27,630 miles on it, so I drive it about 4,300 miles per year on it. The vehicle is primarily used for special occasions, different car shows, and general driving enjoyment on which we routinely get many complimentary comments on how well we maintain our vehicle.

Up until three weeks ago, we always thought of ourselves as being great ambassadors for General Motors because not only were we quite verbal about our happiness with our Corvette but also because we keep it virtually showroom new. Unfortunately that has now all changed.

We developed a strong gas smell in our garage which eventually led us to find out that our Corvette was in some way leaking gasoline. Upon purchasing a new gas cap from a GM dealer, we found that did not solve the problem. As the problem became more severe, we started to be concerned of the possibility that a spark of some sort could cause an explosion in our garage.

We then immediately drove the car to our local GM Dealer named Thoroughbred Chevrolet in Chandler, Arizona. I was advised upon arriving at the dealership that due to the heavy gas smell that I leave the Corvette at their dealership until their technician could thoroughly check out the car.

The next day Steve Marley of Thoroughbred Chevrolet called us and said the problem was that the driver's side fuel tank was cracked in the area of the crossover tube. They also looked closely at the underside of the car to determine if we had hit anything that would have caused it to crack. After the inspection I was told nothing hit the tank so it was not "driver" caused. I asked Mr. Marley how this could have happened and how do I prevent it from happening in the future. He stated they do not know of anything that could have caused the crack (since I had not hit anything) nor how to

prevent this in the future. I then asked Mr. Marley if the repair would be covered by GM because it appeared to be a manufacturing defect not any negligence on my part. I was told that there was nothing the dealer could do but that I could petition GM Customer Service to see what assistance they could provide financially or otherwise to rectify the problem and take care of a GM Corvette owner.

After many phone calls to GM Customer Service I was unceremoniously told first by a local GM Representative "sorry, there is nothing we will do for you since you are the 2<sup>nd</sup> owner and the 3 year warranty period had expired". I then called the National GM Customer Service at 1-800-222-1020, spoke with Kathryn (see Service Request #71-822131637) and was told they were working on it. Finally after 3 more days Jessica (1-866-790-5600 ext. 31466) called Mr. Marley to tell him that GM would not cover the cracked fuel tank. I had to call customer service again to have Jessica (apparently Kathryn's supervisor) explain to me personally their decision to not help me in any way. Upon hearing that information, I went to the Corvette website in conjunction with the NHTSA and found that this problem has happened many times before to 2004 Corvettes. I am extremely disappointed as a GM customer that not only did it cost me \$1,994 (invoice copy enclosed) to get this defect replaced, not one word was ever mentioned from GM that this could develop into a catastrophic explosion of my vehicle.

When I went to pick up my vehicle at Thorobred Chevrolet, I was informed by Steve Marley that another 2004 Corvette with only 7,000 miles on it, had come in that day with exactly the same problem.

I would like you to consider one more thing. In my 52 years of owning and driving automobiles, never has anyone at any dealership ever asked me to check my gas tank nor have I ever needed to ask that my gas tank be checked or serviced. Obviously, this issue is not "normal". To this point no one can still explain how I can prevent another crack in my gas tank. Could it be a design flaw or a supplier defect? Only GM knows the answer. The bottom line is two fold. Does GM treat all its customers with such disregard for safety and is GM waiting for a catastrophe before solving this problem?

In closing, your records will show that I also owned a 1984 Corvette which we thoroughly enjoyed. We had planned up to this point, in approximately 3 to 4 years, to purchase a Cadillac when our Corvette driving days are over. A leaking gas tank in my car, which is not unique in 2004 Corvettes, has shaken my confidence in General Motors.

You can reach me anytime at critical safety issue.



P.S. We aren't asking for a new car. We are simply asking you to take care of us and our 2004 Corvette.

**Enclosure** 



2121 N. ArizonarAve Chandler, Arizona 85225 (480) 899-0131

CUSTOMER NO.

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#### ÛΝ Goodwrench

TAG NO

CELL: 480-883-926

press mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. In the event any action is required to collect this account, I agree to pay reasonable attorney fees together with all other costs incurred.

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability

or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages. All parts shown on this invoice with a part number of 242

or one or more x's after the part number are not supplied, marketed or warranted by General Motors.

WARRANTY: GM Parts and Labor 12 Months or 12,000 Miles Non-GM Parts and Labor 90 Days or 4000 miles

714896 5128 нно 04/27/10 CVCS735209 BRIAN K SPRIGGS STOCK NO. LABOR BATE LICENSE NO. 27,630 RED/ DELIVERY DATE DELIVERY MILES YEAR/MAKE/MODEL

04/CHEVROLET/CORVETTE/4 DOOR HATCHBA SUN LAKES, AZ 1 G 1 Y Y 2 2 G 0 4 5 PRODUCTION DATE F. T. E. NO. P. O. NO. 04/15/10 COMMENTS CONVENIENT HOURS TOTAL LABOR.... 1181.52 TOTAL PARTS.... 948.26 Service Department Direct Telephone 814-1234 CASH..... CHARGE..... CHARGE #..... TOTAL SUBLET... 0.00 TOTAL G.O.G.. 0.00 Mon. - Fri. 7 am - 6 pm TOTAL MISC CHG. 10.00 CHECK..... CHECK #..... DISCOVER.... Saturday 7 am - 1 pm -212.98 67.35 TOTAL MISC DISC Sunday Closed AMEXCO..... VISA..... MASTERCARD..... TOTAL TAX..... **Body Shop Department TOTAL INVOICE \$** 1994.15 CASHIER'S INITIALS.. Direct Telephone 814-1250 Mon. - Fri. 7 am - 6 pm \*\*\*\*\*\*\*\*\*\*\*\*\*\*\* Saturday 7 am - 1 pm QUICK LUBE PLUS AT OUR EVERY DAY LOW PRICE!!! **Sunday Closed** \*>>>>>>>>>>>>>>> Parts Department Direct Telephone 899-1151 Mon. - Fri. 7 am - 6:00 pm Saturday 7 am - 1 pm **Sunday Closed** CUSTOMER SIGNATURE Vehicle Sales Department Direct Telephone 899-0131 Mon. - Fri. 8 am - 9 pm Saturday 8 am - 9 pm Sunday 10 am - 6 pm TERMS STRICTLY CASH OR ACCEPTABLE CREDIT CARD I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An ex-

Steve Marley

PAGE 2 OF 2 CUSTOMER COPY

[ END OF INVOICE ] 05:07pm