

July 14, 2010

[REDACTED]  
Phoenix, AZ [REDACTED]

Service Request: 1-244369049  
Customer Relationship Manager: Richard Dickson

Dear Mr. [REDACTED]

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

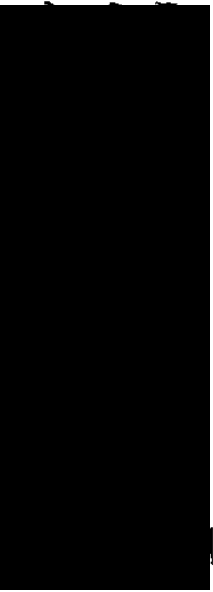
We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$375.67. We hope this goodwill adjustment will offset, to some degree, the inconvenience 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 [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



PHOENIX AZ



SENDER REQUEST  
1-244369049

SEP 17 2004

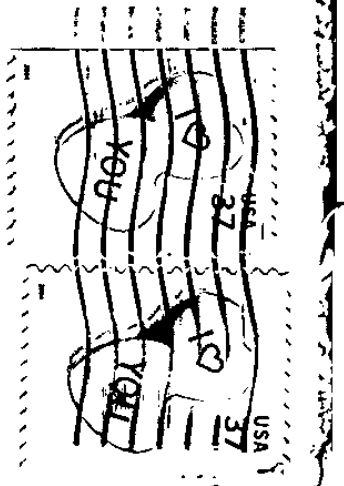
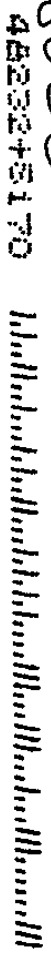


CHEVRONLET

P.O. Box 4 33170

DEARBURY, MI

48232-5170



Legere, Paul

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

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

To: [REDACTED]

Cc:

Subject: Chevrolet Corvette Owner Assistance

Attachments:

Dear Mr. [REDACTED]

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 documentation 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,

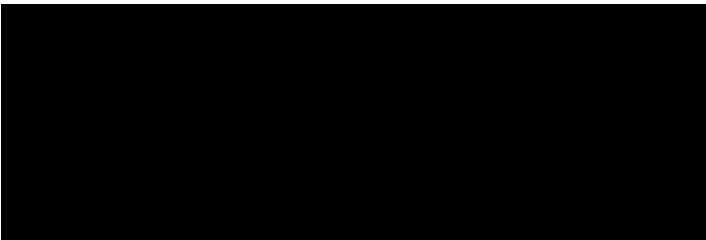
Mr. Ira Hovland  
Customer Relationship Manager  
Chevrolet Customer Assistance Center

#Subject=RE: Chevrolet Corvette Owner Assistance

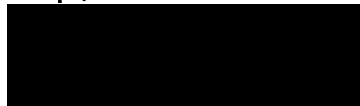
-----Original Message-----

From: [REDACTED]  
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: [redacted]

Cc:

Subject: RE: Chevrolet Corvette Owner Assistance

Dear Mr. [redacted]

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 <https://www.mygmlink.com/main/US/en/gm/home?source=occallctr>

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

# **GMAC**

PO BOX 660208  
DALLAS TX 75266

FOR ASSISTANCE CALL: 800-200-4622

[REDACTED]  
PHOENIX AZ [REDACTED]

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



Date: 08 27 04

RE: Account Number: [REDACTED]  
Vehicle: 04 CHEV CORVETTE  
VIN: 1G1YY22G145 [REDACTED]  
Due Date: SEPTEMBER 14, 2004



Dear GMAC Customer,

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



SERVICE DEPARTMENT HOURS  
6:00 a.m. to 6:00 p.m.  
Monday - Friday  
7:00 a.m. - 1:00 p.m. - Saturday

1717 E. Baseline Road Tempe, AZ 85283-1408  
(480) 838-1234

PHOENIX, AZ		Work Phone		R/O Open Date	R/O Number
Year	Make	Model	Body	R/O Close Date	Status
2004	CHEVROLET	CORVETTE	Y22	8/03/04	6012479/1
				8/16/04	Pre-Invoice
				Mileage In	Mileage Out
				741	
				Service Advisor / Tag #	
				JIM HUFNAGEL/5662	
				Vehicle Identification Number	
				1G1YY22G145	
				Delivery Date	In-Service Date
				Color	License Number
				BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - 05CV: TUNE &amp; ELECTRIC CHECK FOR FUEL LEAK IN FRONT OF LEFT REAR TIRE CHECK AND ADVISE Caused by-<u>PRESSURE TEST FUEL-SYSTEM ISOLATE LEAK AT LEFT FUE L TANK CROSSOVER FITTING AREA</u> Work performed by TOM COON (571) Installed GAS :GASOLINE Qty: 3 Installed 10337591 :HOSE (03163-CK) Qty: 1 Freight: ovn Installed 10337585 :TANK (03001-CK) Qty: 1 Installed 21008100 :SEAL (03112-CK) Qty: 1 Installed 10407022 :RETAINER (04686-CK) Qty: 2 Installed 10407022 :RETAINER (04686-CK) Qty: 2 REPLACED LEAKING FUEL TANK AND CROSSOVER HOSE ASSY WOULD NOT MOKE PROPER SEAL FIT PRESSURE NOW HOLDING ROAD TEST NO LEAK</p>	<p>Warranty Warranty Warranty Warranty Warranty Warranty Warranty</p>
<p>#2 - 07CVH: TRIM CHECK RIGHT DOOR GLASS WILL HIT STOP AT TOP OF GLASS WHEN CLOSING CHECK AND ADVISE Caused by MISALIGNED Work performed by TOM ROBERTSON (735) ALIGN RH DOOR GLASS</p>	<p>Warranty</p>
<p>#3 * 25CVJ: RENTAL Work performed by ADMIN. HOURS (A99)</p>	<p>Warranty</p>

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



# Motor Vehicle Division

48-0509 R11/03

www.dot.state.az.us

## TITLE AND REGISTRATION APPLICATION

**\*\* Vehicle Registration \*\***  
When validated, this is your registration and must be carried in your vehicle at all times.

87-24-01  
411.49  
JK 6

Plate Number <b>452PAC</b>		Tab Number <b>881224X</b>		Unit Number		Arizona Brand	
Vehicle Identification Number <b>1G1YY22G145</b>			Make <b>CHEV</b>		Body Style <b>CP</b>	Year <b>2004</b>	Arizona Brand
Previous Brand/State		Previous Brand/State		Previous Brand/State		Other States With Brands	
First Registered <b>SEP2004</b>	Model <b>CVT</b>	List Price <b>043735</b>	GVW <b>000000</b>	Fuel <b>G</b>	Odometer Reading (no tenths) * <b>0001197</b> <input checked="" type="checkbox"/> Actual <input type="checkbox"/> B <input type="checkbox"/> C		Mobile Home W/L
[Redacted]				Or, And, And/Or * <b>OR</b>		Date Of Birth	
				[Redacted]			
[Redacted]				Owner Names Mailing Address		Registration Expiration Date <b>08/31/2005</b>	
<b>PHOENIX</b>		<b>AZ</b>		[Redacted]			

Residence Address of Owner or Lessee (if different from Mailing Address)

Name: <b>GMAC</b>	Date: <b>07312004</b>
Driver License or EIN *: [Redacted]	Or, And, And/Or:
Mailing Address: <b>PO BOX 8104</b>	<b>COCKEYSVILLE MD 21030</b>
Name:	Date:
Driver License or EIN *:	Or, And, And/Or:
Mailing Address:	Date:
Name:	Date:
Driver License or EIN *:	Or, And, And/Or:
Mailing Address:	Date:

Lienholder Information

Mobile Home Manufacturer	Vehicle/Mobile Home Location
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Service Options *	Date Vehicle Acquired	<input type="checkbox"/> Vehicle is specially constructed or reconstructed.
		<input type="checkbox"/> Vehicle will be rented without a driver (such as a rental car).

I consent to the release of personal driver license and vehicle record information to any individual or entity that makes a proper request. (Consent applies to all owners.)

I certify that the information above is true and correct, and that the vehicle is free from liens, except those indicated above. I acknowledge that the odometer reading above is qualified by the seller and that it is not the responsibility of the Motor Vehicle Division to determine the accuracy of the odometer statement. I understand that vehicles registered for use in, or used to commute into, Air Quality Control areas (including greater metro Phoenix or Tucson) may be subject to emission testing.

All Owners Sign Here

[Redacted Signature]

SAA

VLT	734.75
CR-	349.01
REG	8.25
AQF	1.50
TRN	12.00
TTL	4.00

"OR" Legal Status

I do hereby state that we hold this property as joint tenants and furthermore empower and authorize each other as attorney in fact to assign the certificate of title by his or her signature alone and thereby transfer, sell, mortgage or otherwise encumber the vehicle, or transfer license plates and/or fees in the same manner as though all joint owners had acted and signed.

Owners With "OR" Legal Status Also Sign Here

[Redacted Signature]

SAA

Batch/Date/Office Number <b>078M 08242004 1352 07</b>	Cat <b>A</b> <input type="checkbox"/> 1 <input type="checkbox"/> 2 Plates	Canceled Plate Number/State/Agent
New Title Number <b>078M004237007</b>	New Film Reference Number <b>E237078M05</b>	Type
Prior Title Number <b>MCO</b>	State <b>NM</b>	Prior Film Reference Number <b>ORIGINAL</b>
MVD Organization Number		

MVD Use

Comments:

\* See Reverse

TOTAL  
**411.49**

CUSTOMER





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

PHOENIX AZ



MAKE/MODEL: 04 CHEV CORVETTE  
VIN: 1G1YY22G145115208

PAGE 1 OF 1

**ACCOUNT NUMBER : 005-9053-65762**

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

**ACCOUNT SUMMARY**

NEXT PAYMENT DUE		PAST DUE PAYMENTS PAY IMMEDIATELY		OTHER UNPAID AMOUNTS	
Due Date	09/14/04	Due Date	Amount	Late Charge	
Amount Due	895.84			Insurance Premium	
				Miscellaneous	
<b>TOTAL</b>	<b>895.84</b>	<b>TOTAL</b>		<b>TOTAL</b>	
<b>TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:</b>					<b>895.84</b>

**PAYMENTS APPLIED AS FOLLOWS**

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

**MESSAGES**



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/](http://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:	
<b>TOTAL DUE NOW:</b>	<b>895.84</b>
AMOUNT PAID-INSURANCE PREMIUM:	
TOTAL AMOUNT PAID:	

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



DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC.  
RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.

**North American Operations**

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



CHECK **No. 900667425**

50-937  
213

DATE  
09/24/04

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

\*\*\*\*\*67 CENTS

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

PAY  
TO THE  
ORDER  
OF

PHOENIX AZ

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Rhodes*  
 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

CHECK NO 900667425

PAYMENT DATE 09/24/04

VENDOR DUNS NO. BB 000000008  
 1  
 VENDOR NAME

REGISTER NO DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1G1YY22G145	09/23/04 1-244369049	VH 1-4ADT10 1-4ADT10	00.0000	375.67	.00	375.67
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

**TOTAL**

375.67

.00

375.67

July 14, 2010

[REDACTED]  
[REDACTED]  
[REDACTED]  
Phoenix, AZ [REDACTED]

Service Request: 1-249184584  
Customer Relationship Manager: Richard Dickson

Dear Mr. [REDACTED]:

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 [REDACTED] 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 [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:

Date:

AVM Requested

July 15, 2010

Mr. [REDACTED]  
[REDACTED]  
Lakewood, IL [REDACTED]

Service Request: 71-531986900  
Customer Relationship Specialist: Monica Marquez

Dear [REDACTED]:

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 15, 2010

Mr. [REDACTED]

[REDACTED]  
Spartanburg, SC [REDACTED]

Service Request: 71-546549041

Customer Relationship Specialist: Michael Royle

Dear Mr. [REDACTED]

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

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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.

July 15, 2010

[REDACTED]  
[REDACTED]  
Northbend, OR [REDACTED]

Service Request: 71-55554285  
Customer Relationship Specialist: Christopher Hynes

Dear [REDACTED]

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 15, 2010

Mr. [REDACTED] re

[REDACTED]  
Washington, DC [REDACTED]

Service Request: 71-566742476  
Executive Assistant: Danna Parker

Dear Mr. [REDACTED]:

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 [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



July 15, 2010

Mr. [REDACTED]

[REDACTED]  
Huston, TX [REDACTED]

Service Request: 71-566749269

Customer Relationship Specialist: Kayla Thorne

Dear Mr. [REDACTED]

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

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**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 [REDACTED]

Issue Date: July 15, 2010

Issued exclusively for: Mr. [REDACTED]  
[REDACTED]  
Cave Creek, AZ [REDACTED]

Valid through: December 10, 2008

Amount: Five Hundred Dollars and Zero Cents  
\*\*\*\*\$500.00\*\*\*\*

July 15, 2010

[REDACTED]  
[REDACTED]  
Cave Creek, AZ [REDACTED]

Service Request: 71-574033635  
Customer Relationship Specialist: Jody Tompson

Dear Mr. [REDACTED]:

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 [REDACTED] 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 [www.gm.com](http://www.gm.com) to view our products.

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

Sincerely,

Chevrolet Customer Assistance Center

July 15, 2010

[REDACTED]  
[REDACTED]  
[REDACTED]  
Sherman, TX [REDACTED]

Service Request: 71-574380241  
Customer Relationship Specialist: Tracy Kelly

Dear [REDACTED]:

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,

Chevrolet Customer Assistance Center

July 15, 2010

Mrs. [REDACTED]  
[REDACTED]  
Queen Anne, MD [REDACTED]

Service Request: 71-593005773  
Customer Relationship Specialist: Ethel Piercey

Dear Mrs. [REDACTED]:

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 [REDACTED] 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 [www.gm.com](http://www.gm.com) to view our products.

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

Sincerely,

Chevrolet Customer Assistance Center

Issued by:  
***Chevrolet***

Certificate No. 1G1YY22G745 [REDACTED]

Issue Date: July 15, 2010

Issued exclusively for: Mrs. [REDACTED]  
[REDACTED]  
Queen Anne, MD [REDACTED]

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: [REDACTED] Service Request: 71-611331527

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

Year, Make & Model: 2004 Chevrolet Corvette Vehicle Purchased Used on: 11-25-07 at odometer 24809

Lien holder: GMAC  Other : {Name} JP Morgan Chase DVM requests involvement?: No Purchase Price of Vehicle: \$ 36988.00

**Body/Trim**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
12-8-07	223897	5	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	Still out since Jan 8 <sup>th</sup> (as of 3/20/08, out 70)	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.

<b>Number of repair attempts in the presumption period:</b>	<b>0</b>
<b>Total days out of service during the presumption period:</b>	<b>0</b>
<b>Total days out of service during customer’s ownership:</b>	<b>75</b>

**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:**

<b>OFFER TO CUST: \$</b>
<b>ATTORNEY FEES: \$</b>
<b>OR INCLUSIVE OFFER: \$</b>

**PLAINTIFF'S FINAL DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b>
<b>ATTORNEY FEES: \$</b>
<b>OR INCLUSIVE OFFER: \$</b>

TEAM MANAGER APPROVING:

Date:



**Privileged and Confidential Information**

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

By: [REDACTED] State: CA

Customer Name: [REDACTED] Service Request: 71-611331527

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

Year, Make & Model: 2004 Chevrolet Corvette

Vehicle Purchased Used on: 11-25-07 at odometer 24809

Lien holder: GMAC  Other : {Name}

DVM requests Purchase Price of involvement?: No Vehicle: \$ 36988.00

Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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.

Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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: <b>Repairs declined.</b>

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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

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

Other/Recall

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<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 RATIONALE

### REASON FOR REMOVAL

**CRS FINAL OFFER:**

**DATE:**

<b>OFFER TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
---------------------------------------------------------------------------------------

**PLAINTIFF'S FINAL DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
----------------------------------------------------------------------------------------

TEAM MANAGER APPROVING:

Date:



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

**VIA FAX ONLY**

March 17, 2008

Tom Stephens  
Crest Chevrolet

RE: [REDACTED]  
Service Request: 71-611331527  
2004 Chevrolet Corvette  
Vehicle Identification Number: 1G1YY12S845 [REDACTED]  
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



GMC



HUMMER



July 15, 2010

[REDACTED]  
[REDACTED]  
Everett, WA [REDACTED]

Service Request Number: 71-662575535

Dear [REDACTED],

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](http://www.Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

July 15, 2010

[REDACTED]  
Georgetown, TX [REDACTED]

Dear [REDACTED]

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](http://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 [REDACTED]

Issue Date: July 15, 2010

Issued exclusively for:

[REDACTED]  
Dix Hills, NY [REDACTED]

Valid through: June 9, 2010

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

July 14, 2010

Mr. [REDACTED]

[REDACTED]  
Atlanta, GA [REDACTED]

Service Request: 1-212697535  
Customer Relationship Manager: Timothy Rios

Dear Mr. [REDACTED]:

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 [REDACTED] 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 [www.mygmlink.com](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:

Date:

AVM Requested

July 14, 2010

[REDACTED]  
Clute, TX [REDACTED]

Service Request: 1-219736049  
Customer Relationship Manager: Stuart McArthur

Dear Mr. [REDACTED]

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 [REDACTED] 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 [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Hollywood, FL

JUN

JUN 24

24



JUN

Chevrolet

P.O. Box 33170

Detroit, MI 48232-5170

ATTN: Alice Chersbank

Claim 1-219826957

JUN 30 2004

[REDACTED]  
Hollywood, Florida [REDACTED]

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. [REDACTED] purchased 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 used BMW he purchased for me. [REDACTED] originally 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.

Sincerely,  
[REDACTED]

Enclosures (12)

1-219826957

30503

430363



CHEVROLET
601 NORTH FEDERAL HIGHWAY \* HALLANDALE, FLORIDA 33008
DADE (305) 844-7121
BROWARD: (954) 467-8600
www.kelleychevrolet.com

COPY

ACCOUNTING

PAGE 1

MV-11427

SERVICE ADVISOR: 220 GLENN MCCORVY

HOLLYWOOD, FL
HOME:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes details for a 2004 Chevrolet Corvette with VIN 1G1YY32G145.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL.

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 4.70 4.70
7 12345885 OIL 5W30S 3360 4200 0 8.42 6.00 42.00
VERSION 1 (EMP# 646,16MAR04 08:19): 2420 OIL DIRTY? CP .3 L.O.F. WITH
MOBILE 1 OIL & RESET OIL LIFE INDEX.
CUST STS ROUGH IDLE- ADVISE IF NORMAL
NPF COULD NOT DUPLICATE CUSTOMERS CONCERN

646 CPC 0.00 0 0 0.00 0.00
VERSION 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
CUSTOMER FEELS IS A NORMAL CONDITION FOR THIS STYLE CAR WITH MANUEL
TRANS.!!!!
1ST LOF FREE-

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Shows work performed on 03-16-04.

Table with columns: ACCOUNT, SALE, COST, CONTROL. Shows account balances for 16002, 16000, and 5704.

COST, SALE, & COMP TOTALS 4308 6269 0

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION...

LIMITED WARRANTY. The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. We do not assume any liability for any damage to the vehicle or its contents...

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF. IN THE EVENT ANY CHARGE IS ASSIGNED TO A MECHANICAL BREAKDOWN INSURANCE COMPANY FOR PAYMENT AND IF THAT PAYMENT IS NOT MADE WITHIN 60 DAYS OF SUBMITTAL...

LABOR CHARGES BASED ON: ( ) FLAT RATE ( ) HOURLY RATE ( ) BOTH APPLY
\*Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty AD/Reduced Warranty
\*\*FOR SHOP CHARGES
\*\*FOR BATTERY & TIRE FEES

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT (15.99), PARTS AMOUNT (46.70), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (0.00), TOTAL CHARGES (62.69), LESS INSURANCE (66.45), SALES TAX (3.76), PLEASE PAY THIS AMOUNT (0.00).

04
112847

WARRANTY COPY

CUSTOMER SIGNATURE

1-219826957

30503

430422



601 NORTH FEDERAL HIGHWAY \* HALLANDALE, FLORIDA 33009

DADE (305) 944-7121

BROWARD: (954) 457-8500

www.kelleychevrolet.com

COPY

ACCOUNTING

PAGE 1

MV-11427

HOLLYWOOD, FL  
HOME:

SERVICE ADVISOR: 220 GLENN MCCORVY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	04	CHEVROLET CORVETTE	1G1YY32G145		2435/2437	T1788	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
			WAIT 18MAR04		0.00	CASH	17MAR2004

R.O. OPENED      READY      OPTIONS: STK:45112847 DLR:26308 ENG:LS1  
 TRN:6\_SPD\_MANUAL  
 08:29 17MAR04      11:52 17MAR04

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

A CUST STS CK ENG LIGHT CAME ON ADVISE-  
 CAUSE: FILL CAP LEAKS  
 L1020 CAP, FUEL TANK REPLACE  
 646 W94      0.50      1000      3790  
 1 10326370 CAP      819      1147      0      16.38      11.47      11.47  
 FC: 4X  
 PART#: 10326370  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 WG

819      1147 TPARTS  
 1000      3790 TLABOR  
 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	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-17-04	08:37	08:49	0.20	W	646	A	
	08:49	09:08	0.31	W	646	A	
	09:08	09:11	0.05	W	646	A	
	11:23	11:39	0.27	W	646	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	3790	1000		48000	1147	819	
26300	4937	*****					

COST, SALE, & COMP TOTALS      1819      4937      0

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION. GOVERNMENT REGULATIONS 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. Thank you for giving Kelley Chevrolet Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor guarantees. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF. IN THE EVENT ANY CHARGE IS ASSIGNED TO A MECHANICAL BREAKDOWN INSURANCE COMPANY FOR PAYMENT AND IF THAT PAYMENT IS NOT MADE WITHIN 60 DAYS OF SUBMITTAL, THE UNDERSIGNED, UPON WRITTEN DEMAND, SHALL MAKE THE PAYMENT. ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT OR THE BREACH THEREOF, SHALL BE SETTLED IN SOUTHEAST FLORIDA EITHER BY ARBITRATION IN ACCORDANCE WITH THE RULES OF AUTO LINE AND/OR AUTO CAP AS PRESCRIBED BY THE BETTER BUSINESS BUREAU OF BROWARD OR DADE COUNTIES OR THROUGH MEDIATION, AT THE SOLE DISCRETION OF KELLEY CHEVROLET, INC., AND JUDGEMENT UPON THE AWARD OR SETTLEMENT RENDERED BY THE ARBITRATOR(S)/MEDIATOR(S) MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

SAVE OLD PARTS      YES      NO  
 LABOR CHARGES BASED ON ( ) FLAT RATE ( ) HOURLY RATE ( ) BOTH APPLY

\*Used R/Rebut  
 This charge applies to the State of Florida  
 remanufactured by  
 \*\*FOR SHOP CHG  
 \*\*FOR BATTERY  
 X

or waste disposal" is \$59.90(4).  
 (s.403.718), and a \$1.50 fee to be collected for each new or

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

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1-219826957

30503

430955

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OLLYWOOD, FL  
OME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 220 GLENN MCCORVY MV-11427

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
LACK	04	CHEVROLET CORVETTE	1G1YY32G145		2971/2974	T1953	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			16:00 02APR04		0.00	CASH	13APR2004
R.O. OPENED	READY	OPTIONS: STK:45112847 DLR:26308 ENG:LS1					
7:52 01APR04	14:38 13APR04	TRN:6_SPD_MANUAL					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1											

CUST STS RATTLE SOUND FROM UNDER VEH FROM STOP WHEN DISENGAGEMENT OF CLUTCH - ADVISE- NC NO CHARGE

646 CPC 0.00 0 0 0.00 0.00

VERSION 1 (EMP# 646,01APR04 08:20): 2972 THIS IS A NORMAL NOISE. CP N/C LOAD TESTED WITH SER. MRG. TO FIND THIS TO BE A NORMAL AMOUNT OF NOISE FROM CLUTCH BEARING ASSY. NO REPAIR NEEDED & IS A NORMAL CONDITION FOR THIS STYLE CAR WITH THIS TYPE POWERTRAIN.

RECK CUST STS CK ENG LIGHT IS BACK ON.

CAUSE: LEAKING

L1280 TANK, FUEL RIGHT REPLACE	646	W94	4.10	8200	61398				613.98	613.98
	557	W94	4.00	10000	0				0.00	0.00
			8.10	18200	61398	**			613.98	613.98
1 10337582 F-TANK				28454	39836	0			398.36	398.36

FC: 4X  
PART#: 10337582  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE: E  
WG

28454 39836 TPARTS  
18200 61398 TLABOR

VERSION 1 (EMP# 646,02APR04 15:44): 2974 DTC P0442 RIGHT FUEL TANK LEAKS VAPOR WAS UNABLE TO FIND LEAKING TANK UNTILL I CALLED TAN & TALKED TO JOHN IRION CASE #7257903 HE SAID TO CK FUEL TANK CROSSOVER PIPE AT LEFT TANK & ALSO TO SWITCH NITRO TOOL FORM SMOKE TO NITRO & BACK TO GET MORE PRESS. WITH BOTH REAR INNER WHEELWELLS OUT TO SEE AS MUCH 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.

VERSION 2 (EMP# 646,02APR04 15:58): 2974 DTC P0442 RIGHT FUEL TANK LEAKS VAPOR L1280+OLH 8.1 TOTAL (6.2+1.9) WAS UNABLE TO FIND LEAKING

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

WORKER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION, GOVERNMENT REGULATIONS 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.

Thank you for giving Kelley Chevrolet Service Department the opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs performed, please contact your service advisor or our customer relations representative.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor guarantees. Dealer does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE, AND RECEIPT OF INVOICE COPY HEREOF. IN THE EVENT ANY CHARGE IS ASSIGNED TO A MECHANICAL BREAKDOWN INSURANCE COMPANY FOR PAYMENT AND IF THAT PAYMENT IS NOT MADE WITHIN 60 DAYS OF SUBMITTAL, THE UNDERSIGNED, UPON WRITTEN DEMAND, SHALL MAKE THE PAYMENT.

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT OR THE BREACH THEREOF, SHALL BE SETTLED IN SOUTHEAST FLORIDA EITHER BY ARBITRATION IN ACCORDANCE WITH THE RULES OF AUTOLINE AND/OR AUTOCLAP AS PRESCRIBED BY THE BETTER BUSINESS BUREAU OF BROWARD OR DADE COUNTIES OR THROUGH MEDIATION, AT THE SOLE DISCRETION OF KELLEY CHEVROLET, INC. AND JUDGEMENT UPON THE AWARD OR SETTLEMENT RENDERED BY THE ARBITRATOR(S)/MEDIATOR(S) MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

AVE OLD PARTS: YES NO  
LABOR CHARGES BASED ON ( ) FLAT RATE ( ) HOURLY RATE ( ) BOTH APPLY  
(U)Used (R)Rebuilt (C)Reconditioned (N)No Chg/Warranty (D)Restricted/Warranty

This charge represents costs and profits to the major repair facility, for miscellaneous shop supplies or waste disposal \* (S 889 80414). The State of Florida requires a \$1.00 fee to be collected for parts new tire sold in the state (S 403 718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (S 403 718)!!

FOR SHOP CHARGES  
FOR BATTERY & TIRE FEES

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430955



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BROWARD: (954) 457-8500
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PAGE 2

MV-11427

OLLYWOOD, FL

OME: US:

SERVICE ADVISOR: 220 GLENN MCCORVY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes data for CHEVROLET CORVETTE, VIN 1G1YY32G145, MILEAGE 2971/2974, TAG T1953.

Table with columns: R.O. OPENED, READY, OPTIONS, COST, SALE, COMP, LIST, NET, TOTAL. Includes data for options STK:45112847, DLR:26308, ENG:LS1.

WORKER CAN REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATION. GOVERNMENT REGULATIONS 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.

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Includes entries for 04-01-04 with durations of 0.10, 0.69, and 1.01.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER SIGNATURE FILE COPY



1-219826957

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431351



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801 NORTH FEDERAL HIGHWAY \* HALLANDALE, FLORIDA 33008
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HOME:

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PAGE 1

SERVICE ADVISOR: 220 GLENN MCCORVY MV-11427

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: BLACK, 04, CHEVROLET CORVETTE, 1G1YY32G145, [REDACTED], 3520/3521, T1045.

Table with columns: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 1: [REDACTED], [REDACTED], [REDACTED], 12:12 15APR04, [REDACTED], 0.00, CASH, 27APR2004.

Table with columns: R.O. OPENED, READY, OPTIONS. Row 1: 09:01 15APR04, 12:22 27APR04, STK:45112847 DLR:26308 ENG:LS1 TRN:6\_SPD\_MANUAL.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row 1: A RECK- CUST STS FUEL GAUGE READS-1/2 FULL WHEN FILLED UP- AND BELOW 1/2 READS NORMAL-- NC NO CHARGE.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row 1: 646 CPC 0.00 0 0 0.00 0.00 0.00. VERSION 1 (EMP# 646, 15APR04 13:36): 3521 SENDER FLOAT BINDING INSIDE TANK.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row 1: 646 CPC 0.00 0 0 0.00 0.00 0.00. SUBL ENTERPRISE RENTAL INVOICE 747460 PO 314278.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Row 1: 646 CPC 0.00 0 0 0.00 0.00 0.00. VERSION 1 (EMP# 646, 15APR04 09:26): 3520 PREINVOICE FOR RENTAL CMP.

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Rows: 04-15-04 09:26 09:26 0.00 W 646 B; 09:26 10:41 1.25 W 646 A; 11:11 11:14 0.05 W 646 A; 12:51 13:36 0.75 W 646 A.

Table with columns: ACCOUNT, SALE, COST, CONTROL. Rows: 46000 0 0 46600 4200 4200; 32400 252 0 20101 4452 \*\*\*\*\* 431351.

04
112847

COST, SALE, & COMP TOTALS 4200 4200 0

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US... LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer.

Table with columns: DESCRIPTION, TOTALS. Rows: 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 2.52, PLEASE PAY THIS AMOUNT 44.52.

CUSTOMER SIGNATURE
WARRANTY COPY

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HOME: [REDACTED]

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INVOICE

PAGE 1

MV-11427

SERVICE ADVISOR: 220 GLENN MCCORVY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	04	CHEVROLET CORVETTE	1G1YY32G145 [REDACTED]		3702/3705	T1113	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			09:54 22APR04		0.00	CASH	27APR2004
R.O. OPENED	READY	OPTIONS: STK:45112847 DLR:26308 ENG:LS1					
08:17 21APR04	09:30 27APR04	TRN:6_SPD_MANUAL					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STS AC HAS NO BLOWER VERIFIED BY RALPH.

CAUSE: RESISTOR SHORTED

D1002 RESISTOR, BLOWER MOTOR A/C REPLACE

646 W94 0.70

1 52479971 MODULE

FC: 6C

PART#: 52479971

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OK

(N/C)  
(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

3705 BLOWER RESISTOR OPEN INTERNALLY. D1002+DIAGNO. TIME. .7 TOTAL (.4+.3) DIAGNO. & INSTALLED NEW A/C BLOWER MOTOR CONT. PROCESSOR ASSY. (RESISTOR) & TESTED TO VERIFY REPAIR. DAN T. HAS SIGNED RO FOR .3 DIAGNO. TIME.

B CAR RENTAL

CAUSE: RENTAL

Z7902 RENTAL

646 W94 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

(N/C)

SUBL ENTERPRISE RENTAL INVOICE 747614 PO 314285

W94

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

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LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Refer to the back of your customer copy for individual parts and labor guarantees. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

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SAVE OLD PARTS: YES NO  
LABOR CHARGES BASED ON: ( ) FLAT RATE ( ) HOURLY RATE ( ) BOTH APPLY  
\*Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced/Warranty  
This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal \* (a 589.904(4)). The State of Florida requires a \$1.00 fee to be collected for each new, the sold in the state (a 403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (a 403.718(1)).  
\* FOR SHOP CHARGES  
\*\*FOR BATTERY & TIRE FEES

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
<b>PLEASE PAY THIS AMOUNT</b>	

CUSTOMER SIGNATURE

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HOLLYWOOD, FL  
HOME: [REDACTED]

PAGE 2

MV-11427

SERVICE ADVISOR: 220 GLENN MCCORVY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	04	CHEVROLET CORVETTE	1G1YY32G145 [REDACTED]		3702/3705	T1113

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			09:54 22APR04		0.00	CASH	27APR2004

R.O. OPENED	READY	OPTIONS:
08:17 21APR04	09:30 27APR04	STK:45112847 DLR:26308 ENG:LS1 TRN:6_SPD_MANUAL

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
3705							

\*\*\*\*\*

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SAVE OLD PARTS YES NO  
LABOR CHARGES BASED ON: ( ) FLAT RATE ( ) HOURLY RATE ( ) BOTH APPLY  
\*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced/Warranty

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (s.589.904(4)).  
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718(5)).

\* FOR SHOP CHARGES  
\*\*FOR BATTERY & TIRE FEES  
X

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

CUSTOMER SIGNATURE

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PAGE 1

MV-11427

SERVICE ADVISOR: 220 GLENN MCCORVY

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HOME:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes R.O. OPENED, READY, and OPTIONS.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes cause: E, L1281 TANK, FUEL LEFT REPLACE.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

4735 L/SIDE FUEL TANK LEAKING BY CROSS TUBE NECK L1281 5.8 + .3 DIAG
WARR 6.1 TOTAL TIME PERFORM SYS LEAK CK FOUND TANK LEAKING NEC TO
REPLACE L/SIDE FUEL TANK ASM ALSO INTERNAL SENDER LINE

B CAR RENTAL
CAUSE: E
Z7900 CAR RENTAL
557 W94 0.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C\*\* MOBILE ONE OIL CHANGE
PV-M MOBILE ONE OIL CHANGE
557CSPEC 0.30
1 88984215 FILTER 5.20 5.20 5.20
7 12345885 OIL 5W30S 8.51 6.00 42.00
PARTS: 47.20 LABOR: 15.99 OTHER: 0.00 TOTAL LINE C: 63.19

SHOP SUPPLIES 1.60
1ST LOF FREE.

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Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

SAVE OLD PARTS: YES NO
LABOR CHARGES BASED ON: ( ) FLAT RATE ( ) HOURLY RATE ( ) BOTH APPLY
\*Used: R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD/Reduced/Warranty
This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal \* (s 559 9041a)
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s 403 718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s 403 718(3))
\* FOR SHOP CHARGES
\*\*FOR BATTERY & TIRE FEES
X
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13 04

AMOUNT DUE
\$881.92
CHECK NUMBER
DATE ISSUED
AMOUNT PAID

DETACH COUPON HERE AND MAIL IN ENVELOPE PROVIDED

03 08 04  
GORDON R STEFF

ACCOUNT NUMBER
029 9045 70598
DUPLICATE
JUL 13 04
AMOUNT DUE
\$881.92
LATE CHARGE
MISCELLANEOUS
TOTAL PAID

633307-01505

GMAC PAYMENT PROCESSING CENTER  
PO BOX 53014  
CHARLOTTE NC 28253-3014



DO NOT SEND POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT.

Use this address for PAYMENTS ONLY.  
Mail all OTHER CORRESPONDENCE  
to the return address shown on front  
cover.  
Make Check Payable to GMAC.  
DO NOT SEND CASH IN THE MAIL.



1-219826957



# ONLINE IMAGE

ACCOUNT NUMBER:

Check Number	Amount	Date Posted
3595	\$881.92	06/11/2004

3595

WACHOVIA  
06-08-07

06/11/2004

HOLLYWOOD, FL

RAY TO THE ORDER OF GMAC 881.92

Eight Hundred Eighty One and 92/100 DOLLARS

GMAC  
P.O. Box 6294  
Charlotte, NC 28266

MEMO

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1-219826957



# ONLINE IMAGE

ACCOUNT NUMBER: [REDACTED]

Check Number	Amount	Date Posted
3588	\$881.92	05/17/2004

3588

[REDACTED]  
HOLLWOOD, FL

WACHOVIA  
0448-00

05/17/2004

---

PAY TO THE ORDER OF: GMAC

\$881.92

---

Eight Hundred Eighty-One and 92/100

DOLLARS

---

GMAC  
 P.O. Box 63914  
 Charlotte, NC 28263

[REDACTED]

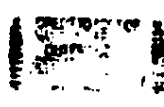
---

MEMO: [REDACTED]

[REDACTED]

---

[REDACTED]



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1-219826957

REG. TAX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$60.10	\$	\$7.75	\$	\$0.00	\$29.00

PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL
	02/13/04	\$0.00	\$	\$96.85

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 02/13/04

DL# [REDACTED]  
 TAG# [REDACTED] DECAL #: 02155902 EXP: 03/18/05  
 VIN: 1G1YY32G145 [REDACTED] R/MK: 2004 CHEV

HOLLYWOOD, FL [REDACTED]

[REDACTED]



**RETAIL INSTALMENT SALE CONTRACT  
GMAC FLEXIBLE FINANCE PLAN**

Case 1-219826957  
ATHN Krystal Keel

Dealer Number Buyer (and Co-Buyer)-Name and Address (include County and Zip Code) HOLLYWOOD BROWARD FL Month of Birth of Registered Owner <u>MARCH</u>	Contract Number Creditor (Seller Name and Address) KELLEY CHEVROLET INC 601 N FEDERAL HIGHWAY HALLANDALE, FL 33009
-----------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------

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 schedule 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
NEW	2004		CHEVROLET CORVETTE		1G1Y32G45	<input type="checkbox"/> personal <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

If truck - Describe body and major items of equipment sold:

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

<b>ANNUAL PERCENTAGE RATE</b> The cost of your credit as a yearly rate. <u>0.00</u> %	<b>FINANCE CHARGE</b> The dollar amount the credit will cost you. \$ <u>0.00</u>	<b>Amount Financed</b> The amount of credit provided to you or on your behalf. \$ <u>52915.45</u>	<b>Total of Payments</b> The amount you will have paid after you have made all payments as scheduled. \$ <u>52915.45</u>	<b>Total Sale Price</b> The total cost of your purchase on credit, including your down-payment of \$ <u>0102.00</u> is \$ <u>63017.45</u>
---------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
59	<u>881.91</u>	Monthly beginning <u>03/14/2004</u>	
	<u>882.17</u>	DATE DUE: <u>02/14/2009</u>	

**Late Charge.** If a payment 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 FINANCED**

1 Cash Price (including any accessories, services, and taxes)	\$ <u>58981.11</u> (1)
2 Total Downpayment = (If negative enter "0" and see line 4) below	
Gross Trade-in \$ <u>10102.00</u>	- Payoff by seller \$ <u>N/A</u>
+ Net Trade-in \$ <u>10102.00</u>	+ Cash \$ <u>N/A</u>
+ Other (Describe)	\$ <u>N/A</u>
Your Trade-in is a <u>08</u> Year <u>DODGE</u> Make <u>DURANGO</u> Model	\$ <u>10102.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>48879.11</u> (3)

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	\$ <u>N/A</u>
B Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below - Covering Certain Mechanical Repairs	\$ <u>N/A</u>
C Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below. Life \$ <u>N/A</u> Disability, Accidental and Health \$ <u>N/A</u>	\$ <u>N/A</u>
D Official Fees Paid to Government Agencies <u>MY OR VEHICLE TRUST FUND</u>	\$ <u>N/A</u>
E Documentary Stamps	\$ <u>05.00</u>
F Government License and/or Registration Fees (Itemize)	\$ <u>N/A</u>
G Government Certificate of Title Fees	\$ <u>N/A</u>
H Other Charges (Seller must identify who will receive payment and describe purpose)	
to <u>USA</u> for <u>SERVICE CONTRACT</u>	\$ <u>164.00</u>
to <u>KELLEY CHEV</u> for <u>GAP</u>	\$ <u>495.00</u>
to <u>STATE OF FLORIDA</u> for <u>SALES CONTRACT TAX</u>	\$ <u>170.84</u>
to _____ for _____	\$ <u>N/A</u>
to _____ for _____	\$ <u>N/A</u>
to _____ for _____	\$ <u>N/A</u>
I Net Trade-in payoff to	\$ <u>N/A</u>

Insurance. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

**Required Physical Damage Insurance.** Physical damage insurance is required, but you may obtain it from anyone you want who is acceptable to the Creditor. Your choice of insurance providers will not affect the Creditor's decision to sell or extend credit to you. The cost of this insurance is shown in 4A of the Itemization above.

**Optional Mechanical Repair Insurance.** The cost of this insurance is shown in 4B of the Itemization above.

Insurance Company \_\_\_\_\_ Term: \_\_\_\_\_ months

\$ N/A Deductible Collision and either:

Full Comprehensive including Fire, Theft and Combined Additional Coverage

\$ N/A Deductible Comprehensive including Fire, Theft and Combined Additional Coverage

Fire, Theft and Combined Additional Coverage

Optional, if desired -  Towing and Labor costs  Rental Reimbursement  CB Radio Equipment

Insurance Company \_\_\_\_\_ Term: \_\_\_\_\_ months

\$25 Deductible  \$50 Deductible  \$ N/A Deductible

**Optional Credit Insurance.** Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. If you want this insurance, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the Itemization above. Credit life insurance is based upon the payment schedule shown above and the term shown below. This insurance may not pay all you owe on this contract if you make late payments. It will not pay all you owe if coverage ends before your last payment is due. Disability insurance covers the original payment amount for the term shown below. It will not pay all your payments if you make late payments or if coverage ends before your last payment is due.

Check the insurance desired:  Life (Buyer  Co-Buyer  Both  ) Term: Coverage ends \_\_\_\_\_

Disability, Accident and Health (Buyer Only) Term: Coverage ends \_\_\_\_\_

(Name of Insurer)

(Home Office Address)

This policy will pay amounts due on this contract up to \$ \_\_\_\_\_ Total policy coverage for this and any other retail installment sale contract is limited to \$ \_\_\_\_\_

APPROVAL: I DESIRE TO OBTAIN THE CREDIT INSURANCE CHECKED ABOVE FOR THE PERSON PROPOSED FOR INSURANCE.

Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

See the other side of this contract for other important agreements, including your agreement to give the Creditor a security interest in Insurance premiums and proceeds.

Notice to the Buyer: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract you were free to take it and review it. You received a copy when you signed it.

Buyer Signatures: \_\_\_\_\_ Date 01/29/2004 Co-Buyer Signatures: \_\_\_\_\_ Date 01/29/2004

Co-Buyers agreement: A co-buyer is a person who is responsible for paying the entire debt. An owner who does not have to pay the debt. The co-buyer or other owner knows that we have a security interest in the vehicle and consents to the security interest.

Other owner signs here X \_\_\_\_\_ Date \_\_\_\_\_ Address \_\_\_\_\_

Creditor Signs: NELLEY CHEVROLET Date 01/29/2004 By X Title \_\_\_\_\_

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



CHECK **No. 900639744**

50-837  
213

DATE  
07/13/04

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

AMOUNT  
\*\*\*\*84 CENTS \*\*\*\*\*1,763.84

PAY  
TO THE  
ORDER  
OF

[REDACTED]  
 HOLLYWOOD FL [REDACTED]

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Richard C. [Signature]*  
 SIGNATURE

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

AUDIT

[REDACTED]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR  
DUNS NO. BB 000000206

1

CHECK NO. 900639744

VENDOR NAME [REDACTED]

PAYMENT  
DATE 07/13/04

REGISTER NO DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
----------------------------	--------------	-----------------------	--------	----------------	--------------	------------

1G1YY32G145 [REDACTED]	07/12/04 1-219826957.1	VM 1-3VD3X7 57.1-3VD3X7	00.0000	1,763.84	.00	1,763.84
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

<b>TOTAL</b>	1,763.84	.00	1,763.84
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AP33CX

# BILL HEARD CHEVROLET

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

NAME: Colm Customer Assistance

FIRM: Jan Wilz

FAX NUMBER: 800-226-3742

PAGES: 7 DATE: 12/27/05

COMMENTS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

90585

159266

# BILL HEARD CHEVROLET

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

\*WARRANTY\*

DUPLICATE 1  
PAGE 1

████████████████████  
LAKELAND, FL ██████████  
HOME ██████████ BUS:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545 ██████████		7794/7794	T1107

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN04 IS			WAIT 04FEB05		0.00	CASH	04FEB2005

R.O. OPENED	READY	OPTIONS:	STK:	ENG:	LSI	TRN:	MX0
09:39 04FEB05	10:59 04FEB05		45114739				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A RIGHT POWER WINDOW IS INOPERATIVE  
CAUSE: .  
C0182 REGULATOR, FRONT DOOR WINDOW RIGHT POWER  
R&R OR REPLACE  
890 W 1.20  
1 10344132 REGULATOR 303.24 93.29 241.99 93.29  
1 W600 REGULATOR 0.00  
FC: 6F  
PART#: 10344132  
COUNT: 2  
CLAIM TYPE:  
AUTH CODE:  
OJ

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 19625 33528 0

DESCRIPTION	TOTALS
LABOR AMOUNT	93.29
PARTS AMOUNT	241.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	335.28
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>335.28</b>

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

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

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

CUSTOMER SIGNATURE

90585

157877

# BILL HEARD CHEVROLET

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

\*WARRANTY\*

DUPLICATE 2  
PAGE 1

██████████  
LAKELAND, FL  
HOME: ██████████ BUS:

SERVICE ADVISOR: 141 DIANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		7520/7520	T9484

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:MX0					
09:42 24JAN05	17:53 26JAN05						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

C WIND NOISE AT RT DOOR

CAUSE: .

C0100 GLASS, FRONT DOOR RIGHT ALIGN  
941 W 0.60

46.64 46.64

FC: 3A PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

N3

0 0 TPARTS  
960 4664 TLABOR

7520 ADJUSTED PASSANGER WINDOW FOR WIND NOISE BOTH WINDOWS OUT OF ADJUSTMENT

D WIND NOISE AT RT DOOR

CAUSE: .

C0101 GLASS, FRONT DOOR LEFT ALIGN  
941 W 0.60

46.64 46.64

FC: 3A PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

N3

0 0 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:

MJ

0 0 TPARTS  
0 0 TLABOR

COST, SALE, & COMP TOTALS 1920 9328 0

DESCRIPTION	TOTALS
LABOR AMOUNT	93.28
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
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>93.28</b>

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

90585

133863

# BILL HEARD CHEVROLET

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

www.tampachevy.com

State of Florida Reg. # MV-41160

WARRANTY

PAGE 1

LAKELAND, FL

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545 [REDACTED]		2523/2523	T8485

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN2004			18:00 14JUN04		0.00	CASH	17JUN2004

R.O. OPENED	READY	OPTIONS:	STK:	ENG:	TRN:	MX0
10:01 14JUN04	13:34 17JUN04		14287	19482	TPARTS	
			1400	4763	TLABOR	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
LEFT DOOR HAS NO POWER							
CAUSE: OPEN							

N4921 MODULE, LOCAL INTERFACE UNIT DOOR LEFT  
REPLACE

712	W	0.70		47.63	47.63
1			10342159	MODULE	227.86 181.83 181.83
1				P/UCHG	12.99 12.99 12.99

FC: 7W PART#: 1 COUNT: 2  
CLAIM TYPE:  
AUTH CODE:  
OJ

14287 19482 TPARTS  
1400 4763 TLABOR

2523 LEFT DOOR MODULE OPEN INSIDE N4921 >4 + .3 WARR N4921 .4 + .3 .7  
TOTAL CHECK OUT DRIVER WINDOW AND FOUND DOOR CONTROL MODULE OPEN INSIDE  
MODULE , R/R LEFT DOOR MODULE AND REPLACE AND CH WITH TECH-2 AND  
WORKING OK DONE

E RENTAL  
CAUSE: .

RENTAL					
999	W	0.00		0.00	0.00
FC: 98 PART#: COUNT: 0					
CLAIM TYPE:					
AUTH CODE:					
MJ					

0 0 TPARTS  
0 0 TLABOR

2523

COST, SALE, & COMP TOTALS 15687 24245 0

DESCRIPTION	TOTALS
LABOR AMOUNT	47.63
PARTS AMOUNT	194.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	242.45
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>242.45</b>

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

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

CUSTOMER SIGNATURE

90585

120512

# BILL HEARD CHEVROLET

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

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

LAKELAND, FL  
HOME: BUS:

PAGE 1

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		87/87	T2571	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN2004			WAIT 28JAN04		0.00	CASH	29JAN2004

R.O. OPENED	READY	OPTIONS:	STK:45114739	ENG:LS1	TRN:MX0		
14:42 28JAN04	16:24 28JAN04						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A RIGHT POWER MIRROR IS INOPERATIVE  
CAUSE: SHORTED

N4920 MODULE, LOCAL INTERFACE UNIT DOOR RIGHT  
REPLACE

236	W	0.70				47.63	47.63	
1			10342160	MODULE	FC: 6G	246.01	196.32	196.32
		PART#: 10342160		COUNT: 1	CLAIM TYPE:	AUTH CODE:		
		OJ						

14023 19632 TPARTS  
1680 4763 TLABOR

87 PASS DOOR MODULE SCAN VEHICLE .FOUND NO CODES AND ALL DEVICES OPERATIONAL AT THIS TIME.CALLED TAC AND PERFORMED BULLETIN SEARCH.TAC STATED TO CHECK POWER AND GROUND TO PDM.ALL CHECKS OK.TAC STATED TO REPLACE PDM. REPLACE PASSENGER DOOR MODULE AND TEST CIRCUITS.ALL CHECK OK.

B RIGHT POWER WINDOW IS INOPERATIVE  
CAUSE: SRA

SRA SEE REPAIRS ABOVE	236	W	0.00			0.00	0.00
		FC: PART#: COUNT:		CLAIM TYPE:		AUTH CODE:	

0 0 TPARTS  
0 0 TLABOR

87 SEE A  
C RIGHT POWER DOOR LOCK IS INOPERATIVE  
CAUSE: SRA

SRA SEE REPAIRS ABOVE	236	W	0.00			0.00	0.00
-----------------------	-----	---	------	--	--	------	------

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	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
	(SIGN-) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>	



90585

120512

**BILL HEARD  
CHEVROLET**

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

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

WARRANTY

PAGE 2

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

LAKELAND, FL  
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545 [REDACTED]		87/87	T2571	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN2004			WAIT 28JAN04		0.00	CASH	29JAN2004
R.O. OPENED	READY	OPTIONS: STK:45114739 ENG:LS1 TRN:MX0					
14:42 28JAN04	16:24 28JAN04						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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 0.00 0.00  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

0 0 TPARTS  
0 0 TLABOR

87 OPERATION OK AT THIS TIME.

COST, SALE, & COMP TOTALS 15703 24395 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	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	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>	243.95

# BILL HEARD CHEVROLET

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

115830

WARRANTY

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 790 ROBERT WEEKLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LEMANS BLU	04	CHEVROLET CORVETTE	1GLYY22G545		5/5	T5991	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			18:00 25NOV03		0.00	CASH	29NOV2003
R.O. OPENED		READY		OPTIONS:			
13:18 25NOV03		08:58 29NOV03		STK:45114739 ENG:LS1 TRN:MX0			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES THE A/C BLOWER MOTOR IS NOT WORKING  
CAUSE: LOOSE

D0362 CONTROL ASSM; REPAIR  
279 W 0.70

46.42 46.42

FC: 2W PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
OJ

0 0 TPARTS  
1575 4642 TLABOR

5 ELECTRICAL FAILURE D0362 .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 1575 4642 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	46.42
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	46.42
		LESS INSURANCE	0.00
		SALES TAX	0.00
		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:** RALPH YORK EXT.# 240

**DATE:** 5/24/05 **PAGES** \_\_\_\_\_  
12/28/05

**TO:** JEAN W

**COMPANY:** GM

**ATTENTION:** JEAN W.

**MESSAGE:** PLEASE CALL TO  
CONFIRM.

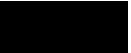
MAY 24, 2005 HISTORY - SPECIFIC VEHICLE

Store 01 SERVC01 PORT 5007 3010

CUSTOMER NAME



SERIAL NO. 1G1YY22G545



R.O. NO. 212180	1	RO.DATE 03/23/2005	2	DEPT (S,B,P)	S SERVICE
[1 OF 14] [1 OF 1]	3	MILEAGE 8940	4	ADVISOR NO. 447	

5 OPERATION NO. 7 CVZZWAX OP. DESC. EXTERIOR  
 6 SALE TYPE (C/W/I) I TECH.NO(S). 447  
 7 COMPLAINT WASH, VAC, WINDOWS, TIRES, WAX  
 CAME FROM BODY SHOP..CLAY..HAS OVERSPRAY

8 CAUSE

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)



# Michael HOLLEY

## CHEVROLET

573

211659  
1025 U.S. Hwy 98 South  
Lakeland, FL 33801  
(863) 688-5541  
FL Watts 1-800-248-5699

### RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION NUMBER MV-05342

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZZALIGN4W	4 WHEEL ALIGNMENT	MI	89.95	01CVZZCOOLSYS	SERVICE COOLING SYST	MI	89.95
HL	DIESEL LOF	MI	72.77	01CVZZLOFFID	FIDELITY LOF	MI	18.00
01CVZZLOFDIESE	SYNTHETIC LOF	MI	77.60	01CVZZROTATE	ROTATE TIRES	MI	19.95
L	4 WHEEL ALIGNMENT	MI	89.95	76CVZ	QUALITY CONTROL	MI	0.00
01CVZZLOFSYN	QUALITY CONTROL	MI	0.00	01CVZZLOFFID22	FIDELITY LOF	MI	22.00
01CVZZW/CAMKI							

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/07/05	210078	8450	1540	1544	W	77CVZ1	TRIM & RATTLES
03/02/05	209630	8450	1540	1544	C	77CVZ	TRIM REPAIR
02/24/05	208973	8406	1476	1514	I	82CVZ	BODY WORK
				1498	I	83CVZ	PAINT SHOP WORK
				1498	W	39CVZ	FUEL SYSTEM WORK
					W	78CVZ	GLASS WORK

SALESPERSON NO.

S E R V I C E

STATE REG# VARIABLE LABOR \$

METHOD OF PAYMENT: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE ID. NO. <b>1G1YY22G545</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. <b>211659</b>
BASIS FOR CHARGE: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	CUSTOMER NO. <b>45062</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE <b>03/21/05</b>
RETAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>GA01 Ver 1 A361</b>	
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	TURBO	M/M/C	AIR COND.	P. S.	TRANS	MILEAGE <b>8,940</b>
						ADVISOR NO. <b>1476</b>
						ADVISOR <b>CREG GRANICK</b>

hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs therefor; that your employees may operate the above vehicle as a test vehicle for the purpose of testing and/or inspecting such vehicle.

COMMENTS: DROP-BY WEDNESDAY

1 W \* 35CVZ BRAKE WORK  
CUST STATES: BRAKES PULL TO RIGHT SOMETIMES  
TEST Drive For 20 miles In no other  
TRAFFIC Brakes Hard and Normal. 9Z  
No Problems Found  
H 9-991.3

2 W \* 77CVZ TRIM REPAIR  
CUST STATES: HAS WIND LEAK ON BOTH WINDOWS  
TEST Drive up to 80 mph normal  
no leaks

3 W \* 25CVZ AXLE/DIFF WORK  
CUST STATES: RECHECK DIFF LEAK AND GAS LEAK - NOT LEAKING -  
JUST CHECKING no problems found

4 SCRATCH LOW ON NOOD - WAX AFTER  
FIXING SCRATCH - OVER SPRAY ON  
REAR WINDOW - SEAL WHOLE CAR

5 (W) KNOCK ON START WHEN COLD  
Normal  
From  
car

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 THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: *[Signature]* DATE: \_\_\_\_\_

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

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

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 \_\_\_\_\_ FLAT RATE \_\_\_\_\_ BOTH

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), and a \$1.00 fee to be collected for each new or remanufactured battery sold in the state(s. 414.7185).



0101J211659



0101CVWS211659

CUSTOMER No. <b>45062</b>	ADVISOR <b>GARY VOGT</b>	TAG No. <b>2035</b>	INVOICE DATE <b>03/25/05</b>	INVOICE No. <b>CVWS211659</b>
[REDACTED]	LABOR RATE	LICENSE No. <b>1584</b>	MILEAGE <b>8,940</b>	COLOR <b>/</b>
LAKELAND, FL [REDACTED]	YEAR / MAKE / MODEL <b>04/CHEVROLET/</b>	VEHICLE I.D. No. <b>1G1YY22G545</b>	DELIVERY DATE	DELIVERY MILES
[REDACTED]	F. T. E. No.	P.O.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	COMMENTS	R.O. DATE <b>03/21/05</b>		

MO: 8959

LABOR & PARTS		
J# 1 35CVZ	BRAKE WORK 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	HOURS: 0.30 TECH(S):1498 20.00
JOB # 1 TOTAL LABOR & PARTS		20.00
J# 2 77CVZ	TRIM REPAIR CUST STATES: HAS WIND LEAK ON BOTH WINDOWS TEST DRIVEN AT 70+ MPH NORMAL LEVEL OF WIND NOISE NO CORRECTION NEEDED	HOURS: TECH(S):1498 0.00
JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3 25CVZ	AXLE/DIFF WORK CUST STATES: RECHECK DIFF LEAK AND GAS LEAK-NOT LEAKING- JUST CHECKING ALL CLEAN AND DRY NO CORRECTION NEEDED	HOURS: TECH(S):1498 0.00
JOB # 3 TOTAL LABOR & PARTS		0.00
J# 5+40CVZ	ENG MECHANICAL WORK CUST STATES: ENGINE KNOCK ON COLD STARTS NORMAL OPERATION PER GM NO CORRECTION NEEDED AT THIS TIME	HOURS: TECH(S):1498 0.00
JOB # 5 TOTAL LABOR & PARTS		0.00
SUBLET	PO# 50070 VENDOR INV# D210428 INV. DATE 03/23/05 DESCRIPTION 05 RENTAL	
TOTAL - SUBLET		84.00
COMMENTS: PROP-BY WEDNESDAY		
R/O TAX		0.00
R/O TOTALS		104.00
WARRANTY CLAIM DETAIL TOTALS		
LAIM#	TOTAL	
11659	104.00	
LAIM TOTALS	104.00	

APPROVED BY SIGNATURE \_\_\_\_\_

CLAIM CHECK

4361

114939

8275



211015

1025 U.S. Hwy 98 South, Lakeland, FL 33801 (863) 688-5541 FL Watts 1-800-248-5692

STATE OF FLORIDA REGISTRATION NUMBER MV-05342

Table with 8 columns: OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL, OPERATION, OPERATION DESCRIPTION, MO/MI, TOTAL. Rows include 4 WHEEL ALIGNMENT, DIESEL LOF, SYNTHETIC LOF, SERVICE COOLING SYST, FIDELITY LOF, ROTATE TIRES, QUALITY CONTROL.

SERVICE HISTORY

Table with 8 columns: DATE, REPAIR ORDER, MILEAGE, ADVISOR, TECHNICIAN, TYPE, OPERATION, OPERATION DESCRIPTION. Rows show dates from 03/07/05 to 02/24/05 and various repair orders.

SALESPERSON NO.

S E R V I C E

STATE REG# VARIABLE LABOR \$

Service contract form with fields for METHOD OF PAYMENT, VEHICLE I.D. NO., YEAR/MAKE/MODEL, PRODUCTION DATE, STOCK NO., LICENSE NO., R. O. NO., and other details.

Handwritten notes and signatures: '77CVZ TRIM REPAIR', 'PASS SIDE ROCKER PANEL WAS DAMAGED IN BODYSHOP. REPAINT. NO OVERSPRAY ON CAR. DETAIL CAR. PAINTLINE ON L DOOR BOTTOM.', and a large signature 'Per Darryl'.

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.
I DO NOT REQUEST A WRITTEN ESTIMATE.

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

Table with 2 columns: ORIGINAL ESTIMATE (PARTS & LABOR) \$, ADD'L REPAIRS OK'D BY X. Includes fields for AUTHORIZED ADD'L REPAIRS \$, DATE, and TIME.

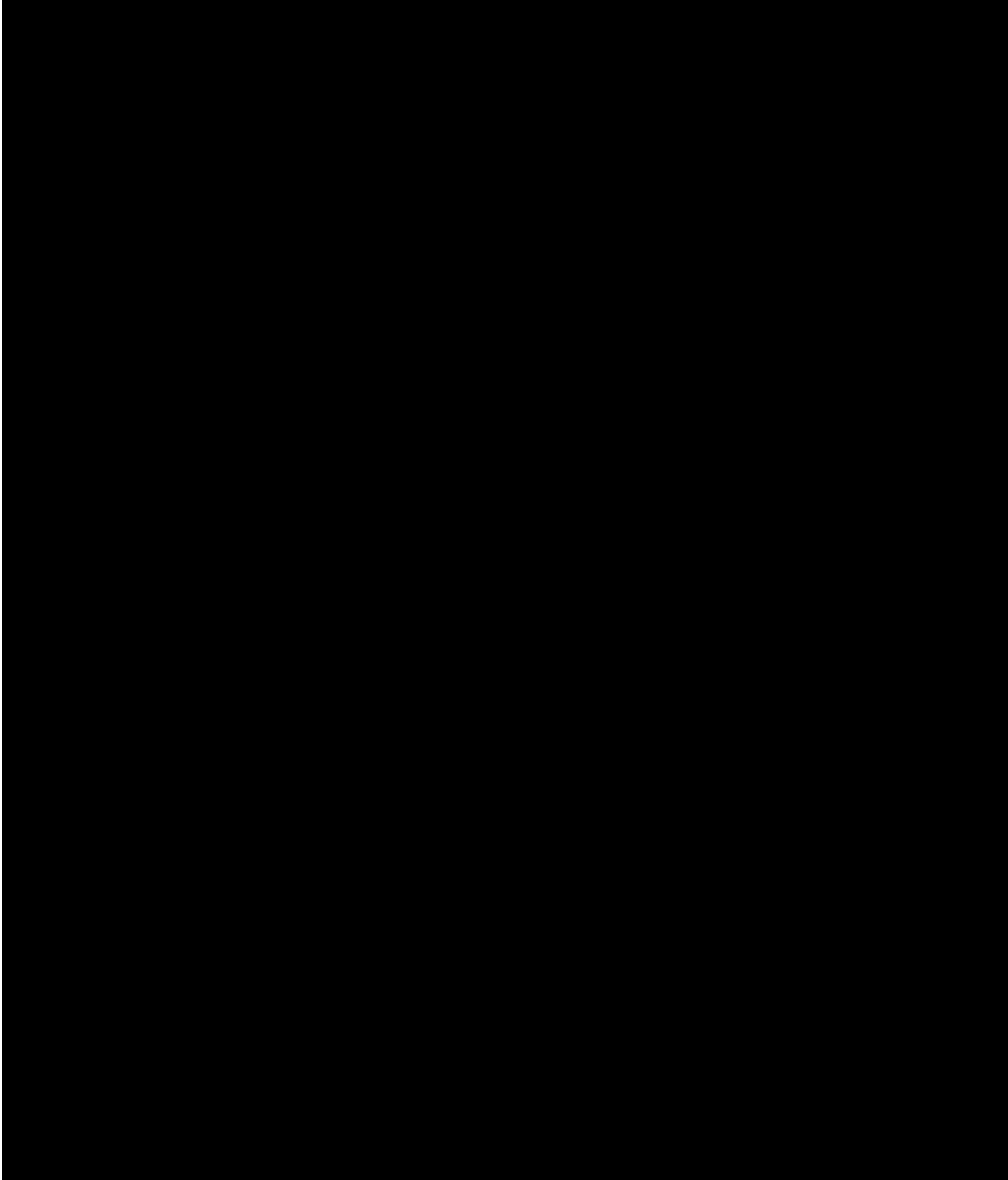
CHARGES FOR A WRITTEN ESTIMATE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR AND DIAGNOSTIC WORK INVOLVED. IF THE ACTUAL CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON HOURLY RATE FLAT RATE BOTH

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

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.



0101J211015



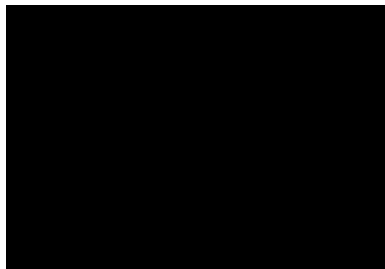




**World's Largest Chevy Retailer**



THERE WAS A \$2000 REBATE





# RETAIL PURCHASE CONTRACT

**PLANT CITY**  
P.O. BOX 3209 (813) 752-5123  
PLANT CITY, FLORIDA 33563

DATE 01/26/2004	SALESMAN BRAUN, PAUL	NUMBER 727	ACCOUNTING DEAL # 90585 <i>one</i>
SRV. WRT.	F & I KUSSMANN	CREDIT AUTH.	

CUSTOMER	[REDACTED]	HOME PHONE	[REDACTED]	OFFICE PHONE	[REDACTED]
BILLING ADDRESS	LAKELAND FL				
TITLE ADDRESS	DOB			COUNTY	POLK
				ZIP	

NEW <input checked="" type="checkbox"/>	USED <input type="checkbox"/>	DEMO <input type="checkbox"/>	YEAR 2004	MAKE CHEVROLET	MODEL CORVETTE	SERIAL NUMBER 1G1YY22G545	[REDACTED]
COLOR LEMANS BLU		BODY CORVETTE COUPE				STOCK NUMBER 45114739	

OPTIONS		STOCK CARS LIST ONLY DEALER ADDED OPTIONS ORDERED CARS - ATTACH COPY OF ORDER	SELLING PRICE INCLUDES ALL FREIGHT, DEALER DISCOUNTS, COUPONS, NEGATIVE EQUITY OF TRADE IF APPLICABLE	SELLING PRICE	46618.00
1		\$	DIR. OPTIONS		
2		\$			
3		\$			
USED VEHICLE TRADED-IN AND/OR OTHER CREDITS			All flat fee which covers that portion of salaries and expenses involved in selling the above vehicle. In case where Federal or State law prohibits passage of such charges to the consumer, the entire fee must be considered additional profit.		
YEAR	MAKE	BODY	STOCK NO.	CVR FEE	17.00
MODEL OR SERIAL NO.		TYPE			
COLOR			PLATE NUMBER-STATE-YR.	FLORIDA TIRE DISPOSAL FEE	5.00
M.V.I. OR SERIAL NO.				FLORIDA BATTERY DISPOSAL FEE	1.50
USED TRADE-IN ALLOWANCE	\$	N.A.		DEALER SERVICE FEES	499.00
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.		STATE AND LOCAL TAXES	N.A.
DEPOSIT OR CREDIT BALANCE	\$	N.A.		LICENSE & REGISTRATION FEE	N.A.
REBATE	\$	2000.00		TOTAL PRICE OF UNIT	47140.50
CASH WITH ORDER	\$	140.50		TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	2140.50
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	\$	2140.50		UNPAID CASH BALANCE DUE ON DELIVERY	45000.00
PAYOFF			PHYSICAL DAMAGE INSURANCE CO. TEACHERS INS		
PAYOFF LIENHOLDER	DATE:		FINANCING LIENHOLDER *	NO.	
ADDRESS	ZIP		LIENHOLDER ADDRESS	ZIP	
PAYOFF QUOTED BY	GOOD THRU				

**PURCHASED VEHICLE**

**ODOMETER DISCLOSURE STATEMENT**

I, BILL HEARD CHEVROLET, INC. - PLANT CITY, state that the odometer now reads 1,305 (no tenths) miles and to the best 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 odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.

**WARNING - ODOMETER DISCREPANCY**

**BILL HEARD CHEVROLET INC**  
 PRINTED NAME: 601 E ALEXANDER ST  
 TRANSFEROR'S ADDRESS (STREET): PLANT CITY, FL 33566  
 CITY: LAKELAND, FL STATE: FL ZIP CODE: [REDACTED]

**TRADE IN**

**ODOMETER DISCLOSURE STATEMENT**

Federal law (and state law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [REDACTED] (transferor's name, Print), state to the best 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 odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY**

**BILL HEARD CHEVROLET INC**  
 PRINTED NAME: BILL HEARD CHEVROLET INC  
 TRANSFEROR'S ADDRESS (STREET): 601 E ALEXANDER ST  
 CITY: PLANT CITY, FL STATE: FL ZIP CODE: 33566

**DISCLOSURE ON TRADE-IN(S)**

1. Emissions-My trade-in vehicle:  
 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 vehicle or motor vehicle engine is operated.  
 does not have a system or device used to control emission or said system or device is not in good operable condition.

2. Title Notation  
 I further certify that no salvage title has been issued for my above-described vehicle and that the Certificate of Title issued by the State Department of Highways and Public Transportation does not bear the notation "Reconditioned" or "Flood Damage" unless otherwise checked below:  
 This vehicle title bears notation "Reconditioned."  
 This vehicle title bears notation "Flood Damage."

**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 supercedes 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**

ACCEPTED  
NOT VALID UNLESS AC

BUYER SIGNATURE  
GIVES YOU A SIGNED COMPA

**DISCLAIMER OF WARRANTY**

BILL HEARD CHEVROLET, INC. - PLANT CITY disclaims all warranties other 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 hereof. BILL HEARD CHEVROLET, INC. - PLANT CITY neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle described on this contract.

2004 CORVETTE COUPE  
19U LEMANS BLUE /V8G  
152 SHALE COMMEMORATIVE  
ORDER NO. GRM3P/TRE STOCK NO.  
VIN 1G1 YY22 G5 45

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 10D72293474

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY07 CORVETTE COUPE	43735.00	38268.13	INVOICE 11/20/03
B84 BODY SIDE MOLDINGS	150.00	129.00	SHIPPED 11/20/03
CC3 TRANSPARENT REMOVABLE ROOF PANEL (REPLACES STD ROOF PANEL)	750.00	645.00	EXP I/T 11/26/03
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 11/26/03
F55 MAGNETIC SELECTIVE RIDE CNTRL	1695.00	1457.70	PRC EFF 11/20/03
G92 AXLE: 3.15 PERFORMANCE RATIO	395.00	339.70	KEYS S088E S088E
LS1 5.7L LITER SFI V8 - 350HP	0.00	0.00	WFP-S QTR OPT-1
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	BANK: WACHOVIA BA
UL0 AM/FM CASSETTE STEREO	N/C	N/C	CHG-TO 26-042
ULS CD 12 DISC CHANGER, REMOTE	600.00	516.00	SHIP WT: 3198
V49 LICENSE PLATE FRAME: FRONT	15.00	12.90	HP: 48.7
XGG FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	GMS: 43894.23
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	SUPLR: 45869.47
1SC COMMEMORATIVE EDITION	3700.00	3182.00	MRM: 51840.00
* MEMORY PACKAGE			DAN: COMM
* TWILIGHT SENTINEL			MEMO 2477.00
* ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR			
* HEAD UP DISPLAY			
* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN			
* COMMEMORATIVE EDITION			

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

TOTAL 51840.00 46116.03 PAY 310 46116.03  
MEMO: TOTAL LESS HOLDBACK AND 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.  
\*\*\*\*\*

BILL HEARD CHEVROLET, INC. - PLANT CIT

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

CUSTOMER NAME: [REDACTED]  
VIN: 1YY22G545 [REDACTED] (or see attached list\*)

## CUSTOMER INCENTIVE(S)

### 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
	\$ 2000	CSE
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$ 2000	

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

- a. I elect to receive \_\_\_\_\_ in lieu of \_\_\_\_\_
- or
- b. I elect to receive \_\_\_\_\_

### ---CUSTOMER AND DEALER ACKNOWLEDGMENT---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 01/26/04 and I acknowledge receipt of incentive(s) as described in item # \_\_\_\_\_ and release the GM Division of any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED] Date: 01/26/04

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

Authorized Dealer Signature: [Signature] Date: 01/26/04  
Dealership Name: BILL HEARD CHEVROLET Dealer Code: \_\_\_\_\_

\*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File  
Copy #1 - Dealer Copy Copy #2 - Customer  
02GMACK/GM-3795 (4/02)

VEHID [REDACTED]	SERIAL NO.	1GNES16P536 [REDACTED]
[REDACTED]	(OWNER) CUSTOMER	
MULBERRY FL [REDACTED]	DELV. DATE	14AUG03
HOME PHONE [REDACTED]	IN SERVICE	14AUG03
BUS. PHONE [REDACTED] EXT.	WAR. EXP. DATE	
CELL PHONE N/A	LICENSE NO.	
PAGER N/A CODE	UNIT N/A	
E-MAIL	SA	
03 CHEVROLET TRAILBLAZER 23326		
Command? (Enter, *, N, VEH, CUST, ?) ....?		

Jean Wylder

FAX #  
866-226-3742

- 168474
- 166022
- 162693
- 151933
- 150357
- 148702
- 137210
- 136755

505602

168474

# BILL HEARD CHEVROLET

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

WARRANTY

PAGE 1

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		23326/23326	T6179	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG03 IS			16:00 09MAY05		0.00	CASH	10MAY2005
R.O. OPENED		READY	OPTIONS:				
08:01 09MAY05		08:53 10MAY05	ENG:5.3_Liter_SFI_Alum				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

42.00 42.00

COST, SALE, & COMP TOTALS 4200 4200 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT		0.00
		PARTS AMOUNT		0.00
		GAS, OIL, LUBE		0.00
		SUBLET AMOUNT		42.00
		MISC. CHARGES		0.00
		TOTAL CHARGES		42.00
		LESS INSURANCE		0.00
		SALES TAX		0.00
		PLEASE PAY THIS AMOUNT		42.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE			

505602

166022

# BILL HEARD CHEVROLET

601 Alexander  
Plant City, FL 33563  
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\*WARRANTY\*

DUPLICATE 1  
PAGE 1

MULBERRY, FL

HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	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_SFI_Alum					
08:39 12APR05	17:54 12APR05						

LINE	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

1 10383029 CLUTCH

1 W1029

FC: 6G

PART#: 10383029

COUNT: 2

CLAIM TYPE:

AUTH CODE:

NE

13371 18719 TPARTS

4830 16325 TLABOR

	163.25	163.25
267.42	187.19	187.19
		0.00

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: BULLITTIN

D4707 MODULE OR ASSEMBLY, HVAC CONTROL HEAD  
REPROGRAM

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)

CAUSE: SHORTED

N4180 CLUSTER ASSEMBLY, INSTRUMENT PANEL R&R OR

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

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

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

CUSTOMER SIGNATURE

505602

166022

# BILL HEARD CHEVROLET

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State of Florida Reg. # MV-41160

\*WARRANTY\*

DUPLICATE 1

PAGE 2

[REDACTED]  
MULBERRY, FL [REDACTED]  
HOME: [REDACTED]

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNFS16P536 [REDACTED]		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	LIST	NET	TOTAL	
	REPLACE							
		617	W	1.20		93.29	93.29	
		FC: 6G PART#: COUNT: 0						
		CLAIM TYPE:						
		AUTH CODE:						
		OJ						

0 0 TPARTS  
2760 9329 TLABOR

23345 DASH GAUGES INOP REPLACE IPC AND REPROGRAM

[REDACTED]

		999	W	0.00		0.00	0.00	
		FC: 98 PART#: COUNT: 0						
		CLAIM TYPE:						
		AUTH CODE:						
		MK						

0 0 TPARTS  
0 0 TLABOR

COST, SALE, & COMP TOTALS 22571 49815 0

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



505602

162693

# BILL HEARD CHEVROLET

601 Alexander  
Plant City, FL 33563  
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State of Florida Reg. # MV-41160

\*WARRANTY\*

DUPLICATE 2  
PAGE 1

MULBERRY, FL  
HOME

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	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_SFT Alum					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

ENGINE RUNS ROUGH AT IDLE AT TIMES

CAUSE: .  
J6354 ENGINE CONTROL MODULE REPROGRAM  
617 W 0.70 54.42 54.42  
FC: 3L PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
PQ

0 0 TPARTS  
1610 5442 TLABOR

22124 CHECK FOR CODES NONE FOUND CHECK SPS FOR UPDATE PERFORME SPS FOR  
IDLE SURGE CAUSED BY THROTTLER 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 0 TPARTS  
0 0 TLABOR

F LEFT MIRROR GRINDS WHEN IN CURB ASSIST MODE  
CAUSE: .

B4155 MIRROR, OUTSIDE REAR VIEW RIGHT REPLACE  
617 W 0.60 46.64 46.64  
1 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 HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		PLEASE PAY THIS AMOUNT		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE			

505602

162693

# BILL HEARD CHEVROLET

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\*WARRANTY\*

DUPLICATE 2  
PAGE 2

MULBERRY, FL  
HOME: [REDACTED]

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536 [REDACTED]		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

1 15150990 PEDAL		54.42	54.42
1 W600 PEDAL	98.09	78.27	78.27
FC: 4X			0.00
PART#: 15150990			
COUNT: 2			
CLAIM TYPE:			
AUTH CODE:			
NU			

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 0.60

1 15170981 SEAL		16.64	46.64
1 W600 SEAL	9.90	8.18	8.18
FC: 4N			0.00
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 HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

505602

162693

# BILL HEARD CHEVROLET

601 Alexander  
Plant City, FL 33563  
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\*WARRANTY\*

DUPLICATE 2  
PAGE 3

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	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 11MAR05						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
22124		REPLACED	HEAT	DAMAGED	GASKET		

COST, SALE, & COMP TOTALS 23127 44806 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	202.12
		PARTS AMOUNT	245.94
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	448.06
		LESS INSURANCE	0.00
		SALES TAX	0.00
		<b>PLEASE PAY THIS AMOUNT</b>	<b>448.06</b>
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

505602

151933

# BILL HEARD CHEVROLET

601 Alexander  
Plant City, FL 33563  
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WARRANTY

PAGE 1

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 141 DIANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		17335/17335	T7866	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG03 1S			WALT 02DEC04		0.00	CASH	02DEC2004
R.O. OPENED	READY	OPTIONS: ENG:5.3 Liter_SFI_Alum					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL #04087						

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 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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		PARTS AMOUNT		41.10
		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
		PLEASE PAY THIS AMOUNT		63.77
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE			

505602

150357

# BILL HEARD CHEVROLET

601 Alexander  
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WARRANTY

PAGE 1

MULBERRY, FL

HOME:

SERVICE ADVISOR: 141 DIANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		15822/15822	T7267	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG03 IS			WAIT 18NOV04		0.00	CASH	17NOV2004
R.O. OPENED	READY	OPTIONS: ENG:5.3 Liter_SFI_Alum					

08:44 17NOV04	13:01 17NOV04	LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A SERVICE ENGINE SOON LIGHT IS ON									

CAUSE:

L1281 TANK, FUEL LEFT REPLACE  
669 W 2.60  
1 15105259 TANK ASM  
1 12345104 DETERGENT  
4 12346535 CLEANER, T  
1 W600  
FC: 1D  
PART#: 15105259  
COUNT: 7  
CLAIM TYPE:  
AUTH CODE: E  
WG

	196.43	196.43
530.89	438.51	438.51
19.30	15.40	15.40
3.71	2.95	11.80
		0.00

OLH TIME TO PERFORM INJECTOR BALANCE TEST, CLEAN  
INJECTOR & 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 41876 77547 0

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

505602

148702

# BILL HEARD CHEVROLET

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

www.tampachevy.com

State of Florida Reg. # MV-41160

WARRANTY

PAGE 1

MULBERRY, FL

HOME:

SERVICE ADVISOR: 141 DTANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	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					
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 5724 16319 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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		PARTS AMOUNT	27.20
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	163.19
		LESS INSURANCE	0.00
		SALES TAX	0.00
		<b>PLEASE PAY THIS AMOUNT</b>	<b>163.19</b>

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

CUSTOMER SIGNATURE

505602

137210

# BILL HEARD CHEVROLET

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

WARRANTY

PAGE 1

SERVICE ADVISOR: 460 FRANCISCO CHAVEZ

MULBERRY, FL  
HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		10663/10676	T1073	
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 12JUL04						

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:

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

0 0 TPARTS  
0 0 TLABOR

COST, SALE, & COMP TOTALS 1150 3778 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	37.78
		LESS INSURANCE	0.00
		SALES TAX	0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>

505602

136755

# 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: 460 FRANCISCO CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		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	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			
1	89040362	SWITCH			34.32	37.78	37.78
	FC:	6G				24.01	24.01
	PART#:	89040362					
	COUNT:	1					
	CLAIM TYPE:						
	AUTH CODE:						
	OJ						

1715 2401 TPARTS  
1150 3778 TLABOR

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

B RENTAL  
CAUSE: .

REN RENTAL  
999 W 0.00

0 0 TPARTS  
0 0 TLABOR

0.00 0.00

COST, SALE, & COMP TOTALS 2865 6179 0

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

DESCRIPTION	TOTALS
LABOR AMOUNT	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
<b>PLEASE PAY THIS AMOUNT</b>	<b>61.79</b>

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

CUSTOMER SIGNATURE





**REPURCHASE DECISION  
OWNED VEHICLE**

CASE: CHV0531700	Customer: Mr. [REDACTED]
VIN: 1G1YY22G545 [REDACTED]	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.

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



**LEMON LAW  
REASONS FOR DECISION FORM**

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

**- FACT SHEET -**

**Fact Sheet 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.
- 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.
- 6 Window wouldn't go up or down/driver side is leaking water.

**b Exists Now? (Please Explain)**

- 1 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.
- 6 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 where 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 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

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:  
 $13,809 - 352 / 120,000 \times \$44,618 = \$5003.54.$

- 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.

- c 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 [REDACTED]
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: [REDACTED]  
Business: Chevrolet  
Mfr-Info: 1716 FL 1G1YY22G545 [REDACTED]

\*\*\*\*\*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 regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

LAKELAND, FL

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Louis Molinaro

Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic Number of vehicles owned or leased by the business: 0

Make: Chevrolet Model: Corvette Model Year: 2004 Current Mileage: 10000

Vehicle Identification Number: 1G1YY22G545

*Servicing Dealer/City/State* : MICHAEL HOLLEY CHEVROLET,

*Selling Dealer/City/State* : BILL HEARD CHEVROLET, , FL

Insurance Carrier : Teachers Insurance Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident:

Description of Damage :

### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 01/26/04 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As :  New  Used  Demo

Leased As :  New  Used  Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: N/A

Leasing Company's Name:

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #:

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

The customer is seeking assistance with a replacement or repurchase.

Signature of Titled Owner(s): \_\_\_\_\_ Date \_\_\_\_\_

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

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



July 14, 2010

[REDACTED]  
[REDACTED]  
[REDACTED]  
Hollywood, FL [REDACTED]

Service Request: 1-219826957  
Customer Relationship Manager: Scott Haynes

Dear Ms. [REDACTED]

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 [www.mygmlink.com](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

July 14, 2010

[REDACTED]  
Miami, FL [REDACTED]

Service Request: 1-225862707  
Customer Relationship Manager: Sandra Taylor

Dear Mr. [REDACTED]:

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 [REDACTED] 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 [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:

Date:

AVM Requested

July 14, 2010

[REDACTED]  
Fort Washington, MD [REDACTED]

Service Request: 1-226328549

Customer Relationship Manager: Alfred Minder

Dear Mr [REDACTED]

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 [REDACTED] 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

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# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:  Date:

AVM Requested

July 14, 2010

[REDACTED]  
[REDACTED]  
Huntsville, AL [REDACTED]

Service Request: 1-226366852  
Customer Relationship Manager: Jonathan Simcic

Dear Ms. [REDACTED]

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 [REDACTED] 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

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# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:

Date:

AVM Requested

July 14, 2010

[REDACTED]  
Lakeland, FL [REDACTED]

Service Request: 1-227984327  
Customer Relationship Manager: Tracy Lambert

Dear Mr. [REDACTED]:

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 <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

VIN: 1G1YY22G5 45 [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GRM3P

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: 01/29/04

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:  
POLICY PYMT CMNT: ACTV TYPE: A

VIN: 1G1YY22G5 45 [REDACTED]

SELLG SCE: 13 MDL YR: 04 ORD NO: GRM3P

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

PROCESS TYPE: 004  
DATA SCE: VEND  
MISC DATE:  
POLICY PYMT CMNT:

CHECK NO:  
INC MEMO NO: 1585689  
MISC:

SSN: 356-70-1708  
AUTH PUR CD:

ACTV TYPE: A



**GMC**

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**  
PHONE: **727-535-5483**

PAGES: 3

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)

Customer [REDACTED] Request # 1-320243222 BBB #  
 CHV0570874

Straight \_\_\_\_\_ Trade \_\_\_\_\_ Mandated \_\_\_\_\_ Mediated \_\_\_\_\_

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

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

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) <i>Note: If GMS price, use in place of MSRP price</i>	\$51840.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$-5222.00

Trade Allowance (from dealer Bill of Sale)	\$0
*NADA Retail Value	\$0
<b>(A) Over Allowance</b> (If positive)	\$0

Payoff <i>(If dealer added negative equity into contract, do not subtract)</i>	\$0
NADA Retail Value	\$0
<b>(B) Negative Equity</b> (If positive)	\$0

<u>If Over Allowance and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)	\$46618.00
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$2000.00
<b>(A Over Allowance) + (B Negative Equity) minus</b>	\$0

Actual price of Vehicle that should be presented to BBB for ATA

\$44618.00

# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:  Date:

AVM Requested



# BILL HEARD CHEVROLET

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

NAME: Colm Customer Assistance

FIRM: Jan Wilz

FAX NUMBER: 800-226-3742

PAGES: 7 DATE: 12/27/05

COMMENTS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

90585

159266

**BILL HEARD  
CHEVROLET**

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

www.tampachevy.com

State of Florida Reg. # MV-41160

\*WARRANTY\*

DUPLICATE 1

PAGE 1

LAKELAND, FL  
HOME

BUS:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		7794/7794	T1107

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN04 IS			WAIT 04FEB05		0.00	CASH	04FEB2005

R.O. OPENED      READY      OPTIONS: STK:45114739 ENG:LSI TRN:MX0

09:39 04FEB05      10:59 04FEB05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A RIGHT POWER WINDOW IS INOPERATIVE  
CAUSE: .

C0182 REGULATOR, FRONT DOOR WINDOW RIGHT POWER  
R&R OR REPLACE  
890 W 1.20  
1 10344132 REGULATOR  
1 W600 REGULATOR  
FC: 6F  
PART#: 10344132  
COUNT: 2  
CLAIM TYPE:  
AUTH CODE:  
OJ

	93.29	93.29
303.24	241.99	241.99
		0.00

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      19625      33528      0

DESCRIPTION	TOTALS
LABOR AMOUNT	93.29
PARTS AMOUNT	241.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	335.28
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>335.28</b>

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

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

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

CUSTOMER SIGNATURE

90585

157877

# BILL HEARD CHEVROLET

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

\*WARRANTY\*

DUPLICATE 2  
PAGE 1

LAKELAND, FL  
HOME:

BUS:

SERVICE ADVISOR: 141 DIANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		7520/7520	T9484	
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:MX0			
09:42 24JAN05	17:53 26JAN05						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

C WIND NOISE AT RT DOOR  
CAUSE: .

C0100 GLASS, FRONT DOOR RIGHT ALIGN  
941 W 0.60

46.64 46.64

FC: 3A PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
N3

0 0 TPARTS  
960 4664 TLABOR

7520 ADJUSTED PASSANGER WINDOW FOR WIND NOISE BOTH WINDOWS OUT OF  
ADJUSTMENT  
D WIND NOISE AT RT DOOR  
CAUSE: .

C0101 GLASS, FRONT DOOR LEFT ALIGN  
941 W 0.60

46.64 46.64

FC: 3A PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
N3

0 0 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:  
MJ

0 0 TPARTS  
0 0 TLABOR

COST, SALE, & COMP TOTALS 1920 9328 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	93.28
(SIGNFD) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	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
		SALES TAX	0.00
		<b>PLEASE PAY THIS AMOUNT</b>	<b>93.28</b>

90585

133863

# BILL HEARD CHEVROLET

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

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

WARRANTY

LAKELAND, FL.  
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		2523/2523	T8485

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN2004			18:00 14JUN04		0.00	CASH	17JUN2004

R.O. OPENED	READY	OPTIONS:	STK:	ENG:	TRN:	MX0
10:01 14JUN04	13:34 17JUN04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

CAUSE: OPEN  
N4921 MODULE, LOCAL INTERFACE UNIT DOOR LEFT  
REPLACE

712	W	0.70			47.63	47.63
1			10342159	MODULE	227.86	181.83
1				P/UCHG	12.99	12.99

FC: 7W PART#: 1 COUNT: 2  
CLAIM TYPE:  
AUTH CODE:  
OJ

14287 19482 TPARTS  
1400 4763 TLABOR

2523 LEFT DOOR MODULE OPEN INSIDE N4921 >4 + .3 WARR N4921 .4 + .3 .7  
TOTAL CHECK OUT DRIVER WINDOW AND FOUND DOOR CONTROL MODULE OPEN INSIDE  
MODULE , R/R LEFT DOOR MODULE AND REPLACE AND CH WITH TECH-2 AND  
WORKING OK DONE

E RENTAL  
CAUSE: .

999	W	0.00			0.00	0.00
				FC: 98 PART#: COUNT: 0		

CLAIM TYPE:  
AUTH CODE:  
MJ

0 0 TPARTS  
0 0 TLABOR

2523

COST, SALE, & COMP TOTALS 15687 24245 0

DESCRIPTION	TOTALS
LABOR AMOUNT	47.63
PARTS AMOUNT	194.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	242.45
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>242.45</b>

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

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

CUSTOMER SIGNATURE

90585

120512

# BILL HEARD CHEVROLET

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

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

LAKELAND, FT.  
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		87/87	T2571	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN2004			WAIT 28JAN04		0.00	CASH	29JAN2004

R.O. OPENED	READY	OPTIONS:	STK:45114739	ENG:LS1	TRN:MX0		
14:42 28JAN04	16:24 28JAN04						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A RIGHT POWER MIRROR IS INOPERATIVE

CAUSE: SHORTED

N4920 MODULE, LOCAL INTERFACE UNIT DOOR RIGHT  
REPLACE

236 W 0.70  
1 10342160 MODULE

FC: 6G

PART#: 10342160

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

14023 19632 TPARTS

1680 4763 TLABOR

47.63 47.63  
246.01 196.32 196.32

87 PASS DOOR MODULE SCAN VEHICLE .FOUND NO CODES AND ALL DEVICES  
OPERATIONAL AT THIS TIME.CALLED TAC AND PERFORMED BULLETIN SEARCH.TAC  
STATED TO CHECK POWER AND GROUND TO PDM.ALL CHECKS OK.TAC STATED TO  
REPLACE PDM. REPLACE PASSENGER DOOR MODULE AND TEST CIRCUITS.ALL CHECK  
OK.

B RIGHT POWER WINDOW IS INOPERATIVE

CAUSE: SRA

SRA SEE REPAIRS ABOVE

236 W 0.00

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0.00 0.00

0 0 TPARTS

0 0 TLABOR

87 SEE A

C RIGHT POWER DOOR LOCK IS INOPERATIVE

CAUSE: SRA

SRA SEE REPAIRS ABOVE

236 W 0.00

0.00 0.00

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

90585

120512

**BILL HEARD  
CHEVROLET**

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

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

LAKELAND, FL  
HOME:

3US:

PAGE 2

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		87/87	T2571	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN2004			WAIT 28JAN04		0.00	CASH	29JAN2004
R.O. OPENED	READY	OPTIONS: STK:45114739 ENG:LS1 TRN:MX0					
14:42 28JAN04	16:24 28JAN04						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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 0.00 0.00  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

0 0 TPARTS  
0 0 TLABOR

87 OPERATION OK AT THIS TIME.

COST, SALE, & COMP TOTALS 15703 24395 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	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	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>	243.95

# BILL HEARD CHEVROLET

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

115830

WARRANTY

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 790 ROBERT WEEKLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		5/5	T5991	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			18:00 25NOV03		0.00	CASH	29NOV2003

R.O. OPENED	READY	OPTIONS:
13:18 25NOV03	08:58 29NOV03	STK:45114739 ENG:LS1 TRN:MX0

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES THE A/C BLOWER MOTOR IS NOT WORKING  
CAUSE: LOOSE

D0362 CONTROL ASSM; REPAIR  
279 W 0.70

46.42 46.42

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

0 0 TPARTS  
1575 4642 TLABOR

5 ELECTRICAL FAILURE D0362 .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 1575 4642 0

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

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

CUSTOMER SIGNATURE

2004 CORVETTE COUPE CHEVROLET MOTOR DIVISION  
 19U LEMANS BLUE /V8G GENERAL MOTORS CORPORATION  
 152 SHALE COMMEMORATIVE 100 RENAISSANCE CENTER  
 ORDER NO. GRM3P/TRE STOCK NO. DETROIT MI 48243-1114  
 VIN 1G1 YY22 G5 45 [REDACTED] VEHICLE INVOICE 10D72293474  
 \*\*\*\*\*N5\*\*\*\*\*13\*26042S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY07 CORVETTE COUPE	43735.00	38268.13	INVOICE 11/20/03
B84 BODY SIDE MOLDINGS	150.00	129.00	SHIPPED 11/20/03
CC3 TRANSPARENT REMOVABLE ROOF PANEL (REPLACES STD ROOF PANEL)	750.00	645.00	EXP I/T 11/26/03 INT COM 11/26/03 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
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	
UL0 AM/FM CASSETTE STEREO	N/C	N/C	SHIP WT: 3198
U1S CD 12 DISC CHANGER, REMOTE	600.00	516.00	HP: 48.7
V49 LICENSE PLATE FRAME: FRONT	15.00	12.90	GMS: 43894.23
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	3182.00	DAN: COMM
* MEMORY PACKAGE			MEMO 2477.00
* TWILIGHT SENTINEL			
* ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR			
* HEAD UP DISPLAY			
* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN			
* COMMEMORATIVE EDITION			

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

TOTAL 51840.00 46116.03 PAY 310 46116.03  
 MEMO: TOTAL LESS HOLDBACK AND 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.  
 \*\*\*\*\*

BILL HEARD CHEVROLET, INC.-PLANT CIT



Privileged and Confidential Information

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

Customer Name: [REDACTED]

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

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

What is customer seeking: REPLACEMENT/REPURCHASE

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: ENGINE NOISE

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
[REDACTED]	[REDACTED]	03/21/05 8940 5	ENGINE KNOCK ON COLD START- KNOCK WITHIN NORMAL SPEC

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: TANK LEAK

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
02/18/05	8406	11	GAS SMELL -REPLACED FUEL TANK
03/15/05	8940	5	GAS LEAKING FUEL TANK REPLACED

OTHER SYMPTOM/CONCERN:

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
<b>BRAKE CONCERN</b>			
03/21/05	8940	****	BRAKES PULL TO THE RIGHT- UNABLE TO DUPLICATE
<b>WINDOW CONCERN</b>			
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:  NO:

Team Manager Approval:

Date:

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:** RALPH YORK EXT.# 240

**DATE:** 5/24/05 **PAGES** \_\_\_\_\_  
12/28/05

**TO:** JEAN W

**COMPANY:** GM

**ATTENTION:** JEAN W.

**MESSAGE:** PLEASE CALL TO  
CONFIRM.

MAY 24, 2005 HISTORY - 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

5 OPERATION NO. 75 CVZZWAX OP. DESC. EXTERIOR

6 SALE TYPE (C/W/I) I TECH.NO(S). 447

7 COMPLAINT WASH, VAC, WINDOWS, TIRES, WAX  
CAME FROM BODY SHOP..CLAY..HAS OVERSPRAY

8 CAUSE

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)



# Michael HOLLEY

## CHEVROLET

573

211659  
1025 U.S. Hwy 98 South  
Lakeland, FL 33801  
(863) 688-5541  
FL Watts 1-800-248-5699

### RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION NUMBER MV-05342

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZZALIGN4W	4 WHEEL ALIGNMENT	MI	89.95	01CVZZCOOLSYS	SERVICE COOLING SYST	MI	89.95
HL	DIESEL LOF	MI	72.77	01CVZZLOFFID	FIDELITY LOF	MI	18.00
01CVZZLOFDIESE	SYNTHETIC LOF	MI	77.60	01CVZZROTATE	ROTATE TIRES	MI	19.95
L	4 WHEEL ALIGNMENT	MI	89.95	76CVZ	QUALITY CONTROL	MI	0.00
01CVZZLOFSYN	QUALITY CONTROL	MI	0.00	01CVZZLOFFID22	FIDELITY LOF	MI	22.00
01CVZZW/CAMKI							

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/07/05	210078	8450	1540	1544	W	77CVZ1	TRIM & RATTLES
03/02/05	209630	8450	1540	1544	C	77CVZ	TRIM REPAIR
02/24/05	208973	8406	1476	1514	I	82CVZ	BODY WORK
				1498	I	83CVZ	PAINT SHOP WORK
				1498	W	39CVZ	FUEL SYSTEM WORK
					W	78CVZ	GLASS WORK

SALESPERSON NO.

S E R V I C E

STATE REG# VARIABLE LABOR \$

METHOD OF PAYMENT:  
 CASH  
 CHECK  
 M.C.  
 VISA  
 AMX

VEHICLE ID # **1G1YY22G545** YEAR/MAKE/MODEL **04/CHEVROLET/** PRODUCTION DATE STOCK NO. LICENSE NO. R. O. NO. **211659**

CUSTOMER NO. **45062** SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. R. O. DATE **03/21/05**

COLOR CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. **SALES VEST #361**

LAKELAND, FL TURBO MAMC AIR COND. P. S. TRANS MILEAGE **8,940** ADVISOR NO. **1476** ADVISOR **GREG GRANICK**

BASIS FOR CHARGE:  
 FLAT RATE  
 HRLY RATE  
 BOTH

RESERVE TIME RECEIVED **08:19am** DATE/TIME PROMISED **06:00pm** PRIORITY

APPOINTMENT  YES  NO LABOR RATE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on a test drive or otherwise where for the purpose of testing and/or inspecting such vehicle.

COMMENTS: DROP-BY WEDNESDAY

1 W \* 35CVZ BRAKE WORK  
 CUST STATES: BRAKES PULL TO RIGHT SOMETIMES  
 TEST Drive For 20 miles In no other  
 TRAFFIC Brakes Hard and Normal. 92  
 No Problems Found  
 H 9-991.3

2 W \* 77CVZ TRIM REPAIR  
 CUST STATES: HAS WIND LEAK ON BOTH WINDOWS  
 TEST Drive up to 80 mph normal  
 OK

3 W \* 25CVZ AXLE/DIFF WORK  
 CUST STATES: RECHECK DIFF LEAK AND GAS LEAK - NOT LEAKING -  
 JUST CHECKING no problems found

4 SCRATCH LOW ON HOOD - WAX AFTER  
 FIXING SCRATCH - OVER SPRAY ON  
 REAR WINDOW - SEAL WHOLE CAR

5 (W) KNOCK ON START WHEN COLD  
 Normal  
 From  
 car

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 THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: [Signature] DATE: \_\_\_\_\_

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

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

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 - FLAT RATE - BOTH

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), and a \$2.00 fee to be collected for each new or remanufactured battery sold in the state(s. 414.7185).



0101J211659



0101ICVWS211659

CUSTOMER No. <b>45062</b>	ADVISOR <b>GARY VOGT</b>	TAG No. <b>2035</b>	INVOICE DATE <b>03/25/05</b>	INVOICE No. <b>CVWS211659</b>
LAKELAND, FL	LABOR RATE	LICENSE No. <b>1584</b>	MILEAGE <b>8,940</b>	COLOR <b>/</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. <b>1G1YY22G545</b>		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE <b>03/21/05</b>	
	COMMENTS			

MO: 8959

LABOR & PARTS			
J# 1 35CVZ	BRAKE WORK 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	HOURS: 0.30 TECH(S): 1498	20.00
	JOB # 1 TOTAL LABOR & PARTS		20.00
J# 2 77CVZ	TRIM REPAIR CUST STATES: HAS WIND LEAK ON BOTH WINDOWS TEST DRIVEN AT 70+ MPH NORMAL LEVEL OF WIND NOISE NO CORRECTION NEEDED	HOURS: TECH(S): 1498	0.00
	JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3 25CVZ	AXLE/DIFF WORK CUST STATES: RECHECK DIFF JUST CHECKING ALL CLEAN AND DRY NO CORRECTION NEEDED	HOURS: TECH(S): 1498	0.00
	JOB # 3 TOTAL LABOR & PARTS		0.00
J# 5+40CVZ	ENG MECHANICAL WORK CUST STATES: ENGINE KNOCK ON COLD STARTS NORMAL OPERATION PER GM NO CORRECTION NEEDED AT THIS TIME	HOURS: TECH(S): 1498	0.00
	JOB # 5 TOTAL LABOR & PARTS		0.00
SUBLET	PO# 50070 VENDOR INV# D210428 INV. DATE 03/23/05 DESCRIPTION 05 RENTAL		84.00
	TOTAL - SUBLET		84.00
COMMENTS	PROP-BY WEDNESDAY		
	R/O TAX		0.00
	R/O TOTALS		104.00

WARRANTY CLAIM DETAIL TOTALS	
LAIM#	TOTAL
11659	104.00
LAIM TOTALS	104.00

APPROVED BY SIGNATURE

CLAIM CHECK

4361

114739  
8275



211015

1025 U.S. Hwy 98 South  
Lakeland, FL 33801  
(863) 688-5541  
FL Watts 1-800-248-5692

STATE OF FLORIDA REGISTRATION NUMBER MV-05342

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZZALIGN4W HL	4 WHEEL ALIGNMENT DIESEL LOF	MI	89.95	01CVZZCOOLSYS	SERVICE COOLING SYST	MI	89.95
01CVZZLOFDIESE L	SYNTHETIC LOF 4 WHEEL ALIGNMENT	MI	72.77	01CVZZLOFFID	FIDELITY LOF	MI	18.00
01CVZZLOFSYN	QUALITY CONTROL	MI	77.60	01CVZZROTATE	ROTATE TIRES	MI	19.95
01CVZZW/CAMKI		MI	89.95	76CVZ	QUALITY CONTROL	MI	0.00
			0.00	01CVZZLOFFID22	FIDELITY LOF	MI	22.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/07/05	210078	8450	1540	1544	W	77CVZ1	TRIM & RATTLES
03/02/05	209630	8450	1540	1544	C	77CVZ	TRIM REPAIR
02/24/05	208973	8406	1476	1514	I	82CVZ	BODY WORK
				1498	I	83CVZ	PAINT SHOP WORK
				1498	W	39CVZ	FUEL SYSTEM WORK
					W	78CVZ	GLASS WORK

SALESPERSON NO.

S E R V I C E

STATE REG# VARIABLE LABOR \$

METHOD OF PAYMENT:  
 CASH  
 CHECK  
 M.C.  
 VISA  
 AMX

VEHICLE I.D. NO. **1G1YY22G545** YEAR/MAKE/MODEL **04/CHEVROLET/**

PRODUCTION DATE STOCK NO. LICENSE NO. R. O. NO. **211015**

NO. **45062** SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. R. O. DATE **03/15/05**

LAKELAND, FL CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. **4361**

TURBO M/MC AIR COND. P.S. TRANS MILEAGE **8,775** ADVISOR NO. **1476** ADVISOR **GREG GRANICK**

RESIDENCE PHONE BUSINESS PHONE

RETAIN PARTS  
 YES  
 NO

APPOINTMENT  
 Yes  
 No

TIME **08:41am 03/15/05** PRIORITY **06:00pm**

LABOR RATE

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree; that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of 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 license is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

**77CVZ TRIM REPAIR**  
 PASS SIDE ROCKER PANEL WAS DAMAGED IN BODYSHOP.REPAINT.NO OVERSPRAY ON CAR.DETAIL CAR.PAINTLINE ON L.DOOR BOTTOM.

*Per Darryl*

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.
- I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

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

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

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 \_\_\_\_\_ FLAT RATE \_\_\_\_\_ BOTH

**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) 403.7181, and a \$1.00 fee to be collected for each new or remanufactured battery sold in the state(s) 403.7185.



0101J211015







**World's Largest Chevy Retailer**

—  
THERE WAS A \$2000 REBATE



# RETAIL PURCHASE CONTRACT

**PLANT CITY**  
P.O. BOX 3209 (813) 752-5123  
PLANT CITY, FLORIDA 33563

DATE 01/26/2004	SALESMAN BRAUN, PAUL	NUMBER 727	ACCOUNTING DEAL # 90585 <i>one</i>
SRV. WRT.	F & I KISSMANN	CREDIT AUTH.	

CUSTOMER	HOME PHONE	OFFICE PHONE
BILLING ADDRESS LAKELAND FL		
TITLE ADDRESS DOB	ZIP	COUNTY POLK

NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/> DEMO <input type="checkbox"/>	YEAR 2004	MAKE CHEVROLET	MODEL CORVETTE	SERIAL NUMBER 1G1YY22G545
COLOR LEMANS BLU	BODY CORVETTE COUPE		STOCK NUMBER 45114739	

OPTIONS	STOCK CARS LIST ONLY DEALER ADDED OPTIONS ORDERED CARS - ATTACH COPY OF ORDER	SELLING PRICE INCLUDES ALL FREIGHT, DEALER DISCOUNTS, COUPONS, NEGATIVE EQUITY OF TRADE IF APPLICABLE	SELLING PRICE 46618.00
1	\$	DIR. OPTIONS	
2	\$		
3	\$		

<b>USED VEHICLE TRADED-IN AND/OR OTHER CREDITS</b>		All flat fee which covers that portion of salaries and expenses involved in selling the above vehicle. In case where Federal or State law prohibits passage of such charges to the consumer, the entire fee must be considered additional profit.	
YEAR	MAKE	BODY TYPE	STOCK NO.
MODEL OR SERIAL NO.			
COLOR	M.V.I. OR SERIAL NO.	PLATE NUMBER-STATE-YR.	FLORIDA TIRE DISPOSAL FEE
USED TRADE-IN ALLOWANCE	\$	N.A.	FLORIDA BATTERY DISPOSAL FEE
BALANCE OWED ON TRADE-IN	\$	N.A.	DEALER SERVICE FEES
NET ALLOWANCE ON USED 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.
DEPOSIT OR CREDIT BALANCE	\$	N.A.	STATE AND LOCAL TAXES
REBATE	\$	2000.00	LICENSE & REGISTRATION FEE
CASH WITH ORDER	\$	140.50	TOTAL PRICE OF UNIT
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	\$	2140.50	TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)
<b>PAYOFF</b>		UNPAID CASH BALANCE DUE ON DELIVERY	
PAYOFF LIENHOLDER	DATE:	PHYSICAL DAMAGE INSURANCE CO. TEACHERS INS	
ADDRESS	ZIP	FINANCING LIENHOLDER *	NO.
PAYOFF QUOTED BY	GOOD THRU	LIENHOLDER ADDRESS	ZIP

**PURCHASED VEHICLE**

**ODOMETER DISCLOSURE STATEMENT**

I, BILL HEARD CHEVROLET, INC. - PLANT CITY, state that the odometer now reads 1,305 (no tenths) miles and to the best 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 odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.

**WARNING - ODOMETER DISCREPANCY**

**BILL HEARD CHEVROLET INC**  
PRINTED NAME  
601 E ALEXANDER ST  
TRANSFEROR'S ADDRESS (STREET)  
PLANT CITY, FL  
CITY STATE ZIP CODE  
33566

LAKELAND, FL  
TRANSFEREE'S ADDRESS (STREET)  
CITY STATE ZIP CODE

**TRADE IN**

**ODOMETER DISCLOSURE STATEMENT**

Federal law (and state law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, \_\_\_\_\_ (transferor's name, Print), state \_\_\_\_\_ (no tenths) miles and to the best of 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 odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY**

**TRADE IN**

PRINTED BILL HEARD CHEVROLET INC  
TRANSFEROR'S ADDRESS (STREET)  
601 E ALEXANDER ST  
PLANT CITY, FL  
CITY STATE ZIP CODE  
33566

TRANSFEREE'S ADDRESS (STREET)  
CITY STATE ZIP CODE

**DISCLOSURE ON TRADE-IN(S)**

1. Emissions-My trade-in vehicle:  
 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 vehicle or motor vehicle engine is operated.  
 does not have a system or device used to control emission or said system or device is not in good operable condition.

2. Title Notation  
 I further certify that no salvage title has been issued for my above-described vehicle and that the Certificate of Title issued by the State Department of Highways and Public Transportation does not bear the notation "Reconditioned" or "Flood Damage" unless otherwise checked below:  
 This vehicle title bears notation "Reconditioned."  
 This vehicle title bears notation "Flood Damage."

**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 COPY OF THIS CONTRACT

**DISCLAIMER OF WARRANTY**

BILL HEARD CHEVROLET, INC. - PLANT CITY disclaims all warranties other 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 hereof. BILL HEARD CHEVROLET, INC. - PLANT CITY neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle described hereon.

ACCEPTED NOT VALID UNLESS AC

BUYER SIGNATURE GIVES YOU A SIGNED COMPA

2004 CORVETTE COUPE  
19U LEMANS BLUE /V8G  
152 SHALE COMMEMORATIVE  
ORDER NO. GRM3P/TRE STOCK NO.  
VIN 1G1 YY22 G5 45

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 10D72293474

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY07 CORVETTE COUPE	43735.00	38268.13	INVOICE 11/20/03
B84 BODY SIDE MOLDINGS	150.00	129.00	SHIPPED 11/20/03
CC3 TRANSPARENT REMOVABLE ROOF PANEL (REPLACES STD ROOF PANEL)	750.00	645.00	EXP I/T 11/26/03
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 11/26/03
F55 MAGNETIC SELECTIVE RIDE CNTRL	1695.00	1457.70	PRC EFF 11/20/03
G92 AXLE: 3.15 PERFORMANCE RATIO	395.00	339.70	KEYS S088E S088E
LS1 5.7L LITER SFI V8 - 350HP	0.00	0.00	WFP-S QTR OPT-1
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	BANK: WACHOVIA BA
UL0 AM/FM CASSETTE STEREO	N/C	N/C	CHG-TO 26-042
ULS CD 12 DISC CHANGER, REMOTE	600.00	516.00	SHIP WT: 3198
V49 LICENSE PLATE FRAME: FRONT	15.00	12.90	HP: 48.7
XGG FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	GMS: 43894.23
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	SUPLR: 45869.47
1SC COMMEMORATIVE EDITION	3700.00	3182.00	MRM: 51840.00
* MEMORY PACKAGE			DAN: COMM
* TWILIGHT SENTINEL			MEMO 2477.00
* ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR			
* HEAD UP DISPLAY			
* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN			
* COMMEMORATIVE EDITION			

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

TOTAL 51840.00 46116.03 PAY 310 46116.03  
MEMO: TOTAL LESS HOLDBACK AND 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.  
\*\*\*\*\*

BILL HEARD CHEVROLET, INC.-PLANT CIT

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

CUSTOMER N/

VIN 1YY22G545

(or see attached list\*)

## CUSTOMER INCENTIVE(S)

### 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ <u>2000</u>	<u>CSE</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ <u>2000</u>	_____

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

a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_

or

b. I elect to receive \_\_\_\_\_

### ---CUSTOMER AND DEALER ACKNOWLEDGMENT---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 01/26/04 and I acknowledge receipt of incentive(s) as described in item # 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: \_\_\_\_\_

Date: 01/26/04

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

Authorized Dealer Signature: \_\_\_\_\_

Dealership Name: BILL HEARD CHEVROLET

Date: 01/26/04

Dealer Code: \_\_\_\_\_

\*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File  
Copy #1 - Dealer Copy      Copy #2 - Customer  
02GMACK/GM-3795 (4/02)

VEHID		SERIAL NO.	1GNES16P536
	(OWNER)	CUSTOMER	██████████
MULBERRY FL		DELV. DATE	14AUG03
HOME PHONE		IN SERVICE	14AUG03
BUS. PHONE	EXT.	WAR.EXP.DATE	
CELL PHONE N/A		LICENSE NO.	
PAGER N/A	CODE	UNIT N/A	
E-MAIL		SA	
03 CHEVROLET TRAILBLAZER 23326			
Command? (Enter, *, N, VEH, CUST, ?) ....?			

Jean Wylder

FAX #  
866-226-3742

168474

166022

162693

151933

150357

148702

137210

136755

505602

168474

# 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: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		23326/23326	T6179	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG03 IS			16:00 09MAY05		0.00	CASH	10MAY2005
R.O. OPENED		READY		OPTIONS: ENG:5.3_Liter_SFI_Alum			
08:01 09MAY05		08:53 10MAY05					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

42.00 42.00

COST, SALE, & COMP TOTALS 4200 4200 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT		0.00
		PARTS AMOUNT		0.00
		GAS, OIL, LUBE		0.00
		SUBLET AMOUNT		42.00
		MISC. CHARGES		0.00
		TOTAL CHARGES		42.00
		LESS INSURANCE		0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	0.00	
		<b>PLEASE PAY THIS AMOUNT</b>	<b>42.00</b>	

505602

166022

# BILL HEARD CHEVROLET

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

\*WARRANTY\*

DUPLICATE 1  
PAGE 1

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	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_SFI_Alum					
08:39 12APR05	17:54 12APR05						

LINE	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

1 10383029 CLUTCH

1 W1029

FC: 6G

PART#: 10383029

COUNT: 2

CLAIM TYPE:

AUTH CODE:

NE

13371 18719 TPARTS

4830 16325 TLABOR

	163.25	163.25
267.42	187.19	187.19
		0.00

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: BULLITTIN

D4707 MODULE OR ASSEMBLY, HVAC CONTROL HEAD  
REPROGRAM

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)

CAUSE: SHORTED

N4180 CLUSTER ASSEMBLY, INSTRUMENT PANEL R&R OR

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

505602

166022

# BILL HEARD CHEVROLET

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www.tampachevy.com

State of Florida Reg. # MV-41160

\*WARRANTY\*

DUPLICATE 1

PAGE 2

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNFS16P536		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	LIST	NET	TOTAL	
	REPLACE							
		617	W	1.20		93.29	93.29	
		FC: 6G PART#: COUNT: 0						
		CLAIM TYPE:						
		AUTH CODE:						
		OJ						

0 0 TPARTS  
2760 9329 TLABOR

23345 DASH GAUGES INOP REPLACE IPC AND REPROGRAM

999	W	0.00			0.00	0.00
FC: 98 PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
MK						

0 0 TPARTS  
0 0 TLABOR

COST, SALE, & COMP TOTALS 22571 49815 0

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
<b>PLEASE PAY THIS AMOUNT</b>	<b>498.15</b>

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

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

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

CUSTOMER SIGNATURE



505602

162693

# BILL HEARD CHEVROLET

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

\*WARRANTY\*

DUPLICATE 2  
PAGE 1

MULBERRY, FL  
HOME

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	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_SFT Alum					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

ENGINE RUNS ROUGH AT IDLE AT TIMES  
CAUSE: .

J6354 ENGINE CONTROL MODULE REPROGRAM

617 W 0.70

54.42 54.42

FC: 3L PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PQ

0 0 TPARTS  
1610 5442 TLABOR

22124 CHECK FOR CODES NONE FOUND CHECK SPS FOR UPDATE PERFORME SPS FOR  
IDLE SURGE CAUSED BY THROTTLER 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 0 TPARTS  
0 0 TLABOR

F LEFT MIRROR GRINDS WHEN IN CURB ASSIST MODE  
CAUSE: .

B4155 MIRROR, OUTSIDE REAR VIEW RIGHT REPLACE

617 W 0.60

46.64 46.64

1 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 HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

505602

162693

# BILL HEARD CHEVROLET

601 Alexander  
Plant City, FL 33563  
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www.tampachevy.com  
State of Florida Reg. # MV-41160

\*WARRANTY\*

DUPLICATE 2  
PAGE 2

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	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 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

1 15150990 PEDAL		54.42	54.42
1 W600 PEDAL	98.09	78.27	78.27
FC: 4X			0.00
PART#: 15150990			
COUNT: 2			
CLAIM TYPE:			
AUTH CODE:			
NU			

5591 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 0.60

1 15170981 SEAL		16.64	46.64
1 W600 SEAL	9.90	8.18	8.18
FC: 4N			0.00
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 HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		<b>PLEASE PAY THIS AMOUNT</b>	

505602

162693

# BILL HEARD CHEVROLET

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

\*WARRANTY\*

DUPLICATE 2  
PAGE 3

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	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 11MAR05						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
22124		REPLACED	HEAT	DAMAGED	GASKET		

COST, SALE, & COMP TOTALS 23127 44806 0

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		LABOR AMOUNT	202.12
		PARTS AMOUNT	245.94
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	448.06
		LESS INSURANCE	0.00
		SALES TAX	0.00
		<b>PLEASE PAY THIS AMOUNT</b>	<b>448.06</b>

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

CUSTOMER SIGNATURE

505602

151933

# BILL HEARD CHEVROLET

WARRANTY

601 Alexander  
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State of Florida Reg. # MV-41160

MULBERRY, FL  
HOME:

PAGE 1

SERVICE ADVISOR: 141 DIANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		17335/17335	T7866	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG03 1S			WALT 02DEC04		0.00	CASH	02DEC2004
R.O. OPENED	READY	OPTIONS: ENG:5.3 Liter_SFI_Alum					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL #04087						

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 0

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		LABOR AMOUNT	22.67
		PARTS AMOUNT	41.10
		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
		<b>PLEASE PAY THIS AMOUNT</b>	<b>63.77</b>

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

CUSTOMER SIGNATURE

505602

150357

# BILL HEARD CHEVROLET

601 Alexander  
Plant City, FL 33563  
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State of Florida Reg. # MV-41160

WARRANTY

MULBERRY, FL  
HOME:

PAGE 1

SERVICE ADVISOR: 141 DIANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		15822/15822	T7267	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG03 IS			WAIT 18NOV04		0.00	CASH	17NOV2004
R.O. OPENED		READY		OPTIONS: ENG:5.3 Liter_SFI_Alum			

08:44 17NOV04	13:01 17NOV04						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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						0.00

FC: 1D  
PART#: 15105259  
COUNT: 7  
CLAIM TYPE:  
AUTH CODE: E  
WG

OLH TIME TO PERFORM INJECTOR BALANCE TEST, CLEAN  
INJECTOR & 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 41876 77547 0

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		LABOR AMOUNT	309.76
		PARTS AMOUNT	465.71
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	775.47
		LESS INSURANCE	0.00
		SALES TAX	0.00
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

505602

148702

# 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 DTANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	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							
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 5724 16319 0

DESCRIPTION	TOTALS
LABOR AMOUNT	135.99
PARTS AMOUNT	27.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	163.19
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>163.19</b>

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

STATEMENT OF DISCLAIMER  
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

505602

137210

# BILL HEARD CHEVROLET

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

WARRANTY

MULBERRY, FL  
HOME:

PAGE 1

SERVICE ADVISOR: 460 FRANCISCO CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		10663/10676	T1073	
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 12JUL04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

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

37.78 37.78

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

0 0 TPARTS  
0 0 TLABOR

COST, SALE, & COMP TOTALS 1150 3778 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	37.78
		LESS INSURANCE	0.00
		SALES TAX	0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>

505602

136755

# 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: 460 FRANCISCO CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		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	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

1 89040362 SWITCH

FC: 6G

PART#: 89040362

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

1715 2401 TPARTS

1150 3778 TLABOR

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

B RENTAL

CAUSE: .

REN RENTAL

999 W 0.00

0 0 TPARTS

0 0 TLABOR

0.00 0.00

COST, SALE, & COMP TOTALS 2865 6179 0

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		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
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>



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

Customer [REDACTED]

Request # 1-227984327

BBB # CHV0531700

<b>PURCHASE PRICE:</b> <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) <b>46,618.00</b>
<b>MSRP:</b> <i>(From BARS Invoice)</i>	(-) <b>51,840.00</b>
<b>DIFFERENCE:</b>	(=) <span style="border: 1px solid black; padding: 2px;">5,222.00</span>

<b>TRADE ALLOWANCE:</b> (from dealer Bill of Sale)	(+) N/A
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i>	
<b>NADA Retail Value for:</b>	
VEHICLE PRICE:	
ACCESSORIES:	(-)
MILEAGE ADJUSTMENT:	
<b>OVER ALLOWANCE:</b> <i>(Trade more than NADA)</i>	(=)

<b>PAYOFF:</b> <i>(If dealer added negative equity into contract, do not subtract)</i>	(=) N/A
----------------------------------------------------------------------------------------	---------

<b>PURCHASE PRICE</b> <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) <b>46,618.00</b>
<b>GM CARD POINTS:</b>	<b>DO NOT INCLUDE</b>
<b>INCENTIVES (from BARS):</b> <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i>	
1: CSE: 2,000.00	
2:	
3:	
<b>TOTAL INCENTIVES</b> <i>(Not included in Purchase Price)</i>	(-) <b>2,000.00</b>
<b>OVERALLOWANCE:</b> <i>(From above)</i>	(-) N/A
<b>NEGATIVE EQUITY:</b> <i>(If NOT shown in contract))</i>	(-) N/A

<b>Actual price of Vehicle that should be presented to BBB for ATA</b>	(=) <b>44,618.00</b>
------------------------------------------------------------------------	----------------------



**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 ("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.

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



**LEMON LAW  
REASONS FOR DECISION FORM**

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

**- FACT SHEET -**

**Fact Sheet 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.
- 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.
- 6 Window wouldn't go up or down/driver side is leaking water.

**b Exists Now? (Please Explain)**

- 1 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.
- 6 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 where 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 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

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:  
 $13,809 - 352 / 120,000 \times \$44,618 = \$5003.54.$

- 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.

- c 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 regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

LAKELAND, FL

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Louis Molinaro

Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic Number of vehicles owned or leased by the business: 0

Make: Chevrolet Model: Corvette Model Year: 2004 Current Mileage: 10000

Vehicle Identification Number: 1G1YY22G545

*Servicing Dealer/City/State* : MICHAEL HOLLEY CHEVROLET,

*Selling Dealer/City/State* : BILL HEARD CHEVROLET, , FL

Insurance Carrier : Teachers Insurance

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_ No X Date of accident:

Description of Damage :

### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 01/26/04 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As :  New  Used  Demo

Leased As :  New  Used  Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: N/A

Leasing Company's Name:

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #:

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

The customer is seeking assistance with a replacement or repurchase.

Signature of Titled Owner(s): \_\_\_\_\_ Date \_\_\_\_\_

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

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



VIN: 1G1YY22G5 45 [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GRM3P

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: 01/29/04

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:  
POLICY PYMT CMNT: ACTV TYPE: A

VIN: 1G1YY22G5 45 [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GRM3P

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

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



**GMC**

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**  
PHONE: **727-535-5483**

PAGES: 3

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)

Customer [REDACTED] Request # 1-320243222 BBB #  
 CHV0570874

Straight \_\_\_\_\_ Trade \_\_\_\_\_ Mandated \_\_\_\_\_ Mediated \_\_\_\_\_

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

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

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) <i>Note: If GMS price, use in place of MSRP price</i>	\$51840.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$-5222.00

Trade Allowance (from dealer Bill of Sale)	\$0
*NADA Retail Value	\$0
<b>(A) Over Allowance</b> (If positive)	\$0

Payoff <i>(If dealer added negative equity into contract, do not subtract)</i>	\$0
NADA Retail Value	\$0
<b>(B) Negative Equity</b> (If positive)	\$0

<u>If Over Allowance and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)	\$46618.00
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$2000.00
<b>(A Over Allowance) + (B Negative Equity) minus</b>	\$0

Actual price of Vehicle that should be presented to BBB for ATA

\$44618.00



VIN: 1G1YY22G5 45 [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GRM3P  
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	INC 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	13 26042	00025240806		01/29/04 FFC	19.99	
INCENTIVE MEMO	13 26042	00025240806		01/29/04 CSE	2,000.00	
INCTV PAYMENT	13 26042	00025240806		01/29/04 CSE	2,000.00	
INCTV APPLICATN	13 26042	00025240806		01/29/04 CSE	2,000.00	
DELIVERY D.O.E.	13 26042			01/29/04	0.00	
DLVY CANCEL DOE	13 26042			01/29/04	0.00	
DELIVERY D.O.E.	13 26042			01/28/04	0.00	
DELIVERY TO CUS	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	13 26042	10D72293474		11/26/03	0.00	
SETTLEMENT DATE	13 26042	10D72293474		11/25/03	46,116.03	CR
ORIGINAL INVOIC	13 26042	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	13 26042			11/20/03	0.00	
PREFERENCE TO P	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	

2004 CORVETTE COUPE CHEVROLET MOTOR DIVISION  
 19U LEMANS BLUE /V8G GENERAL MOTORS CORPORATION  
 152 SHALE COMMEMORATIVE 100 RENAISSANCE CENTER  
 ORDER NO. GRM3P/TRE STOCK NO. DETROIT MI 48243-1114  
 VIN 1G1 YY22 G5 45 [REDACTED] VEHICLE INVOICE 10D72293474  
 \*\*\*\*\*N5\*\*\*\*\*13\*26042S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY07 CORVETTE COUPE	43735.00	38268.13	INVOICE 11/20/03
B84 BODY SIDE MOLDINGS	150.00	129.00	SHIPPED 11/20/03
CC3 TRANSPARENT REMOVABLE ROOF PANEL (REPLACES STD ROOF PANEL)	750.00	645.00	EXP I/T 11/26/03 INT COM 11/26/03 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
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	
UL0 AM/FM CASSETTE STEREO	N/C	N/C	SHIP WT: 3198
U1S CD 12 DISC CHANGER, REMOTE	600.00	516.00	HP: 48.7
V49 LICENSE PLATE FRAME: FRONT	15.00	12.90	GMS: 43894.23
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	3182.00	DAN: COMM
* MEMORY PACKAGE			MEMO 2477.00
* TWILIGHT SENTINEL			
* ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR			
* HEAD UP DISPLAY			
* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN			
* COMMEMORATIVE EDITION			

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

TOTAL 51840.00 46116.03 PAY 310 46116.03  
 MEMO: TOTAL LESS HOLDBACK AND 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.  
 \*\*\*\*\*

BILL HEARD CHEVROLET, INC.-PLANT CIT

Privileged and Confidential Information

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

Customer Name: [REDACTED]

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

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

What is customer seeking: REPLACEMENT/REPURCHASE

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: ENGINE NOISE

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
[REDACTED]	[REDACTED]	03/21/05 8940 5	ENGINE KNOCK ON COLD START- KNOCK WITHIN NORMAL SPEC

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: TANK LEAK

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
02/18/05	8406	11	GAS SMELL -REPLACED FUEL TANK
03/15/05	8940	5	GAS LEAKING FUEL TANK REPLACED

OTHER SYMPTOM/CONCERN:

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
<b>BRAKE CONCERN</b>			
03/21/05	8940	****	BRAKES PULL TO THE RIGHT- UNABLE TO DUPLICATE
<b>WINDOW CONCERN</b>			
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:  NO:

Team Manager Approval:

Date:

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 [REDACTED]

Request # 1-227984327

BBB # CHV0531700

<b>PURCHASE PRICE:</b> <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) <b>46,618.00</b>
<b>MSRP:</b> <i>(From BARS Invoice)</i>	(-) <b>51,840.00</b>
<b>DIFFERENCE:</b>	(=) <span style="border: 1px solid black; padding: 2px;"><b>5,222.00</b></span>

<b>TRADE ALLOWANCE:</b> (from dealer Bill of Sale)	(+) N/A
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i>	
<b>NADA Retail Value for:</b>	
VEHICLE PRICE:	
ACCESSORIES:	(-)
MILEAGE ADJUSTMENT:	
<b>OVER ALLOWANCE:</b> <i>(Trade more than NADA)</i>	(=)

<b>PAYOFF:</b> <i>(If dealer added negative equity into contract, do not subtract)</i>	(=) N/A
----------------------------------------------------------------------------------------	---------

<b>PURCHASE PRICE</b> <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) <b>46,618.00</b>
<b>GM CARD POINTS:</b>	<b>DO NOT INCLUDE</b>
<b>INCENTIVES (from BARS):</b> <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i>	
1: CSE: 2,000.00	
2:	
3:	
<b>TOTAL INCENTIVES</b> <i>(Not included in Purchase Price)</i>	(-) <b>2,000.00</b>
<b>OVERALLOWANCE:</b> <i>(From above)</i>	(-) N/A
<b>NEGATIVE EQUITY:</b> <i>(If NOT shown in contract))</i>	(-) N/A

<b>Actual price of Vehicle that should be presented to BBB for ATA</b>	(=) <b>44,618.00</b>
------------------------------------------------------------------------	----------------------

# FAX COVER SHEET

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

**FROM:** RALPH YORK EXT.# 240

**DATE:** 5/24/05 **PAGES** \_\_\_\_\_  
12/28/05

**TO:** JEAN W

**COMPANY:** GM

**ATTENTION:** JEAN W.

**MESSAGE:** PLEASE CALL TO  
CONFIRM.

MAY 24, 2005 HISTORY - 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

5 OPERATION NO. 75 CVZZWAX OP. DESC. EXTERIOR  
6 SALE TYPE (C/W/I) I TECH.NO(S). 447  
7 COMPLAINT WASH, VAC, WINDOWS, TIRES, WAX  
CAME FROM BODY SHOP..CLAY..HAS OVERSPRAY

8 CAUSE

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)



# Michael HOLLEY

## CHEVROLET

573

211659  
1025 U.S. Hwy 98 South  
Lakeland, FL 33801  
(863) 688-5541  
FL Watts 1-800-248-5699

### RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION NUMBER MV-05342

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZZALIGN4W	4 WHEEL ALIGNMENT	MI	89.95	01CVZZCOOLSYS	SERVICE COOLING SYST	MI	89.95
HL	DIESEL LOF	MI	72.77	01CVZZLOFFID	FIDELITY LOF	MI	18.00
01CVZZLOFDIESE	SYNTHETIC LOF	MI	77.60	01CVZZROTATE	ROTATE TIRES	MI	19.95
L	4 WHEEL ALIGNMENT	MI	89.95	76CVZ	QUALITY CONTROL	MI	0.00
01CVZZLOFSYN	QUALITY CONTROL	MI	0.00	01CVZZLOFFID22	FIDELITY LOF	MI	22.00
01CVZZW/CAMKI							

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/07/05	210078	8450	1540	1544	W	77CVZ1	TRIM & RATTLES
03/02/05	209630	8450	1540	1544	C	77CVZ	TRIM REPAIR
02/24/05	208973	8406	1476	1514	I	82CVZ	BODY WORK
				1498	I	83CVZ	PAINT SHOP WORK
				1498	W	39CVZ	FUEL SYSTEM WORK
					W	78CVZ	GLASS WORK

SALESPERSON NO. \_\_\_\_\_ SERVICE STATE REG# VARIABLE LABOR \$

METHOD OF PAYMENT:  
 CASH  
 CHECK  
 M.C.  
 VISA  
 AMX

VEHICLE ID # **1G1YY22G545** YEAR/MAKE/MODEL **04/CHEVROLET/** PRODUCTION DATE STOCK NO. LICENSE NO. R. O. NO. **211659**

CUSTOMER NO. **45062** SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. R. O. DATE **03/21/05**

COLOR \_\_\_\_\_ CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. **GA04 Ver 1 A361**

TURBO \_\_\_\_\_ MAMC **CVZZ** AIR COND. \_\_\_\_\_ P. S. \_\_\_\_\_ TRANS \_\_\_\_\_ MILEAGE **8,940** ADVISOR NO. **1476** ADVISOR **GREG GRANICK**

RESIDENTIAL \_\_\_\_\_

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on a test drive or otherwise where for the purpose of testing and/or inspecting such vehicle.

TIME RECEIVED **08:19am** DATE/TIME PROMISED **03/15/05** **06:00pm** PRIORITY \_\_\_\_\_

APPOINTMENT  YES  NO LABOR RATE \_\_\_\_\_

COMMENTS: DROP-BY WEDNESDAY

1 W 35CVZ BRAKE WORK  
 CUST STATES: BRAKES PULL TO RIGHT SOMETIMES  
 TEST Drive For 20 miles In no other  
 TRAFFIC Brakes Hard and Normal. 92  
 No Problems Found  
 H 9-991.3

2 W \* 77CVZ TRIM REPAIR  
 CUST STATES: HAS WIND LEAK ON BOTH WINDOWS  
 TEST Drive up to 80 mph normal  
 OK

3 W \* 25CVZ AXLE/DIFF WORK  
 CUST STATES: RECHECK DIFF LEAK AND GAS LEAK - NOT LEAKING -  
 JUST CHECKING no problems found

4 SCRATCH LOW ON HOOD - WAX AFTER  
 FIXING SCRATCH - OVER SPRAY ON  
 REAR WINDOW - SEAL WHOLE CAR

5 KNOCK ON START WHEN COLD  
 Normal  
 From  
 car

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.  
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

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

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

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 \_\_\_\_\_ FLAT RATE \_\_\_\_\_ BOTH

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), and a \$1.00 fee to be collected for each new or remanufactured battery sold in the state(s. 414.7185).



0101J211659





0101CVWS211659

CUSTOMER No. <b>45062</b>	ADVISOR <b>GARY VOGT</b>	TAG No. <b>2035</b>	INVOICE DATE <b>03/25/05</b>	INVOICE No. <b>CVWS211659</b>
LAKELAND, FL	LABOR RATE	LICENSE No. <b>1584</b>	MILEAGE <b>8,940</b>	COLOR <b>/</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. <b>1G1YY22G545</b>		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.	R.O. DATE <b>03/21/05</b>	
	COMMENTS			

MO: 8959

LABOR & PARTS

J# 1 35CVZ BRAKE WORK HOURS: 0.30 TECH(S):1498 20.00  
 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

JOB # 1 TOTAL LABOR & PARTS 20.00

J# 2 77CVZ TRIM REPAIR HOURS: TECH(S):1498 0.00  
 CUST STATES: HAS WIND LEAK ON BOTH WINDOWS  
 TEST DRIVEN AT 70+ MPH  
 NORMAL LEVEL OF WIND NOISE  
 NO CORRECTION NEEDED

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 25CVZ AXLE/DIFF WORK HOURS: TECH(S):1498 0.00  
 CUST STATES: RECHECK DIFF LEAK AND GAS LEAK-NOT LEAKING-  
 JUST CHECKING  
 ALL CLEAN AND DRY  
 NO CORRECTION NEEDED

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 5+40CVZ ENG MECHANICAL WORK HOURS: TECH(S):1498 0.00  
 CUST STATES: ENGINE KNOCK ON COLD STARTS  
 NORMAL OPERATION PER GM  
 NO CORRECTION NEEDED AT THIS TIME

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET - PO# - VEND INV# - INV. DATE - DESCRIPTION -  
 JOB # 1 50070 D210428 03/23/05 RENTAL

TOTAL - SUBLET 84.00

COMMENTS -  
 ROP-BY WEDNESDAY

R/O TAX 0.00  
 R/O TOTALS 104.00

WARRANTY CLAIM DETAIL TOTALS

LAIM#	TOTAL
11659	104.00
LAIM TOTALS	104.00

APPROVED BY SIGNATURE \_\_\_\_\_

CLAIM CHECK

4361

114739  
8275



211015

1025 U.S. Hwy 98 South  
Lakeland, FL 33801  
(863) 688-5541  
FL Watts 1-800-248-5692

STATE OF FLORIDA REGISTRATION NUMBER MV-05342

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZZALIGN4W HL	4 WHEEL ALIGNMENT DIESEL LOF	MI	89.95	01CVZZCOOLSYS	SERVICE COOLING SYST	MI	89.95
01CVZZLOFDIESE L	SYNTHETIC LOF 4 WHEEL ALIGNMENT	MI	72.77	01CVZZZLOFFID	FIDELITY LOF	MI	18.00
01CVZZLOFSYN	QUALITY CONTROL	MI	77.60	01CVZZZROTATE	ROTATE TIRES	MI	19.95
01CVZZW/CAMKI		MI	89.95	76CVZ	QUALITY CONTROL	MI	0.00
			0.00	01CVZZZLOFFID22	FIDELITY LOF	MI	22.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/07/05	210078	8450	1540	1544	W	77CVZ1	TRIM & RATTLES
03/02/05	209630	8450	1540	1544	C	77CVZ	TRIM REPAIR
02/24/05	208973	8406	1476	1514	I	82CVZ	BODY WORK
				1498	I	83CVZ	PAINT SHOP WORK
				1498	W	39CVZ	FUEL SYSTEM WORK
					W	78CVZ	GLASS WORK

SALESPERSON NO.

S E R V I C E

STATE REG# VARIABLE LABOR \$

METHOD OF PAYMENT:  
 CASH  
 CHECK  
 M.C.  
 VISA  
 AMX

VEHICLE I.D. NO. **1G1YY22G545** YEAR/MAKE/MODEL **04/CHEVROLET/** PRODUCTION DATE STOCK NO. LICENSE NO. R. O. NO. **211015**

NO. **45062** SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. R. O. DATE **03/15/05**

**LAKELAND, FL** CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. **4361**

TURBO M/MC AIR COND. P.S. TRANS MILEAGE **8,775** ADVISOR NO. **1476** ADVISOR **GREG GRANICK**

RESIDENCE PHONE BUSINESS PHONE

RETAIN PARTS  
 YES  
 NO

APPOINTMENT  
 Yes  
 No

TIME **08:41am 03/15/05** PRIORITY **06:00pm**

LABOR RATE

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree; that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of 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 license is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

**77CVZ TRIM REPAIR**  
 PASS SIDE ROCKER PANEL WAS DAMAGED IN BODYSHOP.REPAINT.NO OVERSPRAY ON CAR.DETAIL CAR.PAINTLINE ON L.DOOR BOTTOM.

*Per Darryl*

**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.  
 I DO NOT REQUEST A WRITTEN ESTIMATE.

**SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_**

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

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

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 - FLAT RATE - BOTH

**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.\*



0101J211015





**World's Largest Chevy Retailer**

—  
*THERE WAS A \$2000 REBATE*



# RETAIL PURCHASE CONTRACT

**PLANT CITY**  
P.O. BOX 3209 (813) 752-5123  
PLANT CITY, FLORIDA 33563

DATE 01/26/2004	SALESMAN BRAUN, PAUL	NUMBER 727	ACCOUNTING DEAL # 90585 <i>one</i>
SRV. WRT.	F & I KISSMANN	CREDIT AUTH.	

CUSTOMER	HOME PHONE	OFFICE PHONE
BILLING ADDRESS LAKELAND FL		
TITLE ADDRESS DOB	ZIP	COUNTY POLK

NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/> DEMO <input type="checkbox"/>	YEAR 2004	MAKE CHEVROLET	MODEL CORVETTE	SERIAL NUMBER 1G1YY22G545
COLOR LEMANS BLU	BODY CORVETTE COUPE		STOCK NUMBER 45114739	

OPTIONS	STOCK CARS LIST ONLY DEALER ADDED OPTIONS ORDERED CARS - ATTACH COPY OF ORDER	SELLING PRICE INCLUDES ALL FREIGHT, DEALER DISCOUNTS, COUPONS, NEGATIVE EQUITY OF TRADE IF APPLICABLE	SELLING PRICE 46618.00
1	\$	D.I.R. OPTIONS	
2	\$		
3	\$		

USED VEHICLE TRADED-IN AND/OR OTHER CREDITS		All flat fee which covers that portion of salaries and expenses involved in selling the above vehicle. In case where Federal or State law prohibits passage of such charges to the consumer, the entire fee must be considered additional profit.	CVR FEE 17.00
---------------------------------------------	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------

YEAR	MAKE	BODY TYPE	STOCK NO.	FLORIDA TIRE DISPOSAL FEE	5.00
MODEL OR SERIAL NO.				FLORIDA BATTERY DISPOSAL FEE	1.50
COLOR		PLATE NUMBER-STATE-YR.		DEALER SERVICE FEES 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.	499.00
M.V.I. OR SERIAL NO.				STATE AND LOCAL TAXES	N.A.
USED TRADE-IN ALLOWANCE	\$	N.A.		LICENSE & REGISTRATION FEE	N.A.
BALANCE OWED ON TRADE-IN	\$	N.A.		TOTAL PRICE OF UNIT	47140.50
NET ALLOWANCE ON USED TRADE-IN	\$	N.A.		TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	2140.50
DEPOSIT OR CREDIT BALANCE	\$	N.A.		UNPAID CASH BALANCE DUE ON DELIVERY	45000.00
REBATE	\$	2000.00		PHYSICAL DAMAGE INSURANCE CO. TEACHERS INS	
CASH WITH ORDER	\$	140.50		FINANCING LIENHOLDER *	
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	\$	2140.50		LIENHOLDER ADDRESS	

PAYOFF LIENHOLDER	DATE:	ADDRESS	ZIP	PAYOFF QUOTED BY	GOOD THRU
-------------------	-------	---------	-----	------------------	-----------

**PURCHASED VEHICLE**

**ODOMETER DISCLOSURE STATEMENT**

I, BILL HEARD CHEVROLET, INC. - PLANT CITY, state that the odometer now reads 1,305 (no tenths) miles and to the best 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 odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage.

**WARNING - ODOMETER DISCREPANCY**

**BILL HEARD CHEVROLET INC**  
PRINTED NAME  
601 E ALEXANDER ST  
TRANSFERRED ADDRESS (STREET)  
PLANT CITY, FL 33566  
CITY STATE ZIP CODE

**TRADE IN**

**ODOMETER DISCLOSURE STATEMENT**

Federal law (and state law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, \_\_\_\_\_ (transferor's name, Print), state \_\_\_\_\_ (no tenths) miles and to the best of 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 odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY**

**TRADE IN**

PRINTED BILL HEARD CHEVROLET INC  
TRANSFERRED ADDRESS (STREET)  
601 E ALEXANDER ST  
PLANT CITY, FL 33566  
CITY STATE ZIP CODE

**DISCLOSURE ON TRADE-IN(S)**

1. Emissions-My trade-in vehicle:  
 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 vehicle or motor vehicle engine is operated.  
 does not have a system or device used to control emission or said system or device is not in good operable condition.

2. Title Notation  
 I further certify that no salvage title has been issued for my above-described vehicle and that the Certificate of Title issued by the State Department of Highways and Public Transportation does not bear the notation "Reconditioned" or "Flood Damage" unless otherwise checked below:  
 This vehicle title bears notation "Reconditioned."  
 This vehicle title bears notation "Flood Damage."

**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 COPY OF THIS CONTRACT

**DISCLAIMER OF WARRANTY**

BILL HEARD CHEVROLET, INC. - PLANT CITY disclaims all warranties other 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 hereof. BILL HEARD CHEVROLET, INC. - PLANT CITY neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle described hereon.

ACCEPTED  
NOT VALID UNLESS AC

BUYER SIGNATURE

GIVES YOU A SIGNED COMPA

2004 CORVETTE COUPE  
19U LEMANS BLUE /V8G  
152 SHALE COMMEMORATIVE  
ORDER NO. GRM3P/TRE STOCK NO.  
VIN 1G1 YY22 G5 45

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 10D72293474

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY07 CORVETTE COUPE	43735.00	38268.13	INVOICE 11/20/03
B84 BODY SIDE MOLDINGS	150.00	129.00	SHIPPED 11/20/03
CC3 TRANSPARENT REMOVABLE ROOF PANEL (REPLACES STD ROOF PANEL)	750.00	645.00	EXP I/T 11/26/03
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 11/26/03
F55 MAGNETIC SELECTIVE RIDE CNTRL	1695.00	1457.70	PRC EFF 11/20/03
G92 AXLE: 3.15 PERFORMANCE RATIO	395.00	339.70	KEYS S088E S088E
LS1 5.7L LITER SFI V8 - 350HP	0.00	0.00	WFP-S QTR OPT-1
MX0 4-SPD. AUTO. TRANS. W/OVERDRIVE	0.00	0.00	BANK: WACHOVIA BA
UL0 AM/FM CASSETTE STEREO	N/C	N/C	CHG-TO 26-042
ULS CD 12 DISC CHANGER, REMOTE	600.00	516.00	SHIP WT: 3198
V49 LICENSE PLATE FRAME: FRONT	15.00	12.90	HP: 48.7
XGG FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	GMS: 43894.23
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	SUPLR: 45869.47
1SC COMMEMORATIVE EDITION	3700.00	3182.00	MRM: 51840.00
* MEMORY PACKAGE			DAN: COMM
* TWILIGHT SENTINEL			MEMO 2477.00
* ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR			
* HEAD UP DISPLAY			
* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN			
* COMMEMORATIVE EDITION			

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

TOTAL 51840.00 46116.03 PAY 310 46116.03  
MEMO: TOTAL LESS HOLDBACK AND 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.  
\*\*\*\*\*

BILL HEARD CHEVROLET, INC.-PLANT CIT

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

CUSTOMER N/

VIN 1YY22G545

(or see attached list\*)

## CUSTOMER INCENTIVE(S)

### 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ <u>2000</u>	<u>CSE</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ <u>2000</u>	_____

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

- a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_  
or \_\_\_\_\_

### ---CUSTOMER AND DEALER ACKNOWLEDGMENT---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 01/26/04 and I acknowledge receipt of incentive(s) as described in item # 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: \_\_\_\_\_

Date: 01/26/04

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

Authorized Dealer Signature: \_\_\_\_\_

Dealership Name: Bill Heard Chevrolet

Date: 01/26/04

Dealer Code: \_\_\_\_\_

\*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File  
Copy #1 - Dealer Copy      Copy #2 - Customer  
02GMACK/GM-3795 (4/02)

VEHID			SERIAL NO.	1GNES16P536
		(OWNER)	CUSTOMER	
MULBERRY FL			DELV. DATE	14AUG03
HOME PHONE			IN SERVICE	14AUG03
BUS. PHONE		EXT.	WAR.EXP.DATE	
CELL PHONE	N/A		LICENSE NO.	
PAGER	N/A	CODE	UNIT	N/A
E-MAIL			SA	
03 CHEVROLET TRAILBLAZER 23326				
Command? (Enter, *, N, VEH, CUST, ?) ....?				

Jean Wylder

FAX #  
866-226-3742

- 168474
- 166022
- 162693
- 151933
- 150357
- 148702
- 137210
- 136755



505602

168474

# 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: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		23326/23326	T6179	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG03 IS			16:00 09MAY05		0.00	CASH	10MAY2005
R.O. OPENED		READY		OPTIONS: ENG:5.3_Liter_SF1_Alum			
08:01 09MAY05		08:53 10MAY05					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

42.00 42.00

COST, SALE, & COMP TOTALS 4200 4200 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	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
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

505602

166022

# BILL HEARD CHEVROLET

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

www.tampachevy.com

State of Florida Reg. # MV-41160

\*WARRANTY\*

DUPLICATE 1

PAGE 1

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	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_SFI_Alum					
08:39 12APR05	17:54 12APR05						

LINE	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

1 10383029 CLUTCH

1 W1029

FC: 6G

PART#: 10383029

COUNT: 2

CLAIM TYPE:

AUTH CODE:

NE

13371 18719 TPARTS

4830 16325 TLABOR

	163.25	163.25
267.42	187.19	187.19
		0.00

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: BULLITTIN

D4707 MODULE OR ASSEMBLY, HVAC CONTROL HEAD  
REPROGRAM

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)

CAUSE: SHORTED

N4180 CLUSTER ASSEMBLY, INSTRUMENT PANEL R&R OR

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

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\*WARRANTY\*

DUPLICATE 1

PAGE 2

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNFS16P536		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	LIST	NET	TOTAL	
	REPLACE							
		617	W	1.20		93.29	93.29	
		FC: 6G PART#: COUNT: 0						
		CLAIM TYPE:						
		AUTH CODE:						
		OJ						

0 0 TPARTS  
2760 9329 TLABOR

23345 DASH GAUGES INOP REPLACE IPC AND REPROGRAM

999	W	0.00			0.00	0.00
FC: 98 PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
MK						

0 0 TPARTS  
0 0 TLABOR

COST, SALE, & COMP TOTALS 22571 49815 0

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
<b>PLEASE PAY THIS AMOUNT</b>	<b>498.15</b>

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

CUSTOMER SIGNATURE

505602

162693

# BILL HEARD CHEVROLET

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\*WARRANTY\*

DUPLICATE 2  
PAGE 1

MULBERRY, FL  
HOME

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	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_SFT Alum					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

ENGINE RUNS ROUGH AT IDLE AT TIMES  
CAUSE: .

J6354 ENGINE CONTROL MODULE REPROGRAM

617 W 0.70

54.42 54.42

FC: 3L PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PQ

0 0 TPARTS

1610 5442 TLABOR

22124 CHECK FOR CODES NONE FOUND CHECK SPS FOR UPDATE PERFORME SPS FOR  
IDLE SURGE CAUSED BY THROTTLER 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 0 TPARTS

0 0 TLABOR

F LEFT MIRROR GRINDS WHEN IN CURB ASSIST MODE

CAUSE: .

B4155 MIRROR, OUTSIDE REAR VIEW RIGHT REPLACE

617 W 0.60

46.64 46.64

1 15137977 MIRROR

193.08 159.49 159.49

1 W600 MIRROR

0.00

FC: 6C

PART#: 15137977

COUNT: 2

CLAIM TYPE:

AUTH CODE:

NG

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		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

505602

162693

# BILL HEARD CHEVROLET

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\*WARRANTY\*

DUPLICATE 2  
PAGE 2

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	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 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

1 15150990 PEDAL		54.42	54.42
1 W600 PEDAL	98.09	78.27	78.27
FC: 4X			0.00
PART#: 15150990			
COUNT: 2			
CLAIM TYPE:			
AUTH CODE:			
NU			

5591 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 0.60

1 15170981 SEAL		16.64	46.64
1 W600 SEAL	9.90	8.18	8.18
FC: 4N			0.00
PART#: 15170981			
COUNT: 2			
CLAIM TYPE:			
AUTH CODE:			
DV			

584 818 TPARTS  
960 4664 TLABOR

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		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

505602

162693

# BILL HEARD CHEVROLET

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\*WARRANTY\*

DUPLICATE 2  
PAGE 3

MULBERRY, FL  
HOME:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	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 11MAR05						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
22124		REPLACED	HEAT	DAMAGED	GASKET		

COST, SALE, & COMP TOTALS 23127 44806 0

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			PARTS AMOUNT	245.94
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	448.06
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	448.06
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)				

505602

151933

# BILL HEARD CHEVROLET

WARRANTY

601 Alexander  
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MULBERRY, FL  
HOME:

PAGE 1

SERVICE ADVISOR: 141 DIANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		17335/17335	T7866	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG03 1S			WALT 02DEC04		0.00	CASH	02DEC2004
R.O. OPENED	READY	OPTIONS: ENG:5.3 Liter_SFI_Alum					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL #04087						

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 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	22.67
		PARTS AMOUNT	41.10
		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
		<b>PLEASE PAY THIS AMOUNT</b>	<b>63.77</b>

505602

150357

# BILL HEARD CHEVROLET

601 Alexander  
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WARRANTY

MULBERRY, FL  
HOME:

PAGE 1

SERVICE ADVISOR: 141 DIANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		15822/15822	T7267	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14AUG03 IS			WAIT 18NOV04		0.00	CASH	17NOV2004
R.O. OPENED	READY	OPTIONS: ENG:5.3 Liter_SFI_Alum					

08:44 17NOV04	13:01 17NOV04	LINE OPCODE	TECH TYPE	HOURS	LIST	NET	TOTAL
A SERVICE ENGINE SOON LIGHT IS ON							

CAUSE:

L1281 TANK, FUEL LEFT REPLACE  
669 W 2.60  
1 15105259 TANK ASM  
1 12345104 DETERGENT  
4 12346535 CLEANER, T  
1 W600  
FC: 1D  
PART#: 15105259  
COUNT: 7  
CLAIM TYPE:  
AUTH CODE: E  
WG

	196.43	196.43
530.89	438.51	438.51
19.30	15.40	15.40
3.71	2.95	11.80
		0.00

OLH TIME TO PERFORM INJECTOR BALANCE TEST, CLEAN  
INJECTOR & 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 41876 77547 0

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		LABOR AMOUNT	309.76
		PARTS AMOUNT	465.71
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	775.47
		LESS INSURANCE	0.00
		SALES TAX	0.00
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE



505602

148702

# BILL HEARD CHEVROLET

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WARRANTY

MULBERRY, FL  
HOME:

PAGE 1

SERVICE ADVISOR: 141 DTANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	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							
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 5724 16319 0

DESCRIPTION	TOTALS
LABOR AMOUNT	135.99
PARTS AMOUNT	27.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	163.19
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>163.19</b>

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

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

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

CUSTOMER SIGNATURE

505602

137210

# BILL HEARD CHEVROLET

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

WARRANTY

MULBERRY, FL  
HOME:

PAGE 1

SERVICE ADVISOR: 460 FRANCISCO CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		10663/10676	T1073	
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 12JUL04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

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

37.78 37.78

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

0 0 TPARTS  
0 0 TLABOR

COST, SALE, & COMP TOTALS 1150 3778 0

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		PARTS AMOUNT		0.00
		GAS, OIL, LUBE		0.00
		SUBLET AMOUNT		0.00
		MISC. CHARGES		0.00
		TOTAL CHARGES		37.78
		LESS INSURANCE		0.00
SALES TAX			0.00	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>	37.78	

505602 .

136755

# 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: 460 FRANCISCO CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	03	CHEVROLET TRAILBLAZE	1GNES16P536		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	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		
1	89040362	SWITCH				37.78	37.78
	FC: 6G					34.32	24.01
	PART#: 89040362						
	COUNT: 1						
	CLAIM TYPE:						
	AUTH CODE:						
	OJ						

1715 2401 TPARTS  
1150 3778 TLABOR

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

B RENTAL

CAUSE: .

REN RENTAL

999 W 0.00

0 0 TPARTS  
0 0 TLABOR

0.00 0.00

COST, SALE, & COMP TOTALS 2865 6179 0

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		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
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>



**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 ("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.

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



**LEMON LAW  
REASONS FOR DECISION FORM**

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

**- FACT SHEET -**

**Fact Sheet 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.
- 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.
- 6 Window wouldn't go up or down/driver side is leaking water.

**b Exists Now? (Please Explain)**

- 1 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.
- 6 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 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



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:  
 $13,809 - 352 / 120,000 \times \$44,618 = \$5003.54.$

- 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.

- c 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 regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

LAKELAND, FL

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Louis Molinaro

Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic Number of vehicles owned or leased by the business: 0

Make: Chevrolet Model: Corvette Model Year: 2004 Current Mileage: 10000

Vehicle Identification Number: 1G1YY22G545

*Servicing Dealer/City/State* : MICHAEL HOLLEY CHEVROLET,

*Selling Dealer/City/State* : BILL HEARD CHEVROLET, , FL

Insurance Carrier : Teachers Insurance Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident:

Description of Damage :

### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 01/26/04 Mileage at purchase: \_\_\_\_\_ Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As :  New  Used  Demo Leased As :  New  Used  Demo

Is the vehicle in your possession? yes Is the vehicle in your possession?

Lienholder's Name: N/A Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_ City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_ Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_ Leasing Company's Acct #: \_\_\_\_\_

### Customer's Desired Outcome (Describe what you want done to resolve your concern)

The customer is seeking assistance with a replacement or repurchase.

Signature of Titled Owner(s): \_\_\_\_\_ Date \_\_\_\_\_

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

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



# BILL HEARD CHEVROLET

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

NAME: Colm Customer Assistance

FIRM: Jan Wilz

FAX NUMBER: 800-226-3742

PAGES: 7 DATE: 12/27/05

COMMENTS:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

90585

159266

# BILL HEARD CHEVROLET

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

www.tampachevy.com

State of Florida Reg. # MV-41160

\*WARRANTY\*

DUPLICATE 1

PAGE 1

LAKELAND, FL  
HOME

BUS:

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		7794/7794	T1107

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN04 IS			WAIT 04FEB05		0.00	CASH	04FEB2005

R.O. OPENED      READY      OPTIONS: STK:45114739 ENG:LS1 TRN:MX0

09:39 04FEB05      10:59 04FEB05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A RIGHT POWER WINDOW IS INOPERATIVE  
CAUSE: .

C0182 REGULATOR, FRONT DOOR WINDOW RIGHT POWER  
R&R OR REPLACE

890	W	1.20				93.29	93.29
1	10344132	REGULATOR			303.24	241.99	241.99
1	W600	REGULATOR					0.00

FC: 6F

PART#: 10344132

COUNT: 2

CLAIM TYPE:

AUTH CODE:

OJ

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      19625      33528      0

DESCRIPTION	TOTALS
LABOR AMOUNT	93.29
PARTS AMOUNT	241.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	335.28
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>335.28</b>

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

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

CUSTOMER SIGNATURE

90585

157877

# BILL HEARD CHEVROLET

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Plant City, FL 33563  
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\*WARRANTY\*

DUPLICATE 2  
PAGE 1

LAKELAND, FL  
HOME:

BUS:

SERVICE ADVISOR: 141 DIANE SURRENCY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		7520/7520	T9484	
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:MX0					
09:42 24JAN05	17:53 26JAN05						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

C WIND NOISE AT RT DOOR  
CAUSE: .

C0100 GLASS, FRONT DOOR RIGHT ALIGN  
941 W 0.60

46.64 46.64

FC: 3A PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
N3

0 0 TPARTS  
960 4664 TLABOR

7520 ADJUSTED PASSANGER WINDOW FOR WIND NOISE BOTH WINDOWS OUT OF  
ADJUSTMENT  
D WIND NOISE AT RT DOOR  
CAUSE: .

C0101 GLASS, FRONT DOOR LEFT ALIGN  
941 W 0.60

46.64 46.64

FC: 3A PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE:  
N3

0 0 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:  
MJ

0 0 TPARTS  
0 0 TLABOR

COST, SALE, & COMP TOTALS 1920 9328 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	93.28
(SIGNFD) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	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
		SALES TAX	0.00
		<b>PLEASE PAY THIS AMOUNT</b>	<b>93.28</b>



90585

133863

# BILL HEARD CHEVROLET

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

www.tampachevy.com

State of Florida Reg. # MV-41160

LAKELAND, FL.  
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		2523/2523	T8485

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN2004			18:00 14JUN04		0.00	CASH	17JUN2004

R.O. OPENED	READY	OPTIONS:	STK:	ENG:	TRN:	MXO
10:01 14JUN04	13:34 17JUN04		45114739	LS1	TRN	MX0

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

CAUSE: OPEN  
N4921 MODULE, LOCAL INTERFACE UNIT DOOR LEFT  
REPLACE

712	W	0.70			47.63	47.63
1	10342159	MODULE			227.86	181.83
1	P/UCHG				12.99	12.99

FC: 7W PART#: 1 COUNT: 2  
CLAIM TYPE:  
AUTH CODE:  
OJ

14287 19482 TPARTS  
1400 4763 TLABOR

2523 LEFT DOOR MODULE OPEN INSIDE N4921 >4 + .3 WARR N4921 .4 + .3 .7  
TOTAL CHECK OUT DRIVER WINDOW AND FOUND DOOR CONTROL MODULE OPEN INSIDE  
MODULE , R/R LEFT DOOR MODULE AND REPLACE AND CH WITH TECH-2 AND  
WORKING OK DONE

E RENTAL  
CAUSE: .

999	W	0.00			0.00	0.00
FC: 98	PART#: 0	COUNT: 0				

CLAIM TYPE:  
AUTH CODE:  
MJ

0 0 TPARTS  
0 0 TLABOR

2523

COST, SALE, & COMP TOTALS 15687 24245 0

DESCRIPTION	TOTALS
LABOR AMOUNT	47.63
PARTS AMOUNT	194.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	242.45
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>242.45</b>

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

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

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

CUSTOMER SIGNATURE

90585

120512

# BILL HEARD CHEVROLET

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

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

LAKELAND, FL.  
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		87/87	T2571

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN2004			WAIT 28JAN04		0.00	CASH	29JAN2004

R.O. OPENED	READY	OPTIONS:	STK:45114739	ENG:LS1	TRN:MX0		
14:42	28JAN04	16:24	28JAN04				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A RIGHT POWER MIRROR IS INOPERATIVE

CAUSE: SHORTED

N4920 MODULE, LOCAL INTERFACE UNIT DOOR RIGHT  
REPLACE

236	W	0.70			47.63	47.63	
1			10342160	MODULE	246.01	196.32	196.32
FC: 6G							
PART#: 10342160							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
OJ							

14023 19632 TPARTS  
1680 4763 TLABOR

87 PASS DOOR MODULE SCAN VEHICLE .FOUND NO CODES AND ALL DEVICES OPERATIONAL AT THIS TIME.CALLED TAC AND PERFORMED BULLETIN SEARCH.TAC STATED TO CHECK POWER AND GROUND TO PDM.ALL CHECKS OK.TAC STATED TO REPLACE PDM. REPLACE PASSENGER DOOR MODULE AND TEST CIRCUITS.ALL CHECK OK.

B RIGHT POWER WINDOW IS INOPERATIVE

CAUSE: SRA

SRA SEE REPAIRS ABOVE  
236 W 0.00

0.00 0.00

FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

0 0 TPARTS  
0 0 TLABOR

87 SEE A

C RIGHT POWER DOOR LOCK IS INOPERATIVE

CAUSE: SRA

SRA SEE REPAIRS ABOVE  
236 W 0.00

0.00 0.00

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

90585

120512

**BILL HEARD  
CHEVROLET**

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

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

LAKELAND, FL  
HOME:

3US:

PAGE 2

SERVICE ADVISOR: 341 MORRIS JOSEPH PLATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		87/87	T2571	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26JAN2004			WAIT 28JAN04		0.00	CASH	29JAN2004
R.O. OPENED	READY	OPTIONS: STK:45114739 ENG:LS1 TRN:MX0					
14:42 28JAN04	16:24 28JAN04						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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 0.00 0.00  
FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:

0 0 TPARTS  
0 0 TLABOR

87 OPERATION OK AT THIS TIME.

COST, SALE, & COMP TOTALS 15703 24395 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	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	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>	243.95

# BILL HEARD CHEVROLET

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

115830

WARRANTY

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 790 ROBERT WEEKLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LEMANS BLU	04	CHEVROLET CORVETTE	1G1YY22G545		5/5	T5991	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			18:00 25NOV03		0.00	CASH	29NOV2003

R.O. OPENED	READY	OPTIONS:
13:18 25NOV03	08:58 29NOV03	STK:45114739 ENG:LS1 TRN:MX0

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES THE A/C BLOWER MOTOR IS NOT WORKING  
CAUSE: LOOSE

D0362 CONTROL ASSM; REPAIR  
279 W 0.70

46.42 46.42

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

0 0 TPARTS  
1575 4642 TLABOR

5 ELECTRICAL FAILURE D0362 .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 1575 4642 0

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

July 14, 2010

Mr. [REDACTED]

[REDACTED]  
Lakeland, FL [REDACTED]

Service request: 1-320243222

Dear Mr. [REDACTED]

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/

CERTIFIED MAIL™

Lake Land, FL



7003 1680 0000 3858 2653

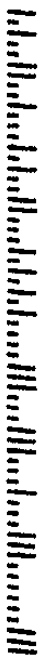
General Motors Corp  
P.O. Box 33170  
Detroit, MI 48232-5170

ADK

13

MAR 11 2005

48232#5170



0000



48232

U.S. POSTAGE  
PAID  
LAKE LAND, FL  
33815  
MAR 08 '05  
AMOUNT

\$4.42

00085382-011

# Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

ORIGINAL

Mad

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).

Description of continuing defect(s) or condition(s) NOISE IN ENGINE / GAS TANK LEAKS  
POWER WINDOWS INOPERATIVE / BRAKES FRONT END BAD  
REAR DR A LEAKING

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chevrolet Model Corvette Year 2004

VIN 1GBLL1616151515 Date of Delivery Bill Heard Chevrolet

Name and City/State of selling dealer or leasing company (if applicable) P.O. Box 3209 Plant City FL 33563

Name and City/State of authorized service agent(s) attempting previous repairs Paul City FL - Michael Holly's Chev 1025 Hwy 98 S

Consumer Lake Land, FL Home phone [REDACTED]

Address Lake Land, FL Work phone [REDACTED]

Signature Lake Land, FL Date Mailed 03-08-05

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. (1/98)

July 14, 2010

[REDACTED]  
[REDACTED]  
Lakeland, FL [REDACTED]

Service Request: 1-320243222  
Customer Relationship Manager: Kimberly Lovelace

Dear Mr. [REDACTED]

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 [REDACTED] 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](http://www.mygmLink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



July 14, 2010

[REDACTED]  
Lakeland, FL [REDACTED]

Service Request: 1-320243222  
Customer Relationship Manager: Kimberly Lovelace

Dear Mr. [REDACTED]

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 <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

CERTIFIED MAIL™



7006 0100 0000 8111 5633



MAR 27 2008



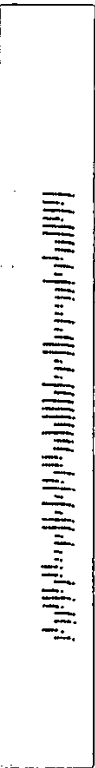
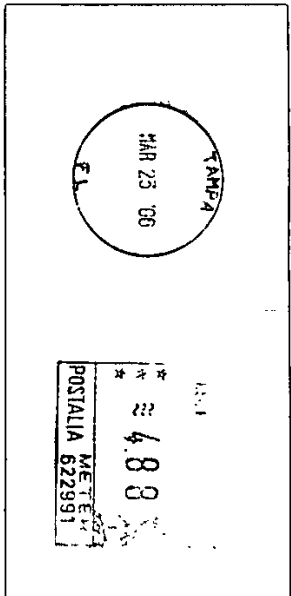
OFFICE OF THE ATTORNEY GENERAL  
LEMON LAW ARBITRATION PROGRAM  
THE CAPITOL  
TALLAHASSEE, FLORIDA 32399-1050

Ward L. Boyer  
GM-Chevrolet Motor Division  
Post Office Box 33170  
Detroit, MI 48232-5170

*WLB*



POSTALIA METRO  
622991



**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:

Louis Molinaro  
1119 Pisgah Place  
Lakeland, Florida 33801

For the Manufacturer:

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 Division  
1426 Pacific Drive Auburn Hills, MI 48326

Note:  
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.

Pages(including cover):10

RE: [REDACTED] (state case 2006-0063/TPA 1-392081410

From: Jean Whyre 800-231-1841x57190

To: Dave Umberg 678-240-9952

Business Resource Center  
Alternative Dispute Resolution  
Southeast Region – State of Florida  
Facsimile

# General Motors





The Consumer did not submit the claim to the manufacturer's state-certified informal

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 is not entitled to relief for the following reasons: (check all that apply)

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.

I, representative of Manufacturer, acknowledge receipt of the Consumer's Request for Arbitration.

**MANUFACTURER'S ANSWER**

Manufacturer.

General Motors Corporation  
Chevrolet Motor Division  
Customer & Relationship Services Group  
Post Office Box 33170  
Detroit, MI 48232-5170

CASE NO.: 2006-0063/TPA

vs.

Consumer,

[Redacted]  
Lakeland, FL [Redacted]

STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD  
Lemon Law Arbitration Program  
<http://myfloridalegal.com/lemonlaw>  
Concourse Center 4  
3507 E. Frontage Road, Suite 200  
Tampa, Florida 33607  
(813) 287-7920; FAX (813) 281-5504

For Office Use:  
FILED:

NAME: Sean Whyte  
 MAILING ADDRESS: 5701 E Millsborough Ave  
 Suite 2300  
 Tampa, FL 33610  
 TELEPHONE: 800-231-1841 / FAX: 866-226-3742

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 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 "Consumers' 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.

Other (specify):

The claim by the consumer is not filed in good faith.

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 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.

(DLA/LL-006, 12/01)

For Office Use:  
Copy mailed to Consumer  
on: \_\_\_\_\_ (date)  
By: \_\_\_\_\_ (initials)

**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.  
*Amended Answer cannot be raised at the hearing unless permitted by the Board.*  
*Affirmative defenses not timely raised in this form, an attachment to it, or in a timely filed*

**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 facsimile 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.

By: Sean Whyte  
Manufacturer Agent/Attorney  
Signature  
Sean Whyte  
(Type name)  
ADR Manager  
(Title)

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. Mail on February 9, 2006 <sup>Filed</sup>

**RECEIVED** JAN 20 2006

DIVISION OF CONSUMER SERVICES

5. If successful, I prefer to receive:  A refund  A replacement vehicle

III. Relief Requested (Check one only)

II. Selling Dealer, Financing, and Leasing Information

4. Dealer Name: Bill Heard Chevrolet  
 Address: 2002 N. Frontage Rd  
 City: PLANT CITY State: FL Zip Code: 33563

Lessor, bank, or lending institution to which monthly payments are made: NONE

Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

I. Consumer Information

1. Purchaser/Lessee: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 Mailing Address (if different): \_\_\_\_\_  
 City: LAKE WIND State: FL Zip Code: \_\_\_\_\_

3. Home Phone: \_\_\_\_\_  
 Daytime Phone: \_\_\_\_\_  
 Cell Phone: \_\_\_\_\_  
 Fax: \_\_\_\_\_

2. Best Time to Call: days  
 or Whom? \_\_\_\_\_  
 or Whom? \_\_\_\_\_  
 -Mail: \_\_\_\_\_

DBA: Auto MARINE wholesale



Office of the Attorney General  
 Request for Arbitration  
 by the  
 Florida New Motor Vehicle  
 Arbitration Board

For Office Use Only

Indicate Date: 1-20-06

Filed (DCS) \_\_\_\_\_  
 Ineligible \_\_\_\_\_  
 Returned \_\_\_\_\_  
 Rejected \_\_\_\_\_  
 Withdrawn \_\_\_\_\_  
 Referred to AG: JAN 9 2006  
 Approved: JAN 9 2006  
 AC Case #: 2006-0063/PPA

0001-02942/RR

# 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: GM  
9. Make: \_\_\_\_\_ (Dodge, Mercury, etc.)  
Model: \_\_\_\_\_ (Mustang, Accord, etc.)  
Year: \_\_\_\_\_

10. Vehicle Identification Number (VIN): 1G1Y2AG545  
(This is a 17-character identifier usually consisting of letters and numerals that is listed on your vehicle registration.)

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 the warranty.)

a. Was the conversion work performed prior to your purchase?  Yes  No  
b. If after your purchase, was the conversion work performed through the dealership as an option, referral or part of the sale?  Yes  No

12. Date you took delivery of the vehicle: \_\_\_\_\_

Mileage on the odometer on the date of delivery: \_\_\_\_\_  
Current mileage: \_\_\_\_\_

13. Was the vehicle:  Purchased  Leased  
In Florida?  Yes  No

As (check one):  New  Demonstrator  Used

14. If leased, for a term of one year or more?  Yes  No

15. Do you still own or possess the vehicle?  Yes  No

16. 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 first reported to the authorized service agent (dealer) within 24 months after the date of delivery, and that you claim substantially impairs the use, value or safety of the vehicle. Give the dates of three repair attempts that took place before the date written notification was sent to the manufacturer. If a substantial problem had less than three repairs before notification, list it and the repair date(s). Attach a separate sheet if necessary.

Problem Date 1 Date 2 Date 3

1. motor makes a knocking noise 4-15-04 4-20-04 NOT Fix

2. gas tank leaking/replaced 2-18-05 2-24-05

3. brake problem pull to right 3-21-05

4. window makes whistling noise 3-21-05

5. dealer punch two holes in the rocker panel 3-2-05

6. window wouldn't go up or down 5-19-04 5-25-04 6-5-04

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  No  March 11

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  March 11

19. Following receipt of the notification, did the manufacturer and/or conversion company make a final attempt to correct the problem(s)?

Yes  No  March 11

20. Does the problem(s) still exist?

Yes  No  (Attach copies of all relevant work orders.)

If no, explain why:

You must attach copies of: your claim, postal receipt or letter from the program acknowledging receipt, and the decision of the program, if applicable.

Date of final decision or action? 1-10-06  
If yes, were you satisfied with the decision of the program?  
Yes  No

If no, explain why: \_\_\_\_\_

Did that program render a decision?  
Yes  No

Date of your hearing (if applicable) 1-4-06 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 dispute settlement program?  
Yes  No

**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, conversion company or an authorized service agent (the dealer)?  
Yes  No

If no, explain why: \_\_\_\_\_

22. Following receipt of the notification, did the manufacturer, conversion company or authorized service agent (the dealer) have the opportunity to inspect or repair the vehicle? Yes  No

If no, explain why: \_\_\_\_\_

Manufacturer: MBW 2005 Conversion Company: \_\_\_\_\_

If yes, date(s) the manufacturer and/or conversion company received notification: \_\_\_\_\_

Did you notify the manufacturer (not the dealer) identified in Question 8 and, if applicable, the conversion company identified in Question 11 in writing after 15 or more days out of service?  
Yes  No

If yes, how many days? over 30 days

21. Was the vehicle out of service for repair of one or more of the problems described in Question 17 for a cumulative total of 30 or more calendar days? Yes  No



**IX. Verification**

False official statements: Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in §§775.082, 775.083, and 775.084, Florida Statutes.

I hereby request arbitration of my case by the Florida New Motor Vehicle Arbitration Board. I certify that all statements made in connection with this request for arbitration are true and correct to the best of my knowledge. I understand that this document and its attachments are public records.

Signature (First Consumer) \_\_\_\_\_  
 Signature (Second Consumer) \_\_\_\_\_  
 Date 01-16-06

**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.

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  No

If yes, please attach copies of receipts, invoices, etc.

**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

If no, was previous application: Withdrawn by you  Rejected by screening agency

If neither withdrawn nor rejected, what happened? \_\_\_\_\_

Did you have a hearing? Yes  No  Case Number: CHV0531700

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).  
NO Replacement by manufacturer  
waiting for replacement by manufacturer



**GMC**



# 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:** [REDACTED] 1-392081410

**Pages(including cover):**7

**Note:**

**Notice of hearing and supporting information**

All information within this facsimile is confidential and proprietary; it should be directed towards the address only. If said person is not available, please contact GM at 1-800-231-1841 ext. 57890

General Motors Division  
1426 Pacific Drive Auburn Hills, MI 48326

813 287 7920

**STATE OF FLORIDA**  
**OFFICE OF THE ATTORNEY GENERAL**  
**FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD**  
 Lemon Law Arbitration Program  
[www.myfloridalegal.com/lemonlaw/](http://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,

vs.

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.

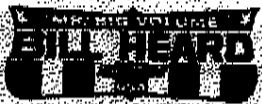
This is to certify that this Notice of Hearing was sent to the last known address of each interested party on February 27, 2006.

By: \_\_\_\_\_

  
Dayle Green-Seidel, Board Attorney

cc: S. Noel White, Esq.  
Earl C. King  
Tyrone E. Wilson

(DLA/LL-008a) (2-1-2006)



# RETAIL PURCHASE CONTRACT

**PLANT CITY**  
P.O. BOX 3209 (813) 752-5123  
PLANT CITY, FLORIDA 33633

DATE	SALESMAN	DEAL #	ACCOUNT #
01/26/2004	BRAD PAUL	727	DEAL # 90685
SUBS. CRT.	F & I	CREDIT ADP.	
	KUSCHANN		

CUSTOMER	AUTO MARINE WHOLESALE	HOME PHONE	OFFICE PHONE
BILLING ADDRESS			COUNTY POLK
TITLE ADDRESS		ZIP	

NEW <input checked="" type="checkbox"/>	USED <input type="checkbox"/>	DEMO <input type="checkbox"/>	2004	CHEVROLET	CORVETTE	1G1YY226545	
LEANS	BLU			CORVETTE COUPE			

DATE	DESCRIPTION	AMOUNT	DATE	DESCRIPTION	AMOUNT
	BELLING PRICE INCLUDING ALL FRIGHT, DEALER DISCOUNTS, COUPONS, NEGATIVE EQUITY OF TRADE IF APPLICABLE	45618.00			
1		\$			
2		\$			
3		\$			
	All flat fee which covers that portion of balance and expenses involved in selling the above vehicle. In case where Federal or State law prohibits passage of such charges to the consumer, the entire fee must be considered additional profit.	17.00			
	FLORIDA TIRE DISPOSAL FEE	5.00			
	FLORIDA BATTERY DISPOSAL FEE	1.50			
	DEALER SERVICE FEES 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.	499.00			
	STATE AND LOCAL TAXES	N.A.			
	LICENSE & REGISTRATION FEE	N.A.			
	TOTAL PRICE OF UNIT	47140.50			
	UNPAID CASH BALANCE DUE ON DELIVERY	45000.00			
	PHYSICAL DAMAGE INSURANCE CO. TEACHERS INS				
	FINANCING LIENHOLDER	NO			
	LIENHOLDER ADDRESS				

**PURCHASED BY PRINT**

**ODOMETER DISCLOSURE STATEMENT**

I, **BILL HEARD CHEVROLET, INC.** - PLANT CITY, state that the odometer now reads \_\_\_\_\_ (no tenths) miles and to the best 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 odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY**

**BILL HEARD CHEVROLET INC**

601 E ALEXANDER ST  
PLANT CITY, FL 33566

01/26/2004

**AUTO MARINE WHOLESALE**

**AUTO MARINE WHOLESALE**

**LEASER BY**

**ODOMETER DISCLOSURE STATEMENT**

Federal law (and state law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, **AUTO MARINE WHOLESALE** (lessor's name, Print), state that the odometer now reads \_\_\_\_\_ (no tenths) miles and to the best 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 odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY**

**AUTO MARINE WHOLESALE**

1415 PISGAH PL  
DUNELAND, FL 33801

01/26/2004

**BILL HEARD CHEVROLET INC**

**BILL HEARD CHEVROLET INC**

1 (866) 952-4368  
GM

## 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 :	1G1YY22G54
-------	------------

### VEHICLE INFORMATION

Merchandising Model :	1YY07 -2004 CORVETTE COUPE	Warranty Start Date :	01/26/2004				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	BILL HEARD CHEVROLET, INC.-PLANT CITY PO BOX 3209 PLANT CITY, FL 33563-0004 (813) 752-5123	Selling Source :	13 - CHEVROLET				
		Site Code :	26042				
		Business Associate Code :	171064				
Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

### ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	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	Type	Labor Operation	Odometer Reading
11/15/2005	237551	#	F2005 - COVER AND/OR GASKET, DIFFERENTIAL - REAR DIFFERENTIAL - LE	12890 miles

OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNERS NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER <b>1Q1VY22G54E</b>	YR <b>2004</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>2D</b>	WT-L-BHP <b>3198</b>	VESSEL REGIS NO.	TITLE NUMBER
PREV STATE	COLOR <b>BLU</b>	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	USE <b>PVT</b>	PREV ISSUE DATE <b>02/09/2004</b>	DATE OF ISSUE <b>02/11/2004</b>
ODOMETER STATUS OR VESSEL <b>33 MILES</b>		MANUFACTURER OR OR USE <b>01/25/2004 ACTUAL</b>		MISC MATERIAL	PROP		

REGISTERED OWNER

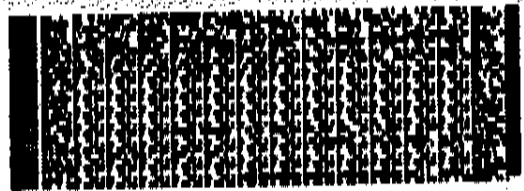
**LAKELAND FL**

LIEN RELEASE  
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED

BY \_\_\_\_\_  
TITLE DATE

1ST LIENHOLDER

NONE



DIVISION OF MOTOR VEHICLES TALLAHASSEE FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

*Carl A. Ford*

*Fred O. Dickinson III*

CARL A. FORD  
DIRECTOR

FRED O. DICKINSON III  
EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale)  
ODOOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

This title is warranted and certified to be true from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser: \_\_\_\_\_ Address: \_\_\_\_\_  
Selling Price: \$ \_\_\_\_\_ Date Sold: \_\_\_\_\_  
I/We state that this  2- or  3- digit odometer now reads          (see notes)  
mile, date read \_\_\_\_\_ and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless one of the odometer statement blocks is checked.  
CAUTION DO NOT CHECK  1. I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limit.  
BOX IF ACTUAL  2. I hereby certify that the odometer reading is not the actual mileage.  
MILEAGE WARNING - ODOMETER DISCREPANCY

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Purchaser: \_\_\_\_\_  
Signature of Co-Purchaser: \_\_\_\_\_  
Signature of Seller: \_\_\_\_\_  
Printed Name of Purchaser: \_\_\_\_\_  
Printed Name of Co-Purchaser: \_\_\_\_\_  
Printed Name of Seller: \_\_\_\_\_  
Printed Name of Co-Seller: \_\_\_\_\_

(When Applicable) Selling Dealer's License Number: \_\_\_\_\_ Tax No. \_\_\_\_\_ Tax Collected: \$ \_\_\_\_\_

Auction Name: \_\_\_\_\_ License Number: \_\_\_\_\_



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

57959

AMOUNT PAID BY COMMENT  
45,000.00 CHECK CASHIERS CHECK

[REDACTED]  
LAKELAND FL [REDACTED]  
90585

TOTAL RECEIVED: \$45,000.00  
DATE-TIME: 27JAN2004 16:18  
CASHIER: JANET  
LOCATION:  
CASH DRAWER:

THANK YOU FOR BEING OUR CUSTOMER.

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
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		51	220011	-45,000.00	90585	

CASH  
RECEIPT

CUSTOMER COPY



CERTIFIED MAIL™



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FIRST CLASS



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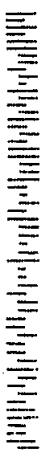
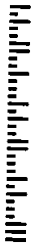
ADP



OFFICE OF THE ATTORNEY GENERAL  
LEMON LAW ARBITRATION PROGRAM  
3507 FRONTAGE ROAD, SUITE 200  
TAMPA, FLORIDA 33607

TO:

Ward L. Boyer  
GM-Chevrolet Motor Division  
Post Office Box 33170  
Detroit, MI 48232-5170

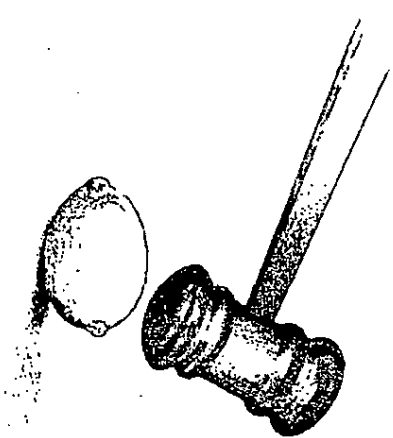




**OFFICE OF THE ATTORNEY GENERAL**

[myfloridalegal.com](http://myfloridalegal.com)

**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 Arbitration 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.

- 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.

- a. Your name, address, and case number;
- b. The full name and address of the witness to be served with the subpoena;
- c. 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.
- (39) A Board member who has received a communication prohibited by the previous paragraph, or who has received a threat or offer of reward by any person regarding the conduct or outcome of a proceeding, shall put on the record all written communications received, all written responses to those communications, and a memorandum stating the substance of any oral communications received and oral responses made. In addition, the Board member shall notify the Board Administrator of any such communication. If the communication was received after the hearing but before the decision has been rendered, the parties will be notified about the situation and be advised that they may, within 10 days, file a request for additional hearing in order to rebut whatever was said in the communication. If the Board member or Executive Director determine that such a step is necessary to eliminate the effect of the communication, the Board member will recuse himself or herself or will be disqualified by the Executive Director and a substitute Board member will be assigned.
- (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.

- (25) **Waiver:** If notice is not given as required in this section, or if the 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 notified 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 and the case will be dismissed with prejudice (meaning the consumer cannot refile the Request for Arbitration).

(34) The party failing to appear must contact the Board Administrator within **1 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.



CHARLIE CRIST  
ATTORNEY GENERAL  
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL  
Lemon Law Arbitration Program

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.

STATE OF FLORIDA  
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.**

**PLEASE NOTE:** 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.

**DISCOVERY (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 interest) 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 Facsimile will 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 any 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  
<http://myfloridalegal.com/lemonlaw>  
Concourse Center 4  
3507 E. Frontage Road, Suite 200  
Tampa, Florida 33607  
(813) 287-7920; FAX (813) 281-5504

Louis Molinaro  
1119 Pisgah Place  
Lakeland, FL 33801,

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 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.





**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 of this completed form, including all attachments, to the consumer and to all other Manufacturers listed on page one by U.S. Mail on \_\_\_\_\_, 20 \_\_\_\_.

\_\_\_\_\_  
(Company Name)

By: \_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Name - please print)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(Telephone)

\_\_\_\_\_  
(Fax)

(DLA/LL-007a)

(12/01)

For Office Use:

FILED: \_\_\_\_\_

**STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD  
Lemon Law Arbitration Program  
<http://myfloridalegal.com/lemonlaw>  
Concourse Center 4  
3507 E. Frontage Road, Suite 200  
Tampa, Florida 33607  
(813) 287-7920; FAX (813) 281-5504**

**Louis Molinaro  
1119 Pisgah Place  
Lakeland, FL 33801,**

**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 for 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 **not** 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 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. Mail on \_\_\_\_\_, 20\_\_.

By: \_\_\_\_\_  
Manufacturer Agent/Attorney  
Signature

\_\_\_\_\_  
(Type name)

\_\_\_\_\_  
(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 facsimile 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.

**For Office Use:**  
**Copy mailed 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

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**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

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

notification should be made sufficiently in time before the hearing date to enable the Board 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.

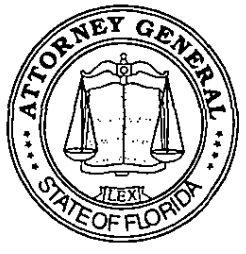
FLORIDA NEW MOTOR VEHICLE ARBITRATION BOARD



0601-02942/RR

Office of the Attorney General

For Office Use Only	
Indicate Date:	1-20-06
Filed (DCS)	_____
Ineligible	_____
Returned	_____
Rejected	_____
Withdrawn	_____
Referred to AG	JAN 26 2006
Approved	JAN 31 2006
AG Case #	2006-0063/TPA



Request for Arbitration by the Florida New Motor Vehicle Arbitration Board

DBA: Auto MARINE Wholesale

**I. Consumer Information**

1. Purchaser/Lessee Name(s): LOUIS MOLINARO

2. Street Address: 1119 Pisgah Pl

Mailing Address (if different): \_\_\_\_\_

City: LAKELAND State: FL Zip Code: 33801

3. Home Phone: (863) 6670809 Best Time to Call: days

Daytime Phone: (863) 9440527 For Whom? L MOLINARO

Cell Phone: (863) 9440527 For Whom? L MOLINARO

Fax: (863) 6670809 E-Mail: \_\_\_\_\_

**II. Selling Dealer, Financing, and Leasing Information**

4. Dealer Name: Bill Heard Chevrolet

Address: 2002 N. Frontage Rd

City: PLANT CITY State: FL 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)**

5. If successful, I prefer to receive:  A refund

A replacement vehicle

**RECEIVED**

JAN 20 2006

DIVISION OF CONSUMER 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 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: GM  
(GM, Ford, Chrysler, Toyota, etc.)

9. Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_  
(Dodge, Mercury, etc.) (Mustang, Accord, etc.)

10. Vehicle Identification Number (VIN):  
1G1YY22G545114739  
(This is a 17-character identifier usually consisting of letters and numerals that is listed on your vehicle registration.)

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 the warranty.**)

- a. Was the conversion work performed prior to your purchase? Yes  No
- b. If after your purchase, was the conversion work performed through the dealership as an option, referral or part of the sale? Yes  No

12. Date you took delivery of the vehicle \_\_\_\_\_

Mileage on the odometer on the date of delivery \_\_\_\_\_ Current mileage: \_\_\_\_\_

13. Was the vehicle: Purchased  Leased   
In Florida? Yes  No   
As (check one): New  Demonstrator  Used

14. If leased, for a term of one year or more? Yes  No

15. Do you still own or possess the vehicle? Yes  No

16. 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 **first reported** to the authorized service agent (dealer) within 24 months after the date of delivery, and that you claim **substantially impairs** the use, value or safety of the vehicle. Give the dates of three repair attempts that took place **before** the date written notification was sent to the manufacturer. If a substantial problem had less than three repairs before notification, list it and the repair date(s). Attach a separate sheet if necessary.

**Do not list the same problem twice. Please attach copies of all relevant repair orders.**

Problem	Date 1	Date 2	Date 3
1. motor makes a knocking noise	3-21-05 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 makes whistling noise	3-21-05	<del>9-17-05</del>	(1)
5. dealer punch two holes in the rocker panel	3-2-05	3-7-05	(2)
6. window wouldn't go up or down	5-19-04	5-25-04	6-8-04 (10)

dr side leaking water  
6-9-04  
9-19-05

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  No

If yes, date the manufacturer received notification: MARCH 11 2005

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 11

If no, explain why: \_\_\_\_\_

**(Attach copies of all relevant work orders.)**

20. Does the problem(s) still exist?

Yes  No

If no, explain why: \_\_\_\_\_

21. Was the vehicle out of service for repair of one or more of the problems described in Question 17 for a cumulative total of 30 or more calendar days? Yes  No

If yes, how many days? over 30 days

Did you notify the manufacturer (not the dealer) identified in Question 8 and, if applicable, the conversion company identified in Question 11 in writing after 15 or more days out of service? Yes  No

If yes, date(s) the manufacturer and/or conversion company received notification:

Manufacturer: MAY 2005 Conversion Company: \_\_\_\_\_

If no, explain why: \_\_\_\_\_

22. Following receipt of the notification, did the manufacturer, conversion company or authorized service agent (the dealer) have the opportunity to inspect or repair the vehicle? Yes  No

If no, explain why: \_\_\_\_\_

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, conversion company or an authorized service agent (the dealer): Yes  No

#### VI. Participation in Certified Manufacturer 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, etc.)

Date the program received your claim 1-10-06

Date of your hearing (if applicable) 1-4-06 Mileage 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

**You must attach copies of: your claim, postal receipt or letter from the program acknowledging receipt, and the decision of the program, if applicable.**

**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

If no, was previous application: Withdrawn by you  Rejected by screening agency

If neither withdrawn nor rejected, what happened?

NO replacement by manufacturer

Did you have a hearing? Yes  No  Case Number: CHV0531700

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 manufacturer

**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.

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  No

If yes, please attach copies of receipts, invoices, etc.

**IX. Verification**

False official statements: Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in §§775.082, 775.083, and 775.084, Florida Statutes.

I hereby request arbitration of my case by the Florida New Motor Vehicle Arbitration Board. I certify that all statements made in connection with this request for arbitration are true and correct to the best of my knowledge. I understand that this document and its attachments are public records.

[Signature]  
Signature (First Consumer)

\_\_\_\_\_  
Signature (Second Consumer)

01-16-06  
Date

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SUMMARY HISTORY PRINTOUT

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CUSTOMER NAME [REDACTED] SERIAL NO. 1G1YY22G545 [REDACTED]  
TOTAL R/O'S 19 TOTAL SERV. DAYS 41 MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	237551	11/15/2005	12890	A	1483			
				T	1498	1 W	40CVZOILLK1	OIL LEAK REPAIR
2	236049	10/31/2005	12890	A	1524			
				T	1510	1 I	82CVZ	BODY WORK
				T	1548	2 I	83CVZ	PAINT SHOP WORK
3	235988	10/31/2005	12890	A	1483			
				T	1498	1 W	77CVZ	TRIM REPAIR
				T	1498	2 W	01CVZZLOFSYN	SYNTHETIC LOF
				T	1498	3 W	50CVZ	ELECTRICAL BODY
				T	1498	4 W	50CVZ002	BODY ELECTRICAL
4	231634	09/19/2005	11908	A	1483			
				T	1498	1 W	77CVZ	TRIM REPAIR
				T	1498	2 W	50CVZ	ELECTRICAL BODY
				T	1498	3 W	25CVZ01	AXLE/DIFF
				T	1498	4 W	39CVZ	FUEL SYSTEM WORK
				T	1498	5 C	01CVZ	27 POINT INSPECT
5	220818	06/08/2005	10299	A	1584			
				T	1498	1 W	01CVZZLOFSYN	SYNTHETIC LOF
				T	1498	2 W	77CVZ	TRIM REPAIR
				T	1498	3 C	20CVZREPAIR	REPAIR TIRE
				T	1498	4 C	01CVZ	27 POINT INSPECT
6	212180	03/23/2005	8940	A	447			
				T	447	1 I	76CVZZWAX	EXTERIOR
7	211659	03/21/2005	8940	A	1584			
				T	1498	1 W	35CVZ	BRAKE WORK
				T	1498	2 W	77CVZ	TRIM REPAIR
				T	1498	3 W	25CVZ	AXLE/DIFF WORK
				T	1498	4 I	83CV3	PAINT SHOP REPAI
				T	1498	5 W	40CVZ	ENG MECHANICAL W
8	211015	03/15/2005	8775	A	1476			
				T	1580	1 I	77CVZ	TRIM REPAIR
9	211089	03/15/2005	8775	A	1519			
				T	1522	1 I	82CVZ	BODY WORK
				T	1522	2 I	83CVZ	PAINT SHOP WORK
10	210078	03/07/2005	8450	A	1540			
				T	1544	1 W	77CVZ1	TRIM & RATTLES
				T	1544	2 C	77CVZ	TRIM REPAIR
11	209630	03/02/2005	8450	A	1540			
				T	1544	1 I	82CVZ	BODY WORK
				T	1514	2 I	83CVZ	PAINT SHOP WORK
12	208973	02/24/2005	8406	A	1476			
				T	1498	1 W	39CVZ	FUEL SYSTEM WORK
				T	1498	2 W	78CVZ	GLASS WORK
				T	1498	3 W	77CVZ1	TRIM & RATTLES
13	208376	02/18/2005	8400	A	1476			
				T	1498	1 W	39CVZ	FUEL SYSTEM WORK
				T	1498	2 W	25CVZ	AXLE/DIFF WORK
				T	1498	3 W	78CVZ	GLASS WORK
				T	1498	4 W	78CVZ01	GLASS
14	184945	06/09/2004	2319	A	1485			

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CUSTOMER NAME [REDACTED] SERIAL NO. 1G1YY22G545 [REDACTED]  
 TOTAL R/O'S 19 TOTAL SERV. DAYS 41 MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
				T	1480	1	W 50CVZ002	BODY ELECTRICAL
				T	1480	2	W 50CVZ02	ELECTRICAL
15	184819	06/08/2004	2288	A	1485			
				T	1480	1	W 50CVZ002	BODY ELECTRICAL
				T	1480	2	W 50CVZ01	ELECTRICAL BODY
16	183512	05/25/2004	1954	A	1485			
				T	1480	1	W 50CVZ	ELECTRICAL BODY
				T	1480	2	W 50CVZ002	BODY ELECTRICAL
				T	1480	3	W 50CVZ01	ELECTRICAL BODY
				T	1480	4	W 01CVZZLOFSYN	SYNTHETIC LOP
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			
				T	1498	1	W 40CVZ002	ENGINE MECH
				T	1498	2	W 38CVZZSES	SES LITE



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CUSTOMER NAME : [REDACTED] SERIAL NO. : 1G1YY22G545 [REDACTED]  
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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  
COMPLAINT : C/S OIL IS LEAKING.  
CAUSE : REAR DIFFERENTIAL SIDE COVER LEAKING  
LEFT SIDE  
CORRECTION : RESEALED REAR DIFF SIDE COVER.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
237551 F2005

COMMENTS : CALL  
-----

R.O NO. : 236049 R.O DATE : 10/31/2005 R.O TYPE : B  
MILEAGE : 12890 ADVISOR NO. : 1524

JOB NUMBER : 1 OPERATION 92CVZ 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 : I 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 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  
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  
CAUSE : 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 : PERFORM 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 01CVZZLOPSYN      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 : PERFORM FREE 27 POINT INSPECTION  
CAUSE : E  
CORRECTION : COMPLETED 27 POINT INSPECTION

-----  
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 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  
CAUSE : 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  
CAUSE : TEST DRIVEN AT 70+ MPH  
NORMAL LEVEL OF WIND NOISE  
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 : I      TECHNICIAN NO(S). 1498  
COMPLAINT : CUST STATES: FIX SCRATCH ON LOWER PART OF HOOD/OVERSPRAY ON  
REAR WINDOW/RESEAL ENTIRE CAR AFTER REPAIRS  
CAUSE : SCRATCH WAS PRE-EXISTING AND HAD BEEN BUFPED 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  
CAUSE : NORMAL OPERATION PER GM  
CORRECTION : NO CORRECTION NEEDED AT THIS TIME

COMMENTS : DROP-BY WEDNESDAY

-----

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      R.O TYPE : B  
 MILEAGE : 8775      ADVISOR NO. : 1519

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.  
 CAUSE : 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

-----  
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.

208973

Z5001

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)

CAUSE : 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

CAUSE : ORINGS LEAKING ON BOTH SIDES

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

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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

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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 Z7903

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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      Z7903      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.



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183512 J0950

COMMENTS : CALL9440527

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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 R.O TYPE : S  
MILEAGE : 979 ADVISOR NO. : 1485

JOB NUMBER : 1 OPERATION 40CVZ002 OP. DESC. ENGINE MECH  
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 Z7903

-----  
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.

12/16/2005

HISTORY LISTING

3010

10:17:42

PAGE 10

-----  
179446      Z7902

JOB NUMBER : 2    OPERATION 38CVZZSES            OP. DESC. SES LITE

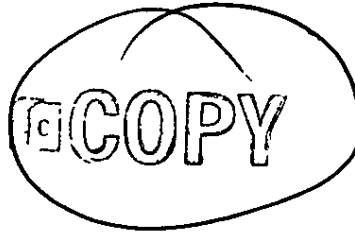
SALE TYPE : W    TECHNICIAN NO(S). 1498

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



01011CVIB211089

CUSTOMER No. <b>45062</b>	ADVISOR <b>SCOTT TEMPLETON</b>	1519	TAG No. <b>4361</b>	INVOICE DATE <b>03/21/05</b>	INVOICE No. <b>CVIB211089</b>
[REDACTED]	LABOR RATE	LICENSE No.	MILEAGE <b>8,775</b>	COLOR <b>/</b>	STOCK No.
<b>LAKELAND, FL</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. No. <b>1 G 1 Y Y 2 2 G 5 4 5</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. No.	P.O. No.		R.O. DATE <b>03/15/05</b>	
RESIDENCE PHONE	BUSINESS PHONE				COMMENTS
					<b>MO: 8775</b>

LABOR & PARTS				
J# 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
-----				
J# 2 83CVZ	PAINT SHOP WORK	HOURS: 2.00	TECH(S):1522	76.00
	REFINISH AS PER ESTIMATE			
	CHARGE TO 67D			
	COMPLETED REFINISH			
			JOB # 2 TOTAL LABOR & PARTS	76.00
-----				
MISC	CODE	DESCRIPTION	CONTROL 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.	0.00
			TOTAL MISC.CHG.	45.00
			TOTAL MISC.DISC	0.00
			TOTAL TAX	16.45
			<b>TOTAL INVOICE \$</b>	<b>251.45</b>

APPROVED BY SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**SENDER: 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.

1. Article Addressed to:

General Motor Corp  
P.O. Box 33170  
Detroit, MI 48232-5170

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  Agent  
 Addressee

B. Received by (Printed Name)  Agent  
 Addressee

C. Date of Delivery  
MAR 1 2004

D. Is delivery address different from item 1?  Yes  
If YES, enter delivery address below:  No

3. Service Type  
 Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

2. Article Number  
(Transfer from service label)

7003 1680 0000 3868 2653

ES92 2592 0000 0991 0002

**CERTIFIED MAIL RECEIPT**  
(Domestic Mail Only. No Insurance Coverage Provided)

For delivery information visit our website at [www.usps.com](http://www.usps.com)  
**OFFICIAL USE**

Postage	\$ 10.27
Certified Fee	\$2.30
Return Receipt Fee (Endorsement Required)	\$1.75
Restricted Delivery Fee (Endorsement Required)	\$0.00
<b>Total Postage &amp; Fees</b>	<b>\$ 14.42</b>

0835  
31 Postmark  
Here

03/03/2005

Sent To General Motor Corp  
 Street, Apt. No.,  
 or PO Box No. P.O. Box 33170  
 City, State, ZIP+4 DETROIT, MI 48232-5170



Customer Assistance Center

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

March 17, 2005

[REDACTED]  
Lakeland, FL [REDACTED]

Service request: 1-320243222

Dear Mr. [REDACTED]

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*  
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

[REDACTED]  
LAKELAND FL [REDACTED]

Dear Mr [REDACTED]

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 Reynolds at Extension 240



**REPURCHASE DECISION  
OWNED VEHICLE**

CASE: CHV0531700	Customer: Mr [REDACTED]
VIN: 1G1YY22G548 [REDACTED]	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.



## ACCEPTANCE OR REJECTION OF DECISION

Date: 01/10/06

Case Number: CHV0531700

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 FL 1G1YY22G545 [REDACTED]

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): [REDACTED]

Date: 1-12-06

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 [REDACTED]
Arbitrator: Nanette Owen	Date: 01/03/06

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:

$13,809 - 352 / 120,000 \times \$44,618 = \$5003.54$ .

- 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.

- c 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**

- 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 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 [REDACTED]
VIN: 1G1YY22G54 [REDACTED]	Hearing Date: 01/04/06
Arbitrator: Nanette Owen	Date: 01/09/06

**- FACT SHEET -**

Fact Sheet 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.
- 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.
- 6 Window wouldn't go up or down/driver side is leaking water.

b Exists Now? (Please Explain)

- 1 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.
- 6 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

CASE: CHV0531700

Customer: Mr [REDACTED]

Arbitrator: Nanette Owen

Date: 01/09/06



**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.

**AGREEMENT TO ARBITRATE**

Date: 12/19/05 Case Number: CHV0531700  
 Customer: [REDACTED]  
 Business: Chevrolet  
 Mfr-Info: 1716 FL 1G1YY22G545 [REDACTED]

\*\*\*\*\*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





**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 [REDACTED] vs Chevrolet Motor Division 1GIYY22G545114739

[REDACTED]  
LAKELAND FL [REDACTED]

Dear Mr [REDACTED]

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 [REDACTED]

Case Number: CHV0531700

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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

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### Directions to Clearwater BBB coming from South Florida (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 left 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: 12/23/05 Case Number: CHV0531700  
 Customer: [REDACTED]  
 Business: Chevrolet  
 Mfr-Info: 1716 FL 1G1YY22G545 [REDACTED]  
 Arbitrator(s): Ms. Nanette Owen

Hearing Date, Time, Place: 01/04/06 1:00 pm est

BBB of West Florida, Inc.  
 2653 McCormick Drive  
 Clearwater, FL337590000

**Manner in Which Parties Will Participate:**

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer:  in person  by phone  in writing  
 Manufacturer:  in person  by phone  in writing

**INSTRUCTIONS**

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 7275355483

Hearing 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.

- Confirm the tape recorder is on and explain to the parties 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

Start Date: 05/04/05

Customer Name: [REDACTED]

State: FL

VIN: 1G1YY22G545 [REDACTED]

This claim is  IN Warranty  OUT of Warranty

Has the customer contacted you regarding the claim?  YES  NO

Is the VIN listed above correct?  YES  NO

If you checked NO, please indicate the correct VIN: \_\_\_\_\_

Customer Contact Info:

**SETTLEMENT INFORMATION**

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer?  YES  NO

If you checked YES, please indicate the customer's response below:

The customer accepted the offer on \_\_\_/\_\_\_/\_\_\_

The customer rejected the offer on \_\_\_/\_\_\_/\_\_\_

The customer has not indicated a response to the offer.

If the customer accepts this offer, when will the settlement be performed? Please indicate a specific performance date or time frame: \_\_\_\_\_

**ARBITRATION INFORMATION**

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ \_\_\_\_\_

I will participate  By phone  In person  In writing

Return this form as soon as possible

To: \_\_\_\_\_ Completed by: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

BBB AUTO LINE Future contact: \_\_\_\_\_

Fax: 703.247.9700 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

## Customer Claim Form

Contact Date: 05/04/05

Start Date: 05/04/05

Case Number : CHV0570874

Have you contacted the mfr regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

LAKELAND, FL

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Louis Molinaro

Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic Number of vehicles owned or leased by the business: 0

Make: Chevrolet Model: Corvette , Model Year: 2004 Current Mileage: 9584

Vehicle Identification Number: 1G1YY22G545

*Servicing Dealer/City/State* : MICHAEL HOLLEY CHEVROLET,

*Selling Dealer/City/State* : BILL HEARD CHEVROLET, , FL

Insurance Carrier : Teachers Insurance

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

### Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 01/26/04 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As :  New  Used  Demo

Leased As :  New  Used  Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: N/A

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct # : \_\_\_\_\_

### Customer's Desired Outcome

The customer would like the manufacturer to replace the vehicle with a brand new one comparable to the vehicle he has.

Signature of Titled Owner(s): \_\_\_\_\_ Date \_\_\_\_\_

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







**CHEVROLET**

Customer Assistance Center

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

April 13, 2005

[REDACTED]  
Lakeland, FL [REDACTED]

Service Request: 1-320243222

Customer Relationship Manager: Kimberly Lovclace

Dear Mr. [REDACTED]

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 <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

  
**CHEVROLET**

Customer Assistance Center

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

April 12, 2005

[REDACTED]  
Lakeland, FL [REDACTED]

Service Request: 1-320243222

Customer Relationship Manager: Kimberly Lovelace

Dear Mr. [REDACTED]

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](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



**CHEVROLET**

Customer Assistance Center

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

June 24, 2004

[REDACTED]  
Lakeland, FL [REDACTED]

Service Request: 1-227984327

Customer Relationship Manager: Tracy Lambert

Dear Mr. [REDACTED]

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 <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

1 (866) 952-4368  
GM.

## 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 :	1G1YY22G545 [REDACTED]
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### VEHICLE INFORMATION

Merchandising Model :	1YY07 -2004 CORVETTE COUPE	Warranty Start Date :	01/26/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BILL HEARD CHEVROLET, INC.-PLANT CITY PO BOX 3209 PLANT CITY, FL 33563-0004 (813) 752-5123	Selling Source :	13 - CHEVROLET
		Site Code :	26042
		Business Associate Code :	171064
Service Contract :	Yes	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

### ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	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	Type	Labor Operation	Odometer Reading
11/15/2005	237551	#	F2005 - COVER AND/OR GASKET, DIFFERENTIAL - REAR DIFFERENTIAL - LE	12890 miles

## GM Vehicle Inquiry System Service Contract

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

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<b>VIN</b>	1G1YY22G545 [REDACTED]
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**SERVICE CONTRACT**

*LOUIS MOLINARO*

<b>Policy Number :</b>	814455155	<b>Owner Name :</b>	AUTO & MARINE WHOLESale
<b>Description :</b>	24/24000 GMPP SMART CARE LUBE, OIL, FILTER, AND TIRE ROTATION		
<b>Deductible Amount :</b>	\$ 0		
<b>Inception Date :</b>	04/11/2005	<b>Expiration Date :</b>	04/11/2007
<b>Inception Odometer :</b>	8940 miles	<b>Expiration Odometer :</b>	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	1	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



## GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	1G1YY22G545
--------------	-------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	1YY07 -2004 CORVETTE COUPE	<b>Warranty Start Date :</b>	01/26/2004
<b>BARS Order Type :</b>	70 - RÉTAIL - STOCK		
<b>Delivering Dealer :</b>	BILL HEARD CHEVROLET, INC.-PLANT CITY PO BOX 3209 PLANT CITY, FL 33563-0004 (813) 752-5123	<b>Selling Source :</b>	13 - CHEVROLET
		<b>Site Code :</b>	26042
		<b>Business Associate Code :</b>	171064
<b>Service Contract :</b>	Yes	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
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### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
------------------------------------------------------------------

### ON STAR AND XM SATELLITE RADIO INFORMATION

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

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	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	Type	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 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
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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# RETAIL PURCHASE CONTRACT

**PLANT CITY**  
 P.O. BOX 3209 (813) 752-5123  
 PLANT CITY, FLORIDA 33563

DATE	SALESMAN	NUMBER	ACCOUNTING
01/26/2004	BRAUN, PAUL	727	DEAL # 98585
SRV. WRT.	F & I	CREDIT AUTH.	
	KUSSMANN		

CUSTOMER	HOME PHONE	OFFICE PHONE
BILLING ADDRESS		COUNTY POLK
TITLE ADDRESS DOB		ZIP

NEW <input checked="" type="checkbox"/>	USED <input type="checkbox"/>	DEMO <input type="checkbox"/>	YEAR 2004	MAKE CHEVROLET	MODEL CORVETTE	SERIAL NUMBER 161YY229545
-----------------------------------------	-------------------------------	-------------------------------	-----------	----------------	----------------	---------------------------

COLOR ECHEMINS BCU	BODY CORVETTE COUPE	STOCK NUMBER 45114739
--------------------	---------------------	-----------------------

OPTIONS	STOCK CARS LIST ONLY DEALER ADDED OPTIONS ORDERED CARS ATTACH COPY OF ORDER	SELLING PRICE INCLUDES ALL FREIGHT, DEALER DISCOUNTS, COUPONS, NEGATIVE EQUITY OF TRADE IF APPLICABLE	SELLING PRICE 45114.00
1	\$	DER. OPTIONS	
2	\$		
3	\$		

USED VEHICLE TRADED IN AND/OR OTHER CREDITS	All flat fee which covers that portion of salaries and expenses involved in selling the above vehicle. In case where Federal or State law prohibits passage of such charges to the consumer, the entire fee must be considered additional profit.	CVR FEE 17.00
---------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------

YEAR	MAKE	BODY TYPE	STOCK NO.

MODEL OR SERIES	PLATE NUMBER-STATE-YR	FLORIDA TIRE DISPOSAL FEE 5.00
-----------------	-----------------------	--------------------------------

COLOR	M.V.I. OR SERIAL NO.	FLORIDA BATTERY DISPOSAL FEE 1.50
-------	----------------------	-----------------------------------

USED TRADE-IN ALLOWANCE \$	N.A.	DEALER SERVICE FEES \$ 499.00
----------------------------	------	-------------------------------

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.	STATE AND LOCAL TAXES N.A.
-----------------------------------	------	----------------------------

DEPOSIT OR CREDIT BALANCE	N.A.	LICENSE & REGISTRATION FEE N.A.
---------------------------	------	---------------------------------

REBATE \$ 2000.00		TOTAL PRICE OF UNIT \$ 47140.50
-------------------	--	---------------------------------

CASH WITH ORDER \$ 140.50		TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN) \$ 2140.50
---------------------------	--	--------------------------------------------------------

TOTAL CREDIT (TRANSFER TO RIGHT COLUMN) \$ 2140.50		UNPAID CASH BALANCE DUE ON DELIVERY 45000.00
----------------------------------------------------	--	----------------------------------------------

PHYSICAL DAMAGE INSURANCE CO. TEACHERS INC		
--------------------------------------------	--	--

FINANCING LIENHOLDER		NO
----------------------	--	----

LIENHOLDER ADDRESS		ZIP
--------------------	--	-----

**PURCHASED VEHICLE**

ODOMETER DISCLOSURE STATEMENT

BIG HEARD CHEVROLET, INC. - PLANT CITY, state that the odometer now reads (no tenths) miles and to the best 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 odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

DATE OF STATEMENT: 01/26/2004

PRINTED NAME: ALEXANDER ST

ADDRESS: PLANT CITY, FL 33563

CITY: PLANT CITY STATE: FL ZIP CODE: 33563

DATE OF STATEMENT: 01/26/2004

PRINTED NAME: AUTO MARINE WHOLESALE

**TRADE IN**

ODOMETER DISCLOSURE STATEMENT

Federal law (and state law, if applicable) 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.

AUTO MARINE WHOLESALE (transferor's name, Print) state that the odometer now reads (no tenths) miles and to the best 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 odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

DATE OF STATEMENT: 01/26/2004

PRINTED NAME: AUTO MARINE WHOLESALE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.29/32R.08, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER <b>1G1YY22G545</b>		YR <b>2004</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>2D</b>	WT-L-BHP <b>3198</b>	VESSEL REGIS NO.	TITLE NUMBER
PREV STATE	COLOR <b>BLU</b>	PRIMARY BRAND		SECONDARY BRAND		NO OF BRANDS	USE <b>PVT</b>	PREV ISSUE DATE <b>02/09/2004</b>
ODOMETER STATUS OR VESSEL MANUFACTURER OR OR USE <b>33 MILES 01/26/2004 ACTUAL</b>					HULL MATERIAL	PROP	DATE OF ISSUE <b>02/11/2004</b>	

REGISTERED OWNER

[Redacted]  
LAKELAND FL [Redacted]

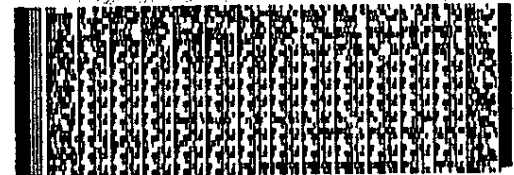
LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED

BY \_\_\_\_\_  
TITLE DATE

1ST LIENHOLDER

NONE



DIVISION OF MOTOR VEHICLES TALLAHASSEE FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

*Carl A. Ford*

Control Number

[Redacted]

*Fred O. Dickinson, III*

FRED O. DICKINSON, III  
EXECUTIVE DIRECTOR

CARL A. FORD  
DIRECTOR

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale)  
ODOMETER CERTIFICATION: Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.  
This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to Purchaser \_\_\_\_\_ Address \_\_\_\_\_

I/We state that this  5 or  6 digit odometer now reads  (no tenths) miles, date read \_\_\_\_\_ and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless one of the odometer statement blocks is checked.

CAUTION:  1. I hereby certify 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 the actual mileage.  
WARNING: ODOMETER DISCREPANCY

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Purchaser: \_\_\_\_\_ Printed Name of Purchaser: \_\_\_\_\_  
Signature of Co-Purchaser: \_\_\_\_\_ Printed Name of Co-Purchaser: \_\_\_\_\_  
Signature of Seller: \_\_\_\_\_ Printed Name of Seller: \_\_\_\_\_  
Signature of Co-Seller: \_\_\_\_\_ Printed Name of Co-Seller: \_\_\_\_\_  
(When Applicable) Selling Dealer's License Number: \_\_\_\_\_ Tax No. \_\_\_\_\_ Tax Collected: \$ \_\_\_\_\_  
Auction Name \_\_\_\_\_ License Number: \_\_\_\_\_

STATE OF FLORIDA



MID AMERICA  
MOTORWORKS

LAKELAND, FL

#1 Mid America Place | P.O. Box 1368 | Effingham, IL 62401

3 ORDER NUMBER: 02013567-00001

SOLD TO:

CUST#

27502957-000

Date: 05/05/04

Terms: PPD

PAGE: 1  
C5

**MERCHANDISE RETURN FORM**  
This information must be included with Exchanges>Returns

End Use

LAKELAND, FL

02013567-00001  
 Refund  
 Exchange

LOCATION QTY ITEM # DESCRIPTION UNIT PRICE AMOUNT RETURNED QTY ITEM NUMBER AMOUNT

INF	1	100004	JACK INSERT	16.99	16.99		100004	16.99
INF	1	602693	97-04 COMPLETE CLEAR STILL EASE (AT# 19168)	59.49	59.49		602693	59.49

THE FOLLOWING ITEMS HAVE BEEN

BACK ORDERED:

1 612094BM  
1 612070

97-04 MOLDED DASH KIT BURLWOOD  
97-04 PANEL EXHAUST FILLER H/F

297.49  
33.99

331.48

See reverse side for Reason of Return codes

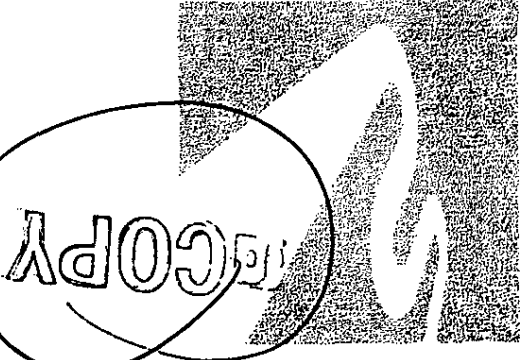
Use this label to Return/Exchange Merchandise

Total Qty This Page	2
Total Qty This Invoice	2

Subtotal	76.48
Sales Tax	.00
Shipping/Handling	26.99
Grand Total	103.47
Credit/Gift Cert.	.00
Payment Received	103.47

Return To:  
 Exchange  
 Return  
Mid America Motorworks  
#1 Mid America Place  
P.O. Box 1368  
Effingham, IL 62401

02013567-00001



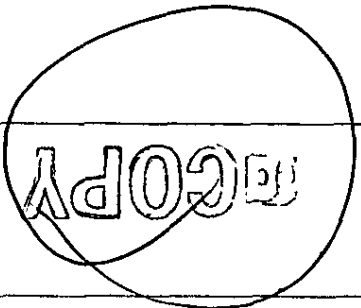
SOLD TO  
 LAKELAND, FL

SHIP TO  
 LAKELAND, FL



Batch No.	Bin No.	Terms	Sls#	P.O. Number	Phone No.	Ship Via
0600256485	001	MASTER CARD	095			UPS GROUND

Location	Part No.	Shpd UM	Description	E/O	Unit Price	Sale Price	Amount
223-3-02	43817	1 BT	Louver Alum T/L 5 pc Chr, 97-04	0	99.99	74.99	74.99
223-8-03	43818	1 EA	Frame, Lic/BU Lamp Chrm, 97-04	0	79.99	59.99	59.99
***** The following items are back ordered or shipping from alternate locations and may arrive at a later date. *****							
	40400	0 FR	Screen, Fog Light Chrm, 97-04 Z06 Style	1	79.99		



Picked By:																	
Packed By:																	
<table border="1"> <tr> <td>Sale Amount</td> <td>134.98</td> </tr> <tr> <td>Shpg &amp; Hndg</td> <td>7.28</td> </tr> <tr> <td>Sales Tax</td> <td>.00</td> </tr> <tr> <td>Pkg Protect</td> <td>.60</td> </tr> <tr> <td>COD Charges</td> <td>.00</td> </tr> <tr> <td>Total</td> <td>142.86</td> </tr> <tr> <td>Prepayment</td> <td>142.86</td> </tr> <tr> <td>Balance Due</td> <td>.00</td> </tr> </table>		Sale Amount	134.98	Shpg & Hndg	7.28	Sales Tax	.00	Pkg Protect	.60	COD Charges	.00	Total	142.86	Prepayment	142.86	Balance Due	.00
Sale Amount	134.98																
Shpg & Hndg	7.28																
Sales Tax	.00																
Pkg Protect	.60																
COD Charges	.00																
Total	142.86																
Prepayment	142.86																
Balance Due	.00																



**MID AMERICA  
MOTORWORKS**

LAKELAND, FL

2

ORDER NUMBER:

02013567-00003

CUST#

27502957-000

Date: 05/07/04

SOLD TO:



Terms: PPD  
PAGE: 1

#1 Mid America Place | P.O. Box 1368 | Effingham, IL 62401

**MERCHANDISE RETURN FORM**

This information must be included with Exchanges/Returns

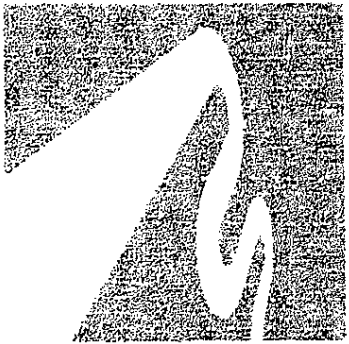
End User

LAKELAND, FL

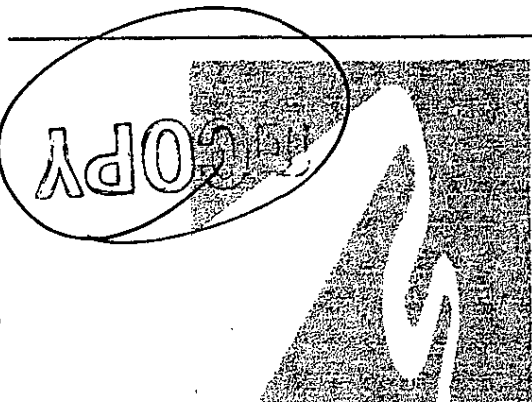
02013567-00003  
 Refund  
 Exchange

**LOCATION QTY ITEM # DESCRIPTION UNIT PRICE AMOUNT**

180 190000 1 612070 97-04 PANEL EXHAUST FILLER W/F 33.99 33.99



**QTY ITEM # AMOUNT**  
RETURNED: 612070 33.99



See reverse side for reason of return codes

Use this label to Return/Exchange Merchandise

Total Qty This Page	
Total Qty This Invoice	

Subtotal	33.99
Sales Tax	.00
Shipping/Handling	.00
Grand Total	33.99
Credit/Gift Cert.	.00
Payment Received	33.99
BALANCE DUE	.00

Return To:  
 Exchange  
 Return  
Mid America Motorworks  
#1 Mid America Place  
P.O. Box 1368  
Effingham, IL 62401

02013567-00003

**THIS INVOICE IS YOUR RECEIPT**



CUSTOMER INVOICE

Invoice#: 33421617  
Order#: 02013567-00002  
Cust P/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

[REDACTED]  
LAKELAND, FL [REDACTED]

[REDACTED]  
LAKELAND, FL [REDACTED]

COPY

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

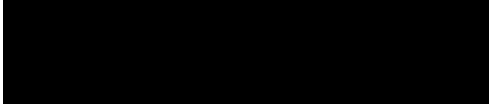
CUSTOMER INVOICE

Invoice#: 33413974  
Order#: 02013567-00003  
Cust P/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



LAKELAND, FL



LAKELAND, FL



Quantity	Item Number	Item Description	Unit Price	Ext. Price
1.00	612070	97-04 PANEL, EXHAUST FILL	33.99 EA	33.99

Sub Total: 33.99  
Ship/Hndl: .00  
Tax: .00  
Invoice Total: 33.99



# AUTO & MARINE WHOLESALE

2420 N. Crystal Lake Dr.  
LAKELAND, FLORIDA 33801

(If it floats or has wheels, we've got it!)

Lou Molinaro, Owner  
(941) 655-8235



NAME	CUSTOMER'S ORDER NO.	PHONE	DATE							
[Redacted]	[Redacted]	[Redacted]	7/5/04							
ADD.	SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE F.	DESCRIPTION	QTY.	PRICE	AMOUNT
[Redacted]	[Redacted]						still to 2 vers. Exhaust Insh. KIT labore			594.99 744.99 594.99 389.99 297.49 4000.00
after war kit vehicle add - 089										
RECEIVED BY									TOTAL	7250.97

**COPY**

B PRODUCT 610 All claims and returned goods must be accompanied by this bill.

To Request Call  
1-800-225-6360

1108

Thank You

I ACKNOWLEDGE RECEIPT OF THE "CONSUMER GUIDE TO THE FLORIDA LEMON LAW."

Date Received 3-8-05 VIN 1G1MY12265415

Make Chevicut Model Corvette Year 2004

Selling Dealer/Lessor Bill Hoar Chevrolet

By [Redacted]

Signature [Handwritten Signature]

WHITE copy to be maintained in dealer file for 3 years. YELLOW & PINK copies remain in booklet.

July 14, 2010

  
Rialto, CA 

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





TO: Sheryl R. (866) 715-8518  
 FROM: Gene S.  
 RE: Ken Almbled  
 11/16/04

November 16, 2004

[REDACTED]  
 Rialto, CA [REDACTED]

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 Payment: \$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,

Veronica G.  
 Arrowhead Credit Union  
 Call Center Representative



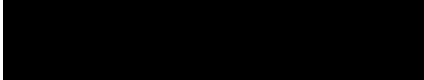
**ARROWHEAD**  
CREDIT UNION

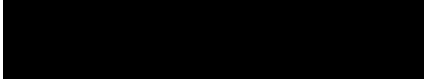
*Dedicated to helping members build wealth*

# FAX COVER SHEET

DATE: 11/16/04

TO: Steven Stancroff

CO: 

FAX # 

# OF PAGES 2  
(INCLUDING COVER SHEET)

From: Vernica

**Arrowhead Credit Union "Call Center Department"**

**FAX # (909) 383-7302**

**PH # (909) 383-7300 or (800) 743-7228 ext. 7300**

## MESSAGE:

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**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.



**GMC**

**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: [REDACTED]  
Service Request: 1-229448344  
2004 Chevrolet Corvette  
Vehicle Identification Number: 1G1YY22G445 [REDACTED]  
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,



July 14, 2010  
Page 2

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

---

Date

---

Client's Signature

---

Date



**GMC**

**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: [REDACTED]

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

---

Date

---

Client's Signature

---

Date

## RELEASE OF CLAIM

1. I, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain [REDACTED], bearing Vehicle Identification Number [REDACTED] (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 [REDACTED] 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 [REDACTED] 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 be relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE  
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS \_\_\_\_\_ DAY OF  
\_\_\_\_\_, 20\_\_\_\_\_.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE \_\_\_\_\_ DATE SIGNED: \_\_\_\_\_

WITNESS: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_,  
20\_\_\_\_, by [REDACTED]

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File



**GMC**

# 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

Customer Name: [REDACTED] Service Request: 1-229448344 GM Legal File No.:

Vehicle ID No.: 1G1YY22G445 [REDACTED] In Service Date: 8/26/03 Vehicle is: New BAC Code: 114568  
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.

Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/7/03	382673	10	438	C/S fuel gauge goes to empty when full...left fuel level sensor intermittently open...C0463, C2068...replaced left in tank fuel level sensor
3/29/04	404733	18	1727	C/S fuel gauge is erratic...will show empty after being filled and will drop to empty when half full...rt and left fuel sensors inaccurate...replaced rt and left fuel senders and left tank with update gas tank...TAC#7249595

Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/22/04	416355	2	2372	Replaced left rear axle shaft

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/7/03	382673	*	438	C/S pass side climate control does not adjust/set...operating 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: cash OFFER TO CUST: \$3,000.00 ATTORNEY FEES: \$2,600.00

## 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.

Crn recommends cash offer. Veh meets presumption. Veh was repaired on 3/29/04 and has not been back for same concern

## REASON FOR REMOVAL

{TEXT}

TEAM MANAGER APPROVING: {Name}

Date: {Date}

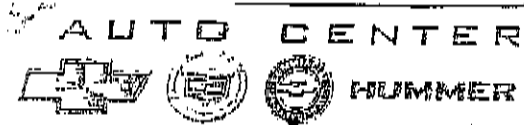
<b>COMPONENT</b>	<b>DESCRIPTION</b>
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

**\* SES light is to be captured under affected component above.**

		BRC LEGAL REPURCHASE WORKSHEET						
<b>File Number</b> 1-229448344		<b>Customer Name</b> [REDACTED]		<b>Worksheet Filled Out By:</b> Robert Villanueva				
		<input type="checkbox"/> Draft-Add question marks beside category to indicate incomplete information (not in dollar fields)						
<b>Old Vehicle VIN:</b> 1G1YY22G445 [REDACTED]		<b>New Vehicle VIN:</b> fig approx/no lienholder		<b>Date:</b> 4-Nov-04				
TRADE REPURCHASE		STRAIGHT REPURCHASE - BASE		PAYMENT OR LEASE REPURCHASE				
1	Replacement Veh Costs (231/237)	\$0.00	1	Base Price	\$0.00	1	Lease Terms MO __ MI __ Lease Usage Mo __ MI __ Down Pmt / Cap Cost Reduction	\$6,000.00
2	Equipment Transfer	\$0.00	2	Conversion Price	\$0.00	2	6Payments @ \$912.70/9@824.71	\$12,898.59
3	Reg./Lic./Title Fees (opt)	\$0.00	3	Reg./Lic./Title Fees (opt)	\$0.00	3	Reg./Lic./Title Fees (opt)	\$312.50
4	State Fees	\$0.00	4	State Fees	\$0.00	4	State Fees	\$0.00
5	Dealer Add-ons	\$0.00	5	Dealer Add-ons	\$0.00	5	Dealer Add-ons	\$0.00
6	Total Sales Tax	\$0.00	6	Total Sales Tax	\$0.00	6	Other-Explain	\$0.00
7	Dealer Admin / Vehicle Transfer	\$0.00	7	Finance Charges	\$0.00	7		\$0.00
8	Other-Explain	\$0.00	8	GMPP (only for CA, IN, WI)	\$0.00	8		
9		\$0.00	9	Other-Explain	\$0.00	9		
10	<b>Total Replacement Price</b>	<b>\$0.00</b>	10	<b>Total Purchase Price</b>	<b>\$0.00</b>	10	<b>Total Additions</b>	<b>\$19,211.09</b>
11			11			11		
12	Usage/Depreciation	\$0.00	12	Usage/Depreciation	\$0.00	12	Usage/Depreciation	\$175.20
13	(Formula/cents per mile and odom go here)		13	(Formula/cents per mile and odom go here)		13	438/120k x 48000	
14	Damage	\$0.00	14	Damage	\$0.00	14	GMPP	\$1,090.00
15	Tax/Title/Regis/Fee Contribution	\$0.00	15	Late charges	\$0.00	15	Late charges	\$0.00
16	MSRP Upgrade	\$0.00	16	Over-Allowance	\$0.00	16	Over-Allowance	\$0.00
17	Other-Explain	\$0.00	17	Negative Equity	\$0.00	17	Negative Equity	\$0.00
18	MSRP Downgrade (deducted)	\$0.00	18	Other-Explain	\$0.00	18	Over Mileage Penalty	\$0.00
19	Reimb of Aftermarkets (deducted)	\$0.00	19	Incentives	\$0.00	19	Incentives	\$0.00
20	<b>Total Customer Cost</b>	<b>\$0.00</b>	20	<b>Total Deductions</b>	<b>\$0.00</b>	20	<b>Total Deductions</b>	<b>\$1,265.20</b>
21			21			21	<b>Amended payoff \$38,285.64</b>	
22	<b>Repurchase Subtotal</b>	<b>\$0.00</b>	22	<b>Repurchase Subtotal</b>	<b>\$0.00</b>	22	<b>Total Refund to Customer</b>	<b>\$17,945.89</b>
23	Loan Payoff (deducted)	\$0.00	23	Loan Payoff (deducted)	\$0.00	23	Dir Buyout (lease) or Loan Payoff (if GMAC ask for DL quote)	\$41,984.20
24	<b>Total to Dealer &amp; Customer</b>	<b>\$0.00</b>	24	<b>Total Refund to Customer</b>	<b>\$0.00</b>	24		
25	Attorney's Fees	\$0.00	25	Attorney's Fees	\$0.00	25	Attorney's Fees	\$2,600.00
26	<b>Total Repurchase</b>	<b>\$0.00</b>	26	<b>Total Repurchase</b>	<b>\$0.00</b>	26	<b>Total Repurchase</b>	<b>\$62,530.09</b>
27	NADA	\$0.00	27	NADA	\$0.00	27	NADA	\$39,275.00
28	Estimated Auction Price	\$0.00	28	Estimated Auction Price	\$0.00	28	Estimated Auction Price	\$29,063.50
29	<b>Projected Loss</b>	<b>\$0.00</b>	29	<b>Projected Loss</b>	<b>\$0.00</b>	29	<b>Projected Loss</b>	<b>\$33,466.59</b>
		OVER ALLOWANCE CALCULATION						
	PURCHASE PRICE (before 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	

From:

11/03/2004 14:31 #219 P.001



2131 CONVENTION CENTER WAY • ONTARIO, CALIFORNIA 91764  
 (909) 390-2900 • Fax (909) 390-2956  
 www.markchristopher.com

# FAX

**TO:** Robert Villanueva

**From the desk of:** Paul Scafile

**Number of pages including cover sheet:** 18

**Comments:**

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**If you did not receive all the pages as listed please call (909) 390-2900**

# CONSUMER<sup>SM</sup> LEGAL SERVICES, P.C.

ATTORNEYS AND COUNSELORS

M. NICHOLAS NITA  
STEVE B. MIKHOV  
RONALD J. BOLZ\*  
CHRISTOPHER M. LOVASZ\*\*  
STEVEN S. TOTH\*\*

\*Licensed Est. in IL, IN, MI, OH and WI only  
\*\*Licensed in NJ and WI only



www.lemonauto.com

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

Re: 2004 Chevrolet Corvette (VIN#: 1G1YY22G445 [REDACTED]

Dear Sir/Madam:

Please be advised that this law office, Consumer Legal Services, P.C., represents Mr. [REDACTED] in the above-noted matter. 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>	<u>Complaint</u>
10/07/03	438	382673	<b>FUEL SYSTEM:</b> 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 ½ 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



Just serviced or repaired during the number of whole days that 24... this product in California has the right to have this... will be extended for the number of whole days that 24...

www.haistopher.com



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Table with columns: CUSTOMER NO., ADVISOR, TAG NO., INVOICE DATE, INVOICE NO., LABOR RATE, LICENSE NO., MILEAGE, COLOR, STOCK NO., YEAR / MAKE / MODEL, DELIVERY DATE, DELIVERY MILES, VEHICLE ID. NO., SELLING DEALER NO., PRODUCTION DATE, R.T.E. NO., R.O. DATE, CELL PHONE & E-MAIL ADDRESS & COMMENTS.

JOB# 1 CHARGES

LABOR J# 1 04CVZOWARRDIAG 15A WARR DIAG TECH(S):195 30 WARRANTY
CUSTOMER STATES THE FUEL GAUGE GOES TO EMPTY WHEN FULL LEFT FUEL LEVEL SENSOR INTERMITTENTLY OPEN. TESTED FUEL SYSTEM. CHECKED WITH TECH 2-CURRENT CODE C0463 & HISTORY CODE OF C2068-SET LEFT TANK AT 4.9 VOLTS & RIGHT TANK AT 7.1 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 & COMPLETE DRIVE LINE WITH TRANSMISSION AND DIFFERENTIAL TO GAIN ACCESS TO REPLACED LEFT IN-TANK FUEL LEVEL SENSOR. REASSEMBLED VEHICLE & REINSTALLED DRIVE LINE. RETESTED FUEL LEVEL SYSTEM AFTER PARTIAL REASSEMBLE-OPERATING PER DESIGN & INTENT.

Table with columns: PARTS, QTY, FP, NUMBER, DESCRIPTION, UNIT PRICE, WARRANTY. Includes sublet information for PO# 1669837.

JOB# 1 TOTALS JOB# 1 JOURNAL PREFIX CVGS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR J# 2 04CVZOWARRDIAG 15A WARR DIAG TECH(S):30 WARRANTY
CUSTOMER STATES THE PASSENGER SIDE CLIMATE CONTROL DOES NOT ADJUST/SET RIGHT CLIMATE CONTROL OPERATING PER DESIGN & INTENT AT THIS TIME.

JOB# 2 TOTALS JOB# 2 JOURNAL PREFIX CVGS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR J# 3+10CVZRENTAL CAR RENTAL TECH(S):98 WARRANTY
CAR RENTAL-CHEVROLET MOTOR DIVISION COURTESY TRANSPORTATION FUEL GAUGE GOING EMPTY WHEN FULL-TIED UP IN SHOP FOR REPAIRS RENTAL CAR PROVIDED BY ENTERPRISE RENT-A-CAR.

Table with columns: SUBLET, PO#, VEND INV#, INV. DATE, DESCRIPTION, TOTAL - SUBLET, WARRANTY.

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

CUSTOMER SIGNATURE X

CONTINUED ON NEXT PAGE

From:

11/03/2004 14:33 #219 P.006

(909) 390-2900 (Phone)  
(909) 390-8287 (Fax)  
www.markchristopher.com

2131 Convention Center Way  
Ontario, CA 91764



WE ACCEPT  
VISA • MASTERCARD • DINERS  
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ATM WITH PURCHASE ONLY

CUSTOMER NO. 10683	ADVISOR GEORGE FOX 845	TAG NO. 7823	INVOICE DATE 10/16/03	INVOICE NO. CVCS382673
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 2004 CHEVROLET / CORVETTE CP / HR CP	MILEAGE 438	MAGNETIC RE DELIVERY DATE 08/28/03	58677 DELIVERY MILES 17
	VEHICLE ID. NO. 1G1YY22G445		SELLING DEALER NO. 5000	PRODUCTION DATE
RIALTO, CA	R.T.E. NO.		R.O. DATE 10/07/03	
CELL PHONE & E-MAIL ADDRESS & COMMENTS				

JOB# 3 TOTALS .....  
 JOB# 4 CHARGES ..... JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

LABOR -  
 J# 4-09CVZOWARRODIAG1 HEAVY LINE DIAG WARR TECH(S):195 WARRANTY  
 SEE JOB# 1 REMOVE DRIVELINE TO LOWER FUEL TANK  
 REFER TO JOB# 1 REPAIRS

JOB# 4 TOTALS .....  
 JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

COMMENTS  
 CHARGE OVERCHARGE ON JOB #1 TO 688A PER LINDA FRASER. CUSTOMER IN RENTAL CAR FOR 10 DAYS CANNOT CLAIM FROM GM.

TOTALS .....  
 \*\*\*\*\*  
 \* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU \*  
 \* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT \*  
 \* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU PLEASE \*  
 \* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER \*  
 \* \*\* YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. \*\* \*  
 \* I AUTHORIZE REVISION OF THE ORIGINAL \*  
 \* ESTIMATE AS STATED ABOVE. \*  
 \* SEE REVERSE OF INVOICE FOR DETAILS OF WARRANTY I \*  
 \*\*\*\*\*  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET.... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
 TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

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

CUSTOMER SIGNATURE X

[ END OF INVOICE ]

08:04am

10 INCREASES WILL: PMSH0103 11/03/04



2131 Convention Center Way  
Ontario, California 91764  
(909) 390-2900

EPA # CAD 044336741

BAR # AAD03134  
RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
08CVZLBRFLUSH	BRAKE FLUID FLUSH	MO	109.95				

SERVICE HISTORY

DATE	REPAIR ORDER#	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/14/03	375868	0	188	200	W	10CVZDETAIL	DETAIL SUBLET
08/08/03	375004	5	102	94	W	15CVZ	PDI
08/08/03	375043	5	570	195	W	08CVZOWARRDIAG	HEAVY LINE DIAG WARR
				195	W	09CVZOWARRDIAG1	HEAVY LINE DIAG WARR

SALESPERSON NO. 103 JAMES A THWING

SERVICE

TERMS:  CASH,  CREDIT CARD,  CHECK,  OTHER

VEHICLE ID: 1G1YY22G445

VEHICLE MAKE: 04/CHEVROLET/CORVETTE CP/HB CP

PRODUCTION DATE: 56577

LICENSE NO.: 382673

CUSTOMER NO.: 10683

SALE CONTRACT: GMPP

DELIVERY DATE: 08/26/03

DELIVERY MILES: 5000

SELLING DEALER NO.: 809703

COLOR: MAGNETIC RED/BLAC

CONTRACT NO.: 75017

EXPIRATION DATE: 08/26/08

EXPIRATION MILES: 7623

TURBO: CVZN

AVR COND: Y

P.S.: A

TRANS: A

MILEAGE: 438

ADVISOR NO.: 845

ADVISOR: GEORGE FOX

POWER OF ATTORNEY: The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said MARK CHRISTOPHER AUTO CENTER insured power of attorney to sign or endorse any checks and/or drafts made payable to insured and any releases thereon, as settlement for damages to the above described vehicle. I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT. I hereby authorize the repair work hereinafter set forth to be done along with 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 the 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. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

APPOINTMENT:  Yes,  No

LABOR RATE: \$17.40am, \$10.00am

LABOR INSTRUCTIONS:

ORIGINAL CUSTOMER ESTIMATE: TOTAL

1 W 04CVZOWARRDIAG 15A WARR DIAG  
CUSTOMER STATES THE FUEL GAUGE GOES TO EMPTY WHEN FULL

2 W 04CVZOWARRDIAG1 15A WARR DIAG  
CUSTOMER STATES THE PASSENGER SIDE CLIMATE CONTROL DOES NOT ADJUST/SET

PRIOR COMPLAINT:  YES  NO

PRIOR COMPLAINT:  YES  NO

PRIOR COMPLAINT:  YES  NO

FUEL GAUGE: E 1/4 1/2 3/4 F

PRIOR BODY DAMAGE:  LF,  RF,  LW,  RW

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

RENTAL:  RENTAL

REVISOR ESTIMATE (1) PERSON CONTACTED: DATE, TIME, VIA PHONE/IN PERSON, CONTACTED BY

REVISOR ESTIMATE (2) PERSON CONTACTED: DATE, TIME, VIA PHONE/IN PERSON, CONTACTED BY

PHONE #1, PHONE #2

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

**FOR YOUR CONVENIENCE**  
SERVICE AND PARTS DEPT. HOURS:  
We will honor the following credit cards with PRIOR CLEARANCE  
VISA - MASTERCARD - DISCOVER  
DINERS - CARTE BLANCHE - AMERICAN EXPRESS  
YOUR ATM CARD IS NOW AVAILABLE  
PERSONAL CHECKS ACCEPTED WITH PROPER I.D. 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

WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT.

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

NOTICE TO CUSTOMERS  
WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES, RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS. WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES.  
THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

From:

11/03/2004 14:34 #219 P.008

909) 390-2900 (Phone)  
909) 390-8287 (Fax)  
www.markchristopher.com

2731 Convention Center Way  
Ontario, CA 91764



WE ACCEPT  
VISA · MASTERCARD · DINERS  
AMERICAN EXPRESS  
ATM WITH PURCHASE ONLY

CUSTOMER NO. 10688	ADVISOR GEORGE FOX	TAG NO. 7862	INVOICE DATE 04/15/04	INVOICE NO. CVCS404733
	LABOR RATE 945	LICENSE NO. 4511MA	COLOR MAGNETIC RE	STOCK NO. 58577
	YEAR / MAKE / MODEL 04/CHEVROLET/CORVETTE CP/HB CP	MILEAGE 1727	DELIVERY DATE 08/28/03	DELIVERY MILES 17
	VEHICLE ID. NO. 1G1YY226445		SELLING DEALER NO. 6000	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	CELL PHONE & E-MAIL ADDRESS & COMMENTS	R.O. DATE 03/29/04	

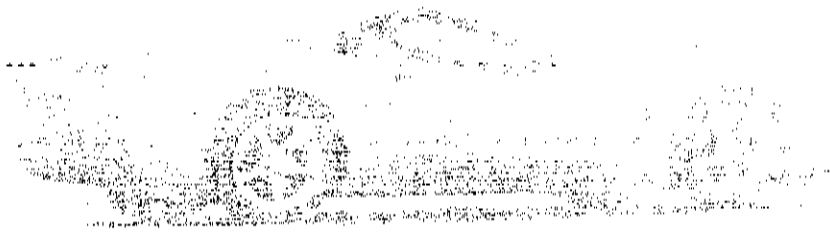
SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	INTERNAL
	237510	1107		04/15/04	WASH	0.00
TOTAL - SUBLET						0.00
JOB#	3 TOTALS					
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL						0.00

COMMENTS:  
CHARGE RETAIL TO 67D-NET  
DUE TO LENGTH OF TIME IN THE SHOP

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

\*\*\*\*\*  
\* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU \*  
\* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT \*  
\* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE \*  
\* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER \*  
\* \*\* YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. \*\* \*  
\* I AUTHORIZE REVISION OF THE ORIGINAL ESTIMATE AS STATED ABOVE. \*  
\* SEE REVERSE OF INVOICE FOR DETAILS OF WARRANTY ! \*  
\*\*\*\*\*

CUSTOMER SIGNATURE



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

CUSTOMER SIGNATURE X

[ END OF INVOICE ]

12:33pm

From:

11/03/2004 14:34 #219 P.009

390-2900 (Phone)  
(909) 390-8287 (Fax)  
www.markchristopher.com

2131 Convention Center Way  
Ontario, CA 91764



WE ACCEPT  
VISA · MASTERCARD · DINERS  
AMERICAN EXPRESS  
ATM WITH PURCHASE ONLY

CUSTOMER NO. 10683	ADVISOR EDDRE FOX	TAG NO. 7952	INVOICE DATE 04/15/04	INVOICE NO. CVCS404733
	LABOR RATE	LICENSE NO. 4511MA	COLOR	STOCK NO. 56577
	YEAR / MAKE / MODEL 04/CHEVROLET/CORVETTE CP/IB CP	MILEAGE 1727	MAGNETIC RE DELIVERY DATE 08/26/03	DELIVERY MILES 17
	VEHICLE ID. NO. 1G1YY226445		SELLING DEALER NO. 5000	PRODUCTION DATE
RIALT O. CA	F.T.E. NO.		R.O. DATE 03/28/04	
RESIDE ICE PHONE	BUSINESS PHONE	CELL PHONE & E-MAIL ADDRESS & COMMENTS		

JOB# 1 CHARGES

LABOR  
J# 1 04CVZORECHECK RECHECK 16A/ELEC TECH(S):30 WARRANTY  
CUSTOMER STATES THE FUEL GAUGE IS ERRATIC. WILL SHOW EMPTY AFTER BEING FILLED, THEN MAY READ DIFFERENTLY NEXT KEY CYCLE AND WILL DROP TO EMPTY ON GAUGE AT HALF TANK RIGHT & LEFT IN-TANK FUEL SENDERS INACCURATE. REPLACED RIGHT & LEFT IN-TANK FUEL SENDERS & LEFT TANK WITH UPDATED GAS TANK, RIGHT TANK VOLTAGE 4.94 & LEFT TANK VOLTAGE 2.51 WITH TANK FULL, RIGHT TANK VOLTAGE 7.1 & LEFT TANK VOLTAGE AT 2.25 WITH TANK EMPTY. CONTACTED TECHNICAL ASSISTANCE CENTER CASE#7249595. DRAINED FUEL TANKS SLOWLY WATCHING TECH 2 FOR BALANCE PUMP DIAGNOSIS. TECH LINE RECOMMENDED UPDATED MODULES & 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 & INTENT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	10337590	MODULE 3.107		WARRANTY
	1	10337586	MODULE 3.107		WARRANTY
	1	10337585	TANK 3.001		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS  
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR  
J# 2+10CVZRENTAL CAR RENTAL TECH(S):98 WARRANTY  
CAR RENTAL-CHEVROLET MOTOR DIVISION COURTESY TRANSPORTATION VEHICLE TIED UP IN SHOP TO DIAGNOSE & REPLACE IN-TANK FUEL SENDERS  
RENTAL CAR PROVIDED BY ENTERPRISE RENT-A-CAR.

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL - SUBLET	WARRANTY
	235469		04/15/04	CAR RENTAL (18 DAYS)		0.00
					TOTAL - SUBLET	0.00

JOB# 2 TOTALS  
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR  
J# 3+10CVZDETAIL DETAIL SUBLET TECH(S):98 INTERNAL  
CLEAN CAR INSIDE AND OUT  
SUBLET TO THE STRIPE MAN TO CLEAN VEHICLE INSIDE & OUT.

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

CUSTOMER SIGNATURE X

[CONTINUED ON NEXT PAGE]

12:33pm

TO REORDER CALL: PRINTING SOLUTIONS (909) 307-2082



**MARK CHRISTOPHER**  
**UTO CENTER**  
 HUMMER  
 31 Convention Center Way  
 Ontario, California 91764  
 (909) 390-2900



EPA # CAD 044336741

2131 Convention Center Way  
 Ontario, CA 91764  
 Fax: 909-390-8287  
 909-390-2900 Ext. 234

**George Fox**  
 Service Consultant  
 Nextel #: 909-712-6028

TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
24.95	06CVZ0BRFLUSH	6G BRAKEFLUSH	MO	99.95
88.96	13CVZZAROTATE	ROTATE TIRES	MO	0.00

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/07/03	382873	438	845	30	W	04CVZOWARRDIAG	15A WARR DIAG
				30	W	04CVZOWARRDIAG1	15A WARR DIAG
				98	W	10CVZRENTAL	CAR RENTAL
				195	W	08CVZOWARRDIAG1	HEAVY LINE DIAG WARR
08/14/03	375869	6	188	200	I	10CVZDETAIL	DETAIL SUBLET
08/08/03	375904	5	102	84	W	15GVZ	PEI

SALES PERSON NO. 103 JAMES A THWING

**SERVICE**

VEHICLE I.D. NO. 1G1YY22G445 YEAR/MAKE/MODEL 04/CHEVROLET/CORVETTE CP/1HB CP PRODUCTION DATE 56577 STOCK NO. 4511MA LICENSE NO. 404733

CUSTOMER NO. 10683 SERVICE CONTRACT GMPP DELIVERY DATE 08/28/03 DELIVERY MILES 17 SELLING DEALER NO. 5000 R.O. DATE 09/29/04

COLOR MAGNETIC RED/BLAC CONTRACT NO. 09/26/08 EXPIRATION DATE 75017 EXPIRATION MILES 7052

RESIDENCE PHONE RIALTO, CA BUSINESS PHONE

POWER OF ATTORNEY: The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said MARK CHRISTOPHER AUTO CENTER insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured and any releases thereto, as settlement for damages to the above described vehicle. I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ANYWHERE. I HEREBY WAIVE THIS RIGHT. I hereby authorize the repair work hereinafter set forth to be done along with 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 the 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. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

TIME RECEIVED 08:21am DATE TIME PROMISED 03/29/04 11:42am PRIORITY 2

LABOR RATE

APPOINTMENT

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X-----

1 W \*04CVZORECHECK RECHECK 15A/ELEC  
 CUSTOMER STATES THE FUEL GAUGE IS ERRATIC- WILL SHOW EMPTY AFTER BEING FILLED, THEN MAY READ DIFFERENTLY NEXT KEY CYCLE AND WILL DROP TO EMPTY ON GAUGE AT HALF TANK

LABOR INSTRUCTIONS

PRIOR COMPLAINT

PRIOR COMPLAINT

PRIOR COMPLAINT

PAGE 1 OF 1 404733

FUEL GAUGE

PRIOR BODY DAMAGE

ORIGINAL ESTIMATE

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

RENTAL AUTHORIZED BY

REVISED ESTIMATE (1) PERSON CONTACTED

DATE TIME VIA PHONE IN PERSON CONTACTED BY

2ND REVISED ESTIMATE (2) PERSON CONTACTED

DATE TIME VIA PHONE IN PERSON CONTACTED BY

PHONE #1 PHONE #2

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

**FOR YOUR CONVENIENCE**  
**SERVICE AND PARTS DEPT. HOURS:**  
 We will honor the following credit cards with PRIORITY CLEARANCE  
 VISA • MASTERCARD • DISCOVER  
 DINERS • CARTE BLANCHE • AMERICAN EXPRESS  
 YOUR ATM CARD IS NOW AVAILABLE  
 PERSONAL CHECKS ACCEPTED WITH PROPER I.D. 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

WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT.

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

NOTICE TO CUSTOMERS  
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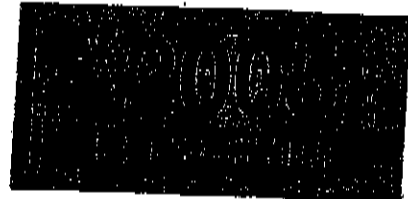
AUTO 08/28/2004 TO 08/28/2005 REGISTRATION VALID FROM TYPE LICENSE NUMBER RA 4511MA

VEHICLE IDENTIFICATION NUMBER 1G1YY22G445

BODY TYPE MODEL CP

DATE ISSUED 09/10/2004

CYLS.	DATE FIRST SOLD	CLASS	MAKE
	00/00/2003	NA	CHEV
TYPE VEH.	MP	AX	WC
120	9		
UNLADEN/G/GW			Yr. Model
			2004
			TOTAL FEES PAID
			\$375
			3600



REGISTERED OWNER

[Redacted] RIALTO CA [Redacted]

ARROWHEAD CENTRAL CRDT UN PO BX 735

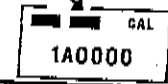
SN BERNRND

STATE OF CALIFORNIA DEPARTMENT OF MOTOR VEHICLES VALIDATED REGISTRATION CARD READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

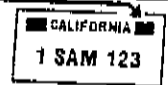
TO REMOVE THE STICKER FROM THE BACKING, BEND STICKER AT SLIT AND PEEL SLOWLY. INSTRUCTIONS FOR APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES: Right Half of This Well



ALL OTHERS: In Top Right Corner



EXCEPT: Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More—Must Apply Sticker To Front Plate

**i. 1 CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT FORM**

**CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT**

CUSTOMER NAME: [Redacted]

VIN: [Redacted] (or attached list\*)

**# 1 : CUSTOMER INCENTIVE(S) APPLIED TO DOWN PAYMENT OR AS A PRICE REDUCTION**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: a) \_\_\_ to the down payment of this vehicle, or b) \_\_\_ where permissible by law, as a price reduction. (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied):

Program Reference	Ident Code	Amount = Program Reference	Ident code	Amount
NA		\$ _____		\$ _____
		\$ _____		\$ _____
		\$ _____		\$ _____

**# 2 : CUSTOMER INCENTIVE(S) REQUESTED AS A CHECK TO CUSTOMER FROM THE DEALER**

I understand that I am entitled to customer incentive(s) in the program(s) listed. I do not want to use it as part of the down payment. I request that a check be issued in my name by Dealer named below.

Customer initials: NA Date: 02/25/07

Program Reference	Ident Code	Amount = Program Reference	Ident code	Amount
NA		\$ _____		\$ _____
		\$ _____		\$ _____
		\$ _____		\$ _____

**# 3 : PROGRAM ALTERNATIVE SELECTED**

I understand that I am entitled to another option in lieu of customer incentive program(s), (eg. division supported financing/leasing, special pricing, no charge option, etc.). I understand that by taking \_\_\_\_\_, I am not entitled to the alternative rebate that is part of this program..

Customer Initials: NA Date: 02/25/07 (Months \_\_\_\_\_ Rate \_\_\_\_\_ %)

**----- CUSTOMER AND DEALER ACKNOWLEDGEMENT -----**

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not for resale. I acknowledge receipt of incentive(s) as described in Box # [Redacted] for incentive(s) on this unit.

Purchaser/Lessee Signature: [Redacted] Date: 02/25/07  
The undersigned person, as Dealer representative, certifies that the information provided is true and correct and that the incentive(s) described in Box # [Redacted] have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this Dealership and that property completed accurate delivery date has been forwarded to (Division).

Authorized Dealer Signature: [Redacted] Date: 02/25/07  
Dealership Name: MARK CHRISTOPHER AUTO CENTER Dealer Code: \_\_\_\_\_

**DEALER NOTE:** This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File.

\* List must include VIN, Delivery Date and Program Reference.  
Copy #1 = Dealer Copy #2 = Customer (b/Ack1192-1)



**CALIFORNIA** DRIVER LICENSE CLASS: C

EXPIRES 02-04-04

This license is issued as a license to drive a motor vehicle and does not establish eligibility for employment, voter

SEX: M HAIR: BLN EYES: GRN  
 HT: 6-02 WT: 230 DOB: 02-04-52

RSTR: CORR LENS

358 Friday, December 24 007

28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S

November 1999 January 2000

AR-26-2003 09:06 FROM: MARK CHRIS FLEET

3902938

TO: 3099484525

P.002-002



DEALER NUMBER

Grid for dealer number

GMAC

Credit Sale/Lease Application

BRANCH NUMBER

Grid for branch number: 132

APT NAME OR BUSINESS NAME

Redacted area for apt/business name

DATE OF BIRTH (MM/YY)

Grid for date of birth: 02/04/52

MI: E

SOCIAL SECURITY NUMBER or (TAX ID #)

Redacted area for SSN/Tax ID

PO BOX NUMBER

Grid for PO box number

STATE: CA

ZIP CODE

Redacted area for zip code

Grid for address: RIALTO

Redacted area for address

Own Other Rent Family

MTS PAYMENT OR RENT

TIME AT ADDRESS

OCCUPATION

Grid for occupation: SAN BERNARDINE COUNTY DEPUTY SHERIFF

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

GROSS ANNUAL INCOME (ALL SOURCES)

TIME EMPLOYED

MILITARY BANK

Grid for annual income: 55,000

Grid for time employed: 21 07

Grid for military bank

Finance SmartLease SmartBuy New Used Certified Used Auction PEP

- Car Light Truck Conversion Commercial Use Demo OTR-Lease College Grad Fin Lease Loyalty Single Pymt. Lease First Time Buyer

Vehicle details grid: MAKE, MODEL, YEAR, COLOR, etc.

- Used Vehicle Options: W/O Air, Sunroof, Tape/Disc, Cruise, Pwr Windows, Pwr Seats, 4 WD, Manual Trans, Alum/Wire Wheels, TTops

APT NAME OR BUSINESS NAME

Redacted area for apt/business name

DATE OF BIRTH (MM/YY)

Grid for date of birth

FIRST NAME

Grid for first name

MI

SOCIAL SECURITY NUMBER or (TAX ID #)

Redacted area for SSN/Tax ID

CURRENT STREET NUMBER

Grid for current street number

CURRENT STREET NAME (MAILING ADDRESS)

Grid for current street name

PO BOX NUMBER

Grid for PO box number

APT

Grid for apt

STATE

ZIP CODE

Grid for zip code

AREA CODE

Grid for area code

HOME PHONE

Grid for home phone

Own Other Rent Family

MTS PAYMENT OR RENT

TIME AT ADDRESS

EMPLOYED BY or TYPE OF BUSINESS (if business application)

Grid for employer/business

OCCUPATION

AREA CODE

Grid for area code

BUSINESS PHONE

Grid for business phone

GROSS ANNUAL INCOME (ALL SOURCES)

TIME EMPLOYED

MILITARY BANK

Grid for annual income

Grid for time employed

Grid for military bank

This application will be submitted to GMAC and (if this is a lease application) C.O.L. Trust, both at P. O. Box 3888, San Bernardino, CA 92418-0008, and (if this is a purchase application) to Nuwell Credit Corp. (a GMAC affiliate) at PO BOX 242510, Little Rock, AR 72223, so that they may decide whether or not to purchase this transaction.

Your Opt-Out Right: If you want GMAC's vehicle financing division not to share non-public personal information about you related to this application with affiliates and non-affiliated third parties, you may opt out of information sharing, that is, you may direct us not to share information (other than as permitted by law). See the GMAC Privacy Notice for more information.

To opt-out now... Fill in this circle to opt out of information sharing related to this application with affiliates and non-affiliated third parties (other than sharing permitted by law). This opt-out covers applicant and only co-applicant.

See the other side for important notices. By signing below, I certify that (1) I have read and agree to the terms of this application, including terms on the other side, and (2) I

Applicant's Signature

Redacted signature

Co-Applicant's Signature

Date: 08/26/03

Date

Lee M

# Contract Registration

GMPP <input checked="" type="checkbox"/>	MRP <input type="checkbox"/>	GM Cert <input type="checkbox"/>	MRP Cert <input type="checkbox"/>	3/3 PT LW <input type="checkbox"/>
------------------------------------------	------------------------------	----------------------------------	-----------------------------------	------------------------------------

**Vehicle Information**

VEHICLE IDENTIFICATION NUMBER (must be 17 characters) [REDACTED] PLAN PURCHASE DATE 08/26/03

1 5 1 Y Y 2 2 5 4 4 5

YEAR 2004 MAKE CHEVROLET MODEL CORVETTE CP CURRENT ODOMETER 17 4 WHEEL DRIVE

**Customer**

FIRST NAME [REDACTED] M.I. [REDACTED] LAST NAME [REDACTED] FLEET [REDACTED] GM EMPLOYEE [REDACTED]

NAME OF BUSINESS OR HOME/PROPERTY [REDACTED] AREA CODE & PHONE NUMBER [REDACTED]

MAILING ADDRESS (must include apt. or suite #, if applicable) [REDACTED] CITY RIALTO STATE CA ZIP CODE [REDACTED]

**Dealer**

The Plan provider is authorized to charge my account for the cost of the agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME MARK CHRISTOPHER AUTO CENTER DEALER CODE [REDACTED] PROMOTION CODE [REDACTED]

ADDRESS 2131 CONVENTION CENTER WAY CITY ONTARIO STATE CA ZIP CODE 91764-4452

**Lienholder**

GMAC NAME [REDACTED] OR [REDACTED]

ADDRESS [REDACTED] CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

LEASE	RETAIL	MAJOR GUARD <input checked="" type="checkbox"/>	VALUE GUARD	BASIC GUARD	SMART PROTECTION	SMART PROTECTION PLUS
	XX					

**MECHANICAL TERM**

Subject to acceptance by the Plan provider, contract coverage for the term stated below begins on the date this Registration is signed.

<p><b>THE TERM OF THIS AGREEMENT INCLUDES THE TERM OF THE NEW VEHICLE LIMITED WARRANTY.</b></p> <p><b>IN-WARRANTY</b> <input checked="" type="checkbox"/> The time and mileage limits of any selected plan commence on the same date as the manufacturer's warranty and at zero miles. Certified plans have a \$0 deductible. All other plans have a \$0 deductible unless an optional deductible is selected.</p>	<p><b>OUT-OF-WARRANTY</b> <input type="checkbox"/> The time and mileage of any plan selected will be calculated from the date and mileage on the vehicle on the date of the purchase of the service contract. Plans can be purchased only at the time of vehicle purchase. Certified plans have a \$0 deductible. All other plans have a \$50 deductible unless an optional deductible is selected.</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI.	OPTIONAL DEDUCTIBLE		PRICE
08/26/03	60 / 75,000	\$100 <input checked="" type="checkbox"/>	\$200	\$1,090.00

<p><b>MAINTENANCE TERM</b> Upon acceptance of this registration, 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 the same date as the manufacturer's warranty and at zero miles.</p>	<p>SMART CARE <input type="checkbox"/></p> <p>SMART CARE PLUS <input type="checkbox"/></p>	<p>TERM-MO./MI.</p> <p>/</p>	<p>PRICE</p> <p>\$ , .00</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------	------------------------------	------------------------------

<p><b>SURCHARGES &amp; OPTIONAL COVERAGE</b> (Select all that apply)</p> <p>BUSINESS <input type="checkbox"/> TOW TRUCK <input type="checkbox"/> EMERGENCY <input type="checkbox"/> SNOWPLOW <input type="checkbox"/> TIRE ROAD HAZARD <input type="checkbox"/></p>	<p>PRICE</p> <p>\$ , .00</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------

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 registration, a Coverage Agreement will be mailed to the address indicated on this form.

DATE	SUBTOTAL
08/26/2003	\$ , 00
	TAX
	\$ , .00
	TOTAL
	\$ 1,090.00

Sample Coverage Agreements are available online at www.gmprotectionplan.com/agreements.htm

NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-631-5590

### 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:

**Lienholder:** General Motors Acceptance Corporation BR # \_\_\_\_\_  
P.O. Box 2525  
Hudson, OH 44236-0025

NAMED INSURER		STATE	
ADDRESS		STATE	
TEL. NO.	DRIVERS LICENSE #		

GMAC ACCOUNT NUMBER
---------------------

NAMED PURCHASER		STATE	
ADDRESS		CITY	STATE
TEL. NO.			

VEHICLE INSURED:	YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
	2004	CHEVROLET	CORVETTE CP	1S1YY22G445

VEHICLE USE:  Private Passenger,  Commercial Auto and Trailer  
Radius of Haul \_\_\_\_\_,  Public Livery,  All Other

PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE

INSURANCE AGENT	
NAME	
MAILING ADDRESS	750 Park St. #170
CITY	Chicago, IL 60611
AGENT'S TELEPHONE NUMBER	(708) 423-4300

PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER

INSURANCE CARRIER	
NAME	Auto-Owners
POLICY NUMBER	
DATE THIS VEHICLE COVERED	FROM: 2/1/03 TO: 1/7/04
COVERAGE	
<input type="checkbox"/> Collision \$ 500 Deductible Type: <input checked="" type="checkbox"/> BROAD FORM OR STANDARD <input type="checkbox"/> LIMITED (NOT ACCEPTABLE) <input type="checkbox"/> Comprehensive \$ 500 Deductible <input type="checkbox"/> Fire-Theft	

AGENTS COMMENT

NAMED INSURED SIGNS	
---------------------	--

DEALER CONFIRMATION:

( ) AGENCY ( ) INSURANCE CARRIER	NAME OF PERSON CONTACTED	GMAC LOSS PAYEE ( ) Yes ( ) No
Confirmed By	DATE	

DEALER SIGNS \_\_\_\_\_ DEALER MARK CHRISTOPHER AUTO CENTER

RETAIL INSTALLMENT SALE CONTRACT  
SIMPLE INTEREST FINANCE CHARGE

OTHER IMPORTANT FIN...

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ R.O.S. Number \_\_\_\_\_ Stock Number 565

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)  RIAL TO SAN BERNARDINO CA	Creditor - Seller (Name and Address) MARK CHRISTOPHER AUTO CENTER 2131 CONVENTION CENTER WAY ONTARIO CA 91764-4452
--------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET CORVETTE CP	17	1G1YY22644S	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.  5.99%	The dollar amount the credit will cost you.  \$ 7560.51 (e)	The amount of credit provided to you or on your behalf.  \$ 47221.49	The amount you will have paid after you have made all payments as scheduled.  \$ 54762.94 (e)	The total cost of your purchase on credit, including your down payment of \$ 5000.00 is \$ 52752.94 (e)

(e) means an estimate

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
59 Payments	912.70	Monthly, Beginning 9/25/2003
One Final Payment	912.70	08/25/2008

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

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

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

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

<b>1. Total Cash Price</b>	
A. Cash Price of Motor Vehicle and Accessories	\$ 48500.00 (A)
1. Cash Price Vehicle	\$ 48500.00
2. Cash Price Accessories	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ 45.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. Sales Tax (on A + B + C)	\$ 3723.49 (D)
E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee*	\$ N/A (E)
F. (Optional) Service Contract*	\$ 1290.00 (F)
G. Prior Credit or Lease Balance paid by Seller to	\$ N/A (G)
(see downpayment and trade-in calculation)	
H. (Optional) Gap Contract (to whom paid)*	\$ N/A (H)
I. Other (to whom paid)*	\$ N/A (I)
For	
<b>Total Cash Price (A through I)</b>	\$ 52752.94 (1)
<b>2. Amounts Paid to Public Officials</b>	
A. License Fees ESTIMATED	\$ 350.00 (A)
B. Registration/Transfer/Titling Fees	\$ N/A (B)
C. California Tire Fees*	\$ 5.00 (C)
D. Other	\$ N/A (D)
E. Other	\$ N/A (E)
<b>Total Official Fees (A through E)</b>	\$ 355.00 (2)
<b>3. Amount Paid to Insurance Companies</b>	
(Total premiums from Statement of Insurance column a + b)*	\$ N/A (3)

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

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

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

Buyer \_\_\_\_\_

Co-Buyer \_\_\_\_\_

Seller \_\_\_\_\_

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

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

Credit life insurance and credit disability insurance are not 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 not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

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

6. To-Downpayment

- A. ~~Agreed~~ Trade-In Value Year 2004 Make HONDA \$ 27221.50 (A)
- Model CRV Odom 2553
- VIN 5YFRD1442T
- B. ~~Less~~ Prior Credit or Lease Balance \$ 27221.50 (B)
- C. ~~Net~~ Trade-In (A less B) (indicate if a negative number) \$ 0.00 (C)
- D. ~~Deferred~~ Downpayment \$ N/A (D)
- E. Manufacturer's Rebate \$ N/A (E)
- F. ~~Other~~ \$ N/A (F)
- G. Cash \$ 5000.00 (G)

Total Downpayment (C through G) \$ 5000.00 (6)

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

7. Amount Financed (5 less 6) \$ 47221.50 (7)

\*Seller may keep part of these amounts.

INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details)

Date X \_\_\_\_\_ Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

Date X \_\_\_\_\_ Co-Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

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

Term \_\_\_\_\_ Mos \_\_\_\_\_ Buyer X \_\_\_\_\_

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

Proceeds of loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A

Installments of \$ N/A \$ N/A

from this Loan is shown in item 6D.

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

Name of autobroker receiving fee, if applicable:

N/A

OPTIONAL SERVICE CONTRACT You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.

Company GM

Term \_\_\_\_\_ Mos \_\_\_\_\_ Miles \_\_\_\_\_

Buyer X \_\_\_\_\_

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

X \_\_\_\_\_ Buyer Initials

X \_\_\_\_\_ Co-Buyer Initials

NOTICE OF RESCISSION RIGHTS

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

Buyer X \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

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

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

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

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

S/S X \_\_\_\_\_ X \_\_\_\_\_

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

Buyer X \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

Notice to buyer:

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

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

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

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

Buyer Signature \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_

THERE IS NO COOLING OFF PERIOD

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

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.

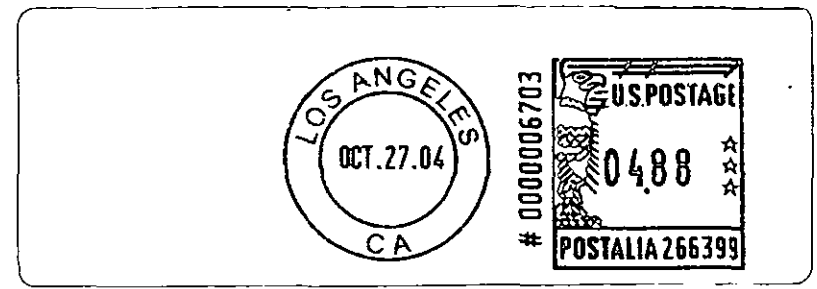
YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_ Date \_\_\_\_\_

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X \_\_\_\_\_ Address \_\_\_\_\_

Seller Signature X \_\_\_\_\_ Date \_\_\_\_\_ By \_\_\_\_\_ Title \_\_\_\_\_



**CONSUMER LEGAL SERVICES, P.C.**  
 1950 SAWTELLE BOULEVARD, SUITE 245  
 LOS ANGELES, CA 90025

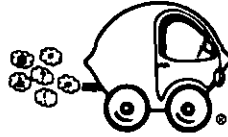
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**To**  
 General Motors Corporation  
 C/O MSX International  
 Attention: BRC Legal  
 MC336-104-000  
 1426 Pacific Drive  
 Auburn Hills, MI 48326-1571

NOV 02 2004

CONSUMER<sup>SM</sup>  
LEGAL  
SERVICES, P.C.

ATTORNEYS AND COUNSELORS



www.lemonauto.com

M. NICHOLAS NITA  
STEVE B. MIKHOV  
RONALD J. BOLZ\*  
CHRISTOPHER M. LOVASZ\*\*  
STEVEN S. TOTH\*\*

\*Licensed in IL, IN, 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

Re: 2004 Chevrolet Corvette (VIN#: 1G1YY22G445 [REDACTED]

Dear Sir/Madam:

Please be advised that this law office, Consumer Legal Services, P.C., represents Mr. [REDACTED] 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. [REDACTED] vehicle (see enclosed copies of repair orders):

<u>Date</u>	<u>Mileage</u>	<u>Invoice #</u>	<u>Complaint</u>
10/07/03	438	382673	<b><u>FUEL SYSTEM:</u></b> 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 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. [REDACTED] has submitted the 2004 Chevrolet Corvette for vehicle defects on at least **two (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. Almlad 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.

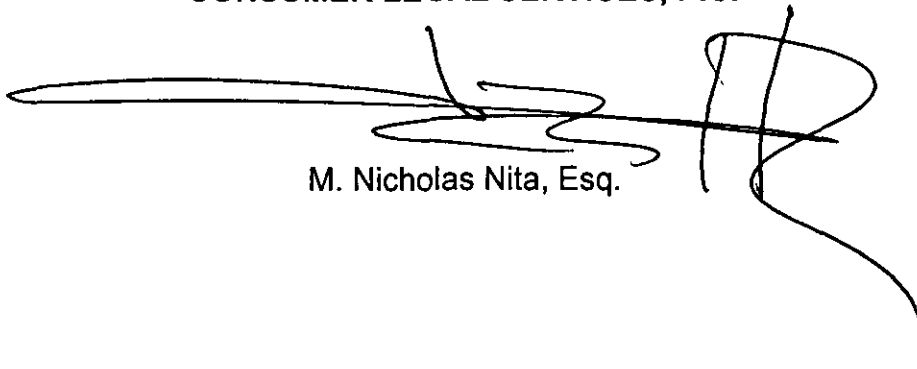
**Please be further advised that all communication regarding this matter must be directed to my office.**

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.**

A large, stylized handwritten signature in black ink, consisting of several loops and a long horizontal stroke, positioned above the name M. Nicholas Nita, Esq.

M. Nicholas Nita, Esq.

MNN:xm  
Enclosures

A number of this product in California has the right to have this period will be extended for the number of whole days that the product serviced or repaired during

www.halstopher.com



WE ACCEPT  
VISA · MASTERCARD · DINERS  
AMERICAN EXPRESS  
ATM WITH PURCHASE ONLY

CUSTOMER NO. 10683	ADVISOR GEORGE FOX 945	TAG NO. 7823	INVOICE DATE 10/16/03	INVOICE NO. CVCS382673
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET/CORVETTE CP/HB CP	MILEAGE 438	MAGNETIC RE DELIVERY DATE	56577 DELIVERY MILES
	VEHICLE ID. NO. 1G1YY22G445		08/26/03 SELLING DEALER NO.	17 PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	5000 R.O. DATE	
			10/07/03	
RESIDENCE PHONE	BUSINESS PHONE	CELL PHONE & E-MAIL ADDRESS & COMMENTS		

JOB# 1 CHARGES

LABOR  
J# 1 04CVZOWARRDIAG 15A WARR DIAG TECH(S):195 30 WARRANTY  
CUSTOMER STATES THE FUEL GAUGE GOES TO EMPTY WHEN FULL  
LEFT FUEL LEVEL SENSOR INTERMITTENTLY OPEN.  
TESTED FUEL SYSTEM. CHECKED WITH TECH 2-CURRENT CODE C0463 &  
HISTORY CODE OF C2068-SET-LEFT-TANK AT 4.9 VOLTS & RIGHT  
TANK AT 7.1 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 &  
COMPLETE DRIVE LINE WITH TRANSMISSION AND DIFFERENTIAL TO  
GAIN ACCESS TO REPLACED LEFT-IN-TANK FUEL LEVEL SENSOR.  
REASSEMBLED VEHICLE & REINSTALLED DRIVE LINE. RETESTED FUEL  
LEVEL SYSTEM AFTER PARTIAL REASSEMBLE-OPERATING PER DESIGN &  
INTENT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	10337590	MODULE 3.107		WARRANTY
	6	10255857	NUT-M10X1 8.917		WARRANTY
				TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	INTERNAL
	1669837	4090560	10/08/03	10337590 MODULE	INTERNAL
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS  
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR  
J# 2 04CVZOWARRDIAG 15A WARR DIAG TECH(S):30 WARRANTY  
CUSTOMER STATES THE PASSENGER SIDE CLIMATE CONTROL DOES  
NOT ADJUST/SET  
RIGHT CLIMATE CONTROL OPERATING PER DESIGN & INTENT AT THIS  
TIME.

JOB# 2 TOTALS  
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR  
J# 3+10CVZRENTAL CAR RENTAL TECH(S):98 WARRANTY  
CAR RENTAL-CHEVROLET MOTOR DIVISION COURTESY TRANSPORTATION  
FUEL GAUGE GOING EMPTY WHEN FULL-TIED UP IN SHOP FOR REPAIRS  
RENTAL CAR PROVIDED BY ENTERPRISE RENT-A-CAR.

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
	230424		10/16/03	CAR RENTAL (10 DAYS)	WARRANTY
				TOTAL - SUBLET	0.00



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

CUSTOMER SIGNATURE X

[CONTINUED ON NEXT PAGE]

08:04am

TO REORDER CALL PHINTING SOLUTIONS (800) 367-3667

(909) 390-2900 (Phone)  
 (909) 390-8287 (Fax)  
 www.markchristopher.com



2131 Convention Center Way  
 Ontario, CA 91764

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 AMERICAN EXPRESS  
 ATM WITH PURCHASE ONLY**

CUSTOMER NO. 10683	ADVISOR GEORGE FOX 845	TAG NO. 7823	INVOICE DATE 10/16/03	INVOICE NO. CVCS382673
	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
		MILEAGE 438	MAGNETIC RE	56677
	YEAR / MAKE / MODEL 04/CHEVROLET/CORVETTE CP/HR CP		DELIVERY DATE 08/26/03	DELIVERY MILES 17
	VEHICLE ID. NO. 1G1YY22G445		SELLING DEALER NO. 5000	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE 10/07/03	
RESIDENCE PHONE	BUSINESS PHONE	CELL PHONE & E-MAIL ADDRESS & COMMENTS		

JOB# 3 TOTALS.....

JOB# 4 CHARGES..... JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

LABOR.....  
 J# 4+09CVZ0WARRDIAG1 HEAVY LINE DIAG WARR TECH(S):195 WARRANTY  
 SEE JOB#1 REMOVE DRIVELINE TO LOWER FUEL TANK  
 REFER TO JOB#1-REPAIRS

JOB# 4 TOTALS.....  
 JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

COMMENTS.....  
 CHARGE OVERCHARGE ON JOB #1 TO 688A PER LINDA FRASER. CUSTOMER IN RENTAL CAR FOR 10 DAYS-CANNOT CLAIM FROM GM.

TOTALS.....

*****	TOTAL LABOR.....	0.00
*	TOTAL PARTS.....	0.00
*	TOTAL SUBLET.....	0.00
* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU	TOTAL G.O.G.....	0.00
* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT	TOTAL MISC CHG.....	0.00
* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU. PLEASE	TOTAL MISC DISC.....	0.00
* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER	TOTAL TAX.....	0.00
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. **		
*	TOTAL INVOICE \$	0.00
* I AUTHORIZE REVISION OF THE ORIGINAL		
* ESTIMATE AS STATED ABOVE.		
*		
* SEE REVERSE OF INVOICE FOR DETAILS OF WARRANTY !		
*		
*****		

CUSTOMER SIGNATURE

**COPY**

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

CUSTOMER SIGNATURE X

[ END OF INVOICE ]

08:04am



BAR # AA003134

2131 Convention Center Way  
Ontario, California 91764  
(909) 390-2900

EPA # CAD 044336741

**RECOMMENDED SERVICES**

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
U6CVZ0BRFLUSH	BRAKE FLUID FLUSH	MO	109.95				

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/14/03	375869	5	188	200		10CVZDETAIL	DETAIL SUBLET
08/08/03	375004	5	102	94	W	15CVZ	POI
08/08/03	375043	5	570	195	W	09CVZOWARRDIAG	HEAVY LINE DIAG WARR
				195	W	09CVZOWARRDIAG1	HEAVY LINE DIAG WARR

SALESPERSON NO. 103 JAMES A THWING SERVICE

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> OTHER	VEHICLE ID. NO. TGTYV22G445	YEAR/MAKE/MODEL 04/CHEVROLET/CORVETTE CP/HB CP	PRODUCTION DATE 56577	STOCK NO. 382673	LICENSE NO. 8A00
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	CUSTOMER NO. 10883	SERVICE CONTRACT GMPP	DELIVERY DATE 08/26/03	DELIVERY MILES 17	SELLING DEALER NO. 5000
	ADVISOR NO. 845	ADVISOR GEORGE FOX	CONTRACT NO.	EXPIRATION DATE 08/26/08	EXPIRATION MILES 75017
	ADVISOR NO. 845	ADVISOR GEORGE FOX			HAT NO. 7823
	APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	POWER OF ATTORNEY: The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said MARK CHRISTOPHER AUTO CENTER insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured and any releases thereon, as settlement for damages to the above described vehicle. I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT. I hereby authorize the repair work hereinafter set forth to be done along with 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 the 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. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.		

JOB	LABOR INSTRUCTIONS	FUEL GAUGE	PRIOR BODY DAMAGE	ORIGINAL ESTIMATE	REVISSED ESTIMATE (1)	DATE	TIME	VIA PHONE	CONTACTED BY
1	W 04CVZOWARRDIAG 15A WARR DIAG CUSTOMER STATES THE FUEL GAUGE GOES TO EMPTY WHEN FULL	E 1/4 1/2 3/4 F	<input type="checkbox"/> LF <input type="checkbox"/> RF <input type="checkbox"/> LR <input type="checkbox"/> RR	\$				<input type="checkbox"/>	
2	W 04CVZOWARRDIAG1 15A WARR DIAG CUSTOMER STATES THE PASSENGER SIDE CLIMATE CONTROL DOES NOT ADJUST/SET							<input type="checkbox"/>	

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

**FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS:**  
We will honor the following credit cards with PRIOR CLEARANCE  
VISA · MASTERCARD · DISCOVER  
DINERS · CARTE BLANCHE · AMERICAN EXPRESS  
YOUR ATM CARD IS NOW AVAILABLE  
PERSONAL CHECKS ACCEPTED WITH PROPER I.D. 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

WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT.

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

**COPY**

REORDER FROM PRINTING SOLUTIONS @ (909) 307-2032

390-2900 (Phone)  
 (909) 390-8287 (Fax)  
 www.markchristopher.com



2131 Convention Center Way  
 Ontario, CA 91764

WE ACCEPT  
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CUSTOMER NO. 10603	ADVISOR GEORGE FOX	TAG NO. 7952	INVOICE DATE 04/15/04	INVOICE NO. CVCS404733
	LABOR RATE 845	LICENSE NO.	COLOR MAGNETIC RE	STOCK NO. 56577
	YEAR / MAKE / MODEL 04/CHEVROLET/CORVETTE CP/HB CP	MILEAGE 1727	DELIVERY DATE 08/26/03	DELIVERY MILES 17
	VEHICLE ID. NO. 1G1YY22G445		SELLING DEALER NO. 5000	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	CELL PHONE & E-MAIL ADDRESS & COMMENTS	R.O. DATE 03/29/04	

JOB# 1 CHARGES

LABOR  
 J# 1 04CVZORECHECK RECHECK 15A/ELEC TECH(S):30 WARRANTY  
 CUSTOMER STATES THE FUEL GAUGE IS ERRATIC. WILL SHOW EMPTY AFTER BEING FILLED. THEN MAY READ DIFFERENTLY NEXT KEY CYCLE AND WILL DROP TO EMPTY ON GAUGE AT HALF TANK RIGHT & LEFT IN-TANK FUEL SENDERS INACCURATE. REPLACED RIGHT & LEFT IN-TANK FUEL SENDERS & LEFT TANK WITH UPDATED GAS TANK. RIGHT TANK VOLTAGE 4.94 & LEFT TANK VOLTAGE 2.51 WITH TANK FULL. RIGHT TANK VOLTAGE .71 & LEFT TANK VOLTAGE AT 2.25 WITH TANK EMPTY. CONTACTED TECHNICAL ASSISTANCE CENTER CASE#7249595. DRAINED FUEL TANKS SLOWLY WATCHING TECH 2 FOR BALANCE PUMP DIAGNOSIS. TECH LINE RECOMMENDED UPDATED MODULES & 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 & INTENT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	10337590	MODULE 3.107		WARRANTY
	1	10337586	MODULE 3.107		WARRANTY
	1	10337585	TANK 3.001		WARRANTY
TOTAL - PARTS					0.00

JOB# 1 TOTALS  
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR  
 J# 2+10CVZRENTAL CAR RENTAL TECH(S):98 WARRANTY  
 CAR RENTAL-CHEVROLET MOTOR DIVISION COURTESY TRANSPORTATION VEHICLE TIED UP IN SHOP TO DIAGNOSE & REPLACE IN-TANK FUEL SENDERS  
 RENTAL CAR PROVIDED BY ENTERPRISE RENT-A-CAR.

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL - SUBLET	WARRANTY
	235469		04/15/04	CAR RENTAL (18 DAYS)		0.00
TOTAL - SUBLET						0.00

JOB# 2 TOTALS  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR  
 J# 3+10CVZDETAIL DETAIL SUBLET TECH(S):98 INTERNAL  
 CLEAN CAR INSIDE AND OUT  
 SUBLET TO THE STRIPE MAN TO CLEAN VEHICLE INSIDE & OUT.

COPY

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

CUSTOMER SIGNATURE X

[CONTINUED ON NEXT PAGE]

12:33pm

(909) 390-2900 (Phone)  
 (909) 390-8287 (Fax)  
 www.markchristopher.com



131 Convention Center Way  
 Ontario, CA 91764

WE ACCEPT  
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CUSTOMER NO. 10682	ADVISOR GEORGE FOX	TAG NO. 7852	INVOICE DATE 04/15/04	INVOICE NO. CVCS404733
	LABOR RATE	LICENSE NO. 846	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET/CORVETTE CP/HB CP	MILEAGE 1727	MAGNETIC RE DELIVERY DATE 08/26/03	56577 DELIVERY MILES 17
	VEHICLE ID. NO. 1G1YY226445		SELLING DEALER NO. 5000	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	CELL PHONE & E-MAIL ADDRESS & COMMENTS		

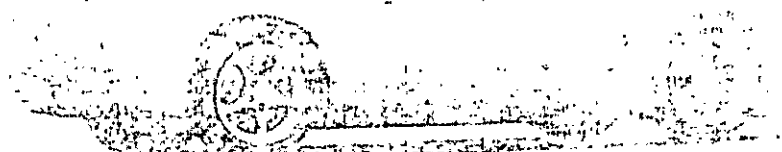
SUBLET.....PO#.....VEND INV#-INV.DATE-DESCRIPTION.....INTERNAL  
 237510 1107 04/15/04 WASH TOTAL · SUBLET 0.00

JOB# 3 TOTALS.....  
 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS.....  
 CHARGE DETAIL TO 67D-NET  
 DUE TO LENGTH-OF-TIME IN THE SHOP

TOTALS.....  
 \*\*\*\*\*  
 \* YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU \*  
 \* TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT \*  
 \* EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE \*  
 \* CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER \*  
 \* \*\* YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. \*\* \*  
 \* I AUTHORIZE REVISION OF THE ORIGINAL \*  
 \* ESTIMATE AS STATED ABOVE. \*  
 \* SEE REVERSE OF INVOICE FOR DETAILS OF WARRANTY ! \*  
 \*\*\*\*\*  
 TOTAL LABOR..... 0.00  
 TOTAL PARTS..... 0.00  
 TOTAL SUBLET..... 0.00  
 TOTAL G.O.G..... 0.00  
 TOTAL MISC CHG..... 0.00  
 TOTAL MISC DISC..... 0.00  
 TOTAL TAX..... 0.00  
 TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE



COPY

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

CUSTOMER SIGNATURE X

[ END OF INVOICE ]

12:33pm

TO REORDER CALL: PRINTING SOLUTIONS (909) 307-2022



**MARK CHRISTOPHER**  
**AUTO CENTER**  
**HUMMER**  
 31 Convention Center Way  
 Ontario, California 91764  
 (909) 390-2900



EPA # CAD 044336741

2131 Convention Center Way  
 Ontario, CA 91764  
 Fax: 909-390-8287  
 909-390-2900 Ext. 234

**George Fox**  
 Service Consultant  
 Nextel #: 909-712-6028

TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
24.95	08CVZ0BRFLUSH	8G BRAKEFLUSH	MO	99.95
89.95	13CVZZAROTATE	ROTATE TIRES	MO	0.00

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/07/03	382673	438	845	30	W	04CVZ0WARRDIAG	15A WARR DIAG
				30	W	04CVZ0WARRDIAG1	15A WARR DIAG
				98	W	10CVZRENTAL	CAR RENTAL
08/14/03	375869	6	188	195	W	09CVZ0WARRDIAG1	HEAVY LINE DIAG WARR
08/08/03	375004	5	102	200	I	10CVZDETAIL	DETAIL SUBLET
				94	W	15CVZ	PDI

SALESPERSON NO. 103 JAMES A THWING

SERVICE

TERMS: CASH  CREDIT CARD  CHECK  (PRIOR APPROVAL)  OTHER

VEHICLE I.D. NO. 1G1YY22G445 YEAR/MAKE/MODEL 04/CHEVROLET/CORVETTE CP/HR CP PRODUCTION DATE 56577 STOCK NO. 404733 R.O. NO. 404733

CUSTOMER NO. 10683 SERVICE CONTRACT GMPP DELIVERY DATE 08/26/03 DELIVERY MILES 17 R.O. DATE 03/29/04

COLOR MAGNETIC RED/BLAC CONTRACT NO. 08/26/08 EXPIRATION DATE 08/26/08 EXPIRATION MILES 75017 HAT NO. 7852

SAVE REMOVED PARTS FOR CUSTOMER:  Yes  No

APPOINTMENT:  Yes  No

TIME RECEIVED 08:21am DATE/TIME PROMISED 03/29/04 11:42am PRIORITY 2

LABOR RATE \$111.00

POWER OF ATTORNEY: The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said MARK CHRISTOPHER AUTO CENTER insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured and any release thereto, as settlement for damage to the above described vehicle. I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENT DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT. I hereby authorize the repair work hereinafter set forth to be done along with 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 the 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. SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

(DATE) (INSURED) (DATE) (INSURED)

**LABOR INSTRUCTIONS**

ORIGINAL CUSTOMER ESTIMATE: TOTAL X-----

1 W \*04CVZ0RECHECK RECHECK 15A/ELEC CUSTOMER STATES THE FUEL GAUGE IS ERRATIC- WILL SHOW EMPY AFTER BEING FILLED, THEN MAY READ DIFFERENTLY NEXT KEY TURN AND WILL DROP TO EMPTY ON GAUGE AT HALF TANK

PRIOR COMPLAINT  YES  NO

PRIOR COMPLAINT  YES  NO

PRIOR COMPLAINT  YES  NO

FUEL GAUGE: E 1/4 1/2 3/4 F

PRIOR BODY DAMAGE: LF RF LR RR  DAMAGED WHERE MARKED  RATTLE WHERE MARKED

ORIGINAL ESTIMATE \$ TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within \_\_\_\_\_ days of the date shown above if I choose not to authorize the services recommended.

RENTAL AUTHORIZED BY

REVISED ESTIMATE (1) PERSON CONTACTED

DATE TIME VIA PHONE  IN PERSON CONTACTED BY

2ND REVISED ESTIMATE (2) PERSON CONTACTED

DATE TIME VIA PHONE  IN PERSON CONTACTED BY

PHONE #1 PHONE #2

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

**FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS:**

We will honor the following credit cards with PRIORITY CLEARANCE:

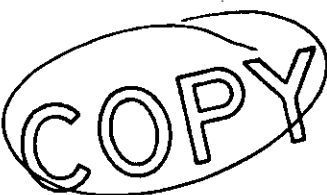
VISA - MASTERCARD - DISCOVER  
 DINERS - CARTE BLANCHE - AMERICAN EXPRESS  
 YOUR ATM CARD IS NOW AVAILABLE  
 PERSONAL CHECKS ACCEPTED WITH PROPER I.D. AND PRIOR APPROVAL  
 PHONE (909) 390-2900  
 SERVICE FAX (909) 390-2935

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

WE GUARANTEE OUR LABOR 12 MONTHS OR 12,000 MILES - WHICHEVER OCCURS FIRST. GUARANTEE VALID ONLY IF RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENT.

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

NOTICE TO CUSTOMERS  
 WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

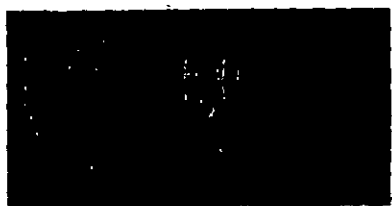


PLEASE SEE IMPORTANT INFORMATION ON BACKER



REGISTRATION VALID FROM  
 AUTO 08/28/2004 TO 08/28/2005 TYPE RA LICENSE NUMBER [REDACTED]

VEHICLE IDENTIFICATION NUMBER 1G1YY22G445 [REDACTED]		MAKE CHEV	
BODY TYPE MODEL CP	CYLS. 00	DATE FIRST SOLD 00/00/2003	CLASS NA
DATE ISSUED 09/10/2004	TYPE VEH. 120	MP G	AX WC UNLADEN/G/GW
		TOTAL FEES PAID \$375	
		3600	



REGISTERED  
 OWNER  
 LIENHOLDER

[REDACTED]  
 RIALTO CA [REDACTED]

ARROWHEAD CENTRAL CRDT UN  
 PO BX 735

SN BERNRNDQ [REDACTED]

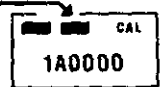
STATE OF CALIFORNIA  
 DEPARTMENT OF MOTOR VEHICLES  
**VALIDATED REGISTRATION CARD**  
 READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

TO REMOVE THE STICKER FROM THE BACKING, BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:  
 Right Half of This Well



ALL OTHERS:  
 In Top Right Corner



EXCEPT:  
 Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More—Must Apply Sticker To Front Plate

**RETAIL INSTALLMENT SALE CONTRACT  
SIMPLE INTEREST FINANCE CHARGE**

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ R.O.S. Number \_\_\_\_\_ Stock Number **56577**

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> RIALTO SAN BERNARDINO CA <div style="background-color: black; width: 80px; height: 20px; display: inline-block;"></div>	Creditor - Seller (Name and Address) <b>MARK CHRISTOPHER AUTO CENTER</b> <b>2131 CONVENTION CENTER WAY</b> <b>ONTARIO CA 91764-4452</b>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET CORVETTE CP	17	161YY226445 <div style="background-color: black; width: 60px; height: 15px; display: inline-block;"></div>	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
<b>ANNUAL PERCENTAGE RATE</b> The cost of your credit as a yearly rate.  5.99 %	<b>FINANCE CHARGE</b> The dollar amount the credit will cost you.  \$ 7540.51 (e)	<b>Amount Financed</b> The amount of credit provided to you or on your behalf.  \$ 47221.49	<b>Total of Payments</b> The amount you will have paid after you have made all payments as scheduled.  \$54762.00 (e)	<b>Total Sale Price</b> The total cost of your purchase on credit, including your down payment of \$ 6000.00 is \$ 60762.00 (e)

(e) means an estimate

**YOUR PAYMENT SCHEDULE WILL BE:**

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
59 Payments	912.70	Monthly, Beginning 09/25/2003
One Final Payment	912.70	09/25/2008

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

**ITEMIZATION OF THE AMOUNT FINANCED**

- Total Cash Price**
  - A. Cash Price of Motor Vehicle and Accessories \$ 48000.00 (A)
    - 1. Cash Price Vehicle \$ 48000.00
    - 2. Cash Price Accessories \$ N/A
  - B. Document Preparation Fee (not a governmental fee) \$ 45.00 (B)
  - C. Smog Fee Paid to Seller \$ N/A (C)
  - D. Sales Tax (on A + B + C) \$ 3723.49 (D)
  - E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee\* \$ N/A (E)
  - F. (Optional) Service Contract\* \$ 1090.00 (F)
  - G. Prior Credit or Lease Balance paid by Seller to \$ N/A (G)

(see downpayment and trade-in calculation)

  - H. (Optional) Gap Contract (to whom paid)\* \$ N/A (H)
  - I. Other (to whom paid)\* \$ N/A (I)

For \_\_\_\_\_

**Total Cash Price (A through I)** \$ 52858.49 (1)
- 2. Amounts Paid to Public Officials**
  - A. License Fees ESTIMATED \$ 350.00 (A)
  - B. Registration/Transfer/Titling Fees \$ N/A (B)
  - C. California Tire Fees\* \$ 5.00 (C)
  - D. Other \$ N/A (D)
  - E. Other \$ N/A (E)

**Total Official Fees (A through E)** \$ 363.00 (2)
- 3. Amount Paid to Insurance Companies**

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

**STATEMENT OF INSURANCE**

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

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

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

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

Buyer \_\_\_\_\_  
 Co-Buyer \_\_\_\_\_  
 Seller **MCU**

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

**Application for Optional Credit Insurance**

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

	Term	Exp.	Premium
Credit Life	N/A Mos.		\$ N/A
Credit Disability	N/A Mos.		\$ N/A
Total Credit Insurance Premiums			\$ N/A
Insurance Company Name _____			
N/A			
Home Office Address N/A			

Credit life insurance and credit disability insurance are not 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 not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

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



**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

# Fax

To: ~~Steve Stancroff~~ *Sheryl Rosario*  
Company: Consumer Legal Services  
Phone:  
Fax: 7344225275

From: ~~Sheryl Rosario~~ *Steve Stancroff Diana*  
Phone: 1-800-231-1841 x 58977  
Fax: 1-866-715-8518

Date: Thursday, November 18, 2004 3:27:22 PM

Pages: ~~003~~  
(including cover)

*11/19/04 9:32 am*  
*11/22/04 11:32 am*

## 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.

### RELEASE OF CLAIM

1. I, [REDACTED] hereinafter referred to as "Releasor(s)", as buyer(s) of a certain [REDACTED] 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 [REDACTED], 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 [REDACTED] 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 be 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 22nd DAY OF  
November, 2004

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: 11-22-04

WITNESS:

[Redacted witness information]

Address  
Rialto, CA  
City, State, Zip Code

Address  
Rialto, CA  
City, State, Zip Code



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

# Fax

To: Steve Stancroff *Sheryl R.*  
 Company: Consumer Legal Services  
 Phone:  
 Fax: 7344225275

From: ~~Sheryl Rosario~~ *Steve S.*  
 Phone: 1-800-231-1841 x 58977  
 Fax: 1-866-715-8518  
 Date: Monday, November 15, 2004 ~~8:18:20 AM~~ *10:53 AM*  
 Pages: ~~03~~ *04*  
 (including cover)

## Comments

*SHERYL,*

*MR. ALMBRAD HAS PARKED THE VEHICLE - HE HAS 2700 MILES ON IT. THE CAR WAS OUT OF SERVICE MORE THAN 30 DAYS, HE HAS NO CONFIDENCE IN IT & FEELS THAT IS UNSAFE TO USE. PLEASE REVIEW FOR REPURCHASE. CLIENT*

### 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.

*MADE SEVERAL PAYMENTS TO GMAC & IS NOW FINANCING WITH ARROWHEAD CENTRAL CREDIT UNION. Thanks, Steve Stancroff*

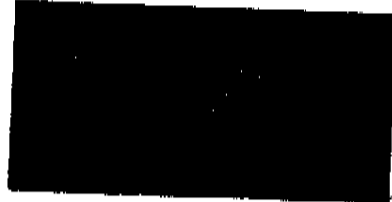
AUTO 08/28/2004 TO 08/28/2005 TYPE RA

VEHICLE IDENTIFICATION NUMBER 1G1YY22G445

BODY TYPE MODEL CP

DATE ISSUED 09/10/2004

CYLS.	DATE FIRST SOLD	CLASS	MAKE	Yr. Model
120	00/00/2003	NA	CHEV	2004
MP	AX	WC	UNLADEN/G/CRW	TOTAL FEES PAID
G				\$375
				3600



REGISTERED

OWNER RIALTO CA

ARROWHEAD CENTRAL CRDT UN PD BX 735

SN BERNRDND

R0040 L0281

STATE OF CALIFORNIA DEPARTMENT OF MOTOR VEHICLES VALIDATED REGISTRATION CARD READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

TO REMOVE THE STICKER FROM THE BACKING, BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES: Right Half of This Wall

ALL OTHERS: In Top Right Corner

CAL 1A0000

CALIFORNIA 1 SAM 123

EXCEPT: Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More--Must Apply Sticker To Front Plate

608367503152



THANK YOU FOR CHOOSING YOUR DEALER AND GMAC.

PO BOX 12699  
GLENDALE AZ 85318

FOR ASSISTANCE CALL: 800-200-4622



RIALTO CA



TDD/TTY (HEARING IMPAIRED): 800-833-4822



MAKE/MODEL: 04 CHEV CORVETTE  
VIN: 1G1Y22G445101884

PAGE 1 OF 1

ACCOUNT NUMBER: [REDACTED]

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 01/02/04

### ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	01/25/04
Amount Due	912.70
<b>TOTAL</b>	<b>912.70</b>

PAST DUE PAYMENTS PAY IMMEDIATELY	
Due Date	Amount
<b>TOTAL</b>	

OTHER UNPAID AMOUNTS	
Late Charge	
Insurance Premium	
Miscellaneous	
<b>TOTAL</b>	
<b>TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:</b>	<b>912.70</b>

### PAYMENTS APPLIED AS FOLLOWS

DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID
10/25/03	912.70	10/21/03	698.93	213.77			912.70
11/25/03	912.70	11/19/03	694.62	218.08			912.70
12/25/03	912.70	12/15/03	720.14	192.56			912.70

### MESSAGES



REMAINING UNPAID BALANCE \$44,412.07. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL GMAC FOR YOUR PAYOFF.

SAVE TIME AND MONEY BY MAKING YOUR 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 1-800-200-4822.



## Account History

History For Auto Refi-Prescreen 104760-02 \$38788.07

 For Date Range Last 60 days

-OR-

 History Since (mm/dd/yyyy)



*CREDIT UNION*

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)



### 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.

## RELEASE OF CLAIM

1. I [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain [REDACTED], bearing Vehicle Identification Number [REDACTED] (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 [REDACTED] 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 [REDACTED] 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 be relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE  
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS \_\_\_\_\_ DAY OF  
\_\_\_\_\_, 20\_\_\_\_\_.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE \_\_\_\_\_ DATE SIGNED: \_\_\_\_\_

WITNESS: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_,  
20\_\_\_\_, by [REDACTED]

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File



**GMC**

# 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, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyer(s) of a certain [REDACTED], bearing Vehicle Identification Number [REDACTED] (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 [REDACTED] 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:

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(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 [REDACTED] 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.

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(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 OF  
\_\_\_\_\_, 20\_\_\_\_\_.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE \_\_\_\_\_ DATE SIGNED: \_\_\_\_\_

WITNESS: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code



STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_,  
20\_\_\_\_, by [REDACTED]

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File



**GMC**

# 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: [REDACTED]  
Service Request: 1-229448344  
Vehicle Identification Number: 1G1YY22G445 [REDACTED]  
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	

\* 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

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

# Fax

To: ~~Steve Stancroff~~ *Sheryl Rosario*  
 Company: Consumer Legal Services  
 Phone:  
 Fax: 7344225275

From: ~~Sheryl Rosario~~ *Steve Stancroff*  
 Phone: 1-800-231-1841 x 58977  
 Fax: 1-866-715-8518

Date: Thursday, November 18, 2004 3:27:22 PM *11/19/04 9:30 AM*  
 Pages: 06  
 (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.

**GMC****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 [REDACTED]  
 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)
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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

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Repurchase Offer \$ 58,777.19

Total due to attorney and client: \$ 20,545.89

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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.

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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.

[Redacted Signature]

Client's Signature

11/19/04

Date

Date



RVDC Case# 89473

BRC Case Number	1229448344	Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y	
Customer Name		Dealer Admin Fee Applies? Y	Issue Release N		
Original VIN	1G1YY22G445	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase			
BAC	114568	Retrieve Sales Tax? Y	Title Brand?		
Dealership Name	MARK CHRISTOPHER AUTO CENTER	Reason for not Retrieving Sales Tax:			
Dealer Contact/Title	Joe Lopez, Chevrolet Service Manager	Original Sales Tax Paid in State: CA	Repurchased Under Laws of State: CA		
Dealer Phone	9093902900	Vehicle Meets Presumption of LEMON LAW? Y			
Dealer Fax	9093906962	Closing Schedule: 2004-12-13	Established on: 2004-12-03		
Delivery Date	2003-08-26	If no, where: BAC is 0			
Buyback Mileage	2780	Location Site Name:			
Transmission	A	Contact Name:			
UCC Code(s)	L0407	Address 1:			
MSRP	48775.00	Address 2:			
Est. Auction Value	29063.50	City:	State:	Zip:	
Case Number	89473	Phone #:			
TAC Case Number		Fax #:			
Type of Transaction	SR	Comment: Customer & Plaintiff counsel to receive one check only.			
Replacement VIN		GM Legal Case Number:			
Repurchase Type	Legal-Early Resolution-NISM	GM Counsel Name: N/A			
Repurchase Source	Legal CRM, Sheryl Rosario	Gm Counsel Contact Name: N/A			
Reason for Repurchase: Fuel gauges erratic & fuel tank sensors inoperative.		Address 1:			
		Address 2:			
		City:	State:	Zip:	
		Phone #:			
		Fax #:			
<b>Lien Payoff</b>					
Lien Payoff Amount: 38285.64		Lien Payoff Expires on: 2004-12-20		Per Diem: 4.94	
Customer Due to GM: 0.00			Dealer Due GM: 0.00		
<b>Check Information</b>					
Customer		Lienholder		Plaintiff's Attorney	
Check Amt:	0.00	Payee1:	Arrowhead Credit Union	Check Amt:	20545.89
Payee1:	Kenneth Almblad	Payee2:	Acct.# 104760-02	Payee1:	Kenneth Almblad &
Payee2:		Address1:	2121 North D Street	Payee2:	Consumer Legal Services
Address1:	2997 North	Address2:		Address1:	30928 Ford Road
Address2:	Palm Avenue	City:	San Bernardino	Address2:	
City:	Rialto	State:	CA	City:	Garden City
State:	CA	Zip:	92405	State:	MI
Zip:	92377-8108	Phone #:	800-743-7228	Zip:	48135
Phone #:	909-874-8230	Fax #:		Phone #:	800-828-5513
Fax #:		Attention:	Payoff Dept.	Fax #:	734-422-5275
		Account #:	104760-02	Attention:	Steve Stancroff
				Fed Tax ID:	38-3116339
				Firm Name:	Consumer Legal Svcs.

Case ID: 89473 Initiator: rosarios

# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:

Date:

AVM Requested



July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
Nokomis, FL [REDACTED]

Service Request: 1-230422820  
Customer Relationship Manager: Mia Kirkland

Dear Mr. [REDACTED]:

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 [REDACTED] 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 [www.mygmLink.com](http://www.mygmLink.com). 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 [REDACTED] 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 [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

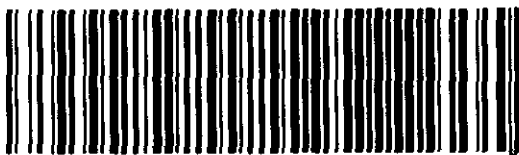
CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:  Date:

AVM Requested

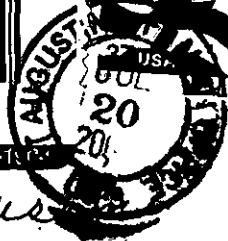
REGISTERED MAIL



RR 048 686 747 US

Label 200, July 1999

(102595) 99-M-T



U.S. POSTAGE  
PAID  
SAINT AUGUSTINE, FL  
32084  
JUL 20, 04  
AMOUNT

\$9.25

00044021-06

Chevrolet Motor Div  
P.O. Box 33170  
Detroit, Michigan 48232

JUL 27 2004

ADR

48232

0000



UNITED STATES  
POSTAL SERVICE

# 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).

Description of continuing defect(s) or condition(s) HOLE IN GAS TANK FROM MANUFACTURER  
2 BAD FUEL INJECTORS

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make CHEVROLET CORVETTE Model CORVETTE Year 2004  
VIN 1G1LL1Y12121G14451 [REDACTED] Date of Delivery FEB. 2004

Name and City/State of selling dealer or leasing company (if applicable) CHEVROLET AT THE AVENUES JAX. FL 32256

Name and City/State of authorized service agent(s) attempting previous repairs CHEVROLET AT THE AVENUES JAX FL 32256

Consumer [REDACTED] Home phone [REDACTED]  
Address ST. AUGUSTINE FL [REDACTED] Work phone [REDACTED]  
Signature [REDACTED]  
Date Mailed 1/20/04

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.



**GMC**

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 [REDACTED]

Dear Mr. Jones:

The following parties, [REDACTED] 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. **Once 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	ST	LAST ACTIVITY	
CD	CD	LVL	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	175	REG 05 SCR CONSUMER CASH PGM			06/02/04	11/02/04	P	07/31/04	11
_	CSR	173	REG 04 SCR CONSUMER CASH PGM			07/08/03	11/02/04	P	07/31/04	1,590
_	CSR	165	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

P/W:

www.chevroletatheavenues.com \* Jacksonville, FL 32256 \* (904) 260-7777  
10880 Phillips Highway

If you did not receive all pages or have any questions, please call (904)-260-7777 ext 291. Thank You.

Total pages including this one: 2

Fax: 1-(904)-260-7796

From: Chuck Jones

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Message:

APPROXIMATE START

Fax:

966-439-3817

Company:

MY BUSINESS RESOURCE CENTER

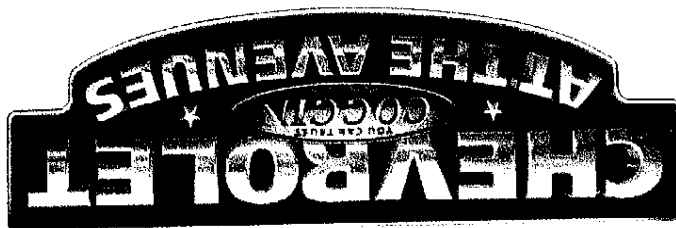
Attention:

MARY LOU DUNN

Please deliver to the person{s} listed below. Thank You.

DATE:

8/18/04





VEHICLE DETAIL

VIEW CONDITION

BOOK OUT SHEET

ADD RECON



VIN: JT8BU17R338 [REDACTED] Name: [REDACTED] Status: Retail Condition: Average Above Average \$25,500 N/A

Year: 2003 SSN: [REDACTED] Address: TOYOTA Model: 4 RUNNER Series: 4 RUNNER LTD Body: WAGON 4 DOOR Mileage: 11,643 Color: Black / Gray Interior Type: Transmission: Stock # 40625A A>Title: No Notes: Lender Account: Lender Phone:

Phone: Email: Lender: In Date: 1/8/2004 X-CI \$30,225 Out Date: 1/22/2004 Clean \$29,475 Check-In: \$28,050 Avg. \$27,650 Out Value: \$0 Rough \$26,200 Cur. COS: \$28,189 Loan \$28,200 Recon: \$139 Retail Value: \$27,500 Recon Est: \$0 Vehicle has no opt: Power Moonroof

Appr. Value: \$28,000 Appr. Date: 1/9/2004 5:46:00 PM EST Air Ride Suspens Navigation System w/o Running Board

Appr. By: GERRARD STEWART Hide Trade Analysis NADA

LIKE HISTORY (1) / INVENTORY (6) 4RUNNER-V6 WGN Trade \$28,525 Retail \$32,350 Loan \$26,675 Opt Trade \$1,425 Opt Retail \$1,425 Opt Loan \$1,425

Vehicle has no opt: Bed Liner Bed Liner-Spray C Fiberglass Cap JBL Stereo System Luggage Rack Navigation System Power Sunroof Roll Bar Running Boards Snow Flow Pkg /P Theft Recovery Sy Towing/Camper P Winch

No photos found

TRADE BUYERS:2 STOP these vehicles or typing sold members or other from Board

RETAIL Buy/Sell 0 -1 18 19 \$14,388 \$6,062 \$1,927 \$1,308

Avg Turn Time 90d Avg COS Avg Rtl Profit

90d Avg COS Avg Rtl Profit

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RVDC Case# 87251

BRC Case Number	1233176323	Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Customer Name		Dealer Admin Fee Applies? Y	Issue Release N	
Original VIN	1G1YY22G445	This vehicle was repurchased as a result of a: Voluntary settlement of a GM alternative dispute resolution program		
BAC	168823	Retrieve Sales Tax? Y	Title Brand?	
Dealership Name	COGGIN CHEVROLET AT THE AVENUES	Reason for not Retrieving Sales Tax:		
Dealer Contact/Title	Chuck Jones, Fixed Ops Manager	Original Sales Tax Paid in State: FL	Repurchased Under Laws of State: FL	
Dealer Phone	9042607777	Vehicle Meets Presumption of LEMON LAW? Y		
Dealer Fax	9048864493	Closing Schedule: 2004-09-02	Established on: 2004-08-27	
Delivery Date	2004-01-09	If no, where: BAC is 0		
Buyback Mileage	4400	Location Site Name:		
Transmission	A	Contact Name:		
UCC Code(s)	L0408	Address 1:		
MSRP	50425.00	Address 2:		
Est. Auction Value	39233.20	City:	State:	Zip:
Case Number	87251	Phone #:		
TAC Case Number		Fax #:		
Type of Transaction	SR	Comment: Florida Voluntary BBB Case - Compliance Date 9/17/04.		
Replacement VIN		GM Legal Case Number:		
Repurchase Type	ADR Mediated - BBB or State	GM Counsel Name: N/A		
Repurchase Source	PRA ADR AVM John Bartnik	GM Counsel Contact Name: N/A		
Reason for Repurchase: Fuel Tank leaks.		Address1:		
		Address2:		
		City:	State:	Zip:
		Phone #:		
		Fax #:		
<b>Lien Payoff</b>				
Lien Payoff Amount: 0.00		Lien Payoff Expires on:		Per Diem: 0.00
Customer Due to GM: 0.00		Dealer Due GM: 0.00		
<b>Check Information</b>				
<b>Customer</b>		<b>Lienholder</b>		<b>Plaintiff's Attorney</b>
Check Amt:	43818.78	Payee1:	Payee1:	Check Amt: 0.00
Payee1:	Gonzalo & Elizabeth Hernandez	Payee2:	Payee2:	
Payee2:	& Coggin Chevrolet L.L.C.	Address1:	Address1:	
Address1:	148 Edge of Wood Road	Address2:	Address2:	
Address2:		City:	City:	
City:	St. Augustine	State:	State:	
State:	FL	Zip	Zip	
Zip	32092	Phone #:	Phone #:	
Phone #:	904-940-5999	Fax #:	Fax #:	
Fax #:		Attention:	Attention:	
		Account #:	Fed Tax ID:	
			Firm Name:	

Case ID: 87251 Initiator: dahmerm

**GENERAL MOTORS  
BUSINESS RESOURCE CENTER  
STRAIGHT REPURCHASE CHECKLIST**

APP		APP	
_____	GM CARD EARING ON BUYBACK FORM (I.A.)	_____ <u>  </u>	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____ <u>  </u>	COPY OF TITLE OR REGISTRATION	_____ <u>  </u>	<u>  </u> NADA
_____ <u>  </u>	WARRANTY HISTORY	_____ <u>  </u> ✓	ACV ON TRADE-IN DOCUMENTATION (I.A.)
_____ <u>  </u>	INCENTIVES FROM R028 IN BARS	_____ _____	BBB/LEMON LAW RULING (I.A.)
_____ <u>  </u>	DESCRIPTIONS OF INCENTIVES F071 IN BARS	_____ _____	RECEIPTS FOR ANY AFTER-MARKET ITEMS (I.A.)
_____ _____	CHECK REQUEST FORM	_____ _____	SIGNED SETTLEMENT OFFER LETTER
_____ _____	RVDC SPECIAL INSTRUCTIONS FORM (I.A.)	_____ _____	SIGNED RELEASE AGREEMENT
_____ <u>  </u>	RVDC CALCULATION WORKSHEET	_____ _____	SIGNED DEALER CONFIRMATION LETTER
_____ <u>  </u>	PRA FORM	_____ _____	GM CARD EARNINGS ON BUYBACK FORM (I.A.)
_____ <u>  </u>	INVOICE ON ORIGINAL VEHICLE	_____ _____	STATEMENT OF FINANCE CHARGES FROM BANK
_____ _____	INVOICE FOR CONVERSION PACKAGE (I.A.)	_____ _____	INVOICE FOR ATTORNEY FEES (I.A.)
	<i>(I.A.) MEANS IF APPLICABLE</i>	_____ _____	REPAIR ORDERS FOR REASON FOR REPURCHASE

**REPURCHASE LIENHOLDER INFORMATION**

**CUSTOMER INFORMATION: 1-233176323**

Name	[REDACTED]
VIN#	1G1YY22G445 [REDACTED]
Year-Make and Model:	2004 Chevrolet Corvette

**LIENHOLDER INFORMATION:**

Lienholder Name:	NONE
Lender Contact Person and Date:	
Physical Address:	
City/State/Zip	
Phone:	
Account Number:	
Dealer Buyout/Payoff Amount:	
Buyout/Payoff Expiration Date:	
Per Diem:	

**BRC REPURCHASE WORKSHEET**

File Number  
1-233176323

Customer Name

Worksheet filled out by:  
ML Dahmer

Old Vehicle VIN:  
1G1YY22G44

New Vehicle VIN:

Date:  
8/18/04

STRAIGHT REPURCHASE		LEASE REPURCHASE			
		Lease Terms MO	MI	Lease Usage Mo	MI
1	Base Price	\$45,851.33		Dealer Buyout Price	
2	Dealer Prep	\$395.00		Payments (opt)	
3	Tax	\$1,155.17		Pre-Payment(s) (Pro-rate)	
4	Tire \$5, Battery \$1.50, Reg \$90, LL \$2	\$98.50		Cap Cost Reduction	
5	Aftermarket Items			Tax	
6	Finance Charges	\$0.00		Reg./Lic./Title (opt)	
7	Incentives (deduct)	\$2,000.00		Other	
8	<b>Total Purchase Price</b>	<b>\$45,500.00</b>		<b>Total Additions</b>	<b>\$0.00</b>
9					
10	Usage/Depreciation	\$1,681.22		Usage/Depreciation	
11	Damage			Damage	
12	Over Allowance			Over Allowance	
13	Negative Equity			Negative Equity	
14				Security Deposit	
15	<b>Total Deductions</b>	<b>\$1,681.22</b>		Incentives	\$0.00
16				<b>Total Deductions</b>	<b>\$0.00</b>
17					
18	<b>Total Repurchase Amount</b>	<b>\$43,818.78</b>		<b>Total Repurchase Amount</b>	<b>\$0.00</b>
19					
20	<b>Total Payoff Amount</b>			<b>Dealer Buyout Price (From Line 1)</b>	<b>\$0.00</b>
21					
22	<b>Total Refund to Customer</b>	<b>\$43,818.78</b>		<b>Total Refund to Customer</b>	<b>\$0.00</b>
23					
24					
25	Estimated Auction Price	\$39,233.20		Estimated Auction Price	
26	Projected Loss	(\$4,585.58)		Projected Loss	\$0.00

**PAYMENT METHOD**

Payee(s)	Amount	Contact(s)
A Credit to Dealership		BAC Code 168823
B Check to Customer		Dealer Name Coggin Chevrolet L.L.C.
C Check to Lienholder & Customer		
D Check to Lienholder		
E Check to Attorney (1099 info)		
F Check to Other		

*[Signature]*  
Date 8/18/04

G.M. Signature

off wife + Tues wed. 10-10 hrs.

### electronic Preliminary Repurchase Authorization (ePRA)

(\*\*To go from field to field, use the TAB KEY)

- 1.Date (mm/dd/yyyy): 08/02/2004
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: St. Augustine, FL [REDACTED]
- 5.Primary Customer Phone #: [REDACTED] Home
- 6.Additional Customer Phone #: [REDACTED] [Click here for pull-down:](#)
- 7.Customer fax #: [REDACTED]
- 8. Cust Drivers Licenses #: [REDACTED]
- 9. State tax % rate: [REDACTED]

wife call 904-237-2524  
Dahmer 8/17/04 2.55

#### Customer Vehicle Information

- 10.Year/Make/Model: 2004/Chevrolet/Corvette
- 11.VIN (17 Digits): 1G1YY22G445 [REDACTED]
- 12.Current Mileage: 4,400
- 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Coggin Chevrolet At The Avenues
- 15.Dealership Phone #: 904-260-7777
- 16.Dealership Contact Name and TITLE: Chuck Jones - Fixed Operations Manager
- 17.Dealership Contact Phone # (if different than Dealership #):
- 18.Dealership Contact Fax #: 904-260-7796
- 19.Dealership BAC: 168823 Region: Southeast

20.What GOODWILL TOOLS were offered?

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

21.Was a TRADE Repurchase offered? YES

22.If this will not be a Trade Repurchase, Please explain Why? No similar vehicles available and customer not comfortable getting into another one right now..

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

- 23.CAC Case Number: 1-233176323
- 24.TAC Case Number:

25.If no TAC number, Explain: Reason for repurchase is due to parts delay exceeding 30 days - TAC would not have been able to assist.

26.Reason for Repurchase (Include specific mechanical failure): Fuel tank leaking.

27.This case was resolved by: Field Voluntary Decision w/ open ADR file

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

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

30.Type of TRANSACTION? STRAIGHT REPURCHASE

31.Vehicle Damage (explain what damage is present and who is responsible): n/a

#### 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: 4,400 (mileage) X 45,851.33 (purchase price) / 120,000 = \$1681.22

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 ePRA@GMExpert.com

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

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

Aug 12 04 10:21a

Heritage Landing

904-821-9114

P.3

REG. FEE	\$1.50								
INIT. FEE									
COUNTY FEE	\$6.75								
MAIL FEE									
SALES TAX	\$0.00								
TITLE FEE	\$27.00								
PLATE ISSUED	02/03/04								
DATE ISSUED	02/03/04								
INTERNET FEE	\$0.00								
KIOSK FEE	\$0.00								
VOLUNTARY CONT. FEE	\$								
GRAND TOTAL	\$35.35								

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 02/03/04

DL#:

TRF#:

VIN: 1G1YY226445

EXP: 11/05/04  
YR/M: 2004 CHEV



ST AUGUSTINE, FL



L#

Aug 12 04 10:20a

Heritage Landing

904-821-9114

p.2

IDENTIFICATION NUMBER <b>1Q1YY228445</b>	YR <b>2004</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>CV</b>	WT-L-BHP <b>3199</b>	VESSEL REGIS. NO.	TITLE NUMBER
REGISTERED OWNER <b>[REDACTED]</b> AND <b>ST AUGUSTINE FL [REDACTED]</b>						DATE OF ISSUE <b>02/03/2004</b>	
MAIL TO: <b>[REDACTED]</b> <b>ST AUGUSTINE FL [REDACTED]</b>						LIEN RELEASE INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED BY _____ TITLE _____ DATE _____	
[Barcode]						[Barcode]	

# CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23/328.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN; THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER <b>1Q1YY228445</b>	YR <b>2004</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>CV</b>	WT-L-BHP <b>3199</b>	VESSEL REGIS. NO.	TITLE NUMBER
PREV STATE <b>N</b>	COLOR <b>LINK</b>	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	USE <b>PVT</b>	PREV ISSUE DATE	
ODOMETER STATUS OR VESSEL MANUFACTURER OR ON USE <b>4 MILES 01/13/2004 ACTUAL</b>				HULL MATERIAL	PROP.	DATE OF ISSUE <b>02/03/2004</b>	

REGISTERED OWNER <b>[REDACTED]</b> AND <b>ST AUGUSTINE FL [REDACTED]</b>						LIEN RELEASE INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED BY _____ TITLE _____ DATE _____	
--------------------------------------------------------------------------------	--	--	--	--	--	------------------------------------------------------------------------------------------------------------------	--

1ST LIENHOLDER

NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

CARL A. FORD  
DIRECTOR

Copy Number: [REDACTED]

FRED O. DICKINSON, III  
EXECUTIVE DIRECTOR

ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.  
This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:  
Purchaser: \_\_\_\_\_ Address: \_\_\_\_\_

I/We state that this  is or  is light colored low roads     (in tenths) Miles, date read \_\_\_\_\_ and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless one of the odometer statement blocks is checked.  
CAUTION: DO NOT CHECK BOX IF ACTUAL MILEAGE. 1. I hereby certify 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 the actual mileage. WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED BY IT ARE TRUE.

Signature of Appraiser: _____ Signature of Co-Purchaser: _____ Signature of Seller: _____ Signature of Co-Seller: _____ (When Applicable) Selling Dealer's License Number: _____ Tax No. _____ Tax Collected: \$ _____	Printed Name of Purchaser: _____ Printed Name of Co-Purchaser: _____ Printed Name of Seller: _____ Printed Name of Co-Seller: _____
Auction Name: _____ License Number: _____	

VOID IF ALTERED



2004 CORVETTE COUPE  
 19U LEMANS BLUE /V8G  
 152 SHALE COMMEMORATIVE  
 ORDER NO. GSKW6Q/TFE STOCK NO.  
 VIN 1G1YY22G45

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD29061719  
 \*\*\*\*\*CN\*\*\*\*\*13\*26115S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY07 CORVETTE COUPE	43735.00	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 S786J S786J
XGG FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	WFP-S QTR OPT-1
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	BANK: GMAC - 029
Z51 PERFORMANCE HANDLING PACKAGE: (INCLUDES STIFFER SPRINGS AND STABILIZER BARS)	395.00	339.70	CHG-TO 26-115
1SC COMMEMORATIVE EDITION	3700.00	3182.00	SHIP WT: 3199
* MEMORY PACKAGE			HP: 48.7
* TWILIGHT SENTINEL			GMS: 42719.78
* ELECTROCHROMIC MIRRORS INSIDE REAR & LEFT OUTSIDE REAR			SUPPLR: 44642.17
* HEAD UP DISPLAY			MRM: 50425.00
* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN			DAN: 1SC
* COMMEMORATIVE EDITION			MEMO 2406.25

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 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

904-821-9114

p.2

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 26, 2004

St. Augustine, FL [REDACTED]

**STRAIGHT SETTLEMENT OFFER****Subject: Repurchase of 2004 Chevrolet Corvette, VIN# 1G1YY22G445 [REDACTED]**

Dear Mr. &amp; Mrs. Hernandez:

We regret that you are dissatisfied with your 2004 Chevrolet Corvette, VIN# 1G1YY22G445 [REDACTED] 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 ✓
<b>TOTAL REPURCHASE PRICE</b>	<b>\$43,818.78 ✓</b>
<b>TOTAL AMOUNT TO CUSTOMER</b>	<b>\$43,818.78 ✓</b>

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

General Motors will repurchase VIN # 1G1YY22G445 [REDACTED] 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

p.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:

*[Handwritten Signature]*  
8/27/04 8-27-04



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 26, 2004

St. Augustine, FL

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**GMC**

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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 12:15:25

VIN: 1G1YY22G4 45 [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GSKW6Q PAGE NO: 1

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	OA	0.00	9
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:

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 08/02/04

PROCESSING SOURCE: CHEVROLET 12:13:05

VIN: 1G1YY22G4 45 [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GSKW6Q PAGE NO: 1

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	OA	0.00	9
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:

6

THANK YOU



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.



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 26, 2004

St. Augustine, FL [REDACTED]

**STRAIGHT SETTLEMENT OFFER**

Subject: Repurchase of 2004 Chevrolet Corvette, VIN# 1G1YY22G445 [REDACTED]

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Less incentives	<u>\$2,000.00</u>
<b>TOTAL REPURCHASE PRICE</b>	<b>\$43,818.78</b>
<b>TOTAL AMOUNT TO CUSTOMER</b>	<b>\$43,818.78</b>

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

General Motors will repurchase VIN # 1G1YY22G445 [REDACTED] 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)



**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

8/27/04

8-27-04

**DRIVER LICENSE CLASS E**  
**Florida**

*The Sunshine State*

LICENSE NUMBER  
[REDACTED]

ST AUGUSTINE, FL [REDACTED]

BIRTH DATE	SEX	HGT.	REST.	ENDORSE.
11-28-44	F	5-02		
ISSUED		EXPIRES		DUPLICATE
12-10-88		11-28-04		10-03-00

ED40010030072

SAFE DRIVER

Operation of a motor vehicle constitutes consent to any sobriety test required by law.

**DRIVER LICENSE CLASS E**  
**Florida**

*The Sunshine State*

LICENSE NUMBER  
[REDACTED]

ST AUGUSTINE, FL [REDACTED]

BIRTH DATE	SEX	HGT.	REST.	ENDORSE.
11-06-41	M	5-10	A	
ISSUED		EXPIRES		DUPLICATE
11-04-88		11-05-05		08-22-00

ED40008220082

SAFE DRIVER

Operation of a motor vehicle constitutes consent to any sobriety test required by law.

REG. TRX	INIT REG. FEE	COUNTY FEE	HRL FEE	SALES TAX	TITLE FEE
\$1.60	\$	\$6.75	\$	\$0.00	\$27.00
PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
	02/03/04	\$0.00	\$	\$35.35	

FLORIDA VEHICLE REGISTRATION

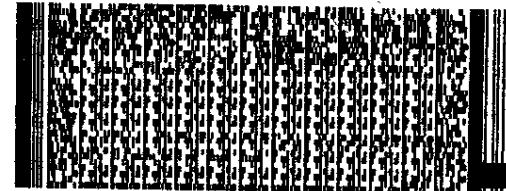
DATE ISSUED: 02/03/04

DL# [REDACTED] EXP: 11/05/04  
 TRG# [REDACTED] IC: 8978773B YR/MK: 2004 CHEV  
 VIN: 1G1YYZ2G44E

[REDACTED]  
 ST AUGUSTINE, FL [REDACTED]

L# [REDACTED]

IDENTIFICATION NUMBER <b>1G1YY22G445114831</b>	YR <b>2004</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>CV</b>	WT-L-BHP <b>3199</b>	VESSEL REGIS. NO.	TITLE NUMBER <b>89787736</b>
REGISTERED OWNER <b>GONZALO RAFAEL HERNANDEZ AND ELIZABETH FAYE HERNANDEZ 148 EDGE OF WOOD RD ST AUGUSTINE FL 32092</b>						DATE OF ISSUE <b>02/03/2004</b>	
MAIL TO: <b>GONZALO RAFAEL HERNANDEZ 148 EDGE OF WOOD RD ST AUGUSTINE FL 32092-0780</b>						LIEN RELEASE INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED BY _____ TITLE _____ DATE _____	



# CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23/328.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN, THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL

IDENTIFICATION NUMBER <b>1G1YY22G445</b>	YR <b>2004</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>CV</b>	WT-L-BHP <b>3199</b>	VESSEL REGIS. NO.	TITLE NUMBER
PREV STATE <b>N</b>	COLOR <b>UNK</b>	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	USE <b>PVT</b>	PREV ISSUE DATE	
ODOMETER STATUS OR VESSEL MANUFACTURER OR OH USE <b>4 MILES 01/13/2004 ACTUAL</b>				HULL MATERIAL	PROP	DATE OF ISSUE <b>02/03/2004</b>	

REGISTERED OWNER  
[REDACTED] AND  
**ST AUGUSTINE FL [REDACTED]**

LIEN RELEASE  
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED  
BY \_\_\_\_\_  
TITLE \_\_\_\_\_ DATE \_\_\_\_\_

1ST LIENHOLDER  
**NONE**

DIVISION OF MOTOR VEHICLES TALLAHASSEE FLORIDA



DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

*Carl A. Ford*  
CARL A. FORD  
DIRECTOR

Control Number [REDACTED]

*Fred O. Dickinson, III*  
FRED O. DICKINSON, III  
EXECUTIVE DIRECTOR

ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.  
This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser: \_\_\_\_\_ Address: \_\_\_\_\_  
Selling Price: \$ \_\_\_\_\_ Date Sold: \_\_\_\_\_

I/We state that this  5 or  6 digit odometer now reads  (no tenths) miles, date read \_\_\_\_\_ and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless one of the odometer statement blocks is checked.

CAUTION:  DO NOT CHECK BOX IF ACTUAL MILEAGE  1. I hereby certify 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 the actual mileage. WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

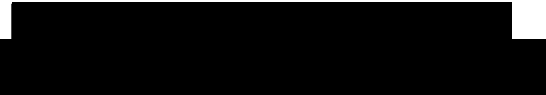
Signature of Purchaser: \_\_\_\_\_ Printed Name of Purchaser: \_\_\_\_\_  
Signature of Co-Purchaser: \_\_\_\_\_ Printed Name of Co-Purchaser: \_\_\_\_\_  
Signature of Seller: \_\_\_\_\_ Printed Name of Seller: \_\_\_\_\_  
Signature of Co-Seller: \_\_\_\_\_ Printed Name of Co-Seller: \_\_\_\_\_  
(When Applicable)  
Selling Dealer's License Number: \_\_\_\_\_ Tax No. \_\_\_\_\_ Tax Collected: \$ \_\_\_\_\_  
Auction Name \_\_\_\_\_ License Number: \_\_\_\_\_

VOID IF ALTERED

Fax Coversheet

To: MARY LOU DAHMER

FROM

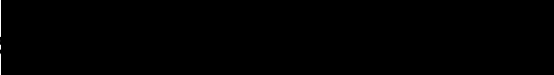


Company: GMC

Date:

8-19-04

Re



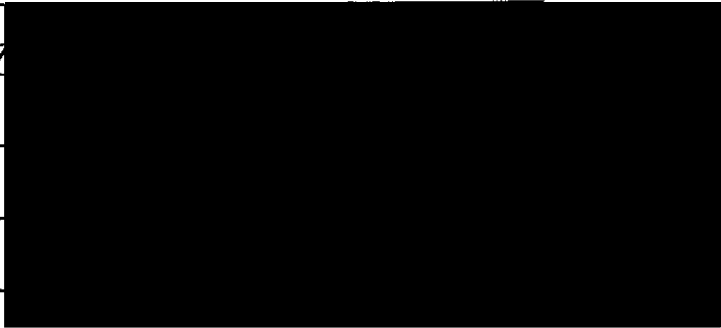
Fax



Total Number of Pages including coversheet: 3

THANK YOU FOR YOUR HELP IN  
THIS MATTER.

MY FAX #  
MOBILE #



**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.**

IDENTIFICATION NUMBER <b>1G1YY22G44E</b>	YR <b>2004</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>CV</b>	WT-L-BHP <b>3199</b>	VESSEL REGIS. NO.	TITLE NUMBER
REGISTERED OWNER [REDACTED] AND <b>ST AUGUSTINE FL</b>						DATE OF ISSUE <b>02/03/2004</b>	
MAIL TO: [REDACTED] <b>ST AUGUSTINE FL</b>						LIEN RELEASE INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED BY _____ TITLE _____ DATE _____	

# CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.29/328.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN, THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL

IDENTIFICATION NUMBER <b>1G1YY22G44E</b>	YR <b>2004</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>CV</b>	WT-L-BHP <b>3199</b>	VESSEL REGIS. NO.	TITLE NUMBER
PREV STATE <b>N</b>	COLOR <b>UNK</b>	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	USE <b>PVT</b>	PREV ISSUE DATE	
ODOMETER STATUS OR VESSEL MANUFACTURER OR OH USE <b>4 MILES 01/13/2004 ACTUAL</b>				HULL MATERIAL	PROP	DATE OF ISSUE <b>02/03/2004</b>	

REGISTERED OWNER  
[REDACTED] AND  
**ST AUGUSTINE FL**

LIEN RELEASE  
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS  
HEREBY RELEASED  
BY \_\_\_\_\_  
TITLE \_\_\_\_\_ DATE \_\_\_\_\_

1ST LIENHOLDER

NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE



FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

*Carl A. Ford*  
CARL A. FORD  
DIRECTOR

Control Number



*Fred O. Dickinson, III*  
FRED O. DICKINSON, III  
EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)  
ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser: \_\_\_\_\_ Address: \_\_\_\_\_

I/We state that this  5 or  6 digit odometer now reads  (no tenths) Selling Price: \$ \_\_\_\_\_ Date Sold: \_\_\_\_\_

miles, date read \_\_\_\_\_ and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless one of the odometer statement blocks is checked.

CAUTION:  DO NOT CHECK BOX IF ACTUAL MILEAGE  1. I hereby certify 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 the actual mileage. WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Purchaser: _____	Printed Name of Purchaser: _____
Signature of Co-Purchaser: _____	Printed Name of Co-Purchaser: _____
Signature of Seller: _____	Printed Name of Seller: _____
Signature of Co-Seller: _____	Printed Name of Co-Seller: _____

(When Applicable)  
Selling Dealer's License Number: \_\_\_\_\_ Tax No. \_\_\_\_\_ Tax Collected: \$ \_\_\_\_\_  
Auction Name \_\_\_\_\_ License Number: \_\_\_\_\_

VOID IF ALTERED

REG. TAX	\$1.60	INIT REG.	\$6.75	COUNTY FEE	\$6.75	MAIL FEE	\$0.00	SALES TAX	\$0.00	TITLE FEE	\$27.00
PLATE ISSUED	02/03/04	DATE ISSUED	02/03/04	INTERNET KIOSK FEE	\$0.00	VOLUNTARY CONT. TOTAL	\$	GRAND TOTAL	\$35.35		

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 02/03/04  
 DL#: [REDACTED]  
 TAG#: [REDACTED] EXP: 11/05/04  
 VIN: 1G1YY226445 [REDACTED] YR/MK: 2004 CHEV

[REDACTED]

ST AUGUSTINE, FL [REDACTED]

[REDACTED]





### Fax cover sheet

TO: G. M. LEGAL

FROM: STEVE ELLIOTT

SUBJECT: VIN 45 [REDACTED]

CAR IN SHOP OVER 30 DAYS

Total Pages including cover sheet: 3

If you didn't receive all the pages or have any questions, please call us here at 260-7777...

X 289

65855

1 8 5 4 8 7

**COGGIN CHEVROLET AT THE AVENUES**

\*ACCOUNTING\*

10880 PHILLIPS HWY. JACKSONVILLE, FL 32256  
(904) 260-7777

www.cogginauto.com



SAINT AUGUSTINE, FL

PAGE 1

HOME: [REDACTED] US: 000-000-0000

SERVICE ADVISOR: 773 STEVE ELLIOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	04	CHEVROLET CORVETTE	1G1YY22G445 [REDACTED]		4421/4421	T888	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13JAN2004			18:42 29JUL04		80.00	CASH	28JUL2004
R.O. OPENED	READY	OPTIONS: 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	0	110.55		88.21	88.21
1	10337583	F-PIPE			3406	4768	0	59.75		47.68	47.68
3	12562640	STUD			831	1011	0	4.24		3.37	10.11
3	10255857	NUT-M10X1			348	486	0	2.04		1.62	4.86
1	MISC GAS				3250	3250	0	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 /V8G  
 152 SHALE COMMEMORATIVE  
 ORDER NO. GSKW6Q/TRE STOCK NO.  
 VIN 1G1YY22G45

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD29061719

\*\*\*\*\*CN\*\*\*\*\*13\*26115S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY07 CORVETTE COUPE	43735.00	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 S786J S786J
XGG FRONT TIRE-P245/45ZR17 BW SBR	N/C	N/C	WFP-S QTR OPT-1
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	BANK: GMAC - 029
Z51 PERFORMANCE HANDLING PACKAGE; (INCLUDES STIFFER SPRINGS AND STABILIZER BARS)	395.00	339.70	CHG-TO 26-115
1SC COMMEMORATIVE EDITION	3700.00	3182.00	SHIP WT: 3199
* MEMORY PACKAGE			HP: 48.7
* TWILIGHT SENTINEL			GMS: 42719.78
* ELECTROCHROMIC MIRRORS INSIDE			SUPPLR: 44642.17
REAR & LEFT OUTSIDE REAR			MRM: 50425.00
* HEAD UP DISPLAY			DAN: 1SC
* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN			MEMO 2406.25
* COMMEMORATIVE EDITION			

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 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

July 14, 2010

Mr. [REDACTED]

Denver, CO [REDACTED]

Service Request: 1-237177633

Customer Relationship Manager: Della Richmond

Dear Mr. [REDACTED]

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 [REDACTED] 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 [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:  Date:

AVM Requested

July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
Las Vegas, NV [REDACTED]

Service Request: 1-237683443  
Customer Relationship Manager: Rhonda Anderson

Dear Mr. [REDACTED]

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 [REDACTED] 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

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# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:

Date:

AVM Requested

July 14, 2010

Mr. [REDACTED]

[REDACTED]  
Memphis, TN [REDACTED]

Service Request: 1-238249240

Customer Relationship Manager: Ruben Martinez

Dear Mr. [REDACTED]

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 [REDACTED] 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 [www.mygmlink.com](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:  Date:

AVM Requested

July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
Nacogdoches, TX [REDACTED]

Service Request: 1-241782746  
Customer Relationship Manager: Esther Forcier

Dear Mr. [REDACTED]

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

# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:

Date:

AVM Requested

Mr. [REDACTED]

Fairfield, AL [REDACTED]

Service Request: 1-246656161

Customer Relationship Manager: Gabriel Chatman

Dear Mr. [REDACTED]

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 [REDACTED] 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 [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
Moreno Valley, CA [REDACTED]

Service Request: 1-248315217  
Customer Relationship Manager: Allison Shaw

Dear Mr. [REDACTED]

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 [www.mygmlink.com](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

07/14/10

**MANUFACTURER RESPONSE FORM  
(CALIFORNIA)**

Case Number: CHV0451191

Vehicle: 04 Chevrolet Corvette

Customer Name: [REDACTED]

VIN: 1G1YY22G045 [REDACTED]

**Manufacturer's Position: General Motors position, after research and a completed case assessment will be to provide a Settlement Offer of 5/60 GMPP Value Guard \$0 Ded. The vehicle's leak concerns have been addressed and repaired under the terms of the New Vehicle Warranty, and the vehicle is operating as designed. The vehicle is a 2004 Chevrolet Corvette and the vehicle is equipped with a 3/36 Manufacturer New Vehicle Warranty, and General Motors would like to provide a comprehensive coverage by providing a GMPP.\_\_\_\_**

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**Documentation Provided (please check):**

- Technical Service Bulletin(s)
- Recall Notice(s)
- Vehicle Repair Records
- Purchase/Lease documentation
- Other: \_\_\_\_\_

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

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

Form completed by: James Rayford Date: 7/14/10

Future Contact: James Rayford

Phone: 800-231-1841 X58438 Fax: (866)213-4647

Please return this form as soon as possible to: **BBB AUTO LINE**  
Fax: 703.247.9700

## Overallowance / Incentives / Negative Equity Form

Customer XXXXXXXXXX Request # 1-248315217 BBB # CHV0451191

Straight \_\_\_\_\_ Trade \_\_\_\_\_ Mandated \_\_\_\_\_ Mediated \_\_\_\_\_

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

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

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)	\$ 42,945.96
MSRP (from BARS Invoice)	\$ 47,730.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$ 4,784.04

Trade Allowance (from dealer Bill of Sale)	\$ 30,000.00
Actual Cash Value Statement	\$ 30,000.00
<b>(A) Over Allowance</b> (If positive)	\$ 0.00

Payoff	\$ 42,862.61
Actual Cash Value Statement	\$ 30,000.00
<b>(B) Negative Equity</b> (If positive)	\$ 12,862.61

<u>If Over Allowance and/or Incentives (not included in Purchase Price) are found, <b>verify</b> with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)	\$ 42,945.96
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	\$ 3,000.00
<b>(A Over Allowance) + (B Negative Equity)      minus</b>	\$ 0.00
Actual price of Vehicle that should be presented to BBB for ATA	\$ 39,945.96

2004 CORVETTE COUPE  
 88U MEDIUM SPIRAL GRAY METALLIC /V8G  
 193 BLACK LEATHER TRIM SEATING  
 ORDER NO. GXPVJV/TRE STOCK NO.  
 VIN 1G1YY22G045

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD34685213  
 \*\*\*\*\*FY\*\*\*\*\*13\*20322S

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	N/C	SHIPPED 02/17/04
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
UL0 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-P245/45ZR17 BW SBR	N/C	N/C	BANK: GMAC - 085
YF5 50-STATE EMISSIONS	N/C	N/C	CHG-TO 20-322
YGH REAR TIRE-P275/40ZR18 BW SBR	N/C	N/C	
1SB PREFERRED EQUIPMENT GROUP	1200.00	1032.00	SHIP WT: 3180
* MEMORY PACKAGE			HP: 48.7
* TWILIGHT SENTINEL			GMS: 40484.43
* ELECTROCHROMIC MIRRORS INSIDE			SUPPLR: 42306.23
REAR & LEFT OUTSIDE REAR			MRM: 47730.00
* HEAD UP DISPLAY			MEMO 2271.50
* STEERING: POWER TELESCOPING& MANUAL TILT STEERING COLUMN			

TOTAL MODEL & OPTIONS	46930.00	41017.33	ACT 231	40409.43
DESTINATION CHARGE	800.00	800.00	H/B 261	1407.90
LAM DEALER CONTRIBUTION		469.30	ADV 261	469.30
LAM GROUP CONTRIBUTION		234.65	EXP 65A	234.65

TOTAL 47730.00 42521.28 PAY 310 42521.28  
 MEMO: TOTAL LESS HOLDBACK AND 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.

PARADISE CHEVROLET CADILLAC  
 REMIT TO GMAC NO. 085  
 VIN 1G1YY22G045  
 \$ 42521.28 INV 1AD34685213  
 DUE 02/26/04 DEALER 20-322



# GMPP Request for Processing

SR# **1-248315217**

[Empty Box]

New/Used: **New**

Division: **Chevrolet**

Vehicle Style: **Car**

Complete VIN: **1G1YY22G045**

Vehicle Year: **2004**

Division - Dealer Code: **Chevrolet 13-32888**

General Motors has agreed to :

**Approve and pay for a new plan - no GMPP Coverage currently**

**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: **03/06/04**

Odometer Reading: **9800**

Plan Purchase Date: **10/12/04**

Customer Ownership: **Owner**

Business Name: [Empty Box]

Customer Name - Title: **Mr.** (First - M.I. - Last): [Redacted]

Address Line 1: [Redacted]

Address Line 2: [Empty Box]

City: **Moreno Valley**

State: **CA**

Zip: [Redacted]

Plan Type: **Major Guard**

# of Months: **72 Months**

Mileage: **100000**

Plan Type: [Empty Box]

# of Months: [Empty Box]

Mileage: [Empty Box]

Deductible: **\$0**

Plan Lien Holder (Select Division below):

Division Address: **Chevrolet - PO Box 33170 Detroit, MI 48232-5170**

CRM (Decision Maker): **Allison Shaw**

Team Manager / Liaison: **Victor Digilio**

Team CARS Site: **Tampa**

Date: **10/26/04**

*CLASS 5  
\$3505.00  
1097-10/27-1815*

*JTD*

FOR YOUR CONVENIENCE

BODY SHOP HOURS

PARTS HOURS

MONDAY - FRIDAY

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

7:30 A.M. - 9:00 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

CVCS181074



01011CVCS181074

CUSTOMER NO. <b>186605</b>	ADVISOR <b>SCOTTY BEATON</b>	TAG NO. <b>229</b>	INVOICE DATE <b>09/09/04</b>	INVOICE NO. <b>CVCS181074</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>8,422</b>	COLOR <b>GRAY/</b>	STOCK NO.
YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE</b>	VEHICLE I.D. NO. <b>1G1YY22G045</b>		DELIVERY DATE	DELIVERY MILES
F. T. E. NO.	P. O. NO.	R. O. DATE <b>08/11/04</b>	SELLING DEALER NO. / PRODUCTION DATE	
BUSINESS PHONE	COMMENTS			

**LABOR & PARTS**  
**J# 1 12CVZ** \*FUEL SYSTEM C/A TECH(S):3610  
 BAD GAS SMELL AROUND GAS CAP AREA AFTER DRIVING AND GETTING  
 OUT OF CAR AND CHECKING  
 LEAK AT FUEL TANK DEFECTIVE FLANGE SEAL  
 PRESSURE CHECK  
 FOUND LEAK AT TANK NEED TO R/R UNIT CUSTOMER IS LEAVING  
 VEHICLE FOR TEAR DOWN.  
 R/R TANK REPLACE TANK AND TRANSFER ALL PARTS AND MOUNTING  
 PADS ALSO INSTALL UPDATED FUEL PUMP.

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

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10363245	TANK 3.001		
JOB # 1	1	10337590	MODULE 3.107		
JOB # 1	1	10337583	PIPE 3.163		
<b>JOB # 1 TOTAL PARTS</b>				<b>0.00</b>	<b>WARRANTY</b>
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>				<b>0.00</b>	

**THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.**

**J# 2 04CVZ** \*INTERIOR TRIM TECH(S):2632  
 DRIVERS TOP TRIM AT HATCH NOT SITTING IN  
 REMOVABLE TOP ATTACHED IMPROPERLY THROUGH HOLE, WARPED  
 TOP BEZEL.  
 DRIVER INSTALLATION ERROR, UNABLE TO WARRANTY PARTS.

**WARRANTY**

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
<b>JOB # 2 TOTAL PARTS</b>				<b>0.00</b>	
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>				<b>0.00</b>	

**J# 3+25CVZ011** COURTESY TRANSPORTION TECH(S):1259  
 COURTESY TRANSPORTION  
 E  
 E

**WARRANTY**

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
<b>JOB # 3 TOTAL PARTS</b>				<b>0.00</b>	
<b>JOB # 3 TOTAL LABOR &amp; PARTS</b>				<b>0.00</b>	

**J# 4+23CVZ** \*AUTOMATIC TRANS C/A TECH(S):1285  
 FUEL LEAK AT TANK  
 PARTS SOP  
 NEED TO R/R TRANS AND INSTALL NEW TANK AND CROSSOVER FUEL  
 LEAK  
 R/R TRANA

**WARRANTY**

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	2	12555555	SEAL 3.611		
JOB # 4	4	10276792	GASKET 3.704		
<b>JOB # 4 TOTAL PARTS</b>				<b>0.00</b>	<b>WARRANTY</b>
<b>JOB # 4 TOTAL LABOR &amp; PARTS</b>				<b>0.00</b>	

FOR YOUR CONVENIENCE

BODY SHOP HOURS

PARTS HOURS

MONDAY - FRIDAY

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

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

CVCS181074



01011CVCS181074

CUSTOMER NO. <b>186605</b>		ADVISOR <b>SCOTTY BEATON</b>	TAG NO. <b>229</b>	INVOICE DATE <b>09/09/04</b>	INVOICE NO. <b>CVCS181074</b>
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE <b>8,422</b>	COLOR <b>GRAY/</b>
[REDACTED]		YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE</b>	DELIVERY DATE		DELIVERY MILES
[REDACTED]		VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 0 4 5</b>	SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]		F. T. E. NO.	P. O. NO.	R. O. DATE <b>08/11/04</b>	
[REDACTED] BUSINESS PHONE		COMMENTS			

LABOR & PARTS				TECH(S):1285		WARRANTY	
J#	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE			
J# 5+14CVZ	4	10282253	*FRONT SUSP C/A CAMPAIGN 04043 REPLACE NUTS				
				JOB # 5 TOTAL PARTS	0.00		
				JOB # 5 TOTAL LABOR & PARTS	0.00		
SUBLET				TOTAL - SUBLET	0.00		
JOB # 3	PO# 90764	VEND INV# 101234	INV. DATE 09/09/04	DESCRIPTION CAR RENTAL			
G.O.G. & SUPPLIES				TOTAL - GOG	0.00		

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

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

COMMENTS		
GAS TANK ON BACK ORDER		
SPAC # S00644735		
08/18/2004		
8/18/04 SPAC#00644883 PART #10337762		
SPAC #00644735		
NEW SPAC#S00661043 FOR TANK 8/24/04		
TOTALS		
*****		
* WE WANT YOU COMPLETELY SATISFIED. IF YOU HAVE*	TOTAL LABOR...	0.00
* ANY QUESTIONS OR EXPERIENCED ANY PROBLEMS. *	TOTAL PARTS...	0.00
* PLEASE DON'T HESITATE TO CALL US. WE SINCERELY*	TOTAL SUBLET...	0.00
* WANT YOUR BUSINESS. *	TOTAL G.O.G....	0.00
* CALL: (909-793-2681 OR 824-7145	TOTAL MISC CHG.	0.00
***** THANK YOU *****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE \_\_\_\_\_

CONVENIENCE  
 HOURS  
 MONDAY - FRIDAY  
 7:00 A.M. - 6:00 P.M.  
 SATURDAY  
 7:00 A.M. - 4:00 P.M.

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



**TOM BELL**  
**CHEVROLET**

800 ALABAMA • P.O. BOX 510  
 REDLANDS, CA 92373  
 (909) 793-2681 • (909) 824-7145

www.tombellchevy.com  
 BAR NO. AF22813  
 181074

TERMS:  
 CASH, VISA, MASTERCARD,  
 AMERICAN EXPRESS, CHECK  
 OR DISCOVER

10/01/04

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ010	DEALER MINOR 6K SERV	MI	79.95	01CVZT	3000 MILE SERVICE T	MI	24.95
01CVZDC	3000 MILE SERVICE C	MI	84.95	01CVZD	3000 MILE SERVICE D	MI	74.95
01CVZ010T	DEALER MINOR 6K TRK	MI	79.95	01CVZ010D	DEALER MINOR 6K DSL	MI	119.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/09/04 07/20/04	180897 179859	8291 6779	1313 3883	3610 3640	W C	12CVZ 01CVZ	*FUEL SYSTEM C/A 3000 MILE SERVICE

SALESPERSON NO.

S E R V I C E

STATE REG# RF022813

1G1YV22G045  
 2004 CHEVROLET CORVETTE  
 186605  
 COLOR: GRAY  
 MORENO VALLEY, CA  
 RESIDENCE PHONE: 909-794-2101  
 BUSINESS PHONE:  
 TIME RECEIVED: 07:09am DATE/TIME PROMISED: 09/30/04 06:00pm PRIORITY: 2  
 APPOINTMENT:  Yes  No  
 ADVISOR: SCOTTY BEATON  
 R.D. NO.: 18107  
 LICENSE NO.: 229  
 MILEAGE: 8422  
 ADVISOR NO.: 1313

ORIGINAL CUSTOMER ESTIMATE TOTAL

COMMENTS: GAS TANK ON BACK ORDER X - TA TIME

W 12CVZ FUEL SYSTEM C/A  
 BAD GAS SMOEL AROUND GAS CAP AREA AFTER DRIVING AND GETTING OUT OF CAR AND CHECKING

W 04CVZ INTERIOR TRIM  
 DRIVERS TOP TRIM AT HATCH NOT SITTING IN

W 25CVZ011 COURTESY TRANSPORTION  
 COURTESY TRANSPORTION

W 23CVZ AUTOMATIC TRANS C/A  
 FUEL LEAK AT TANK  
 PARTS SUP

C 14CVZ FRONT SUSP C/A  
 CAMP/ALIGN 04053

1281  
 R.R. hand  
 V1234 2.0  
 MALIBU

1281  
 10/04  
 10/04

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

TECHNICIAN ESTIMATE: UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN \_\_\_\_\_ DAYS OF THE DATE ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

AUTHORIZED BY: \_\_\_\_\_ DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

TOM BELL CHEVROLET IS NOT RESPONSIBLE FOR ITEMS LEFT IN THE VEHICLE.

PRIOR BODY DAMAGE

1011J181074

TO REORDER CALL PRINTING SOLUTIONS @ (909) 347-2102

3610 FUEL LEAK AT TANK

① 360 In short & TEST DEFECTIVE FUEL TANK & CROSS REFER SET TUBE SEALS NEEDS NEW TANK UPDATE & SENDAL W/ SET TUBE.

① 360 1 - REMOVE TANK - SENDAL AND SET TUBE OTH 2 - DIAZ - PWS OTH FOR REAR DOWN TIME

AJR TRAKS

4. Get Repair Numbers Of Unit You Are Working On.

REPAIR LABOR SALES	FLAT RATE	R.O. NO.	ELAPSED TIME	OFF
81		181094		ON
		TECH. NO.		

ASSURANCE OF QUALITY

NO	UNITS	TECH. NO.	ELAPSED TIME	FLAT RATE	REPAIR LABOR SALES
29196	3201	181094			18

~~3610~~  
~~NO A JAW~~  
 9 SEPT 16.77  
 8 SEPT 15.34  
 3610

Gasket  
 Seals  
 Tank  
 Module  
 Pipe

Packing  
 4 nuts  
 Gaskets

not on pipe

9/8/04

NO	UNITS	TECH. NO.	ELAPSED TIME	FLAT RATE	REPAIR LABOR SALES
29196	3201	181094			80

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

VEHICLE REPAIR HISTORY

**CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Fuel Tank (Leak)**

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
8/11/04	8,422	31	Replaced Fuel Tank & Fuel Pump

**Total Days Reported Out of Service:**      31  

VEHICLE MEETS PRESUMPTION:    YES:

NO:

Arbitrate case:    

Settle case:

**Case Recommendation for Customer Satisfaction (based on a review of documentation):**

CRM advises the vehicle doesn't meet Presumption of the Lemon Law. CRM advises the vehicle was out of service for 31 days, for Part Back Order and Repair. CRM advises to provide a Settlement Offer of 5/60 GMPP Value Guard \$0 Ded.

**Field Rep and/or DEALER RECOMMENDATION:**

Service Manager Junior Beurone states the vehicle was recently out-of-service from Aug. 11-Sep. 10, due to National Fuel Tank on back order. Service Manager Junior Beurone states the Fuel Tank took three weeks to arrive and the Drive Train, Transmission have to be taken out in order to properly install the Fuel Tank. Service Manager Junior Beurone states the customer was provided a loaner/rental vehicle for the duration of repairs and part arrival. Service Manager Junior Beurone states AVM Ed Phelps authorized a reimbursement of one vehicle payment for inconvenience

Team Manager Approval:

Date:

ORIGIN ID: TPFA (813)948-7332  
AMY WHIDDEN  
PostNet  
2209 Collier Parkway  
Land O Lakes, FL 34639

SHIP DATE: 16AUG04  
SYSTEM: #3228764  
ACTL: WGT: 1 LB



TO  
FedEx Revenue Barcode  
WARRANTY - DEFECT NOTIFICATION (813)948-7332  
GENERAL MOTORS CORP.  
100 RENAISSANCE CENTER  
Detroit, MI 48265

FedEx

REF: 4019



AUG 18 2004

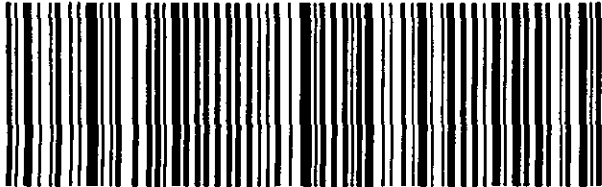
Delivery Address Barcode (FedEx-EDR)

PRIORITY OVERNIGHT

TRK# 7902 4204 9515 FORM 0201

TUE  
Deliver by:  
17AUG04  
A1

48265 -MI-US DTW  
XH IRSA



CLS060704

X-RAYE  
By General Motors Mail Serv.  
Mail to Motor

Express

FedEx

For FedEx Express shipments only.

A09-B24

The World On Time

Aug 18 2004

[REDACTED]  
LAND O LAKES, FL [REDACTED]

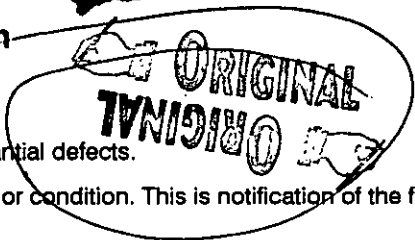
GENERAL MOTORS CORP.  
100 RENAISSANCE CENTER  
DETROIT, MICHIGAN  
48265

ATTN: 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 same 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 GAS FUMES - CROSSOVER PIPE & GAS TANK PROBLEMS - PRODUCES VERY HEAVY FUMES WHILE PARKED & IDLE BOTH INSIDE & OUTSIDE OF VEHICLE.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.) UN-SAFE

Vehicle Make CHEVROLET Model CORVETTE Year 2004  
VIN 1G11Y1Y131Z1G1X1A151 Date of Delivery 5/1/2004

Name and City/State of selling dealer or leasing company (if applicable) GORDON CHEVROLET, TAMPA, FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs GORDON CHEVROLET, TAMPA, FLORIDA

Consumer [REDACTED] Home phone [REDACTED]  
Address LAND O LAKES, FLORIDA Work phone [REDACTED]  
[REDACTED] Signature [REDACTED]  
[REDACTED] 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.

July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
[REDACTED]

Coral Springs, FL [REDACTED]

Service Request: 1-274920662

Customer Relationship Manager: Erica Franklin

Dear Mr. [REDACTED]

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 [REDACTED] 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 [www.mygmlink.com](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

# GMPP Request for Processing

SR#

New/Used:  Division:  Vehicle Style:

Complete VIN:   Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

**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:  Odometer Reading:

Plan Purchase Date:  Customer Ownership:

Business Name:

Customer Name - Title:  (First - M.I. - Last):

Address Line 1:

Address Line 2:

City:  State:  Zip:

Plan Type:  # of Months:  Mileage:

Plan Type:  # of Months:  Mileage:

Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site:

Date:

AVM Requested

July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
[REDACTED]

West Palm Beach, FL [REDACTED]

Service request: 1-288740324

Dear Mr. [REDACTED]

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.

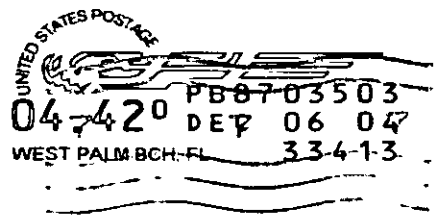
Sincerely,

Emma Ivie  
Customer Relationship Manager

LC0033-T/dls

**CERTIFIED MAIL™**

W. Palm Bch Fl



7004 2510 0004 7760 6423

Cherrolet Motor Division  
Cherrolet Customer Assistance Center  
Po Box 33170 DEC 09 2004  
Detroit MI

*PPR*

**RETURN RECEIPT  
REQUESTED**

48232-5170

48232+5170



# 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).

Description of continuing defect(s) or condition(s)

BOTH POWER WINDOWS REGULATORS  
REPLACED, GAS TANK CRACKED & REPLACED - FUEL PUMP  
REPLACED

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make

Chevrolet

CORVETTE

Year

2004

VIN

1G11Y12121G1514151

Date of Delivery

2-20-04

Name and City/State of selling dealer or leasing company (if applicable)

MARSONE Chevrolet

5757 LAKE WORTH ROAD, GREENACRES, FL

Name and City/State of authorized service agent(s) attempting previous repairs

SAME AS ABOVE

Consumer

Address

W. Palm Bch FL

Home phone

Work phone

Signature

Date Mailed

12-4-04

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.

July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
Fairfield, AL [REDACTED]

Service Request: 1-246656161  
Customer Relationship Manager: Gabriel Chatman

Dear Mr. [REDACTED]

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 [REDACTED] 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 [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

**Crest Chevrolet**  
**8281 Merrill Road**  
**Jacksonville, Florida 32277**  
**904-721-1880**  
**FACSIMILE TRANSMISSION**

Date: 3-18-07

Attention: Desire Gallagher

Company: GM

Fax #: 1866 213 9925

Message: veh is listed under another  
name when it came into our  
Shop

Request 71-611331527

Number of Pages including Cover: 2

For your review

As per your Request

Urgent

<p>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.</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



MAR 18, 2008 HISTORY DISPLAY

Store 03 SERVC01 PORT 5013 3100

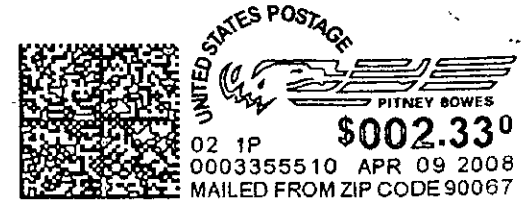
```

| CUSTOMER NAME [REDACTED] SERIAL NO. 1G1YY12S845 [REDACTED]
| 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
| 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
|-----
| 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)

APR 15 2008



RUBEN & SJOLANDER

ATTORNEYS AT LAW

1875 CENTURY PARK EAST, SUITE 1050

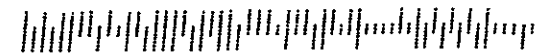
LOS ANGELES, CALIFORNIA 90067

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**

04/03/2008  
CT Log Number 513274402



**TO:** Amy Sjolander  
Ruben & Sjolander  
1875 Century Park East, Suite 1050  
Los Angeles, CA 90067

**BY:** \_\_\_\_\_

**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:** [REDACTED] 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 [REDACTED]

**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.  
Suite 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:** C T Corporation System  
**PER:** Nancy Flores  
**ADDRESS:** 818 West Seventh Street  
Los Angeles, CA 90017  
**TELEPHONE:** 213-337-4615

4-3-08  
2:50pm  
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,

FOR COURT USE ONLY  
(SOLO PARA USO DE LA CORTE)

**FILED**

2008 MAR 27 P 12:29

CLERK OF SUPERIOR COURT  
COUNTY OF COSTA COUNTY, CA

By: C. Green, Deputy Clerk

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](http://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](http://www.lawhelpcalifornia.org)), the California Courts Online Self-Help Center ([www.courtinfo.ca.gov/selfhelp](http://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/selfhelp/espanol/](http://www.courtinfo.ca.gov/selfhelp/espanol/)), 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 dé 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 podrá 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](http://www.lawhelpcalifornia.org)), en el Centro de Ayuda de las Cortes de California, ([www.courtinfo.ca.gov/selfhelp/espanol/](http://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 Caso): **C 08 - 00785**

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:

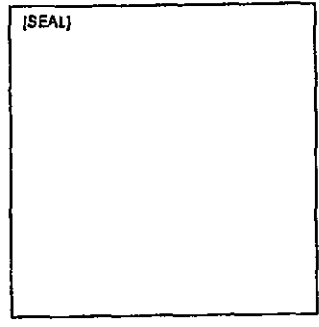
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):  
**ROMANO STANCROFF & MIKHOV PC**  
640 S. San Vicente Blvd., Ste. 230, Los Angeles, CA 90048  
**C. Green**

DATE: **MAR 27 2008** CLERK OF THE Clerk, by: \_\_\_\_\_, Deputy  
(Fecha) SUPERIOR COURT (Secretario) (Adjunto)

(For proof of service of this summons, use Proof of Service of Summons (form POS-010).)  
(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, (POS-010)).

NOTICE TO THE PERSON SERVED: You are served

- as an individual defendant.
- as the person sued under the fictitious name of (specify):
- on behalf of (specify): **General Motors Corporation, a Delaware Corporation**  
under:  CCP 416.10 (corporation)  CCP 416.60 (minor)  
 CCP 416.20 (defunct corporation)  CCP 416.70 (conservatee)  
 CCP 416.40 (association or partnership)  CCP 416.90 (authorized person)  
 other (specify):
- by personal delivery on (date):



**ECOPY**

FILED

2008 MAR 27 P 12:30

REGISTERED PROFESSIONAL  
COUNTY OF CONTRA COSTA

By: \_\_\_\_\_  
C. Green, Deputy Clerk

1 ROMANO STANCROFF & MIKHOV PC  
2 Steve Mikhov, Esq. (SBN 224676)  
3 Mark Romano, Esq. (SBN 244113)  
4 640 S. San Vicente Blvd., Suite 230  
5 Los Angeles, CA 90048  
6 Telephone: (323) 936-2274  
7 Fax: (323) 939-7973

8 Attorneys for Plaintiff,  
9 Nathan Gessner

10 SUPERIOR COURT OF CALIFORNIA  
11 COUNTY OF CONTRA COSTA

12 NATHAN GESSNER,

13 Plaintiff,

14 vs.

15 GENERAL MOTORS CORPORATION, a  
16 Delaware Corporation, LEHMER'S, a  
17 Nevada Corporation, and DOES 1 through  
18 10, inclusive,

19 Defendants.

Case No. **C 08 - 00785**

COMPLAINT

1. SONG-BEVERLY ACT
2. MAGNUSON-MOSS ACT
3. NEGLIGENT REPAIR
4. CONSUMERS LEGAL REMEDIES ACT

Assigned for All Purposes to the

Honorable

Department

PER LOCAL RULE 5 THIS  
CASE IS ASSIGNED TO  
DEPT 02

21  
22  
23 Plaintiff, NATHAN GESSNER, alleges as follows against Defendants, GENERAL  
24 MOTORS CORPORATION, LEHMER'S, and DOES 1 through 10 inclusive, on information  
25 and belief, formed after an inquiry reasonable under the circumstances:  
26  
27  
28

CC 7



1 8. The vehicle was delivered to Plaintiff with serious defects and nonconformities to  
2 warranty and developed other serious defects and nonconformities to warranty including, but not  
3 limited to, various water leak defects.

4  
5 FIRST CAUSE OF ACTION

6 (Violation of the Song-Beverly Consumer Warranty Act)

7 9. Plaintiff incorporates herein by reference each and every allegation contained in the  
8 preceding and succeeding paragraphs as though herein fully restated and realleged.

9 10. Pursuant to the Song-Beverly Consumer Warranty Act (herein after the "Act") Civil  
10 Code sections 1790 *et seq.* The vehicle constitutes "consumer goods" purchased primarily for  
11 family or household purposes and Plaintiff has used the vehicle primarily for those purposes.

12 11. Plaintiff is a "buyer" of consumer goods under the Act.

13 12. Defendant GENERAL MOTORS CORPORATION is a "manufacturer" and/or  
14 "distributor" under the Act.

15 13. Defendant LEHMER'S is a "seller" and "retailer" under the Act.

16 14. The sale of the vehicle to Plaintiff was accompanied by an implied warranty that the  
17 vehicle was merchantable. The sale of the vehicle to Plaintiff was also accompanied by  
18 Defendants' implied warranty of fitness.

19 15. The foregoing defects and nonconformities to warranty manifested themselves within  
20 the applicable express warranty period. The nonconformities substantially impair the use, value  
21 and/or safety of the vehicle.

22 16. Plaintiff delivered the vehicle to LEHMER'S for repair of the nonconformities on  
23 numerous occasions.

24 17. Defendants were unable to conform Plaintiff's vehicle to the applicable express and  
25 implied warranties after a reasonable number of attempts.

26 18. Notwithstanding Plaintiff's entitlement, Defendants have refused Plaintiff's demands for  
27 a refund or replacement.

1 19. By failure of Defendants to remedy the defects as alleged above, or to issue a refund or  
2 replacement, Defendants are in breach of their obligations under the Act.

3 20. Plaintiff is entitled to justifiably revoke acceptance of the vehicle under the Act.

4 21. Under the Act, Plaintiff is entitled to reimbursement of the purchase price paid for the  
5 vehicle less that amount directly attributable to use by the Plaintiff prior to discovery of the  
6 nonconformities.

7 22. Plaintiff is entitled to all incidental, consequential and general damages resulting from  
8 Defendants' failure to comply with their obligations under the Act.

9 23. Plaintiff is entitled under the Act to recover as part of the judgment a sum equal to the  
10 aggregate amount of costs and expenses, including attorney's fees, reasonably incurred in  
11 connection with the commencement and prosecution of this action.

12 24. Plaintiff is entitled in addition to the amounts recovered, a civil penalty of up to two  
13 times the amount of actual damages in that GENERAL MOTORS CORPORATION has  
14 willfully failed to comply with its responsibilities under the Act.

15  
16 SECOND CAUSE OF ACTION

17 (Violation of the Federal Magnuson-Moss Warranty Act - Against All Defendants)

18 25. Plaintiff incorporates herein by reference each and every allegation contained in the  
19 preceding and succeeding paragraphs as though herein fully restated and realleged.

20 26. Plaintiff is a "consumer" as defined in the Magnuson-Moss Warranty Act (referred to  
21 as "Mag-Moss"), 15 U.S.C. § 2301(3).

22 27. Defendants, GENERAL MOTORS CORPORATION and LEHMER'S are "suppliers"  
23 and "warrantors" as defined in the Mag-Moss Act, 15 U.S.C. § 2301(4), 15 U.S.C. § 2301(5).

24 28. The vehicle is a "consumer product" as defined in the Mag-Moss Act, 15 U.S.C. §  
25 2301(1).

26 29. In addition to the express warranty, in connection with the sale of the vehicle to  
27 Plaintiff, an implied warranty of merchantability was created under California law. The  
28



1 vehicle's implied warranties were not disclaimed using a Buyer's Guide displayed on the  
2 vehicle; thus any purported disclaimers were ineffective pursuant to 15 U.S.C. § 2308(c).

3 30. Defendants violated the Mag-Moss Act when they breached the express warranty and  
4 implied warranties by failing to repair the defects and nonconformities, or to replace or  
5 repurchase the vehicle.

6 31. Plaintiff performed all terms, conditions, covenants, promises and obligations required  
7 to be performed on Plaintiff's part under the terms of the sales agreement, and express warranty  
8 and implied warranty except for those terms and conditions, covenants, promises and obligations  
9 or payments for which performance and/or compliance has been excused by the acts and/or  
10 conduct of the Defendants and/or by operation of law.

11 32. As a direct and proximate result of the acts and omissions of the Defendants, Plaintiff  
12 have been damaged in the form of general, special and actual damages in an amount within the  
13 jurisdiction of this Court, according to proof at trial.

14 33. Under the Act, Plaintiff is entitled to rescission of the contract, reimbursement of the  
15 purchase price paid for the vehicle.

16 34. Plaintiff is entitled to all incidental, consequential and general damages resulting from  
17 Defendants' failure to comply with their obligations under the Mag-Moss Act.

18 35. Plaintiff is entitled under the Mag-Moss Act to recover as part of the judgment a sum  
19 equal to the aggregate amount of costs and expenses, including attorney's fees, reasonably  
20 incurred in connection with the commencement and prosecution of this action pursuant to 15  
21 U.S.C. § 2310(d)(2).

22 THIRD CAUSE OF ACTION

23 (Negligent Repair - Against Defendant Lehmer's Only)

24 36. Plaintiff incorporates herein by reference each and every allegation contained in the  
25 preceding and succeeding paragraphs as though herein fully restated and realleged.

26 37. Defendant LEHMER'S owed a duty to Plaintiff to use ordinary care and skill in  
27 storage, preparation and repair of the vehicle in accord with industry standards. Defendant  
28

1 LEHMER'S, in failing to properly store, prepare and repair the vehicle, breached that duty of  
2 ordinary care and skill.

3 38. LEHMER'S's negligence was a proximate cause of Plaintiff's damages.

4 FOURTH CAUSE OF ACTION

5 (Consumers Legal Remedies Act – Against All Defendants)

6 39. Plaintiff incorporates herein by reference each and every allegation contained in the  
7 preceding and succeeding paragraphs as though herein fully restated and realleged.

8 40. The Subject Vehicle is a "Good" as defined in California Civil Code §1761(a).

9  
10 41. Each Defendant is subject to the Consumer Legal Remedies Act, Civil Code §1750 *et*  
11 *seq.*, as it is a "Person" as defined in Civil Code §1761(c).

12 42. Plaintiff is a "Consumer" as defined in California Civil Code §1761(d).

13 43. In violation of the foregoing statutes, Defendants have engaged or attempted to engage  
14 in the following unfair methods of competition and unfair or deceptive acts or practices and these  
15 methods, acts, or practices were undertaken in a transaction intended to result or which resulted  
16 in the sale a goods or services to a consumer:

17  
18 (a) Misrepresenting the source, sponsorship, approval, or certification of goods [the  
19 Corvette] by (1) failing to provide the required certified pre-owned vehicle documents,  
20 including, but not limited to, the certification inspection report (Cal. Veh. Code § 11713 *et seq.*);  
21 (2) failing to provide the documents required by the used car buyer's bill of rights, including  
22 inspection reports and Plaintiff's credit score and the credit reporting agency used to obtain  
23 financing (Cal. Veh. Code § 11713 *et seq.*); (3) failing to itemize the transfer fees (Cal. Civ.  
24 Code § 2982(a)(2)); (4) failing to monitor to dealerships for compliance with warranty policies  
25 and procedures; and (5) failing to monitor their certified pre-owned vehicle program. Cal. Civ.  
26 Code § 1770(a)(2).  
27  
28

1 (b) Representing that goods [the Corvette] are of a particular standard, quality, or  
2 grade, or that goods [the Corvette] are of a particular style or model, if they are of another by (1)  
3 failing to provide the required certified pre-owned vehicle documents, including, but not limited  
4 to, the certification inspection report (Cal. Veh. Code § 11713 *et seq.*); (2) failing to provide the  
5 documents required by the used car buyer's bill of rights, including inspection reports and  
6 Plaintiff's credit score and the credit reporting agency used to obtain financing (Cal. Veh. Code §  
7 11713 *et seq.*); (3) failing to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to  
8 monitor to dealerships for compliance with warranty policies and procedures; and (5) failing to  
9 monitor their certified pre-owned vehicle program. Cal. Civ. Code § 1770(a)(7).  
10

11 (c) Representing that the subject of a transaction [the Corvette] has been supplied in  
12 accordance with a previous representation when it has not by (1) failing to provide the required  
13 certified pre-owned vehicle documents, including, but not limited to, the certification inspection  
14 report (Cal. Veh. Code § 11713 *et seq.*); (2) failing to provide the documents required by the  
15 used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and the  
16 credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 *et seq.*); (3) failing to  
17 itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for  
18 compliance with warranty policies and procedures; and (5) failing to monitor their certified pre-  
19 owned vehicle program. Cal. Civ. Code § 1770(a)(16).  
20  
21

22 (d) Representing that goods [the Corvette] have sponsorship, approval,  
23 characteristics, uses, or benefits which they do not have by (1) failing to provide the required  
24 certified pre-owned vehicle documents, including, but not limited to, the certification inspection  
25 report (Cal. Veh. Code § 11713 *et seq.*); (2) failing to provide the documents required by the  
26 used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and the  
27  
28

1 credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 *et seq.*); (3) failing to  
2 itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for  
3 compliance with warranty policies and procedures; and (5) failing to monitor their certified pre-  
4 owned vehicle program. Cal. Civ. Code § 1770(a)(5).

5 (e) Representing that a transaction confers or involves rights, remedies, or obligations  
6 which it does not have or involve, or which are prohibited by law by (1) failing to provide the  
7 required certified pre-owned vehicle documents, including, but not limited to, the certification  
8 inspection report (Cal. Veh. Code § 11713 *et seq.*); (2) failing to provide the documents required  
9 by the used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and  
10 the credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 *et seq.*); (3) failing  
11 to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for  
12 compliance with warranty policies and procedures; and (5) failing to monitor their certified pre-  
13 owned vehicle program. Cal. Civ. Code § 1770(a)(14).

14 (f) Inserting an unconscionable provision in the contract by (1) failing to provide the  
15 required certified pre-owned vehicle documents, including, but not limited to, the certification  
16 inspection report (Cal. Veh. Code § 11713 *et seq.*); (2) failing to provide the documents required  
17 by the used car buyer's bill of rights, including inspection reports and Plaintiff's credit score and  
18 the credit reporting agency used to obtain financing (Cal. Veh. Code § 11713 *et seq.*); (3) failing  
19 to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to monitor to dealerships for  
20 compliance with warranty policies and procedures; and (5) failing to monitor their certified pre-  
21 owned vehicle program. Cal. Civ. Code § 1770(a)(19).

22 (g) Not disclosing information Defendants were obligated to disclose by (1) failing to  
23 provide the required certified pre-owned vehicle documents, including, but not limited to, the  
24  
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28

1 certification inspection report (Cal. Veh. Code § 11713 *et seq.*); (2) failing to provide the  
2 documents required by the used car buyer's bill of rights, including inspection reports and  
3 Plaintiff's credit score and the credit reporting agency used to obtain financing (Cal. Veh. Code §  
4 11713 *et seq.*); (3) failing to itemize the transfer fees (Cal. Civ. Code § 2982(a)(2)); (4) failing to  
5 monitor to dealerships for compliance with warranty policies and procedures; and (5) failing to  
6 monitor their certified pre-owned vehicle program. Cal. Civ. Code Section 1770(a).  
7

8 44. In committing the above wrongful acts, Defendants were guilty of oppression,  
9 fraud, or malice, because the acts were perpetrated pursuant to Defendants' plan, scheme, or  
10 company policy to deceive, defraud, mislead, or take unfair advantage of buyers of used  
11 vehicles.  
12

13 45. Defendants' agents or employees committed the wrongful acts set forth above  
14 with the knowledge, authorization, approval, direction, or ratification of an officer, director, or  
15 managing agent of Defendants pursuant to an implicit or explicit company plan, scheme, or  
16 policy regarding the sale of used vehicles. Alternatively, the aforementioned wrongful acts were  
17 committed by an officer, director, or managing agent of Defendants.  
18

19 46. As a direct result of the Defendant's acts and/or omissions, Plaintiff has been  
20 injured as set forth herein.

21 47. Injunctive relief is necessary in this case because (1) the legal remedies are  
22 inadequate and (2) the state has inherent power to halt deceptive conduct. Without injunctive  
23 relief, Defendants will continue to victimize California buyers of used motor vehicles that are  
24 represented as certified pre-owned vehicles and other buyers of new and used vehicles. The  
25 repetition of Defendants' deceptive sales policies will result in irreparable harm. Without  
26 injunctive relief, Defendants can simply offer damages to the deceived customers who sue it in  
27  
28

1 order to continue its deceptive practices. That is, without injunctive relief, there is no way to  
2 prevent Defendants from committing the deceptive acts at issue in this case. Additionally,  
3 injunctive relief is specifically authorized by the Consumers Legal Remedies Act to eradicate  
4 unfair and deceptive business practices.

5         48. An injunction is sought to protect the public from these predatory methods, acts,  
6 or practices by mandating the strict use of the mandated disclosures, forms, and procedures. An  
7 order requiring Defendants to notify all consumers who were not provided the required  
8 disclosures is sought, which would require Defendants to provide the statutorily mandated  
9 disclosures and inform consumers of its deceptive practices. The CLRA allows a court wide  
10 discretion to fashion injunctive relief to protect the public and such an order subject to such  
11 discretion is sought. Therefore, Defendants should be enjoined from engaging in the deceptive,  
12 unfair, and/or fraudulent acts set forth above and Plaintiff should be awarded costs, expenses,  
13 and attorney fees reasonably incurred.

14         49. On behalf of Plaintiff alone an equitable order of restitution/rescission is sought,  
15 plus costs, expenses, and attorney fees reasonably incurred.

16         WHEREFORE, Plaintiff prays for judgment against Defendants, as follows:

- 17         1. For rescission of the purchase contract and restitution of all monies expended;
- 18         2. For civil penalty in the amount of two times Plaintiff's actual damages or for punitive  
19 damages;
- 20         3. For prejudgment interest at the legal rate;
- 21         4. For reasonable attorney's fees and costs of suit; and
- 22         5. For such other and further relief as the Court deems just and proper under the  
23 circumstances.

24  
25  
26  
27 ///

ROMANO STANCROFF & MIKHOV PC

*Mark Romano*

STEVEN B. MIKHOV (SBN 224676)

MARK ROMANO (SBN 244113)

Attorneys for Plaintiff

Nathan Gessner

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Dated: March 20, 2008



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

**VIA FAX ONLY**

March 17, 2008

Steve Song  
Lehmers

RE: [REDACTED]  
Service Request: 71-611331527  
2004 Chevrolet Corvette  
Vehicle Identification Number: 1G1YY12S845 [REDACTED]  
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



GMC



HUMMER







RVDC Case# 151028

BRC Case Number	7611331527	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	Y
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1YY12S845 [REDACTED]	This vehicle was repurchased as a result of a: Voluntary settlement of a state run arbitration or court proceeding					
BAC	117728	Retrieve Sales Tax? Y	Title Brand?				
Dealership Name	LEHMER'S CONCORD BUICK PONTIAC GMC	Reason for not Retrieving Sales Tax:					
Dealer Contact/Title	Gordon Brey, Service Manager	Original Sales Tax Paid in State: CA	Repurchased Under Laws of State: CA				
Dealer Phone	9256854481	Vehicle Meets Presumption of LEMON LAW? N					
Dealer Fax	9258876899	Closing Schedule:	2008-07-24		Established on:	2008-07-09	
Delivery Date	2004-02-08	If no, where: BAC is 0					
Buyback Mileage	31010	Location Site Name:					
Transmission	M	Contact Name:					
UCC Code(s)	K2004 N4002 L0408	Address 1:					
MSRP	53635.00	Address 2:					
Est. Auction Value	22866.00	City:			State:	Zip:	
Case Number	151028	Phone #:					
TAC Case Number		Fax #:					
Type of Transaction	SR	Comment: Please send check to Local Counsel. Plaintiff and attorney to receive joint check.					
Replacement VIN							
Repurchase Type	Legal-Local Counsel-Lawsuit	GM Legal Case Number: 645528					
Repurchase Source	Local Counsel - David Ruben	GM Counsel Name: RUBEN & SJOLANDER					
Reason for Repurchase: Transmission inop; window motors inop; fuel leak		GM Counsel Contact Name: RUBEN & SJOLANDER					
		Address1: 1875 CENTURY PARK EAST					
		Address2: SUITE 1050					
		City: LOS ANGELES			State: CA	Zip: 90067	
		Phone #: 3107882828					
		Fax #: 3107889028					

**Lien Payoff**

Lien Payoff Amount: 38092.78	Lien Payoff Expires on: 2008-07-31	Per Diem: 10.23
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

**Check Information**

Customer		Lienholder		Plaintiff's Attorney	
Check Amt:	0.00	Check Amt:	33885.05		
Payee1:	Nathan Gessner	Payee1:	Chase Auto Finance	Payee1:	Nathan Gessner &
Payee2:		Payee2:	107-330-12-5912-06	Payee2:	Steve Mikhov, Esq.
Address1:	450 Entrada Drive 51	Address1:	14800 Frye Road, 1st FL	Address1:	640 S. San Vicente Blvd.
Address2:		Address2:	TX 1-1300	Address2:	Suite 230
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 #:	877-575-3666
Fax #:		Fax #:		Fax #:	877-575-9666
		Attention:	Payoff Department	Attention:	Steve Mikhov, Esq.
		Account #:	107-330-12-5912-06	Fed Tax ID:	26-0143449

				Firm Name: S. Mikhov, et al.
--	--	--	--	------------------------------

Case ID: 151028	Initiator: 143523
-----------------	-------------------

# Fax

---

**To:** Desire' Gallagher      **From:** Darren Anderson

---

**Fax:** 866-213-9925      **Fax:** 925-887-6899

---

**Phone:** 866-790-5600      **Phone:** 925-688-4481

---

**Date:** 3/18/2008 5:54 PM      **Pages:** ~~53~~ 12

---

**Subject:** [REDACTED] Documentation

---

**Notes:**

Please contact me if you did not receive all 50 pages or should you have any additional questions.

*Refax  
additional 12 pages*

# LEHMER'S CONCORD PONTIAC | GMC

223897  
1905 Market Street • Concord, CA 94520  
Ph. 925.685.4481 Fax 925.363.2123  
www.buyGMdirect.com  
A Lehmer's family tradition since 1928

223897

G 40-011 P 23346  
BAR # AA001944 U.S. E.P.A. ID # CAL000302454

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/11/07	222580	24745	733	220 220 220 339	     	97PNZ-110POINT 97PNZ-LOF 97PNZ-SMOG 97PNZ-ADDS-1 97PNZ-USED.1	GM CERTIFIED 110PT USED VEH LOF SMOG CHECK ADDITIONAL WORK USED CAR DETAIL.1

SALESPERSON NO. 830 JOCELIN C QUINTON **S E R V I C E** STATE REG# AA-001944

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE SAVE <input type="checkbox"/> ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE I.D. NO. <b>1G1YY12S845</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE/2 DOOR COUPE</b>	PRODUCTION DATE <b>050</b>	STOCK NO. <b>050</b>	LICENSE NO. <b>APPLY</b>	R. O. NO. <b>223897</b>
	CUSTOMER NO. <b>37016</b>	SERVICE CONTRACT <b>GMPP</b>	DELIVERY DATE <b>11/25/07</b>	DELIVERY MILES <b>24,809</b>	SELLING DEALER NO.	R. O. DATE <b>12/08/07</b>
	COLOR <b>YELLOW/</b>	CONTRACT NO.	EXPIRATION DATE <b>11/25/10</b>	EXPIRATION MILES <b>69,809</b>	TAG NO. <b>2396</b>	
	TURBO <b>PNZZ</b>	M/MC <b>PNZZ</b>	AIR COND. <b>PNZZ</b>	R. S. <b>PNZZ</b>	TRANS <b>PNZZ</b>	MILEAGE <b>25,827</b>
WE ACCEPT VISA MASTER CARD DISCOVER	TIME RECEIVED <b>11:36am</b>	DATE/TIME PROMISED <b>12/08/07 04:00pm</b>	PRIORITY	I hereby authorize the repair work to be done along with the necessary materials and cabinet repairs. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipment's beyond dealer's control. *By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates are necessary.* Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or other value, by the undersigned dealer, against loss occasioned by theft, fire, or vandalism while the property remains with the dealer. Customer states an article of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. <b>HAZARDOUS WASTE CHARGE EXTRA</b> <b>NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.</b>		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE		CUSTOMER'S ACKNOWLEDGEMENT \$ _____ BY _____ ORIGINAL ESTIMATE			

ORIGINAL CUSTOMER ESTIMATE: TOTAL 1 <b>W 79PNZ WEATHER STRIP/MOLD</b> CUSTOMER STATES THE TRIM ABOVE THE PASSANGER WINDOW LEAKS. ADVISE. <i>Wsptr/Manual w/s needs Repl.</i>	<b>FOR YOUR CONVENIENCE</b> 0 OUR SERVICE DEPARTMENT HOURS ARE 7:30 A.M. TO 5:30 P.M. MONDAY THRU FRIDAY 0 OUR PARTS DEPARTMENT HOURS ARE 8:00 A.M. TO 5:00 P.M. MONDAY THRU FRIDAY 0 OUR NEW AND USED CAR DEPARTMENTS ARE HAPPY TO BE OF ASSISTANCE 0 FREE BODY SHOP ESTIMATES THANK YOU FOR BRINGING YOUR VEHICLE TO:
2 <b>W 89PNZ-WARRANTY WARRANTY RENTAL CAR</b> CUSTOMER REQUESTS OVERNIGHT RENTAL CAR FOR CUSTOMER SATISFACTION. ENTERPRISE IS 925-685-3900	REVISSED ESTIMATE \$ BY CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> PERSON CONTACTED DATE AND TIME CALLED REASON REVISSED ESTIMATE \$ BY CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> PERSON CONTACTED DATE AND TIME CALLED REASON



PASTE TIME PLACES HERE ONLY IN REGULAR FASHION STARTING AT TOP

COMPLAINT \_\_\_\_\_ CAR HAS \_\_\_\_\_ / YES NO

COMPLAINT \_\_\_\_\_  
 CAUSE \_\_\_\_\_  
 CORRECTION \_\_\_\_\_

R.O. CR. NO.	EMPL. NO.	VECH. PAY \$	PLAT. RATE TIME	W. TIME	REPAIR ORDER TIME	OFF. ON
223	734		1.5		1.5	DEC 10 08.9
497	734					DEC 10 08.9
R.O. CR. NO.	EMPL. NO.	MECH. PAY \$	PLAT. RATE TIME	W. TIME	REPAIR ORDER TIME	OFF. ON
223	734		1.0		1.9	DEC 11 11.3
497	734					DEC 11 11.3
R.O. CR. NO.	EMPL. NO.	VECH. PAY \$	PLAT. RATE TIME	W. TIME	REPAIR ORDER TIME	OFF. ON
223	734		1.5		1.5	DEC 12 13.0
497	734					DEC 12 13.0

COMPLAINT \_\_\_\_\_  
 CAUSE \_\_\_\_\_  
 CORRECTION \_\_\_\_\_

COMPLAINT \_\_\_\_\_  
 CAUSE \_\_\_\_\_  
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LEHMER'S  
**CONCORD**  
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222580

BAR # AA001944 U.S. E.P.A. ID # CAL001202454

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# AA-001944

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE SAVE <input type="checkbox"/> ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE I.D. NO. <b>1G1YY12S845</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE/2 DOOR COUPE</b>	PRODUCTION DATE	STOCK NO. <b>050</b>	LICENSE NO.	R. O. NO. <b>222580</b>
RESIDENCE PHONE	BUSINESS PHONE	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
WE ACCEPT VISA MASTER CARD DISCOVER	TIME RECEIVED <b>01:25pm</b>	DATE/TIME PROMISED <b>10/11/07 06:00pm</b>	PRIORITY	COLOR	CONTRACT NO.	EXPIRATION DATE
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE	TURBO	M/MC	AIR COND.	P. S.	TRANS
MILEAGE <b>24,741</b>		ADVISOR NO. <b>733</b>	ADVISOR <b>BRIAN</b>	I hereby authorize the repair work to be done along with the necessary maintenance and related repairs. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Dealer is not responsible for unavailability of parts or delays in parts shipment a buying dealer's control. "By law you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test facilities are necessary." Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or other wise, by the undersigned dealer, against loss occasioned by theft, fire, or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. <b>HAZARDOUS WASTE CHARGE EXTRA</b>		
NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.						
CUSTOMER'S ACKNOWLEDGMENT						BY

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X  
1 | 97PNZ-110POINT **GM CERTIFIED 110PT**  
PERFORM 110 POINT INSPECTION PER GM CERTIFIED PREOWNED VEHICLE PROGRAM

270

2 | 97PNZ-LOF **USED VEH LOF**  
PERFORM TUBE, OIL, & FILTER

220

3 | 97PNZ-SMOG **SMOG CHECK**  
PERFORM SMOG INSPECTION AND ISSUE CERTIFICATE

220

4 | 97PNZ-ADDS-1 **ADDITIONAL WORK**  
ADDITIONAL REPAIRS NEEDED OK'D BY PREOWNED MANAGER

970 DRV. window wrap  
OK by Bryant.

Detail

1201.79

FOR YOUR CONVENIENCE

0  
OUR SERVICE DEPARTMENT HOURS  
ARE 7:30 A.M. TO 5:30 P.M.  
MONDAY THRU FRIDAY

0  
OUR PARTS DEPARTMENT HOURS  
ARE 8:00 A.M. TO 5:00 P.M.  
MONDAY THRU FRIDAY

0  
OUR NEW AND USED CAR  
DEPARTMENTS ARE HAPPY  
TO BE OF ASSISTANCE

0  
FREE BODY SHOP ESTIMATES  
THANK YOU FOR BRINGING  
YOUR VEHICLE TO:

REVISED ESTIMATE	BY	CONTACTED VIA
\$		PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>
PERSON CONTACTED	DATE AND TIME CALLED	

REASON		
REVISED ESTIMATE	BY	CONTACTED VIA
\$		PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>
PERSON CONTACTED	DATE AND TIME CALLED	

REASON	DRV WIND. MN-OF	
	L/F 1/16/07	



0101J222580

COMPLAINT

W1 Kryptonid used car inspection

LOCKING DIE

ALR  YES  NO  
A-C   
ABC   
CRUISE   
P/S

CAUSE

2 L.O.F

CORRECTION

3 Inspected, performed emission test & certified veh

CAUSE

4 Drag Dimes windows in op

CORRECTION

CK Dimer door middle of car code were test window switch & module power to motor found motor is not op. removed & put back in. enough to lower it & replaced regulator w/ motor as one assembly. adjusted

CORRECTION

Replaced L.F corner turn signal light bulb.

CAUSE

W1 VULCANIZATION

CORRECTION

COMPLAINT

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

COMPLAINT

CAUSE

CORRECTION

PASTE TIME FLAGS HERE ONLY, IN ORDERLY FASHION-STARTING AT TOP

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
580220			3	I 2	3	ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
	82	.5	VIN VERIFICATION	22550	.6	ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
580220			1.3	I 1	1.2	ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
580220			1.0	I 3	.5	ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
580220			.7	I 4	.7	ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
580220			.3	I 4	.4	ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
580220			1.0	I 4	.9	ON

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
580220			.4	I 4	.4	ON

# LEHMER'S CONCORD PONTIAC | GMC

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www.buyGMdirect.com  
A Lehmer's family tradition since 1928

222580

G 40-011 P 28016  
BAR # AA001044 U.S. E.P.A. ID # CAL000302454

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

## S E R V I C E

STATE REG# AA-001944

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE SAVE <input type="checkbox"/> ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE I.D. NO. <b>1G1YY12S845</b>	YEAR/MARK/MODEL <b>04/CHEVROLET/CORVETTE/2 DOOR COUPE</b>	PRODUCTION DATE	STOCK NO. <b>050</b>	LICENSE NO.	R. O. NO. <b>222580</b>	
	CUSTOMER NO. <b>1</b>		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	
	CONCORD, CA		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	R. O. DATE <b>10/11/07</b>
	TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE <b>24,741</b>	ADVISOR NO. <b>733</b>
WE ACCEPT VISA MASTER CARD DISCOVER	RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work to be done along with the necessary materials and labor repairs. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Dealer not responsible for unsatisfiability of parts or delays in parts shipment beyond dealer's control. "By law, you may choose another licensed Smog Check facility to our form any needed repairs or adjustments that the Smog Check test indicates are necessary." Customer is hereby notified that the above described property is not insured or protected in the amount of the actual cash value thereof, or otherwise, by the undersigned dealer, against loss or damage by theft, fire, or vandalism while the property remains with the dealer. Customer declares no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. <b>HAZARDOUS WASTE CHARGE EXTRA</b> <b>NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.</b>				
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED <b>01:25pm</b>	DATE/TIME PROMISED <b>10/11/07 06:00pm</b>	PRIORITY	LABOR RATE	CUSTOMER'S ACKNOWLEDGEMENT \$ _____ BY _____ ORIGINAL ESTIMATE		

5 | 97PNZ-USED.1 **USED CAR DETAIL.1**  
PERFORM LEVEL 1 USED CAR DETAIL. INCLUDES WASHING, EXTERIOR WAXING, CARPET SHAMPOO AS REQUIRED, LITE CLEANING INTERIOR CODE 2.5

339

FOR YOUR CONVENIENCE  
0  
OUR SERVICE DEPARTMENT HOURS ARE 7:30 A.M. TO 5:30 P.M. MONDAY THRU FRIDAY  
0  
OUR PARTS DEPARTMENT HOURS ARE 8:00 A.M. TO 5:00 P.M. MONDAY THRU FRIDAY  
0  
OUR NEW AND USED CAR DEPARTMENTS ARE HAPPY TO BE OF ASSISTANCE  
0  
FREE BODY SHOP ESTIMATES  
THANK YOU FOR BRINGING YOUR VEHICLE TO:

REVISED ESTIMATE \$	BY	CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>
PERSON CONTACTED	DATE AND TIME CALLED	
REASON		

REVISED ESTIMATE \$	BY	CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>
PERSON CONTACTED	DATE AND TIME CALLED	
REASON		



0101J222580



PASTE TIME FLAGS HERE ONLY IN ORDERLY  
FASHION-STARTING AT TOP

COMPLAINT	CAR HAS	✓ YES	NO
	LOCKING DIS	<input type="checkbox"/>	<input type="checkbox"/>
	AIR	<input type="checkbox"/>	<input type="checkbox"/>
CAUSE	AC	<input type="checkbox"/>	<input type="checkbox"/>
	ABS	<input type="checkbox"/>	2WD 4WD
CORRECTION	CRUISE	<input type="checkbox"/>	<input type="checkbox"/>
	PS	<input type="checkbox"/>	<input type="checkbox"/>
	LOCK WHEEL COVER	<input type="checkbox"/>	<input type="checkbox"/>
COMPLAINT	SKD PLATE	<input type="checkbox"/>	<input type="checkbox"/>
	VACUUM PB	<input type="checkbox"/>	<input type="checkbox"/>
CAUSE	HYDRAULIC PS	<input type="checkbox"/>	<input type="checkbox"/>
	DEMOUNTABLE DRUM	<input type="checkbox"/>	<input type="checkbox"/>
CORRECTION	CIRCLE OR FILL IN		
	TRANS. TYPE		
	TRANS. MODEL F		
COMPLAINT	3 SPD	<input type="checkbox"/>	<input type="checkbox"/>
	5 SPD	<input type="checkbox"/>	<input type="checkbox"/>
CAUSE	POWER LOCKS WINDOWS	<input type="checkbox"/>	<input type="checkbox"/>
	SEATS MIRROR ANTENNA	<input type="checkbox"/>	<input type="checkbox"/>
	SEATS BUCKET BENCH SPLIT	<input type="checkbox"/>	<input type="checkbox"/>
CORRECTION	ENGINE TYPE		
COMPLAINT			
CAUSE			
CORRECTION			
COMPLAINT			
CAUSE			
CORRECTION			

NAME: \_\_\_\_\_  
EMP. CODE: \_\_\_\_\_  
TIME: \_\_\_\_\_

R.O. OR EMP. NO. 225530  
MECH. PAY \$ 339  
FLAT RATE TIME 4/5  
W. TIME 2.7  
REPAIR ORDER TIME 2.7  
DATE OCT15 15.8  
OCT15 12.9

## 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 CHEVROLET 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 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			

LF 6/32  
RF 6  
RR 8  
LR 7

MAKE=C YEAR=04 MODEL=Y;1YY37 1G1YY12S845 [REDACTED] TRADE PRICE SEARCH=89047953

CALL	PART #	GROUP	DESCRIPTION	USAGE	YEAR	QTY	H
012	89047953	05.508	SEAL,DIFF CARR CVR(O-RING) (PART OF 13)	Y	97-04	02	

TEXT RECORD(S) SELECTED FOR CALLOUT 012

05.508 MAGNET-RETAINER-SEAL, Axle Housing to Differential Carrier

PART #	USAGE	DESCRIPTION	YEAR	QTY	H	SUG LIST
* H89047953	Y	SEAL,DIFF CARR CVR(O-RING)	97-04	02		24.56

A Service Bulletin applies to this part number. Per GM Service Policies and Procedures, failure to follow bulletin information may result in the rejection of a warranty claim.

# GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	1G1YY12S845 [REDACTED]
--------------	------------------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	1YY37 - 2004 CORVETTE Z06	<b>Warranty Start Date :</b>	02/08/2004
<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	VAN CHEVROLET PO BOX 113149 CARROLLTON , TX 75011-3149 (972) 389-6700	<b>Selling Source :</b>	13 - CHEVROLET
		<b>Site Code :</b>	07032
		<b>Business Associate Code :</b>	112305
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04006	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

	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	Type	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 miles
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	Make: CHEVROLET	Model: CORVETTE
License: NONE	State: Unknown	VIN: 1G1YY12S845 [REDACTED]
Engine Size: 5.7 L	Type: Passenger	Transmission: Automatic
GVWR: N/A	Test Weight: 4000	Cylinders: 8
Odometer: 24745	Certification: California	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: [REDACTED]  
DMV ID Number: [REDACTED]

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)

Result	ECS	Result	ECS	Result	ECS
Pass	PCV	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/ Switches	Pass	Carb./Fuel Injection
N/A	EGR Functional	N/A	Ignition Timing:	N/A	Other Emission Related Components
Pass	Fuel Cap Functional	Pass	Wiring to Sensors	Pass	Oxygen Sensor
Pass	Fuel Cap Visual	Pass	Fillpipe Restrictor	Pass	Liquid Fuel Leaks
Pass	Spark Controls				
N/A	Fuel Evaporative Controls Functional				

## ASM Emission Test Results

Test	RPM	%CO <sub>2</sub>		HC (PPM)			CO (%)			NO (PPM)			Results
		MEAS	MEAS	MAX	AVE	MEAS	MAX	AVE	MEAS	MAX	AVE	MEAS	
15 mph	1414	15.1	0.2	49	4	1	0.47	0.01	0.01	409	16	0	PASS
25 mph	2340	15.2	0.1	33	4	0	0.44	0.01	0.00	696	18	10	PASS

MAX = Maximum Allowable Emissions

AVE = Average Emissions For Passing Vehicles

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

[REDACTED] CONCORD CA [REDACTED]

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 inspection report is true and accurate.

10-11-07  
Date

[Signature]  
Technician's Signature

MAR 17 2008

Align bottom of Peel and Stick Airbill or Pouch here.

Print Label

ORIGIN: DPH (410) 625 2585  
Ship Date: 14MAR08  
Ship Method: L B  
System: 156027EXRS073  
Account: S .....

1007REN CEN DRIVE  
REX CEN mail processing center  
ANN ARBOR MI 48106

(512) 386 0730

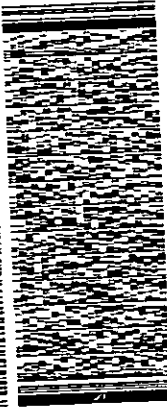


TO Rob Brown Jr. - MSX  
MSX International - c/o BRC Legal  
1919 Concept Dr  
Warren, MI 48091



Del. Pt.

Delivery Address Barcode



BILL SENDER

STANDARD OVERNIGHT

TRK# 9625 9214 5175 Form 0201

MON

Deliver By:

17MAR08

DTW

A2

48091 -MI-US 66 UIZA



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33900 West Eight Mile Road Suite 149  
Farmington Hills, MI 48335

**RETURN RECEIPT  
REQUESTED**

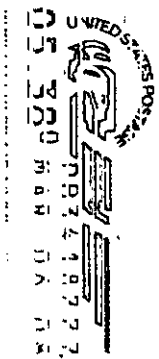
**MAR 17 2008**



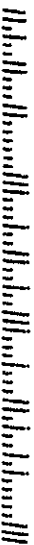
7007 0220 0001 3961 6367

General Motors Corporation  
818 West Seventh St.  
Los Angeles, CA 90017

★ ★ ★  
4 5 0  
M A R 1 5 0 5 3 5 0  
MAR 15 05 350  
M A R 1 5 0 5 3 5 0  
M A R 1 5 0 5 3 5 0



9501733407 0013





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 18 2008**

**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 [REDACTED] 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 [REDACTED], restore all payments made by Mr. [REDACTED] under the contract, resolve 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, 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(S):** 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:** C T Corporation System  
**PER:** Nancy Flores  
**ADDRESS:** 818 West Seventh Street  
Los Angeles, CA 90017  
**TELEPHONE:** 213-337-4615

**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](http://www.Lemon-Law.to)  
[smikhov@rsmlemonlaw.com](mailto:smikhov@rsmlemonlaw.com)

\*Admitted in Michigan only

March 5, 2008

**VIA U.S. MAIL & CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

[REDACTED]  
Concord, CA [REDACTED]

General Motors Corporation  
818 West Seventh St.  
Los Angeles, CA 90017

Re: Client: [REDACTED]  
Vehicle: 2004 Chevrolet Corvette  
VIN: 1G1YY12S845 [REDACTED]

**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 [REDACTED] 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. [REDACTED] to look at vehicles with his fiancée. Mr. [REDACTED] 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

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. Mr. ██████████ has contacted GM many times in an effort to resolve the warranty problems with the 2004 Corvette. GM generated the "Service Request Number" 71-604-750255 for Mr. ██████████ 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. ██████████ 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").

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**

  
Mark Romano

cc: ██████████



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

**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: [REDACTED]  
 Service Request: 71-611331527  
 2004 Chevrolet Corvette  
 Vehicle Identification Number: 1G1YY12S845 [REDACTED]  
 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.

- |                                     |                                                   |                                     |                   |
|-------------------------------------|---------------------------------------------------|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Release of Lien                            | <input checked="" type="checkbox"/> | Buyer's agreement |

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

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

Sincerely,



## RELEASE OF LIEN INFORMATION

I \_\_\_\_\_,  
(Client's Name)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # \_\_\_\_\_  
(Account Number)

with \_\_\_\_\_  
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V07092007



GMC



HUMMER







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

**VIA FAX ONLY**

March 17, 2008

Eddie Weisen  
Coogin Chevrolet

RE: [REDACTED]  
Service Request: 71-611331527  
2004 Chevrolet Corvette  
Vehicle Identification Number: 1G1YY12S845 [REDACTED]  
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

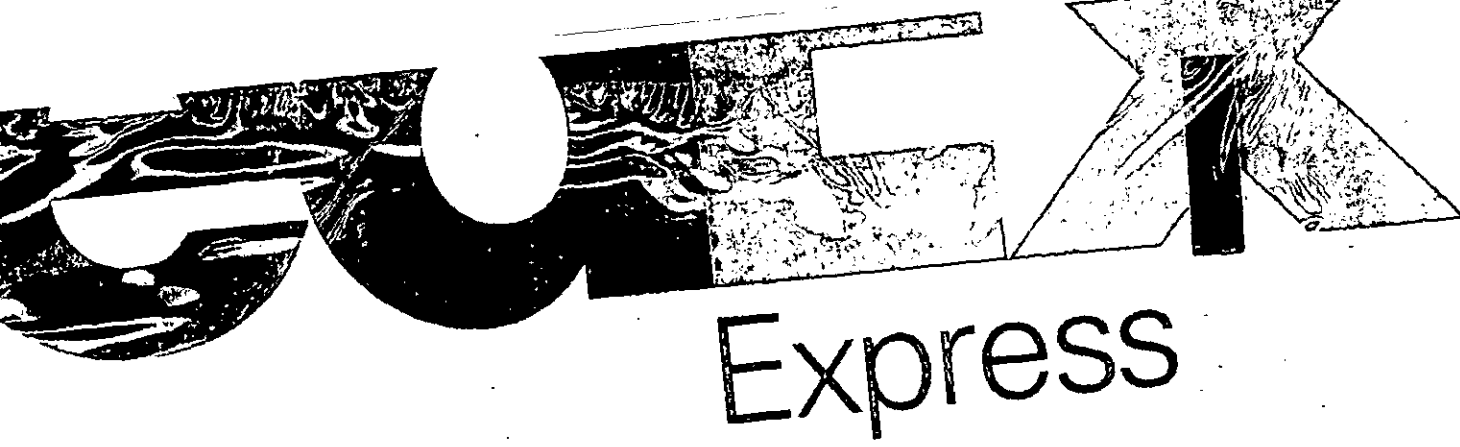


GMC



HUMMER





Print Label

APR 07 2008

ORIGIN ID: DTTA (800) 625 2565  
Ship Manager  
REN CEN mail processing center  
100 REN CEN DRIVE

Ship Date: 04APR08  
ActWgt: 1 LB  
System#: 356927/FXRS0773  
Account: S \*\*\*\*\*

DETROIT, MI 48243  
UNITED STATES US

TO Rob Brown Jr - MSX  
MSX International - c/o BRC Legal  
1919 Concept Dr

(512) 386 0750

FedEx  
Express

Warren, MI 48091

APR 07 2008

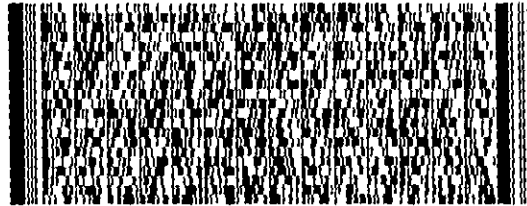


Ref:  
INV:  
PO:

Dept:



Delivery Address  
Barcode



BILL SENDER

STANDARD OVERNIGHT

MON

TRK# 9625 9215 0244

Form  
0201

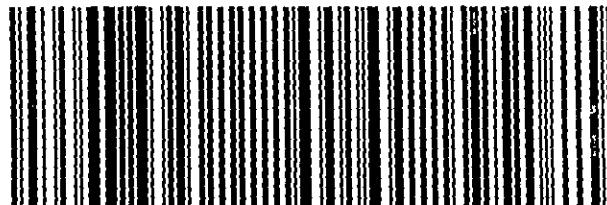
DTW

Deliver By:  
07APR08

A2

48091 -MI-US

66 UIZA



© 2004 FedEx 155143 REV 10/04 BP

67614-0107

Align top of FedEx Express Shipping Label here.

For FedEx Express Shipmen's Only



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  
[REDACTED], 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)

645528

5/3/08

**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:** [REDACTED] 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.  
Suite 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:** C T Corporation System  
**PER:** Nancy Flores  
**ADDRESS:** 818 West Seventh Street  
Los Angeles, CA 90017  
**TELEPHONE:** 213-337-4615

ER-RAB

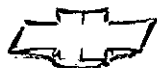
Amy Sjolander

Ruben & Sjolander

CT web  
4/4/08  
8:49 am

Page 1 of 1 / VI

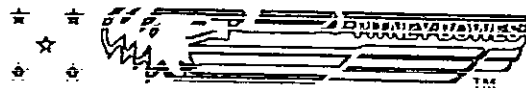
Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in 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  
P.O. Box 33170  
Detroit, MI 48232-5170



U.S. POSTAGE  
1341 PR3563497  
5064 \$00.420 JUN 12 2008  
2138 MAILED FROM ZIP CODE 48146

JUN 20 2008

NIXIE 997 DE 1 00 06/16/08

RETURN TO SENDER  
NOT DELIVERABLE AS ADDRESSED  
UNABLE TO FORWARD

BC: 48232517070 \*1853-18090-12-33

33611-64832@5170





**CHEVROLET**

**Customer Assistance Center**

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

June 11, 2008

[REDACTED]

Clovis, CA [REDACTED]

**CUSTOMER DID NOT RECEIVE  
THIS LETTER FROM GMC**

Service Request: 71-632439514  
Customer Relationship Specialist: Abigail Blake

Dear [REDACTED]

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

[REDACTED]  
[REDACTED]  
Clovis, CA [REDACTED]

Service Request: 71-632439514  
Customer Relationship Specialist: Abigail Blake

Dear [REDACTED]

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

[REDACTED]  
[REDACTED]  
Dix Hills, NY [REDACTED]

Dear [REDACTED]

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



July 14, 2010

[REDACTED]  
Spartanburg, SC [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G1YY12S145 [REDACTED]. 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](http://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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.

July 14, 2010

[REDACTED]  
Miami, FL [REDACTED]

Dear [REDACTED]

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[REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local 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: 71-760856774

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



Address [https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv\\_09c.do?selectedtab=summary](https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv_09c.do?selectedtab=summary)

Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1YY22G045 [REDACTED]	[REDACTED]	[REDACTED]
		Miami, Florida , United States - [REDACTED]	
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

**Sales Information**

Dealer Code:	32888
Action:	Add Protection Plan
Odometer:	43500

**Plan Lienholder**

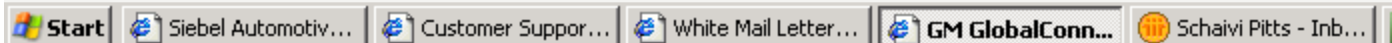
Lienholder Type:	Other
	Chevrolet
	P.O. Box 33170
	Detroit, Michigan - 48232

**Protection Plans**

Plan Purchase Date:	11/03/2009
In Service Date:	01/26/2004
Schedule Type:	GMPP Retail
Promotion Code:	

Plan Type:	Smart Care Retail
Term:	24
Mileage Limit:	24000
Deductible:	0
Rental Type:	None
Plan Price:	\$ 0.00
Tax:	\$ 0.00
Total:	\$ 0.00

Done



# GM OrderWORKBENCH

## Transaction Details

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

VIN: 1G1YY22045 [REDACTED]	Status: Pending
Dealer Code: 32888	User ID: 1w64ey
Transaction Date: 11/03/2009	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2009-11-10-14.08.10.184000
Transaction Messages: 1097 - GMPP sent to MIC	

### Report Veh Information

**Vehicle & C**  
This screen is th  
submit a request  
customer inform  
report.

#### Transaction M

Online

#### Vehicle Identif

##### Vehicle Categ

GM, Used

##### Division:

Chevrolet

##### VIN:

Full VIN

#### Dealer Identifi

##### Division:

Chevrolet

GM GlobalConnect - Microsoft Internet Explorer

Address: https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv\_09c.do?selectedtab=summary

Default Transaction Mode : Online

Vehicle Identifier		Customer Information	
Vehicle Category:	GM, Used	Plan Customer:	Individual
Division:	Chevrolet	Customer Type:	Owner
VIN:	1G1YY22G645 [REDACTED]	[REDACTED]	[REDACTED]
		Sun Lake, Arizona, United States:	[REDACTED]
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

---

**Sales Information**

Dealer Code: 32888  
 Action: Add Protection Plan  
 Odometer: 11303

---

**Plan Lienholder**

Lienholder Type: Other  
 Chevrolet  
 P.O. Box 33170  
 Detroit, Michigan - 48232

---

**Protection Plans**

Plan Purchase Date: 10/21/2009  
 In Service Date: 10/21/2009  
 Schedule Type: GMPP Retail  
 Promotion Code:

---

Plan Type: Smart Care Retail  
 Term: 24  
 Mileage Limit: 24000  
 Deductible: 0  
 Rental Type: None  
 Plan Price: \$ 0.00  
 Tax: \$ 0.00  
 Total: \$ 0.00

Done Internet

GM GlobalConnect - Microsoft Internet Explorer

Address: https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv\_09.do?screenAction=d&modName=dv&dytrans=v

GM OrderWORKBENCH

Transaction Details

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

VIN: 1G1YY22G645117320	Status: Pending
Dealer Code: 32888	User ID: 1w34te
Transaction Date: 10/21/2009	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2009-10-27-13:42:02.214000
Transaction Messages:	
1097 - GMPP sent to MIC	

© 2008 General Motors Corporation. All Rights Reserved.

Done Internet

July 14, 2010

[REDACTED]  
Sun Lake, AZ [REDACTED]

Dear [REDACTED]

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 1G1YY22G64S [REDACTED]. The processing time will take approximately eight weeks.

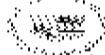
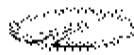
You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local 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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



# HUMMER

GENERAL MOTORS LEGAL STAFF - BUSINESS RESOURCE CENTER

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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: [REDACTED], General Motors Corporation  
Service Request: 71-611331527  
2004 Chevrolet Corvette  
Vehicle Identification Number: 1G1YY12S845 [REDACTED]

Dear Mr. Romano:

We regret that your client, [REDACTED] 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 [REDACTED] 1) 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. [REDACTED] also may have incurred attorneys' fees as a result of his retention 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 amenable 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 client'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. [REDACTED] customer satisfaction. We look forward to hearing from you.

Very truly yours,

General Motors

Acknowledgement of Receipt of Offer

---

Nathan Gessner

---

Date





• ASE Certified Technicians

• Courtesy Alternate Transportation

**THANK YOU!**

• Lifetime Service Guarantee (See Dealer For Details)

• Competitive Up-Front Pricing

Copyright © 1998 The Reynolds and Reynolds Company  
EPA/MSRP: 5811980 Q (07/03)

CUSTOMER SIGNATURE

(\*) APPLIES TO CUSTOMER PAY INVOICE ONLY

THANK YOU FOR YOUR BUSINESS!!

"GM LIFETIME SERVICE GUARANTEE"

PARTS DESIGNATED WITH AN [\*] INDICATES

( ) DISCOVER

( ) MASTER CARD

( ) CHECK NO.

( ) CHECK ( ) CASH ( ) DATE PD

( ) VISA

( ) CREDIT CARD

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

TOTALS

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 1 TOTAL PARTS 0.00

PARTS - QTY - FP - NUMBER - 1 10447355 SPEAKER 9.650

DESCRIPTION - UNIT PRICE - WARRANTY

DOOR SPEAKER, CUSTOMER STATES RIGHT SIDE SPEAKER DISTORTS, BELIEVES

REPLACE RIGHT DOOR PANEL SPEAKER

RIGHT DOOR SPEAKER INTERNAL ELECTRICAL FAILURE

LABOR & PARTS # 1 61CVZRSPK SPEAKER-RADIO TECH(S):25 WARRANTY

CUSTOMER NO.	28976	ADVISOR	JOSEPH A CLARK	INVOICE DATE	09/21/04	INVOICE NO.	CVCS126586
YEAR / MAKE / MODEL	04/CHEVROLET/CORVETTE/2 DOOR CONVERT	LABOR RATE	229	DELIVERY DATE	09/14/04	STOCK NO.	CVCS126586
VEHICLE I.D. NO.	1G1YK32G545	LICENSE NO.	STV	DELIVERY MILES		SELLING DEALER NO.	
F.T.E. NO.		MILEAGE		PRODUCTION DATE			
RESERVED PHONE				H.O. DATE			
BUSINESS PHONE		COMMENTS					

**NORMAN BOGCESS** CVCS126586 **CHEVROLET-BUICK-PONTIAC-GMC, INC.**

52 N. FRANKLIN P.O. BOX 968  
MADISONVILLE, KENTUCKY 42431  
PHONE: (270) 821-5640

**Goodwrench**



CVCS126586

• ASE Certified Technicians

• Courtesy Alternate Transportation

**THANK YOU!**

• Lifetime Service Guarantee (See Dealer For Details)

• Competitive Up-Front Pricing

CUSTOMER SIGNATURE

(\*) APPLIES TO CUSTOMER PAY INVOICE ONLY

THANK YOU FOR YOUR BUSINESS!!

"GM LIFETIME SERVICE GUARANTEE"

PARTS DESIGNATED WITH AN [ \* ] INDICATES

- ( ) CASH ( ) DATE PD
- ( ) CHECK ( ) CHECK NO.
- ( ) CHARGE ( ) CUST NO.
- ( ) CREDIT CARD
- ( ) VISA
- ( ) MASTER CARD
- ( ) DISCOVER
- ( ) AM EXPRESS
- ( ) BANK ONE M/C

**TOTAL INVOICE \$ 0.00**

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

TOTALS

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

\*\* QUANTITY 1 IS SPECIAL ORDERED \*\*

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

JOB # 1 0 10310103 SENSOR 3.107

PART ON SPECIAL ORDER

ORDERED PARTS PER BULLETIN DOC #1411305

CUSTOMER STATES FUEL GAUGE INOP.

J# 1: 37CVZ FUEL SYSTEM TECH(S): 192 WARRANTY

LABOR & PARTS		CUSTOMER NO. 28976	
ADVISOR JOHN D. QUARLES		TAG NO. 120	
MILEAGE 820		LABOR RATE 6.124	
COLOR SILVER/		YEAR / MAKE / MODEL 04/CHEVROLET/CORVETTE/2 DOOR CONVERT	
STOCK NO. CVCS132184		VEHICLE I.D. NO. 1G1Y32G545	
INVOICE DATE 03/29/05		R.O. NO. [REDACTED]	
INVOICE NO. CVCS132184		R.O. DATE 03/23/05	
DELIVERY DATE		COMMENTS	
DELIVERY MILES		BUSINESS PHONE [REDACTED]	
SELLING DEALER NO.		RESIDENCE PHONE [REDACTED]	
PRODUCTION DATE		F.T.E. NO.	



CVCS132184



**Goodwrench**

52 N. FRANKLIN P.O. BOX 968  
 MADISONVILLE, KENTUCKY 42431  
 PHONE: (270) 821-5640



**NORMAN BOGGESS CHEVROLET-BUICK-PONTIAC-GMC, INC.**

Copyright © 1988 The Reynolds and Reynolds Company  
RAINTIME SF61188 G (04/03)

• ASE Certified Technicians

• Courtesy Alternate Transportation

**THANK YOU!**

• Lifetime Service Guarantee (See Dealer For Details)

• Competitive Up-Front Pricing

APPROVED BY SIGNATURE

CLAIM# 132359  
TOTAL 801.35  
CLAIM TOTALS 801.35

WARRANTY CLAIM DETAIL TOTALS

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	10310028	SENSOR 3.107	54.48	54.48	76.27
JOB # 1	1	10310103	SENSOR 3.107	45.92	45.92	64.29
JOB # 1	2	12378470	FLUID 8.800	2.19	4.38	6.14
JOB # 1 COST TOTAL				104.78		
TOTAL - PARTS						146.70
G.O.G. & SUPPLIES				5.00		
JOB # 1 1.0 GAS @ 5.00 /UNIT						5.00
TOTAL - GOG						5.00
MISC-CODE						
DESCRIPTION						
ON OVERNIGHT PARTS						
CONTROL NO						
TOTAL - MISC						21.79
R/O TAX						0.00
R/O TOTALS						801.35

LABOR # 1 37CVZ  
FUEL SYSTEM HOURS: 9.90 TECH(S): 192  
CUSTOMER STATES FUEL GAGE IS INOP AT TIMES  
S.O.P  
OPEN CIRCUIT IN THE FUEL LEVEL SENSOR  
REMOVE BOTH FUEL TANKS AND REPLACE LEFT AND RIGHT FUEL  
LEVEL SENSORS.

CUSTOMER NO. 28976		ADVISOR BARRY WAYNE DUNCAN		TAG NO. 148	INVOICE DATE 04/11/05	INVOICE NO. CVWS132359
SLAUGHTERS, KY		LABOR RATE	LICENSE NO.	MILEAGE	COLOR SILVER/	STOCK NO.
YEAR / MAKE / MODEL		04/CHEVROLET/CORVETTE/2 DOOR CONVERT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
VEHICLE I.D. NO.		1 G 1 Y 3 2 G 5 4 5		R.O. NO.	R.O. DATE 03/29/05	COMMENTS
BUSINESS PHONE						

**BROWNING**  
**CHEVROLET-BUICK-PONTIAC-GMC, INC.**  
 52 N. FRANKLIN P.O. BOX 968  
 MADISONVILLE, KENTUCKY 42431  
 PHONE: (270) 821-5640  
  
**Goodwrench**  
  
  
  
  
 CVWS132359  
 CVWS132359

• ASE Certified Technicians

• Courtesy Alternates  
Transportation

**THANK YOU!**

• Lifetime Service Guarantee  
(See Dealer For Details)







• Competitive  
Up-Front Pricing

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EPA/NTV# B5611888 G (04/05)

DCS DATA FILE: GMGMWF.500  
 WARRANTY NEW CLAIM  
 RQ NUMBER RQ DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 132359 03/29/2005 1G1YY326543 3 25047 7504 401-11-4843  
 CUSTOMER NAME: FIRST: STEVE MIDDLE: LAST: DAKLEY  
 HOME: 270-836-7472  
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHR5 OHR5 NET-AMT. LAB-TOT.  
 1 01 AV 4 10310028 146.70 6F L1203 7.9 2.0 5.00 627.86  
 LN-TOT: 779.56 TECH SSN: [REDACTED] AUTH CODE: E AUTH. AUTHOR.: 0090  
 MEMO PART NUMBERS: 10310103 12378470  
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHR5 OHR5 NET-AMT. LAB-TOT.  
 2 01 MJ 98 25000 21.79  
 LN-TOT: 21.79 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:  
 R.O. TOTAL: 801.35

CUSTOMER NO.	28976	ADVISOR	BARRY WAYNE DUNCAN	TAG NO.	148	928	INVOICE NO.	CWWS132359
YEAR / MAKE / MODEL	[REDACTED]	LABOR RATE		MILEAGE			COLOR	SILVER/
VEHICLE I.D. NO.	1G1YY326543	VEHICLE I.D. NO.	1G1YY326543	SELLING DEALER NO.		PRODUCTION DATE		
DELIVERY DATE	04/11/05	DELIVERY DATE	04/11/05	DELIVERY DATE	04/11/05	DELIVERY DATE	04/11/05	DELIVERY DATE
STOCK NO.		STOCK NO.		STOCK NO.		STOCK NO.		STOCK NO.
COMMENTS	[REDACTED]							

**BROWNING**  
 CHEVROLET-BUICK-PONTIAC-GMC, INC.  
 52 N. FRANKLIN P.O. BOX 968  
 MADISONVILLE, KENTUCKY 42431  
 PHONE: (270) 821-5640

CVWS132359

CVWS132359

July 14, 2010

[REDACTED]  
Fort Washington, MD [REDACTED]

Service Request: 1-347710547

Customer Relationship Manager: Henry Starling Jr

Dear Mr. [REDACTED]:

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 <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

July 14, 2010

[REDACTED]  
[REDACTED]  
Jacksonville, FL [REDACTED]

Service Request: 1-349588837  
Customer Relationship Manager: Gabriel Chatman

Dear Mrs. [REDACTED]

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.

July 14, 2010

Mrs. [REDACTED]  
[REDACTED]  
[REDACTED]

Jacksonville, FL [REDACTED]

Service Request: 1-349588837

Customer Relationship Manager: Gabriel Chatman

Dear Mrs. [REDACTED]

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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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



July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
[REDACTED]

Downsville, LA [REDACTED]

Service Request: 1-357599649

Customer Relationship Manager: Jennifer Petitt

Dear Mr. [REDACTED]

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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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

July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
[REDACTED]

Downsville, LA [REDACTED]

Service Request: 1-357599649

Customer Relationship Manager: Monyca Jackson

Dear Mr. [REDACTED]

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 [www.mygmlink.com](http://www.mygmlink.com). 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



<b>SEND TO</b>		<b>From</b>	
<b>Company Name</b>	GM Bussiness Center	Tonia Nance	
<b>Attention</b>	Monica Jackson	<b>Date</b>	10-3-05
<b>Fax Number</b>	866-213-4643	<b>Phone Number</b>	318-368-3181

- Urgent/**
 **Reply ASAP/**
 **Please Comment/**
 **Please Review/**
 **For your information/**

Total pages, including cover sheet:

\_\_\_\_\_

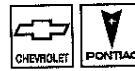
**COMMENTS**

Copy of Requested R.O. 5



**FARMERVILLE MOTORS, Inc.**

1001 Sterlington Hwy. · P.O. Box 579  
 FARMERVILLE, LOUISIANA 71241  
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 Monroe: (318) 325-7551 · Ruston: (318) 251-9311  
 1-800-556-3181



DOWNSVILLE

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/03/05	04	CHEVROLET	CORVETTE	1G1YY22G145	12110	7869	0	3006
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
03/12/04	02/10/05	62	00/00/00 00:00		.00	01	02/10/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
41878						BLUE		1

===== REPAIR LINE 01 =====

REPAIR FOR RIGHT PWR WINDOW INOP  
 RH WINDOW MOTOR SHORTED OUT INTERNALLY  
 BILL CODE - W COMPLAINT CODE - OJ  
 REPLACE RH WINDOW MOTOR  
 C0182 REGULATOR, FRONT D 54 M A 1.20 25.20 69.50  
 TOTAL LABOR 25.20 69.50  
 GM 88980578 -MOTOR 1 90.20 126.28  
 FAIL CODE - 6G  
 TOTAL PARTS 90.20 126.28

===== REPAIR LINE 02 =====

CAMPAIGN 04043 LOWER CONTROL ARM WASHER  
 WASHERS FOR LOWER CONTROL ARM NUTS DEFECTIVE  
 BILL CODE - W COMPLAINT CODE - MA  
 REPLACE ALL FOUR WASHERS ON LOWER CONTROL ARM NUTS  
 V1234 CAMPAIGN 54 M A 2.00 42.00 115.84  
 TOTAL LABOR 42.00 115.84  
 GM 10282253 -NUT 4 9.12 12.76  
 FAIL CODE - 96  
 TOTAL PARTS 9.12 12.76  
 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	185.34	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	139.04	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
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	.00	WARRANTY	324.38	CUSTOMER PAY	.00

**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  
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**DOWNSVILLE**

**LA**

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
04/04/05	04	CHEVROLET	CORVETTE	1G1YY22G145		12110	8810	0 3076
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
03/15/04	04/06/05	36	00/00/00 00:00		.00	01	04/06/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
<b>42800</b>				BLUE 1				

===== REPAIR LINE 01 =====  
 CK FOR GREASE SLINGING IN WHEELS  
 BOTH REAR OUTER CV BOOTS LEAKING GREASE  
 BILL CODE - W COMPLAINT CODE - VN  
 REPLACE BOTH RR OUTER CV BOOTS  
 F1518 HALFSHAFT, REAR DR 54 M A 2.60 54.60 150.59  
 TOTAL LABOR 54.60 150.59  
 GM 88952506 \*-BOOT KI 2 68.36 95.70  
 FAIL CODE - 1S  
 TOTAL PARTS 68.36 95.70

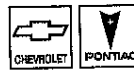
===== REPAIR LINE 02 =====  
 CK FOR ROUGH IDLE  
 NO CODES. COULD NOT DUPLICATE CUSTOMER COMPLAINTS  
 BILL CODE - C  
 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	150.59	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	95.70	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
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	.00	WARRANTY	246.29	CUSTOMER PAY	.00

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 FARMERVILLE, LOUISIANA 71241  
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 Monroe: (318) 325-7551 · Ruston: (318) 251-9311  
 1-800-556-3181



DONSVILLE

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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
08/05/05	04	CHEVROLET	CORVETTE	1G1YY22G145		12110	10160	0 0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
03/15/04	08/24/05	62	00/00/00 00:00		.00	01	08/24/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE			BLUE	1	
<b>44714</b>		318-982-7106	318-376-8893					

===== REPAIR LINE 01 =====

CK FOR FUEL SMELL IN CAR  
 LEFT FUEL TANK CROSSOVER PIPE AND SEAL LEAKING FUEL  
 BILL CODE - W COMPLAINT CODE - OP  
 REPLACE LH FUEL TANK CROSSOVER PIPE AND SEALS  
 L1225 SENDER/PUMP ASSEMB 54 M A 6.40 134.40 370.69  
 TOTAL LABOR 134.40 370.69  
 GM 10337583 -PIPE 1 37.80 52.92  
 FAIL CODE - 1S  
 GM 10337762 -SEAL 1 12.31 17.23  
 TOTAL PARTS 50.11 70.15  
 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	370.69	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	70.15	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
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	.00	WARRANTY	440.84	CUSTOMER PAY	.00

**FARMERVILLE MOTORS, Inc.**

1001 Sterlington Hwy. · P.O. Box 579  
 FARMERVILLE, LOUISIANA 71241  
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 Monroe: (318) 325-7551 · Ruston: (318) 251-9311  
 1-800-556-3181



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PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
09/12/05	04	CHEVROLET	CORVETTE	1G1YY22G145	12110	10251	0	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
03/15/04	09/29/05	62	00/00/00 00:00		.00	01	09/29/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
45243								BLUE 1

===== REPAIR LINE 01 =====  
 REPAIR FOR FUEL LEAK  
 TOP LEFT SEAM OF FUEL TANK LEAKING FUEL  
 BILL CODE - W COMPLAINT CODE - VN  
 REPLACE LH FUEL TANK, SEAL AND HOSE PER TAC 8463449  
 L1281 TANK, FUEL - LEFT 54 M A 6.40 134.40 370.69  
 TOTAL LABOR 134.40 370.69  
 GM 10337762 -SEAL 2 24.62 34.46  
 GM 10362744 -TANK 1 345.75 484.05  
 FAIL CODE - 1S  
 GM 15223882 -HOSE 1 69.75 97.65  
 TOTAL PARTS 440.12 616.16

===== REPAIR LINE 02 =====  
 BRICKS WRECKER 7240  
 TOWING  
 BILL CODE - W COMPLAINT CODE - MJ  
 TOWING  
 T2020 TOWING 99 M A .00 .00 .00  
 GM MEMO MEMO .00 .00  
 FAIL CODE - 98

===== MISCELLANEOUS REPAIR LINE 03 =====  
 BRICKS TOWING  
 BILL CODE - W  
 46600 55.00 55.00  
 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	370.69	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	616.16	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	55.00	MISC. SALES	.00
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	.00	WARRANTY	1041.85	CUSTOMER PAY	.00

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139 Grimshaw Street - P.O. Box 818 - Rayville, LA 71269  
Local: (318) 728-6550 - Toll Free: 800-256-1487 - Fax: (318) 728-6855

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Special Instructions :

Number of pages (including cover sheet): 2

From: Jamie Phillips Sec.

Fax Number: 1-800-256-1487

Company: Om Bus Resource Center

Attention: Monica Jackson  
Date: 10-20-05

139 GRIMSHAW STREET  
PO BOX 818  
RAYVILLE, LA 71269  
1-800-256-1487  
318-728-6550  
318-728-6855 (FAX)

**JIM TAYLOR**  
**CHEVROLET**  
 RAYVILLE, LOUISIANA  
 "We'll Be There"





APPROVED

PROFIT OF SALE	1623.37
MANAGER COMM.	N/A
COMMISSION No. 2/BONUS	N/A
COMMISSION No. 1/BONUS	513.59
UNDER-ALLOWANCE	N/A
OVER-ALLOWANCE	2900.00
A.C.V. OF TRADE	12000.00
TRADE ALLOWANCE	14900.00
PACK	425.00
COST OF VEHICLE	34863.04
PRICE OF VEHICLE	39900.00

SALESMAN 2 CUSTOMER PHONE: (H) (318)982-7106

SALESMAN 1  
 ADDRESS: RONALD R. MELTON  
 MGR: STEPHANIE HALE  
 CUSTOMER: [REDACTED]  
 DATE: 09/13/2004  
 DESCRIPTION: 2004 CHEVROLET CORVETTE  
 STOCK #: F119176  
 DEAL #: 25272  
 ID #: 161YY226145

AMOUNT FINANCED	27490.15
DISCOUNT RATE	
PREMIUM	N/A
COST	
CREDIT LIFE	N/A
CREDIT A & H.	N/A
PHYSICAL DAMAGE	N/A
SERVICE CONTRACTS	N/A
OTHER	N/A

LICENSE AN  
 ADD-ON INT

1996 CHEVROLET CORVETTE 53030 12000.00 161YY226145

NUMBER OF

TOTAL CASH

DEFERRED 1

DEFERRED 1

DEFERRED 1

C.O.D.

CASH DEPO:

LIENHOLDER

PAY-OFF

TRADE ALLC

SALES TAX

SELLING PR

SELLING PR BANK HIBERNIA NATIONAL BANK

Other

Bank

Truth in Lending

Check in Slip

Appraisal Slip

Odometer Certs

Power Sheet

Insurance

Cash Receipts:

Amt. No.

Amt. No.

Amt. No.

Trade: Disc. Lic.

P.O. Amt.

Good Title

Verified By

Registration

Title in

Due

Source

JIM TAYLOR CHEVROLET LLC  
 189 GRIMSHAW ST  
 RAYVILLE LA 71269

DEAL RECAP

no appraisal in file  
 Appraisal cash value from  
 Dealer Receipt sheet.

# GMPP Request for Processing

SR# 1-357599649

New/Used: Used Division: Chevrolet Vehicle Style: Car

Complete VIN 1G1YY22G145 [REDACTED] 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): [REDACTED]

Address Line 1: [REDACTED]

Address Line 2:

City: Downsville State: LA Zip: [REDACTED]

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

Date: 10/10/05

AVM Requested

1097 Au 10/11/05 10.37

Privileged and Confidential Information

CASE ASSESSMENT BY: Monyca Jackson

Siebel/CARS Request No: 1-357599649

Customer Name: [REDACTED]

Year of Vehicle:                      Make:                      Model:                      Current Mileage:

Vehicle ID No.:                      In Service Date:                      Purchased: New/Used  
If used: (date/miles)

What is customer seeking:

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:   Mileage:   Days Out:   Description of Repair: .

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:   Mileage:   Days Out:   Description of Repair: .

OTHER SYMPTOM/CONCERN:

Date:   Mileage:   Days Out:   Description of Repair: .

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

VEHICLE MEETS PRESUMPTION LEMON LAW?    YES:     NO:

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

AVM and/or DEALER RECOMMENDATION(s):

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Decision reached by CRM:    Arbitrate case:     Settle case:

Team Manager Approval:                      Date:

Privileged and Confidential Information

Team Manager Approval:

Date:

Revised by r.fick 09/28/04

139 Grimsshaw Street - P.O. Box 818 - Rayville, LA 71269  
Local: (318) 728-6550 - Toll Free: 800-256-1487 - Fax: (318) 728-6855

\_\_\_\_\_  
\_\_\_\_\_

Special Instructions: If you need anything  
also, please let me know  
thanks, Jamie Phillips, Sec.

Number of pages (including cover sheet): 21

From: Jamie Phillips Sec.

Fax Number: 1-800-256-1487

Company: Jim Business Res Center

Attention: Monica Jordan  
Date 10-05-05

139 GRIMSHAW STREET  
PO BOX 818  
RAYVILLE, LA 71269  
1-800-256-1487  
318-728-6550  
318-728-6855 (FAX)

**JIM TAYLOR**  
**CHEVROLET**  
 RAYVILLE, LOUISIANA  
 "We'll Be There"

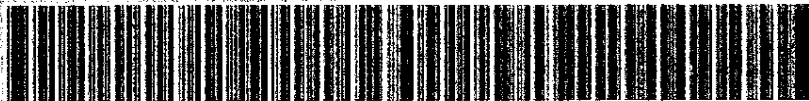


KEEP IN SAFE PLACE

ANY ALTERATION OR ERASURE VOIDS THIS TITLE

DP52M 1623 (R9/99)

FORM



TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

The undersigned Vehicle Commissioner of the State of Louisiana, carries matric of applicant named herein has been duly registered in this office as owner of the motor vehicle described pursuant to the laws of the State of Louisiana, subject to its mortgages and encumbrances, if any, herein set forth.

*Kay B. Livingston*

By \_\_\_\_\_  
Authorized Representative

\_\_\_\_\_  
Lienholder

\_\_\_\_\_  
Date

Second Lien Released

By \_\_\_\_\_  
Authorized Representative

\_\_\_\_\_  
Lienholder

\_\_\_\_\_  
Date

First Lien Released

FIRST UNITED BANK  
PO BOX 725  
FARMERVILLE LA 71241  
DATE 09/28/2000

DOWNSVILLE LA  
FARMERVILLE LA 71241  
FARMERVILLE LA 71241

FIRST UNITED BANK  
PO BOX 725  
FARMERVILLE LA 71241  
MAIL TO \* \* \*

VIN	1G1YY22P15	MODEL	CHEV	CVT	2D	COLOR	PLF/	VR	1996	DATE ACQUIRED	09/26/2000	ODOMETER	24800	NAI	U
TITLE NUMBER	_____	DATE ISSUED	09/28/2000												

DEPARTMENT OF PUBLIC SAFETY - OFFICE OF MOTOR VEHICLES

STATE OF LOUISIANA

CERTIFICATE OF TITLE

"SEE REVERSE SIDE FOR IMPORTANT INFORMATION"

CERTIFICATE OF REGISTRATION AND RECEIPT FOR FEES AND/OR TAXES LOUISIANA DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONS OFFICE OF MOTOR VEHICLES P.O. BOX 64888 BATON ROUGE, LA 70898-4888



ANY FALSE ANSWER IS A CRIMINAL OFFENSE SUBJECT TO A FINE NOT TO EXCEED \$5,000.00 OR IMPRISONMENT NOT TO EXCEED FOUR YEARS OR BOTH.  
 MOTOR VEHICLE OFFICER: *[Signature]*  
 DATE: \_\_\_\_\_

**THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES**

25 [REDACTED] 11/2002 1G1YY22P6T5 [REDACTED] 09/28/2000 5600 20000.00  
 MAKE: CHEV CUV 2D PLE/ 1996 024800  
 MODEL/WEIGHT | BODY | COLOR | YEAR | DOMESTIC | DEALER'S LICENSE ENR. | STAMP | LICENSE

OWNERS NAME: [REDACTED]  
 TAX DATE: 09/26/2000  
 REMITTANCE: 1364.30  
 CITY/STATE: DOWNSVILLE LA  
 NAME: [REDACTED]  
 TAXABLE VALUE: 20000.00  
 STATE SALES TAX: 794.00  
 STATE TAX PENALTY: 45.00

VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS ↑  
 # LIENS: 1  
 FIRST LIENHOLDER: FIRST UNITED BANK  
 DATE: 09/28/2000  
 STATE TAX ORGENT: [REDACTED]  
 STATE INTEREST: [REDACTED]  
 STATE TAX PENALTY: 2.00

STREET: PO BX 725  
 CITY/STATE: FARMERVILLE LA  
 SECOND LIENHOLDER: [REDACTED]  
 DATE: [REDACTED]  
 NET STATE TAX: 785.27  
 NET SALES TAX: 490.00  
 STATE VENDOR'S COME: 10.00  
 STATE VENDOR'S COME: 8.73  
 AMOUNT: [REDACTED]  
 STATE TAX ORGENT: [REDACTED]  
 STATE TAX PENALTY: 4.00

PLATE NO: 0101  
 CLASS: PRIV AUTO  
 OLD EXPIRATION: 09/2002  
 CITY/STATE: [REDACTED]

REGISTRATION FEE: 82.50  
 SALES TAX: 1281.20  
 TOTAL TAXES: 1363.70  
 OPERATOR'S LICENSE: 0066 676  
 SEC NO: 22  
 CURRENT LA TITLE: [REDACTED]

Reynolds and Reynolds CCR34371 Q (0604)

DATE: 09/13/04		ACCEPTED BY: [Redacted]	
on the above listed trade is: 53030 Mileage N/A		DEALER OR HIS AUTHORIZED REPRESENTATIVE	
certify that to the best of my knowledge and belief the true miles		DATE: 09/13/04	
in accordance with Federal & State Odometer laws, I hereby		NOTICE: Dealer often retains a portion of the price paid for the above plans and items. The credit life insurance death benefit, and the related premium, will normally be greater than the amount needed to pay off any loan balance.	
ODOMETER DISCLOSURE:		BUYER'S SATISFACTION CREDIT RATING: BUYER'S SATISFACTION CREDIT RATING	
License No. [Redacted]		BUYER ACKNOWLEDGES he has read and received a completed copy of this order comprising the entire agreement affecting this purchase, and that this order is subject to	
Color PURPLE		NOTICE TO THE BUYER: Do not sign this order before you read it or if it contains any blank spaces. You are entitled to an exact copy of the order you sign.	
Serial No. 1G1YY22P6TS [Redacted]		Any warranties on the products sold hereby are those made by the manufacturer. The Seller, the dealership named herein, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealership named herein neither assumes nor authorizes any	
Model CORVETTE		DISCLAIMER OF WARRANTIES	
Make CHEVROLET		TOTAL PRICE 27490.15	
Year 1996		Vehicle Service Agreement N/A	
TRADE-IN INFORMATION:		TOTAL DOWN PAYMENT 5000.00	
Address: PO BOX 725 FARMERVILLE LA 71241		Cash Down N/A	
Pay-Off To: FIRST UNITED BANK		Rebate N/A	
Quoted By: 09/26/2004		Deposit N/A	
Good Until: 09/26/2004		TOTAL 32490.15	
Amount: 5302.65		Pay-Off on Trade-In 5302.65	
Account Number: [Redacted]		TOTAL 27167.50	
PAY-OFF INFORMATION:		TOTAL 128.50	
DALLAS/BUY BACK		License, License Transfer, Title, Registration	
All vehicles SOLD as equipped unless otherwise stated below:		Inspection Temp. Tag Notary	
M.S.R.P. 39900.00		Documentary 2000.00	
Add'l Equip. 39900.00		Convenience Fee XXXXXXXXXXXXX	
WE OWE:		Sales Tax % Amount 25000.00	
STOCK NO. F119176 SALESMAN RONALD R. MELTON ODOMETER 4998		Trade Difference 14900.00	
MODEL CORVETTE BODY TYPE ZDR SERIAL NO. 1G1YY22G14S		Less Trade-In 39900.00	
COLOR BLU		Selling Price N/A	
NEW <input type="checkbox"/> USED <input checked="" type="checkbox"/> TRUCK <input type="checkbox"/> MAKE CHEVROLET		Amount 25000.00	
YEAR 2004		Convenience Fee XXXXXXXXXXXXX	
NEW <input type="checkbox"/> CAR <input checked="" type="checkbox"/>		Documentary 2000.00	
PLEASE ENTER MY ORDER FOR THE FOLLOWING		TOTAL 32490.15	
139 Grimshaw Street • P.O. Box 818 • Rayville, LA 71269		Pay-Off on Trade-In 5302.65	
(318) 728-6550 • 1-800-256-1487		TOTAL 27167.50	
www.jimtaylorchevy.com		TOTAL 128.50	
JIM TAYLOR CHEVROLET		License, License Transfer, Title, Registration	
DATE: 09/13/04		Inspection Temp. Tag Notary	
NAME: [Redacted]		Documentary 2000.00	
STREET ADDRESS: DOWNSVILLE LA		Convenience Fee XXXXXXXXXXXXX	
STATE: [Redacted]		Sales Tax % Amount 25000.00	
ZIP: [Redacted]		Trade Difference 14900.00	
DRIVERS LICENSE NO. [Redacted]		Less Trade-In 39900.00	



July 14, 2010

Dr. [REDACTED]  
[REDACTED]  
Solon, OH [REDACTED]

Service Request: 1-358614053  
Customer Relationship Manager: Kristin Walker

Dear Dr. [REDACTED]

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 <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
Abingdon, IL [REDACTED]

Service Request: 1-360035597  
Customer Relationship Manager: Shalane King

Dear Mr. [REDACTED]

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 [REDACTED] 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 [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

July 14, 2010

Ms. [REDACTED]  
[REDACTED]  
[REDACTED]

Little Rock, AR 7 [REDACTED]

Service Request: 1-382914522

Customer Relationship Manager: Steven Demask

Dear Ms. [REDACTED]

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

C14222

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: [REDACTED]  
3. [REDACTED]  
4.Customer City, State, and Zip: Gilbert Az [REDACTED]  
5.Primary Customer Phone #: [REDACTED]  
6. [REDACTED]  
7.Customer fax #: [REDACTED]  
8. Cust Drivers Licenses #: [REDACTED]  
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 [REDACTED] 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 #: [REDACTED]  
19.Dealership BAC: 114688 Region:

20.What GOODWILL TOOLS were offered?

Component Coverage Letter	Miscellaneous Reimbursement
Maintenance Letter	American Express Check
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, % of them, \$ Amount, etc.)

Explain:

39.I have reviewed with the customer what is Negative Equity/Overallowance and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail):

\*NO 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 e-mail at the address listed above.

July 14, 2010

Mr. [REDACTED]

[REDACTED]  
Oxford, AL [REDACTED]

Service Request: 1-416002508  
Customer Relationship Manager: Matt Copple

Dear Mr. [REDACTED]

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

50-937  
213

DATE  
11/21/06

\*\*\*\*\*2,500 DOLLARS

\*\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*2,500.00

LOS ANGELES CA

North American Operations  
General Motors Corporation  
Disbursement Account

*Kihel C. Duran*  
SIGNATURE

PAY  
TO THE  
ORDER  
OF

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

AUDIT

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900884800

PAYMENT DATE 11/21/06

VENDOR DUNS NO. BB 000000129

VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
1G1YY22G645	11/20/06	VM-1-73NMVE	00.0000	2,500.00	.00	2,500.00
	426994635	1-73NMVE				
<b>TOTAL</b>				2,500.00	.00	2,500.00

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

W3

40350

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



CHECK **No. 900884796**

50-937  
213

DATE  
11/21/06

\*\*\*\*\*15,000 DOLLARS

\*\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*15,000.00

LOS ANGELES CA

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Rhial C. [Signature]*  
 SIGNATURE

PAY  
TO THE  
ORDER  
OF

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

AUDIT



**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900884796

PAYMENT DATE 11/21/06

VENDOR DUNS NO. BB 000000128

VENDOR NAME [Redacted]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
161YY22G645 [Redacted]	11/20/06 1-42699435	VM 1-73NHVC 1-73NHVC	00.0000	15,000.00	.00	15,000.00
<b>TOTAL</b>				15,000.00	.00	15,000.00

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

W3

40330P





# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

CUSTOMER NO. <b>14951</b>	ADVISOR <b>BRUCE VIVIANI</b>	TAG NO. <b>216 2209</b>	INVOICE DATE <b>08/04/06</b>	INVOICE NO. <b>CVCS110207</b>
	LABOR RATE	MILEAGE <b>21,397</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/CORVETTE</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>08/02/06</b>	
COMMENTS				

JOB# 1 CHARGES-----  
 LABOR----- HOURS: TECH(S):1552 13.45  
 # 1 00CVZ001B MOBIL 1 SERV. COMPLETED  
 MOBIL 1 OIL & FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	88984215	FILTER 1.836	6.00	
	1	3536966	SEAL 1.456	1.58	
	7	12346184	OIL10W30S 8.800	9.18	
				TOTAL - PARTS	71.84

MISC-----CONTROL NO-----  
 1HAZ HAZ.WASTE REMOVAL TOTAL - MISC 2.50

JOB# 1 TOTALS-----  
 LABOR 13.45  
 PARTS 71.84  
 MISC 2.50

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 87.79

JOB# 2 CHARGES-----  
 LABOR----- HOURS: TECH(S):213 WARRANTY  
 # 2 10CVZ DRIVEABILITY  
 FUEL SMELL  
 DIAG TEST FUEL TANK LEAKING AT NECK TO CROSSOVER PIPE  
 REPLACED FUEL TANK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	10362744	TANK 3.001		WARRANTY
	1	89047640	INSULATOR 3.022		WARRANTY
				TOTAL - PARTS	0.00

G.O.G. & SUPPLIES-----  
 FREIGHT (PARTS) TOTAL - GOG WARRANTY 0.00

JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----  
 LABOR----- HOURS: TECH(S):206 WARRANTY  
 # 3 70CVZ SUBLET  
 CALIF RENT A CAR

JOB# 3 TOTALS-----  
 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

Copyright © 1995 The Reynolds and Reynolds Company EPLZRRVIE 080803S 0 01/033

**AUTHORIZA**

**RELEASE OF LOAN/LEASE INFORMATION**

I, , hereby authorize

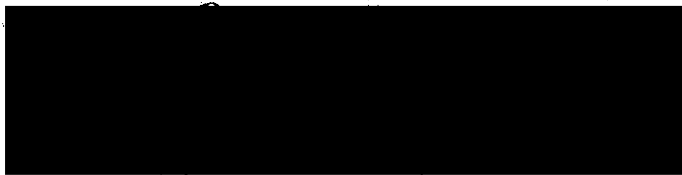
paid cash in full  
Client's Name(s) and SSN  
Lien Holder Name, Overnight Address, & Phone Number

to release any and all information regarding my loan account # N/A  
Account Number

to Chevrolet/Corvette, including but not limited to a complete  
Manufacturer's Name

payment history of my account, a loan/lease payoff amount, and per diem  
information.

Date August 11, 2006



Signature

Signature

Miracle Mile Chevrolet Buick Inc.  
 400 South La Brea Ave.  
 Los Angeles, CA 90036

**RECEIPT**

DATE	12/21/03	No.	360106
RECEIVED FROM	[REDACTED]		\$4336.47
FORTY THREE THOUSAND THREE HUNDRED SIXTY FOUR <sup>47</sup> DOLLARS			
<input type="radio"/> FOR RENT <input checked="" type="radio"/> FOR <u>DL# 781 STR # Z4633</u>			
ACCOUNT		<input type="radio"/> CASH	FROM
PAYMENT		<input type="radio"/> CHECK	TO
BAL. DUE		<input type="radio"/> MONEY ORDER	BY: <i>[Signature]</i>

MIRACLE MILE CHEVROLET  
 400 S. LA BREA AVE  
 LOS ANGELES, CA 90036

DATE: 12/21/03 TIME: 13:21:06  
 MEM#: 829135774810 STR#: 4501 TRM#: 0002  
 S-A-L-E-S D-E-B-I-T

REF: 0127 BATCH: 076  
 CD TYPE: AX TR TYPE: PR

TOTAL: \$5000.00

ACCT: \*\*\*\*\*8008 EXP: \*\*\*\*  
 AP: 525306  
 NAME: ST KELEN

CARDMEMBER ACKNOWLEDGES RECEIPT OF  
 GOODS AND/OR SERVICES IN THE AMOUNT OF  
 THE TOTAL SHOWN HEREON AND AGREES TO  
 PERFORM THE OBLIGATIONS SET FORTH BY THE  
 CARDMEMBER'S AGREEMENT WITH THE ISSUER

*[Signature]*

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

AUTO 12/22/2005 TO 12/22/2006 11 [REDACTED]

VEHICLE IDENTIFICATION NUMBER

1G1YY22G645 [REDACTED]

BODY TYPE MODEL

CP

DATE ISSUED

10/26/2005

CYLS. DATE FIRST SOLD

00/00/2003

CLASS

MZ

MAKE

CHEV

Yr. Model

2004

TYPE VEH. MP AX WC UNLADEN/G/GW

120

G

TOTAL FEES PAID

\$311

1900

REGISTERED OWNER

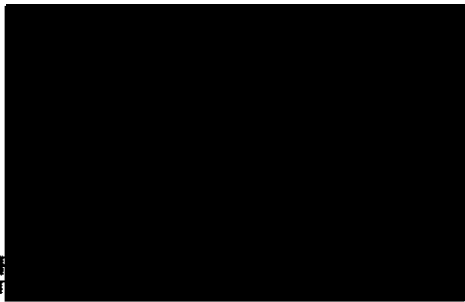
[REDACTED]  
LOS ANGELES CA [REDACTED]

LENDER

0



STATE OF CALIFORNIA  
DEPARTMENT OF MOTOR VEHICLES  
VALIDATED REGISTRATION CARD  
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS



**CALIFORNIA**

**DRIVER LICENSE**

EXPIRES 09-02-10

CLASS: C



LOS ANGELES CA

SEX: F

HAIR: BRN

EYES: BRN

HT: 5-01

WT: 100

DOB: 09-02-43

07/06/2005 616 B3 FD/10

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  
tfriedman@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: [REDACTED] v. General Motors Corporation  
Vehicle: 2004 Chevrolet corvette-  
VIN: 1G1YY22G645 [REDACTED]  
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

September 29, 2006

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



GM LEGAL DEPT.

FAX # :

(866) 790-5700 - (866) 266-1790

FROM :

ROBERT F.

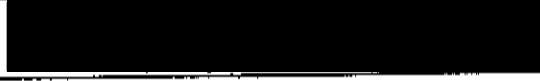
BUSINESS OFFICE

SERVICE MANAGER

DOCUMENTS:

SUMMARY HISTORY

CUSTOMER



NUMBER OF PAGES

23

COMMENTS:

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\* NOT COUNTING COVER SHEET.

IF YOU DON'T RECEIVE ALL PAGES, PLEASE TELEPHONE US IMMEDIATELY AT (310) 828-4424

08/17/2006  
11:24:55

SUMMARY HISTORY DISPLAY

3030  
PAGE 1

①

CUSTOMER NAME [REDACTED] SERIAL NO. 1G1VY22G649 [REDACTED]  
TOTAL R/O'S 8 TOTAL SERV. DAYS 10 MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	110207	08/02/2006	21397	A			216	
				T	1552	1	C 00CVZ001B	MOBIL 1 SERV.
				T	213	2	W 10CVZ	DRIVEABILITY
				T	219			
				T	206	3	W 70CVZ	SUBLET
2	102724	08/09/2005	13796	A			216	
				T	213	1	W 10CVZ	DRIVEABILITY
				T	213	2	W 10CVZ01	DRIVEABILITY
				T	206	3	W 10CVZZ7910	SHUTTLE
3	102626	09/05/2005	13790	A			216	
				T	226	1	C 40CVZ	BRAKES
				T	219	2	W 12CVZ	ENGINE MECHANICA
				T	213	3	W 05CVZ01	15 A
				T	213	4	W 05CVZ02	15 A
				T	206	5	W 05CVZZ7910	SHUTTLE
4	101890	07/05/2005	12909	A			216	
				T	206	1	C 00CVZ001B	MOBIL 1 SERV.
				T	213	2	W 05CVZ	15 A
				T	206	3	W 05CVZ27910	SHUTTLE
				T	213	4	C 00CVZ102	POWER INJECTOR F
5	60826	02/17/2005	10152	A			5187	
				T	213	1	W 10CVZ	DRIVEABILITY
6	59608	12/23/2004	9136	A			216	
				T	4984	1	C 00CVZ001B	MOBIL 1 SERV.
				T	206	2	W 05CVZ	15 A
				T	206	3	W 05CVZZ7910	SHUTTLE
7	57047	08/26/2004	6462	A			5187	
				T	213	1	W 10CVZ	DRIVEABILITY
				T	219	2	W 12CVZ	ENGINE MECHANICA
8	56688	08/12/2004	6116	A			5187	
				T	206	1	C 00CVZ001B	MOBIL 1 SERV.
				T	206	2	W 05CVZ	15 A

23 pages  
Total



CVCS56688

CVCS56688

# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

2

CUSTOMER NO. <b>14951</b>	ADVISOR <b>JOHNNY OR JB</b>	TAG NO. <b>5187</b>	INVOICE DATE <b>08/12/04</b>	INVOICE NO. <b>CVCS56688</b>
[REDACTED] <b>LOS ANGELES, CA</b>	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE <b>6,116</b>	COLOR <b>SILVER</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/CORVETTE</b>	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>08/12/04</b>	
COMMENTS				

JOB# 1 CHARGES

LABOR ~~100CVZ0018~~ MOBIL 1 SERV. HOURS: TECH(S):206 18.00  
 MOBIL 1 OIL & FILTER CHANGE  
 ADJUST TIRE PRESSUE  
 COMPLETED SERVICE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	88984215	FILTER 1.836	5.81	5.81
	1	3536966	SEAL 1.456	1.14	1.14
	7	12346184	OIL10W30S 8.800	8.51	59.57
				TOTAL - PARTS	66.52

MISC	CODE	DESCRIPTION	CONTROL NO		
	1HAZ	HAZ.WASTE REMOVAL		2.50	
				TOTAL - MISC	2.50

JOB# 1 TOTALS  
 LABOR 18.00  
 PARTS 66.52  
 MISC 2.50  
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 87.02

JOB# 2 CHARGES

LABOR ~~100CVZ~~ 15 A HOURS: 0.30 TECH(S):206 WARRANTY  
 ALIGN HOOD

JOB# 2 TOTALS  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$95.00 (+TAX)

COMMENTS  
 DELETED OPERATION(S)  
 10CVZ DRIVEABILITY



CVCS56688

CVCS56688

# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

3

CUSTOMER NO. <b>14951</b>	ADVISOR <b>JOHNNY OR JB</b>	TAG NO. <b>5187</b>	INVOICE DATE <b>08/12 '04</b>	INVOICE NO. <b>CVCS56688</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>6,116</b>	COLOR <b>SILVER/</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/CORVETTE</b>		DELIVERY DATE	DELIVERY MILES
<b>LOS ANGELES, CA</b>	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>08/12 '04</b>	

**TOTALS**

PARTS DESIGNATED WITH AN ASTERRISK (*) INDICATE LIMITED	TOTAL LABOR....	18.00
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS....	66.52
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	2.50
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	5.49
	<b>TOTAL INVOICE \$</b>	<b>92.51</b>

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



56688

56688

# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

B.A.R. # AD160077

E.P.A. # CAL 000145217

4

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ006 00CVZ002	6000 MILE SERVICE ROTATE TIRES	MI MI	0.00 29.95	00CVZ001 00CVZ003	L.O.F. ROTATE & BAL TIRES	MI MI	29.47 59.95

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

## SERVICE

STATE REG# AD160077

TERMS	VEHICLE ID NO <b>1G1YY22G645</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE</b>	PRODUCTION DATE	STOCK NO.	56688
CASH <input type="checkbox"/>	LOS ANGELES, CA	CUSTOMER NO <b>14951</b>	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. <b>08/12/04</b>
CREDIT CARD <input type="checkbox"/>		COLOR <b>SILVER/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
CHECK <input type="checkbox"/>	SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/>	TURBO <input type="checkbox"/>	AIR COND. <input type="checkbox"/>	P.S. <input type="checkbox"/>	TRANS <input type="checkbox"/>
OTHER <input type="checkbox"/>	TIME RECEIVED <b>10:21am</b>	DATE/TIME PROMISED <b>08/12/04 06:00pm</b>	MILEAGE <b>6,116</b>	ADVISOR NO <b>5187</b>	ADVISOR <b>JOHNNY OR JB</b>
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	YEAR/DOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown. If I choose not to authorize the services recommended.				
	ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	REASON	
	CONTACTED BY	AUTHORIZED BY	PERSON PHONE #	DATE	TIME
	ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	REASON	
	CONTACTED BY	AUTHORIZED BY	PERSON PHONE #	DATE	TIME

ITEM	DESCRIPTION	MO/MI	TOTAL	L/O JOB	FC	LABOR HOURS
1	<b>C</b> 00CVZ001B <b>MOBIL 1 SERV.</b> MOBIL 1 OIL & FILTER CHANGE ADJUST TIRE PRESSUE <i>206</i>		5.00	L/O JOB 1		
2	<b>W</b> 10CVZ <i>206</i> <b>DRIVEABILITY</b> <i>WTF</i>			L/O JOB 2		
3	<b>W</b> 05CVZ <i>206</i> <b>15A Hood/hood hinge</b> <i>Drum Hood</i>			L/O JOB 3		

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CVCS57047

CVCS57047

# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433



CUSTOMER NO. <b>14951</b>	ADVISOR <b>JOHNNY OR JB</b>	TAG NO. <b>5187</b>	INVOICE DATE <b>08/27/04</b>	INVOICE NO. <b>CVCS57047</b>
	LABOR RATE	MILEAGE <b>6,462</b>	COLOR <b>SILVER</b>	STOCK NO.
<b>LOS ANGELES, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/CORVETTE</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1G1YY22G645</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE <b>08/26/04</b>	
COMMENTS				

**JOB# 1 CHARGES**

LABOR-----  
 DRIVEABILITY HOURS: 6.20 TECH(S):213 WARRANTY  
 CHECK ENGINE LIGHT ON.  
 SCAN ENG P0455, EVAP SYSTEM LEAK, SMOKE TEST SYSTEM  
 LEAK AT RT FUEL TANK AREA  
 R/R RT WHEEL AND FENDER PAN, RECONNECT LOOSE VENT HOSE

**JOB# 1 TOTALS**

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR-----  
 ENGINE MECHANICAL HOURS: 1.50 TECH(S):219 WARRANTY  
 CUST ADVSIES OIL LEAK FROM MOTOR  
 LEFT AXLE SEAL LEAK  
 REPLACED LEFT DIFF COVER O RING AND SEAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	88996703	SEAL 5.822		WARRANTY
	1	1052358	LUBRICAN 8.800		WARRANTY
	2	12378261	GEAR OIL 8.800		WARRANTY
	1	89047953	SEAL 5.508		WARRANTY
				TOTAL - PARTS	0.00

**JOB# 2 TOTALS**

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

**TOTALS**

PARTS DESIGNATED WITH AN ASTERRISK (\*) INDICATE LIMITED  
 LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*



57047

57047

# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

B.A.R. # AD160077

E.P.A. # CAL 000145237

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ006 00CVZ002	6000 MILE SERVICE ROTATE TIRES	MI MI	0.00 29.95	00CVZ001 00CVZ003	L.O.F. ROTATE & BAL TIRES	MI MI	29.47 59.95

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/12/04	56688	6116	5187	206 206	C W	00CVZ001B 05CVZ	MOBILE SERVICE 15 A

ALSPERSON NO.

## SERVICE

STATE REPAIR # AD160077

TERMS:  SH  EDIT CARD  CHECK  HERR  SAVE  REMOVED  PARTS FOR CUSTOMER  YES  NO

VEHICLE I.D. NO. **1G1YY22G645** YEAR/MAKE/MODEL **04/CHEVROLET/CORVETTE** PRODUCTION DATE STOCK NO. **57047**

CUSTOMER NO. **14951** SERVICE CONTRACT DELIVERY DATE DELIVERY MILES SELLING DEALER NO. **08/26/04**

COLOR: **SILVER/** CONTRACT NO. EXPIRATION DATE EXPIRATION MILES

TURBO: **CVZZ** AIR COND. P.S. TRANS. MILEAGE **6,462** ADVISOR NO. **5187** ADVISOR: **JOHNNY OR JB**

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within \_\_\_\_\_ days of the date shown above. I hereby authorize the services recommended.

ORIGINAL ESTIMATE \$ REVISOR ESTIMATE \$ ADDITIONAL COST \$ REASON

CONTACTED BY AUTHORIZED BY PERSON PHONE # DATE TIME

2ND REVISOR ESTIMATE \$ REVISOR ESTIMATE \$ ADDITIONAL COST \$ REASON

CONTACTED BY AUTHORIZED BY PERSON PHONE # DATE TIME

### LABOR INSTRUCTIONS

LABOR INSTRUCTIONS	FC	LABOR HOURS
1 W 10CVZ DRIVEABILITY CHECK ENGINE LIGHT ON. SCAN ENG - P0455 EMP SYS - LEAK - SMOKE TEST SYS. FOR LEAK - LEAK AT RT FUEL TANK AREA - N/A RT wheel + Fender pan Reconnect loose vent hose.		
2 Cust advised leak seal From motor Replace Diff cover "O" Left side + All seal of Aque seal Cover 90"		
L/O JOB 1		
L/O JOB 2		
L/O JOB 3		



CVCS 59608

CVCS59608

# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433



CUSTOMER NO. <b>14951</b>	ADVISOR <b>BRUCE VIVIANI</b>	TAO NO. <b>216 5526</b>	INVOICE DATE <b>12/23, 04</b>	INVOICE NO. <b>CVCS59608</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>9,136</b>	COLOR <b>SILVER /</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/CORVETTE</b>	DELIVERY DATE	DELIVERY MILES	
<b>LOS ANGELES, CA</b>	VEHICLE ID. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.C. NO.	R.O. DATE <b>12/23, '04</b>	
COMMENTS				

**JOB# 1 CHARGES**

LABOR **MOBIL 1 SERV. HOURS: TECH(S):4984 13.45**  
**MOBIL 1 OIL & FILTER CHANGE COMPLETED**

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	88984215	FILTER 1.836	6.11	6.11
	1	3536966	SEAL 1.456	1.19	1.19
	7	12346184	OIL10W30S 8.800	8.68	60.76
TOTAL - PARTS					68.06

MISC **HAZ HAZ.WASTE REMOVAL CONTROL NO. 2.50**  
**TOTAL - MISC 2.50**

**JOB# 1 TOTALS**  
 LABOR 13.45  
 PARTS 68.06  
 MISC 2.50  
**JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 84.01**

**JOB# 2 CHARGES**

LABOR **15 A HOURS: 0.30 TECH(S):206 WARRANTY**  
**RIGHT DOOR PANEL CREAK R/R INSULATED**

**JOB# 2 TOTALS**  
**JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00**

**JOB# 3 CHARGES**

LABOR **SHUTTLE HOURS: TECH(S):206 WARRANTY**  
**ONE WAY SHUTTLE**

**JOB# 3 TOTALS**  
**JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00**

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$90.00 (+TAX)





CVCS59608

CVCS59608

# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

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CUSTOMER NO. <b>14951</b>	ADVISOR <b>BRUCE VIVIANI</b>	216	TAG NO. <b>5526</b>	INVOICE DATE <b>12/23, 04</b>	INVOICE NO. <b>CVCS59608</b>
	LABOR RATE		MILEAGE <b>9,136</b>	COLOR <b>SILVER /</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/CORVETTE</b>			DELIVERY DATE	DELIVERY MILES
<b>LOS ANGELES, CA</b>	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>			SELLING DEAL R NO.	PRODUCTION DATE
	F.T.E. NO.			R.O. DATE <b>12/23, 04</b>	
	COMMENTS				

**TOTALS**

PARTS DESIGNATED WITH AN ASTERRISK (*) INDICATE LIMITED	TOTAL LABOR....	13.45
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS....	68.06
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	2.50
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	5.61
	<b>TOTAL INVOICE \$</b>	<b>89.62</b>

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404

(310) 828-4424 • Fax: (310) 453-5433

B.A.R. # AD160077

E.P.A. # CAL 000145237

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## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	N	MO/MI	TOTAL
01CVZ009 00CVZ002	9000 MILE SERVICE ROTATE TIRES	MI MI	0.00 29.95	00CVZ001 00CVZ003	L.O.F. ROTATE & BAL TIRES		MI MI	29.47 59.95

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/26/04	57047	6462	5187	213	W	10CVZ	DRIVEABILITY
08/12/04	56688	6116	5187	219 206 206	W C W	12CVZ 00CVZ001B 05CVZ	ENGINE MECHANICAL MOBIL SERV. 15 A

SALESPERSON NO.

## S E R V I C E

STATE REG# AD160077

TERMS	1G1YY22G645	YEAR/MAKE/MODEL	04/CHEVROLET/CORVETTE/CORVETTE		PRODUCTION DATE	STOCK NO.	59608
CASH <input type="checkbox"/>		CUSTOMER NO.	14951	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 1-2/23/04
CREDIT CARD <input type="checkbox"/>		COLOR	SILVER/		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES 5526
CHECK <input type="checkbox"/>		TURBO	CVZZ	AIR COND. P.S. Y	TRANS	MILEAGE	9,136
OTHER <input type="checkbox"/>		LOS ANGELES, CA			ADVISOR	216	BRUCE VIVIANI
SAVE REMOVED PARTS FOR CUSTOMER		BUSINESS PHONE			TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above. I choose not to authorize the services recommended.		
<input type="checkbox"/> YES		TIME RECEIVED	09:25am	DATE/TIME PROMISED	12/23/04	06:00pm	PRIORITY
<input type="checkbox"/> NO		ORIGINAL ESTIMATE \$		REVISED ESTIMATE \$		ADDITIONAL COST \$	REASON
APPOINTMENT		CONTACTED BY		AUTHORIZED BY		PERSON <input type="checkbox"/> PHONE #	DATE
<input type="checkbox"/> Yes		CONTACTED BY		AUTHORIZED BY		PERSON <input type="checkbox"/> PHONE #	DATE
<input checked="" type="checkbox"/> No		CONTACTED BY		AUTHORIZED BY		PERSON <input type="checkbox"/> PHONE #	DATE

LABOR INSTRUCTIONS	L/O JOB 1	FC	LABOR HOURS
ORIGINAL CUSTOMER ESTIMATE: TOTAL			
1. C * 00CVZ001B MOBIL 1 SERV. MOBIL OIL & FILTER CHANGE 4984			
2. W * 05CVZ 15 A Rt Door Panel Cracks R/L Panel Insulation			
3. W * 05CVZZ7910 SHUTTLE ONE WAY SHUTTLE			
	L/O JOB 2	FC	
	L/O JOB 3	FC	

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CVCS60826

CVCS60826

# SANTA MONICA AUTO GROUP

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CUSTOMER NO. <b>14951</b>	ADVISOR <b>JOHNNY OR JB</b>	TAC NO. <b>5187 2328</b>	INVOICE DATE <b>02/17/05</b>	INVOICE NO. <b>CVCS60826</b>
	LABOR RATE	LICENSE NO.	COLOR <b>SILVEI /</b>	STOCK NO.
		MILEAGE <b>10,152</b>	DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL <b>04 / CHEVROLET / CORVETTE / CORVETTE</b>		SELLING DEAL / R NO.	PRODUCTION DATE
	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>		H. O. DATE <b>02/17 '05</b>	
	F.T.E. NO.	R.C. NO.		
COMMENTS				

JOB# 1 CHARGES-----

LABOR-----  
 DRIVEABILITY HOURS: 0.50 TECH(S):213 WARRANTY  
 SERVICE ENGINE SOON LIGHT ON  
 CODE P0455--EVAP LEAK  
 INSPECTED SYSTEM , RESECURED FUEL CAP

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS-----

PARTS DESIGNATED WITH AN ASTERRISK (\*) INDICATE LIMITED  
 LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*



# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
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S.A.R. # AD160077

E.P.A. # CAL 000145237

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## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	0.00	00CVZ001	L.O.F.	MI	29.47
00CVZ002	ROTATE TIRES	MI	29.95	00CVZ003	ROTATE & BAL TIRES	MI	59.95

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/23/04	59608	9136	216	4984	C	00CVZ001B	MOBIL 1 SERV.
				206	W	05CVZ	15 A
				206	W	05CVZZ7910	SHUTTLE
08/26/04	57047	6462	5187	213	W	10CVZ	DRIVEABILITY
				219	W	12CVZ	ENGINE MECHANICAL
08/12/04	56688	6116	5187	206	C	00CVZ001B	MOBIL 1 SERV.

SALESPERSON NO.

## SERVICE

STATE REG # AD160077

TERMS	VEHICLE NO <b>1G1YY22G645</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE/CORVETTE</b>	PRODUCTION DATE	STOCK NO.	<b>60826</b>
CASH		CUSTOMER NO <b>14951</b>	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO <b>8217705</b>
CREDIT CARD		COLOR <b>SILVER/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES <b>2328</b>
CHECK		TURBO	M/M/C	AIR COND.	R/S
FINANCE			<b>CVZZ</b>		<b>Y</b>
SAVE	<b>LOS ANGELES, CA</b>	THANS	MILEAGE	ADVISOR NO	ADVISOR
REMOVED			<b>10,152</b>	<b>5187</b>	<b>JOHNNY OR JB</b>
PARTS FOR	BUSINESS PHONE	TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above.	If I choose not to subsidize the services recommended.		
CUSTOMER		ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	REASON
<input type="checkbox"/> YES	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	<input type="checkbox"/> PERSON	DATE
<input type="checkbox"/> NO	<b>09:06am</b>	<b>02/17/05</b>	<b>06:00pm</b>	<input type="checkbox"/> PHONE #	TIME
APPOINTMENT		2ND REVISION ESTIMATE \$	REVISED ESTIMATE \$	ADDITIONAL COST \$	REASON
<input checked="" type="checkbox"/> Yes		CONTACTED BY	AUTHORIZED BY	<input type="checkbox"/> PERSON	DATE
<input checked="" type="checkbox"/> No				<input type="checkbox"/> PHONE #	TIME

ORIGINAL CUSTOMER ESTIMATE: TOTAL

L/O JOB 1 FC LABOR HOURS

**W 10CVZ DRIVEABILITY**  
**SERVICE ENGINE SOON LIGHT ON**  
**213/227** SCAN EO 80455  
 EVAP LEAK COOL CAP  
 CAP - CLEAN COOL

L/O JOB 2 FC

L/O JOB 3 FC



CVCS101890

CVCS101890

# SANTA MONICA AUTO GROUP

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Santa Monica, CA 90404

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(12)

CUSTOMER NO. <b>14951</b>	ADVISOR <b>BRUCE VIVIANI</b>	TAG NO. <b>216 3444</b>	INVOICE DATE <b>07/05/05</b>	INVOICE NO. <b>CVCS101890</b>
LABOR RATE	MILEAGE <b>12,909</b>	COLOR <b>SILVER /</b>	STOCK NO.	
YEAR / MAKE / MODEL <b>04 / CHEVROLET / CORVETTE / CORVETTE</b>	DELIVERY DATE		DELIVERY MILES	
VEHICLE I.D. NO. <b>1 G 1 Y 2 2 G 6 4 5</b>	SELLING DEALER NO.	PRODUCTION DATE		
F.T.E. NO.	P.O. NO.	H.O. DATE <b>07/05/05</b>		
COMMENTS				

JOB# 1 CHARGES

LABOR: ~~00CVZ001B~~ MOBIL 1 SERV. HOURS: TECH(S):206 13.45  
 MOBIL 1 OIL & FILTER CHANGE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	88984215	FILTER 1.836	6.11	6.11
	1	3536966	SEAL 1.456	1.21	1.21
	7	12346184	OIL10W305 8.800	8.68	60.76
TOTAL - PARTS					68.08

MISC: CODE DESCRIPTION CONTROL NO. PRICE  
 1HAZ HAZ.WASTE REMOVAL 2.50  
 TOTAL - MISC 2.50

JOB# 1 TOTALS: LABOR 13.45, PARTS 68.08, MISC 2.50

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 84.03

JOB# 2 CHARGES

LABOR: ~~00CVZ11A~~ 15 A HOURS: TECH(S):213 WARRANTY  
 DRIVERS SEAT BELT BINDING INTERMITANTLY NO PROBLEM FOUND

JOB# 2 TOTALS: JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR: ~~05CVZZ7910~~ SHUTTLE HOURS: TECH(S):206 WARRANTY  
 ONE WAY SHUTTLE

JOB# 3 TOTALS: JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR: ~~00CVZ102~~ POWER INJECTOR FLUSH HOURS: TECH(S):213 88.00  
 FLUSH INJECTERS AND THROTTLE BODY COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	01911	INJ FLUSH	36.95	36.95
TOTAL - PARTS					36.95



CVCS 01890

CVCS101890

# SANTA MONICA AUTO GROUP

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13

CUSTOMER NO. <b>14951</b>	ADVISOR <b>BRUCE VIVIANI</b>	216	TAG NO. <b>3444</b>	INVOICE DATE <b>07/05/05</b>	INVOICE NO. <b>CVCS101890</b>
	LABOR RATE		MILEAGE <b>12,909</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/CORVETTE</b>			DELIVERY DATE	DELIVERY MILES
<b>LOS ANGELES, CA</b>	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>07/05, 05</b>	
	BUSINESS PHONE				
	COMMENTS				

JOB# 4 TOTALS..... LABOR 88.00  
PARTS 36.95  
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 124.95

ESTIMATE.....  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$100.00 (+TAX)  
APPROVED REVISED ESTIMATE (# 1) OF \$220.00 (+TAX) ON 07/05/05 AT 12:02pm  
BY AMI KELEN COMMENTS AUTH

TOTALS.....  
PARTS DESIGNATED WITH AN ASTERRISK (\*) INDICATE LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

TOTAL LABOR....	101.45
TOTAL PARTS....	105.03
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.66
<b>TOTAL INVOICE \$</b>	<b>217.64</b>

CUSTOMER SIGNATURE \*\*\*\*\*  
DUPLICATE INVOICE \*\*\*\*\*



101890

101890

# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404  
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## RECOMMENDED SERVICES

B.A.B. # AD160077

E.P.A. # CAL 000145237

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	0.00	00CVZ001	L.O.F.	MI	29.47
00CVZ002	ROTATE TIRES	MI	29.95	00CVZ003	ROTATE & BAL TIRES	MI	59.95

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/17/05	60826	10152	5187	213	W	10CVZ	DRIVEABILITY
12/23/04	59608	9136	216	4984	C	00CVZ001B	MOBIL 1 SERV.
				206	W	05CVZ	15 A
				206	W	05CVZZ7910	SHUTTLE
08/26/04	57047	6462	5187	213	W	10CVZ	DRIVEABILITY
				219	W	12CVZ	ENGINE MECHANICAL

ALCSPERSON NO.

## SERVICE

STATE REG # AD160077

TERMS	VEHICLE NO. <b>1G1YY22G645</b>	YEAR/MAKE/MODEL	<b>04/CHEVROLET/CORVETTE/CORVETTE</b>		PRODUCTION DATE	STOCK NO.	<b>091890</b>
CASH	<input type="checkbox"/>	CUSTOMER NO.	<b>14951</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILE	SELLING DEALER NO. <b>07905765</b>
CREDIT CARD	<input type="checkbox"/>	OPTION	<b>SILVER/</b>		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES <b>3444</b>
CHECK	<input type="checkbox"/>	LOCATION	<b>LOS ANGELES, CA</b>		TUNED	AIR COND.	H.S.
OTHER	<input type="checkbox"/>	TEARDOWN ESTIMATE	I understand that my vehicle will be reassembled within _____ days of the date shown above. If I choose not to utilize the services recommended.		MILEAGE	ADVISOR NO.	<b>BRUCE VIVIANI</b>
SAVE	<input type="checkbox"/>	ORIGINAL ESTIMATE \$	<b>10.23am</b>	DATE/TIME	REASON	<b>7/5/11</b>	<b>11:00</b>
REMOVED	<input type="checkbox"/>	REVISED ESTIMATE \$	<b>07/05/05</b>	DATE/TIME	REASON		
PARTS FOR CUSTOMER	<input type="checkbox"/>	CONTRACTED BY	<i>[Signature]</i>	AUTHORIZED BY	ADDITIONAL COST \$	PERSON PHONE #	
YES	<input type="checkbox"/>	REVISOR ESTIMATE \$	<b>06:00pm</b>	DATE/TIME	PERSON PHONE #		
NO	<input type="checkbox"/>	CONTRACTED BY	<i>[Signature]</i>	AUTHORIZED BY	PERSON PHONE #		

ORIGINAL CUSTOMER ESTIMATE:	TOTAL	L/O JOB 1	FC	LABOR HOURS
X	100.00			
1	<b>C * 00CVZ001B MOBIL 1 SERV.</b> MOBIL 1 OIL & FILTER CHANGE <b>206 11/19/10</b>			
2	<b>W * 05CVZ 15 A</b> DRIVERS SEAT BELT BINDING INTERMITANTLY <b>213/227 NPF</b>			
3	<b>W * 05CVZZ7910 SHUTTLE</b> ONE WAY SHUTTLE <b>47 Tow Truck</b> <b>213/227</b>			
		L/O JOB 2	FC	
		L/O JOB 3	FC	



CVCS 02626

CVCS102626

**SANTA MONICA AUTO GROUP**3223 Santa Monica Blvd.  
Santa Monica, CA 90404

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(15)

CUSTOMER NO. <b>14951</b>	ADVISOR <b>BRUCE VIVIANI</b>	216	TAG NO. <b>4858</b>	INVOICE DATE <b>08/08/05</b>	INVOICE NO. <b>CVCS102626</b>
	LABOR RATE		LEASE <b>13,790</b>	COLOR <b>SILVER/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>04 / CHEVROLET / CORVETTE / CORVETTE</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			O. DATE <b>08/05, 05</b>	
COMMENTS					

LABOR - **40CVZ** BRAKES HOURS: 0.50 TECH(S):226 42.50  
 CUST STATES BRAKES SQUEAKING  
 INSPECT BRAKES FRONT BRAKES AT 80%  
 REAR AT 70%.NORMAL FOR SOME SQUEAK DUE TO PAD MATERIAL

JOB# 1 TOTALS----- LABOR 42.50

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 42.50

JOB# 2 CHARGES-----

LABOR - **12CVZ** ENGINE MECHANICAL HOURS: 1.90 TECH(S):219 WARRANTY  
 CUST STATES OIL LEAK  
 DIAG LEFT SIDE DIFF COVER O RING LEAKING  
 REPLACED O RING AT DIFF

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	89047953	SEAL 5.508		WARRANTY
	1	1052943	SEALANT 8.800		WARRANTY
	2	89021677	LUBRICANT 8.800		WARRANTY
	1	1052358	LUBRICAN 8.800		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS----- JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR - **05CVZ01** 15 A HOURS: TECH(S):213 WARRANTY  
 DRIVERS SIDE SEAT BELT BINDING.NOT SMOOTH  
 NO PROBLEM FOUND

JOB# 3 TOTALS----- JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR - **05CVZ02** 15 A HOURS: 0.00 TECH(S):213 WARRANTY

JOB# 4 TOTALS----- JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----

LABOR - **05CVZZ7910** SHUTTLE HOURS: TECH(S):206 WARRANTY  
 ONE WAY SHUTTLE





CVCS102626

CVCS102626

# SANTA MONICA AUTO GROUP

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16

CUSTOMER NO. <b>14951</b>	ADVISOR <b>BRUCE VIVIANI</b>	TAG NO. <b>216 4858</b>	INVOICE DATE <b>08/08/05</b>	INVOICE NO. <b>CVCS102626</b>
	LABOR RATE	LICENSE NO.	COLOR <b>SILVER /</b>	STOCK NO.
		MILEAGE <b>13,790</b>	DELIVERY DATE	DELIVERY MILES
<b>LOS ANGELES, CA</b>	YEAR / MAKE / MODEL <b>04 / CHEVROLET / CORVETTE / CORVETTE</b>		SELLING DEAL R NO.	PRODUCTION DATE
	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>		R. O. DATE <b>08/05 '05</b>	
	R. T. E. NO.	R. O. NO.		
COMMENTS				

JOB# 5 TOTALS  
 JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$85.00 (+TAX)

TOTALS		
PARTS DESIGNATED WITH AN ASTERRISK (*) INDICATE LIMITED	TOTAL LABOR....	42.50
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>42.50</b>

CUSTOMER SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*





CVCS102724

CVCS102724

# SANTA MONICA AUTO GROUP

3223 Santa Monica Blvd.  
Santa Monica, CA 90404  
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CUSTOMER NO. <b>14951</b>	ADVISOR <b>BRUCE VIVIANI</b>	TAG NO. <b>216</b>	INVOICE DATE <b>08/11/05</b>	INVOICE NO. <b>CVCS102724</b>
	LABOR RATE	MILEAGE <b>13,796</b>	COLOR <b>SILVER /</b>	STOCK NO.
<b>LOS ANGELES, CA</b>	YEAR / MAKE / MODEL <b>04 / CHEVROLET / CORVETTE / CORVETTE</b>	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>	SELLING DEAL R NO.	PRODUCTION DATE	
	R.T.E. NO.	R.O. DATE <b>08/09/05</b>		
COMMENTS				

<b>JOB# 1 CHARGES</b>			
LABOR	DRIVEABILITY	HOURS:	TECH(S):213
<del>10CVZ</del>	UNABLE TO CLOSE GAS CAP CAS CAP WILL NOT CLOSE SPECIAL ORDER GAS CAP		WARRANTY
PARTS	QTY	FP-NUMBER	DESCRIPTION
	0	10372242	CAP 3.028
	PART ON SPECIAL ORDER		UNIT PRICE
	** QUANTITY 1 IS SPECIAL ORDERED **		WARRANTY
TOTAL - PARTS			0.00
<b>JOB# 1 TOTALS</b>			
JOB# 1 JOURNAL PREFIX CVCS			JOB# 1 TOTAL 0.00
<b>JOB# 2 CHARGES</b>			
LABOR	DRIVEABILITY	HOURS:	TECH(S):213
<del>210CVZ01</del>	CHECK ENG LIGHT ON SEE LINE #1		WARRANTY
<b>JOB# 2 TOTALS</b>			
JOB# 2 JOURNAL PREFIX CVCS			JOB# 2 TOTAL 0.00
<b>JOB# 3 CHARGES</b>			
LABOR	SHUTTLE	HOURS:	0.00 TECH(S):206
<del>310CVZ77910</del>			WARRANTY
<b>JOB# 3 TOTALS</b>			
JOB# 3 JOURNAL PREFIX CVCS			JOB# 3 TOTAL 0.00
<b>TOTALS</b>			
PARTS DESIGNATED WITH AN ASTERRISK (*) INDICATE LIMITED			TOTAL LABOR.... 0.00
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS			TOTAL PARTS.... 0.00
			TOTAL SUBLET... 0.00
			TOTAL G.O.G.... 0.00
			TOTAL MISC CHG. 0.00
			TOTAL MISC DISC 0.00
			TOTAL TAX..... 0.00
<b>TOTAL INVOICE \$</b>			<b>0.00</b>

CUSTOMER SIGNATURE \*\*\*\*\*  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



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ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 11:32am

PAGE 1 OF 2

LABOR	13.45	TECH(S): 1552	HOURS:	MOBIL 1 SERV. COMPLETED
JOB# 1 CHARGES				
PARTS	6.00	DESCRIPTION	FP-NUMBER	QTY
	6.00	FILTER 1.836	88984215	1
	1.58	SEAL 1.456	3536966	1
	9.18	OIL 10W30 8.800	12346184	7
	71.84	TOTAL - PARTS		
MISC	2.50	CONTROL NO.	DESCRIPTION	CODE
	2.50		HAZ. WASTE REMOVAL	
JOB# 1 TOTALS	13.45	LABOR		
	71.84	PARTS		
	2.50	MISC		
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	87.79			
JOB# 2 CHARGES				
LABOR	8.00	TECH(S): 213 219	HOURS:	DRIVEABILITY
				FUEL SMELL
				DIAG TEST FUEL TANK, LEAKING AT NECK TO CROSSOVER PIPE
				REPLACED FUEL TANK
PARTS	10362744	DESCRIPTION	FP-NUMBER	QTY
	1	TANK 3.001	10362744	1
	89047640	INSULATOR 3.022	89047640	1
	0.00	TOTAL - PARTS		
JOB# 2 TOTALS	0.00			
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL	0.00			
JOB# 3 CHARGES				
LABOR		TECH(S): 206	HOURS:	SUBLET
				CALIF RENT A CAR
PARTS		DESCRIPTION	FP-NUMBER	QTY
		08/04/06 RENTAL		
		08/04/06 RENTAL		
		08/04/06 RENTAL		
		TOTAL - SUBLET		
JOB# 110207				

INVOICE NO.	CVCS110207	INVOICE DATE	08/04/06	TAG NO.	216	2209	ADVISOR	BRUCE VIVIANI	CUSTOMER NO.	14951
STOCK NO.		COLOR	SILVER	LABOR RATE		21,397	YEAR / MAKE / MODEL	04/CHEVROLET/CORVETTE/CORVETTE	VEHICLE ID. NO.	1 G I Y 2 2 G 6 4 5
DELIVERY MILES		DELIVERY DATE		VEHICLE ID. NO.			SELLING DEALER NO.		LOS ANGELES, CA	
PRODUCTION DATE		PRODUCTION DATE		VEHICLE ID. NO.			SELLING DEALER NO.			
		R.O. DATE	08/02/06	F.O. NO.			COMMENTS			

CVCS110207

CVCS 110207

20

# SANTA MONICA AUTO GROUP



3223 Santa Monica Blvd.  
 Santa Monica, CA 90404  
 (310) 828-4424 • Fax: (310) 458-5433

Copyright © 1998 The Reynolds and Reynolds Company  
BRAINTIME SFG1291R Q (04/04)

[ END OF INVOICE ] 11:32am

ACCOUNTING COPY

PAGE 2 OF 2

\*\*\*\*\*  
CUSTOMER SIGNATURE  
\*\*\*\*\*  
DUPLICATE INVOICE  
\*\*\*\*\*

TOTAL INVOICE \$ 93.72

TOTAL LABOR..... 13.45  
TOTAL PARTS..... 71.84  
TOTAL SUBLET..... 0.00  
TOTAL G.O.G..... 0.00  
TOTAL MISC CHG. 2.50  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 5.93

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

ESTIMATE.....  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$100.00 (+TAX)  
TOTALS.....  
JOB# 3 TOTALS.....  
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

CUSTOMER NO. 14951		ADVISOR BRUCE VIVIANI		TAG NO. 216		INVOICE DATE 08/04/06		INVOICE NO. CVCS110207	
YEAR / MAKE / MODEL		LABOR HOURS		MILEAGE		COLOR		STOCK NO.	
04/CHEVROLET/CORVETTE/CORVETTE		21,397		SILVER/		DELIVERY DATE		DELIVERY MILES	
VEHICLE I.D. NO. 1 G 1 Y 2 2 G 4 5		SELLING DEALER NO.		PRODUCTION DATE		R.O. DATE		COMMENTS	
LOS ANGELES, CA		F.T.E. NO.		R.O. NO.		08/02/06			

# SANTA MONICA AUTO GROUP

(310) 828-4424 • Fax: (310) 453-5438

3223 Santa Monica Blvd.  
Santa Monica, CA 90404

BUICK



Oldsmobile



CHEVROLET



CVCS 110207

CVCS110207





*Post # 110207*  
*246-14298*

Please Pay This Amount : \$147.96

Agreement Number : 39571

DUE UPON RECEIPT

WEST LOS ANGELES, CA

Please Make Check Payable To and Remit To :

Tax ID : 95-4725013

Net Due From Company : \$147.96

Company Authorized : \$147.96  
Company Payments : \$0.00

Total Charges : \$147.96

Interest Charge : \$0.00  
Subtotal : \$136.68  
SALES TAX : \$11.28

STATEMENT OF CHARGES

Rental Period : 4 day(s)

Rate Charge	\$136.68				
M/km Charge	\$0.00				
Late Charge	\$0.00				
Delivery Charge	\$0.00				
Fuel Charge	\$0.00				
Damage Waiver	\$0.00				
SLI	\$0.00				
RLI	\$0.00				
Additional Driver	\$0.00				
Cleaning Charge	\$0.00				
Parking	\$0.00				
Navigation System	\$0.00				
Other Charges	\$0.00				
Day(s) @	\$34.17	=	\$136.68		
Day(s) @	\$0.00	=	\$0.00		
Day(s) @	\$0.00	=	\$0.00		
Day(s) @	\$0.00	=	\$0.00		
Day(s) @	\$0.00	=	\$0.00		
Weekend @	\$0.00	=	\$0.00		
Week(s) @	\$0.00	=	\$0.00		
Month(s) @	\$0.00	=	\$0.00		

Vin Number : 2G4WS52J32  
Vehicle Type : 2002 BUICK CENTURY

Vehicle Plate : [Redacted]

Date Rented : 08/03/2006 01:49 PM  
Date Returned : 08/07/2006 08:56 AM

SANTA MONICA GROUP  
ATTN: KAMRAN  
3223 SANTA MONICA BLVD  
LOS ANGELES, CA 90404  
(310) 828-4424  
Company Number : 8

Job Name :  
PO Number : 110207  
Job Number :  
Agreement Number : 39571

LOS ANGELES, CA

WEST LOS ANGELES, CA

Invoice Date : 08/08/2006

Date : 08/08/2006

**Bill-To Invoice**

23



**RETAIL INSTALLMENT SALE CONTRACT  
SIMPLE INTEREST FINANCE CHARGE**

Dealer Number 20387 Contract Number 781 R.O.S. Number 7422904 Stock Number 24693

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)  LOS ANGELES CA [REDACTED] LOS ANGELES	Creditor - Seller (Name and Address) MIRACLE MILE CHEVROLET BUICK, INC. 400 SOUTH LA BREA AVE. LOS ANGELES CA 90036
--------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET CORVETTE	12	1G1YY226645 [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. <u>6.99</u> %	The dollar amount the credit will cost you. \$ <u>6949.50</u> (e)	The amount of credit provided to you or on your behalf. \$ <u>38364.30</u>	The amount you will have paid after you have made all payments as scheduled. \$ <u>45313.80</u> (e)	The total cost of your purchase on credit, including your down payment of <u>14000.00</u> is \$ <u>59313.80</u> (e)
(e) means an estimate				

**YOUR PAYMENT SCHEDULE WILL BE:**

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of <u>N/A</u>	<u>N/A</u>	
One Payment of <u>55</u> Payments	<u>755.23</u>	Monthly, Beginning <u>12/22/2003</u>
One Final Payment	<u>755.23</u>	DUE ON <u>11/22/2008</u>

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

**STATEMENT OF INSURANCE**

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

**Vehicle Insurance**

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

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.  
You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to obtain [REDACTED]

Buyer X  
Co-Buyer  
Seller X

**ITEMIZATION OF THE AMOUNT FINANCED**

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ <u>47995.00</u> (A)
1. Cash Price Vehicle	\$ <u>47000.00</u>
2. Cash Price Accessories	\$ <u>995.00</u>
B. Document Preparation Fee (not a governmental fee)	\$ <u>45.00</u> (B)
C. Smog Fee Paid to Seller	\$ <u>N/A</u> (C)
D. Sales Tax (on A + B + C)	\$ <u>3963.30</u> (D)
E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee*	\$ <u>N/A</u> (E)
F. (Optional) Service Contract*	\$ <u>N/A</u> (F)
G. Prior Credit or Lease Balance paid by Seller to [REDACTED]	\$ <u>N/A</u> (G)
(see downpayment and trade-in calculation)	
H. (Optional) Gap Contract (to whom paid)*	\$ <u>N/A</u> (H)
I. Other (to whom paid)*	\$ <u>N/A</u> (I)
For <u>N/A</u>	
<b>Total Cash Price (A through I)</b>	\$ <u>52003.30</u> (1)

2. Amounts Paid to Public Officials

A. License Fees	\$ <u>356.00</u> (A)
B. Registration/Transfer/Titling Fees	\$ <u>N/A</u> (B)
C. California Tire Fees*	\$ <u>5.00</u> (C)
D. Other	\$ <u>N/A</u> (D)
E. Other	\$ <u>N/A</u> (E)
<b>Total Official Fees (A through E)</b>	\$ <u>361.00</u> (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b)\*

\$ <u>N/A</u> (3)
\$ <u>N/A</u> (4)
\$ <u>38364.30</u> (5)

4. Smog Certification Fee Paid to State

\$ <u>N/A</u> (6)
-------------------

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

**Application for Optional Credit Insurance**

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

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

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not 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 not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

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

A. Agreed Trade-In Value Yr 1996 Make NISSAN \$ 9000.00 (A)  
 Model 300ZA Odom 55725  
 VIN JN1KZ20B6JA590559

B. Less Prior Credit or Lease Balance \$ N/A (B)  
 C. Net Trade-In (A less B) (indicate if a negative number) \$ 9000.00 (C)  
 D. Deferred Downpayment \$ N/A (D)  
 E. Manufacturer's Rebate \$ N/A (E)  
 F. Other N/A \$ N/A (F)  
 G. Cash \$ 5000.00 (G)  
**Total Downpayment (C through G)** \$ 14000.00 (6)  
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above)  
**7. Amount Financed (5 less 6)** \$ 38364.30 (7)  
 \*Seller may keep part of these amounts.

...IONS 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)  
 12/21/03 Date  
 12/21/03 Date

**OPTIONAL GAP CONTRACT** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for details on the protection it provides.  
 Term N/A  
 Buyer X

**OPTIONAL SERVICE CONTRACT** You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.  
 Company N/A  
 Term N/A Miles  
 Buyer X

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

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

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

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

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

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

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

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

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

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

**YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW. YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT**

Buyer Signature X Date 12/21/2003 Co-Buyer Signature X Date 12/21/2003  
 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 co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.  
 Other Owner Signature X  
 Seller Signature X Date 12/21/03 Address By Title MANAGER

July 14, 2010

«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**

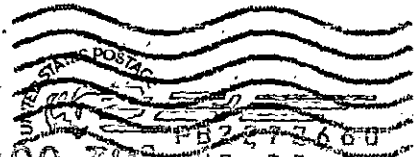
CONSUMER LAW CENTER

5055 WILSHIRE BLVD., SUITE 300  
LOS ANGELES, CA 90036

LOS ANGELES CA 900

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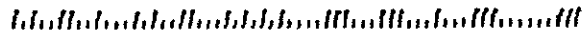
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MAILED FROM ZIP CODE 90036

General Motors Corporation  
P.O. Box 33170  
Detroit, Michigan 48232-5170

AUG 14 2006

48232+5170



# 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

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Writer licensed to practice

only in:

California

Illinois

August 9, 2006

General Motors Corporation  
P.O. Box 33170  
Detroit, Michigan 48232-5170

RE: [REDACTED] General Motors Corporation

Vehicle: 2004 chevrolet corvette-

VIN: 1G1YY22G645 [REDACTED]

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:

1. Defective body as evidenced by unable to close gas cap and vehicle sunshade holder is broken;
2. Defective brakes as evidenced by squeaking;

August 9, 2006

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: [REDACTED] Service Request: 1-426994635 GM Legal File No.: N/A

Vehicle ID No.: 1G1YY22G645 [REDACTED] In Service Date: 12/21/2003 Vehicle is: New BAC Code: 198992  
Miracle Mile  
CLOSED

Year, Make &amp; Model: 2004 CORVETTE COUPE

**VEHICLE REPAIR HISTORY****Brakes**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/05/05	102626	1	13790	C/S <b>brakes squealing</b> <b>Repair: none</b> , normal for some squeak due to pad material

**x Engine/Fuel/Exhaust**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>08/26/04</u>	<u>57047</u>	<u>2</u>	<u>6462</u>	C/S <b>check engine light on</b> Repair: evap system leak; leak at right fuel tank area; <b>R&amp;R right wheel &amp; fender pan, reconnect loose vent hose</b> SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - RIGHT TANK no parts
<u>02/17/05</u>	<u>60826</u>	<u>1</u>	<u>10152</u>	C/S <b>service engine soon light on</b> Repair: evap leak; inspected system & <b>re-secured fuel cap</b> CAP, FUEL TANK – REPLACE
08/09/05	102724	1	13796	C/S unable to close gas cap; check engine light on <b>Repair: special order part (SOP)</b> at Santa Monica
08/11/05	183461	1	13821	C/S <b>SES light is coming on</b> Repair: <b>replaced fuel cap</b> at Camino Real CAP, FUEL TANK – REPLACE
02/27/06	194318	*	18478	C/S veh <b>exhaust has a rattle in rear pipes</b> <b>Repair: part was special ordered</b>
03/06/06	194761	11 (2 w)	18631	<b>Install SOP; install pipe per TSB 040605007</b> 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**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/05/05	101890	1	12909	C/S drivers <b>seat belt binding</b> intermittently <b>Repair: none</b> , no problem found
08/05/05	102626	*	13790	C/S <b>drivers side seat belt binding</b> <b>Repair: none</b> , no problem found
08/11/05	183461	*	13821	C/S left <b>seat belt gets stuck</b> sometimes <b>Repair: none</b> , no problem found

## x Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>08/26/04</u>	<u>57047</u>	<u>*</u>	<u>6462</u>	C/S <b>oil leak from motor</b> Repair: left axle seal leak; <b>replaced left differential cover O ring &amp; seal</b> SEAL, AXLE SHAFT OIL - REAR AXLE - LEFT – REPLACE
08/05/05	102626	*	13790	C/S <b>oil leak</b> Repair: <b>replaced O ring at differential left side</b> COVER AND/OR GASKET, DIFFERENTIAL - REAR DIFFERENTIAL – LE SEAL
11/08/05	188216	*	16115	C/S veh is <b>leaking oil</b> from under carriage Repair: found <b>rear left diff cover leaking; bulletin #030420006</b> REAR AXLE SEAL REPLACE - SIDE COVER AND AXLE SHAFT SEAL

## Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<u>08/12/04</u>	<u>56688</u>	<u>1</u>	<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 <b>right door panel creak</b> Repair: <b>R&amp;R insulated</b> TRIM ASSEMBLY, FRONT DOOR - RIGHT - ONE PIECE - R&R no parts
11/02/05	187907	1	16989	C/S <b>sunshade is missing holder</b> <b>Repair: none, SOP part</b>
11/08/05	188216	2	16115	C/S <b>sunshade holder is broken</b> Repair: found sunshade hold up retainer broken, <b>replace retainer</b> SUNSHADE AND/OR SUPPORT - LEFT - R&R OR REPLACE RETAINER
02/17/06	193815	1	18223	C/S <b>drivers seat belt gets jammed</b> <b>Repair: SOP</b>
02/27/06	194318	1	18478	<b>Repair: install SOP</b> Found seat belt <b>mechanism jamming up</b> 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**

<b>Number of repair attempts in the presumption period:</b>	5
<b>Total days out of service during the presumption period:</b>	5
<b>Total days out of service during customer's ownership:</b>	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 or 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}

<b>OFFER TO CUST: \$</b> {Amount} <b>ATTORNEY FEES: \$</b> {Amount} <b>OR INCLUSIVE OFFER: \$</b> {Amount}
------------------------------------------------------------------------------------------------------------------

**PLAINTIFF'S FINAL DEMAND:** {CASH/REP/TRADE}: **DATE:** {Date}

<b>AMOUNT TO CUST: \$</b> {Amount} <b>ATTORNEY FEES: \$</b> {Amount} <b>OR INCLUSIVE OFFER: \$</b> {Amount}
-------------------------------------------------------------------------------------------------------------------



TEAM MANAGER APPROVING: {Name}

Date: {Date}

<b>COMPONENT</b>	<b>DESCRIPTION</b>
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

**\* SES light is to be captured under affected component above.**


KROHN & TROSS, Ltd  
Attn: David Tatar  
866-431-5575

  
 LOS ANGELES, CA 

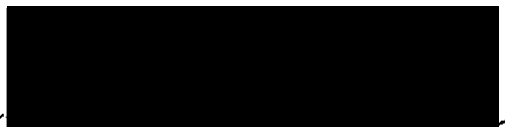
Date 12/21/03 153  
 19-3844/1229

Pay to the Order of Miracle Mile Chevrolet \$ 38,364 <sup>30</sup>/<sub>100</sub>

Thirty eight thousand three hundred sixty four <sup>30</sup>/<sub>100</sub> Dollars

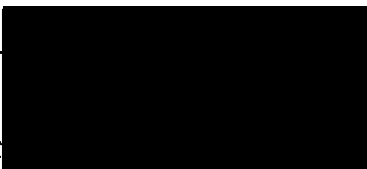

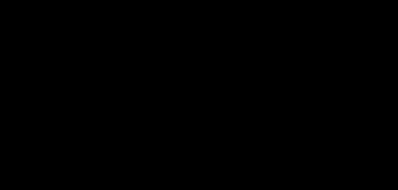
 **Mellon**  
 Business Bank

500 WILSON BLDG  
 501 WEST FIFTH STREET  
 LOS ANGELES, CA 90071

For OLA 781 STK# 4633 

PAY TO THE ORDER OF  
 BANK OF AMERICA  
 EL CAJON, CA 92021-5804  
 FOR DEPOSIT ONLY  
 MIRACLE MILE CHEVROLET BUICK

DEC 22 03  
 10 42 3

Account:1300873 Serial:153 Amount:\$38,364.30 Sequence:263914786 TR:122038442 TranCode:0 Date:12-23-2003

**RELEASE OF CLAIM**

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$17,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2004 Chevrolet Corvette bearing Vehicle Identification Number 1G1YY22G645 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is \_\_\_\_\_ on the date of the signing of this release.

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

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

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

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by [REDACTED]

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024  
V6302006

**AUTHORIZA**

**RELEASE OF LOAN/LEASE INFORMATION**

I, , hereby authorize

paid cash in full  
Client's Name(s) and SSN  
Lien Holder Name, Overnight Address, & Phone Number

to release any and all information regarding my loan account # N/A  
Account Number

to Chevrolet/Corvette, including but not limited to a complete  
Manufacturer's Name

payment history of my account, a loan/lease payoff amount, and per diem  
information.

Date August 11, 2006



Signature

\_\_\_\_\_  
Signature

KROHN & MOSS, LTD.  
ATTN: DANIEL TATAR

RETAIL INSTALLMENT SALE CONTRACT  
SIMPLE INTEREST FINANCE CHARGE

Dealer Number 10001 Contract Number 101 R.O.S. Number 112212005 Stock Number 10001

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) [REDACTED] LOS ANGELES CA 90045	Creditor - Seller (Name and Address) MIRACLE WILE CHEVROLET BUICK GMC 100 NORTH LA BREA AVE LOS ANGELES CA 90045
-------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
BLW	2004	CHEVROLET CORVETTE	12	1G1TY225043 [REDACTED]	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
6.50%	\$ 6949.50 (e)	\$ 38304.30	\$ 45313.80 (e)	\$ 39113.60 (e)
(e) means an estimate				

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
55 Payments	753.23	Monthly, Beginning 12/22/2005
One Final Payment	753.23	DUE ON 11/22/2006

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

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

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

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

<b>1. Total Cash Price</b>	
A. Cash Price of Motor Vehicle and Accessories	\$ 4,995.00 (A)
1. Cash Price Vehicle	\$ 4,000.00
2. Cash Price Accessories	\$ 995.00
B. Document Preparation Fee (not a governmental fee)	\$ 40.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. Sales Tax (on A + B + C)	\$ 3903.30 (D)
E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee*	\$ N/A (E)
F. (Optional) Service Contract*	\$ N/A (F)
G. Prior Credit or Lease Balance paid by Seller to	\$ N/A (G)
(see downpayment and trade-in calculation)	
H. (Optional) Gap Contract (to whom paid)*	\$ N/A (H)
I. Other (to whom paid)*	\$ N/A (I)
<b>Total Cash Price (A through I)</b>	\$ 52003.30 (1)
<b>2. Amounts Paid to Public Officials</b>	
A. License Fees	\$ 356.00 (A)
B. Registration/Transfer/Titling Fees	\$ N/A (B)
C. California Tire Fees*	\$ 5.00 (C)
D. Other	\$ N/A (D)
E. Other	\$ N/A (E)
<b>Total Official Fees (A through E)</b>	\$ 361.00 (2)
<b>3. Amount Paid to Insurance Companies</b>	
(Total premiums from Statement of Insurance column a + b)*	\$ N/A (3)
4. Sales Certification Fee Paid to State	\$ N/A (4)

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

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

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

Buyer [REDACTED]  
Co-Buyer [REDACTED]  
Seller [REDACTED]

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

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

Credit life insurance and credit disability insurance are not 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 not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

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

(see downpayment and trade-in calculation)

H. (Optional) Gap Contract (to whom paid)\* \$ N/A (H)

I. Other, (to whom paid)\* \$ N/A (I)

For \_\_\_\_\_

Total Cash Price (A through I) \$ 22003.30 (1)

2. Amounts Paid to Public Officials

A. License Fees \$ 355.00 (A)

B. Registration/Transfer/Titling Fees \$ N/A (B)

C. California Tire Fees\* \$ 0.00 (C)

D. Other \$ N/A (D)

E. Other \$ N/A (E)

Total Official Fees (A through E) \$ 355.00 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b)\* \$ N/A (3)

4. Smog Certification Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ \_\_\_\_\_ (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr \_\_\_\_\_ Make \_\_\_\_\_ \$ \_\_\_\_\_ (A)

Model \_\_\_\_\_ Odom \_\_\_\_\_

VIN 4N1RZ2061X090009

B. Less Prior Credit or Lease Balance \$ \_\_\_\_\_ (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ 3000.00 (C)

D. Deferred Downpayment \$ \_\_\_\_\_ (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other \$ \_\_\_\_\_ (F)

G. Cash \$ 11000.00 (G)

Total Downpayment (C through G) \$ 11000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above) \$ 38364.30 (7)

7. Amount Financed (5 less 6)

\*Seller may keep part of these amounts.

Credit life insurance and credit disability insurance are not 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 not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

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

Date \_\_\_\_\_

Date \_\_\_\_\_

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

Term \_\_\_\_\_ Mos \_\_\_\_\_

Buyer X \_\_\_\_\_

**SELLER ASSISTED LOAN**

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

Proceeds of Loan From: N/A

Amount \$ \_\_\_\_\_ Finance Charge \$ \_\_\_\_\_

Total \$ \_\_\_\_\_ Payable in \_\_\_\_\_

Installments of \$ \_\_\_\_\_ \$ \_\_\_\_\_

from this Loan is shown in item 6D.

**AUTO BROKER FEE DISCLOSURE**

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

Name of autobroker receiving fee, if applicable:

N/A

**OPTIONAL SERVICE CONTRACT** You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.

Company N/A

Term \_\_\_\_\_ Miles \_\_\_\_\_

Buyer X \_\_\_\_\_

**NOTICE OF RESCISSION RIGHTS**

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

Buyer X \_\_\_\_\_

Co-Buyer X \_\_\_\_\_

**HOW THIS CONTRACT CAN BE CHANGED.**

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

Buyer Initials \_\_\_\_\_

Co-Buyer Initials \_\_\_\_\_

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

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

**WARNING:**

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

FOR AN UNPAID BALANCE COVERED BY THIS CONTRACT, YOU WILL PROTECT YOURSELF IN THE EVENT OF LOSS OR DAMAGE TO THE VEHICLE BY PURCHASING AN INSURANCE POLICY THAT UNDERSTANDS THESE PUBLIC LIABILITY LIMITS.

S/S X \_\_\_\_\_

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

Buyer X \_\_\_\_\_

Co-Buyer X \_\_\_\_\_

**Notice to buyer:**

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

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



A. Agreed Trade-In Value Yr \_\_\_\_\_ Make \_\_\_\_\_ \$ \_\_\_\_\_ (A)  
 Model \_\_\_\_\_ Origin \_\_\_\_\_  
 VIN \_\_\_\_\_

B. Less Prior Credit or Lease Balance \$ \_\_\_\_\_ (B)  
 C. Net Trade-In (A, less B) (indicate if a negative number) \$ 9000.00 (C)  
 D. Deferred Downpayment \$ \_\_\_\_\_ (D)  
 E. Manufacturer's Rebate \$ \_\_\_\_\_ (E)  
 F. Other \$ \_\_\_\_\_ (F)  
 G. Cash \$ 3000.00 (G)

**Total Downpayment (C through G)** \$ 14000.00 (6)  
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above)

**7. Amount Financed (5 less 6)** \$ 38304.00 (7)  
 \*Seller may keep part of these amounts.

**SECTION ON CREDIT HISTORY**  
**LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details)**

Date \_\_\_\_\_  
 Date \_\_\_\_\_ Co-Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

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

Term \_\_\_\_\_ Mos \_\_\_\_\_ Contract \_\_\_\_\_  
 Buyer X \_\_\_\_\_

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

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

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

Name of autobroker receiving fee, if applicable:  
 N/A

**OPTIONAL SERVICE CONTRACT** You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.

Company \_\_\_\_\_ Miles \_\_\_\_\_  
 Term \_\_\_\_\_  
 Buyer X \_\_\_\_\_

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

X \_\_\_\_\_ Buyer Initials X \_\_\_\_\_

**NOTICE OF RESCISSION RIGHTS**  
 If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is to a financial \_\_\_\_\_

Buyer X \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

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

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

**WARNING:**  
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.  
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
 THE BUYER \_\_\_\_\_ UNDERSTANDS THESE PUBLIC LIABILITY \_\_\_\_\_

S/S X \_\_\_\_\_ X \_\_\_\_\_

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

Buyer X \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

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

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

Buyer Signature X \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_

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

Buyer Signature X \_\_\_\_\_ Date 12/21/2003 Co-Buyer Signature \_\_\_\_\_ Date 12/21/2003

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 co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X \_\_\_\_\_ Address \_\_\_\_\_  
 Seller Signature X \_\_\_\_\_ Date 12/21/03 By \_\_\_\_\_ Title \_\_\_\_\_

# 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:   AUDRY ZANETTS  

FAX   866-266-1790  

PHONE \_\_\_\_\_

COMMENTS   PER REQUEST  

\_\_\_\_\_

*936 hours -  
LOF only*

CAUSE AND CORRECTION JOB 1

**JOB 1 FLAG SHEET**

OFF

ON

CAUSE AND CORRECTION JOB 2

**JOB 2 FLAG SHEET**

OFF

ON

CAUSE AND CORRECTION JOB 3

**JOB 3 FLAG SHEET**

OFF

ON

CAUSE AND CORRECTION JOB 4

**JOB 4 FLAG SHEET**

OFF

ON

CAUSE AND CORRECTION JOB 5

**JOB 5 FLAG SHEET**

OFF

ON

WARRANTY PARTS RETURNED JOB 1

Date \_\_\_\_\_  
Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 2

Date \_\_\_\_\_  
Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 3

Date \_\_\_\_\_  
Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 4

Date \_\_\_\_\_  
Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 5

Date \_\_\_\_\_  
Rec. By: \_\_\_\_\_



# MIKE HERNANDEZ CAMINO REAL

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



GM QUALITY  
SERVICE PARTS

## 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

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/11/05	183461	13821	252	585 587	W W	04CVZ4ECM 10CVZ01	SERVICE ENGINE LIGHT DIAG01

SALESPERSON NO.

## SERVICE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE I.D. NO. <b>1G1YY22G645</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>	PRODUCT ON DATE	STOCK NO.	LICENSE NO.	U.I.C. NO. <b>187907</b>
ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE	<b>LOS ANGELES, CA</b>	CUSTOMER NO. <b>22214</b>	SERVICE CONTRACT	DELIVERY DATE <b>12/21/03</b>	DELIVERY MILES	SELLING DEALER NO. <b>8584</b>
		COLOR <b>MED SPR GRY MET/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		TURBO <b>CVZZ</b>	M/M/C	A/R COND.	P.S.	TRANS
				MILEAGE <b>16,989</b>	ADVISOR NO. <b>697</b>	ADVISOR <b>RICHARD RUVALCABA</b>

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you, and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection in the event of a breakdown for inspection, I understand that my vehicle will be reassembled within 3 days of the date shown above, a 100% guarantee is not warranted. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be assessed. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I agree authorize any stock orders that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROPERLY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: RECEIPT OF COPY HEREBY SUBJECT TO CONDITIONS ON REVERSE SIDE OF

SAVE

APPOINTMENT: **11:21am** / **11/02/05** / **06:00pm** / **3**

LABOR RATE: **78.00**

PROTECTED THIS CONTRACT

CUST. SIGN **X**

ORIGINAL \$ ESTIMATE \$

LABOR INSTRUCTIONS

TOTAL **90.00**

REVISED ESTIMATE \$	ADD'L COST \$	PERSON CONTACTED BY	WHOM
TIME	DATE	VIA PHONE	OR IN PERSON
PHONE	REASON		

1. **C 01CVZSYNTH** **SYNTHETIC OIL**  
CUSTOMER REQUEST, PERFORM SYNTHETIC OIL AND FILTER CHANGE, LUBRICATE CHASSIS IF APPLICABLE

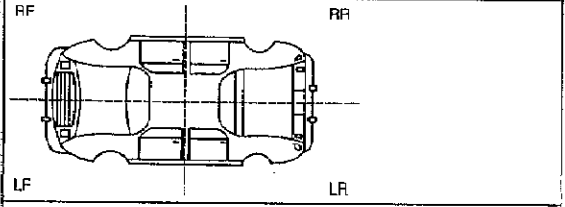
*7/4 MOBIL 1 Synthetic 0.4*

2. **W\* 10CVZ** **15A/MISC**  
CUSTOMER STATES THAT LEFT SUNSHADE IS MISSING HOLD GUIDE. CHK/ADV

*S.O.P.*

RECOMMENDATIONS

**WAITER**



PATTLE WHERE MARKED  DAMAGED WHERE MARKED

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

0003468  
11-LJWO  
1-800-558-3676  
CIC - LROHC (2-01)  
GM/DA FORM SOURCE

USE AND  
RECTION  
JOB 1

# 136

1/1E sunshade to help retainer tarp, JOB 1 FLAG SHEET  
Retainer R brotes  
Replace Retainer  
CROSS 2

CAUSE AND  
CORRECTION  
JOB 2

Feb 6 / 63

JOB 2 FLAG SHEET

cust. stops vehicle leaking oil  
from under carriage. Check diagnosis found rear diff.  
left cover leaking, left frame bullet in #03-04-20-006.  
replace cover seal, O-ring seal, test drive to verify repair.

CAUSE AND  
CORRECTION  
JOB 3

JOB 3 FLAG SHEET

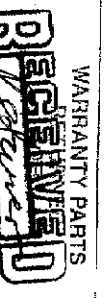
1/3

CAUSE AND  
CORRECTION  
JOB 4

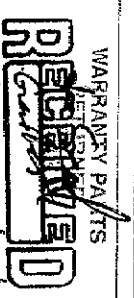
JOB 4 FLAG SHEET

CAUSE AND  
CORRECTION  
JOB 5

JOB 5 FLAG SHEET



Date Rec. By  
11/2/65  
136



Date Rec. By  
11/9/65  
163

WARRANTY PARTS  
RETURNED  
JOB 3

WARRANTY PARTS  
RETURNED  
JOB 4

WARRANTY PARTS  
RETURNED  
JOB 5



# MIKE HERNANDEZ' CAMINO REAL

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



GM QUALITY  
SERVICE PARTS

**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

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/02/05	187907	16989	697	936	C	01CVZ5YNTH	SYNTHETIC LOF
08/11/05	183461	13821	252	136	W	10CVZ	15A/MISC
				585	W	04CVZ4ECM	SERVICE ENGINE LIGHT
				587	W	10CVZ01	DIAG01

SALESPERSON NO.

## SERVICE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE I.D. NO. <b>1G1YY22G645</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. <b>188216</b>
ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE	<b>LOS ANGELES, CA</b>	CUSTOMER NO. <b>22214</b>	SERVICE CONTRACT	DELIVERY DATE <b>12/21/03</b>	DELIVERY MILES	SELLING DEALER NO.
<input type="checkbox"/> SAVE	TIME RECEIVED <b>10:05am</b>	LABOR RATE <b>78.00</b>	PRIORITY <b>3</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	DATE TIME PROMISED <b>11/08/05 06:00pm</b>	WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO.		ADVISOR NO. <b>697</b>	ADVISOR <b>RICHARD RIVALCABA</b>	TAG NO. <b>8831</b>

**LABOR INSTRUCTIONS**

1. **W\* 10CVZ 15A/MISC**  
CUSTOMER STATES THAT VEHICLE SUNSHADE HOLDER IS BROKEN. REPLACE WITH S.O.P

2. **W 07CVZ00ILLEAK CK OIL LEAK REPORT**  
CUSTOMER STATES THAT VEHICLE IS LEAKING OIL FROM UNDERCARRIAGE. CHK/ADV

3. **W Rental**

REVISED ESTIMATE	ADD. COST	PERSON CONTACTED	BY WHOM
TIME	DATE	TELEPHONE	IN PERSON

**RECOMMENDATIONS**

4. **75W90**

Rear LR diff cover leaking  
Seal

003468  
11-LWO  
CMCDA FORM SOURCE • 1-800-560-3978  
CRC - LROHC (2-01)

CAUSE AND CORRECTION JOB 1

*976 Lumber  
1.07.04*

**JOB 1 FLAG SHEET**

OFF

ON

CAUSE AND CORRECTION JOB 2

**JOB 2 FLAG SHEET**

OFF

ON

CAUSE AND CORRECTION JOB 3

**JOB 3 FLAG SHEET**

OFF

ON

CAUSE AND CORRECTION JOB 4

**JOB 4 FLAG SHEET**

OFF

ON

CAUSE AND CORRECTION JOB 5

**JOB 5 FLAG SHEET**

OFF

ON

WARRANTY PARTS RETURNED JOB 1

Date \_\_\_\_\_  
Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 2

Date \_\_\_\_\_  
Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 3

Date \_\_\_\_\_  
Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 4

Date \_\_\_\_\_  
Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 5

Date \_\_\_\_\_  
Rec. By: \_\_\_\_\_



# MIKE HERNANDEZ CAMINO REAL

2401 SO. ATLANTIC BLVD.  
MONTEREY PARK, CA 91754  
B.A.R. REG. NO. AM052719



(323) 264-3050  
AT POMONA FRWY.

E.P.A. NO. CAD981384852



GM QUALITY  
SERVICE PARTS

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

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/08/05	188216	16115	697	136	W	10CVZ	15A/MISC
				163	W	07CVZ00ILLEAK	CK OIL LEAK-REPORT
				327	W	30CVZSUB3	WARR COURT RENTAL
11/02/05	187907	16989	697	936	C	01CVZSYNTH	SYNTHETIC LOF
				136	W	10CVZ	15A/MISC
08/11/05	183461	13821	252	585	W	04CVZ4ECM	SERVICE ENGINE LIGHT

### SALESPERSON NO.

### SERVICE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

VEHICLE I.D. NO. **1G1YY22G645**

YEAR/MAKE/MODEL **04/CHEVROLET/CORVETTE/2DR CPE**

PRODUCTION DATE **12/21/03**

STOCK NO. **193815**

LICENSE NO. **9736**

DELIVERY DATE **12/21/03**

DELIVERY MILES **18223**

SELLING DEALER NO. **697**

R.O. NO. **9736**

CUSTOMER TAG NO. **22214**

COLOR **MED SPR GRY MET/**

EXPIRATION DATE **02/17/06**

EXPIRATION MILES **9736**

LOS ANGELES, CA

TURBO  M/MC  AIR COND.  P.S.  TRANS  MILEAGE **18223**

ADVISOR NO. **697**

ADVISOR **RICHARD RUIVALCABA**

APPOINTMENT **10:46am 02/17/06 06:00pm**

LABOR RATE **80.00**

LABOR INSTRUCTIONS

APPOINTMENT YES  NO

LABOR INSTRUCTIONS

ORIGINAL \$  
ESTIMATE \$

9736 04

1-C \* 01CVZSYNTH **SYNTHETIC LOF**  
CUSTOMER REQUEST, PERFORM SYNTHETIC OIL AND FILTER CHANGE,  
LUBRICATE CHASSIS IF APPLICABLE

3/4 SYNTHETIC MOBIL 5W-30

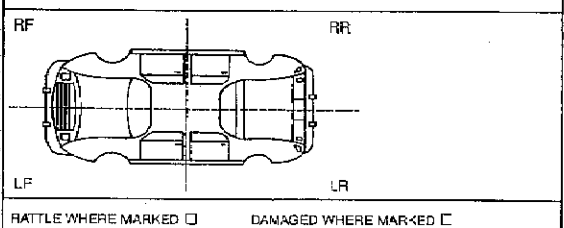
2-W \* 07CVZZEXH **EXHAUST REPAIR**  
CUSTOMER STATES THAT VEHICLE MAKES A RATTLE NOISE  
WHEN ACCELERATING. CHK/ADV

3-W \* 10CVZ **15A/MISC**  
CUSTOMER STATES THAT DRIVERS SEATBELT GETS JAMMED  
AND WON'T RELEASE. CHK/ADV

# WAITER

TIME	DATE	PERSON CONTACTED BY WHOM

RECOMMENDATIONS  
33895881  
5880



NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

003468  
LL-LWO  
CMCDA FORM SOURCE • 1-800-558-3678  
CIC-LR01C (2-01)



CAUSE AND CORRECTION

JOB 1

#136

1st sent belt gets stuck  
sent belt mechanism jamming up  
Replace sent belt, check operation.

*[Signature]*

JOB 1 FLAG SHEET

OFF

CAUSE AND CORRECTION

JOB 2

JOB 2 FLAG SHEET

OFF

CAUSE AND CORRECTION

JOB 3

JOB 3 FLAG SHEET

OFF

CAUSE AND CORRECTION

JOB 4

JOB 4 FLAG SHEET

OFF

CAUSE AND CORRECTION

JOB 5

JOB 5 FLAG SHEET

OFF

WARRANTY PARTS RETURNED JOB 1

Date

2/27/06

Rec. By:

*[Signature]*

WARRANTY PARTS RETURNED JOB 2

Date

Rec. By:

WARRANTY PARTS RETURNED JOB 3

Date

Rec. By:

WARRANTY PARTS RETURNED JOB 4

Date

Rec. By:

WARRANTY PARTS RETURNED JOB 5

Date

Rec. By:

#136



# MIKE HERNANDEZ' CAMINO REAL

2401 SO. ATLANTIC BLVD.  
MONTEREY PARK, CA 91754



(323) 264-3050  
AT POMONA FRWY.



GM QUALITY  
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	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/17/06	193815	18223	697	936	C	01CVZSYNTH	SYNTHETIC LOF
				327	W	07CVZZEXH	EXHAUST REPAIR
				136	W	10CVZ	15A/MISC
11/08/05	188216	16115	697	136	W	10CVZ	15A/MISC
				163	W	07CVZ00ILLEAK	CK OIL LEAK-REPORT
				327	W	30CVZSUB3	WARR COURT RENTAL

SALESPERSON NO.

## SERVICE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE ID. NO. <b>1G1YY22G645</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. <b>194318</b>
ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE	<b>LOS ANGELES, CA</b>	CUSTOMER NO. <b>22214</b>	SERVICE CONTRACT	DELIVERY DATE <b>12/21/03</b>	DELIVERY MILES	SELLING DEALER NO. R.O. DATE <b>02/27/06</b>
<input type="checkbox"/> SAVE	APPOINTMENT <b>11:08am 02/27/06 06:00pm</b>	LABOR RATE <b>80.00</b>	COLOR <b>MED SPR GRY MET/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES TAG NO. <b>3003</b>
			TURBO INMAC AIR COND. IP. S. TRANS MILEAGE <b>18,478</b>	ADVISOR NO. <b>697</b>	ADVISOR <b>RICHARD RUVALCABA</b>	

**WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO.**

I hereby authorize the repair work to be done as per the necessary material, and hereby grant you and/or your employees permission to operate the car or truck here described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a breakdown for inspection, I understand that my vehicle will be reassembled within days of the date shown above, unless other arrangements are made. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO CANCEL THE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I have authorized you to make repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT PLEASE READ REVERSE SIDE.

CUST. SIGN: **X**

**ORIGINAL \$ ESTIMATE \$**

### INSTRUCTIONS

**1 W \* 10CVZ 15A/MISC**  
CUSTOMER STATES THAT DRIVERS SEATBELT GETS STUCK.  
REPLACE WITH S.O.P

**2 W \* 07CVZ0ENGN CK ENGINE NOISE**  
CUSTOMER STATES THAT VEHICLE EXHAUST HAS A RATTLE IN REAR TAIL PIPES. CHK/ADV

REVISED ESTIMATE \$	ADDL. COST \$	PERSON CONTACTED BY WHOM
TIME	DATE	<input type="checkbox"/> VIA PHONE <input type="checkbox"/> IN PERSON
PHONE	REASON	

### RECOMMENDATIONS

RF	RR
LF	LR

RATTLE WHERE MARKED  DAMAGED WHERE MARKED

003468  
LL-LWO  
CMCDA FORM SOURCE • 1-800-558-3676  
CRC - LROHC (2-01)

CAUSE AND CORRECTION JOB 1

JOB 1 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 2

JOB 2 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 3

JOB 3 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 4

JOB 4 FLAG SHEET

OFF

ON

CAUSE AND CORRECTION JOB 5

JOB 5 FLAG SHEET

OFF

ON

WARRANTY PARTS RETURNED



Date: \_\_\_\_\_ Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 2

Date: \_\_\_\_\_ Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 3

Date: \_\_\_\_\_ Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 4

Date: \_\_\_\_\_ Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED JOB 5

Date: \_\_\_\_\_ Rec. By: \_\_\_\_\_

Handwritten signatures and numbers: 327, 8/15/06, etc.



# MIKE HERNANDEZ CAMINO REAL

2401 SO. ATLANTIC BLVD.  
MONTEREY PARK, CA 91754  
B.A.R. REG. NO. AM052719



(323) 264-3066  
AT POMONA FRWY.  
E.P.A. NO. CAD981384852



GM QUALITY  
SERVICE PARTS

## 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

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/27/06	194318	18478	697	136	W	10CVZ	15A/MISC
02/17/06	193815	18223	697	136	W	07CVZ0ENGN	CK ENGINE NOISE
				936	C	01CVZSYNTH	SYNTHETIC LOF
				327	W	07CVZZEXH	EXHAUST REPAIR
11/08/05	188216	16115	697	136	W	10CVZ	15A/MISC
				136	W	10CVZ	15A/MISC

SALESPERSON NO.

## SERVICE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE.	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G1YY22G645	04/CHEVROLET/CORVETTE/2DR CPE				94761
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
	22214		12/21/03			03/06/06
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
	MED SPR GRY MET/				3444	
	URBC	MMAC	AIR COND.	P.S.	TRANS	MILEAGE
		CVZZ				18,631
	RESIDENCE PHONE	BUSINESS PHONE	ADV. NO.	ADVISOR	RICHARD RUALCABA	
			697			

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND R.O. NO.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a breakdown for inspection, I understand that my vehicle will be reassembled within 3 days of the date shown above, unless otherwise stipulations not withstanding. If my vehicle is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I agree that any subject matter that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS IN GARAGE NOT TO BE USED FOR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF. SUBJECT

SAVE TIME RECEIVED 10:10am DATE/TIME PROMISED 03/06/06 06:00pm PRIORITY 1

APPOINTMENT YES NO

LABOR RATE 80.00

CUST. SIGN. X

ORIGINAL ESTIMATE \$

**LABOR INSTRUCTIONS**

**1. W \* 07CVZZEXH EXHAUST REPAIR**  
 CUSTOMER STATES THAT VEHICLE EXHAUST HAS A RATTLE WHEN ACCELERATING. REPLACE WITH S.O.P

**WAITED**

*L3504 04-06-06-087*

*Rualcaba*

TIME	DATE	TELEPHONE
PHONE	REASON	BY WHOM
REVISED ESTIMATE	ADD. COST	PERSON CONTACTED BY WHOM
TIME	DATE	TELEPHONE
PHONE	REASON	BY WHOM

FOR YOUR CONVENIENCE  
 OUR SERVICE DEPARTMENT HOURS:  
 MONDAY - FRIDAY 7:00 A.M. TO 6:00 P.M.  
 SATURDAY 8:00 A.M. TO 3:00 P.M.  
 ALL VEHICLES MUST BE PICKED UP DURING SERVICE HOURS

0

POWER OF ATTORNEY  
 The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile, does hereby grant to said Camino Real Chevrolet Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any release thereof, as settlement for Insured's claim for damages to the above described automobile.

X DATE (INSURED)

WE MAKE A SEPARATE CHARGE FOR THE STOPPAGE AND DISPOSAL OF TOXIC WASTES, FATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR SERVICE CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES

THE FOLLOWING CREDIT CARDS ACCEPTED

VISA DISCOVER NOVUS MasterCard American Express

CHECKS ACCEPTED BUT SUBJECT TO VERIFICATION

RF RR

LF LR

RATTLE WHERE MARKED  DAMAGED WHERE MARKED

CAUSE AND CORRECTION JOB 1 *add any life on*  
 10485 GAS Comb Loss  
 Repair Gas Cap @ #585

OFF  
 AUG 11 1991

CAUSE AND CORRECTION JOB 2

OFF  
 AUG 11 1991

CAUSE AND CORRECTION JOB 3

OFF  
 AUG 11 1991

CAUSE AND CORRECTION JOB 4

OFF  
 AUG 11 1991

CAUSE AND CORRECTION JOB 5

OFF  
 AUG 11 1991

**JOB 1 FLAG SHEET**

**JOB 2 FLAG SHEET**

**JOB 3 FLAG SHEET**

**JOB 4 FLAG SHEET**

**JOB 5 FLAG SHEET**

WARRANTY PARTS RETURNED  
 Date: \_\_\_\_\_  
 Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED  
 JOB 2  
 Date: \_\_\_\_\_  
 Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED  
 JOB 3  
 Date: \_\_\_\_\_  
 Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED  
 JOB 4  
 Date: \_\_\_\_\_  
 Rec. By: \_\_\_\_\_

WARRANTY PARTS RETURNED  
 JOB 5  
 Date: \_\_\_\_\_  
 Rec. By: \_\_\_\_\_

*8-11-05 #585*



# MIKE HERNANDEZ' CAMINO REAL

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



GM QUALITY  
SERVICE PARTS

## 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

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

## SERVICE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE I.D. NO. <b>1G1YY22G645</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>	PRODUCTION DATE <b>12/21/03</b>	STOCK NO.	LICENSE NO. <b>183461</b>
ALL PARTS WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE	<b>LOS ANGELES, CA</b>	CUSTOMER NO. <b>22214</b>	SERVICE CONTRACT	DELIVERY DATE <b>12/21/03</b>	DELIVERY MILES
<input type="checkbox"/> SAVE	TIME RECEIVED <b>01:09pm</b>	DATE TIME PROMISED <b>08/11/05 06:00pm</b>	PRIORITY <b>3</b>	CONTRACT NO.	SELLING DEALER NO.
APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	LABOR RATE <b>78.00</b>	COLOR <b>MED SPR GRY MET/</b>			
JOB	LABOR INSTRUCTIONS		MILEAGE <b>13,821</b>		
TURBO		M/M/C		AIR COND.	
CVZZ		P.S.		TRANS	
ADVISOR NO. <b>252</b>		ADVISOR <b>MARIA SORIA</b>			

WHEN INQUIRING ABOUT YOUR VEHICLE, PLEASE REFER TO YOUR SERVICE ADVISOR AND I.O. NO. [REDACTED]

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees, permission to operate the car or truck herein described on [REDACTED] streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a breakdown for inspection, I understand that my vehicle will be reassembled within [REDACTED] days of the date shown above, interference complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnosis and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I HEREBY AGREE TO THE ABOVE AND I HEREBY AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. I HEREBY AGREE TO THE ABOVE AND I HEREBY AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT.

ORIGINAL \$ [REDACTED]  
ESTIMATE \$ [REDACTED]

PERSON CONTACTED BY WHOM [REDACTED]

TIME [REDACTED] DATE [REDACTED] BY PHONE [REDACTED]  
IN PERSON [REDACTED]

REVISOR ESTIMATE [REDACTED] ADDL COST [REDACTED] PERSON CONTACTED BY WHOM [REDACTED]

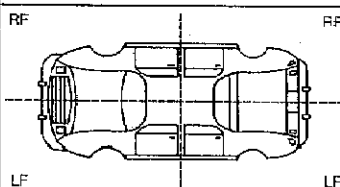
TIME [REDACTED] DATE [REDACTED] BY PHONE [REDACTED]  
IN PERSON [REDACTED]

### RECOMMENDATIONS

1. W 04CVZ4ECM SERVICE ENGINE LIGHT  
CUSTOMER STATES THAT THE SES LIGHT IS COMING ON. #585

2. W 10CVZ01 DIAG01  
CUSTOMER STATES THAT THE LEFT SEAT BELT GETS STUCK SOMETIMES  
*operating as designed! (581)*

**WATER**



RATTLE WHERE MARKED  DAMAGED WHERE MARKED

003463  
CMCDA FORM SOURCE • 1-800-559-3676  
LL-1W0  
CRC - LR0HC (2-01)



# MIKE HERNANDEZ CAMINO REAL



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

CUSTOMER NO. <b>22214</b>	ADVISOR <b>MARIA HALE</b>	TAG NO. <b>252 9540</b>	INVOICE DATE <b>08/15/05</b>	INVOICE NO. <b>CVWS183461</b>
[REDACTED] LOS ANGELES, CA	LABOR RATE <b>74.18</b>	LICENSE NO.	MILEAGE <b>13,821</b>	COLOR <b>MED SPR GRY</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>		DELIVERY DATE <b>12/21/03</b>	STOCK NO.
	VEHICLE I.D. NO. <b>1G1YY22G645</b>		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>08/11/05</b>	PRODUCTION DATE
COMMENTS				MO: 13821

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
J# 1 04CVZ4ECM SERVICE ENGINE LIGHT HOURS: 0.20 TECH(S):585							14.29
CUSTOMER STATES THAT THE SES LIGHT IS COMING ON. FOUND DTC #P0455, FUEL CAP LOOSE REPLACED FUEL CAP.							
PARTS	1	10372242	CAP 3.028	8.78	8.78	12.29	12.29
JOB # 1			JOB # 1 COST TOTAL	8.78			
			JOB # 1 TOTAL PARTS				12.29
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							0.00

**NOTICE TO CONSUMER:**  
PLEASE READ IMPORTANT INFORMATION ON BACK.  
I acknowledge notice and oral approval of an increase in the original estimated price.  
X  
CUSTOMER SIGNATURE

COMMENTS		
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 AUDIT SLIP

DCS DATA FILE: GMGMWF.956  
08/15/2005 1510 WARRANTY NEW CLAIM

RO NUMBER: 183461 RO DATE: 08/11/2005 VIN: 1G1YY22G645114491 DIV: 3 DEALER: 20310 ODOMETER: 13821 SERVICE ADVISOR #: XXX-XX-3726

CUSTOMER NAME: FIRST: AMI MIDDLE: LAST: KELEN PHONE: WORK: 310-472-5057 HOME: 310-713-2222

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01				WG 1 10372242	12.29	2W	L1020	.2			14.29
LN-TOT: 26.58 TECH SSN: XXX-XX-5800 AUTH CODE: AUTH. AUTHOR.:												

R.O. TOTAL: 26.58

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

003373 RR-LS1 GMCSA FORM SOURCE 800-558-FORM TO REORDER 1-800-559-3876



# MIKE HERNANDEZ' CAMINO REAL

2401 SO. ATLANTIC BLVD.  
MONTEREY PARK, CA 91754



(323) 264-3050  
AT POMONA FRWY.



GM QUALITY  
SERVICE PARTS

B.A.R. REG. NO. AM052719

E.P.A. NO. CAD961384852

SE HABLA ESPAÑOL

CUSTOMER NO. <b>22214</b>	ADVISOR <b>RICHARD RUVALCABA</b>	TAG NO. <b>697 8584</b>	INVOICE DATE <b>11/05/05</b>	INVOICE NO. <b>CVWS187907</b>
[REDACTED] LOS ANGELES, CA [REDACTED]	LABOR RATE <b>74.18</b>	LICENSE NO.	MILEAGE <b>16,989</b>	COLOR <b>MED SPR GRV</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>			DELIVERY DATE <b>12/21/03</b>
	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		MO: 16989

LABOR & PARTS  
 J# 2 10CVZ 15A/MISC HOURS: TECH(S):136 0.00  
 CUSTOMER STATES THAT LEFT SUNSHADE IS MISSING HOLD  
 GIUDE. CHK/ADV  
 PART WAS SPECIAL ORDERED.  
 JOB # 2 TOTAL LABOR & PARTS 0.00

**NOTICE TO CONSUMER:**  
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COMMENTS  
 ANGIE 11-02-05

R/O TAX 0.00  
 R/O TOTALS 0.00

CLAIM TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00

X  
 CUSTOMER SIGNATURE

APPROVED BY SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

000373 RR-LSI -800-559-3876 TO REORDER FORM 800-559-3876





# MIKE HERNANDEZ' CAMINO REAL



2401 SO. ATLANTIC BLVD.  
MONTEREY PARK, CA 91754



(323) 264-3050  
AT POMONA FRWY.

B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981334852

SE HABLA ESPAÑOL

CUSTOMER NO. <b>22214</b>	ADVISOR <b>RICHARD RUVALCABA</b>	TAG NO. <b>697 8831</b>	INVOICE DATE <b>11/14/05</b>	INVOICE NO. <b>CVWS188216</b>
	LABOR RATE <b>74.18</b>	LICENSE NO.	MILEAGE <b>16,115</b>	COLOR <b>MED SPR GRY</b>
<b>LOS ANGELES, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>		DELIVERY DATE <b>12/21/03</b>	STOCK NO.
	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>11/08/05</b>	PRODUCTION DATE
COMMENTS				MO: 16115

**LABOR & PARTS**

J# 1 10CVZ 15A/MISC HOURS: 0.20 TECH(S):136 14.29  
 CUSTOMER STATES THAT VEHICLE SUNSHADE HOLDER IS  
 BROKEN. REPLACE WITH S.O.P  
 FOUND SUNSHADE HOLD UP RETAINER BROKEN.  
 REPLACED RETAINER TO CORRECT THE PROBLEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	10411051	RETAINER 10.219	0.82	0.82	1.15
JOB # 1 COST TOTAL				0.82		
JOB # 1 TOTAL PARTS						1.15
JOB # 1 TOTAL LABOR & PARTS						15.44

### NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

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X \_\_\_\_\_  
CUSTOMER SIGNATURE

J# 2 07CVZ00ILLEAK CK OIL LEAK-REPORT HOURS: 1.60 TECH(S):163 114.32  
 CUSTOMER STATES THAT VEHICLE IS LEAKING OIL FROM  
 UNDERCARRIAGE. CHK/ADV  
 INSPECTED AND FOUND REAR LEFT DIFF. COVER LEAKING  
 FLUID.  
 PERFORMED BULL#03-04-20-006 AS PER GM TO REPLACE COVER  
 SEAL. O-RING SEAL TO CORRECT THE PROBLEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	12346141	ADHESIVE 8.800	6.73	6.73	9.42
JOB # 2	4	89021677	LUBRICANT 8.800	15.71	62.84	21.99
JOB # 2	1	89047953	SEAL 5.508	12.24	12.24	17.14
JOB # 2	1	OSP89047953	OSP95	1.22	1.22	1.22
JOB # 2	1	88996703	SEAL 5.822	10.26	10.26	14.36
JOB # 2	1	OSP88996703	OSP95	1.03	1.03	1.03
JOB # 2	1	1052942	SEALANT 8.800	4.08	4.08	5.71
JOB # 2 COST TOTAL				98.40		
JOB # 2 TOTAL PARTS						136.84
JOB # 2 TOTAL LABOR & PARTS						251.16

J# 3+30CVZSUB3 WARR COURT RENTAL HOURS: TECH(S):327  
 \*\*\*\*\* COURTESY RENTAL \*\*\*\*\*  
 REQUIRES SERVICE MANAGER APPROVAL.....DATE.....TIME.....  
 REASON  
 HOW MANY DAYS

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 3	76213	D589736	11/10/05	RENTAL	89.00
TOTAL - SUBLET					89.00

COMMENTS  
DORA 11-10

R/O TAX 0.00  
R/O TOTALS 355.60

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL.....

RR-LSJ 003973  
CRC-SI (2.04) CMCDIA FORM SOURCE 800-559-FOTM TO REORDER 800-559-3676



# MIKE HERNANDEZ' CAMINO REAL



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

CUSTOMER NO. <b>22214</b>	ADVISOR <b>RICHARD RUVALCABA</b>	TAG NO. <b>697 8831</b>	INVOICE DATE <b>11/14/05</b>	INVOICE NO. <b>CVWS188216</b>
[REDACTED] LOS ANGELES, CA [REDACTED]	LABOR RATE <b>74.18</b>	LICENSE NO.	MILEAGE <b>16,115</b>	COLOR <b>MED SPR GRY</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>		DELIVERY DATE <b>12/21/03</b>	DELIVERY MILES
VEHICLE I.D. NO. <b>1G1YY22G645 [REDACTED]</b>		SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.		P.O. NO.	R.O. DATE <b>11/08/05</b>	
COMMENTS				<b>MO: 16115</b>

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#.....	TOTAL....
188216	337.64
-----	
CLAIM TOTALS	337.64

**NOTICE TO CONSUMER:**

**PLEASE READ IMPORTANT INFORMATION ON BACK.**

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

X \_\_\_\_\_  
CUSTOMER SIGNATURE

APPROVED BY SIGNATURE \_\_\_\_\_

DCS AUDIT SLIP-----

DCS DATA FILE: GMGMWF.679  
11/14/2005 WARRANTY NEW CLAIM  
1403

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
188216	11/08/2005	1G1YY22G645114491	3	20310	16115	XXX-XX-6511

CUSTOMER NAME; FIRST: AMI MIDDLE:  
LAST: KELEN PHONE;WORK: 310-472-5057 HOME: 310-713-2222

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OJ	1	10411051	1.15	1D	C2021	.2			14.29
LN-TOT:			15.44		TECH SSN: XXX-XX-2553			AUTH CODE:				AUTH. AUTHOR.:
2	02		MH	7	89047953	128.88	93	F9701	1.6			114.32
LN-TOT:			243.20		TECH SSN: XXX-XX-2547			AUTH CODE:				AUTH. AUTHOR.:
MEMO PART NUMBERS: 12346141 89021677 88996703												
3	03		MH				93	Z7902				79.00
LN-TOT:			79.00		TECH SSN: XXX-XX-6941			AUTH CODE:				AUTH. AUTHOR.:
COMMENTS: 1G1JC52F457132566												

R.O. TOTAL: 337.64

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

030373  
FRLSI  
1-800-559-3676  
FORM TO REORDER  
CMCDA FORM SOURCE 800-559-3676



# MIKE HERNANDEZ CAMINO REAL

2401 SO. ATLANTIC BLVD.  
MONTEREY PARK, CA 91754



(323) 264-3050  
AT POMONA FRWY.



GM QUALITY  
SERVICE PARTS

B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981334852

SE HABLA ESPAÑOL

CUSTOMER NO. <b>22214</b>	ADVISOR <b>RICHARD RUVALCABA</b>	TAG NO. <b>697 9736</b>	INVOICE DATE <b>02/27/06</b>	INVOICE NO. <b>CVWS193815</b>
[REDACTED] LOS ANGELES, CA [REDACTED]	LABOR RATE <b>74.18</b>	LICENSE NO.	MILEAGE <b>18,223</b>	COLOR <b>MED SPR GRY</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>		DELIVERY DATE <b>12/21/03</b>	STOCK NO.
	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 6 4 5</b>		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>02/17/06</b>	PRODUCTION DATE
RESIDENCE PHONE	COMMENTS			MO: 18223

LABOR & PARTS

J# 2 07CVZZEXH EXHAUST REPAIR HOURS: TECH(S):327 0.00  
 CUSTOMER STATES THAT VEHICLE MAKES A RATTLE NOISE  
 WHEN ACCELERATING. CHK/ADV  
 WILL RESCHEDULE

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 10CVZ 15A/MISC HOURS: TECH(S):136 0.00  
 CUSTOMER STATES THAT DRIVERS SEATBELT GETS JAMMED  
 AND WON'T RELEASE. CHK/ADV  
 PART WAS SPECIAL ORDERED.

JOB # 3 TOTAL LABOR & PARTS 0.00

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

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

X  
 CUSTOMER SIGNATURE

COMMENTS  
 DORA 02-17

R/O TAX 0.00  
 R/O TOTALS 0.00

CLAIM TOTALS 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00

APPROVED BY SIGNATURE  
 \*\*\*\*\*  
 DUPLICATE INVOICE \*\*\*\*\*

CRC-SI (2/04) CMCDA FORM SOLUTIONS B00-559 FORM TO REORDER 1-800-559-3676



# MIKE HERNANDEZ CAMINO REAL



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

CUSTOMER NO. <b>22214</b>	ADVISOR <b>RICHARD RUVALCABA</b>	TAG NO. <b>697 3003</b>	INVOICE DATE <b>03/01/06</b>	INVOICE NO. <b>CVWS194318</b>
[REDACTED] LOS ANGELES, CA	LABOR RATE <b>74.18</b>	LICENSE NO.	MILEAGE <b>18,478</b>	COLOR <b>MED SPR GRY</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>		DELIVERY DATE <b>12/21/03</b>	STOCK NO.
	VEHICLE I.D. NO. <b>1G1YY22G645</b>		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>02/27/06</b>	PRODUCTION DATE
COMMENTS				MO: 187478

LABOR & PARTS  
**J# 1 10CVZ 15A/MISC** HOURS: 0.50 TECH(S):136 37.09  
 CUSTOMER STATES THAT DRIVERS SEATBELT GETS STUCK.  
 REPLACE WITH S.O.P  
 INSPECTED AND FOUND SEATBELT MECHANISM JAMMING  
 UP.  
 REPLACED SEATBELT ASSEMBLY TO CORRECT CONCERN.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	88956033	BELT KIT	14.875	87.94	87.94 123.12
JOB # 1 COST TOTAL				87.94		
JOB # 1 TOTAL PARTS						123.12
JOB # 1 TOTAL LABOR & PARTS						160.21

### NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

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

X  
CUSTOMER SIGNATURE

**J# 2 07CVZOENGN CK ENGINE NOISE** HOURS: TECH(S):136 0.00  
 CUSTOMER STATES THAT VEHICLE EXHAUST HAS A RATTLE IN  
 REAR TAIL PIPES. CHK/ADV  
 PART WAS SPECIAL ORDERED.

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS  
 DORA 02-27

R/O TAX 0.00  
 R/O TOTALS 160.21

### WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
194318	160.21
CLAIM TOTALS	160.21

APPROVED BY SIGNATURE

### DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.567  
 03/01/2006 WARRANTY NEW CLAIM  
 1058

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
194318	02/27/2006	1G1YY22G645114491	3	20310	18478	XXX-XX-6511

CUSTOMER NAME: FIRST: AMI MIDDLE:  
 LAST: KELEN PHONE;WORK: 310-472-5057 HOME: 310-713-2222

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	CHRS	NET-AMT.	LAB-TOT.
1	01	0A	1		88956033	123.12	6C	C9041	.5			37.09
LN-TOT: 160.21 TECH SSN: XXX-XX-2553 AUTH CODE: AUTH. AUTHOR.:												

R.O. TOTAL: 160.21

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

RR-LSI 003273  
CR-C-SI (2/01) CMCDM-FORM 504JFICE 800-559-3676 TO REORDER 1-800-559-3676



# MIKE HERNANDEZ CAMINO REAL



2401 SO. ATLANTIC BLVD.  
MONTEREY PARK, CA 91754

(323) 264-3050  
AT POMONA FRWY.

B.A.R. REG. NO. AM052719

E.P.A. NO. CAD981394852

SE HABLA ESPAÑOL

CUSTOMER NO. <b>22214</b>	ADVISOR <b>RICHARD RUVALCABA</b>	TAG NO. <b>697 3444</b>	INVOICE DATE <b>03/16/06</b>	INVOICE NO. <b>CVWS194761</b>
[REDACTED] <b>LOS ANGELES, CA</b>	LABOR RATE <b>74.18</b>	LICENSE NO.	MILEAGE <b>18,631</b>	COLOR <b>MED SPR GRY</b>
	YEAR / MAKE / MODEL <b>04 / CHEVROLET / CORVETTE / 2DR CPF</b>	DELIVERY DATE <b>12/21/03</b>		DELIVERY MILES
	VEHICLE I.D. NO. <b>1G1YY22G645</b>	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/06/06</b>	
COMMENTS				<b>MO: 18631</b>

**LABOR & PARTS**

J# 1 07CVZZEXH EXHAUST REPAIR HOURS: TECH(S):327 0.00  
 CUSTOMER STATES THAT VEHICLE EXHAUST HAS A RATTLE WHEN  
 ACCELERATING. REPLACE WITH S.O.P  
 INSTALL PIPE AS PER SERVICE BULLETIN 04-06-05-007  
 PER BULLETIN

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10352196	PIPE 3.685	355.00	355.00	479.00	479.00
JOB # 1	2	10276792	GASKET 3.704	4.40	8.80	6.16	12.32
JOB # 1	2	10345549	CLAMP 3.708	17.15	34.30	24.01	48.02
JOB # 1 COST TOTAL				398.10			
JOB # 1 TOTAL PARTS							539.34
JOB # 1 TOTAL LABOR & PARTS							539.34

### NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

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

X  
CUSTOMER SIGNATURE

**SUBLET**

SUBLET	PD#	VEND	INV#	INV DATE	DESCRIPTION	
JOB # 1	80004	5573		03/09/06	REPAIR EXHAUST	40.00
TOTAL - SUBLET						40.00

**G.O.G. & SUPPLIES**

JOB # 1	FREIGHT (PARTS)					8.47
TOTAL - GOG						8.47
R/O TAX						0.00
R/O TOTALS						587.81

### WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
194761	579.34
<b>CLAIM TOTALS</b>	<b>579.34</b>

APPROVED BY SIGNATURE

### DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.682  
 03/16/2006 WARRANTY NEW CLAIM  
 1337

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 194761 03/06/2006 1G1YY22G645114491 3 20310 18631 XXX-XX-6511

CUSTOMER NAME: FIRST: AMI MIDDLE:  
 LAST: KELEN PHONE:WORK: 310-472-5057 HOME: 310-472-5057

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
 I 01 MH 5 10352196 539.34 93 L3504 40.00  
 LN-TOT: 579.34 TECH SSN: XXX-XX-6941 AUTH CODE: AUTH. AUTHOR.:  
 MEMO PART NUMBERS: 10276792 10345549

R.O. TOTAL: 579.34

009373  
RR-LSJ  
CMC/DA FORM SOURCE 800-559-3876 TO REORDER 1-800-559-3876  
CRC-SI (2/04)



# MIKE HERNANDEZ' CAMINO REAL



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

CUSTOMER NO. <b>22214</b>	ADVISOR <b>RICHARD RUVALCABA</b>	TAG NO. <b>697 3444</b>	INVOICE DATE <b>03/16/06</b>	INVOICE NO. <b>CVWS194761</b>
[REDACTED] LOS ANGELES, CA	LABOR RATE <b>74.18</b>	LICENSE NO.	MILEAGE <b>18,631</b>	COLOR <b>MED SPR GRY</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>		DELIVERY DATE <b>12/21/03</b>	STOCK NO.
	VEHICLE I.D. NO. <b>1G1YY22G645</b>		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O.	I.O. DATE <b>03/06/06</b>	PRODUCTION DATE

COMMENTS

MO: 18631

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

### NOTICE TO CONSUMER:

**PLEASE READ IMPORTANT INFORMATION ON BACK.**

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

X

CUSTOMER SIGNATURE

CRC-SI (2/01) CM/DA FORM SOURCE 800-559-FORM TO REORDER 1-800-559-3676 RPLSI 003373

Krohn + Moss, Ltd  
ATTN: David Tatar

866-431-5575

MIRACLE HILL CHEVROL  
400 S LA BREA AVE  
LOS ANGELES CA 90006

DATE: 12/21/03  
MEMO: 32313574010 STRM: 4301 TERM: 0003  
S-A-L-E-S D-R-A-F-T

REF: 0127  
CD TYPE: AX

BATCH: 076  
TR TYPE: PR

TOTAL:

ACCT: \*\*\*\*\*8089  
AP: 525300  
NAME: SI KELEN  
\$5000.00  
EXP: \*\*\*

CARDMEMBER ACKNOWLEDGES RECEIPT OF  
GOODS AND/OR SERVICES IN THE AMOUNT OF  
THE TOTAL SHOWN HEREIN AND  
PERFORMS ALL OBLIGATIONS OF THE  
CUSTOMER

TOP COPY - MEMBER

153  
16-3844/1220

LOS ANGELES, CA

Date 12/21/03

Pay to the Order of Miracle Mile Chevrolet \$ 38,364<sup>30</sup>/<sub>100</sub>

Thirty eight thousand three hundred sixty four<sup>30</sup>/<sub>100</sub> Dollars

**Mellon**  
Business Bank  
ONE GLANER HILL BUILDING  
901 WEST FIFTH STREET  
LOS ANGELES, CA 90071

MONY MARKET ACCOUNT

For \_\_\_\_\_



**KROHN & MOSS**  
CONSUMER LAW CENTER

5055 WILSHIRE BLVD., SUITE 300  
LOS ANGELES, CA 90036

LOS ANGELES CA 900

23 OCT 2006 PM 4:31

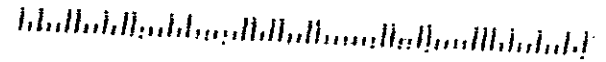


154  
4003 \$ 00.39  
0393  
PBZ 272660  
OCT 23 06  
MAILED FROM ZIP CODE 90036

OCT 26 2006

Angus Barrs  
General Motors Corp.  
c/o MSX International  
ATTN: BRC Legal  
1919 Concept Drive  
Warren MI 48901

48091+6013





# 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](http://www.krohnandmoss.com)

*Writer's Direct Number*

(323) 988-2400

*Writer's Direct Facsimile*

(866) 431-5575

*Writer's Direct E-Mail*

[ereigns@consumerlawcenter.com](mailto:ereigns@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: [REDACTED] v. General Motors Corporation

Vehicle: 2004 Chevrolet corvette-

VIN: 1G1YY22G645 [REDACTED]

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

Sincerely,

  
Eddie Reigns  
Paralegal

ER/er

**RELEASE OF CLAIM**

We [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$17,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2004 Chevrolet Corvette bearing Vehicle Identification Number 1G1YY22G64S [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 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

DATE SIGNED: 10-17-06

[REDACTED SIGNATURE]

Address  
Los Angeles, CA  
City, State, Zip Code

Address  
Los Angeles, CA  
City, State, Zip Code

STATE OF California  
COUNTY OF Los Angeles

Sworn to (or affirmed) and subscribed before me this 17<sup>th</sup> day of October, 2006  
by Steven and Ami Kelen.

[Signature]  
Signature of Notary Public



Joochang Lee  
Print, type or stamp Commissioned Name of Notary Public

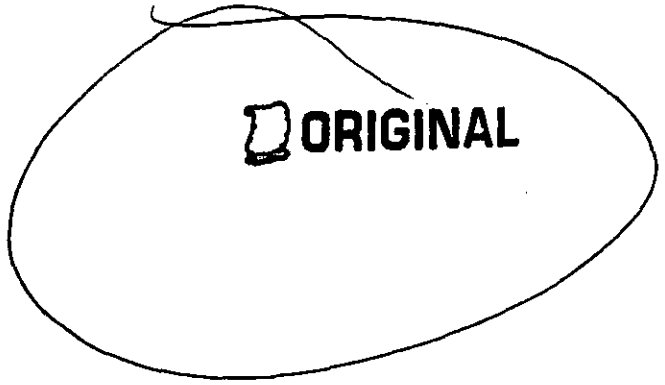
Personally Known \_\_\_\_\_ OR Produced identification X

Type of identification CA Driver's License

My commission expires: 8-11-2008

CC: File

LG0024  
V6302006



July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
[REDACTED]

Simi Valley, CA [REDACTED]

Service Request: 1-432740025

Customer Relationship Specialist: Lenzie Rodgers

Dear Mr. [REDACTED]

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

Mr. [REDACTED]  
[REDACTED]  
Cypress, TX 7 [REDACTED]

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

Mr. [REDACTED]

[REDACTED] r

Houston, TX [REDACTED]

Service Request: 1-432922534

Customer Relationship Specialist: Matthew Kendrick

Dear Mr. [REDACTED]

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.

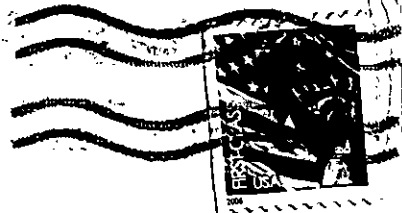


Cypress, TX

Service Request # 1-432922534

N HOUSTON TX 773

27 SEP 2006 PM 7 L



SEP 03 2006

Chevrolet, Inc.

P.O. Box 33170

Detroit, MI 48232

48232+5170



[REDACTED]  
Cypress, TX [REDACTED]  
[REDACTED]

**Service Request # 1-432922534**

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.

Sincerely,  
[REDACTED]



# Munday



CHEVROLET

17800 I-45 North • Houston, Texas 77090  
(281) 397-8600

Service Request  
# 1-432922534

ORIGINAL

CUSTOMER NO. <b>111258</b>	ADVISOR <b>EUNICE HENDERSON</b>	99507	TAG NO. <b>8188</b>	INVOICE DATE <b>09/20/06</b>	INVOICE NO. <b>CVCS374919</b>
LABOR RATE		LICENSE NO.	MILEAGE <b>26,973</b>	COLOR <b>RED/</b>	STOCK NO.
YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>		DELIVERY DATE <b>05/05/04</b>		DELIVERY MILES	
VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 1 4 5</b>		SELLING DEALER NO.		PRODUCTION DATE	
F. T. E. NO.		P. O. NO.		R. O. DATE <b>09/12/06</b>	
COMMENTS					

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 04CVZ TUNE-UP/DRIVEABILITY HOURS: TECH(S):725 CUSTOMER STATES CHECK ENGINE LIGHT ON, STRONG GAS SMELL FROM OUTSIDE VEHICLE SEE LINE TWO					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 04CVZ TUNE-UP/DRIVEABILITY HOURS: 8.10 TECH(S):725 CUSTOMER STATES GAS LEAKING UNDER VEHICLE WHILE TRYING TO FILL UP RAISE AND INSPECT UNDER VEHICLE TO DETERMINE FUEL LEAK AT LEFT TANK CROSSOVER UNION, TANK SEPERATED FROM FITTING. R&R ALL NESS PARTS TO REPLACE LEFT FUEL TANK, ALSO NESS TO REPLACE INTERNAL TANK LINES DUE TO LINES WERE SIEZED INTO CROSSOVER TUBE AND DAMAGED DURING REMOVAL. RETEST, OKAY, L1281-7.5 DIAG-.3 A/T-.3					
JOB # 2	1	89047640	INSULATOR 3.022		WARRANTY
JOB # 2	1	10362744	TANK 3.001		WARRANTY
JOB # 2	1	10337583	PIPE 3.163		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 04CVZ TUNE-UP/DRIVEABILITY HOURS: 0.20 TECH(S):725 CUSTOMER STATES GAS CAP DOES NOT LOCK AT TIMES REPLACE GAS CAP, WILL NOT TIGHTEN L1020-.2					
JOB # 3	1	10372242	CAP 3.028		WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4 07CVZ 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					
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

**TERMS: STRICTLY CASH OR APPROVED CREDIT CARD**

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES, NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

**NOT RESPONSIBLE FOR ANY ANTENNAS, TAPE DECKS, CELLULAR PHONES, CELLULAR ANTENNAS, OR ANY PERSONAL ITEMS LEFT IN VEHICLE.**

Raymond and Reynolds, EPARTS/SAE 6010289.0 (10/04)

# Munday



CHEVROLET

17800 I-45 North • Houston, Texas 77090  
(281) 397-8600

Service Request #  
1-432922534

**ORIGINAL**

CUSTOMER NO. <b>111258</b>	ADVISOR <b>EUNICE HENDERSON</b>	TAG NO. <b>99507</b>	INVOICE DATE <b>09/20/06</b>	INVOICE NO. <b>CVCS374919</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>26,973</b>	COLOR <b>RED</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2DR CPE</b>			DELIVERY DATE <b>05/05/04</b>
CYPRESS, TX	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 1 4 5</b>			STOCK NO.
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>09/12/06</b>	DELIVERY MILES
	COMMENTS			

**TOTALS**

SMALL TOWN COMFORT, BIG CITY CONVENIENCE WITH SERVICE HOURS  
M-FRI 7:00AM TO 6:00PM AND SAT 8:00AM TO 1:00PM CLOSED SUN.  
WE OFFER COURTESY SHUTTLE AND RENTAL CARS (ENTERPRISE)  
24-HR WRECKER SERVICE (713-973-2537)

\*\*\*\*\*  
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.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**TERMS: STRICTLY CASH OR APPROVED CREDIT CARD**

**ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES, NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT, ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.**

CUSTOMER SIGNATURE

**NOT RESPONSIBLE FOR ANY ANTENNAS, TAPE DECKS, CELLULAR PHONES, CELLULAR ANTENNAS, OR ANY PERSONAL ITEMS LEFT IN VEHICLE.**



Reynolds and Reynolds EPRINTS14E 0019289 0 (10/04)

Service Request #  
1-432922534

MO 7:00A- 8:00P TH 7:00A- 8:00P  
TU 7:00A- 8:00P FR 7:00A- 8:00P  
WE 7:00A- 8:00P SA CLOSED  
TH 7:00A- 8:00P SU CLOSED

OWNER OF VEHICLE: [REDACTED]  
BRANCH ADDRESS: HOUSTON TX [REDACTED]

RENTAL TYPE <b>D</b>		SOURCE # <b>CH0017</b>	I.D.# <b>001</b>
START CHARGES IF DIFFERENT		RENTAL AGREEMENT NO. <b>D 562688</b>	
ORIGINAL VEHICLE		DAY = 24 HOUR PERIOD	
COLOR <b>SILVER</b> LICENSE NO. <b>11C11111</b>		NO CHARGE FOR MILES	
MODEL <b>TRAILBLAZER</b> ECAR# <b>110133</b>		HOURS @ 11.00/HOUR	
MILE-AGE IN <b>5000</b>	BILL TO <b>Y</b> COMPANY <b>MUNDAY CHEVROLET/GE0 (SERVICE) #</b>	DAYS @ 42.00/DAY	
DRIVEN	ATTN: <b>EUNICE**</b>	<b>ORIGINAL</b>	
CONDITION AGREED TO <input checked="" type="checkbox"/> RENTER	REFERENCE NUMBER: <b>RD EUNICE</b>		
	ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. <b>3FCUSE* RACHEL</b>	C/P TAXES	
<input type="checkbox"/> NO DAMAGE	WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY UNDER THIS AGREEMENT. RENTER: <b>X</b>	DW 11.99/DAY	
PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S): <b>TEXAS ONLY</b>	OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.	FAI 3.00/DAY	
OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F <b>No Gasoline Refunds</b>	RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6. RENTER: <b>X</b>	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE. RENTER: <b>X</b> Accepts DW	FUEL @ 9.00/1/8 TANK
<b>NOTICE: YOUR RENTAL AGREEMENT OFFERS, FOR AN ADDITIONAL CHARGE, AN OPTIONAL WAIVER TO COVER ALL OR A PART OF YOUR RESPONSIBILITY FOR DAMAGE TO OR LOSS OF THE VEHICLE. BEFORE DECIDING WHETHER TO PURCHASE THE WAIVER, YOU MAY WISH TO DETERMINE WHETHER YOUR OWN AUTOMOBILE INSURANCE OR CREDIT CARD AGREEMENT PROVIDES YOU COVERAGE FOR RENTAL VEHICLE DAMAGE OR LOSS AND DETERMINE THE AMOUNT OF THE DEDUCTIBLE UNDER YOUR OWN INSURANCE COVERAGE. THE PURCHASE OF THE WAIVER IS NOT MANDATORY. THE WAIVER IS NOT INSURANCE.</b>	RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). SEE PAGE 2, PARAGRAPH 9. RENTER: <b>X</b>	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 16. RENTER: <b>X</b> Accepts PAI	ATX REMB 1.30/DAY SFAUTHTX AT 5.000%
	RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 7. RENTER: <b>X</b>	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE BELOW AND PAGE 3, PARAGRAPH 17. RENTER: <b>X</b> Accepts SLP	MTR VH TX 10.0 %
REPLACEMENT VEHICLE	RENTER: <b>X</b>	DATE <b>9/12/06</b>	<b>Rachelle</b>
COLOR	OWNER REP	EMPL # <b>311CB</b>	<b>RSS \$70.65</b>
LICENSE NO.	I WILL RETURN CAR BY: DATE <b>9/13/06</b> TIME <b>05:33P</b>	DEPOSIT(S): AMOUNT <b>20.00</b> PAID BY <b>XXXXXXXXXXXX7456 MCAUTH</b>	TOTAL CHARGES
MODEL			DEPOSITS
ECAR#			REFUNDS
MILE-AGE IN			<b>AMOUNT DUE</b>
OUT			CLOSED BY
DRIVEN			PAID BY CASH CHECK CHARGE
CONDITION AGREED TO <input checked="" type="checkbox"/> RENTER			RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED BY
<input type="checkbox"/> NO DAMAGE			
OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F <b>No Gasoline Refunds</b>			

**NOTICE: YOUR PERSONAL AUTOMOBILE INSURANCE MAY PROVIDE COVERAGE FOR YOUR LIABILITY WHILE OPERATING A RENTAL VEHICLE. THE PURCHASE OF SLP IS NOT REQUIRED AS A CONDITION OF RENTING AN AUTOMOBILE. THIS INSURANCE DOES NOT APPLY TO ANY BODILY INJURY OR PROPERTY DAMAGE ARISING OUT OF THE USE OF A RENTAL VEHICLE BY ANY DRIVER WHILE UNDER THE INFLUENCE OF DRUGS OR ALCOHOL IN VIOLATION OF THE LAW. THE RENTAL CAR COMPANY'S EMPLOYEES, AGENTS OR ENDORSEES ARE NOT QUALIFIED TO EVALUATE THE ADEQUACY OF THE RENTER'S EXISTING COVERAGE.**

ADDITIONAL INFORMATION  
**THE HARRIS COUNTY HOUSTON SPORTS AUTHORITY REQUIRES THAT AN ADDITIONAL TAX OF 5% BE IMPOSED ON EACH MOTOR VEHICLE RENTAL FOR THE PURPOSE OF FINANCING ONE OR MORE APPROVED VENUE PROJECTS.**

**ORIGINAL**

**Rachelle**  
**RSS \$70.65**

**AMOUNT DUE**

South American Corporation of Illinois 1-800-999-9020

S06119

July 14, 2010

Mr. [REDACTED]

[REDACTED]  
Cypress, TX [REDACTED]

Service Request: 1-432922534

Customer Relationship Specialist: Matthew Kendrick

Dear Mr. [REDACTED]

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.



Customer Assistance Center

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



US POSTAGE  
\$00.390  
NOV 27 2006  
ZIP 48146  
02 1A  
2741183

DEC 18 2006

*UTB*

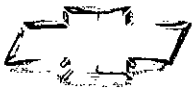
NIXIE 773 1 10 12/15/06

RETURN TO SENDER  
NOT DELIVERABLE AS ADDRESSED  
UNABLE TO FORWARD

BC: 48232517070 \*0790-04331-27-40

77065+482325170  
482325170





**CHEVROLET**

Customer Assistance Center

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

November 22, 2006

CUSTOMER DID NOT RECEIVE  
THIS FROM GMC

[REDACTED]  
Houston, TX [REDACTED]

Service Request: 1-432922534  
Customer Relationship Specialist: Matthew Kendrick

Dear Mr. [REDACTED]

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.

Tampa, Florida

TAMPA FL 336

23 DEC 2006 PM 1 T



DEC 27 2006

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

48232+5170



[REDACTED]  
TAMPA, FLORIDA [REDACTED]

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, [REDACTED]

Sincerely,  
[REDACTED]





**CHEVROLET**

Customer Assistance Center

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

November 30, 2006

[REDACTED]  
Tampa, FL [REDACTED]

Service Request: 1-437307220  
Customer Relationship Specialist: Lisa Cornelious

Dear Mr. [REDACTED]

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 [REDACTED] 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 [www.mygmLink.com](http://www.mygmLink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

2004 Chevrolet Corvette VIN 1G1Y22G145

ORIGINAL

Warranty Repair History

Mileage	Date In	Date Back	Days Out of Service			Complaint/Resolution
			Repair	Maint.	Total	
4044 (A)	02/06/04	02/09/04	4		4	Low tire pressure message/reprogram tire monitors
7855	01/10/05	01/12/05		3	3	Mobil 1 oil change/oil changed Pulls when braking/problem not duplicated (B) Wind noise/Part ordered Groan from rear on low speed tight turns/could not duplicate (G)
8038	01/13/05	01/14/05	2		2	Wind noise/replaced weather strips Loose bezel/replaced bezel (C)
9036	02/19/05	02/19/05			0	Lighter inoperative/reconnected lighter (D)
11325	06/01/05	06/03/05	3		3	Water leak left pillar by door/aligned left door glass Low speed noise from rear on tight turns/change rear oil and add 2 bottles of additive
12115	07/20/05	07/29/05 (E)	1		1	Right window inoperative/replaced regulator
12225	07/30/05	08/01/05	3		3	Rear axle leak/replace rear axle shaft oil
13802	11/04/05	11/11/05	8		8	Water Leak, left pillar & wind noise, top of driver door/aligned weatherstrip
(F)				1	1	Mobil 1 oil change/oil changed
16328	02/07/06	02/10/06	4		4	Water Leak (left pillar) and diff leak/clean molding & drain overfilled trans.
26740	09/23/06	09/26/06	4		4	Grinding noise from rear/cleaned axle splines, applied antisieze, added friction modifier Tire sensor dead/reprogrammed tire sensor Mobil 1 oil change/oil changed
26872	09/29/06	10/06/06	8		8	Gas smell/replaced gas tank
	11/09/06	11/10/06	1		1	Water leak left pillar by door (H)

Total days out of service                      38                      4                      42

- (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.
- (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.
- (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

July 14, 2010

Mr. [REDACTED]  
[REDACTED]  
Tampa, FL [REDACTED]

Service Request: 1-437307220  
Customer Relationship Specialist: Lisa Cornelious

Dear Mr. [REDACTED]

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 1G1YY22G14S [REDACTED] 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 [www.mygmLink.com](http://www.mygmLink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



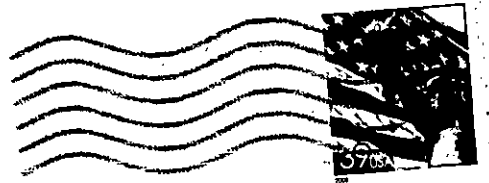
Houston, TX



JUN 11 2007

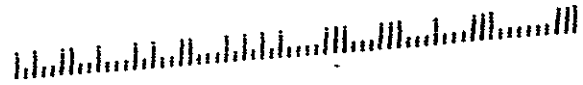
HOUSTON TX 772

06 JUN 2007 PM 10 T



P. O. Box 33170  
Detroit, Michigan 48232

48232+3170



[REDACTED]  
Houston , Texas [REDACTED]

June 04 2007

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 [REDACTED]

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.

Sincerely  
[REDACTED]

July 14, 2010

[REDACTED]  
Knoxville, TN [REDACTED]

Service Request: 71-547012349  
Customer Relationship Specialist: Leandro Lavore

Dear [REDACTED]

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



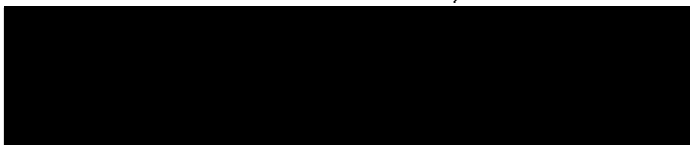
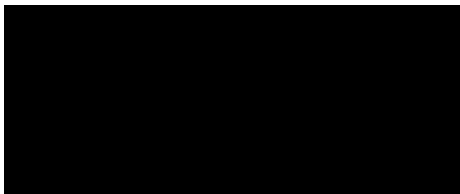
washington, dc

OCT 25 2007

DANNA PARKER  
GM  
P.O. BOX 33170  
DETROIT, MI 48232

48232+5170



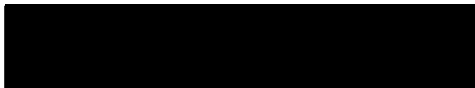


enclosed are  
original documents  
with copy of  
Vehicle Registration  
as requested  
Ron DeFove  
Thank you!

File # 71-566742476



washington, dc





File # 71-566742476



Email: gmtomckay@4mckay.com

3509 UNIVERSITY DR.  
FAIRFAX, VA. 22030  
PHONE - 703-591-4800

Web Page: www.jimmckaychevrolet.com

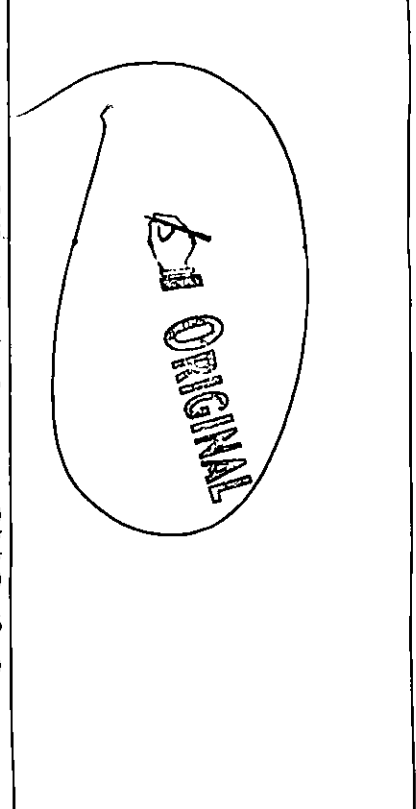
CELL: [REDACTED]

CUSTOMER NO. <b>77068</b>	ADVISOR <b>NICHOLAS C CAPOZIO</b>	TAG NO. <b>7 5427</b>	INVOICE DATE <b>10/19/07</b>	INVOICE NO. <b>CVCS245223</b>
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE <b>74,238</b>	COLOR <b>WHITE/</b>	STOCK NO
<b>FAIRFAX STATION, VA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE CONV.</b>	DELIVERY DATE <b>02/01/04</b>	DELIVERY MILES <b>3</b>	
	VEHICLE I.D. NO. <b>1 G 1 Y Y 3 2 G 6 4 5</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/10/07</b>	
COMMENTS				<b>MO: 74238</b>

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
J# 1 36CVZ GLASS REPLACEMENT REPLACE CRACKED WINDSHIELD SUBLET TO WINDSHIELD CITY			TECH(S):7	0.00	
PARTS-----					JOB # 1 TOTAL PARTS 0.00
					JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 18CVZ *BRAKES BRAKES PULSATE BADLY WHEN APPLIED REPLACED FRONT AND REAR BRAKES MACHINED ALL 4 ROTORS			TECH(S):316	345.60	
PARTS-----					JOB # 2 TOTAL PARTS 207.86
JOB # 2 1 88909668 PAD KIT 5.017				80.32	80.32
JOB # 2 1 88909667 PAD KIT 5.017				127.54	127.54
					JOB # 2 TOTAL LABOR & PARTS 553.46
J# 3 12CVZ *FUEL SYSTEM LEAK IN GAS TANK --- DRIPS WHEN OVER 1/2 FULL R&R GAS TANK TO DIAGNOSE --- ORDERED TANK AND OTHER NEC PARTS REPLACED LEFT TANK, REPLACED CROSSOVER TUBE, AND REPLACED FUEL PUMP MODULE			TECH(S):316	576.00	
PARTS-----					JOB # 3 TOTAL PARTS 1225.94
JOB # 3 2 10376929 SEAL 3.120				24.48	48.96
JOB # 3 1 15223882 HOSE 3.163				157.86	157.86
JOB # 3 1 89047640 INSULATOR 3.022				32.08	32.08
JOB # 3 1 10362744 TANK 3.001				603.60	603.60
JOB # 3 1 19149227 MODULE 3.107				383.44	383.44
					JOB # 3 TOTAL LABOR & PARTS 1801.94
J# 4 01CVZ.BGAT *BG TRANS FLUSH PERFORMED BG TRANSMISSION FLUSH TO CLEAN HARMFUL DEPOSITS FROM CRITICAL TRANSMISSION PARTS AND COMPLETELY EXCHANGE TRANSMISSION FLUID			TECH(S):316	87.35	
PARTS-----					JOB # 4 TOTAL PARTS 67.60
JOB # 4 1 PKBG6600 TRANS FLUSH				67.60	67.60
JOB # 4 16 12378470 TRANS FL 8.800				****	****
JOB # 4 1 BG6600 FLUSH KIT				****	****
					JOB # 4 TOTAL LABOR & PARTS 154.95
J# 5 01CVZ.BGBRK BG BRAKE FLUSH PERFORMED BG BRAKE SYSTEM FLUSH TO REMOVE CONTAMINATED FLUID FROM WITHIN THE BRAKE HYDRAULIC SYSTEM			TECH(S):316	83.00	

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

**LIMITED WARRANTY**  
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.



Reynolds and Reynolds ENH.ZFINVE C0065470 (8906)

File # 71-566 742 476



Email: gmtomckay@4mckay.com

3509 UNIVERSITY DR.  
FAIRFAX, VA. 22030  
PHONE - 703-591-4800

Web Page: www.jimmckaychevrolet.com

CELL: 202-425-6662

CUSTOMER NO. <b>77068</b>	ADVISOR <b>NICHOLAS C CAPOZIO</b>	TAG NO. <b>7 5427</b>	INVOICE DATE <b>10/19/07</b>	INVOICE NO. <b>CVCS245223</b>
<b>FAIRFAX STATION, VA</b>	LABOR RATE	MILEAGE <b>74,238</b>	COLOR <b>WHITE/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE CONV.</b>	DELIVERY DATE <b>02/01/04</b>	DELIVERY MILES <b>3</b>	
	VEHICLE I.D. NO. <b>1 G 1 Y Y 3 2 G 6 4 5</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O.	DATE <b>10/10/07</b>	
COMMENTS				<b>MO: 74238</b>

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	BG84032	BRAKE FLU KIT	17.45
JOB # 5 TOTAL PARTS				17.45
JOB # 5 TOTAL LABOR & PARTS				100.45

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	PRICE
JOB # 1	48923	6009	10/17/07	REPLACE WINDSHIELD	1050.00
TOTAL - SUBLET					1050.00

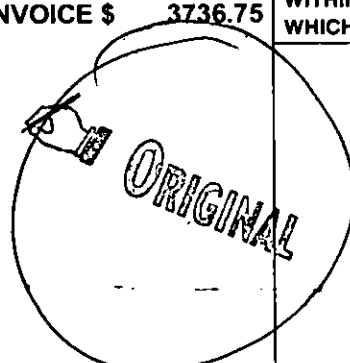
TOTALS

***** PAYMENT METHOD *****		TOTAL LABOR....	1091.95
* [ ] AMEX	[ ] DISCOVER	TOTAL PARTS....	1518.85
* [ ] CASH	[ ] CHARGE	TOTAL SUBLET...	1050.00
* CHECK#.....	DATE.....	TOTAL G.O.G....	0.00
* D/LIC ST.....	D/LIC#.....	TOTAL MISC CHG.	0.00
* DOB.....	AUTH #.....	TOTAL MISC DISC	0.00
	BY.....	TOTAL TAX.....	75.95
		<b>TOTAL INVOICE \$</b>	<b>3736.75</b>

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

**LIMITED WARRANTY**  
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.

PARTS DESIGNATED WITH AN ASTERICK (\*) INDICATE LIMITED LIFE TIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.  
\*\*\*\*\*



CHARGE  
OCT 20 2007

CUSTOMER SIGNATURE

Reynolds and Reynolds ERALZHRVE CC0096170 (09/05)

CUST:

434299094889  
JIM MCKAY CHEVROLET  
3509 UNIVERSITY DRIVE  
FAIRFAX VA 22030  
703-591-4800

Phone Order

ID: 00000001  
10 20 07 11:28:32  
Batch#: 000325 RUSTY

U15H  
XXXXXXXXXXXX9542N

CVV2 Code: N  
ApprCode: 075250  
Inv#: 245223

Total: \$ 3736.75

Customer Copy  
THANK YOU!!

File # 71-566 742 476

File # 71-566742476

DMVVD164 RG200OP3 2897

VSA-0 (REV 08/03)

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.

Date Issued	Plate Number	Plate Type	Expiration Date	Title Number	Veh. Identification Number (Vin)	Color	Model Yr	Vehicle Make	Vehicle Body	Vehicle Use
03/12/06	[REDACTED]	PASI	02/29/08	56791170	1G1YY32G645	WHI	2004	CHEVROLET	CONV	PRIVATE
03/12/06	[REDACTED]	PASI	02/29/08	56791170	1G1YY32G645	WHI	2004	CHEVROLET	CONV	PRIVATE
EW	GW	GVWR	GCWR	Fuel	AXLES	Purchase Date				
3195				GAS	2	02/01/04				

FAIRFAX STATION VA [REDACTED]

200

FAIRFAX COUNTY

INTNET  
CMA



VIRGINIA MOTOR VEHICLE REGISTRATION  
This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.

*Dement B. Smith*  
Commissioner  
Department of Motor Vehicles

VIRGINIA MOTOR VEHICLE REGISTRATION  
This card may be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle. USE THIS PORTION FOR CHANGE OF ADDRESS NOTIFICATION.

*Dement B. Smith*  
Commissioner  
Department of Motor Vehicles

**North American Operations**

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



CHECK No. 900929780

50-937  
213

DATE  
10/31/07

\*\*\*\*\*1,701 DOLLARS

\*\*\*\*94 CENTS

AMOUNT  
\*\*\*\*\*1,701.94

North American Operations  
 General Motors Corporation  
 Disbursement Account

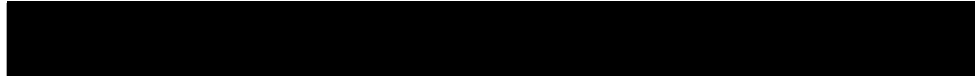
PAY  
TO THE  
ORDER  
OF

WASHINGTON DC

*Ribal*  
 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

CHECK NO. 900929780

PAYMENT DATE 10/31/07

VENDOR DUNS NO BB 000000194

1

VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1YY32G645	10/30/07 71-566742476	VM 1-9F20LC .1-9F20LC	00.0000	1,701.94	.00	1,701.94
<b>TOTAL</b>				1,701.94	.00	1,701.94

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

W3

43520A

Lexington SC

COLUMBIA SC 292

13 DEC 2007 PM 1 T



Reimbursement Dept  
General Motors  
P.O. Box 33170  
Detroit, MI 48232

DEC 18 2007

48232+3170



Dear GM Reimbursement,

Case # 71-580670668

VIN # 1G1YY32G845 [REDACTED]

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.

[REDACTED]  
Lexington, SC [REDACTED]

Day Time Phone [REDACTED]

**INVOICE FROM HISTORY**

Work Completed Date : 11/29/2007

Invoice Date : 11/29/2007

Print Date : 12/11/2007

[Redacted]

Lexington, SC [Redacted]

Office [Redacted]

Cust ID : 93

Ref # :

2004 Chevrolet - Corvette

5.7L, V8, VIN (G)

Lic # : [Redacted]

Odometer In : 11982

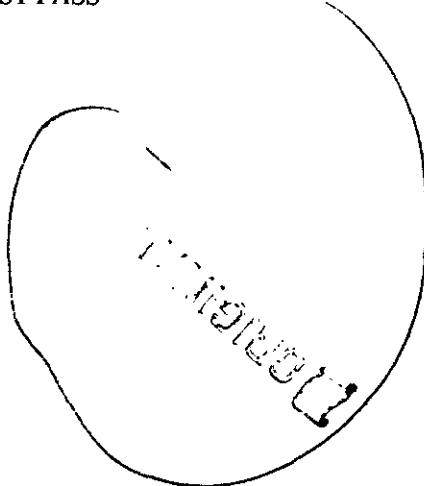
Unit # :

Odometer Out :

Vin # : 1G1YY32G8 45 [Redacted]

Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
REAR MAIN SEAL 10376929	1.00	22.95	22.95	ADDITIONAL-R&R REAR MAIN SEAL	130.00
SEAL KIT,TANK 89060436	2.00	20.68	41.36	FUEL TANK - Remove & Replace - [Includes: Drain and refill tank.] - Automatic Trans - Left & Right- ELR APPROVAL	676.00
PIPE,TANK 10337581	1.00	47.73	47.73		
PIPE,TANK 10337583	1.00	70.87	70.87	REPLACE LEFT SIDE FUEL TANK-LABOR PER ELR APPROVAL	260.00
HOSE,TANK VENT-EVAP 10307370	1.00	42.57	42.57	VEHICLE WAS LEAKING FUEL FROM LEFT SIDE REAR. DIAGNOSES WAS LEAK FROM TRANSFER TUBE ASSEMBLY.REPLACED 2 O-RINGS PER TANK,LEFT & RIGHT SIDE.	
SEAL,LOWER TANK ISOLATORS 26093753	1.00	22.44	22.44	REPLACE INTERNAL TANK TUBES IN LEFT & RIGHT TANK. REPLACED VENT TUBE 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	
FUEL TANK,LEFT SIDE 10362744	1.00	565.87	565.87		
Shop Supplies		8.13	8.13		



**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 FROM HISTORY**

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 # : [REDACTED]

Odometer In : 11982

Lexington, SC [REDACTED]

Unit # :

Odometer Out :

Office [REDACTED]

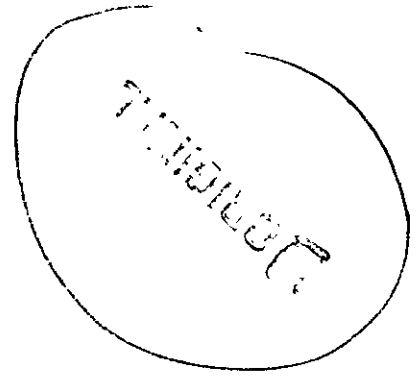
Vin # : 1G1YY32G8 45 [REDACTED]

Cust ID : 93

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

<b>Labor:</b>	<b>1,066.00</b>
<b>Parts:</b>	<b>821.92</b>
<b>Sublet:</b>	<b>0.00</b>
-----	
<b>Sub:</b>	<b>1,887.92</b>
<b>Tax:</b>	<b>57.53</b>
<b>Total:</b>	<b>1,945.45</b>
<b>Bal Due:</b>	<b>\$0.00</b>

[ Payments - MasterCard - \$1945.45 ]

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.

SIGNATURE..... Date..... Time.....



Lehmer's Buick Pontiac GMC

# Fax

---

**To:** Desire' Gallagher      **From:** Darren Anderson

---

**Fax:** 866-213-9925      **Fax:** 925-887-6899

---

**Phone:** 866-790-5600      **Phone:** 925-688-4481

---

**Date:** 3/18/2008 5:54 PM      **Pages:** 53

---

**Subject:** [REDACTED] Documentation

---

**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](http://www.Lemon-Law.to)  
[smikhov@rsmlemonlaw.com](mailto: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: Client: [REDACTED]  
Vehicle: 2004 Chevrolet Corvette  
VIN: 1G1YY12S845 [REDACTED]

**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 [REDACTED] 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. [REDACTED] went to Lehmer's to look at vehicles with his fiancée. Mr. [REDACTED] 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

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. Gessner has contacted GM many times in an effort to resolve the warranty problems with the 2004 Corvette. 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 the 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").

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**

  
Mark Romano

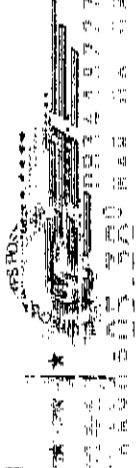
cc: ██████████

LAW OFFICES OF STEVEN MIKHOV  
33900 West Eight Mile Road Suite 149  
Farmington Hills, MI 48335

**RETURN RECEIPT  
REQUESTED**

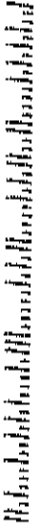


7007 0220 0004 3961 6343



Lehmer's  
1905 Market Street  
Concord, CA 94520

945208288 0087



*Delivered Monday, March 10 AM to  
Receptionist about 1:00 a.m.*

**Chevrolet Customer Assistance**  
File # 71-604750255



Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) NOVATO MARIN CA	Creditor - Seller (Name and Address) EHMERS 1905 MARKET STREET CONCORD CA 94520
------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2004	CHEVROLET CORVETTE	24809	1G1YY12S845	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. 9.99 %	The dollar amount the credit will cost you. \$ 13536.77 (e)	The amount of credit provided to you or on your behalf. \$ 39926.83	The amount you will have paid after you have made all payments as scheduled. \$ 53463.60 (e)	The total cost of your purchase on credit, including your down payment of \$ 2876.00 is \$ 56339.60 (e)

(e) means an estimate.

**YOUR PAYMENT SCHEDULE WILL BE:**

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	742.55	Monthly, Beginning 01/09/2008
Payments	N/A	Monthly, Beginning
One Final Payment	742.55	<b>DUE ON 12/09/2013</b>

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

**ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)**

<b>1. Total Cash Price</b>		
A. Cash Price of Motor Vehicle and Accessories		\$ 36988.00 (A)
1. Cash Price Vehicle	\$ 36988.00	
2. Cash Price Accessories	\$ N/A	
3. Other (Nontaxable)		
Describe: N/A	\$ N/A	
Describe: N/A	\$ N/A	
B. Document Preparation Fee (not a governmental fee)	\$ 55.00	(B)
C. Smog Fee Paid to Seller	\$ N/A	(C)
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A	(D)
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A	(E)
F. (Optional) Surface Protection Product (to whom paid)	\$ N/A	(F)
G. (Optional) Surface Protection Product (to whom paid)	\$ N/A	(G)
H. Sales Tax (on taxable items in A through G)	\$ 2870.83	(H)
I. Optional DMV Electronic Filing Fee	\$ N/A	(I)
J. (Optional) Service Contract (to whom paid)	\$ 1970.00	(J)
K. (Optional) Service Contract (to whom paid)	\$ N/A	(K)
L. (Optional) Service Contract (to whom paid)	\$ N/A	(L)
M. Prior Credit or Lease Balance paid by Seller to	\$ N/A	(M)
(see downpayment and trade-in calculation)		
N. (Optional) Gap Contract (to whom paid)	\$ 595.00	(N)
O. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A	(O)
P. Other (to whom paid)	\$ N/A	(P)
For		
<b>Total Cash Price (A through P)</b>		\$ 42478.83 (1)
<b>2. Amounts Paid to Public Officials</b>		
A. License Fees	\$ 240.00	(A)
B. Registration/Transfer/Titling Fees	\$ 75.00	(B)
C. California Tire Fees	\$ N/A	(C)
D. Other	\$ N/A	(D)
<b>Total Official Fees (A through D)</b>		\$ 316.00 (2)
<b>3. Amount Paid to Insurance Companies</b>		
(Total premiums from Statement of Insurance column a + b)	\$ N/A	(3)
4. <input type="checkbox"/> Smog Certification or <input checked="" type="checkbox"/> Exemption Fee Paid to State	\$ 8.00	(4)
5. Subtotal (1 through 4)	\$ 42802.83	(5)
<b>6. Total Downpayment</b>		
A. Agreed Trade-In Value	\$ 12900.00	(A)
Year: 2004 Make: FORD		
Model: MUSTANG		
VIN: 1FAFP42X44F		
Odometer: 54832		
B. Less Prior Credit or Lease Balance	\$ 10024.00	(B)
C. Net Trade-In (A less B) (indicate if a negative number)	\$ 2876.00	(C)
D. Deferred Downpayment	\$ N/A	(D)
E. Manufacturer's Rebate	\$ N/A	(E)
F. Other	\$ N/A	(F)

**STATEMENT OF INSURANCE**

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

**Vehicle Insurance**

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

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

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

Buyer:  X  
 Co-Buyer:  X N/A  
 Seller:  X

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

**Application for Optional Credit Insurance**

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

Credit Life	Term	Exp.	Premium
N/A	N/A	Mos.	\$ N/A
Credit Disability	N/A	Mos.	\$ N/A

Total Credit Insurance Premiums \$ N/A (b)

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

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

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

Date	Buyer Signature	Age
	X/A	
Date	Co-Buyer Signature	Age

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

Term: \_\_\_\_\_ Mos. Name of Gap Contract: \_\_\_\_\_  
 You want to buy a gap contract.

B. Registration/Transfer/Titling Fees \$ N/A (1)  
 C. California Title Fees \$ N/A (2)  
 D. Other \$ N/A (3)  
**Total Official Fees (A through D)** \$ 316.00 (2)

3. Amount Paid to Insurance Companies  
 (Total premiums from Statement of Insurance, column a + b) \$ N/A (3)

4.  Smog Certification or  Exemption Fee Paid to State \$ 8.00 (4)

5. Subtotal (1 through 4) \$ 42802.83 (5)

6. Total Downpayment  
 A. Agreed Trade-In Value Yr 2004 Make FORD \$ 12900.00 (A)  
 Model MUSTANG VIN 1F1P42X44F  
 B. Less Prior Credit or Lease Balance \$ 10024.00 (B)  
 C. Net Trade-In (A less B) (Indicate if a negative number) \$ 2876.00 (C)  
 D. Deferred Downpayment \$ N/A (D)  
 E. Manufacturer's Rebate \$ N/A (E)  
 F. Other \$ N/A (F)  
 G. Cash \$ 2876.00 (G)  
**Total Downpayment (C through G)** \$ 2876.00 (6)  
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above) 39926.83 (7)

7. Amount Financed (5 less 6) \$ 39926.83 (7)

**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.

Date X Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_  
 Date X/A Co-Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

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

Term \_\_\_\_\_ Mos \_\_\_\_\_ Name of Gap Contract \_\_\_\_\_  
 You want to buy a gap contract.  
 Buyer X \_\_\_\_\_

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

GMPP  
 1J Company GM Charge 45000  
 Term N/A Mos. or \_\_\_\_\_ Miles  
 1K Company N/A Charge N/A  
 Term N/A Mos. or \_\_\_\_\_ Miles  
 1L Company N/A Charge N/A  
 Term \_\_\_\_\_ Mos. or \_\_\_\_\_ Miles  
 Buyer X \_\_\_\_\_

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

Buyer Signs X N/A  
 Co-Buyer Signs X \_\_\_\_\_

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

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

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

Name of autobroker receiving fee, if applicable: N/A

**SELLER'S RIGHT TO CANCEL:** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract apply. If Seller is unable to assign this contract to a financial institution will apply.

X \_\_\_\_\_ Buyer  
 X \_\_\_\_\_ Co-Buyer

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

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

**WARNING:**  
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.  
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
 THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X \_\_\_\_\_ X \_\_\_\_\_

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

Buyer X \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

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

Buyer Signature X \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_

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

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**  
 California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.**

Buyer Signature X \_\_\_\_\_ Date 11/25/07 Co-Buyer Signature X \_\_\_\_\_ Date \_\_\_\_\_  
 Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X \_\_\_\_\_ Address \_\_\_\_\_

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

Guarantor X \_\_\_\_\_ Date \_\_\_\_\_ Guarantor X \_\_\_\_\_ Date \_\_\_\_\_  
 Address ELMER \_\_\_\_\_ Address \_\_\_\_\_  
 Date 11/25/07

Appropriate Box  If you are applying for individual credit in your own name and are relying on your own income or assets and not the income or assets of another person as the basis for repayment of the credit requested, complete Sections A and C.  If you are married and live in a community property state, complete all Sections including Section B providing information about your spouse.  If this is an application for joint credit with another person, complete all Sections providing information in Section B about the co-applicant. **NOTE: APPLICANT, IF MARRIED, MAY APPLY FOR A SEPARATE ACCOUNT.**

DEALER NUMBER **19260**

SELLER **LEHMER'S CONCORD PONTIAC GMC (925) 685-4481** STOCK NO. DATE AMOUNT REQUESTED

Applicant's gross monthly income from employment (income may require verification) \$ \_\_\_\_\_  
 Allimony, child support or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.  
 Allimony, child support, separate maintenance received under: court order  written agreement  verbal understanding  Amount \$ 7,080  
 Amount of other monthly income and source(s) \$ \_\_\_\_\_

**SECTION B. Information Regarding Spouse, or Co-Applicant (Use separate sheets if necessary.)** TOTAL MONTHLY INCOME \$ \_\_\_\_\_

LAST NAME (PRINT)	FIRST	INITIAL	BIRTHDATE	DRIVER'S LIC. NO.	SOCIAL SECURITY NO.	RELATIONSHIP TO APPLICANT	AGES OF DEPENDENTS	<input type="checkbox"/> MARRIED <input type="checkbox"/> UNMARRIED <input type="checkbox"/> SEPARATED
ADDRESS			CITY	STATE	ZIP	PHONE	HOW LONG?	YRS. MOS.
PREVIOUS ADDRESSES (TO COVER 5 YEARS RESIDENCE)			CITY	STATE	ZIP	PHONE	HOW LONG?	YRS. MOS.
OCCUPATION OR RANK			PRESENT EMPLOYER	ADDRESS	CITY	STATE	ZIP	PHONE
PREVIOUS EMPLOYMENT (TO COVER 5 YEAR HISTORY)			ADDRESS	CITY	STATE	ZIP	PHONE	HOW LONG?
NEAREST RELATIVE NOT LIVING WITH APPLICANT			ADDRESS	CITY	STATE	ZIP	PHONE	RELATIONSHIP

INCOME:  
 Joint Applicant's gross monthly income from employment \$ \_\_\_\_\_  
 Allimony, child support or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.  
 Allimony, child support, separate maintenance received under: court order  written agreement  verbal understanding  Amount \$ \_\_\_\_\_  
 Amount of other monthly income and source(s) \$ \_\_\_\_\_

**SECTION C. Asset and Debt Information: List All Debts Including Allimony, Child Support, Separate Maintenance. (Use a Separate Page if Necessary.)** TOTAL MONTHLY INCOME \$ \_\_\_\_\_

(If Section B was not completed, only give information about the Applicant and Joint Applicant or Other Person. Please mark Applicant-related information with an "A".)

LAND OWNED	ACCOUNT NO.	MORTGAGE BALANCE	PYMT. OR RENT
RENT			
DATE HOME PURCHASED	AGE OF HOME	PRICE PAID FOR HOME	MARKET VALUE
TYPE OF CREDIT	COMPANY NAME OF ALL OBLIGATIONS	ACCOUNT NO.	ADDRESS
		<input type="checkbox"/> OPEN <input type="checkbox"/> CLOSED	
		ADDRESS	CITY STATE ZIP
		<input type="checkbox"/> OPEN <input checked="" type="checkbox"/> CLOSED	
		ADDRESS	CITY STATE ZIP
		<input type="checkbox"/> OPEN <input type="checkbox"/> CLOSED	
		ADDRESS	CITY STATE ZIP
		<input type="checkbox"/> OPEN <input type="checkbox"/> CLOSED	
		ADDRESS	CITY STATE ZIP
PRESENT VEHICLE FINANCED BY / BASED ON:	ACCOUNT NO.	ADDRESS	CITY STATE ZIP
PRESENT VEHICLE FINANCED BY / LEASED BY:	ACCOUNT NO.	ADDRESS	CITY STATE ZIP
BANK REFERENCE	ACCOUNT NO.	BRANCH / ADDRESS	CITY STATE ZIP
BANK REFERENCE	ACCOUNT NO.	BRANCH / ADDRESS	CITY STATE ZIP

**INSURANCE — IF YOU WISH TO APPLY FOR VEHICLE INSURANCE IN CONNECTION WITH THIS CREDIT APPLICATION, COMPLETE THE FOLLOWING:**

Notice: No person is required as a condition pursuant to financing the purchase of a motor vehicle to purchase insurance through a particular insurance company, agent or broker.

PREVIOUS INSURANCE CO. OR AGENT (NAME AND ADDRESS) PHONE WHERE WILL VEHICLE BE GARAGED? POLICY NO.

Has your insurance ever been canceled by any company?  YES IF YES, WHY?  NO

NO. OF INSURANCE LOSSES IN PAST 5 YEARS TOTAL AMOUNT OF LOSSES \$

In the following sentence, the applicant/co-applicant is referred to as "I" and the creditor is referred to as "you and your". I, the undersigned (1) make the above representations, which are certified correct, for the purpose of securing credit; (2) authorize financial institutions to obtain consumer credit reports on me periodically and to gather employment history as they consider necessary and appropriate; (3) authorize your affiliates to obtain consumer credit reports on me; (4) Understand, that you or any financial institution to whom it is submitted will retain this application whether or not it is approved, and that it is the applicant's responsibility to notify the creditor of any changes of name, address or employment. The financial institutions named below may be requested to purchase a sales finance contract written, or to be written, in connection with your purchase. You are notified pursuant to the Fair Credit Reporting Act, that your application may be submitted to them or to other financial institutions.

- FINANCIAL INSTITUTION(S) AND ADDRESS(ES)**
- 1<sup>st</sup> United Services CU  
5901 Gibraltar Dr.  
Pleasanton, CA 94588
  - Bank of America  
4055 Capitola Rd.  
Capitola, CA 95010
  - HSBC  
P.O. Box 17904  
San Diego, CA 92177
  - Americredit Financial Services, Inc.  
P.O. Box 182673  
Arlington, TX 76096-2673
  - GMAC  
2527 Camino Ramon, Ste. 350  
San Ramon, CA 94583
  - Technology Credit Union  
P.O. Box 1409  
San Jose, CA 95109-1409
  - WFS Financial, Inc.  
5934 Gibraltar Dr., Ste. 101  
Pleasanton, CA 94588

PURCHASER HEREBY ACKNOWLEDGES RECEIPT OF A COPY OF THIS CREDIT STATEMENT. **X**  
 APPLICANT'S SIGNATURE

CO-APPLICANT'S SIGNATURE MEANS YOU INTEND TO APPLY FOR JOINT CREDIT. **X**  
 CO-APPLICANT'S SIGNATURE

# Contract Registration

07

GMPP   
  MRP   
 Medium Duty   
 GM Cert    
 MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters)  
 1 G 1 Y Y 1 2 5 8 4 5 1 1 4 6 6 7

YEAR: 2004    MAKE: CHEVROLET    MODEL: CORVETTE    CURRENT ODOMETER: 24809    4 WHEEL DRIVE

Customer

FIRST NAME: [REDACTED]    M.I.: [REDACTED]    LAST NAME: [REDACTED]    FLEET: [REDACTED]    GM EMPLOYEE: [REDACTED]

NAME OF BUSINESS OR MUNICIPALITY: [REDACTED]    AREA CODE & PHONE NUMBER: [REDACTED]

MAILING ADDRESS (must include apt. or suite #, if applicable): [REDACTED]    CITY: NOVATO    STATE: CA    ZIP CODE: [REDACTED]

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME: LEHMER'S    DEALER CODE (Required): [REDACTED]    PROMOTION CODE: [REDACTED]

ADDRESS: 1905 MARKET STREET    CITY: CONCORD    STATE: CA    ZIP CODE: 94520

Lienholder

GMAC    SPP    NAME

OR    OR    JP MORGAN CHASE BK

ADDRESS: PO BOX 901033    CITY: FORT WORTH    STATE: TX    ZIP CODE: 76101

Plan Coverage and Price

LEASE	RETAIL	MAJOR GUARD	VALUE GUARD	BASIC GUARD	SMART PROTECTION	MDT-PT+	MDT-E&T	MDT-E
	XX		XX					

**MECHANICAL TERM**  
 THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW	The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. <b>Your deductible is referenced below.</b>	USED	XX	The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. <b>Your deductible is referenced below.</b>
-----	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------	----	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI. (IN 000'S)	DEDUCTIBLE (Required)			PRICE
/ /	3 / 45 \$0	\$50	\$100	<input checked="" type="checkbox"/> \$200	1,970.00

MAINTENANCE TERM	The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.	SMART CARE	TERM-MO./MI. (IN 000'S)	GOODWRENCH CARE	# OF SERVICES
			/		.00

SURCHARGES (Select all that apply)	BUSINESS	HUMMER	EMERGENCY	SNOWPLOW	
					0,000.00

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

CUSTOMER SIGNATURE	DATE	SUBTOTAL	\$	1,970.00
[REDACTED]	11/25/2007	TAX	\$	.
		TOTAL	\$	1,970.00

Sample Agreements are available online at [www.gmprotectionplan.com/agreements.htm](http://www.gmprotectionplan.com/agreements.htm) NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 60 DAYS, CALL 1-800-831-5590

# OPTIONAL PRODUCTS AND SERVICES DISCLOSURE

Buyer Name(s) [REDACTED]				
Address [REDACTED]	City NOVATO	State CA	Zip [REDACTED]	Contract Date 11/25/2007
Year 2004	Make CHEVROLET	Model CORVETTE	VIN 1G1YY12S845 [REDACTED]	

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

	Price
<input checked="" type="checkbox"/> Optional Service Contract(s):	
(1) 36 MONTHS/45000 MILES SERVICE CONTRACT	\$ 1970.00
(2) N/A	\$ N/A
(3) N/A	\$ N/A
<input checked="" type="checkbox"/> Optional Debt Cancellation Agreement (GAP):	\$ 595.00
<input type="checkbox"/> Optional Theft Deterrent Device(s):	
(1) N/A	\$ N/A
(2) N/A	\$ N/A
<input type="checkbox"/> Optional Surface Protection Product(s):	
(1) N/A	\$ N/A
(2) N/A	\$ N/A
<input type="checkbox"/> Optional Vehicle Contract Cancellation Option Agreement	\$ N/A
<input type="checkbox"/> Optional Insurance Product: N/A	\$ N/A
<b>Total</b>	<b>\$ 2565.00</b>

694.85  
 Installment Payment EXCLUDING Listed Items: \$ \_\_\_\_\_  
 742.55  
 Installment Payment INCLUDING Listed Items: \$ \_\_\_\_\_

Date 11/25/2007

 [REDACTED]  
 Buyer's Signature

 \_\_\_\_\_  
 Co-Buyer's Signature

**CONTRACT CANCELLATION OPTION  
REFUSED OR UNAVAILABLE  
(Used Vehicle Priced Under \$40,000)**

Customer Name(s) [REDACTED]				
Address [REDACTED] NOVATO CA [REDACTED]		State	Zip	Contract Date 11/25/2007
Year 2004	Make CHEVROLET	Model CORVETTE	VIN 1G1YY12S845 [REDACTED]	

I/We, the undersigned, acknowledge the following:

Initial [REDACTED]	<p>I/We was/were offered, but choose not to purchase a contract cancellation option agreement. I/We understand that California law does not provide for a "cooling off" or other cancellation period for used vehicle purchases unless I/we obtain a contract cancellation option.</p> <p>I/We am/are not entitled to purchase a contract cancellation option agreement because I/we have previously exercised my/our right to return a vehicle to this selling dealership within the last 30 days.</p>
-----------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**OR**

<p>The above described used vehicle ("vehicle") does not qualify for a contract cancellation option for the following reason(s):</p> <p><input type="checkbox"/> The vehicle is being leased</p> <p><input type="checkbox"/> The vehicle is being purchased primarily for business or commercial purposes</p> <p><input type="checkbox"/> The vehicle is classified as a recreational vehicle pursuant to Health and Safety Code section 18010</p> <p><input type="checkbox"/> The vehicle is classified as a motorcycle pursuant to Vehicle Code section 400</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

11/25/2007  
Date

[REDACTED]  
Customer's Signature

[REDACTED]  
Customer's (co-buyer/co-lessee) Signature

# GAP CARE

## GAP ADDENDUM

FP286 385004

### Customer/Borrower & Covered Vehicle Information

Customer/Borrower Name: [REDACTED]		Vehicle Make/Model/Year/Mileage: CHEVROLET CORVETTE 2004	Term of Loan: 72
City, State, Zip: NOVATO CA [REDACTED]		Vin: 1G1YY12S845 [REDACTED]	Amount Financed: 39926.83
MSRP/NADA % Maximum Eligibility Limit %: <b>150%</b>		Date: 11/25/2007	Monthly Payment: 742.55
Dealer/Creditor Name: LEHMER'S		Maximum Term of GAP: <b>84</b> Mos. For Administrative Purpose: <b>CLASS</b>	
Address: 1905 MARKET STREET		Financial Institution/Lender Name: JP MORGAN CHASE BK	
City, State, Zip: CONCORD CA 94520		Address: PO BOX 901033	
		City, State, Zip: FORT WORTH TX 76101	

Balloon  Lease  Installment Sales Contract

Charge To You For This Addendum \$ 595.00

This Guaranteed Automobile Protection (GAP) Contract Addendum (addendum) amends the financing contract. This GAP addendum is between the customer/borrower (I, you or your) and the dealer/creditor (we, us, or our), or if assigned with the assignee. Although not required to do so, you have elected to participate in our GAP Program. **GAP does not take the place of insurance on the vehicle.** You are responsible for maintaining collision and comprehensive insurance for the full value of the vehicle and any other insurance required by the financing contract or applicable law. You are responsible for all notifications or claims that are required to be filed with your automobile insurance company. We will not process or handle your insurance claims for you.

In the event of a constructive total loss to the covered vehicle, we agree to waive our rights against you for the amount due under a payable loss. In addition to the provisions of payable loss, you will remain responsible for payment of any items stated under **Exclusions**.

**TERMINATION OF ADDENDUM:** This addendum will terminate on the date that either of the following events occur: 1. the date your financing contract is scheduled to terminate; 2. upon payment in full of the financing contract; 3. expiration of any redemption period following the repossession or surrender of the covered vehicle; 4. in the event of a constructive total loss or theft of the covered vehicle; or 5. the date the loan/financing contract is prepaid or the financing contract is refinanced. It is your responsibility to notify the dealer/creditor, in writing, of your request to cancel this coverage and to request a refund/credit of the GAP charges.

**Report your total loss to our GAP Administrator:**  
**Gap Care Administrator**  
**ATTN: GAP Claims**  
**P.O. Box 660960 / Miami Springs, FL 33266-0960 Phone (305) 267-4344 / Toll Free (800) 741-4216**

All payable loss claims must be reported to us within 90 days of receiving settlement from the primary carrier; or if no primary carrier coverage is in effect on the date of loss within 90 days of the accident or theft; or within 90 days of repossession, whichever applies. No payment for payable loss will be made by us if the claim is not reported within these stated time periods.

**YOUR RIGHT TO CANCEL:** You have the unconditional right to cancel and terminate this optional addendum for a refund/credit of the unearned portion of the charge for this addendum at any time. If any termination occurs within 30 days of the addendum purchase you will receive a full refund/credit of the addendum cost, plus the amount of the applicable finance charge, provided no loss has occurred. After 30 days, you will receive a refund/credit of the addendum cost calculated by the Pro Rata method, or by the refund method as may be required in your state, less a \$35.00 cancellation fee. We will refund all charges to the financial institution/lender. To cancel the addendum and request a refund/credit, you must contact the dealer/creditor, in writing, at the address shown above. If you do not receive the refund/credit within 60 days of notice of cancellation/termination, contact the GAP Administrator stated above.

ROLLMENT IS AVAILABLE ONLY AT THE TIME THE FINANCING CONTRACT IS ORIGINALLY EXECUTED. BY YOUR SIGNATURE BELOW, YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED IN ORDER FOR YOU TO OBTAIN CREDIT, DOES NOT IMPACT YOUR ABILITY TO OBTAIN ANY PARTICULAR OR MORE FAVORABLE CREDIT TERMS, AND HAS NO EFFECT ON THE TERMS OF THE RELATED SALE OF THIS VEHICLE. This coverage may decrease over the term of your financing contract and may not extend for the full term of your loan/financing contract. You may wish to consult an alternative source to determine whether similar coverage may be obtained and at what cost. You also acknowledge that you have read and understand this addendum and its provisions. No other verbal representations have been made to you that differ from these written provisions. If you purchase GAP from this dealer/creditor, you understand that the financial institution/lender may retain all or a portion of the charge paid by you. This addendum includes a binding arbitration clause. You should carefully read the back of this addendum for additional information on eligibility, requirements, conditions and exclusions that could prevent you from receiving benefits under this addendum.

Yes, I accept this GAP addendum and its terms and Conditions.

#### Dealer/Creditor

#### Customer/Borrower

Dealer/Creditor Name: LEHMER'S	Customer/Borrower Name: [REDACTED]
Dealer/Creditor Signature: 	City, State, Zip: [REDACTED]
Title: FI mgr	Date: 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.



# AGREEMENT TO FURNISH INSURANCE POLICY

(TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

TO SELLER: **LEHNER'S** Date: **11/25/2007**

1905 MARKET STREET CONCORD CA 94520

The undersigned Purchaser(s) agree(s) to furnish his/her own Insurance Policy, covering property which is the subject of a Security Agreement dated this **25th** day of **NOVEMBER** 2007

The vehicle referred to herein is described as follows:

Year: **2004** Make: **CHEVROLET** Model: **CORVETTE** Body: **2-DOOR COUPE** Vehicle Identification No.: **1G1YY12S845**

Such Insurance Policy must be delivered to the Seller within            days from the date hereof, and if Seller does not receive such Policy by the time stated, Seller may (but is not required to) procure insurance of the kind and type agreed to be furnished under the terms of the above mentioned Security Agreement.

Ins. Co.: **USAA, Inc.** Agent: **IX 78288** (800)531-8111

Address: **9800 FREDRICKSBURG RD SAN ANTONIO TX 78288** STATE: **TX** AGENT'S PHONE NUMBER: **(800)531-8111**

Policy No.: **[REDACTED]** Exp. Date: **01/16/2008** Deductible Collision: **500.00**

Fire & Theft  Additional Coverage  Deductible Comprehensive: **500.00**  
In the event I fail to furnish a valid insurance policy, or written evidence, from an insurance company for comprehensive and deductible collision insurance coverage, within the time specified from above date, I hereby agree to pay to Seller, or its assignees any earned premium for any policy they may have to place for the above described vehicle in accordance with repayment procedures established under California Civil Code Section 2982.8. I/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 of any loss, claim, or liability resulting from any damage to said property or from the use, maintenance or operation thereof.

Loss Payee: **[REDACTED]**  
**NOTICE TO BUYER:** This Agreement does not authorize the ordering of Public Liability or Property Damage Insurance. Any insurance ordered by the financial institution will cover loss 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 LIABILITY INSURANCE OR BE SUBJECT TO PENALTIES FOR VIOLATING SECTION 16020 OF THE VEHICLE CODE, WHICH MAY INCLUDE LOSS OF LICENSE OR FINE. THE INSURANCE ACQUIRED BY THE BUYER MAY NOT PROVIDE THE SAME LEVEL OF LIABILITY COVERAGE AND DOES NOT SATISFY YOUR RESPONSIBILITY UNDER CALIFORNIA LAW.**

BUYER'S SIGNATURE: **[REDACTED]** ADDRESS: **[REDACTED] FROVATO CA [REDACTED]**  
SELLER'S SIGNATURE: **[REDACTED]** BUSINESS PHONE: **[REDACTED]**



# FRONT LICENSE PLATE ACKNOWLEDGMENT

I am the person taking delivery of the motor vehicle described below, and by my signature, I am hereby acknowledging the following facts:



**EQUIPPED-FRONT PLATE BRACKET** I acknowledge and have been shown that the vehicle is equipped with means of securing-or-a bracket for the mounts of a front license plate. California law requires the display of a front license plate securely fastened on the front of the motor vehicle.

--OR--



**REFUSED-FRONT PLATE BRACKET** I refuse (but have been offered) installation of a front bracket for the means of securing a front license plate. I understand that California law requires a license plate to be displayed and securely fastened to the front of my motor vehicle. The front plate and necessary hardware is available to securely fasten the front plate as supplied by the dealer.

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.

Customer Signature

2004 CHEVROLET CORVETTE

Vehicle Year/Make/Model

161Y12S845

VIN

Printed Name

 **FORM # AS-460 (REV. 12/04) • ORDER TOLL FREE 800-344-4255 • 800-225-7278**  
© 2004 ALTERNATIVE SOURCE • AUTOMOTIVE FORMS


No warranty is expressed or implied, as to the content or fitness for purpose of this form. Consult your own legal counsel.

## 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.

Dated: \_\_\_\_\_  
  
[Redacted Signature] \_\_\_\_\_  
(Buyer(s) Signature)  
(Lessee(s) Signature)

  
\_\_\_\_\_   
(Co-Buyer(s) Signature)  
(Co-Lessee(s) Signature)

NOVATO CA

2004 CORVETTE  
CHEVROLET  
1G1YY12S845

# DUE BILL

## WORK PROMISED TO BE PERFORMED AT TIME OF SALE

DATE 11/25/2007	DESCRIPTION OF WORK CORVETTE	LICENSE APPLY	SALESPERSON JUCELIN C	STOCK NO. 050
--------------------	---------------------------------	------------------	--------------------------	------------------

## PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED

1. 1 KEY AND 1 REMOTE
2. OTHERWISE SOLD AS EQUIPPED
- 3.
- 4.
- 5.
6. TO SCHEDULE AN APPOINTMENT FOR SERVICE OR ACCESSORIES, PLEASE CONTACT SERVICE DEPT AT 925 688
7. FOR ANY WORK NOTED ABOVE, THIS FORM MUST BE PRESENTED TO YOUR SERVICE ADVISOR.

NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONAL WORK WILL BE CHARGED FOR IN ACCORDANCE WITH THE TYPE OF WARRANTY ISSUED AT TIME OF SALE, AND WILL BE CASH ON DELIVERY. APPOINTMENT WITH THE SERVICE ADVISOR IN ADVANCE.

Signed: Sales Mgr. **X**

**DUE TO INSURANCE REGULATIONS — NO LOAN CARS AVAILABLE**

**LAW** FORM NO. 4120 (2/05)  
 ©2005 Reynolds and Reynolds. TO ORDER: www.reynolds.com; 1-800-344-0996; fax 1-800-531-9055  
 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR  
 FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

# 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**

Vehicle/Vessel ID

## SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1G1YY12S845 [REDACTED]	2004 CORVETTE	CHEVROLE	APPLY	

Bill of Sale

## SECTION 2: Bill of Sale

I/We LEHMER'S sell, transfer, and deliver the above vehicle/vessel to [REDACTED] SELLER'S NAME(S) on 11 25 2007 for the amount of \$36988.00 (SELLING PRICE)

(PRINT BUYER'S NAME(S)) MO DAY YR

If this was a gift, indicate relationship: \_\_\_\_\_ (e.g., parents, spouse, friend, etc.) \$ \_\_\_\_\_ (GIFT VALUE)

Odometer

## 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 24,809 (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: \_\_\_\_\_

Buyer

## 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 [REDACTED]	SIGNATURE [REDACTED]	DATE 11/25/07	DL, ID OR DEALER #
PRINT NAME	X	DATE	DL, ID OR DEALER #
PRINT NAME	X	DATE	DL, ID OR DEALER #
MAILING ADDRESS [REDACTED]	CITY NOVATO	STATE CA	[REDACTED]

### SELLER

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 LEHMER'S PEOPLEM FAED	SIGNATURE [Signature]	DATE 11/25/07	DL, ID OR DEALER # 02092
PRINT NAME	X	DATE	DL, ID OR DEALER #
PRINT NAME	X	DATE	DL, ID OR DEALER #
MAILING ADDRESS 1905 MARKET STREET	CITY CONCORD	STATE CA	ZIP 94520
			DAYTIME PHONE # (925)685-4481

Power of Attorney

## SECTION 5: Power of Attorney

I/We [REDACTED] (PRINT NAME(S)) appoint LEHMER'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

[REDACTED]	DATE 11/25/2007
[REDACTED] appointing Power of Attorney	DATE

37016/316  
**36213410**

**REPORT OF SALE—USED VEHICLE**

DATE SOLD (MO./DAY/YR.) 11/25/2007		DATE OPERATED (MO./DAY/YR.) 11/25/2007			NRM/IND	
MAKE CHEVROLET	YEAR MODEL 2004	BODY TYPE 2 D	MOTIVE POWER GAS	NUMBER OF AXLES 2	UNLADEN WEIGHT	
VEHICLE IDENTIFICATION NUMBER 1G1YY125845			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER			
LAST REGISTERED IN STATE OF			YEAR REGISTERED	LICENSE NUMBER APPLY	COUNTY OF RESIDENCE MARTIN	
IF REVIVED JUNK OR SALVAGE—DISMANTLER NOTICE OF ACQUISITION NUMBER						

**SOLD TO: PRINT TRUE FULL NAME AS APPEARED IN THE ORDER SHOWN BELOW**

(1) [REDACTED] R  
 (2) [REDACTED] R

AND LAST FIRST MIDDLE  
 OR (2)

DRIVER LICENSE/ID CARD NO. [REDACTED]

BUSINESS OR RESIDENCE ADDRESS [REDACTED]

MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)

APT. NUMBER CITY STATE ZIP CODE  
 [REDACTED] NOVATO CA [REDACTED]

DEALER'S NAME  
LEHNER'S

ADDRESS  
1905 MARKET STREET

DEALER'S NUMBER  
02052

SIGNATURE OF PURCHASER(S)  
(1) X [REDACTED]

SALESPERSON'S NUMBER  
3875209

CITY  
CONCORD

BY [Signature]

(2) X

**REMINDERS TO PERSONS PREPARING THIS REPORT**

1. Use these reports in numerical sequence.
2. Do not forget to have purchaser sign Report of Sale.
3. Make sure Temporary Identification copy is affixed to vehicle before delivery.
4. When necessary to void a report, refer to instructions enclosed in the Report of Sale package.



# APPLICATION FOR TITLE OR REGISTRATION

DMV USE ONLY	
OS DL #/STATE	
TECH INITIALS	

VEHICLE/HULL IDENTIFICATION NUMBER: 1G1YV12845 [REDACTED] MAKE OF VEHICLE OR VESSEL BUILDER: Chev

### 1. OWNER INFORMATION (Please print true full name or lessor/business name)

LAST NAME OF LESSOR OR BUSINESS NAME <input type="checkbox"/> AND <input type="checkbox"/> OR	FIRST NAME	MIDDLE NAME	CALIFORNIA DRIVER LICENSE OR ID NUMBER
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
LAST NAME, OR LESSEE <input type="checkbox"/> AND <input type="checkbox"/> OR	FIRST NAME	MIDDLE NAME	CALIFORNIA DRIVER LICENSE OR ID NUMBER
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
LAST NAME, OR LESSEE	FIRST NAME	MIDDLE NAME	CALIFORNIA DRIVER LICENSE OR ID NUMBER
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

MAILING ADDRESS (If Different From Above): [REDACTED] APT./SPACE NO. [REDACTED] CITY: Novato STATE: CA ZIP CODE: [REDACTED]

LESSEE ADDRESS (If Different From Above): [REDACTED] APT./SPACE NO. [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP CODE: [REDACTED]

TRAILER COACH ONLY - ADDRESS WHERE TRAILER IS LOCATED (If Different From Above): [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP CODE: [REDACTED]

### 2. TITLE HOLDER INFORMATION (Do NOT reenter owner's name) If "NONE," so print

NAME OF BANK/FINANCE COMPANY OR INDIVIDUAL: J.P. Morgan Chase BK ELECTRONIC TITLE NUMBER: [REDACTED]

BUSINESS OR RESIDENCE ADDRESS: [REDACTED] APT./SPACE NO. [REDACTED] CITY: Ft Worth STATE: TX ZIP CODE: 76101

MAILING ADDRESS (If Different From Above): [REDACTED] APT./SPACE NO. [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP CODE: [REDACTED]

### 3. COST AND OPERATION INFORMATION (Purchase price does not include sales tax, insurance, finance charges, or warranty.)

MILES/KILOMETERS: If new owner, enter miles at date of purchase and check here.  If no change of ownership, enter miles as of this date and check here.

24,809 (no tenths)  Miles  Kilo.  is the actual mileage  is not the actual mileage  mileage exceeds the odometer mechanical limit

DATE VEHICLE ENTERED OR WAS FIRST OPERATED IN CALIFORNIA: Mo. [REDACTED] Day [REDACTED] Yr. [REDACTED] DATE YOU WENT TO WORK IN CALIFORNIA OR BECAME A RESIDENT (WHICHEVER OCCURRED FIRST): Mo. [REDACTED] Day [REDACTED] Yr. [REDACTED]

VEHICLE WAS PURCHASED OR ACQUIRED ON: Mo. 11 Day 25 Yr. 07 AND WAS (CHECK ONE BOX):  New  Used YEAR MODEL: 2004 VEHICLE WAS PURCHASED OR ACQUIRED FROM:  Dealer  Family Member  Private Party

MUST CHECK ONE BOX ONLY, AND ENTER REQUIRED INFORMATION FOR THAT ONE BOX:

I purchased this vehicle for the price of \$ 36988

I acquired this vehicle as a gift or trade. Its value when I acquired it was \$ \_\_\_\_\_

I acquired this vehicle as a gift or trade. Its current market value is \$ \_\_\_\_\_ (Requires completed Statement of Facts (REG 256))

A. Will this vehicle be used to carry people for hire (taxi, bus, etc.)?  Yes  No

B. When you acquired this vehicle were you on active duty in the U.S. Armed Forces?  Yes  No  
If yes, print name of state or country where stationed: \_\_\_\_\_

C. Is this a commercial motor vehicle that operates at 10,001 lbs. or more (pickups excluded)?  Yes  No  
If yes, a Declaration of Gross Vehicle Weight/Combined Gross Vehicle Weight Form (REG 4008) must be completed. If yes, a Motor Carrier Permit may be required. Call (916) 657-8153 for further information.

D. Was sales tax paid to another state?  Yes  No If yes, enter amount paid: \$ \_\_\_\_\_  
If your car was last registered in another state, you may be eligible for a use tax exemption. For further information please contact the Board of Equalization or visit [www.boe.ca.gov](http://www.boe.ca.gov).

### 4. OWNER(S) SIGNATURE(S)

The registered owner mailing address is valid, existing, and an accurate mailing address. I consent to receive service of process at this mailing address pursuant to VC §1808.21.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

OWNER'S SIGNATURE X	EXECUTED AT CITY	STATE	DATE	DAYTIME TELEPHONE NUMBER
	<u>Concord</u>	<u>CA</u>	<u>11-25-07</u>	( )
	EXECUTED AT CITY	STATE	DATE	DAYTIME TELEPHONE NUMBER
				( )

STATE OF NEVADA  
DEPARTMENT OF MOTOR VEHICLES

CERTIFICATE OF TITLE

050

VIN 1G1YY12S845	YEAR 2004	MAKE CHEV	MODEL CORVETTE Z	VEHICLE BODY P2T	TITLE NUMBER
DATE ISSUED 12/05/2006	ODOMETER MILES 22716	FUEL TYPE G	SALES TAX PD	EMPTY WT	GROSS WT
VEHICLE COLOR	ODOMETER BRAND				GVWR
	ACTUAL MILES			BRANDS	

OWNER(S) NAME AND ADDRESS

LAS VEGAS NV

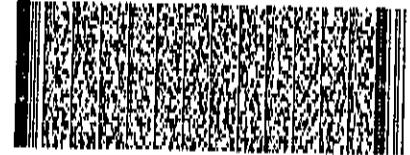
LIENHOLDER(S) NAME AND ADDRESS

FIFTH THIRD BANK  
5001 KINGSLEY DR #1MOB1S  
CINCINNATI OH 45263

LIENHOLDER(S) RELEASE - INTEREST IN THE VEHICLE DESCRIBED ON THIS TITLE IS HEREBY RELEASED:

*Janele Sullivan*  
SIGNATURE OF AUTHORIZED AGENT  
DATE 7-25-07

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 CHEVROLET Nevada Driver's License Number or Identification Number  AND  OR  
240 N GIBSON ROAD

Printed Full Legal Name of Buyer HENDERSON, NV 89014 Nevada Driver's License Number or Identification Number

Address City State Zip Code

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.  
24125 NO TENTHS  The mileage stated is in excess of its mechanical limits.  
ODOMETER READING  The odometer reading is not the actual mileage. WARNING: ODOMETER DISCREPANCY.  
 Exempt - Model year over 9 years old.

*Kari Kesicki* BY *u* POA HENDERSON CHEVROLET *B. Lennon*  
Signature of Seller(s)/Agent/Dealership Printed Name of Seller(s)/Agent/Dealership

I am aware of the above odometer certification made by the seller/agent.  Dealer's License Number Date of Sale 7-9-07

*u* BARBARA LENNON HENDERSON CHEVROLET CO.  
Signature of Buyer Printed Full Legal Name 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)

ALTERATION OR ERASURE VOIDS THIS TITLE

# NEVADA

B- [Redacted]

## SECURE POWER OF ATTORNEY

**WARNING:** This form may be used only when title is physically held by lienholder or has been lost. This form must be submitted to the State by the person exercising Powers of Attorney. Failure to do so may result in fines and/or imprisonment.

### VEHICLE DESCRIPTION

Vehicle Identification Number (VIN) 1G1YY125845 [Redacted]	Year 04	Make CHEVROLET	Model CORVETTE	Body Type 2DR CPE
---------------------------------------------------------------	------------	-------------------	-------------------	----------------------

### PART A. POWER OF ATTORNEY TO DISCLOSE MILEAGE

Federal and State law requires you state the mileage upon transfer of ownership. Providing a false statement may result in fines and/or imprisonment.

I, [Redacted] (Transferor's/Seller's Name, Print) appoint HENDERSON CHEVROLET COMPANY (Transferee's/Buyer's Full Legal Name, Print) my attorney-in-fact, to

disclose the mileage, on the title for the vehicle described above, exactly as stated in my following disclosure.

I state the odometer now reads 024125 (NO TENTHS) miles and to the best of my knowledge it reflects the actual mileage unless one of the following statements is checked:

- 1. I hereby certify to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits.
- 2. I hereby certify the odometer reading is NOT the actual mileage. **WARNING-ODOMETER DISCREPANCY**

[Redacted Signature] (Co-Transferor's/Signature) LAS VEGAS (City) NV (State) [Redacted] (Printed Name)  
BARBARA LENNON (City) (State) (Zip Code)

[Redacted Signature] (Transferor's Signature) HENDERSON CHEVROLET (Dealership Name) 00000955 (Full Legal Printed Name) (Nevada Driver's License Number, Identification Number, or FEIN for businesses)

Transferee's Address: 240 N GIBSON RD (Street) HENDERSON (City) NV (State) 89014 (Zip Code)

### PART B. POWER OF ATTORNEY TO REVIEW TITLE DOCUMENT AND ACKNOWLEDGE DISCLOSURE

(Part B is invalid unless Part A has been completed)

I, [Redacted] (Transferee's/Buyer's Full Legal Name, Print) appoint [Redacted] (Transferor's/Seller's Name, Print) as my attorney-in-fact, to sign the mileage disclosure, on the title for the vehicle described above, only if disclosure is exactly as the disclosure completed below. The attorney-in-fact may endorse, release, or transfer ownership documents as required by Nevada Revised Statutes for the vehicle described above.

[Redacted Signature] (Transferor's Signature) [Redacted] (Full Legal Printed Name) [Redacted] (Transferee's Address Street, City, State, Zip)  
Federal and State law require you state the mileage upon transfer of ownership. Providing a false statement may result in fines and/or imprisonment.

I, [Redacted] (Transferor's name, PRINT) state the odometer now reads \_\_\_\_\_ (NO TENTHS) miles and to the best of my knowledge it reflects the actual mileage unless one of the following statements is checked:

- 1. I hereby certify to the best of my knowledge the odometer reading reflects the mileage in excess of its mechanical limits.
- 2. I hereby certify the odometer reading is NOT the actual mileage. **WARNING-ODOMETER DISCREPANCY**

[Redacted Signature] (Transferor's Signature) [Redacted] (Full Legal Printed Name) [Redacted] (Transferee's Address Street, City, State, Zip)  
 [Redacted Signature] (Transferor's Signature) [Redacted] (Full Legal Printed Name) [Redacted] (Transferee's Address Street, City, State, Zip)  
 [Redacted Signature] (Transferor's Signature) [Redacted] (Full Legal Printed Name) [Redacted] (Transferee's Address Street, City, State, Zip)

Transferor's Address: \_\_\_\_\_ (Street) \_\_\_\_\_ (City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip Code)

### PART C. CERTIFICATION (To be completed if parts A and B have been completed)

I, [Redacted] (person exercising above powers of attorney, PRINT) hereby certify the mileage I have disclosed on the title document is consistent with that provided to me in the above power of attorney. Upon examination of the title and any reassignment documents, for the vehicle described above, the mileage disclosure I have made on the title pursuant to the power of attorney is greater than that previously stated on the title and reassignment documents. This certification is not intended to create, nor does it create any new or additional liability under Federal or State law.

Signature \_\_\_\_\_ Printed Full Legal Name \_\_\_\_\_ Date \_\_\_\_\_  
 Address \_\_\_\_\_ (Street) \_\_\_\_\_ (City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip Code)



# Smog Check Vehicle Inspection Report (VIR)

## Vehicle Information

Test Date/Time: 10/11/2007 @ 15:41

Model Year: 2004	Make: CHEVROLET	Model: CORVETTE
License: NONE	State: Unknown	VIN: 1G1YY12S845 [REDACTED]
Engine Size: 5.7 L	Type: Passenger	Transmission: Automatic
GVWR: N/A	Test Weight: 4000	Cylinders: 8
Odometer: 24745	Certification: California	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: [REDACTED]  
DMV ID Number: [REDACTED]

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)

Result	ECS	Result	ECS	Result	ECS
Pass	PCV	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/ Switches	Pass	Carb./Fuel Injection
N/A	EGR Functional	N/A	Ignition Timing;	N/A	Other Emission Related
Pass	Fuel Cap Functional	Pass	Wiring to Sensors	Pass	Components
Pass	Fuel Cap Visual	Pass	Fillpipe Restrictor	Pass	Oxygen Sensor
Pass	Spark Controls	Pass			Liquid Fuel Leaks
N/A	Fuel Evaporative Controls Functional				

## ASM Emission Test Results

Test	RPM	%CO <sub>2</sub>		HC (PPM)			CO (%)			NO (PPM)			Results
		MEAS	MEAS	MAX	AVE	MEAS	MAX	AVE	MEAS	MAX	AVE	MEAS	
15 mph	1414	15.1	0.2	49	4	1	0.47	0.01	0.01	409	16	0	PASS
25 mph	2340	15.2	0.1	33	4	0	0.44	0.01	0.00	696	18	10	PASS

MAX = Maximum Allowable Emissions

AVE = Average Emissions For Passing Vehicles

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: RA001944

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 is true and correct.

10-11-07  
Date

[REDACTED SIGNATURE]

FIRST REASSIGNMENT DEALER ONLY	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 <u>Lehmers</u>		Nevada Driver's License Number or Identification Number <input type="checkbox"/> AND <input type="checkbox"/> OR	
	Printed Full Legal Name of Buyer _____		Nevada Driver's License Number or Identification Number _____	
	Address <u>1905 Market St</u> <u>Concord</u> <u>CA</u> <u>94520</u>		City State Zip Code	
	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. <div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <p>24742</p> <p>ODOMETER READING</p> </div> <div style="width: 15%; text-align: center;"> <input type="checkbox"/> NO  <input checked="" type="checkbox"/> TENTHS         </div> <div style="width: 45%;"> <input type="checkbox"/> The mileage stated is in excess of its mechanical limits.  <input type="checkbox"/> The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY  <input type="checkbox"/> Exempt - Model year over 9 yrs. old.         </div> </div>			
Signature of Seller(s)/Agent/Dealership <u>[Signature]</u>		Printed Name of Seller(s)/Agent/Dealership <u>HENDERSON CHEVROLET CO.</u>		
I am aware of the above odometer certification made by the seller/agent. <input type="checkbox"/>		Dealer's License Number _____ Date of Sale <u>10-9-07</u>		
Signature of Buyer <u>[Signature]</u>		Printed Full Legal Name of Buyer <u>LEHMERS</u>		
SECOND REASSIGNMENT DEALER ONLY	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 _____		Nevada Driver's License Number or Identification Number <input type="checkbox"/> AND <input type="checkbox"/> OR	
	Printed Full Legal Name of Buyer _____		Nevada Driver's License Number or Identification Number _____	
	Address _____		City State Zip Code	
	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. <div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <p>_____</p> <p>ODOMETER READING</p> </div> <div style="width: 15%; text-align: center;"> <input type="checkbox"/> NO  <input checked="" type="checkbox"/> TENTHS         </div> <div style="width: 45%;"> <input type="checkbox"/> The mileage stated is in excess of its mechanical limits.  <input type="checkbox"/> The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY  <input type="checkbox"/> Exempt - Model year over 9 yrs. old.         </div> </div>			
Signature of Seller(s)/Agent/Dealership <u>[Signature]</u>		Printed Name of Seller(s)/Agent/Dealership <u>Lehmer's 02092</u>		
I am aware of the above odometer certification made by the seller/agent. <input type="checkbox"/>		Dealer's License Number _____ Date of Sale <u>11-25-07</u>		
Signature of Buyer <u>[Signature]</u>		Printed Full Legal Name of Buyer _____		
THIRD REASSIGNMENT DEALER ONLY	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 _____		Nevada Driver's License Number or Identification Number <input type="checkbox"/> AND <input type="checkbox"/> OR	
	Printed Full Legal Name of Buyer _____		Nevada Driver's License Number or Identification Number _____	
	Address _____		City State Zip Code	
	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. <div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <p>_____</p> <p>ODOMETER READING</p> </div> <div style="width: 15%; text-align: center;"> <input type="checkbox"/> NO  <input checked="" type="checkbox"/> TENTHS         </div> <div style="width: 45%;"> <input type="checkbox"/> The mileage stated is in excess of its mechanical limits.  <input type="checkbox"/> The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY  <input type="checkbox"/> Exempt - Model year over 9 yrs. old.         </div> </div>			
Signature of Seller(s)/Agent/Dealership _____		Printed Name of Seller(s)/Agent/Dealership _____		
I am aware of the above odometer certification made by the seller/agent. <input type="checkbox"/>		Dealer's License Number _____ Date of Sale _____		
Signature of Buyer _____		Printed Full Legal Name of Buyer _____		
LIEN	LIENHOLDER TO BE RECORDED			
	Printed Full Legal Name of Lienholder _____		FEIN _____	
	Address _____ (If no lienholder write "NONE") <div style="display: flex; justify-content: space-between;"> <span>Street</span> <span>City</span> <span>State</span> <span>Zip Code</span> </div>			

ALTERATION OR ERASURE VOIDS THIS TITLE



# VERIFICATION OF VEHICLE NOT TO BE COMPLETED BY APPLICANT

050

This form must be completed in full by an authorized DMV representative, California licensed vehicle verifier, authorized auto club, 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 <input checked="" type="checkbox"/> None <input type="checkbox"/> Dealer <input type="checkbox"/> Temporary Permit	LICENSE PLATE NUMBER	STATE	EXP DATE
-------------------------------------------------------------------------------------------------------------------------------------------------	----------------------	-------	----------

VEHICLE IDENTIFICATION NUMBER (VIN) <b>1G1LY12S845</b>	
-----------------------------------------------------------	--

ENGINE NUMBER (MOTORCYCLES ONLY)		MAKE <b>CHEVROLET</b>	BODY TYPE <b>2DR</b>	MODEL YEAR <b>2004</b>
AXLES <b>4</b>	MOTIVE POWER (FUEL) <b>GAS</b>	EST. WEIGHT (TRAILERS)	MODEL OR SERIES <b>CONVETTE</b>	NUMBER OF WHEELS <b>4</b>
		FOR CMP/CCH/MTRHM		Length      Width

VIN Location:		Attached by:	
<input checked="" type="checkbox"/> Visible through windshield	<input type="checkbox"/> Trunk	<input type="checkbox"/> Not visible	<input type="checkbox"/> Adhesive
<input type="checkbox"/> Body—Left (driver side)	<input type="checkbox"/> Frame	<input checked="" type="checkbox"/> Rosette rivets	<input type="checkbox"/> Not applicable
<input type="checkbox"/> Body—Right	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Round rivets	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Engine compartment		<input type="checkbox"/> Screws	

Type:	<input type="checkbox"/> Stamped on Frame
<input checked="" type="checkbox"/> Metal plate	<input type="checkbox"/> Label
<input type="checkbox"/> Stamped on body	<input type="checkbox"/> Other: _____

VIN/ENGINE NUMBER (IF MOTORCYCLE, MARK BOTH VIN AND ENG. BOXES)			
VIN ENG	VIN ENG	VIN ENG	VIN ENG
<input checked="" type="checkbox"/> Appears okay	<input type="checkbox"/> Illegible/Damaged	<input type="checkbox"/> Cannot locate	<input type="checkbox"/> Assigned by F/O
<input type="checkbox"/> Altered/Tampered	<input type="checkbox"/> Missing	<input type="checkbox"/> None—Newly built	<input type="checkbox"/> See REMARKS

US FEDERAL CERTIFICATION LABEL STATUS:	US FEDERAL CERTIFICATION LABEL (1970 AND SUBSEQUENT YEAR MODELS):
<input checked="" type="checkbox"/> Agrees with VIN	<input checked="" type="checkbox"/> Vehicle complies with US Federal Motor Vehicle Safety Standards (US FMVSS)
<input type="checkbox"/> Disagrees with VIN	<input type="checkbox"/> Label indicates name of vehicle importer (enter name of importer in "REMARKS" below)
<input type="checkbox"/> Illegible/Damaged	<input type="checkbox"/> Vehicle complies with safety requirements of a country other than US

ODOMETER MILEAGE READING record mileage exactly as shown on vehicle odometer	<b>24,745</b>	<input checked="" type="checkbox"/> miles <input type="checkbox"/> 5-digit odometer <input type="checkbox"/> kilometers <input type="checkbox"/> 6-digit odometer <input checked="" type="checkbox"/> digital display
---------------------------------------------------------------------------------	---------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

SUPPORTING DOCUMENTS:		
<input checked="" type="checkbox"/> Agrees with VIN	<input type="checkbox"/> No VIN on documents	<input type="checkbox"/> See REMARKS
<input type="checkbox"/> Disagrees with VIN	<input type="checkbox"/> None	

EMISSION LABEL INDICATES:	
<input type="checkbox"/> Vehicle meets US EPA standards only	<input type="checkbox"/> Vehicle meets California standards only
<input checked="" type="checkbox"/> Vehicle meets US EPA standards and California standards	<input type="checkbox"/> Vehicle meets California standards for off highway vehicles
<input type="checkbox"/> Engine displacement less than 50 cubic centimeters	<input type="checkbox"/> None
<input type="checkbox"/> 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

	CITY: <b>Concord</b> STATE: <b>CA</b> CITY:      STATE:
--	------------------------------------------------------------

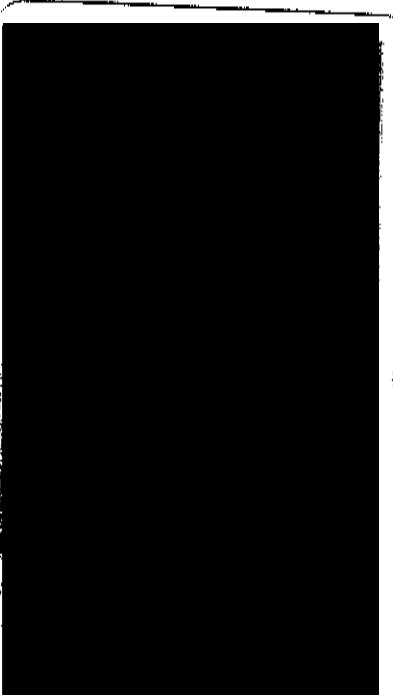
VERIFIER'S SIGNATURE: (SIGNATURES WILL NOT BE ACCEPTED)	EXECUTED AT CITY <b>Concord</b>	STATE <b>CA</b>	DATE <b>10-11-07</b>
------------------------------------------------------------	------------------------------------	--------------------	-------------------------

DMV    Vehicle 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.

VEHICLE OWNER'S SIGNATURE <b>X</b>	EXECUTED AT CITY	STATE	DATE
---------------------------------------	------------------	-------	------



**CALIFORNIA EVIDENCE OF FINANCIAL RESPONSIBILITY**  
Name and Address of Insured

[Redacted]  
[Redacted]  
NOVATO CA [Redacted]

NATHAN R GESSNER

Insurance Company  
UNITED SERVICES AUTOMOBILE ASSN  
Policy # [Redacted]

Vehicle Make/Vehicle Identification Number	Effective Date	Expiration Date
FORD 1FAFP42X44F [Redacted]	07/16/07	07/16/08

This policy provides at least the minimum amounts of liability insurance required by the CA VEH CODE SECTION 16056 for the specified vehicle and other vehicles as provided by the insurance policy for other persons and other



**Certified**  
**USED VEHICLES**

# INSPECTION CHECKLIST

## VEHICLE DESCRIPTION & INSPECTION/SERVICING

REFERENCE NUMBER  
**170449**

VIN # **1G1YY12N87A5**  
Stock/ID# **052** R.O.# **222580**

Original In-Service Date (required for warranty) **2/8/04**  
Year **04** Make/Model **Cadillac** Color **Yellow** Date **10/11/07**

**GM Frontline Ready - GM CUV Compliant**

SVC MEETS  
REQD STD

### ROAD TEST

- 1. CHECK VEHICLE HISTORY (GNSS) AND CARRIAGE (ADR)
- 2. CHECK FOR OPEN SAFETY CAMPAIGNS (variable ad open)
- 3. OWNER'S MANUAL/MANUAL/BOOKLET PRESENT
- 4. SEAT BELTS (OPERATORS/AIR BAGS (user operation))
- 5. MIRRORS (operator, both inside/outside)
- 6. INDICATOR LIGHTS (CHANGES/WARNING TONES (operator, light, horn))
- 7. ENGINE START/STOP (fuel, start)
- 8. ENGINE OPERATION/PERFORMANCE/ACCELERATION/TURBO (if present)
- 9. SHIFTING/AUTOMATIC/MANUAL (operator, clutch)
- 10. AIR/SNO/DEFROST/CONTROL (operator)
- 11. BRAKING/AUT/LOOK BRAKING SYSTEM (brake, stop/hold operation, 1 or 2 spots)
- 12. STEERING/AUT/ALIGN (base, noise, steering wheel centered, aligned)
- 13. BODY/CHASSIS INTEGRITY (noise, vibration, chassis)
- 14. TRANSMISSION CASE (operator, FIRM, AW, AWC)
- 15. CRUISE CONTROL (base, acceleration, cancel)
- 16. WINDSHIELD WIPERS/WASHERS (operator/washer, wipe clean w/1 street)
- 17. SPEED/INTER/DOOR/CLUTCH (operator)
- 18. TILT/WHEEL TELESCOPING (operator)
- 19. SOUND SYSTEM (base, amp, CD, speakers, antenna)
- 20. HEATER/AIR CONDITIONING (base, controls)
- 21. HORN (operator, function)

### FUNCTIONAL

- 22. KEYS/KEY FOB/REMOTE START (function)
- 23. REAR WIPER/GEAR (operator)
- 24. LUNDSLAGE COMPARTMENT (space, air pressure, lock)
- 25. CONVERSIONS (operator/controls/operator, over/roll)
- 26. INTERIOR LIGHTS (front lights/both lights)
- 27. EXTERIOR LIGHTS/FOG LAMPS (lights, fog, base and high mount)
- 28. DOORS/FLOOR LOCKS (latch, jammer test operator)
- 29. WHEELS/TIRES/STAIRS (condition)
- 30. SEATS/CHILD SAFETY SEATS & MOUNTINGS (operator, heel)
- 31. FUEL DOOR/TRUNK/HOOD/LATCH RELEASE (operator)
- 32. WINDOWN/SPOILER/SMOKE-OUT (operator, at exhaust w/ fuel)
- 33. ALARMS/TELEPHONE (operator, manual)
- 34. POWER WINDOWS/SUNROOF/LUMBER (operator, fitter)
- 35. PARKING BRAKE (operator)
- 36. SUN/SHADOW BOARD (operator, condon, no heat)
- 37. OPERATIONS/ACCESSORIES/TOOLS/ROOF MARKER LAMPS (operator)
- 38. ONSTAR (function)

### UNDER HOOD

- 39. VISUAL (accessories) components, belts, hoses, decals
- 40. ELECTRICAL SYSTEM/BATTERY/STARTER (quality, cables, belts, charge)
- 41. ENGINE COOLING/FAN/OIL PAN/FRESH AIR/CLUTCH (level hoses, condn)
- 42. POWER STEERING SYSTEM (level pump, level)

SVC MEETS  
REQD STD

### UNDER HOOD (Cont.)

- 43. BRAKE SYSTEM (level, cable, glycol, level)
- 44. RADIATION SYSTEM (level, condon, rating)
- 45. FUEL SYSTEM (fuel, leaks, connector)
- 46. VACUUM SYSTEM (leaks, condn)
- 47. A/C COMPRESSOR/DRIVE BELT (operator, condon)
- 48. BELTS/TENSION (operator, wear)

### UNDER VEHICLE

- 49. VISUAL (body, lower body, underbody)
- 50. FRAME (no signs of operator damage)
- 51. EXHAUST SYSTEM (type, connector, metal)
- 52. BRAKE PADS/SPRINGS (operator, level)
- 53. CALIPERS, ROTORS, DRUMS (operator)
- 54. BRAKE HYDRAULICS (level, lines, hoses)
- 55. TIRES (head depth, type, spreading, wear, no ply)
- 56. WHEELS (TUG TORQUE/TIME PSI (OBD, reading, tread/ply))
- 57. SHOCK ABSORBERS/STABILIS (operator, leaks, etc)
- 58. SPRINGS/SHAY BARS/TORN HOOD (count, bushing, torque to specs, etc)
- 59. CONTROL ARMS (operator, count, bushing)
- 60. STEERING KNUCKLE (operator, bushing)
- 61. ENGINE/TRANSMISSION/MANIFOLD CASE & MOUNTING (base)
- 62. DRIVE/DRIVE SHAFT/TAKERS/UNIVERSAL JOINTS (operator)
- 63. AXLES/DIFFERENTIAL/SWAIN SUSPENSION AND COMPRESSOR (leaks, O/units)
- 64. GEAR/OIL/PAK & PINION (operator)
- 65. PARKING BRAKE CABLE (operator, adjust)

### EXTERIOR

- 66. UNDER HOOD (fresh, isolation, decals)
- 67. FRONT BUMPER (level, gaps, text)
- 68. GRILLE (headlight, other lights, emblem)
- 69. HOOD (latches, fresh, clips, int, alignment)
- 70. LEFT FRONT FENDER (fresh, int)
- 71. LEFT FRONT DOOR (fresh, int, alignment, ease of movement)
- 72. LEFT REAR DOOR (fresh, int, alignment, ease of movement)
- 73. LEFT REAR FENDER (fresh, int)
- 74. TRUNK LID/TRUNK BED/BENCH/SEAT (fresh, int)
- 75. REAR BUMPER (level, gaps, fresh)
- 76. RIGHT REAR FENDER (fresh, int)
- 77. RIGHT REAR DOOR (fresh, int, alignment, ease of movement)
- 78. RIGHT FRONT DOOR (fresh, int, alignment, ease of movement)
- 79. RIGHT FRONT FENDER (fresh, int)
- 80. ROOF (fresh, int)
- 81. GLASS (fresh, signs, scratches, pitting)
- 82. WHEELS/WHEEL COVERS/TRIM TRIMMS/CENTER CAPS (operator, pitting)

SVC MEETS  
REQD STD

### INTERIOR

- 83. INSTRUMENT PANEL/COMPASS/NAVIGATION/OVD (operator, int, controls, console)
- 84. CLOCK/TIMER (fresh, level)
- 85. DRIVER/PASSENGER SEATS/HEAD RESTS (operator, int, safety, left operator)
- 86. DRIVER DOOR (console, int, condon)
- 87. FRONT PASSENGER DOOR (operator, int, condon)
- 88. FRONT CARPET & FLOOR MATS (operator, operator, wear)
- 89. CONSOLE/COMPARTMENT UD - FRONT & REAR (operator, condon)
- 90. REAR SEAT/HEAD RESTS (operator, int, condon, operator, safety belt operation)
- 91. LEFT REAR DOOR/QUARTER TRIM (operator, int, condon)
- 92. RIGHT REAR DOOR/QUARTER TRIM (operator, int, condon)
- 93. REAR CARPET & MATS (operator, operator, wear)
- 94. HEADLINE/OVERHEAD CONSOLE (operator, condon)
- 95. SEATBELT COMPARTMENT/CARBON AIR/FILTER (if applicable, if it looks, any, etc)
- 96. PACKAGE TRAIL (operator)

### MAINTENANCE

- 97. Tire, change O/R (if required)
- 98. inspect/label: air filter
- 99. inspect/change air filter (year manufacturer's schedule)
- 100. inspect/label: fuel, fuel, holding, etc. (fuel, water)
- 101. Tire pressure (check/label, make as necessary)
- 102. Engine oil/pressure (operator, condon, wear, oil, 200-000-000)
- 103. Fuel/line (operator, if there)

### INTERIOR DETAILING

- 104. Car: restaurant (operator, red and/or other stains/patches etc)
- 105. Vacuum and clean carpet/interior/passenger (compa, then fill up a car)
- 106. Car: glass, sanitize
- 107. Car: headrests/seatbelts/other cloth int

### EXTERIOR DETAILING

- 108. Car: engine/temperature?
- 109. Remove/brush/floor/interior surface scratches
- 110. Remove air and dust etc
- 111. Wash/Wax
- 112. Clean and detail wheels/wheel covers & etc tires
- Other (operator):

NOTE: Refer to Checklist Guidelines in Operations Guide for further details.

**ADDITIONAL ROAD TEST - Check "SVC REQD" box if additional fluid level is required after inspection/overriding (also note on RCI)**

MECHANICAL INSPECTION BY: Steve (P 11207)

APPEARANCE INSPECTION BY: [Signature] (10/11/07)

I certify that this vehicle has undergone repair and/or reconditioning in accordance with the GM Certified Used Vehicles process. Upon final inspection, I have determined that the vehicle:

MEETS STANDARDS - Certified

Inspecting/Certifying Location: John's  
Authorized Signature: [Signature]



Blue Book<sup>®</sup> OFFICIAL GUIDE SINCE 1926

LEHMER'S  
**CONCORD**  
BUICK • PONTIAC • GMC

Stock #050

**2004 Chevrolet Corvette Z06 Hard Top 2D**

Vin# 1G1YY12S845 [REDACTED]

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 KARPPOWER 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

TO ORDER STICKERS CALL 800-253-3266

CELLEBY BLUE BOOK STANDARD STICKER

170449



# Certified

## 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  
6SPD  
**EXT Color** :MILLENIUM  
YELLOW  
**INT Color** :BLACK

**Mileage:** 24192

**V.I.N.** :1G1YY12S845

**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

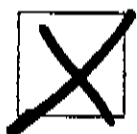
IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

**CHEVY** **CORVETTE** **2004** **1G1YY12S845**  
VEHICLE MAKE MODEL YEAR VIN NUMBER

**050**

DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:



## AS IS - NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.



## WARRANTY

- 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**

Failure 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 pad 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

**LEHMUS GMC**  
DEALER  
**1905 MARKET ST**  
ADDRESS  
**CONCORD CA 94542**  
**USOP CAR MGR**  
SEE FOR COMPLAINTS

CUSTOMER SIGNATURE \_\_\_\_\_  
(Dealer's Option)

I hereby acknowledge receipt of the Buyers Guide at the closing of this sale

**IMPORTANT:** The information on this form is part of any contract to buy this vehicle. Removal of this label before consumer purchase (except for purpose of test-driving) is a violation of federal law (16 C.F.R. 455).

## Wholesale/Retail Breakdown

### Kelley Blue Book Sep-Oct 2007

2004 Chevrolet Corvette Z06 Hard Top 2D ..... \$30,800/\$36,000

VIN: 1G1YY12S845 XXXXXXXXXX

V8 5.7 Liter HO ..... Included  
 6 Speed Manual..... 225/300  
 RWD ..... Included

**\*\*\* Equipment \*\*\***

Air Conditioning.....	Included	Premium Sound.....	200/265
Power Steering.....	Included	Dual Front Air Bags...	Included
Power Windows.....	Included	ABS (4-Wheel).....	Included
Power Door Locks.....	Included	Traction Control.....	Included
Tilt Wheel.....	Included	Leather.....	Included
Cruise Control.....	Included	Power Seat.....	Included
AM/FM Stereo.....	Included	Premium Wheels.....	425/565
Single Compact Disc...	200/265	No Cassette.....	0

Total Value without mileage..... \$31,850/\$37,395  
 Mileage adjustment (24,192) miles..... 4,125

**\*\*\* Total Wholesale/Retail Value ..... \$35,975/\$41,520**

**Lehmer's Buick Pontiac GMC**

This CARFAX Report provided by:

## Lehmer's GMC Pontiac

1851 Galindo St  
 Concord, CA 94520  
 ☎ 925-685-4481  
 🌐 www.lehmers.com

# CARFAX<sup>®</sup> Vehicle History Report<sup>™</sup>

An independent company established in 1986

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<sup>™</sup>. 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	---
Estimated length of ownership	1 yr. 1 mo.	9 months	1 yr. 1 mo.
Owned in the following states/provinces	Louisiana	Florida	Nevada, Illinois
Estimated miles driven per year	---	---	---
Last reported odometer reading	10,330	22,659	24,192

### TITLE PROBLEMS

CARFAX guarantees the information in this section	Owners 1-2	Owner 3	Owner 4
Salvage   Junk   Rebuilt	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Fire/Flood   Hail Damage   Buyback/Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage   Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem

GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will [buy this vehicle back](#).

[Register](#) | [View Terms](#)

### OTHER INFORMATION

Not all accidents or other issues are reported to CARFAX	Owners 1-2	Owner 3	Owner 4
<b>Total Loss Check</b> No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported

**Frame Damage Check**

No frame damage reported to CARFAX.

**Airbag Deployment Check**

No airbag deployment reported to CARFAX.

**Odometer Rollback Check**

No indication of an odometer rollback.

**Accident Check**

No accidents reported to CARFAX.

**Manufacturer Recall Check**


Check with an authorized Chevrolet dealer for any open recalls.

 No Issues Reported  
 No Issues Reported  
 No Issues Indicated  
 No Issues Reported  
 No Recalls Reported

 No Issues Reported  
 No Issues Reported  
 No Issues Indicated  
 No Issues Reported  
 No Recalls Reported

 No Issues Reported  
 No Issues Reported  
 No Issues Indicated  
 No Issues Reported  
 No Recalls Reported
**DETAILS**[Glossary](#)

A CARFAX Vehicle History Report is based only on information supplied to CARFAX. CARFAX checked over 5 billion vehicle history events and found **23 record(s)** for this 2004 CHEVROLET CORVETTE Z06 (1G1YY12S845114667).

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased:	2004	02/08/2004	11	Dealer Inventory	Vehicle sold
Type:	Personal	02/08/2004		Louisiana Motor Vehicle Dept. Slidell, LA	Registered as personal vehicle
Where:	Louisiana	04/02/2004		Louisiana Motor Vehicle Dept. Slidell, LA	Title issued or updated First owner reported Loan or lien reported
Est. miles/year:	...				
Est. length owned:	2/8/04 - 3/9/05 (1 yr, 1 mo.)				
Owner 2		Date:	Mileage:	Source:	Comments:
Purchased:	2005	03/09/2005	10,116	Louisiana Motor Vehicle Dept. Baton Rouge, LA	Title issued or updated New owner reported
Type:	Personal	03/24/2005		Auto Auction	Sold at auction in Georgia Listed as a fleet vehicle
Where:	Louisiana				
Est. miles/year:	...				
Est. length owned:	3/9/05 - 3/24/05 (15 days)				
		04/11/2005	10,330	Dealer Inventory	Vehicle offered for sale
		04/14/2005		Dealer Inventory Jacksonville, FL	Vehicle offered for sale
					 <p>Dealers routinely buy and sell millions of used vehicles at auction each year.</p>
Owner 3		Date:	Mileage:	Source:	Comments:
Purchased:	2005	05/19/2005	10,338	Florida Motor Vehicle Dept. Jacksonville, FL Title #0093302933	Odometer reading reported for title or registration
Type:	Personal	05/28/2005		Dealer Inventory	Vehicle sold
Where:	Florida				
Est. miles/year:	...				
Est. length owned:	5/19/05 - 2/28/06 (9 months)				

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

**Owner 4**

Purchased: 2006  
Where: Nevada, Illinois  
Est. miles/year: ...  
Est. length owned: 5/30/06 - 7/16/07  
(1 yr., 1 mo.)



Get details on  
this vehicle now!

Date:	Mileage:	Source:	Comments:
05/30/2006	22,716	Nevada Motor Vehicle Dept.	Registration issued or renewed New owner reported
06/01/2006		Illinois Motor Vehicle Dept. Naperville, IL Title #X6152960009	Title issued or updated
10/10/2006	22,991	Illinois Motor Vehicle Dept. Naperville, IL Title #X6283792009	Title issued or updated Loan or lien reported
12/05/2006		Nevada Motor Vehicle Dept. Las Vegas, NV Title #NV001448599-4	Title issued or updated Loan or lien reported
05/31/2007		Nevada Motor Vehicle Dept.	Registration issued or renewed
07/16/2007	24,134	Dealer Inventory Henderson, NV	Vehicle offered for sale
08/11/2007		GM Certified Dealer Henderson, NV	Offered for sale as a <u>GM Certified Used Vehicle</u>
10/04/2007	24,192	Auto Auction	Sold at auction
10/07/2007		GM Certified Dealer Henderson, NV	Offered for sale as a <u>GM Certified Used Vehicle</u>

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/08/07	223897	25827	786	734	W	79PNZ	WEATHER STRIP/MOLD
10/11/07	222580	24745	733	786	W	89PNZ-WARRANTY	WARRANTY RENTAL CAR
				220		97PNZ-110POINT	GM CERTIFIED 110PT
				220		97PNZ-LOF	USED VEH LOF
				220		97PNZ-SMOC	SMOG CHECK
				220		97PNZ-ADDS	ADDITIONAL WORK

SALESPERSON NO. 830

SERVICE

STATE REG# AA-001944

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE SAVE <input type="checkbox"/> ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE WE ACCEPT VISA MASTER CARD DISCOVER APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE I.D. NO. <b>1G1YY12S845</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE/2 DOOR COUPE</b>	PRODUCTION DATE <b>11/25/07</b>	STOCK NO. <b>050</b>	LICENSE NO. <b>APPLY</b>	T. O. NO. <b>224567</b>
	CUSTOMER NO. <b>37016</b>	SERVICE CONTRACT <b>GMPP</b>	DELIVERY DATE <b>11/25/07</b>	DELIVERY MILES <b>24,809</b>	SELLING DEALER NO. <b>01/08/08</b>	R. O. DATE
	COLOR <b>YELLOW/</b>	CONTRACT NO.	EXPIRATION DATE <b>11/25/10</b>	EXPIRATION MILES <b>69,809</b>	TAG NO. <b>2396</b>	
	TURBO <b>PNZZ</b>	AIR COND. P. S.	TRNFR	MILEAGE <b>27,208</b>	ADVISOR NO. <b>786</b>	ADVISOR <b>STEVE AMABLE</b>

I hereby authorize the repair work to be done along with the necessary materials and outfit repairs. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipment beyond dealer's control. "By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check (not) facility indicates are necessary." Customer is hereby notified that the above described property is not insured or protected to the amount of the actual cash value thereof, or other vice, by the undersigned. Appear later concealed by theft, fire, or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. HAZARDOUS WASTE CHARGE EXTRA

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

JOB # \_\_\_\_\_ CUSTOMER'S ACKNOWLEDGEMENT \$ \_\_\_\_\_ BY \_\_\_\_\_ ORIGINAL ESTIMATE

- TE: TOTAL
1. **W** 91PNZ **WATER LEAKS**  
CUSTOMER STATES THE DRIVER DOOR LEAKS WATER INTO DASH. ADVISE.
2. **W** 89PNZ-WARRANTY **WARRANTY RENTAL CAR**  
CUSTOMER REQUESTS OVERNIGHT RENTAL CAR FOR CUSTOMER SATISFACTION. ENTERPRISE IS 925-685-3900

**FOR YOUR CONVENIENCE**

OUR SERVICE DEPARTMENT HOURS ARE 7:30 A.M. TO 5:30 P.M. MONDAY THRU FRIDAY

OUR PARTS DEPARTMENT HOURS ARE 8:00 A.M. TO 5:00 P.M. MONDAY THRU FRIDAY

OUR NEW AND USED CAR DEPARTMENTS ARE HAPPY TO BE OF ASSISTANCE

FREE BODY SHOP ESTIMATES  
THANK YOU FOR BRINGING YOUR VEHICLE TO:

REVISED ESTIMATE \$	BY	CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>
PERSON CONTACTED	DATE AND TIME CALLED	
REASON		

REVISED ESTIMATE \$	BY	CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/>
PERSON CONTACTED	DATE AND TIME CALLED	
REASON		









*Warranty*



01011GCCS223897

CUSTOMER No. <b>37016</b>	ADVISOR <b>STEVE AMABLE</b>	TAGS No. <b>786</b>	INVOICE DATE <b>12/12/07</b>	INVOICE No. <b>GCCS223897</b>
[REDACTED]	LABOR RATE <b>APPLY</b>	MILEAGE <b>25,827</b>	COLOR <b>YELLOW/</b>	STOCK No. <b>050</b>
NOVATO, CA [REDACTED]	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2 DOOR COUPE</b>	DELIVERY DATE <b>11/25/07</b>	DELIVERY MILES <b>24,809</b>	PRODUCTION DATE
	VEHICLE I.D. No. <b>1 G 1 Y Y 1 2 S 8 4 5</b>	SELLING DEALER No.		
	F. T. E. No.	P.O. No.	R.O. DATE <b>12/08/07</b>	
	COMMENTS			MO: 25827

LABOR & PARTS  
 J# 1 79PNZ WEATHER STRIP/MOLD TECH(S):734 WARRANTY  
 CUSTOMER STATES THE TRIM ABOVE THE PASSANGER WINDOW LEAKS.  
 ADVISE.  
 VERIFY CONCERN. FOUND WINDOW TRACK BENT CAUSING CONCERN.  
 NEEDS REPLACEMENT.  
 REPLACED TRACK AND RE-CHECK. NOW OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		10333468	WEATHERST 10.710		WARRANTY
JOB # 1	1		10419267	RET-W/STR 10.695		WARRANTY
JOB # 1	1		10297743	RET-W/STR 10.695		WARRANTY
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

J# 2 89PNZ-WARRANTY WARRANTY RENTAL CAR TECH(S):786 WARRANTY  
 CUSTOMER REQUESTS OVERNIGHT RENTAL CAR FOR CUSTOMER  
 SATISFACTION. ENTERPRISE IS 925-685-3900  
 PER GM'S COURTESY TRANSPORTATION  
 PROVIDED 1 DAY WARRANTY RENTAL. Z7901 \$30

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

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 2	20957	544286		12/12/07	WARRANTY RENTAL	WARRANTY
TOTAL - SUBLET					0.00	

TOTALS						
PAYMENT METHOD:	<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK#		TOTAL LABOR	0.00	
<input type="checkbox"/> CHARGE ACCOUNT	<input type="checkbox"/> M/CARD	<input type="checkbox"/> VISA		TOTAL PARTS	0.00	
<input type="checkbox"/> DISCOVER	<input type="checkbox"/> OTHER	DEDUC. SERV. CONTRACT		TOTAL SUBLET	0.00	
				TOTAL G.O.G.	0.00	
				TOTAL MISC CHG.	0.00	
				TOTAL MISC DISC	0.00	
				TOTAL TAX	0.00	

**TOTAL INVOICE \$ 0.00**

IN APPROXIMATELY 2-3 WEEKS YOU MAY RECEIVE A SURVEY FROM  
 GENERAL MOTORS. IF FOR ANY REASON YOU CAN NOT MARK THE  
 SURVEY "COMPLETELY SATISFIED" PLEASE CONTACT THE LEHMERS  
 SERVICE TEAM AT 925-685-4481

I HAVE RECEIVED A COMPLETE EXPLANATION OF THE REPAIRS  
 PERFORMED ON MY VEHICLE AND APPROVED ANY PHONE AUTHORIZATION  
 FOR ADDITIONAL COST. AND UNDERSTAND ALL CHARGES.

CUSTOMER SIGNATURE

IN 04:30PM 12/14/07  
OUT 11:56AM 12/08/07

COMPANY OF SAN FRANCISCO  
CONCORD CA 23CG  
RENTAL TYPE D SOURCE 500034 - 114

RENTAL AGREEMENT  
PAGE 1 OF 1

24-HOUR DAY

UNIT 1  
UNIT # LM72T5  
LIC#  
MODEL H3  
COLOR BLACK\*2  
IN 5784  
OUT 5684  
V# 5GTEN13E288

RENTER  
NOVATO CA  
LOCAL:  
(H)

SUMMARY OF CHARGES  
DAY = 24 HOUR PERIOD  
MILES  
NO CHARGE  
200 MI FREE/DA

6 DAYS @ 47.00 282.00

DR. LICENSE XXXXXXXXX2070  
STATE FL EXPIRE 6/07/11  
DOB 6/07/78 HT WT  
EYES HAIR  
S.S.#  
EMPLOYER

BILL TO Y CUST # 500034  
LEHMERS OLDSMOBILE  
ATTN: STEVE\*\*  
P.O. BOX 5398  
CONCORD, CA  
925-685-4481 94524

ADDITIONAL DRIVER  
NO OTHER DRIVER PERMITTED

SALES TAX% 8.25 23.27

CLAIM INFO  
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE  
YES NO X

223897 PO#  
INSURED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 305.27

LOSS DATE  
THEFT ACCIDENT

PAYMENT INFORMATION  
AMOUNT PD. BY TYPE DATE AUTH  
10.00 MC SALE 12/08/07 012207  
10.00-MC RFND 12/18/07

DEPOSITS 10.00  
REFUND 10.00-

TYPE CAR  
CORVETTE

SHOP LEHMERS OLDS  
PHONE 925-685-4481  
JAME

BILL TO CUST 500034 305.27

CLOSED TICKET PAYMENT INFO

OPENED BY #39691 MARK T STEWART  
CLOSED BY #7658Z TEOHN CONNER

VIN: 1G1YY12S8 45 [REDACTED] 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:

CANC DOE:

TRADE: DLVY TO: AT VERDIN

TRD DOE: 125 KASEY

SRVC IN: SLIDELL

LA 70458

SRVC OUT: CANC SRVC IN:

BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CSR	01	13 07032	00025304278	02/10/04	2,000.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR

INC MEMO NO: 00025304278

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 07032	00025304278	02/10/04	19.64	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLVY

INC MEMO NO: 00025304278

AUTH PUR CD:

MISC DATE:

MISC:

POLICY PYMT CMNT:

ACTV TYPE: 6

2004 CORVETTE Z06  
 79U PREMIUM COLOR MILLENIUM YELLOW/V8G  
 194 Z06 INTERIOR - BLACK  
 ORDER NO. GSNH3G/TRE STOCK NO.  
 VIN 1G1YY12S845

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD28949757  
 \*\*\*\*\*C5\*\*\*\*\*13\*07032S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1YY37 CORVETTE Z06	51585.00	45136.88	INVOICE 11/19/03
AAB MEMORY PACKAGE	175.00	150.50	SHIPPED 11/19/03
B84 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
REAR & LEFT OUTSIDE REAR			PRC EFF 11/19/03
FE9 50-STATE EMISSIONS	N/C	N/C	KEYS S505A S505A
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	WFP-F QTR OPT-1
LS6 5.7L LITER SFI V8 - 405HP	0.00	0.00	BANK: GMAC - 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	N/C	SHIP WT: 3055
79U PREMIUM COLOR MILLENIUM YELLOW	750.00	645.00	HP: 48.7
			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
DESTINATION CHARGE	800.00	800.00	H/B 261	1585.05
LAM DEALER CONTRIBUTION		528.35	ADV 261	528.35
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.

VAN CHEVROLET  
 REMIT TO GMAC NO. 005  
 VIN 1G1YY12S845  
 \$ 47804.41 INV 1AD28949757  
 DUE 11/24/03 DEALER 07-032

10880 Phillips Highway  
Jacksonville, FL 32256  
Phone: 904-260-7777  
Fax: 904-260-7796

**Coggin Chevrolet at The Avenues**

# Fax

<b>To:</b>	<b>GMBRC</b>	<b>From:</b>	<b>EDDIE WEISEN</b>
<b>Fax:</b>	<b>866-213-9925</b>	<b>Total Pages:</b>	<b>10</b>
<b>Phone:</b>		<b>Date:</b>	<b>3/17/08</b>
<b>Re:</b>	<b>71-611331527</b>	<b>cc:</b>	

**Urgent**     **For Review**     **Please Comment**     **Please Reply**     **Please Recycle**

DESIRE',

THIS IS ALL I CAN COME UP WITH. ALL ORIGINAL DOCUMENTS HAVE BEEN SHREDDED.

RDH Repair Document Archive

RO# 224841 --- CUSTOMER ---  
 Opened 09/24/05 # 85475  
 Closed 10/19/05 HUDSON, MARK  
 SWR# 6208  
 Type Wty 1G1YY12S845 [REDACTED]  
 HAT# T878 04 CORVETTE  
 CHEVROLET

	CP	WA	INT
Labor :	0	1080	0
Parts :	0	1227	0
Sublet :	0	329	210
Misc :	0	0	0
Tax :	0	0	15
TOTAL :	0	2635	225

LINE Service Request

- A VEHICLE IS A TOW IN CUST STATES GAS LEAKING  
WC Warranty
- B RENTAL CAR  
WC 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

REPAIR ORDER DETAIL SCROLL      224841 17 MAR 08      04:30PM

A    VEHICLE IS A TOW IN CUST STATES GAS LEAKING  
 (L1281) TANK, FUEL LEFT REPLACE  
 TECH# 1754                      Flag Hrs= 6.10                      Type= WC                      430.42  
 (10362744) F-TANK  
 qty= 1                      cost= 345.75                      484.05  
 (89047640) F-INSULATOR  
 qty= 1                      cost= 16.13                      22.58  
 (10337591) F-HOSE  
 qty= 1                      cost= 69.75                      97.65  
 (10337590) W-MODULE  
 qty= 1                      cost= 222.98                      312.17  
 (21008100) SEAL  
 qty= 1                      cost= 8.03                      11.24  
 (10337583) PIPE  
 qty= 1                      cost= 39.31                      55.03

\*\*\* 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

<RETURN> to continue -or- (E)xit..

REPAIR ORDER DETAIL SCROLL 224841 17 MAR 08 04:30PM

TRANS ADAPTOR LEAKING  
 RESEALED ADSAPTOR PLATE ON TRANSMISSION  
 (K2792) PLATE AND/OR SEALANT, ADAPTER REPLACE  
 TECH# 1920 Flag Hrs= 7.80 Type= WC 550.37  
 (12378521) SEALANT  
 qty= 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..



REPAIR ORDER DETAIL SCROLL            224841 17 MAR 08    04:30PM

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 FUEL LINES FROM PUMP TO CROSSOVER TUBE DEFECTIVE

4  
 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 FUEL LINES FROM PUMP TO CROSSOVER TUBE DEFECTIVE

4  
 TRANS ADAPTOR LEAKING  
 RESEALED ADSAPTOR PLATE ON TRANSMISSION

B RENTAL CAR

<RETURN> to continue    -or-    (E)xit..

REPAIR ORDER DETAIL SCROLL      224841 17 MAR 08    04:30PM

(Z7906) RENTAL 6 OR MORE DAYS  
TECH# 1754                      Flag Hrs= 0.00            Type= WC                      0.00

C    RECALL 04006 ELEC COLUMN LOCK  
(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

D    VEHICLE WILL NOT START  
(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

10880 PHILLIPS HWY. JACKSONVILLE, FL 32256  
(904) 260-7777

www.cogginauto.com

\*INTERNAL\*

JACKSONVILLE, FL

DUPLICATE 1  
PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 6208 JOY MAESTAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	CHEVROLET CORVETTE	1G1YY12S845		17501/17520	T882
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
08FEB04 IS			18:42 12OCT05		84.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:5.7 Liter_SFI_HO				19OCT05

10:09 10OCT05 08:38 19OCT05

LINE OPCODE TECH TYPE HOURS

A CUST STATES VEHICLE LEAKING FUEL LIST NET TOTAL

CAUSE: ADDED FUEL TO TANK FOUND CONFIRMED LEAK

08 INSTALL GAS TO TEST FOR LEAK

1754 IC 0.00

1 MISC GAS

27.00 0.00 0.00

LEAK AT TOP OF TANK, LOWERED TANK FOUND FUEL SENDER SEAL LEAKING

INSTALLED NEW FUEL PUMP SENDER UNIT SEAL

B RENTAL CAR

CAUSE:

RENTAL RENTAL CAR

1754 IC 0.00

0.00 0.00

C\*\* GAS

08 FILLED WITH GAS

1754 IC 0.00

1 21008100 SEAL

16.06 0.00 0.00

1 MISC GAS

9.01 12.04 12.04

SUBL ENTERPRISE PO 254443

9.01 9.01 9.01

IC

SUBL ADKISON TOWING PO 30967

74.00 74.00

IC

57.00 57.00

\*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. FLA. STAT. 559.905 (1) (h) 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 0

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

DISCLAIMER OF WARRANTIES  
The Coggin Pontiac hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Coggin Pontiac neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product.  
I hereby authorized 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 describe on streets, highways or elsewhere for the purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DESCRIPTION	TOTALS
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	0.00
PLEASE PAY THIS AMOUNT	179.05

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

CUSTOMER SIGNATURE  
X

Where There is Service After the Sale  
INTERNAL

### ADKISON TOWING COMPANY

7405 Phillips Hwy.  
JACKSONVILLE, FL 32256  
(904) 332-9900 or (904) 260-3000  
Fax (904) 332-7338

53700



908  
Date: 10/10/05



Invoice to be paid by: CCA

Model: Chevy  
FLA. [Redacted]

RO# 30967

PO# 226122

Year 99 Make Chevy Model CAMARILLO Color BCK Tag BAITW

Mileage 66408 Vin 2G1FP22K8X2 [Redacted]

Towed From: 2128 FARM HWY.

Towed To: CCA - JOY - PHELPS HWY.

Comments - Damages

T881



HOOK-UP	55.00
TOWED MILES	22
EXTRA LABOR	
SERVICE CALL	
OTHER CHARGES	2.00
STORAGE	
IN ROUTE	
GOA	
2ND TOW	
<b>TOTAL</b>	<b>57.00</b>

You are responsible for any bad check debt or charges not covered by your Provider, to include any reasonable attorney's fees and court costs.

VEHICLE RELEASED TO \_\_\_\_\_ DATE \_\_\_\_\_

Not responsible for loss or damage to vehicle in case of fire, theft or any cause beyond our control.  
I have been advised that my vehicle may be damaged if winched.

Thank You



85475

2 3 5 3 7 1



DC80-Repair Orders

JACKSONVILLE DODGE

\*ACCOUNTING\*

COGGIN CHEVROLET AT THE AVENUES

10880 PHILLIPS HWY. JACKSONVILLE, FL 32256  
(904) 260-7777

www.cogginauto.com

JACKSONVILLE, FL

PAGE 1

HOME [REDACTED] BUS:

SERVICE ADVISOR: 6208 JOY MAESTAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	04	CHEVROLET CORVETTE	1G1YY12S845		22605/22605	T741
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT
08FEB04 IS			18:42 02FEB06		84.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:5.7_Liter_SFI_HO				03FEB06
13:32 02FEB06	15:54 03FEB06					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUST STATES TRUNK LEAKS										
	08 UNABLE TO MOVE VEHICLE TO WATER TEST										
	1920 IC 0.00 0.00			0	0	0	0			0.00	0.00
B	CUST STATES VEHICLE WILL NOT GO, WILL NOT GET IN ANY GEAR										
	07 CUST DECLINED REPAIR										
	1920 CC 0.00 1.00			2500	8400				84.00	84.00	
	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 REPAIRS DECLINED										
C	RENTAL CAR										
	VOID REPAIR ORDER-NO WORK DONE										
	999 IC 0.00 0.00			0	0	0	0			0.00	0.00
	RENTAL NOT COVERED BY WARRANTY DUE TO NO REPAIRS DONE CUSTOMER RESPONSIBLE FOR RENTAL ERIC PITTS AT JAX DODGE										
	HAZ WASTE FEE					0	588				5.88
	*THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL. FLA. STAT. 559.905 (1) (h) STATE REGISTRATION NUMBER MV 34845 PARTS AND LABOR GUARANTEED 1 YR OR 12,000 MI PARTS WITH A "W" PREFIX LIFETIME GUARANTEE										

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
463	0	0		460	8400	2500	
61R	588	0		324	539	0	
324A	90	0		67D	0	*****	
225S	9617	*****					

*CHG ACCT # 80799*

COST, SALE, & COMP TOTALS 2500 8988 0

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

**DISCLAIMER OF WARRANTIES**  
The seller, Coggin Pontiac, hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Coggin Pontiac neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product (P.L. 93-537).  
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DESCRIPTION	TOTALS
LABOR AMOUNT	84.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.88
TOTAL CHARGES	89.88
LESS INSURANCE	0.00
SALES TAX	6.29
PLEASE PAY THIS AMOUNT	96.17

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

CUSTOMER SIGNATURE  
X

Where There is Service After the Sale ACCOUNTING COPY

**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](http://www.Lemon-Law.to)  
[smikhov@rsmlemonlaw.com](mailto: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: Client: [REDACTED]  
Vehicle: 2004 Chevrolet Corvette  
VIN: 1G1YY12S845 [REDACTED]

**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 [REDACTED] 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. [REDACTED] went to Lehmer's to look at vehicles with his fiancée. Mr. [REDACTED] 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

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 2004 Corvette. GM generated the "Service Request Number" 71-604-750255 for Mr. ██████████ 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. ██████████ 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").



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.

██████████ 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**

  
Mark Romano

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](mailto:adrian.flansburg@rubenandsjolander.com)

July 8, 2008

Via E- Mail

Angela Woljevach  
General Motors Corporation

Re: [REDACTED] v. General Motors Corporation, et al.

Contra Costa County Superior Court  
Case No. : CIVMSC08-00785  
Vehicle : 2004 Chevrolet Corvette  
VIN : 1G1YY12S845 [REDACTED]  
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:

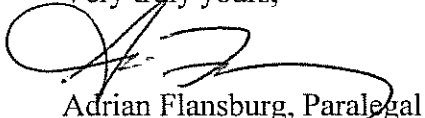
1. A check in the amount of \$33,885.05 payable to [REDACTED] & Steve Mikhov, Esq." This check will be used to reimburse plaintiff's down payments, monthly payments and plaintiff's attorneys' fees and costs. Mr. Mikhov's Federal Tax Identification Number is [REDACTED].

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, 1<sup>st</sup> 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**

BRC Case Number	1611331527	Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y	
Customer Name	[REDACTED]	Dealer Admin Fee Applies? Y	Issue Release N		
Original VIN	1G1YY12S849	This vehicle was repurchased as a result of a: Voluntary settlement of a state run arbitration or court proceeding			
BAC	117728	Retrieve Sales Tax? Y	Title Brand?		
Dealership Name	LEHMER'S CONCORD BUICK PONTIAC GMC	Reason for not Retrieving Sales Tax:			
Dealer Contact/Title	Gordon Brey, Service Manager	Original Sales Tax Paid in State: CA	Repurchased Under Laws of State: CA		
Dealer Phone	9256854481	Vehicle Meets Presumption of LEMON LAW? N			
Dealer Fax	9258876899	Closing Schedule: 2008-07-24	Established on: 2008-07-08		
Delivery Date	2004-02-08	If no, where: BAC is 0			
Buyback Mileage	31010	Location Site Name:			
Transmission	M	Contact Name:			
UCC Code(s)	K2004 N4002 L0408	Address 1:			
MSRP	53635.00	Address 2:			
Est. Auction Value	22866.00	City:	State:	Zip:	
Case Number	151028	Phone #:			
TAC Case Number		Fax #:			
Type of Transaction	SR	Comment: Please send check to Local Counsel. Plaintiff and attorney to receive joint check.			
Replacement VIN		GM Legal Case Number: 645528			
Repurchase Type	Legal-Local Counsel-Lawsuit	GM Counsel Name: RUBEN & SJOLANDER			
Repurchase Source	Local Counsel - David Ruben	Gm Counsel Contact Name: RUBEN & SJOLANDER			
Reason for Repurchase: Transmission inop; window motors inop; fuel leak		Address1: 1875 CENTURY PARK EAST			
		Address2: SUITE 1050			
		City: LOS ANGELES	State: CA	Zip: 90067	
		Phone #: 3107882828			
		Fax #: 3107889028			
<b>Lien Payoff</b>					
Lien Payoff Amount: 38092.78		Lien Payoff Expires on: 2008-07-31		Per Diem: 10.23	
Customer Due to GM: 0.00			Dealer Due GM: 0.00		
<b>Check Information</b>					
<b>Customer</b>		<b>Lienholder</b>		<b>Plaintiff's Attorney</b>	
Check Amt:	0.00	Payee1:	Chase Auto Finance	Check Amt:	33885.05
Payee1:	Nathan Gessner	Payee2:	107-330-12-5912-06	Payee1:	Nathan Gessner and
Payee2:		Address1:	14800 Frye Road, 1st FL	Payee2:	Steve Mikhov, Esq.
Address1:	450 Entrada Drive 51	Address2:	TX 1-1300	Address1:	640 S. San Vicente Blvd.
Address2:		City:	Fort Worth	Address2:	Suite 230
City:	Novato	State:	TX	City:	Los Angeles
State:	CA	Zip:	76155	State:	CA
Zip:	94949	Phone #:	800-336-6675	Zip:	90048
Phone #:	757-575-4293	Fax #:		Phone #:	877-575-3666
Fax #:		Attention:	Payoff Department	Fax #:	877-575-9666
		Account #:	107-330-12-5912-06	Attention:	Steve Mikhov, Esq.
				Fed Tax ID:	26-0143449
				Firm Name:	S. Mikhov, et al.

Case ID: 151028 Initiator: 143523

AUTO 11/26/2007 TO 11/26/2008 11 [REDACTED]

VEHICLE IDENTIFICATION NUMBER  
**1G1YY12S845** [REDACTED]

DATE FIRST SOLD  
**00/00/0000**

CLASS  
**KL**

MAKE  
**CHEV**

Yr Model  
**2007 2004**

DATE ISSUED  
**01/05/2008**

TYPE VEH.	MP	AX	W3	UNLADEN WGT	TOTAL FEES PAID
130	G	0		00000	\$309 2100 4

REGISTERED  
OWNER  
L I N E H O L D E R

[REDACTED]  
NOVATO CA [REDACTED]

JPMORGAN CHASE BK  
PO BX 901033  
FT WORTH  
TX



STATE OF CALIFORNIA  
DEPARTMENT OF MOTOR VEHICLE  
VALIDATED REGISTRATION  
READ REVERSE SIDE - IMPORTANT INSTR

[REDACTED]

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](mailto: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: [REDACTED] v. General Motors Corporation, et al.  
Contra Costa County Superior Court  
Case No. : CIVMSC08-00785  
Vehicle : 2004 Chevrolet Corvette  
VIN : 1G1YY12S84S [REDACTED]  
Our File Number : 2002.692

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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:	\$ 128.75
Service Contract:	[\$ Assigned]
GAP Insurance:	[\$ 595.00]
Settlement Adjustment:	\$22,000.00
Attorney's Fees and Costs:	<u>\$ 5,000.00</u>
Total 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

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Steve Mikhov, Esq.  
Attorney for Plaintiff

## GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

<b>VIN :</b>	1G1YY12S845 [REDACTED]
--------------	------------------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	1YY37 -2004 CORVETTE Z06	<b>Warranty Start Date :</b>	02/08/2004
<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	VAN CHEVROLET PO BOX 113149 CARROLLTON, TX 75011-3149 (972) 389-6700	<b>Selling Source :</b>	13 - CHEVROLET
		<b>Site Code :</b>	07032
		<b>Business Associate Code :</b>	112305
<b>Service Contract :</b>	Yes	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04006	ELECTRONIC COLUMN LOCK SYSTEM	N/A	Closed

### SERVICE INFORMATIONAL ITEMS

<b>Vehicle Has No Current Record Of Outstanding Service Information</b>
-------------------------------------------------------------------------

### ON STAR AND XM SATELLITE RADIO INFORMATION

<b>Vehicle Has No Associated On Star or XM Radio Information.</b>
-------------------------------------------------------------------

### APPLICABLE WARRANTIES

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

	<b>R.O</b>		<b>Odometer</b>
--	------------	--	-----------------

R.O Date	Number	Type	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](#)

<b>VIN :</b>	1G1YY12S845 [REDACTED]
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### CLAIM HISTORY

<b>Repair Order Date :</b> 12/13/2005		<b>Repair Order Number :</b> 035381		<b>Odometer Reading :</b> 20920 miles		
<b>Serviced By :</b>	CREST CHEVROLET PO BOX 11447 JACKSONVILLE, FL 32239-1447 (904) 721-1880			<b>Selling Source :</b> 13 - CHEVROLET		
				<b>Site Code :</b> 26268		
				<b>Business Associate Code :</b> 132781		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
12/16/2005	648	01	#	C0183 - FRONT SIDE DOOR WINDOW REGULATOR REPLACEMENT - LEFT SIDE	10344132 - REGULATOR	N

<b>Repair Order Date :</b> 10/09/2005		<b>Repair Order Number :</b> 810121		<b>Odometer Reading :</b> 17000 miles		
<b>Serviced By :</b>	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117			<b>Selling Source :</b> 13 - CHEVROLET		
				<b>Site Code :</b> 34415		
				<b>Business Associate Code :</b> 207453		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
10/25/2005	633	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	N

<b>Repair Order Date :</b> 10/09/2005		<b>Repair Order Number :</b> 810122		<b>Odometer Reading :</b> 17000 miles		
<b>Serviced By :</b>	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117			<b>Selling Source :</b> 13 - CHEVROLET		
				<b>Site Code :</b> 34415		
				<b>Business Associate Code :</b> 207453		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
10/25/2005	633	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	N

<b>Repair Order Date :</b>		09/24/2005		<b>Repair Order Number :</b>		224841		<b>Odometer Reading :</b>		17441 miles	
<b>Serviced By :</b>		COGGIN CHEVROLET AT THE AVENUES 10880 PHILIPS HWY JACKSONVILLE, FL 32256-1553 (904) 260-7777						<b>Selling Source :</b>		13 - CHEVROLET	
								<b>Site Code :</b>		26115	
								<b>Business Associate Code :</b>		168823	
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>			<b>Part</b>		<b>Comments</b>		
11/18/2005	640	01	#	L1281 - FUEL TANK REPLACEMENT - LEFT SIDE			10362744 - TANK		Y		
11/18/2005	640	02	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION			N/A		Y		
10/25/2005	633	02	#	K2792 - PLATE AND/OR SEALANT, ADAPTER - REPLACE			12378521 - SEALANT		N		
10/25/2005	633	03	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT			10337591 - HOSE		N		
10/25/2005	633	04	#	T2020 - TOWING			N/A		N		
10/25/2005	633	06	#	V1153 - 04006 - INSTALL HARNESS KIT - AUTOMATICS ONLY			N/A		N		
10/25/2005	633	07	#	N0110 - BATTERY - ONE - REPLACE			89021645 - BATTERY		Y		

<b>Repair Order Date :</b>		11/19/2003		<b>Repair Order Number :</b>		A14667		<b>Odometer Reading :</b>		0 miles	
<b>Serviced By :</b>		VAN CHEVROLET PO BOX 113149 CARROLLTON, TX 75011-3149 (972) 389-6700						<b>Selling Source :</b>		13 - CHEVROLET	
								<b>Site Code :</b>		07032	
								<b>Business Associate Code :</b>		112305	
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>			<b>Part</b>		<b>Comments</b>		
11/25/2003	433	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME			N/A		N		

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Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
NOVATO MARIN CA	EMMER'S 1905 MARKET STREET CONCORD CA 94520

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2004	CHEVROLET CORVETTE	24809	1G1YY12S84E	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of \$2876.00.
9.99 %	\$3536.77 (e)	\$39926.83	\$3463.60 (e)	\$56339.60 (e)
(e) means an estimate				

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	742.55	Monthly, Beginning 01/09/2008
Payments	N/A	Monthly, Beginning
One Final Payment	742.55	DUE ON 12/09/2013

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

STATEMENT OF INSURANCE		
NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.		
<b>Vehicle Insurance</b>		
	Term	Premium
\$ N/A	Det. Comp., Fire & Theft	Mos. \$ N/A
\$ N/A	Det. Collision	Mos. \$ N/A
Bodily Injury	\$ N/A Limits	Mos. \$ N/A
Property Damage	\$ N/A Limits	Mos. \$ N/A
Medical	N/A	Mos. \$ N/A
N/A		Mos. \$ N/A
Total Vehicle Insurance Premiums \$ N/A (b)		

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)	
1. Total Cash Price	
A. Cash Price of Motor Vehicle and Accessories	\$36988.00 (A)
1. Cash Price Vehicle	\$36988.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	\$ N/A
Describe: N/A	\$ N/A
Describe: N/A	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$55.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (E)
F. (Optional) Surface Protection Product (to whom paid)	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid)	\$ N/A (G)
H. Sales Tax (on taxable items in A through G)	\$2870.83 (H)
I. (Optional) DMV Electronic Filing Fee	\$ N/A (I)
J. (Optional) Service Contract (to whom paid)	\$1970.00 (J)
K. (Optional) Service Contract (to whom paid)	\$ N/A (K)
L. (Optional) Service Contract (to whom paid)	\$ N/A (L)
M. Prior Credit or Lease Balance paid by Seller to	\$ N/A (M)
(see down payment and trade-in calculation)	
N. (Optional) Gap Contract (to whom paid)	\$595.00 (N)
O. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A (O)
P. Other (to whom paid)	\$ N/A (P)
For	
Total Cash Price (A through P)	\$42478.83 (1)
2. Amounts Paid to Public Officials (ESTIMATED)	
A. License Fees	\$240.00 (A)
B. Registration/Transfer/Titling Fees	\$75.00 (B)
C. California Tire Fees	\$ N/A (C)
D. Other	\$ N/A (D)
Total Official Fees (A through D)	\$315.00 (2)
3. Amount Paid to Insurance Companies	
(Total premiums from Statement of Insurance column a + b)	\$ N/A (3)
4. Smog Certification or Exemption Fee Paid to State	\$8.00 (4)
5. Subtotal (1 through 4)	\$42802.83 (5)
6. Total Downpayment	
A. Agreed Trade-In Value	\$12900.00 (A)
Year: 2004 Make: FORD	
Model: MUSTANG	
VIN: 1FAFP42X44F	
B. Less Prior Credit or Lease Balance	\$10024.00 (B)
C. Net Trade-In (A less B) (Indicate if a negative number)	\$2876.00 (C)
D. Deferred Downpayment	\$ N/A (D)
E. Manufacturer's Rebate	\$ N/A (E)

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

Buyer:  X  
Co-Buyer:  X  
Seller:  X

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

**Application for Optional Credit Insurance**

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

Credit Life	Term	Exp.	Premium
N/A	N/A	Mos.	\$ N/A
Credit Disability	N/A	Mos.	\$ N/A

Total Credit Insurance Premiums \$ N/A (b)

Insurance Company Name: N/A

Home Office Address: N/A

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

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

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

**OPTIONAL GAP CONTRACT:** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides as a part of this contract.

Term: \_\_\_\_\_ Mos. Name of Gap Contract: \_\_\_\_\_

You want to buy a gap contract.

B. Registration/Transfer/Titling Fees	\$	N/A	(2)
C. California Title Fees	\$	N/A	(3)
D. Other	\$	N/A	(4)
<b>Total Official Fees (A through D)</b>	\$	<b>316.00</b>	(5)
3. Amount Paid to Insurance Companies	\$	N/A	(6)
(Total premiums from Statement of Insurance column a + b)	\$	8.00	(7)
4. <input checked="" type="checkbox"/> Smog Certification or <input type="checkbox"/> Exemption Fee Paid to State	\$	42802.83	(8)
5. Subtotal (1 through 4)	\$		(9)
6. Total Downpayment	\$	12900.00	(10)
A. Agreed Trade-In Value	\$	10024.00	(11)
Model: <b>2004 FORD MUSTANG</b>			
Year: <b>2004</b> Make: <b>FORD</b>			
Model: <b>FAF142X44</b>			
VIN: <b>[REDACTED]</b>			
B. Less Prior Credit or Lease Balance	\$	2876.00	(12)
C. Net Trade-In (A less B) (Indicate if a negative number)	\$	N/A	(13)
D. Deferred Downpayment	\$	N/A	(14)
E. Manufacturer's Rebate	\$	N/A	(15)
F. Other	\$	N/A	(16)
G. Cash	\$	2876.00	(17)
<b>Total Downpayment (C through G)</b>	\$	<b>2876.00</b>	(18)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 11 above)	\$	<b>39926.83</b>	(19)
7. Amount Financed (5 less 6)	\$		(20)

**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.**

Date  Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

Date  Co-Buyer Signature \_\_\_\_\_ Age \_\_\_\_\_

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

Term \_\_\_\_\_ Mos. Name of Gap Contract \_\_\_\_\_

You want to buy a gap contract.

Buyer X \_\_\_\_\_

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

GMPP

1J Company  \_\_\_\_\_ 45600 \_\_\_\_\_

Term \_\_\_\_\_ Mos. or \_\_\_\_\_ Miles

1K Company  \_\_\_\_\_ N/A \_\_\_\_\_

Term \_\_\_\_\_ Mos. or \_\_\_\_\_ Miles

1L Company  \_\_\_\_\_ N/A \_\_\_\_\_

Term \_\_\_\_\_ Mos. or \_\_\_\_\_ Miles

Buyer X \_\_\_\_\_

**SELLER ASSIGNED LOAN**  
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS OR BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan from \_\_\_\_\_

Amount \$ \_\_\_\_\_ Finance Charge \$ \_\_\_\_\_

Total \$ \_\_\_\_\_ Payable in \_\_\_\_\_

Installments of \$ \_\_\_\_\_

from this Loan is shown in item 5D.

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

Name of autobroker receiving fee, if applicable: \_\_\_\_\_

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

Buyer Signs X \_\_\_\_\_

Co-Buyer Signs X \_\_\_\_\_

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X \_\_\_\_\_

Buyer \_\_\_\_\_ Co-Buyer \_\_\_\_\_

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

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

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

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

S/S X \_\_\_\_\_

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

Buyer X \_\_\_\_\_ Co-Buyer X \_\_\_\_\_

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

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

Buyer Signature X \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_

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

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**  
California law does not provide for a cooling-off or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller, or for legal cause, such as fraud. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$46,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle, subject to denunciation under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X \_\_\_\_\_ Date **11/25/07** \_\_\_\_\_ Co-Buyer Signature X \_\_\_\_\_ Date \_\_\_\_\_

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

Other Owner Signature X \_\_\_\_\_ Address \_\_\_\_\_

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

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

Guarantor X \_\_\_\_\_ Date \_\_\_\_\_ Guarantor X \_\_\_\_\_ Date \_\_\_\_\_

Address **LEHLER** \_\_\_\_\_ Date **11/25/07** \_\_\_\_\_ Address \_\_\_\_\_

2004 CORVETTE Z06  
 79U PREMIUM COLOR MILLENIMUM YELLOW/V8G  
 .94 Z06 INTERIOR - BLACK  
 ORDER NO. GSNH3G/TRE STOCK NO.  
 /IN 1G1 YY12 S8 45

CHEVRO. MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD28949757  
 \*\*\*\*\*C5\*\*\*\*\*13\*07032S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
YY37 CORVETTE Z06	51585.00	45136.88	INVOICE 11/19/03
LAB 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
REAR & LEFT OUTSIDE REAR			PRC EFF 11/19/03
FE9 50-STATE EMISSIONS	N/C	N/C	KEYS S505A S505A
FU6 REAR AXLE 3.42 RATIO	N/C	N/C	WFP-F QTR OPT-1
JS6 5.7L LITER SFI V8 - 405HP	0.00	0.00	BANK: GMAC - 005
4N6 6-SPEED MANUAL TRANSMISSION	0.00	0.00	CHG-TO 07-032
749 LICENSE PLATE FRAME: FRONT	15.00	12.90	
LSA BASE EQUIPMENT GROUP	N/C	N/C	SHIP WT: 3055
79U PREMIUM COLOR MILLENIMUM YELLOW	750.00	645.00	HP: 48.7
			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
DESTINATION CHARGE	800.00	800.00	H/B 261	1585.05
LAM DEALER CONTRIBUTION		528.35	ADV 261	528.35
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.

VAN CHEVROLET  
 REMIT TO GMAC NO. 005  
 VIN 1G1YY12S845  
 \$ 47804.41 INV 1AD28949757  
 DUE 11/24/03 DEALER 07-032



File Number  
71-611331527

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

Worksheet Filled Out By:  
Adrian Flansburg

Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Date:  
July 8, 2008

Customer Name  
[REDACTED]  
Vehicle VIN:  
1G1YY12S845

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE										PAYMENT (CA, FL & WV) OR LEASE REPURCHASE																																																																																																																																																																																																																																																																		
<b>To calculate usage:</b>		1	Base Price	\$0.00	1	Down Pmt / Cap Cost Reduction	\$2,876.00	2	Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state	2	Conversion / Uplift cost	\$0.00	2	Pmts (includes 1st month if lease)	\$4,475.30	3	Reg./Lic./Title Fees	\$0.00	3	Reg./Lic./Title Fees (leases only)	\$128.75	4	State Fees	\$0.00	4	Tax (leases only)	\$0.00	5	<b>A. USAGE USING L.L. FORMULA</b>		5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00	6	Base Price/Total Repurch Price	\$0.00	6	Sales Tax	\$0.00	6	Settlement Adjustment / Penalty	\$22,000.00	7	Mileage	0	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00	8	Denominator	120,000	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00	9	Usage	\$0.00	9	Other-Explain	\$0.00	9	Other-Explain	\$0.00	10			10	<b>Total Purchase Price</b>	\$0.00	10	<b>Total Additions</b>	\$29,480.05	11	<b>B. USAGE - NEGOTIATED</b>	\$0.00	11			11			12			12	<b>* Usage/Depreciation</b>	\$0.00	12	<b>* Usage/Depreciation</b>	\$0.00	13			13	Damage	\$0.00	13	Damage	\$0.00	14	<b>C. USAGE USING CENTS/MILE</b>		14	Late charges	\$0.00	14	Late charges	\$0.00	15	Mileage	0	15	Over-Allowance	\$0.00	15	Over-Allowance	\$0.00	16	Cents per mile	\$0.000	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00	17	Usage	\$0.00	17	Incentives	\$0.00	17	Incentives	\$0.00	18			18	Other-Explain	\$0.00	18	Sec. Dep. (leases) if reimbursing above	\$0.00	19			19	Other-Explain	\$0.00	19	Extended Service Contract	\$0.00	20	<b>D. USAGE-CALIFORNIA ONLY</b>		20	Other-Explain	\$0.00	20	Gap Insurance	\$595.00	21	Base price section-Used when NOT financed		21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00	22	"Actual Price Paid" (Base)	\$0.00	22	<b>Total Deductions</b>	\$0.00	22	<b>Total Deductions</b>	\$595.00	23	Mileage	0	23			23			24	Usage	\$0.00	24	<b>Repurchase Subtotal</b>	\$0.00	24	<b>Total Refund to Customer</b>	\$28,885.05	25	<b>OR</b>		25	Loan Payoff good thru xx/xx/xx	\$0.00	25	Dir Buyout (lease) or Loan Payoff	\$38,092.78	26	Payment/Lease-Used when financed.		26	<b>Total Refund to Customer</b>	\$0.00	26	(GMAC=DL quote) good thru 7/30/08		27	"Actual Price Paid" (Pmt/Lease)	\$44,849.08	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$5,000.00	28	Mileage	0	28	<b>Total Repurchase</b>	\$0.00	28	<b>Total Repurchase</b>	\$71,977.83	29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$30,900.00	30	Usage	\$0.00	30	<b>Estimated Auction Value</b>	\$0.00	30	<b>Estimated Auction Value</b>	\$22,866.00	31			31	<b>Projected Loss</b>	\$0.00	31	<b>Projected Loss</b>	\$49,111.83

PURCHASE PRICE (before t/t)	\$	TRADE ALLOWANCE	\$	PURCHASE PRICE	\$
MSRP ( FROM BARS INVOICE)	\$	PAYOFF OF TRADE	\$	INCENTIVE* (from BARS)	\$
DIFFERENCE	\$	DIFFERENCE	\$	OVERALLOWANCE	\$
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	\$
		TRADE ALLOWANCE	\$		
		ACV OF TRADE	\$	Do not include fuel fill credit	
Authorized Signature	Date	DIFFERENCE	\$	Include GM card points	
		ACV=actual cash value	\$		

MAKE=C

YEAR=04

MODEL=Y;1YY37

1G1YY12S845

TRADE PRICE

SEARCH=89047953

BULLETIN NOTE INDEX

NUMBER	BULLETIN TYPE	DATE	PART #
03-04-20-005	Service Technical RELEASE OF NEW REAR AXLE SEALS 1997-2004 CHEVROLET CORVETTE	09/01/03	89047953
03-04-20-006	Service Technical FLUID LEAK AT REAR AXLE (REPLACE LEFT DIFFERENTIAL SIDE COVER O-RING AND LEFT AXLE SHAFT SEAL, ADD SEALANT TO SIDE COVER FLANGE) 2004 CADILLAC XLR 1997-2004 CHEVROLET CORVETTE	11/01/03	89047953
03-04-20-006A	Service Technical 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	05/01/06	89047953

L F 6/32  
R F 6  
R B 8  
L R 7

MAKE=C      YEAR=04      MODEL=Y;1YY37      1G1YY12S045      TRADE PRICE      SEARCH=89047953

CALL	PART #	GROUP	DESCRIPTION	USAGE	YEAR	QTY	H
012	89047953	05.508	SEAL,DIFF CARR CVR(O-RING) {PART OF 13}	Y	97-04	02	-

TEXT RECORD(S) SELECTED FOR CALLOUT 012

05.508      MAGNET-RETAINER-SEAL, Axle Housing to Differential Carrier

PART #	USAGE	DESCRIPTION	YEAR	QTY	H	SUG LIST
* H89047953	Y	SEAL,DIFF CARR CVR(O-RING)	97-04	02	-	24.56

A Service Bulletin applies to this part number. Per GM Service Policies and Procedures, failure to follow bulletin information may result in the rejection of a warranty claim.

PART NAME>

□ □ < > F □ □

Item Count: 1  
VIN Filter ON      ULTRA VIN Filter ON

LEHMER'S  
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222580  
1905 Market Street • Concord, CA 94520  
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A Lehmer's family tradition since 1928

222580

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

**S E R V I C E**

STATE REG# AA-001944

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE SAVE <input type="checkbox"/> ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	VEHICLE ID. NO. <b>1G1YY12S845</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE/2 DOOR COUPE</b>	PRODUCTION DATE <b>050</b>	STOCK NO. <b>050</b>	LICENSE NO. <b>222580</b>
	LEHMER'S 1905 MARKET ST. CONCORD, CA 94520	CUSTOMER NO. <b>1</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
WE ACCEPT VISA MASTER CARD DISCOVER	RESIDENCE PHONE <b>925-685-4481</b>	BUSINESS PHONE	CONTRACT NO. <b>24745</b>	EXPIRATION DATE	EXPIRATION MILES
TIME RECEIVED <b>01:25pm</b>	DATE/TIME PROMISED <b>10/11/07 06:00pm</b>	PRIORITY	TURBO <b>PNZZ</b>	AIR COND.	P. S.
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE	MILEAGE <b>24,741</b>	TRANS	ADVISOR NO. <b>733</b>	ADVISOR <b>BRIAN</b>

I hereby authorize the repair work to be done along with the necessary materials and sublet repairs. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Dealer not responsible for accountability of parts or delays in parts shipment a beyond customer's control. "By law, you may choose another licensed Smog Check facility to test your vehicle. If you do, you must inform the dealer in writing prior to the test. The dealer is hereby notified that the above described property is not leased or protected in the amount of the actual cash value. Personal or other use, by the undersigned dealer, against loss or damage, by theft, fire, or vandalism, while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. HAZARDOUS WASTE CHARGE EXTRA

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

ORIGINAL CUSTOMER ESTIMATE: TOTAL	CUSTOMER'S ACKNOWLEDGEMENT	BY	ORIGINAL ESTIMATE
X 1   97PNZ-110POINT GM CERTIFIED 110PT PERFORM 110 POINT INSPECTION PER GM CERTIFIED PREOWNED VEHICLE PROGRAM <i>(270)</i>	FOR YOUR CONVENIENCE OUR SERVICE DEPARTMENT HOURS ARE 7:30 A.M. TO 6:30 P.M. MONDAY THRU FRIDAY OUR PARTS DEPARTMENT HOURS ARE 8:00 A.M. TO 6:00 P.M. MONDAY THRU FRIDAY OUR NEW AND USED CAR DEPARTMENTS ARE HAPPY TO BE OF ASSISTANCE FREE BODY SHOP ESTIMATES THANK YOU FOR BRINGING YOUR VEHICLE TO:	REVISION ESTIMATE \$ PERSON CONTACTED REASON	CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> DATE AND TIME CALLED
2   97PNZ-LOF USED VEH LOF PERFORM LUBE, OIL, & FILTER <i>(270)</i>	REVISION ESTIMATE \$ PERSON CONTACTED REASON	CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> DATE AND TIME CALLED	REASON
3   97PNZ-SMOG SMOG CHECK PERFORM SMOG INSPECTION AND ISSUE CERTIFICATE <i>(270)</i>	REVISION ESTIMATE \$ PERSON CONTACTED REASON	CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> DATE AND TIME CALLED	REASON
4   97PNZ-ADDS-1 ADDITIONAL WORK ADDITIONAL REPAIRS NEEDED OK'D BY PREOWNED MANAGER DRV. window wrap, OK by Bryant. Detail 1201.79	REVISION ESTIMATE \$ PERSON CONTACTED REASON	CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> DATE AND TIME CALLED	REASON DRV WIND: PN-OF LIF 7/15/07



COMPLAINT DR Key fermal used car CAR HAS:  YES  NO

inspection LOCKING DIF

CAUSE AIR  A-C  ABS  CRUISE  P/S  SKID PLATE  HYDRAULIC RE  REMOUNTABLE BUMPER

CORRECTION LOF

COMPLAINT 3 Inspected, performance somewhat better

CAUSE leaf & clutch

CORRECTION Clutch Diner done in 10 min

COMPLAINT code error test module power to module

CAUSE module power to module

CORRECTION code error test module power to module

COMPLAINT power locks windows

CAUSE power locks windows

CORRECTION power locks windows

COMPLAINT replaced left corner trim signal

CAUSE slight fault

CORRECTION replaced left corner trim signal

PASTE TIME FLAGS HERE ONLY IN ORDERLY FASHION-STARTING AT TOP

RO OR NO.	EMPL NO.	MECH PAY \$	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
220720	580220		1.3	I 2	1.3	ON
580220			VIN V6004	222580	1.6	ON
220720	580220	1.5	1.3	I 1	1.2	ON
220720	580220	1.0	I 3	1.5	ON	
220720	580220	0.7	I 4	1.7	ON	
220720	580220	0.3	I 4	1.4	ON	
220720	580220	1.0	I 4	1.9	OFF	
220720	580220	1.0	I 4	1.9	OFF	
220720	580220	1.0	I 4	1.9	OFF	
220720	580220	1.0	I 4	1.9	OFF	

COMPLAINT

CAUSE

CORRECTION

GCCS223897

GCCS223897

Warranty



01011GCCS223897

CUSTOMER No. <b>37016</b>	ADVISOR <b>STEVE AMABLE</b>	TAG No. <b>2396</b>	INVOICE DATE <b>12/12/07</b>	INVOICE No. <b>GCCS223897</b>
NOVATO, CA	LABOR RATE	LICENSE No. <b>APPLY</b>	MILEAGE <b>25,827</b>	STOCK No. <b>050</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2 DOOR COUPE</b>		COLOR <b>YELLOW/</b>	DELIVERY DATE <b>11/25/07</b>
	VEHICLE I.D. No. <b>1 G 1 Y Y 1 2 S 8 4 5</b>		SELLING DEALER No.	DELIVERY MILES <b>24,809</b>
	F. T. E. No.	P.O. No.	R.O. DATE <b>12/08/07</b>	PRODUCTION DATE
COMMENTS				

MO: 25827

LABOR & PARTS  
 J# 1 79PNZ WEATHER STRIP/MOLD TECH(S):734 WARRANTY  
 CUSTOMER STATES THE TRIM ABOVE THE PASSANGER WINDOW LEAKS.  
 ADVISE.  
 VERIFY CONCERN. FOUND WINDOW TRACK BENT CAUSING CONCERN.  
 NEEDS REPLACEMENT.  
 REPLACED TRACK AND RE-CHECK. NOW OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10333468	WEATHERST	10.710	WARRANTY
JOB # 1	1	10419267	RET-W/STR	10.695	WARRANTY
JOB # 1	1	10297743	RET-W/STR	10.695	WARRANTY
JOB # 1 TOTAL PARTS				0.00	0.00
JOB # 1 TOTAL LABOR & PARTS				0.00	0.00

J# 2 89PNZ-WARRANTY WARRANTY RENTAL CAR TECH(S):786 WARRANTY  
 CUSTOMER REQUESTS OVERNIGHT RENTAL CAR FOR CUSTOMER  
 SATISFACTION. ENTERPRISE IS 925-685-3900  
 PER GM'S COURTESY TRANSPORTATION  
 PROVIDED 1 DAY WARRANTY RENTAL. Z7901 \$30

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

SUBLET	PC#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 2	20957	544286	12/12/07	WARRANTY RENTAL	0.00
TOTAL - SUBLET				0.00	0.00

TOTALS

PAYMENT METHOD: <input type="checkbox"/> CASH	<input type="checkbox"/> CHECK#	TOTAL LABOR	0.00
<input type="checkbox"/> CHARGE ACCOUNT	<input type="checkbox"/> M/CARD	TOTAL PARTS	0.00
<input type="checkbox"/> DISCOVER	<input type="checkbox"/> OTHER	TOTAL SUBLET	0.00
DEDUC.SERV.CONTRACT		TOTAL G.O.G.	0.00
		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX	0.00
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>

IN APPROXIMATELY 2-3 WEEKS YOU MAY RECEIVE A SURVEY FROM  
 GENERAL MOTORS. IF FOR ANY REASON YOU CAN NOT MARK THE  
 SURVEY "COMPLETELY SATISFIED" PLEASE CONTACT THE LEHMERS  
 SERVICE TEAM AT 925-685-4481

I HAVE RECEIVED A COMPLETE EXPLANATION OF THE REPAIRS  
 PERFORMED ON MY VEHICLE AND APPROVED ANY PHONE AUTHORIZAION  
 FOR ADDITIONAL COST. AND UNDERSTAND ALL CHARGES.

CUSTOMER SIGNATURE

LEHMER'S  
**CONCORD**  
PONTIAC | GMC

223897  
1905 Market Street • Concord, CA 94520  
Ph. 925.685.4481 Fax 925.363.2123  
www.buyGMDirect.com

G 40-011 23316  
BAR # AADD1544 U.S. E.P.A. ID # CAL000302464

A Lehymer's family tradition since 1928

223897

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/11/07	222580 <i>544286</i>	24745	733	220 220 220 220 339	I I I I I	97PNZ-110POINT 97PNZ-LOF 97PNZ-SMOG 97PNZ-ADDS-1 97PNZ-USED.1	GM CERTIFIED 110PT USED VEH LOF SMOG CHECK ADDITIONAL WORK USED CAR DETAIL.1

SALESPERSON NO. 830 JOCELIN C QUINTON

S E R V I C E

STATE REG# AA-001944

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE SAVE <input type="checkbox"/> ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE WE ACCEPT VISA MASTER CARD DISCOVER APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LABOR RATE	VEHICLE I.D. NO. <b>1G1YY12S845</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/CORVETTE/2 DOOR COUPE</b>	PRODUCTION DATE <b>11/25/07</b>	STOCK NO. <b>050</b>	LICENSE NO. <b>APPLY</b>	R.O. NO. <b>223897</b>
	CUSTOMER NO. <b>37016</b>	SERVICE CONTRACT <b>GMPP</b>	DELIVERY DATE <b>11/25/07</b>	DELIVERY MILES <b>24,809</b>	SELLING DEALER NO.	R.O. DATE <b>12/08/07</b>
	COLOR <b>YELLOW/</b>	CONTRACT NO.	EXPIRATION DATE <b>11/25/10</b>	EXPIRATION MILES <b>69,809</b>	TAG NO. <b>2396</b>	
	TURBO <b>PNZZ</b>	AIR COND. P.S. TRANS	MILEAGE <b>25,827</b>	ADVISOR NO. <b>786</b>	ADVISOR <b>STEVE AMABLE</b>	

I hereby authorize the repair work to be done along with the necessary materials and related repairs. I hereby grant you access to my vehicle for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Dealer not responsible for unavailability of parts or delays in parts shipment beyond dealer's control. The law may change without notice. Dealer's liability for damage to property is limited to the amount of the actual cash value thereof, or other value, by the undersigned. Dealer, repaired here assembled by best, fit, or renovation while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. HAZARDOUS WASTE CHARGE EXTRA

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

ORIGINAL CUSTOMER ESTIMATE - TOTAL	CUSTOMER'S ACKNOWLEDGEMENT		ORIGINAL ESTIMATE
1. <b>W. 79PNZ WEATHER STRIP/MOLD</b> CUSTOMER STATES THE TRIM ABOVE THE PASSANGER WINDOW LEAKS. ADVISE. <i>wept. maintain w/s needs repl.</i>	FOR YOUR CONVENIENCE OUR SERVICE DEPARTMENT HOURS ARE 7:30 A.M. TO 6:30 P.M. MONDAY THRU FRIDAY OUR PARTS DEPARTMENT HOURS ARE 8:00 A.M. TO 5:00 P.M. MONDAY THRU FRIDAY OUR NEW AND USED CAR DEPARTMENTS ARE HAPPY TO BE OF ASSISTANCE FREE BODY SHOP ESTIMATES THANK YOU FOR BRINGING YOUR VEHICLE TO:		REVISED ESTIMATE \$ PERSON CONTACTED REASON
2. <b>W. 89PNZ-WARRANTY WARRANTY RENTAL CAR</b> CUSTOMER REQUESTS OVERNIGHT RENTAL CAR FOR CUSTOMER SATISFACTION. ENTERPRISE IS 925-685-3900	CONTACTED VIA PHONE <input type="checkbox"/> IN PERSON <input type="checkbox"/> DATE AND TIME CALLED REASON		REVISED ESTIMATE \$ PERSON CONTACTED REASON

*234*



PASTE TIME FLAGS HERE ONLY, IN USUALLY FASHION-STARTING AT TOP

COMPLAINT \_\_\_\_\_ CAR FAC. \_\_\_\_\_ YES \_\_\_\_\_ NO \_\_\_\_\_

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF. DEC
223	334		1.5		1.5	DEC10 08.9
497						DEC10 06.4
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF. DEC
223	334		1.0		1.9	DEC11 10.4
497						DEC12 13.0
R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF. DEC
223	334		1.5		1.5	DEC12 12.5
497						

CAUSE confirmed water leak  
CORRECTION ordered R/S weatherstrips  
COMPLAINT 9nd Tracking Rear Wheel Cover  
CAUSE Tracking and weather stripping  
CORRECTION water tested All OK

COMPLAINT \_\_\_\_\_  
CAUSE \_\_\_\_\_  
CORRECTION \_\_\_\_\_

COMPLAINT \_\_\_\_\_  
CAUSE \_\_\_\_\_  
CORRECTION \_\_\_\_\_

COMPLAINT \_\_\_\_\_  
CAUSE \_\_\_\_\_  
CORRECTION \_\_\_\_\_

COMPLAINT \_\_\_\_\_  
CAUSE \_\_\_\_\_  
CORRECTION \_\_\_\_\_

COMPLAINT \_\_\_\_\_  
CAUSE \_\_\_\_\_  
CORRECTION \_\_\_\_\_

TRANS. TYPE \_\_\_\_\_

TRANS. MODEL \_\_\_\_\_

4 SPD \_\_\_\_\_

3 SPD \_\_\_\_\_

POWER LOCKS WINDSHIELD \_\_\_\_\_

SEAT'S MIRROR ANTENNA \_\_\_\_\_

SEAT'S BUCKET BENCH SEAT \_\_\_\_\_

ENGINE TYPE \_\_\_\_\_

CIRCLE OR FILL IN





01011GCWS224567

CUSTOMER No. <b>37016</b>	ADVISOR <b>STEVE AMABLE</b>	TAG No. <b>786</b>	INVOICE DATE <b>03/25/08</b>	INVOICE No. <b>GCWS224567</b>
	LABOR RATE	LICENSE No. <b>APPLY</b>	MILEAGE <b>27,208</b>	COLOR <b>YELLOW/</b>
NOVATO, CA	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/2 DOOR COUPE</b>	DELIVERY DATE <b>11/25/07</b>	DELIVERY MILES <b>24,809</b>	STOCK No. <b>050</b>
	VEHICLE I.D. No. <b>1G1YY125845</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. No.	P.O. No.	R.O. DATE <b>01/08/08</b>	
	COMMENTS			MO: 27208

LABOR & PARTS

JOB # 1 91PNZ WATER LEAKS HOURS: 5.20 TECH(S): 734 1573.92  
 CUSTOMER STATES THE DRIVER DOOR LEAKS WATER INTO DASH.  
 ADVISE.  
 VERIFY CONCERN. INSPECTED. FOUND DRIVER SIDE MOLDING CRACKED  
 MOLDING NEEDS REPLACEMENT. ATTEMPTED TO INSTALL USED PART.  
 BUT WAS UN-SUCSEFUL DUE BENT PART.  
 INSTALLED NEW DRIVER SIDE REVEAL MOLDING, WEATHER STRIP, AND  
 HEADLINER, WATER TESTED VEHICLE. NOW OK.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	10434742	PANEL 14.640	166.05	166.05	232.47	232.47
JOB # 1	1	10333467	WEATHERST 10.710	140.03	140.03	196.04	196.04
JOB # 1	1	10419268	RET-W/STR 10.695	14.01	14.01	19.61	19.61
JOB # 1	1	10297742	RET-W/STR 10.695	44.39	44.39	62.15	62.15
JOB # 1	1	10331563	MLDG-W/S 10.093	60.46	60.46	84.64	84.64
JOB # 1	1	10445853	MLDG-URVL 12.113	17.74	17.74	24.84	24.84
JOB # 1 COST TOTAL				442.68			
JOB # 1 TOTAL PARTS						619.75	
JOB # 1 TOTAL LABOR & PARTS							1193.67

JOB # 2 89PNZ PARTS WARR PART DELAY RENT HOURS: 0.00 TECH(S): 786 0.00  
 RENTAL OVER 3 DAYS TO BE PAID FOR BY GM PARTS DUE TO PARTS  
 DELAY PER BULL. 02-00-89-004A  
 REQUIRES SPAC CASE NUMBER, DATE OF SPAC CASE, P/NUMBER,  
 AND NUMBER OF DAYS RENTAL. H ROUTING TO AVM REQUIRED  
 Z7907  
 PART #10331563 WINDSHIELD REVEAL MOLDING ORDERED 1-23, WENT  
 ON BACKORDER (SPAC #S04199028), RECEIVED 3-20.  
 SUPPLIED WARRANTY PARTS DELAY RENTAL DUE TO PARTS DELAY  
 FOR CUSTOMER SATISFACTION.  
 2G2WP552481153627/1GNFC13048J122389/5GTEN13E088128264  
 72-DAY RENTAL ENTERPRISE INV#D544816 1-8 TO 3-20  
 JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 2	21436	544816	03/20/08	RENTAL-WARRANTY	2663.99
TOTAL - SUBLET					2663.99
R/O TAX					0.00
R/O TOTALS					3857.66

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
224567	3857.66
CLAIM TOTALS	3857.66

APPROVED BY SIGNATURE

COMPLAINT	CAR HAS:	YES	NO	PASTE TIME EL. (S. HERE ONLY)		TIME
				FLAT RATE	R.D. NO.	
CAUSE	LOCKING DEF.	<input type="checkbox"/>	<input type="checkbox"/>	224567	OFF	JAN 24 14.4
	A.I.R.	<input type="checkbox"/>	<input type="checkbox"/>	734		
	A-C	<input type="checkbox"/>	<input type="checkbox"/>			JAN 24 13.8
CORRECTION	ABS	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
	CRUISE	<input type="checkbox"/>	<input type="checkbox"/>			
	LOCK WHEEL COVER	<input type="checkbox"/>	<input type="checkbox"/>			
COMPLAINT	SKID PLATE	<input type="checkbox"/>	<input type="checkbox"/>			
	VACUUM PB	<input type="checkbox"/>	<input type="checkbox"/>			
	HYDRAULIC PB	<input type="checkbox"/>	<input type="checkbox"/>			
CAUSE	DEMOUNTABLE DRUM	<input type="checkbox"/>	<input type="checkbox"/>			
	WINDSHIELD WIPER	<input type="checkbox"/>	<input type="checkbox"/>			
CORRECTION	CIRCLE OR FILL IN	<input type="checkbox"/>	<input type="checkbox"/>			
	TRANS. TYPE	<input type="checkbox"/>	<input type="checkbox"/>			
COMPLAINT	TRANS. MODEL #	<input type="checkbox"/>	<input type="checkbox"/>			
	4 SPD	<input type="checkbox"/>	<input type="checkbox"/>			
	POWER LOCKS WINDOWS	<input type="checkbox"/>	<input type="checkbox"/>			
CAUSE	SEATS MIRROR	<input type="checkbox"/>	<input type="checkbox"/>			
	SEATS BUCKET BENCH SPLIT	<input type="checkbox"/>	<input type="checkbox"/>			
CORRECTION	ENGINE TYPE	<input type="checkbox"/>	<input type="checkbox"/>			
	IN Sun	<input type="checkbox"/>	<input type="checkbox"/>			
COMPLAINT	TO Seal will water test	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
	After noon	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
CAUSE	No leaks	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
CORRECTION	All OK	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
COMPLAINT		<input type="checkbox"/>	<input type="checkbox"/>			
CAUSE		<input type="checkbox"/>	<input type="checkbox"/>			
CORRECTION		<input type="checkbox"/>	<input type="checkbox"/>			

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY	FLAT RATE TIME	W-TIME	REPAIR ORDER TIME	OFF
224567	34		1.8		1.8	OFF FEB 12 13.2
224567	34		2.8		2.8	OFF MAR 20 08.5

removed AU  
 strip LB moldings  
 Attempted to install  
 Bent front suspension hydraulic PB occurred  
 All removed and moldings  
 installed New fog lamp  
 LB rebuilt moldings  
 All weather strip / In Sun  
 to seal will water test this  
 After noon water tested  
 No leaks forward All OK

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

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]	
Mailing address: [REDACTED]	
City: Church Hill	State: TN Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]
Fax:	E-mail address: teresapoole@charter.net

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Corvette	Year: 2004	Current mileage: 52000
Name(s) that appears on the vehicle title: Teresa Poole			
Selling dealer/city/state: Courtesy, Kingsport, TN			
Primary Servicing dealer/city/state: Courtesy,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/02/04		Mileage at purchase/lease:	
First repair attempt date: 01/19/05		First repair attempt mileage: 6320	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

I want Courtesy/GM to take this care back in exchange for a 2009 Corvette. With all the Fuel Repairs I don't feel safe. Also, I paid for a new car not a used unsafe one. I received no satisfaction or value for my investment as you should with a new care purchase. Have detailed records for futher rev.

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

<b>VEHICLE IDENTIFICATION NUMBER</b> _____
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
Fuel Tank Replacement		3		no
Fuel Pump Replacement		1		no
Fuel Smells		7		no
Engine Noise		4		yes
Transmission		4		yes
Loud Popping & Suspension noise near fuel tank		6		yes
Electronics & Interior Repairs		7		no
Sway Bars		2		no
Power Steering		1		no

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Titled Owner(s) \_\_\_\_\_

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

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

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

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Brakes		2		no

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Titled Owner(s) \_\_\_\_\_

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

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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 6242

**CPU** U.S. POSTAGE

**\$ 10.04<sup>0</sup>**

PB 1P 000  
3656848  
FCML

MAILED MAY 11 2010  
85248



**C39**

05-18-10A08:03 RCVD

**RESTRICTED  
DELIVERY**

Mr. Edward Whitacre, Jr., CEO  
General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-5170

**RESTRICTED  
DELIVERY**

**RETURN RECEIPT  
REQUESTED**

**FIRST CLASS**

482325170 8051



[REDACTED]  
Sun Lakes, AZ [REDACTED]  
[REDACTED]

RECEIVED

MAY 14 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 [REDACTED]

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 [REDACTED] Thank you for your understanding regarding this critical safety issue.

[REDACTED]

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





**Quality, Competitively Priced Repairs for all GM Vehicles including:**  
 Buicks • Cadillacs • Oldsmobiles • Pontiacs • GMC's • Chevrolet's

Service (480) 814-1234  
 Parts (480) 899-1151  
 Body Shop (480) 814-1250  
 www.thorobredchevrolet.com



2121 N. Arizona Ave.  
 Chandler, Arizona 85225  
 (480) 899-0131

WARRANTY: GM Parts and Labor 12 Months or 12,000 Miles  
 Non-GM Parts and Labor 90 Days or 4000 miles

*JPY*

CELL: 480-883-926

CUSTOMER NO. <b>714896</b>	ADVISOR <b>BRIAN K SPRIGGS</b>	5128	TAG NO. <b>HH0</b>	INVOICE DATE <b>04/27/10</b>	INVOICE NO. <b>CVCS735209</b>
[REDACTED] SUN LAKES, AZ	LABOR RATE	LICENSE NO.	MILEAGE <b>27,630</b>	COLOR <b>RED/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>04/CHEVROLET/CORVETTE/4 DOOR HATCHBA</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 1 Y Y 2 2 G 0 4 5</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>04/15/10</b>	
BUSINESS PHONE		COMMENTS			

**TOTALS**

*****	TOTAL LABOR ....	1181.52
* CASH..... CHARGE..... CHARGE #.....	TOTAL PARTS ....	948.26
* CHECK..... CHECK #..... DISCOVER.....	TOTAL SUBLET....	0.00
* AMEXCO..... VISA..... MASTERCARD.....	TOTAL G.O.G....	0.00
* GMP..... CASHIER'S INITIALS.....	TOTAL MISC CHG.	10.00
*****	TOTAL MISC DISC	-212.98
* QUICK LUBE PLUS AT OUR EVERY DAY LOW PRICE!!!	TOTAL TAX.....	67.35
*****	<b>TOTAL INVOICE \$</b>	<b>1994.15</b>

**CONVENIENT HOURS**

**Service Department**  
 Direct Telephone 814-1234  
 Mon. - Fri. 7 am - 6 pm  
 Saturday 7 am - 1 pm  
 Sunday Closed

**Body Shop Department**  
 Direct Telephone 814-1250  
 Mon. - Fri. 7 am - 6 pm  
 Saturday 7 am - 1 pm  
 Sunday Closed

**Parts Department**  
 Direct Telephone 899-1151  
 Mon. - Fri. 7 am - 6:00 pm  
 Saturday 7 am - 1 pm  
 Sunday Closed

**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 express 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.

CUSTOMER SIGNATURE

*Steve Marley*