



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

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

Fax

To: Betsy McGhee
Company:
Phone:
Fax: 866-249-2313

From:
Phone:
Fax:
Date: Monday, November 22, 2004 8:54:00 AM
Pages: 02
(including cover)

Comments

CONFIDENTIALITY

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Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 1-149980035**BBB#:** CHV0457168

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$20,851.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$21,795.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$944.00

Trade Allowance (from dealer Bill of Sale)	\$1,500.00
Actual Cash Value Statement	\$2,500.00
Difference (if positive, this is the overallowance)	\$(1,000.00)

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

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$20,851.00
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>	\$1,000.00
Overallowance and/or Negative Equity minus	\$n/a
Actual price of Vehicle that should be presented to BBB for ATA	\$19,851.00



RVDC Case# 90161

BRC Case Number	1149980035	Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? Y
Customer Name		Dealer Admin Fee Applies? Y	Issue Release N	
Original VIN	1G1ZT54804F	This vehicle was repurchased as a result of a: Voluntary settlement of a GM alternative dispute resolution program		
BAC	113610	Retrieve Sales Tax? N	Title Brand?	
Dealership Name	HALLEEN CHEVROLET INC	Reason for not Retrieving Sales Tax: USAGE		
Dealer Contact/Title	John Stuhar, Sr., General Sales Manager	Original Sales Tax Paid in State: OH	Repurchased Under Laws of State: OH	
Dealer Phone	4407777600	Vehicle Meets Presumption of LEMON LAW? Y		
Dealer Fax	4407774769	Closing Schedule: 2004-12-22	Established on: 2004-12-16	
Delivery Date	2003-09-03	If no, where: BAC is 0		
Buyback Mileage	21000	Location Site Name:		
Transmission	A	Contact Name:		
UCC Code(s)	M3005 M0309 M4109 M4105	Address 1:		
MSRP	21795.00	Address 2:		
Est. Auction Value	12900.00	City:	State:	Zip:
Case Number	90161	Phone #:		
TAC Case Number		Fax #:		
Type of Transaction	SL	Comment: Ohio BBB case. Compliance date of 1-6-05. Customer verified his correct address.		
Replacement VIN		GM Legal Case Number:		
Repurchase Type	ADR Mediated - BBB or State	GM Counsel Name: N/A		
Repurchase Source	PRA ADR AVM Joe Semock	Gm Counsel Contact Name: N/A		
Reason for Repurchase: STEERING COLUMN NOISE, RACK & CRADLE NOT PRPLY TORQUED, PWR STEERING & COLUMN REPL		Address1:		
		Address2:		
		City:	State:	Zip:
		Phone #:		
		Fax #:		

Lien Payoff		
Lien Payoff Amount: 15867.43	Lien Payoff Expires on: 2005-01-02	Per Diem: 0.00
Customer Due to GM: 0.00	Dealer Due GM: 0.00	

Check Information					
Customer		Lienholder		Plaintiff's Attorney	
Check Amt:	3327.41	Payee1:	GMAC	Check Amt:	0.00
Payee1:		Payee2:		Payee1:	
Payee2:		Address1:	900 North Squirrel Road	Payee2:	
Address1:		Address2:	Suite 300	Address1:	
Address2:		City:	Auburn Hills	Address2:	
City:	Parma	State:	MI	City:	
State:	OH	Zip:	48326	State:	
Zip:		Phone #:	800-200-4622	Zip:	
Phone #:		Fax #:		Phone #:	
Fax #:		Attention:	Payoff Dept.	Fax #:	
		Account #:		Attention:	
				Fed Tax ID:	
				Firm Name:	

Case ID: 90161 Initiator: noble

DEC 17 2004

DEC 17 2004 13:04 FR SITEL
TO 918662343031
P.02/13

1-149980035

James Noble

1G1ZT54804

100

12/13/04

				Lease Terms	MO	MI	Lease Usage	Mo	MI
1		1	Base Price	\$0.00	1		Dealer Buyout Price	\$15,887.43	
2		2	Conversion Price		2		16 Payments @ \$269.73m ea.	\$4,315.68	
3		3	Tax	\$0.00	3		Pre-Payment(s) (Pro-rate)		
4		4	Reg./Lic./Title (opt)		4		Cap Cost Reduction		
5		5	Aftermarket Items		5		Tax	\$141.48	
6		6	Finance Charges	\$0.00	6		Reg./Lic./Title (opt)	\$70.25	
7		7	Incentives (deduct)		7		Other		
8		8	Total Purchase Price	\$0.00	8		Total Additions	\$20,384.84	
9		9			9				
10		10	Usage/Depreciation		10		Usage/Depreciation	\$1,200.00	
11		11	Damage		11		Damage		
12		12	Over Allowance		12		Over Allowance		
13		13	Negative Equity		13		Negative Equity		
14		14			14		Security Deposit		
15		15	Total Deductions	\$0.00	15		Incentives		
16		16			16		Total Deductions	\$1,200.00	
17		17			17				
18		18	Total Repurchase Amount	\$0.00	18		Total Repurchase Amount	\$19,184.84	
19		19			19				
20		20	Total Payoff Amount		20		Dealer Buyout Price (From Line 1)	\$15,887.43	
21		21			21				
22		22	Total Refund to Customer	\$0.00	22		Total Refund to Customer	\$3,327.41	
23		23			23				
24		24			24				
25		25	Estimated Auction Price		25		Estimated Auction Price	\$12,900.00	
26		26	Projected Loss	\$0.00	26		Projected Loss	(\$6,294.84)	

	Payee(s)	Amount	Contact(s)		
A	Credit to Dealership			BAC Code	113510
B	Check to Customer			Dealer Name	Halleen Chevrolet, Inc.
C	Check to Lienholder & Customer				
D	Check to Lienholder				<i>ML</i> 12/1/8
E	Check to Attorney (1099 info)				G.M. Signature Date
F	Check to Other				

revised 9/14/2000

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OWNER'S COPY				STATE OF OHIO - BUREAU OF MOTOR VEHICLES				ELECTRONIC POA			
REGISTRATION CDD BURST								APPLICATION NO.			
TYPE	VEH. CLASS	CODE	CODE (1)	TYPE	RESERVE	CODE	REG. DATE	LATE	OFFLINE	GVW	
PASSENGER							03/20/04	N	N		
WEIGHT	DATE VEH. PURCHASED	TAX DIST.	AGENCY NO.	ISSUE DATE	EXPIRATION DATE	VALIDATION NO.	LICENSE NO.				
	09/02/03	1842	1887	M 03	D 18 Y 04 M 03 D 20 Y 05						
FEE	REFLICC. FEE	OWNER NAME					VEH. YR.	MAKE	TYPE (VEH)	CODE (2)	CODE (3)
33.00	0.75						04	CHEV	4S	NV	PC
COUNTY							VEH. SERIAL NO.	APPLICATION NO.			
OLD CU18	NEW CU18						1G02T54804E1				
CITY/TOWNSHIP							CERTIFICATE TITLE NO.				
PARMA							L	ES24PA			
LOCAL TAX	INSIDE CORP. UNIT?	POST OFFICE	STATE	ZIP	RESTRICTION CDD/APV ONLY			TOTAL STATE FEE			
20.00	Y	PARMA	OH		1. DAY 2. NIGHT			53.75			
IS YOUR LICENSE, PLATE REGISTRATION UNDER SUSPENSION OF REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?		Y/N			EQUIPMENT STANDARDS MET? APV ONLY			OLD APP NO.			
N		28000 GRI NRTN CORP			VEH. YR. BRAKES			00487VP			
HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?		Y/N			DEPUTY NAME						
Y		OLMSTED			OH 44070			C. M. BRENSCHWELLER			
IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER BEEN MADE?		Y/N			DEPUTY TOWN						
Y					ODOMETER READING			BEREA KD			

440-612-7355

P.1

Ver.4-9/25/2002

electronic Preliminary Repurchase Authorization (ePRA)

(**To go from field to field, use the TAB KEY)

- 1.Date (mm/dd/yyyy): 12/03/2004
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED] Parma, Ohio [REDACTED]
 4.Customer City, State, and Zip: Middleburg Heights, Oh [REDACTED]
 5.Primary Customer Phone #: 1-216-362-1844 Mobile [REDACTED] el#:
 6.Additional Customer Phone #: [REDACTED] Click here for pull-down:
 7.Customer fax #: [REDACTED] Call 1st
 8. Cust Drivers Licenses #
 9. State tax % rate

Noble
12/17/04
11:20
Line Str.

Customer Vehicle Information

- 10.Year/Make/Model: 2004 Chevrolet Malibu Ls
 11.VIN (17 Digits): 1G1ZT54804F [REDACTED] 12.Current Mileage: 21,000
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Halleen Chevrolet, Inc.
 15.Dealership Phone #: 440-777-7600
 16.Dealership Contact Name and TITLE: Steve Stein, Sales Mgr. John Stehman, Sr. Gen'l Mgr.
 17.Dealership Contact Phone # (if different than Dealership #):
 18.Dealership Contact Fax #
 19.Dealership BAC: 113610 Region: North Central

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

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

21.Was a **TRADE** Repurchase offered? YES22.If this will not be a Trade Repurchase, Please explain Why? Customer did not want**TAC case number is required and if not available, Please explain why not?**

23.CAC Case Number: 1-149980035 24.TAC Case Number:

25.If no TAC number, Explain: Dealership thought vehicle was repaired

26.Reason for Repurchase (Include specific mechanical failure): Noise in steering column - rack & pinion not properly torqued, retorqued, replaced upper column and assembly electronic power steering replaced, steering column replaced twice

27.This case was resolved by: Field Decision working with open case in Tampa ADR

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

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? STRAIGHT REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): Dealership to inspect**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: 6000 miles@\$.20/mile = \$1200.00

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:

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: 100%

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: Straight repurchase, customer receiving back lease payments *ALL per PORCEM Betsy McGhee*
\$141.48 tax, \$70.25 license fees, less usage on overage on lease 6000 miles @\$.20/mile = \$1200.00 *On 12-10-04*

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 12/02/2004

42.Authorizer Name: Betsy McGhee & Joe Semock

43.GM Position: Area Service Manager

44.VoiceMail Node: 630092 Mailbox Number: 8198

45.Email Address: Joe.Semock@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.

11/18/2004 14:55 FAX 7774027

HalleenChevrolet

003/011

GMAC SmartLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) (Your) name and address, including county

PARMA, CUYAHOGA OH

Billing address (if different)

Principal driver (if business use)

LESSOR (Related)
HALLEEN CHEVROLET INC
27932 LORAIN ROAD
N. CLEVELAND, OHIO 44070

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

"We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

GMAC's box is checked, Lessor (Related) will assign this lease and sell the vehicle to General Motors Acceptance Corporation (GMAC).

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Related) will assign it and sell the vehicle to General Motors Acceptance Corporation (GMAC).☐ If this box is checked, Lessor (Related) will assign this lease and sell the vehicle to☐ If this box is checked, Lessor (Related) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2004	CHEVROLET MALIBU	4D	1G1ZT54804F	11	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Carriage

Driver installed Options: ☐ GMW (if truck)

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)	2. Monthly Payments Your first monthly payment of \$ 269.73 is due on 09/03/2003, followed by 47 payments of \$ 269.73 due on the 3rd of each month. The total of your monthly payments is \$ 12947.04	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ N/A Total \$ N/A	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ 16427.31
---	--	--	---

5. Amount Due at Lease Signing or Delivery:

Itemization of Amount Due at Lease Signing or Delivery

a. Capitalized cost reduction	\$ 3268.54
b. First monthly payment	\$ 269.73
c. Refundable security deposit	\$ N/A
d. Title fees	\$ N/A
e. Registration fees	\$ 70.25
f. Sales tax	\$ 141.48
g. N/A	\$ N/A
h. N/A	\$ N/A

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$ 1500.00
b. Rebates and incentives	\$ 1750.00
c. Amount to be paid in cash	\$ 500.00

11/18/2004 14:55 FAX 7774027

HalleenChevrolet

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5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	\$ 3268.54
b. First monthly payment	\$ 269.73
c. Refundable security deposit	\$ N/A
d. Title fees	\$ N/A
e. Registration fees	\$ 70.25
f. Sales tax	\$ 141.48
g. N/A	\$ N/A
h. N/A	\$ N/A
i. N/A	\$ N/A
1. Total	\$ 3750.00

B. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$ 1500.00
b. Rebates and non-cash credits	\$ 1750.00
c. Amount to be paid in cash	\$ 500.00

7. Your Monthly Payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle is \$ 20851.00 and any fees you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or leased vehicles)	\$ 22398.67
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost.	\$ 3268.54
c. Adjusted capitalized cost. This amount used in calculating your lease monthly payment.	\$ 19130.13
d. Residual value. The value of the vehicle at the end of the lease used in calculating your lease monthly payment.	\$ 8710.00
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.	\$ 10412.13
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	\$ 2534.91
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge.	\$ 12347.04
h. Lease payments. The number of payments in your lease.	\$ 40
i. Base monthly payment	\$ 269.73
j. Monthly sales tax (estimated)	\$ N/A
k. Total monthly payment	\$ 269.73

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

2. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$.20 per mile.

3. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 9218.00 plus official fees and taxes.

11. ITEMIZATION OF GROSS CAPITALIZED COST:

a. Agreed upon value of the vehicle	\$ 20851.00
b. GMAC administrative fee	\$ 595.00
c. License/registration/title fees	\$ N/A
d. Sales tax	\$ 952.67
e. Other tax (describe)	\$ N/A
f. Optional service contract	\$ N/A
g. Optional maintenance contract	\$ N/A
h. Optional life insurance	\$ N/A
i. Optional disability insurance	\$ N/A
j. N/A	\$ N/A
k. N/A	\$ 22398.67

12. THE VEHICLE YOU ARE TRADING: 1. Gross Capitalized Cost = \$ 1994 OLD SMOKE LT 101 CLASS, SUPREME (year) (make) (model) (trim)

Gross trade-in value	\$ N/A
Payoff	\$ 1500.00
	\$ 1750.00

13. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 09/02/2007.

18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax, beginning on the eighth day after scheduled lease end date).

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: _____
 Insurance agency name: _____
 Agency address: _____
 Agency phone no.: _____
 Agent's name: _____
 Policy no.: _____
 Deductible: Collision \$ _____ Comprehensive \$ _____
 Insurance company name: _____
 Insurance agency name: _____

11/18/2004 14:54 FAX 7774027

HalleenChevrolet

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HALLEEN CHEVROLET, INC.

27932 LORAIN RD. NORTH OLMSTED, OHIO 44070

Phone 440 - 777 - 7800



DATE 09/03/2003

PURCHASER

NORTH OLMSTED OH

ADDRESS

 CITY STATE ZIP
 PLEASE ENTER MY ORDER FOR ☒ NEW ☐ COMPANY ☐ USED 2004 CHEV MALI 4D
 YEAR MAKE MODEL

1G1ZT54804F

4-0064

912103

101479

SERIAL NO.

INT. TRIM

EXT. COLOR

STOCK NO

DEM DATE

CUSTOMER NO.

G.M. REBATE

PROGRAM:

AMOUNT: 1750.00

ASSIGNED TO



CUSTOMER'S SIGNATURE

DEALER INSTALLED OPTIONS:

FIRST MONTH PMT	269.73
SECURITY DEPOSIT	N/A
CAP REDUCTION	3268.54
TAX ON CASH	141.48
LICENSE FEES	70.25
ORIGINATION FEE	N/A
TOTAL DUE	3750.00

TOTAL INCLUDING EQUIP	20851.00
TAX % 8.0000	1094.15
FILING	70.25
TRANSFER, 30 DAY TAG	
TOTAL	22015.40
CASH DEPOSIT WITH ORDER	-500.00
CCR/OWNER LOY	1750.00

ALLOWANCE 1500.00

CASH ON DELIVERY

BALANCE 18265.40

PLUS TRADE-IN
LIEN TO: N/A

BALANCE TO FINANCE 18265.40

ESP _____ YR _____ MILES

CCR 1000.00

GmAC 19265.40

SALE PRICE

20851.00

TRADE ALLOWANCE

1500.00

TRADE IN

YEAR MAKE MODEL

1994 OLDS CSUPR

SERIAL NO.

1G3WHGSM6RD

STOCK NO. 8617 ADV 2500

BALANCE AFTER TRADE IN

DOCUMENTARY FEE

SALES TAX % .0000

141.48

NON-REFUNDABLE DEPOSIT *

SIGNATURE

ODOMETER MILEAGE 11



ODOMETER MILEAGE IS ACCURATE



ODOMETER MILEAGE IS NOT ACCURATE

THIS ORDER NOT BINDING

UNTIL ACCEPTED BY DEALER.

COMPANY AND USED CARS ONLY

"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."
 I have received the original BUYERS GUIDE and LIMITED WARRANTY.

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE AND NO OTHER AGREEMENT OF UNDERSTANDING OF ANY NATURE CONCERNING SAME HAS BEEN MADE OR ENTERED INTO OR WILL BE RECOGNIZED, I HEREBY CERTIFY THAT NO CREDIT HAS BEEN EXTENDED TO ME FOR THE PURCHASE OF THIS MOTOR VEHICLE EXCEPT AS APPEARS IN WRITING ON THE FACE OF THIS AGREEMENT.

DISCLAIMER OF WARRANTIES. THE SELLER, HALLEEN CHEVROLET, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HALLEEN CHEVROLET, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.

Buyers

Signature

AND SELLER

Selection

Date

ACCEPTANCE

DATE:

Dealer

AGENT

Halleen and Chevrolet (Halleen) (Halleen)

THIS DEAL IS SUBJECT TO FINANCING-CANCELLABLE AT OPTION OF HALLEEN CHEVROLET, INC.
 * DEPOSIT REFUNDABLE IF HALLEEN CHEVROLET, INC. CANNOT OBTAIN FINANCING OR CANCELS DEAL.
 ALL REFUNDS GIVEN ONLY WITH YOUR CANCELLATION CHECK AND RECEIPT

440-612-7355

p.1

DEC 13 2004 15:28 FR SITEL

TO 912163621844

P.02.02



December 13, 2004

Middletown Heights, OH

LEASE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu: VIN 1G1ZT54804F 1-149980035

Dear Mr. [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZT54804F, 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 Chevrolet customer. Chevrolet will repurchase your vehicle for \$19,194.84. This offer is calculated by using the following figures:

Payoff to GMAC	\$16,867.43
Plus 16 payments @ \$169.73 each	\$4,315.68
Plus tax	\$144.88
Plus fees	\$70.25
Less usage	\$1,200.00
TOTAL REPURCHASE PRICE	\$19,194.84
TOTAL TO CUSTOMER AFTER LEASE PAYOFF	\$3,327.41

General Motors will repurchase VIN 1G1ZT54804F in exchange for the release of liability stemming from warranty to, on, recall or implied, covering this vehicle.

Please return this document to fax number 866-234-3021 by December 16, 2004. The conditions of the lease 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 firm and clear title is provided at the time of repurchase (payoff original form)
- ⇒ 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)

If this lease repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to you. 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) 231-1844 extension 57482 if you have any questions or concerns.

Sincerely,

James Noble
Business Resource Center

This is

Signature and Date:

12-13-04

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

December 13, 2004

Middleburg Heights, OH

LEASE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN 1G1ZT54804F, 1-149980035

Dear Mr.:

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZT54804F 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 Chevrolet customer. Chevrolet will repurchase your vehicle for \$19,194.84. This offer is calculated by using the following figures:

Payoff to GMAC	\$15,867.43
Plus 16 payments @ \$269.73 each	\$4,315.68
Plus tax	\$141.48
Plus fees	\$70.25
Less usage	<u>\$1,200.00</u>
TOTAL REPURCHASE PRICE	\$19,194.84
TOTAL TO CUSTOMER AFTER LEASE PAYOFF	\$3,327.41

General Motors will repurchase VIN 1G1ZT54804F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-234-3031 by December 16, 2004. The conditions of the lease-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)

If this lease-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Hallee Chevrolet, Inc. 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 extension 57462 if you have any questions or concerns.

Sincerely,

James Noble
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

Voluntary/Mandatory Repurchase☒ BBB Case

Trade

OR

Straight☐ State Case

Lease

OH

COMPLIANCE DATE 01/06/05ADR REQUEST
NUMBER 1-149980035CUSTOMER NAME LAST SIX OF VIN ADR CRM Betsy McGhee EXT. 57316AVM Jae Samock PHONE 630092 8198DATE ACCEPTANCE RECEIVED 12/02/04NUMBER OF DAYS FOR COMPLIANCE 35 Days

TEAM MANAGERS SIGNATURE

Thane Lemsiu 12/7/04

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.

12/03/04

No b/w

**GENERAL MOTORS
BUSINESS RESOURCE CENTER
STRAIGHT/LEASE REPURCHASE CHECKLIST**

APP	APP
<input type="checkbox"/> GM CARD EARNING ON BUYBACK FORM (I.A.)	<input checked="" type="checkbox"/> SIGNED BILL OF SALE ON ORIGINAL VEHICLE
<input checked="" type="checkbox"/> COPY OF TITLE OR REGISTRATION	
<input checked="" type="checkbox"/> WARRANTY HISTORY	<input type="checkbox"/> ACV ON TRADE-IN DOCUMENTATION (I.A.)
<input checked="" type="checkbox"/> INCENTIVES FROM <u>F028</u> IN BARS	<input type="checkbox"/> BBB/LEMON LAW RULING (I.A.)
<input checked="" type="checkbox"/> DESCRIPTIONS OF INCENTIVES <u>F071</u> IN BARS	<input type="checkbox"/> RECEIPTS FOR ANY AFTER-MARKET ITEMS (I.A.)
<input type="checkbox"/> CHECK REQUEST FORM	<input type="checkbox"/> SIGNED SETTLEMENT OFFER LETTER
<input type="checkbox"/> RVDC SPECIAL INSTRUCTIONS FORM (I.A.)	<input type="checkbox"/> SIGNED RELEASE AGREEMENT
<input checked="" type="checkbox"/> RVDC CALCULATION WORKSHEET	<input type="checkbox"/> SIGNED DEALER CONFIRMATION LETTER
<input checked="" type="checkbox"/> PRA FORM	<input type="checkbox"/> GM CARD EARNINGS ON BUYBACK FORM (I.A.)
<input checked="" type="checkbox"/> INVOICE ON ORIGINAL VEHICLE	<input type="checkbox"/> STATEMENT OF FINANCE CHARGES FROM BANK
<input type="checkbox"/> INVOICE FOR CONVERSION PACKAGE (I.A.)	<input type="checkbox"/> INVOICE FOR ATTORNEY FEES (I.A.)
<i>(I.A.) MEANS IF APPLICABLE</i>	<input type="checkbox"/> REPAIR ORDERS FOR REASON FOR REPURCHASE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[REDACTED]
VIN#	2004 Chevrolet Malibu
Year-Make and Model:	1G1ZT54804F [REDACTED]

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	Jim/12-13-04
Physical Address:	900 N. Squirrel Road Suite 300
City/State/Zip	Auburn Hills, MI 48326
Phone:	800-200-4622
Account Number:	[REDACTED]
Dealer Buyout/Payoff Amount:	\$15,867.43
Buyout/Payoff Expiration Date:	1-2-05
Per Diem:	No per diem—Leased vehicle. GMAC advised payments are \$269.73, customer has made 16 payments through 12-13-04.

Halleen Chevrolet, Inc.
Halleen Oldsmobile, Inc.
Halleen Kia

(Facsimile Cover Sheet)

Date: 11-18-04

To: BETSY

From: MARTY HESS

Comments: Paperwork you Requested

ANY QUESTIONS -> 440 777 7600 X220

Number of pages (including cover sheet) 11

Fax number: 440-777-4027

Phone number: 440-777-7600

**HALLEEN CHEVROLET, INC.**

27932 LORAIN RD. NORTH OLMSTED, OHIO 44070

Phone 440 - 777 - 7600

DATE 09/08/2003PURCHASER [REDACTED] NAME [REDACTED] ADDRESS [REDACTED]CITY NORTH OLMSTED OH STATE OH ZIP [REDACTED] COUNTY 2004 MAKE CHEV MODEL MAL1 40PLEASE ENTER MY ORDER FOR ☒ NEW ☐ COMPANY ☐ USED YEAR 2004 MAKE CHEV MODEL MAL1SERIAL NO. 1G1ZT54804F INT. TRIM [REDACTED] EXT. COLOR [REDACTED] STOCK NO. 4-0064 IBM DATE 9/2/03 CUSTOMER NO. 101479**G.M. REBATE**

PROGRAM:

AMOUNT: 1750.00

ASSIGNED TO



CUSTOMER'S SIGNATURE

DEALER INSTALLED OPTIONS:

FIRST MONTH PMT 269.73SECURITY DEPOSIT N/ACAP REDUCTION 3268.54TAX ON CASH 141.48LICENSE FEES 70.25ORIGINATION FEE N/ATOTAL DUE 3750.00TOTAL INCLUDING EQUIP 20851.00TAX % 8.0000 1094.15FILING 70.25

TRANSFER, 30 DAY TAG

TOTAL 22015.40CASH DEPOSIT WITH ORDER -500.00CCR/OWNER LOY 1750.00ALLOWANCE 1500.00

CASH ON DELIVERY

BALANCE 18265.40PLUS TRADE-IN
LIEN TO: N/ABALANCE TO FINANCE 18265.40

ESP _____ YR _____ MILES

CCR 1000.00GMAC 19265.40SALE PRICE 20851.00**TRADE ALLOWANCE**YEAR 1994 MAKE OLDS MODEL CSUPR SB

SERIAL NO.

1G3WH55M6RD

STOCK NO.

8617

ACV

2500

BALANCE AFTER TRADE IN

DOCUMENTARY FEE

SALES TAX % .0000 141.48

NON-REFUNDABLE DEPOSIT *

SIGNATURE

ODOMETER MILEAGE 11**THIS ORDER NOT BINDING****UNTIL ACCEPTED BY DEALER.**☒ ODOMETER MILEAGE IS ACCURATE
☐ ODOMETER MILEAGE IS NOT ACCURATE**COMPANY AND USED CARS ONLY**"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."
I have received the original BUYERS GUIDE and LIMITED WARRANTY.**X**

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE AND NO OTHER AGREEMENT OF UNDERSTANDING OF ANY NATURE CONCERNING SAME HAS BEEN MADE OR ENTERED INTO OR WILL BE RECOGNIZED. I HEREBY CERTIFY THAT NO CREDIT HAS BEEN EXTENDED TO ME FOR THE PURCHASE OF THIS MOTOR VEHICLE EXCEPT AS APPEARS IN WRITING ON THE FACE OF THIS AGREEMENT.

DISCLAIMER OF WARRANTIES. THE SELLER, HALLEEN CHEVROLET, INC. HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HALLEEN CHEVROLET, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.

Buyers
Signature [REDACTED]
AND DELIVERY ACCEPTANCE
Salesperson [REDACTED]Dealer [REDACTED]ACCEPTANCE
DATE

AGENT

* THIS DEAL IS SUBJECT TO FINANCING-CANCELLABLE AT OPTION OF HALLEEN CHEVROLET, INC.
DEPOSIT REFUNDABLE IF HALLEEN CHEVROLET, INC. CANNOT OBTAIN FINANCING OR CANCELS DEAL.

ALL REFUNDS GIVEN ONLY WITH YOUR CANCELLED CHECK AND RECEIPT

GMAC SmartLEASE® Agreement — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

PARMA, CUYAHOGA OH

Garaging address (if different)

Principal driver (if business use)

LESSOR (Retailer)
HALLEEN CHEVROLET INC
27932 LORAIN ROAD
N. OLMSIED, OHIO 44070

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2004	CHEVROLET MALIBU	4D	1G1ZT54804	11	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural
Dealer Installed Options: <input type="checkbox"/> Public Conveyance						

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)	2. Monthly Payments	3. Other Charges (not part of your monthly payment)	4. Total of Payments (The amount you will have paid by the end of the lease.)
\$ 3750.00	Your first monthly payment of \$ 269.73 is due on 09/03/2003, followed by 47 payments of \$ 269.73 due on the 3RD of each month. The total of your monthly payments is \$ 12947.04.	Disposition fee (if you do not purchase the vehicle) \$ N/A Total \$ N/A	\$ 16427.31

5. Amount Due at Lease Signing or Delivery:

Itemization of Amount Due at Lease Signing or Delivery

a. Capitalized cost reduction	\$ 3268.54
b. First monthly payment	\$ 269.73
c. Refundable security deposit	\$ N/A
d. Title fees	\$ N/A
e. Registration fees	\$ 70.25
f. Sales/use tax	\$ 141.48
g. N/A	\$ N/A
h. N/A	\$ N/A
i. N/A	\$ N/A

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$ 1500.00
b. Rebates and noncash credits	\$ 1750.00
c. Amount to be paid in cash	\$ 500.00

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	\$ 3268.54
b. First monthly payment	\$ 269.73
c. Refundable security deposit	\$ N/A
d. Title fees	\$ N/A
e. Registration fees	\$ 70.25
f. Sales/use tax	\$ 141.48
g. N/A	\$ N/A
h. N/A	\$ N/A
i. N/A	\$ N/A
j. Total	\$ 3750.00

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$ 1500.00
b. Rebates and noncash credits	\$ 1750.00
c. Amount to be paid in cash	\$ 500.00

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 40851.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 22398.67
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or other item that reduces the gross capitalized cost	\$ 3268.54
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 19130.13
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ 8718.00
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 10412.13
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 2534.91
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ 12947.04
h. Lease payments. The number of payments in your lease	48
i. Base monthly payment	\$ 269.73
j. Monthly sales/use tax (estimated)	\$ N/A
k. Total monthly payment	\$ 269.73

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$.20 per mile.

9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 9218.00, plus official fees and taxes.

10. Other Important Terms. See your lease documents for additional information on early termination, purchase options, and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 20851.00
b. GMAC administrative fee	\$ 595.00
c. License/registration/title fees	\$ N/A
d. Sales tax	\$ 952.67
e. Other tax (described)	\$ N/A
f. Optional service contract	\$ N/A
g. Optional maintenance contract	\$ N/A
h. Optional life insurance	\$ N/A
i. Optional disability insurance	\$ N/A
j. N/A	\$ N/A
k. N/A	\$ N/A
l. Total	\$ 22398.67

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 09/02/2007

18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: _____

Insurance agency name: _____

Agency address: _____

Agency phone no.: _____

Agent's name: _____

Policy no.: _____

Deductibles: Collision \$ _____ Comprehensive \$ _____

Liability: ☐ Physical damage

Insurance company name: _____

Insurance agency name: _____

12. THE VEHICLE YOU ARE TRADING:

1. Gross Capitalized Cost	\$ 22398.67
1994 OLDSMOBILE CUTLASS SUPREME	
(year) (make) (model)	
Gross trade-in value	\$ N/A
Payoff	\$ 1500.00
	\$ 1500.00

13. **OFFICIAL FEES AND TAXES.** You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1375.15

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees N/A
b. Registration fees/taxes \$ 261.00
c. License fees/taxes \$ N/A
d. Sales/use taxes (including tax on capitalized cost reduction) \$ 1094.15
e. Excise taxes \$ N/A
f. Property taxes \$ N/A
g. Other (describe) N/A \$ N/A
h. Other (describe) N/A \$ N/A
i. Other (describe) N/A \$ N/A

14. **MILEAGE.**

Base Mileage Allowance: ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.

☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ N/A per mile. If the lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 48011 miles.

Starting odometer mileage 11 miles.

Base mileage allowance 48000 miles

Purchased extra miles 0 miles

Excess Mileage Charge. The excess mileage charge is \$ 20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. **LATE CHARGE.** If you do not pay a monthly payment 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.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE: X BY: X
We may delay or refrain from renewing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT NORTH OLMSIED, OH

LESSEE: X

BY: X

LESSOR: HALLEEN CHEVROLET INC

SIGNATURE AND TITLE: X

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: HALLEEN CHEVROLET INC

BY: X

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENT

671 MONTHLY 11/2001
Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

Agent's name: _____
Policy no.: _____
Deductibles: Collision \$ _____ Comprehensive \$ _____
☐ Physical damage

20. **OPTIONAL LIFE AND DISABILITY INSURANCE.** We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A

Address: N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A
Coverage limit \$ N/A

☐ Disability insurance (Lessee only) Premium \$ N/A
Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE: X Age N/A

CO-LESSEE'S SIGNATURE: X Age N/A

21. **WARRANTY AND EXCLUSION OF WARRANTY.** You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty

Warranty papers that are separate from this lease state any coverage limits.

The law gives you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. **OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.**

Name N/A Term N/A months N/A miles N/A
Name N/A Term N/A months N/A miles N/A

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

CO-LESSEE: X

ON 03/03/2003

(city)

(state)

(day)

(year)

DOC AGENT

TITLE: DOC AGENT

TRANSFER OF YOUR INTEREST.

HALLEEN

142072

INVOICE



PAGE 1

P.O. BOX 520
27932 LORAIN RD.
NORTH OLMSTED, OHIO 44070

Phone: (440) 777-7600 (800) 354-6037

HOME:

BUS:

SERVICE ADVISOR: 115 JENNY PAPPAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
DRIFTWOOD	04	CHEVROLET MALIBU	1G1ZT54804F		6/6	T0064
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
					0.00	CASH
						03SEP2003

R.O. OPENED: READY: OPTIONS: STK:4-0064 DLR:28-233

15:51 03SEP03 16:56 03SEP03

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

A SERVICE FOR STOCK

CAUSE: PREP

Z7000 PRE DELIVERY INSPECTION BASE TIME

9 IPDI

(N/C)

Z6999 PDI RELATED FLUID ADDS

9WARP4

(N/C)

1 1051515 OPTIKLEEN

(N/C)

FC: 99 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MG

Service Department Hours:
Mon. - Fri. 7:30 A.M. - 6:00 P.M.

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order.) This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

IF YOU WERE
"COMPLETELY SATISFIED"
PLEASE INDICATE SO ON YOUR
MANUFACTURER'S SURVEY
IF NOT
PLEASE CALL YOUR
SERVICE CONSULTANT
THANK YOU
FOR YOUR BUSINESS

LIMITED EXPRESS WARRANTY

GM Parts and Labor are warranted for 12 months or 12000 miles. This dealer hereby limits any implied warranties of merchantability and fitness to the same period.

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 ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ROADSIDE ASSISTANCE:
CUSTOMER COPY

1-800-CHEV-USA
(800-243-8872)

1-800-442-OLDS
(800-442-6537)

1-800-333-4KIA
(800-333-4542)

TECHNICIAN COPY

LINE	OP CODE	DESCRIPTION	DATE	TIME	STATUS
615	90127000	PRE DELIVERY	126995		

HALLEEN
1943
P.O. BOX 520
27932 LORAIN RD.
NORTH OLMSTED, OHIO 44070
Phone: (440) 777-7800 (800) 354-6037



Service Dept. Hours
Mon-Fri
7:30 A.M. - 6:00 P.M.

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order.) This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

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 prior inspection. An express mechanic's lien is hereby acknowledged.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

"LIMITED EXPRESS WARRANTY"
GM Parts and Labor are warranted for 12 months or 12000 miles.
This dealer hereby limits any implied warranties of merchantability and fitness to the same period.

MS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

☐ CASH ☐ CHECK ☐ CREDIT CARD

CUST. NO: 101479 STOCK NO. 4-0064 TAG NO. COLOR DRIFTWOOD PAGE 2 OF 2

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	PO NUMBER
16OCT2003	1G1ZT54804F	1943	02SEP03		04	CHEVROLET MALIBU	105	143512

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE:

WRITTEN ESTIMATE	ORAL ESTIMATE	I DO NOT REQUEST AN ESTIMATE	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
1.	2.	3.		(INITIALS)

AUTHORIZED ADDITIONS

DATE TIME BY

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE:

SAVE ☐DISCARD ☐

CITY/STATE/ZIP

PARMA OH

BILL TO:

P.O. NO.

BUSINESS PHONE

ENGINE NO.

TRANSM. NO.

AXLE NO.

PROD. DATE

LABOR RATE

0.00

METHOD OF PAYMENT

CASH

BILLING DEALER

28-233

WARRANTY EXPIRES

02SEP06

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# F	02	CHECK ALSO OUTLETS WHEN CELL PHONE PLUGGED IN WILL START CAR / CAR EQUIPPED WITH REMOTE START <i>SEE LINE 5</i>		
# G	03048	RECALL...OBDII MISFIRE MONITOR REPROGRAM PCM <i>done</i>	TOWING	AMOUNT
		<i>1061.04</i> <i>MAG</i>	MISC. CHARGES	AMOUNT
			SUBLETS P.O.NO.	AMOUNT

FOREMAN'S SIGNATURE

X 1945

TECHNICIAN COPY

DATE	W	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
03SEP03	194305	6PCP30	PART ON ORDER/POO		PART ON ORDER/K9995		CUSTOMER CONCE	02	ADJUST RADIO L
		N6614	WIRING AND/OR	39993	CUSTOMER CONCEV	14061	REPROGRAM PCM	ADMIN	ADMINISTRATIVE
03SEP03	615	9DI27000	PRE DELIVERY IZ	6999	PDI RELATED FL				

HALLEEN

2559

P.O. BOX 520
27932 LORAIN RD.
NORTH OLMSTED, OHIO 44070
Phone: (440) 777-7800 (800) 354-6037



Service Dept. Hours:
Mon. - Fri.
7:30 A.M. - 6:00 P.M.

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order.) This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

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 shipment by the supplier. I hereby agree to hold you and your employees harmless for the permission to operate elsewhere for the purpose of this repair work. I hereby acknowledge this is hereby acknowledged.

CUSTOMER'S SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

"LIMITED EXPRESS WARRANTY"

GM Parts and Labor are warranted for 12 months or 12000 miles. This dealer hereby limits any implied warranties of merchantability and fitness to the same period.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

☐ CASH ☐ CHECK ☐ CREDIT CARD

CUST. NO: 101479 STOCK NO. 4-0064 TAG NO. PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	PO NUMBER
29OCT2003	1G1ZT54804F	2559	02SEP03		04	CHEVROLET MALIBU	100	143969

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE:

WRITTEN ESTIMATE	ORAL ESTIMATE	I DO NOT REQUEST AN ESTIMATE	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
1.	2.	3.		(INITIALS)

AUTHORIZED ADDITIONS

DATE TIME BY

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE:

SAVE ☐DISCARD ☐

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
------	---------	------------------------------------	----------------	--------

# A	01	CK VEH WILL START ITSELF WHEN CELL PHONE COARD PLUGGED IN		
	#99	USE osilly scope to find int unwanted start through many hours of drive, determined cell phone adaptor causing emi to start vch		
	WIRING REPAIR			
	5			
		RENTAL CAR Chevy PAY		
		H Route to Joe		
# B	#6	Replace Sunvisor LEFT side Lid for mirror Broken		
		C2035		
# C	#6	REFIT Center Console Lid		
		C2860.5		

FOREMAN'S SIGNATURE X

TECHNICIAN COPY

DATE	W	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
1216OCT03	194305	6PCP00	WIRING AND/OR	9999	SUBLET REPAIRS	27901	1 DAY COURTESY	9999	SUBLET REPAIRS
14207203SEP03	615	9DIZ7000	MIRROR, VISOR	C2860	CONSOLE ASSEMB				
			PART ON ORDER/P00		PART ON ORDER/K9995		CUSTOMER CONCE	02	ADJUST RADIO L
			WIRING AND/OR	99993	CUSTOMER CONCE	14061	REPROGRAM PCM	ADMIN	ADMINISTRATIVE
			PRE DELIVERY	I26999	PDI RELATED FL				

Service Dept. Hours:
Mon. - Fri.
7:30 A.M. - 6:00 P.M.

HALLEEN

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27932 LORAIN RD.
NORTH OLMSTED, OHIO 44070
Phone: (440) 777-7600 (800) 354-6037



Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of these products. Seller hereby expressly disclaims all warranties either express or implied including any implied warranties of merchantability or fitness for a particular purpose regarding any products or services provided, unless otherwise indicated on the service repair order. This disclaimer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms of performance of the manufacturer's warranty.

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 diagnosis and repair. I hereby acknowledge that mechanic's lien is hereby acknowledged on the vehicle.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

"LIMITED EXPRESS WARRANTY"

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

☐ CASH ☐ CHECK ☐ CREDIT CARD

CUST. NO 101479	STOCK NO. 4-0064	TAG NO.	COLOR DRIFTWOOD	PAGE 1 OF 1
DATE 10NOV2004	VEHICLE IDENTIFICATION NUMBER 1G1ZT54804F	MILEAGE 20481	DELIVER DATE 02SEP03	YEAR 04
			MAKE AND MODEL CHEVROLET MALIBU	WRITTEN BY 105
				RO NUMBER 157875

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE:

WRITTEN ESTIMATE	ORAL ESTIMATE	DO NOT REQUEST AN ESTIMATE	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
1.	2.	3.		(INITIALS)

AUTHORIZED ADDITIONS

\$ _____ DATE _____ TIME _____ BY _____

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE:

SAVE ☐

DISCARD ☐

LINE	OR CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	03	CHECK HARD STEERING THUMPING SOUND WHEN TURNING WHEEL CAN HERE BINDING TYPE NOISE <i>COLD steering column noisy</i> <i>Replace steering column with adjustable pedals</i> <i>center steering wheel adjust toe</i>		
# B	01	CHECK HARD START CRANKS A LONG TIME COLD OR HOT TO START <i>OK no codes</i> <i>UTF</i>		
# C	03	CHECK RADIO DIALS PAINT COMING OFF <i>sof</i>		
			TOWING	AMOUNT
			MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

TECHNICIAN COPY

OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
048105	5P4E7680 COLUMN ASSEMBLY	01	ENGINE MECHANIC	00	PART ON ORDER/		
255900	9994N6626 WIRING AND/OR	9999	SUBLET REPAIRS	27901	1 DAY COURTESY	9999	SUBLET REPAIRS
	C2035 MIRROR, VISOR	C2860	CONSOLE ASSEMB				
160GT03	194305 6PCP00 PART ON ORDER/	P00	PART ON ORDER/	K9995	CUSTOMER CONCE	02	ADJUST RADIO L
	N6614 WIRING AND/OR	J9993	CUSTOMER CONCE	V14061	REPROGRAM PCM ADMIN		ADMINISTRATIVE
14207203SEP03	615 9D1Z7000 PRE DELIVERY	IZ6999	POI RELATED FL				

HALLEEN
20359
P.O. BOX 520
27932 LORAIN RD.
NORTH OLMSTED, OHIO 44070
Phone: (440) 777-7600 (800) 354-6037



Service Dept. Hours:
Mon. - Fri.
7:30 A.M. - 6:00 P.M.

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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 hereon described on streets, highways or elsewhere for the purpose of testing and/or inspection. Any express or implied lien is hereby acknowledged on above vehicle to secure the amount of repair charges.

CUSTOMER'S SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

"LIMITED EXPRESS WARRANTY"
GM Parts and Labor are warranted for 12 months or 12000 miles. This dealer hereby limits any implied warranties of merchantability and fitness to the same period.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

☐ CASH ☐ CHECK ☐ CREDIT CARD

CUST. NO 101479 STOCK NO. 4-0064 TAG NO. COLOR DRIFTWOOD PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	AC NUMBER
18NOV2004	1G1ZT54804F	20859	02SEP03	04	CHEVROLET MALIBU		105	158239

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

NAME

TIME PROMISED

WAITER

ESTIMATE
UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE:

WRITTEN ESTIMATE	ORAL ESTIMATE	DO NOT REQUEST AN ESTIMATE	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE

CITY/STATE/ZIP

PARMA OH

BILL TO:

P.O. NO.

BUSINESS PHONE

1. 2. 3. AUTHORIZED ADDITIONS

ENGINE NO.

TRANSM. NO.

AXLE NO.

PROD. DATE

LABOR RATE

DATE TIME BY

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE: SAVE ☐ DISCARD ☐

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	02	PAINT COMING OFF RADIO DIALS SOP PART IN <i>Replace radio</i>		
# B	03	CHECK STEERING WHEN TURNING WHEEL GROWING NOISE <i>sop</i>		
# C	03	CHECK HORN TONE BAD <i>Replace both horns</i>		
			TOWING	AMOUNT
			MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

TECHNICIAN COPY

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 1-149980035**BBB#:** CHV0457168

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$20,851.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$21,795.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$944.00

Trade Allowance (from dealer Bill of Sale)	\$1,500.00
Actual Cash Value Statement	\$2,500.00
Difference (if positive, this is the overallowance)	\$(1,000.00)

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$20,851.00
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>	\$1,000.00
Overallowance and/or Negative Equity minus	\$n/a
Actual price of Vehicle that should be presented to BBB for ATA	\$19,851.00

2004 MALIBU LS SEDAN
 33U LIGHT DRIFTWOOD METALLIC /L4G
 52C NEUTRAL
 ORDER NO. GKEXS0/TRE STOCK NO.
 VIN 1G1 ZT54 80 4F

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD22056864
 *****13*28233S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 08/20/03
LX9 3.5L V6 ENGINE	0.00	0.00	SHIPPED 08/20/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	EXP I/T 08/29/03
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 08/29/03
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 08/20/03
1SB MALIBU PREFERRED EQUIP GRP 1SB	800.00	720.00	KEYS G0296 G0296
* FLOOR MATS, FRONT & REAR			WFP-S QTR OPT-1
* DRIVER SEAT 6-WAY POWER			BANK: GMAC - 010
* HEAD CURTAIN SIDE AIR BAGS			CHG-TO 28-233
* REMOTE VEHICLE START SYSTEM			

SHIP WT: 3181
 HP: 18.4
 GMS: 19373.45
 SUPPLR: 20148.39
 MRM: 21795.00
 DAN: LS2
 MEMO 1033.50

TOTAL MODEL & OPTIONS	21170.00	19358.55	ACT 231	19348.45
DESTINATION CHARGE	625.00	625.00	H/B 261	635.10
LAM DEALER CONTRIBUTION		211.70	ADV 261	211.70
LAM GROUP CONTRIBUTION		105.85	EXP 65A	105.85

TOTAL	21795.00	20301.10	PAY 310	20301.10
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19360.45		

 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.

HALLEEN CHEVROLET, INC.

REMIT TO GMAC NO. 010
 VIN 1G1ZT54804F
 \$ 20301.10 INV 1AD22056864
 DUE 08/29/03 DEALER 28-233

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY
PROCESSING SOURCE: CHEVROLET

11/13/04

17:46:27

PAGE: 2

VIN: 1G1ZT5480 4F [REDACTED]

SELLG SCE: 13 MDL YR: 04 ORD NO: GKBXS0

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
PRB	01	13 28233	00024455908	09/26/03	750.00	DR OA		0.00	0

PROCESS TYPE: 001 CHECK NO:
DATA SCE: BARS INC MEMO NO: 00024455908 SSN:
MISC DATE: MISC: AUTH PUR CD:
POLICY PYMT CMNT: #786- DELIVERY DATE 2003-09-03 IS NOT E ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
PRB	01	13 28233	00024352062	09/11/03	750.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO:
DATA SCE: DLR INC MEMO NO: 00024352062 SSN:
MISC DATE: MISC: AUTH PUR CD:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XJC	01	13 28233	086840	09/19/03	961.72	OP		0.00	9

PROCESS TYPE: 004 CHECK NO:
DATA SCE: GMAC INC MEMO NO: 086840 SSN:
MISC DATE: 09/03/03 MISC: 0000097864MEA0 AUTH PUR CD:
POLICY PYMT CMNT: ACTV TYPE: 6

RCMPR028

VEHICLE EVENT SELECTION
PROCESSING SOURCE: CHEVROLET11/13/04
15:17:11

PAGE: 1

VIN: 1G1ZT5480 4F

SELLG SCE: 13

MDL YR: 04

ORD NO: GKBXS0

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 28233	00024610748		10/21/03	CCR	1,000.00	
INCTV PAYMENT	13 28233	00024610748		10/21/03	CCR	1,000.00	
INCTV APPLICATN	13 28233	00024610748		10/21/03	CCR	1,000.00	
INCENTIVE CHARG	13 28233	00024455908		09/26/03	PRB	750.00	DR
INCENTIVE MEMO	13 28233	00024455908		09/26/03	PRB	750.00	DR
INCTV APPLICATN	13 28233	00024455908		09/25/03	PRB	750.00	DR
DELIVERY D.O.E.	13 28233			09/24/03		0.00	
DLVY CANCEL DOE	13 28233			09/24/03		0.00	
INCENTIVE CHARG	13 28233	00024419615		09/23/03	CCR	1,000.00	DR
INCENTIVE MEMO	13 28233	00024419615		09/23/03	CCR	1,000.00	DR
INCTV APPLICATN	13 28233	00024419615		09/23/03	CCR	1,000.00	DR
INCENTIVE MEMO	13 28233	086840		09/19/03	XJC	961.72	
INCTV PAYMENT	13 28233	086840		09/19/03	XJC	961.72	
INCTV APPLICATN	13 28233	086840		09/19/03	XJC	961.72	
INCENTIVE MEMO	13 28233	086840		09/19/03	CCR	1,000.00	
INCTV PAYMENT	13 28233	086840		09/19/03	CCR	1,000.00	
INCTV APPLICATN	13 28233	086840		09/19/03	CCR	1,000.00	
INCENTIVE MEMO	13 28233	00024352062		09/11/03	PRB	750.00	
INCTV PAYMENT	13 28233	00024352062		09/11/03	PRB	750.00	
INCTV APPLICATN	13 28233	00024352062		09/09/03	PRB	750.00	
INCENTIVE MEMO	13 28233	00024335275		09/09/03	FFC	20.57	
INCTV PAYMENT	13 28233	00024335275		09/09/03	FFC	20.57	
INCTV APPLICATN	13 28233	00024335275		09/09/03	FFC	20.57	
DELIVERY D.O.E.	13 28233			09/08/03		0.00	
DELIVERY TO CUS	13 28233			09/03/03		0.00	
DELIVERY CANCEL	13 28233			09/02/03		0.00	
DELIVERY TO CUS	13 28233			09/02/03		0.00	
SETTLEMENT DATE	13 28233	1AD22056864		08/30/03		20,301.10	CR
EXPIRATION TRAN	13 28233	1AD22056864		08/29/03		0.00	
ORIGINAL INVOIC	13 28233	1AD22056864		08/20/03		20,301.10	
COV/NVIS DATE	13 28233	1AD22056864		08/20/03		0.00	
CATCH UP LABEL	13 28233			08/20/03		21,795.00	
SHIPMENT DATE	13 28233			08/20/03		0.00	
PRODUCTION (BUI	13 28233			08/20/03		0.00	
PREFERENCE TO P	13 28233			06/17/03		0.00	
GM ORDER ACCEPT	13 28233			06/12/03		0.00	
GM ORDER ACCEPT				06/12/03		0.00	
GM ORDER ACCEPT				06/12/03		0.00	

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 1-149980035**BBB#:** CHV0457168

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$20,851.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$21,795.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$944.00

Trade Allowance (from dealer Bill of Sale)	\$1,500.00
Actual Cash Value Statement	\$2,500.00
Difference (if positive, this is the overallowance)	\$(1,000.00)

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$20,851.00
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>	\$1,000.00
Overallowance and/or Negative Equity minus	\$n/a
Actual price of Vehicle that should be presented to BBB for ATA	\$19,851.00



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To: Betsy McGhee
Company:
Phone:
Fax: 866-249-2313

From:
Phone:
Fax:
Date: Monday, November 22, 2004 9:18:56 AM
Pages: 03
(including cover)

Comments

CONFIDENTIALITY

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Privileged and Confidential Information

CASE ASSESSMENT BY: Betsy McGhee

Siebel/CARS Request No: 1-149980024

Customer Name: [REDACTED]

Year of Vehicle: 2004

Make: Chevy

Model: Malibu

Current Mileage: 20,859

Vehicle ID No.: 1G1ZT54804F [REDACTED]

In Service Date: 09/03/03

Purchased: New/Leased

What is customer seeking: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Noise in Steering Column

Date	Mileage	Days Out	Description of Repair
07/21/04	14,379	3	C/S there is a knock noise in the right front over bumps – steering rack & cradle not properly torqued – retorqued C/S there is a rattle noise coming from the drivers area – upper column and assist assembly electronic power steering replaced
11/10/04	20,481	1	C/S steering has thumping sound when turning wheel, binding type noise – replaced steering column with adjustable pedals
11/18/04	20,859	1	C/S when turning steering wheel growing noise - SOP

OTHER SYMPTOM/CONCERN:

Date	Mileage	Days Out	Description of Repair
10/16/03	1943	2	C/S driver side front visor lid off – ordered new visor C/S center console arm rest loose - tightened C/S check lag when shifting first to second – no problem found C/S radio when accelerating automatic volume goes up but Won't maintain volume, adjusted C/S aux outlets on dash and in console if radio on am & cell phone plugged in can hear static in radio – customer charger defective – NPF C/S when cell phone plugged in will start car/car equipped With automatic start (See above customer charger bad)
10/29/03	2559	2	Replace sun visor (From 10/16/03) Refit center console lid (From 10/16/03) C/S will start itself when cell phone plugged in – cell phone Adapter cause vehicle to start
04/29/04	12,839	1	C/S vehicle will not crank intermittent – reprogrammed ECM
07/21/04	14,379	x	C/S right front strut is making noise when pushing the car up and down – right front strut weak – replaced C/S trunk panels where cargo net attached to passenger compartment loose – replaced retainers for cargo net
11/10/04	20,481	x	C/S hard start cranks a long time cold or hot – NPF C/S radio dials paint coming off - SOP
11/18/04	20,859	x	SOP radio dials from 11/10/04 C/S horn tone bad – replace both horns

Total Days Out of Service: 10 (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)? _____All remedies_____

AVM and/or DEALER RECOMMENDATION(s):

Waiting on AVM recommendations.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

CRM feels due to on-going concerns with steering a repurchase should be offered to the customer, with customer responsible for his miles over his lease contract, which a contractual agreement between the customer and GMAC.

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

Team Manager Approval:

Date:



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To: Betsy McGhee
Company:
Phone:
Fax: 866-249-2313

From:
Phone:
Fax:
Date: Thursday, November 18, 2004 2:22:06 PM
Pages: 02
(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.

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 1-149980035**BBB#:** CHV0457168

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$20,851.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$21,795.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$944.00

Trade Allowance (from dealer Bill of Sale)	\$1,500.00
Actual Cash Value Statement	\$2,500.00
Difference (if positive, this is the overallowance)	\$(1,000.00)

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

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$20,851.00
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>	\$1,000.00
Overallowance and/or Negative Equity minus	\$n/a
Actual price of Vehicle that should be presented to BBB for ATA	\$19,851.00

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

- 1.Date (mm/dd/yyyy): 12/03/2004
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Middleburg Heights, Oh [REDACTED]
 5.Primary Customer Phone #: [REDACTED] Mobile
 6.Additional Customer Phone #: [REDACTED] Click here for pull-down:
 7.Customer fax #: [REDACTED]
 8. Cust Drivers Licenses #: [REDACTED]
 9. State tax % rate: [REDACTED]

Customer Vehicle Information

- 10.Year/Make/Model: 2004 Chevrolet Malibu Ls
 11.VIN (17 Digits): 1G1ZT54804F [REDACTED] 12.Current Mileage: 21,000
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Halleen
 15.Dealership Phone #: 440-777-7600
 16.Dealership Contact Name and **TITLE**: Steve Stein
 17.Dealership Contact Phone # (if different than Dealership #): [REDACTED]
 18.Dealership Contact Fax #: [REDACTED]
 19.Dealership BAC: 113610 Region: North Central

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

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

21.Was a **TRADE** Repurchase offered? YES22.If this will not be a Trade Repurchase, Please explain Why? Customer did not want**TAC case number is required and if not available, Please explain why not?**

23.CAC Case Number: 1-149980035 24.TAC Case Number: [REDACTED]

25.If no TAC number, Explain: Dealership thought vehicle was repaired

26.Reason for Repurchase (Include specific mechanical failure): Noise in steering column - rack & cradle not properly torqued, retorqued, replaced upper column and assembly electronic power steering replaced, steering column replaced twice

27.This case was resolved by: Field Decision working with open case in Tampa ADR

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

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? STRAIGHT REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): Dealership to inspect

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

33.New Vehicle Year/Make/Model: [REDACTED]

34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): [REDACTED]**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: 6000 miles@\$.20/mile = \$1200.00

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: _____

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: 100%

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: Straight repurchase, customer receiving back lease payment, \$141.48 tax, \$70.25 license fees, less usage on overage on lease 6000 miles @\$.20/mile = \$1200.00

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 12/02/2004

42.Authorizer Name: Betsy McGhee & Joe Semock

43.GM Position: Area Service Manager

44.VoiceMail Node: 630092 Mailbox Number: 8198

45.Email Address: Joe. Semock@GM.com

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

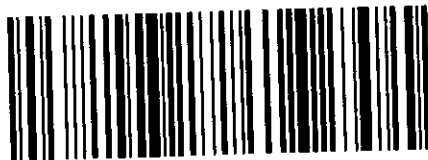
Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com

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.

Shirley NY

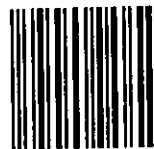
CERTIFIED MAIL™



7003 2260 0005 6532 9141



9261



48232

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

NOV 24 2003



U.S. POSTAGE
PAID
SHIRLEY, NY
11967
NOV 21 03
AMOUNT

\$2.30

00029145-09

482325170 BOS1



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

November 20, 2003
Re: FILE #1-161116058 Started on 11/13/03
VIN1G1ZT54804F [REDACTED]

To Whom It May Concern:

On 9/12/2003 we went to Ramp Chevrolet in Pt. Jefferson, N.Y. to inquire about leasing a new car. We were treated very well and agreed to lease a 2004 Chevrolet Malibu. The pickup was set for 9/18/03. On that day we went in and signed all the paperwork and drove home in our new car. A few days later we had to go back and resign all the papers due to bank problem. Then a few days after that as I was driving home from work a warning light came on it was a car with a wrench in it, and the words power steering printed out on the radio or (DIC), I had no power steering at that time. I immediately stopped the car turned it off and sat for a few minutes, when I turned the car on again the light was gone and the power steering was back so I drove home and thought all was okay. On November 8th it happened again. So on the 10th we took the car back to Ramp Chevrolet where it stayed for two days. They looked at car and they were in touch with technical services that told them to clean connectors and return car to us. No definitive problem was found. Under protest we took car home. I really felt unsafe but light was off and power steering was working so we took it home on 11/12/03. On the 13th I was driving to a very important appointment and it happened again at a very dangerous intersection, I had just initiated a turn and once again light came on and power steering was gone. I missed getting hit by a fraction of a second. This time I got off the road and kept car running. I called roadside assist at 1800-CHEV USA to have car towed back to Ramp Chevrolet so they could see the problem, car was kept running till we got it there. Once again, problem cannot be duplicated so now all parts are being replaced. Today is the 20th and we were told that they have to wait for parts, next week is a holiday so it will probably be ready on or around December 2. How will I know car is safe and that problem is corrected if the same parts are being replaced can you guarantee my safety? Car will have been at dealership almost a month. I am paying \$350 a month for lease and \$100 for insurance and I am driving a used loaner car. At this point I am really upset and unhappy. Living with the fear of the steering going out is no way to drive a car let alone a NEW CAR. Something has to be done to alleviate this fear!!!!!!!!!!!!

Awaiting your reply,

[REDACTED]
Shirley, NY [REDACTED]

[REDACTED] e-mail [REDACTED]

Cc Ramp Chevrolet Service Manager

August 4, 2011

[REDACTED]
Shippensburg, PA [REDACTED]

Service Request: 1-161439682
Customer Relationship Manager: Talvi Watia

Dear Mrs. [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 Malibu, Vehicle Identification Number 1G1ZT54834F [REDACTED] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 1/28/2004 and ending on 1/28/2006, and begins with 7,362 and ends with 31,362 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 GMPP at 1-800-631-5590 if you have additional 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

August 4, 2011

[REDACTED]
Lancaster, PA [REDACTED]

Service Request: 1-166679302

Dear Ms. [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. 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,

Zachary Sonneborn
Customer Relationship Manager

MN0001-T/mm

PAR Case Assessment Form

Siebel Request No.: 1-167781602

Customer Name: [REDACTED]

Product Purchased?: ☒ New ☐ Used

Vehicle Identification Number: 1G1ZT52894F [REDACTED]

Model: Malibu

Make: Chevy

Year: 2004

Mileage: 2019

Service Request Detail Screen ☒ Reviewed and Updated

Pre-PAR Form ☒ Reviewed and Updated

PAR Detail Form ☒ Reviewed and Updated

Allegation and / or Claim

- ☐ OnStar (Follow specialized procedure)
☐ Credit / Rebill Process (Review Step-by-Step)

☐ Injury

☐ Reviewed Step-by-Step in Webknowledge:

☐ **Major** (Surgery, compensation, current medical treatment, lacerations, sutures, fractures, paralysis, loss of consciousness, fatality)

☐ Forward file to ESIS.

☐ **Minor** (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a thorough description.

☐ Dealer

☐ Forward file to EAA

☐ **Grey Area** (Past: medical treatment, surgery and injury. Pregnancy, numbness)

☐ Review file with Team Manager

☐ Forward file to ESIS

☐ PAR will work file

☒ Collision (Includes curbs and / or sidewalks):

☐ **Air Bag/s (Vetronix)** –

☐ Non-Deployment

☐ Forward file to EAA

☐ Advised customer on basic air bag function

☐ Inadvertent Deployment without collision

☐ Advised customer on basic airbag function

☐ Dealer (Inspect under-carriage)

☐ Forward file to EAA

☐ Deployment with Collision

☐ Advised customer on basic air bag function

☐ Dealer (Inspect vehicle and obtain a repair estimate)

☐ Forward file to EAA (Customer is requesting an inspection)

☒ **Brakes / ABS (Vetronix if applicable) / Suspension / Tires / Wheel Separation / Steering**

☐ **Major Body Damage** (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)

☐ Forward file to EAA

☐ Advised customer on basic brake/ABS function

☒ **Minor Body Damage** (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)

☐ Advised customer on basic brake/ABS function

☒ Dealer

☐ Forward file to EAA (Customer is requesting an inspection)

- ☐ **Thermal Event:**
- ☐ **Major** (Entire: vehicle, compartment, component and / or > 2 components)
 - ☐ Forward file to EAA.
 - ☐ **Minor** (Centralized / Confined to a small area) – Review with customer and/or Dealership for a thorough description.
 - ☐ Dealer Inspection and / or Repair Order
 - ☐ Forward file to EAA.
 - ☐ **Smoke / Non-Thermal –**
 - ☐ Return to Workflow (File reviewed < 24 HRS after assignment).
 - ☐ PAR will work file (File is > 24 HRS after assignment).
- ☐ **Property Damage (Includes pets):**
- ☐ **< \$1,000** - Advise Dealership to proceed under PAR Warranty code Z1241
 - ☐ **> \$1,000** - Review with customer and/or Dealership for thorough description. Obtain estimate and attach to file and / or conclude damage may be >\$1,000
 - ☐ Forward file to ESIS.
- ☐ **Insurance Subrogation Claim**
- ☐ **Deductible Claim**
- ☐ **Compensation Claim with Supporting Documentation** – Review with customer and/or caller for thorough description.
 - ☐ Forward file to ESIS.
- ☐ **Law Enforcement Inquiry without allegation**
 - ☐ Forward file to Workflow
- ☐ **Law Enforcement Inquiry with allegation**
 - ☐ Review file with Team Manager
- ☐ **Customer Retracted Allegation:**
 - ☐ PAR will close file.

Vehicle Evaluation

- ☒ **Inspection requested**
- ☐ EAA
 - ☒ Dealer
 - ☐ Field Personnel
- ☐ **Inspection not requested**
- ☐ Customer did not authorize inspection
 - ☐ Customer accepted explanation and resolution
 - ☐ Customer retracted allegation
 - ☐ Vehicle not available
 - ☐ Customer does not own vehicle

Siebel Actions/Follow-Up

- ☒ Documented all actions and events in the PAR file
- ☒ Provided resolution to Dealer and AVM

CRM Resolution / Recommendation

- ☐ Forward file to ESIS
 - ☐ Repair
 - ☐ Repurchase
 - ☐ Trade Repurchase
 - ☐ Law Enforcement Inquiry
 - ☐ GM declines responsibility
 - ☐ File Closed / Customer Information Request Only
 - ☐ File forwarded to the Workflow
 - ☐ Non PAR File
 - ☒ Other
-

August 4, 2011

[REDACTED]
[REDACTED]
Clifton Park, NY [REDACTED]

Service Request: 1-167791275

Customer Relationship Manager: Daniel Guibert

Dear Mrs. [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 Malibu, Vehicle Identification Number 1G1ZT52874F [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 01/06/2004 and ending on 01/06/2005, and begins with 2,316 and ends with 14,316 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 GMPP at 1-800-631-5590 if you have additional 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

GMPP REQUEST FOR PROCESSING

Page 1 of 1

002-1-8-04

GMPP REQUEST FOR PROCESSING

SR #

1-167791275

New/Used

New

Division Name

Chevrolet

Car

Complete VIN

1G1ZT52874F

Year

2004

Division - Dealer Code Information

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 dealers profit.)

Delivery Date

9/18/03

Odometer reading

2316

Plan purchase date

01/06/04

Customer Ownership

Owner

Business Name:

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

Mrs.

Address Line 1:

Address Line 2:

City: Clifton Park

State: NY

Zip:

Plan Type

SmartCare

of months

12 months

Mileage

12000 miles

Plan Type

Choose Plan

of months

Choose

Mileage

Choose

Deductible

\$0.00

Plan lien holder (Select Division below):

Division:

Chevrolet - PO Box 33170 Detroit, MI 48232-5170

CRM (decision maker):

Daniel Guibert

Team Manager/Liaison

TM Elissa Walker/GL Karl Gatke

TEAM CARS Site

Tampa

Date

01/06/04

☐ AVM Requested

August 4, 2011

[REDACTED]
[REDACTED]
Trabuco Canyon, CA [REDACTED]

Service Request: 1-168868805
Customer Relationship Manager: Nikia Kaiza

Dear Ms. [REDACTED]:

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

To help us review your request in a timely manner, please 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

August 4, 2011

[REDACTED]
[REDACTED]
Trabuco Canyon, CA [REDACTED]

Service Request: 1-168868805
Customer Relationship Manager: Nikia Kaiza

Dear Mrs. [REDACTED]

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

To help us review your request in a timely manner, please 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

August 4, 2011

[REDACTED]
Sterling, VA [REDACTED]

Service Request: 1-170271907
Customer Relationship Manager: Heather Hoots

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 Malibu, Vehicle Identification Number 1G1ZU54864F [REDACTED], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 01/22/2004 and ending on 01/22/05 and begins with 1900 and ends with 13900 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 GMPP at 1-800-631-5590 if you have additional 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

August 4, 2011

[REDACTED]
Little Rock, AR [REDACTED]

Service Request: 1-170317042

Dear Ms. [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. 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,

Bernard Glaser
Customer Relationship Manager

MN0001-T/tlc



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 7, 2004

Little Rock, Arkansas

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu**

Case Number: **1-170317042**

Dear Ms. :

We regret that you are dissatisfied with your **2004 Chevrolet Malibu** and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **Chevrolet** customer. **Chevrolet** will assist you into new **2004 Chevrolet Monte Carlo, vehicle 2G1WW12E849**. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 04/26/04	\$25,781.14
Plus Upgrade	\$ 1,300.00
Plus Usage	\$ 722.58
Less Reimbursement of prior taxes	\$ 1,084.43
TOTAL RESPONSIBILITY OF CUSTOMER	\$26,719.29

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase vehicle **1G1ZT54814F** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-233-7026 April 9, 2004. The conditions of the trade-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)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction



If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Crain Chevrolet**. 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 57098 if you have any questions or concerns.

Sincerely,
Kathy Meszaros
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 29, 2004

Little Rock, Arkansas

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu**

Case Number: **1-170317042**

Dear Ms.

We regret that you are dissatisfied with your **2004 Chevrolet Malibu** and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **Chevrolet** customer. **Chevrolet** will assist you into new **2004 Chevrolet Monte Carlo, vehicle 2G1WW12E84**. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 05/20/04	\$25,351.69
Plus Upgrade	\$ 1,300.00
Plus Usage	\$ 722.58
Less Reimbursement of prior taxes	\$ 1,084.43
TOTAL RESPONSIBILITY OF CUSTOMER	\$26,289.84

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase vehicle **1G1ZT54814F** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-233-7026 May 3, 2004. The conditions of the trade-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)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction



If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Crain Chevrolet**. 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 57098 if you have any questions or concerns.

Sincerely,
Kathy Meszaros
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

BRC REPURCHASE WORKSHEET

File Number

1-170317042

Customer Name

[REDACTED]

Worksheet filled out by:

Kathy Meszaros

Old Vehicle VIN:

1G1ZT54814F [REDACTED]

New Vehicle VIN:

2G1WW12E84 [REDACTED]

Date:

4/29/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	20,900.48	G	Purchase Price (New Unit)	20,900.48
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	0.00
Tax	0.00	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	0.00
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	20,900.48			
CUSTOMER'S		R	Less Dealer Contribution	0.00
6% Sales Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	20,900.48
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	19,962.33
		N		
Usage/Depreciation	722.58	S	Payoff	25,351.69
Damage	0.00	I		
Upgrade	1,300.00	B	Net Allowance	(5,389.36)
Downgrade (deducted)	0.00	I		
Reimbursement of Taxes/Reg	1,084.43	T	Cash on Delivery (Paid by GM)	0.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	26,289.84
Total Customer Cost	938.15			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	19,962.33			
Total Payoff Amount	25,351.69		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	05/20/04			
Dealer Due to GM	5,389.36			
GM Due to Dealer	NA			

Estimated Auction Price	18,181.00			**This is a "work in process" until signed	
Projected (Loss)	(1,781.33)			by a GM Authorized Representative**	
					Rev 1/6/04

Dealer Confirmation Letter- Trade Repurchase (Customer Participation)

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610

Phone (800) 231-1841 x 57098, Kathy Meszaros

Trade Repurchase Agreement between Chevrolet and its dealer partner Crain Chevrolet

Customer's Name: Ms. [REDACTED]
Case Number: 1-170317042

Thank you for assisting Chevrolet in the trade repurchase transaction for our mutual customer.

The dealer will issue a check in the amount of **\$5,389.36** to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of **\$25,351.69 to Regions Bank.**

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	2G1WW12E84 [REDACTED]
New Vehicle Sales Price:	\$20,900.48
Used Vehicle Trade Value:	\$19,962.33
Customer cost:	\$938.15
Taxes:	None
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 05/20/04	\$25,351.69
Plus title and license fees:	Paid by customer
Miscellaneous State Fees:	Paid by customer
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Payoff of Original Vehicle:	\$25,351.69
Usage / depreciation:	\$ 722.58
Upgrade:	\$ 1,300.00
Plus reimbursement of prior taxes:	\$ 1,084.43
Total customer cost:	<u>\$26,289.84</u>

Crain Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-233-7026.

CRAIN CHEVROLET BAC 166733 Management Agent's Signature and Title.

CRAIN CHEVROLET BAC 166733 Management Agent's Printed Name and Title.

Kathy Meszaros

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number

1-170317042

Customer Name

[REDACTED]

Worksheet filled out by:

Kathy Meszaros

Old Vehicle VIN:

1G1ZT54814F [REDACTED]

New Vehicle VIN:

2G1WW12E849 [REDACTED]

Date:

4/7/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	20,900.48	G	Purchase Price (New Unit)	20,900.48
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	0.00
Tax	0.00	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	0.00
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	20,900.48			
CUSTOMER'S		R	Less Dealer Contribution	0.00
6% Sales Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	20,900.48
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	19,962.33
		N		
Usage/Depreciation	722.58	S	Payoff	25,781.14
Damage	0.00	I		
Upgrade	1,300.00	B	Net Allowance	(5,818.81)
Downgrade (deducted)	0.00	I		
Reimbursement of Taxes/Reg	1,084.43	T	Cash on Delivery (Paid by GM)	0.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	26,719.29
Total Customer Cost	938.15			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	19,962.33			
Total Payoff Amount	25,781.14		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	04/26/04			
Dealer Due to GM	5,818.81			
GM Due to Dealer	NA			

Estimated Auction Price	18,181.00			**This is a "work in process" until signed	
Projected (Loss)	(1,781.33)			by a GM Authorized Representative**	
					Rev 1/6/04

Dealer Confirmation Letter- Trade Repurchase (Customer Participation)

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610

Phone (800) 231-1841 x 57098, Kathy Meszaros

Trade Repurchase Agreement between Chevrolet and its dealer partner Crain Chevrolet

Customer's Name: Ms. [REDACTED]
Case Number: 1-170317042

Thank you for assisting Chevrolet in the trade repurchase transaction for our mutual customer.

The dealer will issue a check in the amount of **\$5,818.81** to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of **\$25,781.14 to Regions Bank.**

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	2G1WW12E849 [REDACTED]
New Vehicle Sales Price:	\$20,900.48
Used Vehicle Trade Value:	\$19,962.33
Customer cost:	\$2,022.58
Taxes:	None
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 04/26/04	\$25,781.14
Plus title and license fees:	Paid by customer
Miscellaneous State Fees:	Paid by customer
Plus reimbursement of prior taxes & fees:	\$1,084.43
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Payoff of Original Vehicle:	\$25,781.14
Usage / depreciation:	\$ 722.58
Upgrade:	\$ 1,300.00
Plus reimbursement of prior taxes:	\$ 1,084.43
Total customer cost:	\$26,719.29

Crain Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-233-7026.

CRAIN CHEVROLET BAC 166733 Management Agent's Signature and Title.

CRAIN CHEVROLET BAC 166733 Management Agent's Printed Name and Title.

Kathy Meszaros

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number
1-170317042

Customer Name
[REDACTED]

Worksheet filled out by:
Kathy Meszaros

Old Vehicle VIN:
1G1ZT54814F [REDACTED]

New Vehicle VIN:
2G1WW12E849 [REDACTED]

Date:
5/4/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	20,900.48	G	Purchase Price (New Unit)	20,900.48
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	0.00
Tax	0.00	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	0.00
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Reimbursement of Taxes/Reg	1,084.43	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	21,984.91			
CUSTOMER'S		R	Less Dealer Contribution	0.00
6% Sales Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	20,900.48
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	18,877.90
		N		
Usage/Depreciation	722.58	S	Payoff	25,351.69
Damage	0.00	I		
Upgrade	1,300.00	B	Net Allowance	(6,473.79)
Downgrade (deducted)	0.00	I		
Reimbursement of Taxes/Reg	0.00	T	Cash on Delivery (Paid by GM)	0.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	27,374.27
Total Customer Cost	2,022.58			
			Amount to Dealer for additional Fees	1,084.43
Trade Repurchase Amount	19,962.33			
Total Payoff Amount	25,351.69		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	05/20/04			
Dealer Due to GM	5,389.36			
GM Due to Dealer	NA			

Estimated Auction Price	18,181.00			**This is a "work in process" until signed	
Projected (Loss)	(1,781.33)			by a GM Authorized Representative**	
					Rev 1/6/04

Dealer Confirmation Letter- Trade Repurchase (Customer Participation)

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610

Phone (800) 231-1841 x 57098, Kathy Meszaros

Trade Repurchase Agreement between Chevrolet and its dealer partner Crain Chevrolet

Customer's Name: Ms. [REDACTED]
Case Number: 1-170317042

Thank you for assisting Chevrolet in the trade repurchase transaction for our mutual customer.

The dealer will issue a check in the amount of **\$5,389.36** to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of **\$25,351.69 to Regions Bank.**

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	2G1WW12E849 [REDACTED]
New Vehicle Sales Price:	\$20,900.48
Used Vehicle Trade Value:	\$18,877.90
Customer cost:	\$2,022.58
Taxes:	None
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 05/20/04	\$25,351.69
Plus title and license fees:	Paid by customer
Miscellaneous State Fees:	Paid by customer
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Payoff of Original Vehicle:	\$25,351.69
Usage / depreciation:	\$ 722.58
Upgrade:	\$ 1,300.00
Total customer cost:	\$27,374.27

Crain Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-233-7026.

CRAIN CHEVROLET BAC 166733 Management Agent's Signature and Title.

CRAIN CHEVROLET BAC 166733 Management Agent's Printed Name and Title.

Kathy Meszaros

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number
1-170317042

Customer Name
[REDACTED]

Worksheet filled out by:
Kathy Meszaros

Old Vehicle VIN:
1G1ZT54814F [REDACTED]

New Vehicle VIN:
2G1WW12E849 [REDACTED]

Date:
4/16/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	20,900.48	G	Purchase Price (New Unit)	20,900.48
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	0.00
Tax	0.00	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	0.00
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	20,900.48			
CUSTOMER'S		R	Less Dealer Contribution	0.00
6% Sales Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	20,900.48
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	19,962.33
		N		
Usage/Depreciation	722.58	S	Payoff	25,815.37
Damage	0.00	I		
Upgrade	1,300.00	B	Net Allowance	(5,853.04)
Downgrade (deducted)	0.00	I		
Reimbursement of Taxes/Reg	1,084.43	T	Cash on Delivery (Paid by GM)	0.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	26,753.52
Total Customer Cost	938.15			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	19,962.33			
Total Payoff Amount	25,815.37		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	05/03/04			
Dealer Due to GM	5,853.04			
GM Due to Dealer	NA			

Estimated Auction Price	18,181.00			**This is a "work in process" until signed	
Projected (Loss)	(1,781.33)			by a GM Authorized Representative**	
					Rev 1/6/04

Dealer Confirmation Letter- Trade Repurchase (Customer Participation)

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610

Phone (800) 231-1841 x 57098, Kathy Meszaros

Trade Repurchase Agreement between Chevrolet and its dealer partner Crain Chevrolet

Customer's Name: Ms. [REDACTED]
Case Number: 1-170317042

Thank you for assisting Chevrolet in the trade repurchase transaction for our mutual customer.

The dealer will issue a check in the amount of **\$5,853.04** to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of **\$25,815.37 to Regions Bank.**

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	2G1WW12E849 [REDACTED]
New Vehicle Sales Price:	\$20,900.48
Used Vehicle Trade Value:	\$19,962.33
Customer cost:	\$2,022.58
Taxes:	None
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 05/03/04	\$25,815.37
Plus title and license fees:	Paid by customer
Miscellaneous State Fees:	Paid by customer
Plus reimbursement of prior taxes & fees:	\$1,084.43
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Payoff of Original Vehicle:	\$25,815.37
Usage / depreciation:	\$ 722.58
Upgrade:	\$ 1,300.00
Plus reimbursement of prior taxes:	\$ 1,084.43
Total customer cost:	\$26,753.52

Crain Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-233-7026.

CRAIN CHEVROLET BAC 166733 Management Agent's Signature and Title.

CRAIN CHEVROLET BAC 166733 Management Agent's Printed Name and Title.

Kathy Meszaros

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 4, 2004

[REDACTED]

Little Rock, Arkansas [REDACTED]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu**

Case Number: **1-170317042**

Dear Ms. [REDACTED]

We regret that you are dissatisfied with your **2004 Chevrolet Malibu** and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **Chevrolet** customer. **Chevrolet** will assist you into new **2004 Chevrolet Monte Carlo, vehicle 2G1WW12E849** [REDACTED]. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Reimbursement of prior Taxes will be paid separately	\$1,084.43
Payoff of original Vehicle good until 05/20/04	\$25,351.69
Plus Upgrade	\$ 1,300.00
Plus Usage	\$ <u>722.58</u>
TOTAL RESPONSIBILITY OF CUSTOMER	\$27,374.27

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase vehicle **1G1ZT54814F** [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-233-7026 May 7, 2004. The conditions of the trade-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)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction



GMC

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Crain Chevrolet**. 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 57098 if you have any questions or concerns.

Sincerely,
Kathy Meszaros
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

August 4, 2011

[REDACTED]
Hillside, NJ [REDACTED]

Service Request: 1-170696246
Customer Relationship Manager: Jeremy Beath

Dear Mrs. [REDACTED]:

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 Chevrolet Customer Assistance Center at 1-866-952-4368 x58642 Monday through Friday between 8:00 a.m. and 4:45 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

August 4, 2011

[REDACTED]
[REDACTED]
Harrisville, PA [REDACTED]

Service Request: 1-171911408
Customer Relationship Manager: Paris Sabala

Dear Mr. [REDACTED]

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

To help us review your request in a timely manner, please 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

August 4, 2011

[REDACTED]
Keller, TX [REDACTED]

Service Request: 1-172249516
Customer Relationship Manager: Joanne Augello

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 Malibu, Vehicle Identification Number 1G1ZU54844F [REDACTED] is for the following:

- 60 months or 100,000 miles, whichever occurs first, beginning on January 20, 2004, and ending on January 20, 2010, and begins with 7,525 and ends with 107,525 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 GMPP at 1-800-631-5590 if you have additional 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

August 4, 2011

[REDACTED]
[REDACTED]
Keller, TX [REDACTED]

Service Request: 1-172249516
Customer Relationship Manager: Donald Stailey

Dear Mr. [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. 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

August 4, 2011

[REDACTED]
[REDACTED]
Lakemore, OH [REDACTED]

Service Request: 1-172276864
Customer Relationship Manager: Ismael Lebron-Bravo

Dear Mrs. [REDACTED]

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

To help us review your request in a timely manner, please 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

August 4, 2011

[REDACTED]
[REDACTED]
Alexandria, VA [REDACTED]

Service Request: 1-172436408
Executive Office: Ann Marie Tomlinson

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 Malibu, Vehicle Identification Number 1G1ZT54834F [REDACTED] is for the following:

- 36 months or 36,000 miles, whichever occurs first, beginning on April 9, 2004 and ending on April 9, 2007, and begins with 3,977 and ends with 39,977 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 GMPP at 1-800-631-5590 if you have additional 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.

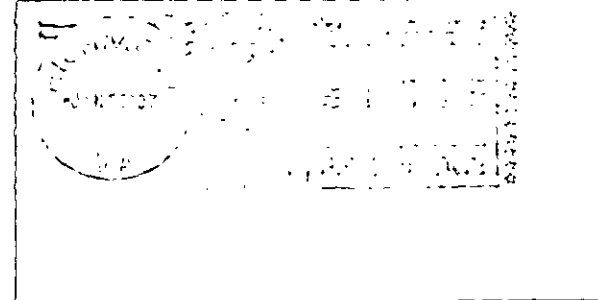
Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

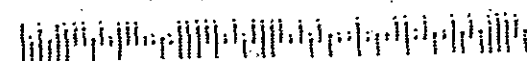
For more information regarding the maintenance and care of your vehicle, please visit www.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

FEB 01 2007



KAHN & ASSOCIATES, L.L.C.
ATTORNEYS AT LAW
700 EAST MAIN STREET, SUITE 1600
RICHMOND, VA 23219

To *Carmelina Aponte*
General Motors Corp.
Business Resource Ctr.
PO Box 33170
Detroit MI 48232





CHEVROLET

Customer Assistance Center

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

April 9, 2004

COPY

[REDACTED]
Alexandria, VA [REDACTED]

Service Request: 1-172436408
Executive Office: Ann Marie Tomlinson

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 Malibu, Vehicle Identification Number 1G1ZT54834F [REDACTED] is for the following:

- 36 months or 36,000 miles, whichever occurs first, beginning on April 9, 2004 and ending on April 9, 2007, and begins with 3,977 and ends with 39,977 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 GMPP at 1-800-631-5590 if you have additional 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.mymmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



June 2004

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Reason For This Recall: General Motors has decided that two defects, which relate to motor vehicle safety, exist in certain 2004 model year Chevrolet Malibu vehicles equipped with anti-lock brake system (ABS). On these vehicles, the ABS controller may calculate a higher than actual vehicle speed if there is an erratic rear-wheel speed sensor signal. This can cause ABS activation where it is not needed or cause needed ABS activation to be extended during braking as the vehicle speed drops to about 3 mph. A four-wheel ABS activation could occur for a maximum of 1.25 seconds on a level surface or for up to 2.5 seconds if the vehicle is on a grade, resulting in increased stopping distances of up to 11.4 ft. If this condition occurs where stopping distance is limited, a crash could occur.

Some customers may experience illumination of the ABS warning lamp on the instrument panel. This can occur when the system detects erratic speed signals and it means that the ABS is disabled. The brake system will perform normally in non-ABS mode until the vehicle is restarted and the ABS lamp is off.

In addition, a Malibu was tested recently in a government 38.8 mph side impact test. Analysis of the results indicated that during a side impact the outboard anchorage of the driver's safety belt could disconnect because of contact between the seat trim and the anchorage connector when the seat is adjusted to its lowest position. If this were to occur, the driver will no longer be properly restrained, increasing the risk of injury.

What Will Be Done: To prevent the possibility of these conditions occurring, your Chevrolet dealer will reprogram the ABS controller and install a retainer in the front safety belt connectors. This service will be performed for you at **no charge**.

How Long Will The Repair Take? This service correction will take approximately 35 minutes. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your Chevrolet dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.2438.

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Courtesy Transportation: If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on courtesy transportation.

Program Information Online: More information about this program (including answers to frequently asked questions) is available online at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit www.mygmlink.com, and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Chevrolet Motor Division
General Motors Corporation

Enclosure
04027/04030

HERITAGE CHRYSLER PLYMOUTH SALES INC.

1800 Old Richmond Highway

Alexandria, Virginia 22303

(703) 329-1300

SUPPLEMENTAL CONDITIONS



IT IS FURTHER UNDERSTOOD AND AGREED:

THESE SUPPLEMENTAL CONDITIONS ARE ATTACHED TO AND FORM A PART OF THE ORDER BY BUYERS FROM HERITAGE CHRYSLER PLYMOUTH SALES, INC. FOR THE FOLLOWING DESCRIBED MOTOR VEHICLE:

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>SERIAL NUMBER</u>
2004	CHEVROLET	TRAILBLAZER	1G1ZT54834F

IN THE EVENT SELLER IN ITS SOLE DISCRETION DEEMS IT TO HAVE BEEN FURNISHED WITH ANY FAULTY, INACCURATE OR FALSE INFORMATION OF ANY KIND BY BUYER RELATING TO THIS TRANSACTION EITHER VERBAL OR WRITTEN OR ANY PAYMENTS DUE FROM BUYER TO SELLER ARE NOT MADE AS AGREED, BUYER WILL PROMPTLY RETURN THE ABOVE DESCRIBED VEHICLE TO SELLER.

BUYER AUTHORIZES SELLER TO TAKE WHATEVER ACTION SELLER DEEMS NECESSARY TO RESTORE POSSESSION OF THE VEHICLE TO SELLER AND AGREES TO PAY SELLER ALL LOST, COST EXPENSES AND DAMAGES ARISING OUT OF BUYER'S POSSESSION OF THE VEHICLE INCLUDING BUT NOT LIMITED TO ATTORNEY'S FEES AMOUNTING TO FIFTEEN (15) PERCENT OF TOTAL PURCHASE PRICE WHERE AN ATTORNEY'S SERVICES ARE SECURED BY SELLER TO ENFORCE THESE CONDITIONS FURTHER INCLUDING BUT NOT LIMITED TO RENTAL AT SELLER'S PREVAILING RATES FOR RENTAL OF A COMPARABLE VEHICLE FOR THE TIME VEHICLE IS IN BUYER'S POSSESSION.

IN THE EVENT THE FINANCIAL INSTITUTION CHOSEN BY SELLER, HERITAGE CHRYSLER-PLYMOUTH SALES, INC. DOES NOT ACCEPT SELLER'S ASSIGNMENT OF BUYER'S CONDITIONAL SALES AGREEMENT WITHIN FIVE (5) DAYS OF THE DATE OF THE ORDER, BUYER AGREES TO RETURN THE ABOVE DESCRIBED VEHICLE TO SELLER SUBJECT TO ALL TERMS AND CONDITIONS SET OUT IN PARAGRAPH A OF THE SUPPLEMENTAL CONDITIONS.

I/WE HAVE READ THE SUPPLEMENTAL CONDITIONS SET OUT ABOVE AND HEREBY AGREE TO THEM AS PART OF THE ORDER FOR THE ABOVE DESCRIBED MOTOR VEHICLE AND ACKNOWLEDGE RECEIPT OF A COPY OF THE SUPPLEMENTAL CONDITIONS.

DATED THIS 26th DAY OF OCTOBER, 2003
WITNESS: [REDACTED] BUYER: [REDACTED]

DAIMLERCHRYSLER SERVICES NA LLC
P.O. BOX 600 HORSHAM PA 19044

Heritage Auto Plaza

1800 Old Richmond Highway
Alexandria, VA 22303
703-329-1300

Privacy Notice

In connection with your transaction, this dealership may obtain information about you as described in this notice, which we handle as stated in this notice.

1. We collect nonpublic personal information about you from the following sources:
 - Information we receive from you on applications or other forms;
 - Information about your transactions with us, our affiliates or others; and
 - Information we receive from a consumer reporting agency.
2. We may disclose all of the information we collect, as described above, to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements. We may make such disclosures about you as a consumer customer, or former customer.
3. We may also disclose nonpublic personal information about you as a consumer, customer, or former customer, to non-affiliated third parties as permitted by law.
4. We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

CUSTOMER ACKNOWLEDGEMENT: I (we) acknowledge that I (we) received a copy of this notice on the date indicated below.

X  _____
Customer's Signature Date

Customer's Name (printed)

Co-Customer's Signature

Date

Co-Customer's Name (printed)

RELEASE OF LIEN INFORMATION

(Client's Name)

(Client's Social Security Number)

hereby authorize

(Lien holder Name)

PO BOX 9223 Farmington Hills, MI 48333 / 1-800-556-8172

(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, copy of current title, and per diem information.

Date

1/30/07

TO:
Carolina
Aponte

VEHICLE INFORMATION

The current vehicle mileage is

26,000

Date mileage read:

1/06

LG0006
V6302006

GMC



PITCO/DAEWOO





Heritage Auto Plaza

Jeep



1800 Old Richmond Highway Alexandria, VA. 22303-1895
Phone (703) 329-1300 Fax (703) 960-5703
Toll Free 1-800-951-9454 www.heritageautoplaza.com



COPY

CUSTOMER NO. 70105	ADVISOR JOHN SANTOS	TAG NO. 39884 6635	INVOICE DATE 09/27/04	INVOICE NO. CVCS243266
[REDACTED] ALEXANDRIA, VA	LABOR RATE	LICENSE NO.	1 MILEAGE 8,314	COLOR SEBRING SIL
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LS SEDAN			STOCK NO. 543002
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 4 F			DELIVERY DATE 10/26/03
	F.T.E. NO.			DELIVERY MILES 67
BUSINESS PHONE	COMMENTS			PRODUCTION DATE
				09/27/04
				MO: 8314

LABOR & PARTS				TECH(S): 417		WARRANTY	
LUBE OIL FILTER MAINTENANCE LUBE OIL AND FILTER GM MAINTENANCE PROGRAM JOB COMPLETED							
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
JOB # 1	1	25010792	OIL FLTR 1.836				
				JOB # 1 TOTAL PARTS		0.00	
				JOB # 1 TOTAL LABOR & PARTS		0.00	
JOB # 2: 01CVZVSAFETY VA SAFETY INSPECTION				TECH(S): 34		15.00	
PERFORM VIRGINIA STATE SAFETY INSPECTION 15.00 JOB COMPLETED							
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
				JOB # 2 TOTAL PARTS		0.00	
				JOB # 2 TOTAL LABOR & PARTS		15.00	
JOB # 3: 02CVZROTATE ROTATE TIRES				TECH(S): 417		WARRANTY	
ROTATE TIRES JOB COMPLETED							
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
				JOB # 3 TOTAL PARTS		0.00	
				JOB # 3 TOTAL LABOR & PARTS		0.00	
G.O.G. & SUPPLIES							
JOB # 1	5.0	ENGINE OIL	@	/UNIT	TOTAL - GOG	WARRANTY 0.00	

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.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW



Heritage Auto Plaza

Jeep



1800 Old Richmond Highway Alexandria, VA, 22303-1895
Phone (703) 329-1300 Fax (703) 960-6703
Toll Free 1-800-951-9454 www.heritageauto.com

COPY

CUSTOMER NO. 70105	ADVISOR JOHN SANTOS	TAG NO. 39884	INVOICE DATE 09/27/04	INVOICE NO. CVCS243266
ALEXANDRIA, VA	LABOR RATE	LICENSE NO.	MILEAGE 8,314	COLOR SEBRING SIL
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LS SEDAN			STOCK NO. 543002
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 4 F			DELIVERY DATE 10/26/03
	F.T.E. NO.			DELIVERY MILES 67
BUSINESS PHONE		P.O.		SELLING DEALER NO.
COMMENTS				PRODUCTION DATE
				MO: 8314

TOTALS

THE CERTIFIED TECHNICIAN LISTED ABOVE
HAS PERSONALLY TESTED FOR AND VERIFIED
ANY REPAIRS THAT MAY HAVE BEEN PERFORMED
ON YOUR VEHICLE.
IF YOU ARE NOT "COMPLETELY SATISFIED"
OR HAVE ANY QUESTIONS, PLEASE CONTACT
YOUR SERVICE ADVISOR

TOTAL LABOR.... 15.00
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 \$ 15.00

LIMITED WARRANTY 12 MONTHS OR
100,000 MILES WHICHEVER OCCURS FIRST

CUSTOMER SIGNATURE

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.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

X
THIS COPY MUST BE RETURNED FOR ADJUSTMENT



Heritage Auto Plaza

Jeep



1800 Old Richmond Highway Alexandria, VA. 22303-1895
Phone (703) 329-1300 Fax (703) 960-6703
Toll Free 1-800-951-9454 www.heritageautopla.com



COPY

CUSTOMER NO. 70105	ADVISOR CARINA MCCLURE	TAG NO. 423 1621	INVOICE DATE 03/17/05	INVOICE NO. CVCS251319
ALEXANDRIA, VA	LABOR RATE	LICENSE NO.	COLOR SEBRING SIL	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LS SEDAN		DELIVERY DATE 10/26/03	DELIVERY MILES 67
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 4 F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		F.O. NO.	R.O. DATE 03/17/05
BUSINESS PHONE	COMMENTS			MO: 12165

LABOR & PARTS				TECH(S):45859		WARRANTY	
JOB # 1 01CVZLOF LUBE OIL FILTER							
MAINTENANCE LUBE OIL AND FILTER							
JOB COMPLETED							
PARTS	QTY	FF-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY	
JOB # 1	1	25010792	OIL FLTR 1.836			0.00	
				JOB # 1 TOTAL PARTS		0.00	
				JOB # 1 TOTAL LABOR & PARTS		0.00	
G.O.G. & SUPPLIES						WARRANTY	
JOB # 1	5.0	ENGINE OIL	0	/UNIT	TOTAL - GOG	0.00	
TOTALS							
*****				TOTAL LABOR....		0.00	
THE CERTIFIED TECHNICIAN LISTED ABOVE				TOTAL PARTS....		0.00	
HAS PERSONALLY TESTED FOR AND VERIFIED				TOTAL SUBLET...		0.00	
ANY REPAIRS THAT MAY HAVE BEEN PERFORMED				TOTAL G.O.G....		0.00	
ON YOUR VEHICLE.				TOTAL MISC CHG.		0.00	
IF YOU ARE NOT "COMPLETELY SATISFIED"				TOTAL MISC DISC		0.00	
OR HAVE ANY QUESTIONS, PLEASE CONTACT				TOTAL TAX.....		0.00	
YOUR SERVICE ADVISOR				TOTAL INVOICE \$		0.00	

LIMITED WARRANTY 12 MONTHS OR
12000 MILES WHICHEVER OCCURS FIRST

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.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

X
THIS COPY MUST BE RETURNED FOR ADJUSTMENT

1/2006
1:57

SUMMARY HISTORY DISPLAY

3030
PAGE 3

OWNER NAME [REDACTED] SERIAL NO. 1B11T546344 [REDACTED]
L R/O'S 13 TOTAL SERV. DAYS 52 MAKE CV CHEVROLET

RD.NO.	RD. DATE..	MILES.	ADV/TECH.J#	T	OPERATION CODE.	DESCRIPTION.....
273503	07/05/2006	22053	A	677		
			T	143	1 C 19CHZ	STEERING
			T	143	2 W 01CHZ	MAINTENANCE
			T	143	3 W 22CHZ	WHEEL/TIRE
			T	143	4 C 18CHZ	DIAGNOSTICS
267367	02/20/2006	19032	A	677		
			T	117	1 W 19CHZ	STEERING
266647	02/03/2006	18667	A	677		
			T	143	1 C 19CHZ	STEERING
264873	12/29/2005	17793	A	874		
			T	6	1 C 01CHZEMISSIONS	VA EMISSIONS INS
261496	10/19/2005	16367	A	690		
			T	143	1 W 23CHZ	BODY CHASSIS
260562	09/30/2005	15935	A	690		
			T	143	1 C 01CHZSAFETY	VA SAFETY INSPEC
			T	143	2 C 23CHZ	BODY CHASSIS
			T	143	3 W 01CHZ	MAINTENANCE
251319	03/17/2005	12165	A	423		
			T	45859	1 W 01CVZLOF	LUBE OIL FILTER
3 243266	09/27/2004	8314	A	39884		
			T	417	1 W 01CVZLOF	LUBE OIL FILTER
			T	34	2 C 01CVZVASAFETY	VA SAFETY INSPEC
			T	417	3 W 02CVZROTATE	ROTATE TIRES
9 238506	06/18/2004	5775	A	39884		
			T	38345	1 C 10CVZ	SERVICE RECALLS
			T	38345	2 W 23CVZINTERIOR	INTERIOR TRIM RE
			T	38345	3 C 19CVZ	STEERING
			T	38345	4 C 19CVZLOUSEVOL	DIAG. LOOSE COLU
			T	38345	5 C 18CVZ	DIAGNOSTICS
			T	38345	6 W 01CVZ	CV MAINTENANCE
			T	244		
			T	38345	7 W 01CVZZ	MAINT
			T	244		
			T	38345	8 W 01CVZZ1	MAINT
			T	244		
10 234543	03/29/2004	3961	A	39884		
			T	38345	1 W 19CVZ	STEERING
			T	38345	2 C 18CVZ	DIAGNOSTICS
			T	38345	3 C 05CVZ	BRAKES
			T	38345	4 C 01CVZ	CV MAINTENANCE
			T	6	5 W 01CVZZ	MAINT
11 234269	03/24/2004	3810	A	39884		
			T	38345	1 I 16CVZZ003000	3000 MILE SERVIC
			T	38345	2 W 19CVZ	STEERING
			T	38345	3 C 23CVZ	BODY
12 229829	12/19/2003	1353	A	39884		
			T	38345	1 W 19CVZ	STEERING
			T	38345	2 C 18CVZ	DIAGNOSTICS
			T	38345	3 W 23CVZ	BODY
			T	38345	4 C 10CVZ	SERVICE RECALLS

COPY

HAVE BEEN IN
SEVERAL MORE TIMES
AFTER THIS PRINT OUT.

also



CURTIS

5929 Georgia Ave. NW
WASHINGTON, D.C. 20011
(202) 723-0100
www.curtis Chevy.com



COPY

CUSTOMER NO. 31632	ADVISOR PATRICK DOESECKLE	TAG NO. 6689 3917	INVOICE DATE 12/19/03	INVOICE NO. CVCS211184
	LABOR RATE 74.00	MILEAGE 1,351	COLOR TAN/	STOCK NO.
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU		DELIVERY DATE	DELIVERY MILES
ALEXANDRIA, VA	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 4 F		SELLING DEALER NO. HERITAGE	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.C. DATE 12/19/03	
COMMENTS				

LABOR
JF 1 04CVZINSR STEERING INSPECTION HOURS: TECH(S): 6243 0.00
OWNER STATES POWER STEERING IS INOPERATIVE
UNABLE TO DUPLICATE COMPLAINT. CALLED TECH ASSISTANCE
ADVISED OF LOOSE CONNECTIONS AT POWER STEERING MODULE
CHECK CONNECTIONS, SEEM OK. UNABLE TO SCAN SYSTEM
DIAG EQUIPMENT NOT AVAILABLE
TOTAL - LABOR 0.00

COMMENTS
WAITING - TOWED BY OWNER

TOTALS
THANK YOU! WE APPRECIATE YOUR PATRONAGE. CURTIS CHEVROLET
OFFERS A 12 MONTH, 12,000 MILE WARRANTY ON G.M. REPLACEMENT
PARTS AND LABOR. SEE YOUR SERVICE ADVISOR FOR DETAILS-SOME
EXCLUSIONS APPLY. GOODWRENCH SERVICE PLUS LIMITED LIFETIME
SERVICE GUARANTEE- G.M. WARRANTS TO THE ORIGINAL RETAIL
PURCHASER OF A SERVICE PLUS PAID REPAIR THAT THE ORIGINAL
INSTALLING DEALER WILL REPAIR OR REPLACE ANY ELIGIBLE PART
IDENTIFIED ON THE REPAIR ORDER WITH AN ASTERISK (*).
EXCLUDES FACTORY WARRANTY AND SERVICE CONTRACTS
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

LIMITED WARRANTY
THIS INVOICE MUST ACCOMPANY
ANY AND ALL ADJUSTMENTS OR
CLAIMS. CLAIMS MUST BE MADE
WITHIN 12 MONTHS OR 12,000 MILES
WHICHEVER OCCURS FIRST.
WE THANK YOU FOR
YOUR PATRONAGE

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 nei-
ther assumes nor authorizes any other
person to assume for it any liability in
connection with the sale of this
item/items.

CUSTOMER SIGNATURE

*TOWED TO THIS
DEALERSHIP AND
WAITED FOR 6 HOURS
AFTER HAVING BREAST CANCER
SURGERY 2 WEEKS BEFORE.
CAR BROKE DOWN (STEERING
WENT OUT) AFTER BEING AT
THE HOSPITAL FOR RADIATION
TREATMENT.*

**GOODWRENCH SERVICE PLUS
LIMITED LIFETIME
SERVICE WARRANTY**

G.M. WARRANTS TO THE ORIGINAL
RETAIL PURCHASER OF A SERVICE
PLUS PAID REPAIR THAT THE ORIG-
INAL INSTALLING DEALER WILL
REPAIR OR REPLACE ANY ELIGIBLE
PART IDENTIFIED ON THE REPAIR
ORDER WITH AN ASTERISK (*).
EXCLUDES FACTORY WARRANTY
AND SERVICE CONTRACTS.



Heritage Auto Plaza

Jeep



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COPY

CUSTOMER NO 70105	ADVISOR JOHN SANTOS	TAG NO 39884 1682	INVOICE DATE 01/16/04	INVOICE NO. CVCS229829
	LABOR RATE	LICENSE NO.	MILEAGE 1,353	COLOR SEBRING SIL
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LS SEDAN		DELIVERY DATE 10/26/03	STOCK NO. 543002
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 4 F		SELLING DEALER NO.	DELIVERY MILES 67
	F.T.E. NO.	I.P.O. NO.	R.O. DATE 12/19/03	PRODUCTION DATE
COMMENTS				MO: 1354

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	22687709	COLUMN KI 6.518			0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00
JOB # 2	18CVZ		DIAGNOSTICS CUST COMP. MESSAGE CENTER SHOWING SERVICE POWER STEERING. SEE JOB ONE	TECH(S):38345		0.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00
JOB # 3	23CVZ		BODY CUST COMP THE REAR TRUNK COMES DOWN BY ITSELF FROM THE UP POSITION. REPOSITION DECK LID SPRING TO HOLD LID UP	TECH(S):38345		0.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00
JOB # 4	10CVZ		SERVICE RECALLS RECALL 03048 SEE LINE 5	TECH(S):38345		0.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00
JOB # 5	01CVZ		CV MAINTENANCE PERFORMED RECALL 03048 PERFORMED	TECH(S):38345		0.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 5 TOTAL PARTS						0.00
JOB # 5 TOTAL LABOR & PARTS						0.00
SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION		WARRANTY
JOB # 1	24180	880349	01/16/04	RENTAL		0.00
JOB # 1	24181		12/26/03	TOW		0.00
TOTAL - SUBLET						0.00

LIMITED WARRANTY 12 MONTHS OR 12000 MILES WHICHEVER OCCURS FIRST

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT



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CUSTOMER NO. 70105	ADVISOR JOHN SANTOS	TAG NO. 39884 1682	INVOICE DATE 01/16/04	INVOICE NO. CVCS229829
[REDACTED] ALEXANDRIA, VA	LABOR RATE	LICENSE NO.	MILEAGE 1,353	STOCK NO. 543002
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LS SEDAN			DELIVERY DATE 10/26/03
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 4 F			DELIVERY MILES 67
	F. T. E. NO.			SELLING DEALER NO.
BUSINESS PHONE	F. C. DATE 12/19/03			PRODUCTION DATE
COMMENTS				MO: 1354

TOTALS

THE CERTIFIED TECHNICIAN LISTED ABOVE
HAS PERSONALLY TESTED FOR AND VERIFIED
ANY REPAIRS THAT MAY HAVE BEEN PERFORMED
ON YOUR VEHICLE.
IF YOU ARE NOT "COMPLETELY SATISFIED"
OR HAVE ANY QUESTIONS, PLEASE CONTACT
YOUR SERVICE ADVISOR

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

LIMITED WARRANTY 12 MONTHS OR
12000 MILES WHICHEVER OCCURS FIRST

CUSTOMER SIGNATURE

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

X
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FIVE STAR



Heritage Auto Plaza

Jeep



FIVE STAR



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COPY

CUSTOMER NO.	70105	ADVISOR	JOHN SANTOS	39884	TAG NO.	8331	INVOICE DATE	03/24/04	INVOICE NO.	CVCS234269	
		LABOR RATE		UCENSE NO.		MILEAGE	3,810	COLOR	SEBRING SIL	STOCK NO.	543002
		YEAR / MAKE / MODEL	04/CHEVROLET/MALIBU/MALIBU LS SEDAN				DELIVERY DATE	10/26/03	DELIVERY MILES		67
ALEXANDRIA, VA		VEHICLE I.D. NO.	1 G 1 Z T 5 4 8 3 4 F				SELLING DEALER NO.	PRODUCTION DATE			
		F.T.E. NO.					P.O. NO.	03/24/04			
		BUSINESS PHONE					COMMENTS	MO: 3810			

LABOR & PARTS
 JOB # 1 16CVZZ003000 3000 MILE SERVICE TECH(S):38345 INTERNAL
 Customer requests: 3000 MILE MAINTNENACE SERVICE
 1ST SERVICE FREE!! FOR HERITAGE CUSTOMERS

COMPLETE 3000 MILE MAINTENANCE SERVICE
 SEE SERVICE MAINTENANCE GUIDE FOR DETAILS

LIMITED WARRANTY 12 MONTHS OR
 100,000 MILES WHICHEVER OCCURS FIRST

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
JOB # 1	1	25010792	OIL FLTR 1.836			0.00
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

30219CVZ STEERING TECH(S):38345 WARRANTY
 CUST COMP STEERING HAS MORE POWER TO RIGHT AND HAS TO FIGHT
 IT TO TURN LEFT.
 PERFORMED TORQUE STEERING RELEARN

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

30323CVZ BODY TECH(S):38345 0.00
 CUST COMP WHEN SLOWING DOWN AND YOU TURN SIGNAL TO THE RIGHT
 AND START TO TURN YOU HEAR A LOUD CLIK (SNAP)
 SEE JOB TWO

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

G.O.G. & SUPPLIES	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
JOB # 1	5.0		ENGINE OIL			0.00
					TOTAL - GOG	0.00

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW

X THIS COPY MUST BE RETURNED FOR ADJUSTMENT



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COPY

CUSTOMER NO. 70105	ADV. SOF. JOHN SANTOS	39884	TAG NO. 8331	INVOICE DATE 03/24/04	INVOICE NO. CVCS234269
[REDACTED] ALEXANDRIA, VA	LABOR RATE	LICENSE NO.	MILEAGE 3,810	COLOR SEBRING SIL	STOCK NO. 543002
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LS SEDAN	DELIVERY DATE 10/26/03		DELIVERY MILES 67	
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 4 F	SELLING DEALER NO.		PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 03/24/04		
[REDACTED]	MOUSE PHONE	COMMENTS			MO: 3810

TOTALS

THE CERTIFIED TECHNICIAN LISTED ABOVE
HAS PERSONALLY TESTED FOR AND VERIFIED
ANY REPAIRS THAT MAY HAVE BEEN PERFORMED
ON YOUR VEHICLE.
IF YOU ARE NOT "COMPLETELY SATISFIED"
OR HAVE ANY QUESTIONS, PLEASE CONTACT
YOUR SERVICE ADVISOR

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

UNITED WARRANTY 12 MONTHS OR
36,000 MILES WHICHEVER OCCURS FIRST

CUSTOMER SIGNATURE

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I ACKNOWLEDGE RECEIPT OF THE
PARTS AND LABOR LISTED BELOW

X
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FIVE STAR



Heritage Auto Plaza

Jeep



FIVE STAR



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COPY

CUSTOMER NO. 70105	ADVISOR JOHN SANTOS	39884	TAG NO. 8362	INVOICE DATE 04/08/04	INVOICE NO. CVCS234543
[REDACTED] ALEXANDRIA, VA	LABOR RATE	LICENSE NO.	MILEAGE 3,961	COLOR SEBRING SIL	STOCK NO. 543002
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LS SEDAN			DELIVERY DATE 10/26/03	DELIVERY MILES 67
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 4 F			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	P.O. DATE 03/29/04
BUSINESS PHONE		COMMENTS			MO: 3970

LABOR & PARTS

#1 19CVZ

STEERING

TECH(S):38345

WARRANTY

CUST COMP WHEN DRIVING THE WHEN STEERING TO THE RIGHT NOW IT
 IS HARDER TO TURN THE WHEEL AND GOING TO LEFT EASY.
 CHECK HISTORY
 IMPROPER ASSIST
 REPLACE STEERING COLUMN AND ASSIST MOTOR ASSY.

LIMITED WARRANTY 12 MONTHS OR
 100,000 MILES WHICHEVER OCCURS FIRST

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	22687709	COLUMN KI 6.518			WARRANTY
JOB # 1	1	22687710	MOTOR 6.605			WARRANTY

JOB # 1 TOTAL PARTS

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

#2 18CVZ

DIAGNOSTICS

TECH(S):38345

0.00

CUST COMP WHEN GOING OVER A BUMP ON THE ROAD AND SPEED BUMPS
 THE STEERING WHEEL FEELS LOOSE AND A RATELLING SOUND FROM
 THE STEERING WHEEL.
 SEE LINE 1

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2						0.00

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

The factory warranty constitutes all of the
 warranties with respect to the sale of this

Heritage Auto Plaza

FIVE STAR



Jeep



NEW ☐ XX

USED ☐

DEMO ☐

SALESMAN

FRANCIS J. SPERLOCK

FIVE STAR



DEAL # 23178

1800 Old Richmond Highway
Alexandria, VA. 22303-1895

Phone (703) 329-1300 Fax (703) 960-6703

Toll Free 1-800-951-9454

www.heritageautoplaaza.com

Print or Type

PURCHASER'S

NAME

CO-PURCHASER'S

NAME

STREET ADDRESS

CITY/STATE/ZIP

ALEXANDRIA VA 22303

RES. PHONE

PHONE

SS NO.

DOB

DOB

DL

DL

CASH DELIVERED PRICE OF VEHICLE

\$ 20800.00

FREIGHT

\$

NON-MOPAR ACCESSORIES
ARE COVERED BY SEPARATE
WARRANTIES AND ARE NOT
WARRANTIED BY THE
CHRYSLER CORPORATION.

SAP INSURANCE

500.00

ONLINE SYSTEMS FILING FEE

10.00

SUB TOTAL

21310.00

TOTAL of Dealer Installed Options

\$

N/A

TOTAL

\$ 21310.00

DEALERS BUSINESS LICENSE TAX

35.79

PROCESSING FEE

\$

250.00

STATE AND LOCAL TAXES

631.50

License, License Transfer, Title, Registration Fee

14.50

TOTAL PRICE OF UNIT

\$

22241.79

TOTAL CREDIT (Transferred from left col.)

\$

2999.00

UNPAID CASH BALANCE DUE ON DELIVERY

\$

19242.79

Additional Cash Due on Delivery

\$

N/A

Balance to be Financed

\$

19242.79

FOR SALES INVOLVING DEALER ARRANGED FINANCING ONLY:

This sale is conditioned upon approval of your proposed retail installment sales contract as submitted to or through the dealer, if that proposed retail installment sale contract is not approved under the terms agreed to with the dealer, you may cancel this sale and any down payment and/or trade-in you submitted will be returned to you, provided that any vehicle delivered to you by the dealer pursuant to this agreement is returned to the dealer in the same condition as delivered to you, normal wear and tear excepted, within twenty-four hours of written or oral notice to you of the credit denial.

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his or her execution of this Order certifies he/she is of majority age and acknowledges that he/she has read its terms and conditions and has received a true copy of the Order.

PURCHASER'S

SIGNATURE

CO-PURCHASER'S

VEHICLE BEING PURCHASED

YEAR	2004	MAKE	CHEVROLET	STOCK NO.
MODEL OR		BODY		543002
SERIES	MALIBU	TYPE	MALIBU LS SEDAN	
COLOR	SEBRING SILVERTRIM	GRAPHIC	SPRT	
SERIAL NO.	151Z7G4834F			
MILEAGE	57			
TO BE DELIVERED				
ON OR ABOUT	10/26/03			

USED VEHICLE TRADED IN

YEAR	1995	MAKE	PLYMOUTH	STOCK NO.
MODEL OR		BODY		
SERIES		TYPE		
COLOR		TRIM		
SERIAL NO.	3P3AA4630ST			
MILEAGE	65080			
BALANCE				
OWED TO				

A. Customer fully understands if estimated payoff is higher customer will pay the difference. If payoff is less, Heritage Incorporated will refund the difference.

B. I am not buying this vehicle for resale or export.

Customer's Signature

DEALER INSTALLED ITEMS

	K/A
	N/A
	N/A
TOTAL	
USED TRADE-IN ALLOWANCE	\$ 999.00
BALANCE OWED ON TRADE-IN	N/A
NET ALLOWANCE ON USED TRADE-IN	\$ 999.00
CASH <input type="checkbox"/>	
CHECK <input type="checkbox"/> WITH ORDER	\$ 1000.00
OTHER REBATE	1000.00
TOTAL CREDIT (Transfer to Right Column)	\$ 2999.00

FOR "AS IS" SALE ONLY: I understand that this vehicle is being sold "AS IS" with all faults and is not covered by any dealer warranty. I understand that the dealer is not required to make any repairs after I buy this vehicle. I will have to pay for any repairs this vehicle will need.

Date 10/26/03 Signature

Federal regulations require odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409 (a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

ACCEPTED BY

DEALER OR HIS AUTHORIZED MANAGER

This order is not valid unless signed and accepted by dealer or sales manager.

VIRGINIA - SIMPLE INTEREST

10/20/2003

BUYER [REDACTED] ALEXANDRIA VA [REDACTED]	CREDITOR (SELLER) NAME AND ADDRESS HERITAGE AUTO PLAZA 1800 OLD RICHMOND HWY ALEXANDRIA VA 22303
---	---

Creditor ("us" and "we") agrees to sell, and buyer and co-buyer, if any, (collectively "Buyer", "You" and "Your") after being quoted both a cash and credit price, agrees to buy from Creditor a credit price basis ("Total Sale Price"), subject to the terms and conditions set forth on both the front and back of this contract, the vehicle ("Vehicle") described below. You acknowledge delivery and acceptance of the Vehicle.

DESCRIPTION OF VEHICLE - <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED	YEAR 2004	MAKE CHEVROLET	MODEL MALIBU	VEHICLE IDENTIFICATION NUMBER 1G1ZT54834F [REDACTED]	Description of Trade-In	YEAR & MAKE 1995 PLYMOUTH	MODEL
--	--------------	-------------------	-----------------	---	-------------------------	------------------------------	-------

ANNUAL PERCENTAGE RATE	FINANCE CHARGE E*	Amount Financed	Total of Payments E*	Total Sale Price E*
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 price of Your purchase on credit, including Your downpayment of
10.75 %	\$ 7066.73	\$ 19242.79	\$ 26309.52	\$ 2999.00 \$ 29308.52

Payment Schedule - Your payment schedule will be:

NO. OF PAYMENTS	AMOUNT OF EACH PAYMENT	WHEN PAYMENTS ARE DUE <input checked="" type="checkbox"/> MONTHLY <input type="checkbox"/> (BEGINNING DATE OF PAYMENT)	NO. OF PAYMENTS	AMOUNT OF EACH PAYMENT	WHEN PAYMENTS ARE DUE <input type="checkbox"/> MONTHLY <input type="checkbox"/> (BEGINNING DATE OF PAYMENT)
72	\$ 365.41	12/10/2003		N/A	

Prepayment. If You pay off early, You will not have to pay a penalty.

Late Charge. If a payment or part thereof is more than 10 days late You will be charged 5% of such unpaid amount.

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

Filing Fees \$ N/A

Contract Provisions. See the back of this contract for any additional information about security interests, nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties.

*E means Estimate

1. Cash Price

- Vehicle (including accessories, delivery, installation charges, if any) 20810.00
- Sales Tax 667.29
- Service Contract (optional) ... N/A
- Cash Price (1a + 1b + 1c) \$ 21477.29

2. Downpayment

- Downpayment 1000.00
 - Manufacturer's Rebate 1000.00
 - Gross Allowance on Trade-in 999.00
 - Pay-off on Trade-in N/A
 - Net Allowance on Trade-in (2c - 2d) 999.00
 - Downpayment (2a + 2b + 2e) \$ 2999.00
- If less than \$0, disclose on Line 3a and enter \$0 for the Downpayment.

3. Unpaid Balance of Cash Price (1d - 2f) \$ 18478.29

- Unpaid Trade-In Lien Amount to be Financed *** \$ N/A
- ** Paid to:

4. Other Charges Including Amounts Paid to Others on Your Behalf*

- Paid to Public Officials for:
 - Other Taxes N/A
 - Filing Fees N/A
 - License Fees N/A
 - Certificate of Title Fees .. 14.50
 - Registration Fees ..

b. Paid to:

YOU ARE REQUIRED TO HAVE PHYSICAL DAMAGE INSURANCE. LIABILITY INSURANCE COVERAGE FOR BODILY

NOTICE TO BUYER: THE PURCHASE OF CREDIT INSURANCE AND OTHER VOLUNTARY INSURANCE IS NOT A FACTOR IN GRANTING CREDIT. YOU HAVE THE RIGHT TO USE ALTERNATIVE COVERAGE OR PURCHASE INSURANCE ELSEWHERE. YOU HAVE THE RIGHT TO CANCEL ANY INSURANCE POLICIES PURCHASED.

<input type="checkbox"/> CREDIT LIFE INSURER N/A INSURED(S) N/A PREMIUM \$ N/A	<input type="checkbox"/> MECHANICAL BREAKDOWN TERM N/A INSURER N/A PREMIUM \$ N/A
BUYER'S SIGNATURE	BUYER'S SIGNATURE
CO-BUYER'S SIGNATURE	CO-BUYER'S SIGNATURE
<input type="checkbox"/> CREDIT DISABILITY INSURER N/A INSURED(S) N/A PREMIUM \$ N/A	<input checked="" type="checkbox"/> GAP INS TERM 72 PREMIUM \$ 500.00 INSURER CHRYSLER
BUYER'S SIGNATURE	BUYER'S SIGNATURE
CO-BUYER'S SIGNATURE	CO-BUYER'S SIGNATURE

d. Paid to:	N/A
e. Paid to: Seller	250.00
f. Paid to Insurance Companies for Insurance for:	
(i) Optional Mechanical Breakdown	N/A
(ii) Optional Credit Life	N/A
(iii) Optional Credit Accident & Health	N/A
g. Subtotal (4a + 4b + 4c + 4d + 4e + 4f)	\$ 764.50
5. Amount Financed (3 + 3a + 4g)	\$ 19242.75


*Seller may receive and retain a portion of certain of these amounts.

Primary Use of Vehicle - You agree to use the Vehicle primarily for personal, family or household purposes. However, if the following box is checked, You will use the Vehicle primarily business or commercial purposes. ☐

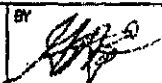
NO LIABILITY INSURANCE INCLUDED

CAUTION - IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT, INCLUDING IMPORTANT ARBITRATION DISCLOSURES AND PRIVACY POLICY ON THE BACK OF THIS CONTRACT.

Notice to the Buyer: 1. Do not sign this contract before You read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the contract. You sign. Keep it to protect Your legal rights. **BUYER ACKNOWLEDGES RECEIPT OF A COMPLETELY FILLED-IN COPY OF THIS CONTRACT.**

SIGNATURE OF BUYER 	SIGNATURE OF CO-BUYER	SIGNATURE OF CO-BUYER
---	-----------------------	-----------------------

THIS CONTRACT IS ACCEPTED BY THE CREDITOR (SELLER) AND ASSIGNED TO DAIMLERCHRYSLER SERVICES NA LLC **("ASSIGNEE IN ACCORDANCE WITH THE TERMS OF THE ASSIGNMENT SET FORTH ON THE REVERSE HEREOF.**

CREDITOR (SELLER) HERITAGE AUTO PLAZA	BY 	TITLE Branch Manager
--	--	-------------------------



DAIMLERCHRYSLER GAP WAIVER ADDENDUM



VEHICLE AND PURCHASER INFORMATION											
VEHICLE IDENTIFICATION NO. 1G1ZT54834F		IN-SERVICE DATE 10 26 03		ALL OR 4-WHEEL DRIVE YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>		PRODUCT CODE		ODOMETER READING AND TYPE (NO TENTHS) 67		MILES KM <input type="checkbox"/> XX <input type="checkbox"/>	
YEAR 2004		MAKE/MODEL CHEVROLET		MR. MRS. MS. <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>		INITIALS A		BORROWER'S LAST NAME			
ADDRESS						ADDRESS LINE 2					
CITY ALEXANDRIA						STATE VA		ZIP CODE		TELEPHONE NO.	

PLAN AND FINANCING INFORMATION					
PLAN NAME GAP	PLAN CODE GAP	CUSTOMER PAID AMOUNT 500.00	SALES TAX N/A	TOTAL 500.00	PAYMENT METHOD
TOTALS		500.00	N/A	500.00	
CHECK BOX IF TAX EXEMPT <input type="checkbox"/>			PAYMENT METHOD KEY: B - FINANCED WITH VEHICLE C - OTHER		
PLAN SALE DATE 10 26 03			FINANCE SOURCE DAIMLERCHRYSLER SERVICES NA LLC		
VEHICLE MSRP/BLUE BOOK \$ 27399.00		AMOUNT OF LOAN * \$ 19242.79		APR OF LOAN 10.75 %	LOAN TERM (MONTHS) 72

* In MO, the amount financed must exceed \$7,500.

ADDENDUM.....

The Borrower (hereinafter "You", "Your", and "Borrower") and the Dealer/Lender (hereinafter "We", "Us", and "Our") hereby agree, as of this date, to amend certain provisions of the Loan Contract used to finance the purchase of the vehicle described above, limited to the specific terms of this Addendum. THIS ADDENDUM IS STRICTLY VOLUNTARY AND IS NOT REQUIRED BY US AS A CONDITION OF LOAN APPROVAL.

In the event of an insured Total Loss to the financed vehicle, We agree to waive the amount due under this addendum to the Loan Contract which is equal to the difference between Your Outstanding Balance and the Actual Cash Value of the vehicle on the date of Total Loss. You will remain responsible for the payment of: (1) any deductible amount under Your Primary Insurance that is greater than \$500*, and (2) any delinquent payment(s), extended payments, late charges, or Past Due Amounts under Your Loan Contract at the time of Total Loss. The maximum amount We will waive under the Addendum is \$100,000.

* Arkansas and Illinois require consumers to pay 100% of their deductible.

DEALER INFORMATION			
DEALERSHIP NAME HERITAGE AUTO PLAZA		TELEPHONE NO. (703) 329-1300	
STREET ADDRESS 1800 OLD RICHMOND HWY		CITY, STATE & ZIP ALEXANDRIA VA 22303	
ZONE CODE 35		DEALER CODE 65579	
BY YOUR SIGNATURE(S) BELOW, YOU ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS ADDENDUM AND ITS PROVISIONS. NO ORAL REPRESENTATIONS HAVE BEEN MADE TO YOU WHICH DIFFER FROM THESE PROVISIONS. YOU UNDERSTAND THAT YOU ARE NOT OBLIGATED TO PURCHASE THIS GAP FROM US AND MAY CHOOSE TO PURCHASE FROM ANOTHER LENDER. IF YOU HAVE PURCHASED GAP FROM US, YOU UNDERSTAND THAT WE MAY RETAIN ALL OR A PORTION OF THE CHARGE PAID BY YOU.			
BORROWER [Signature]		CO-BORROWER [Signature]	
DATE 10 26 03		DATE 10 26 03	

EXCLUSIONS.....

This Addendum does not apply in the case of a Total Loss: (1) If You choose to accept a substitute vehicle and continue Your regular loan payments; (2) If the Total Loss is not covered by a collision and comprehensive policy of a Primary Carrier, even if the provisions of this Addendum do not exclude such Total Loss; (3) If Your vehicle has been modified, customized, or is not currently listed in the NADA official used car guide; (4) Which occurs prior to the inception date or after the termination date of the Loan Contract; (5) Due to dishonest, intentional, fraudulent, criminal or illegal acts, including forgery committed by You; (6) Due to confiscation of the vehicle by a government body public official or the repossession of the vehicle; (7) To the vehicle while used for Commercial Purposes; (8) As a result of wear and tear, prior damage or abuse, or as a result of an act of war, any weapons of war, insurrection, rebellion, revolution, civil war or nuclear incident; (9) Or when being used for: racing, speed, driver's education, or timed events.

NOTE: Retain this form as evidence You have applied for the plan(s) indicated above. The Dealer will transmit this data to DaimlerChrysler.

TOLL-FREE TELEPHONE ASSISTANCE IS AVAILABLE:
8:30 A.M. THRU NOON OR 1:00 P.M. THRU 5:00 P.M. EASTERN TIME MONDAY THRU FRIDAY.
1-800-521-9922

TRANSMIT VIA DIAL TO: DaimlerChrysler Service Contracts • P.O. Box 2700 • Troy, MI 48007-2700

NOTICE OF REQUIREMENT TO PROVIDE INSURANCE**CHRYSLER FINANCIAL**

BUYER'S NAME (PLEASE PRINT) [REDACTED]		POLICYHOLDER'S NAME (IF DIFFERENT THAN BUYER) [REDACTED]	
HOME PHONE NO. [REDACTED]		HOME PHONE NO. [REDACTED]	
AREA CODE () [REDACTED]		AREA CODE () [REDACTED]	
INSURANCE AGENT (CONTACT PERSON) MICHAEL LUCIBELLO		INSURANCE COMPANY ALLSTATE	
STREET ADDRESS, CITY, STATE, ZIP PO BOX907 GREAT FALLS VA 22066		P [REDACTED]	
PHONE NO. (703)759-7700		EFFECTIVE DATE [REDACTED]	
AREA CODE () [REDACTED]		EXPIRATION DATE [REDACTED]	
YEAR 2004	MAKE CHEVROLET	MODEL MALIBU	VIN 1G1ZT54834F [REDACTED]

I have recently financed the purchase of a motor vehicle with DaimlerChrysler Services North America LLC ("Chrysler Financial") which requires, among other things, the following:


- I must maintain physical damage coverage on the financed vehicle for the entire term of the contract.
- This physical damage coverage must not exceed \$1,000 Deductible Comprehensive (or Fire, Theft and Combined Additional Coverage), and \$1,000 Deductible Collision.
- The policy must name "DaimlerChrysler Services North America LLC" as Loss Payee and coverage must be in effect on the date of my Contract.
- The following is not acceptable coverage: Maintenance or Repair Contracts, One Month Policies or Insurance Certificates that make reference to a "Master Insuring Agreement".
- If insurance cannot be verified at any time during the term of my Contract, Chrysler Financial may, at its option, purchase limited insurance coverage to cover the remaining term of my Contract. The cost of this limited coverage insurance, plus any finance charge on the premium, will be added to the balance of my account.
- Any insurance purchased by Chrysler Financial will not provide bodily injury or property damage liability insurance nor will it comply with any financial responsibility law.
- All loss payee insurance documents are to be sent to Chrysler Financial at:

TO BE COMPLETED BY DEALER

ZONE ADDRESS [REDACTED]		CITY, STATE, ZIP HERSHY, PA 19044	
BI [REDACTED]		DATE 10/26/03	
AUTHORIZED DEALER'S SIGNATURE HERITAGE AUTO PLAZA		DATE 10/26/03	
ADDRESS 1800 OLD RICHMOND HWY		CITY, STATE, ZIP ALEXANDRIA VA 22303	

VERIFICATION

TELEPHONE VERIFICATION YES <input type="checkbox"/>	NAME OF PERSON CONTACTED AT INS. AGENCY	VERIFIED BY (DEALER EMPLOYEE)	DATE
OF INSURANCE COVERAGE NO <input type="checkbox"/>			

 hereby authorize you to accept from HERITAGE CHRYSLER-PLYMOUTH SALES, INC., 1800 OLD RICHMOND HWY., ALEXANDRIA, VIRGINIA, 22303 the sum of N/A being the balance due on my account and you are instructed upon receipt of the above amount to surrender the Documents of Title properly endorsed and released.

Signed: _____

Year _____ Make _____ Model _____ Serial No. _____

1995

PLYMOUTH

3P3AA4630ST529108

TITLE GUARANTY

To: HERITAGE CHRYSLER-PLYMOUTH SALES, INC.
1800 Old Richmond Highway
Alexandria, Virginia 22303

This is to certify that the _____ S/N _____ that
I traded in on a _____ belongs to me and that I have title to said vehicle free
and clear of all liens and encumbrances except as follows:

I warrant title to this vehicle and guarantee to deliver to HERITAGE CHRYSLER-PLYMOUTH
SALES, INC., the title free and clear of all liens and encumbrances within five days.
1995 PLYMOUTH 3P3AA4630ST529108

CHEVROLET MALIBU


Signature of Owners

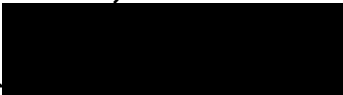
Social Security No.(s)
(Employer's ID No. if vehicle is owned by
company or corporation)

COPY

HERITAGE AUTO PLAZA

1800 Old Richmond Highway
Alexandria, Virginia 22303
(703) 329-1300

CUSTOMER SATISFACTION DELIVERY CHECKLIST AND DUE SLIP

CUSTOMER  (H) _____
ADDRESS _____ PHONE (W) _____
STOCK NO. 14300 MODEL Altima SERIAL NO. 14311
SALESPERSON Frank Shields

☐ I HAVE PERSONALLY INSPECTED THE VEHICLE AND FIND IT ACCEPTABLE FOR DELIVERY

- | | |
|---|---|
| <input checked="" type="checkbox"/> AIR CONDITIONING | <input type="checkbox"/> WINDSHIELD WASHER AND WIPERS |
| <input checked="" type="checkbox"/> HEADLIGHTS | <input type="checkbox"/> CHECK SEAT BELTS |
| <input type="checkbox"/> HIGH BEAMS | <input type="checkbox"/> HOOD |
| <input type="checkbox"/> LOW BEAMS | <input type="checkbox"/> WINDOW AND DOOR LOCKS |
| <input checked="" type="checkbox"/> PARKING LIGHTS | <input checked="" type="checkbox"/> CIGARETTE LIGHTER |
| <input checked="" type="checkbox"/> BACK-UP LIGHTS | <input checked="" type="checkbox"/> SPARE TIRE |
| <input checked="" type="checkbox"/> DOME LIGHTS | <input checked="" type="checkbox"/> JACK AND LUG WRENCH |
| <input type="checkbox"/> DASHBOARD LIGHTS | <input type="checkbox"/> WARRANTY BOOK & MANUAL (FILLED OUT & EXPLAINED) |
| <input type="checkbox"/> DIRECTION SIGNALS | <input checked="" type="checkbox"/> INSPECTION STICKER-CURRENT |
| <input type="checkbox"/> HORN | <input checked="" type="checkbox"/> TOUR OF SERVICE & PARTS DEPT. AND EXPLAINED
SERVICE DEPT. HOURS AND PHONE NUMBER |
| <input checked="" type="checkbox"/> CAR CLEAN, INSIDE | <input type="checkbox"/> EXTENDED WARRANTY |
| <input checked="" type="checkbox"/> CAR CLEAN, OUTSIDE | <input checked="" type="checkbox"/> KEY NUMBERS GIVEN TO CUSTOMER ON CARD |
| <input checked="" type="checkbox"/> EXPLAIN RECOMMENDED SERVICE | <input type="checkbox"/> CUSTOMER HAS RECEIVED FULL TANK OF GAS |
| <input type="checkbox"/> AFTER MARKET PRODUCTS EXPLAINED | <input checked="" type="checkbox"/> ORIENTATION RIDE IF CUSTOMER DESIRES |
| <input checked="" type="checkbox"/> EXPLAIN OPERATION OF RADIO/CASSETTE | |
| <input checked="" type="checkbox"/> EXPLAINED C.S.I. PROCEDURES | |

THANK YOU FOR YOUR BUSINESS

WE OWE:

1. _____
2. _____
3. _____
4. _____

IMPORTANT TO CUSTOMER: THIS IS YOUR ONLY RECEIPT FOR ANY ITEMS THAT ARE DUE YOU. PLEASE RETAIN YOUR COPY AND PRESENT TO SERVICE DEPARTMENT. (ALL WORK MUST BE PERFORMED WITHIN 60 DAYS FROM TIME OF DELIVERY).


SALESMAN'S NAME/SIGNATURE


CUSTOMER'S SIGNATURE


MANAGER'S APPROVAL FOR DUE-IN DEAL

11-26-03
DATE

SALESMEN: MAKE SURE ALL PARTS ARE ORDERED AND APPOINTMENTS FOR SERVICE HAVE BEEN MADE IF NEEDED.

WHITE-FILE COPY

YELLOW-PARTS/SERVICE COPY

PINK-CUSTOMER

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, HERITAGE AUTO PLAZA (transferor's name, Print)

state that the odometer now reads 67 (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.

MAKE	MODEL	BODY TYPE
CHEVROLET	MALIBU	MALIBU LS SEDAN
VEHICLE IDENTIFICATION NUMBER		YEAR
1G1ZT54834F [REDACTED]		2004

X ☒ TRANSFEROR'S SIGNATURE
HERITAGE AUTO PLAZA
PRINTED NAME
1800 OLD RICHMOND HWY
TRANSFEROR'S ADDRESS (STREET)
ALEXANDRIA VA 22303
CITY STATE ZIP CODE
10/26/03
DATE OF STATEMENT

X ☒ [REDACTED]
PRI [REDACTED]
TRA [REDACTED]
TRANSFEREE'S ADDRESS (STREET)
ALEXANDRIA VA [REDACTED]
CITY STATE ZIP CODE

COPY

CUSTOMER'S NAME

STOCK NO.

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 that the odometer now reads 66080 (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.

MAKE	MODEL	BODY TYPE
PLYMOUTH		
VEHICLE IDENTIFICATION NUMBER		YEAR
3P3AA4630S		1995

[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	

TRANSFEROR'S ADDRESS (STREET)		
ALEXANDRIA	VA	[REDACTED]
CITY	STATE	ZIP CODE

10/26/03
DATE OF STATEMENT

X	TRANSFEREE'S SIGNATURE
	[Signature]

PRINTED NAME
G. A. RARZUIN

HERITAGE AUTO PLAZA
TRANSFEREE'S NAME

1800 OLD RICHMOND HWY
TRANSFEREE'S ADDRESS (STREET)

ALEXANDRIA	VA	22303
CITY	STATE	ZIP CODE

RECOPY

NAME _____ NUMBER _____ DATE _____

70105

04/22/04

04/22/04 116S 365.41 234543

RECEIVED

REMITTANCE ADVICE
DETACH AND RETAIN

Heritage Auto Plaza

1800 Old Richmond Highway
Alexandria, VA. 22303-1895

CHECK NO.
119859

NET
AMOUNT

\$365.41

DEALER NAME / ADDRESS:

MODEL:

HERITAGE AUTO PLAZA
1800 OLD RICHMOND HWY
ALEXANDRIA VA 22303

543002
2004


161ZT54834F
CHEVROLET

AVAIL. SERV. AGREEMENT
YES
MALIBU

MANUFACTURER'S SUGGESTED RETAIL PRICE	21795.00
ADJUSTED MARKET VALUE	800.00
ADDED MARKUP	
DEALER INSTALLED OPTIONS SUBTOTAL	800.00
*Dealer's Asking Price (Not The Manufacturer's Suggested Retail Price)	22595.00

Total Price and Lease Terms, Excludes Finance Charge, Insurance, Prepaid Maintenance, and Taxes.

GET AHEAD WITH THE CHEVROLET MALIBU. IT'S THE ONLY CAR IN ITS CLASS THAT'S SO FULLY EQUIPPED WITH STANDARD FEATURES. IT'S THE ONLY CAR IN ITS CLASS THAT'S SO FULLY EQUIPPED WITH STANDARD FEATURES. IT'S THE ONLY CAR IN ITS CLASS THAT'S SO FULLY EQUIPPED WITH STANDARD FEATURES.



THE ONLY CAR IN ITS CLASS THAT'S SO FULLY EQUIPPED WITH STANDARD FEATURES. IT'S THE ONLY CAR IN ITS CLASS THAT'S SO FULLY EQUIPPED WITH STANDARD FEATURES. IT'S THE ONLY CAR IN ITS CLASS THAT'S SO FULLY EQUIPPED WITH STANDARD FEATURES.

THIS IS NOT AN OFFICIAL FINANCIAL OFFER.

FORM 4164 - 1/00 - 1-800-4-A-CHEVROLET

ORDER FOR LEASE 1-800-4-A-CHEVROLET

4/COPY

2004 MALIBU LS SEDAN

3.5L V6 ENGINE

EXTERIOR LIGHT DRIFTWOOD METALLIC

4-SPEED AUTO TRANSMISSION

INTERIOR NEUTRAL

STANDARD EQUIPMENT

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

*** MECHANICAL ***

- 3.5L V6 ENGINE
- 4-SPEED AUTO TRANSMISSION
- ELECTRIC-VARIABLE STEERING
- 4-WHEEL INDEPENDENT SUSPEN.

*** SAFETY & SECURITY ***

- DRIVER & PASS FRONT AIR BAGS
- ANTI-LOCK BRAKES WITH TRACTION CONTROL
- PASSLOCK THEFT-DETERRENT SYS
- DAYTIME RUNNING LAMPS
- AUTOMATIC HEADLAMP CONTROL
- RR CHILD SEAT LATCH SYSTEM
- EMERGENCY TRUNK RELEASE HNDL
- BATTERY RUNDOWN PROTECTION

*** EXTERIOR ***

- 15" ALLOY WHEELS
- INTERMITTENT WIPERS
- POWER OUTSIDE MIRRORS

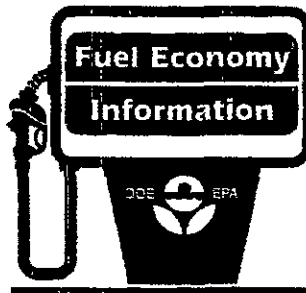
*** INTERIOR ***

- AIR CONDITIONING
- POWER DOOR LOCKS
- POWER WINDOWS W/ EXPRESS DOWN
- POWER TRUNK RELEASE
- TILT/TELESCOPIC STEERING WHL
- CRUISE CONTROL
- REAR WINDOW DEFOGGER
- CONVENIENCE/CARGO NETS
- AM/FM CD PLAYER W/6 SPEAKERS
- FOLD FLAT PASSENGER SEAT
- DRIVER SEAT POWER HEIGHT ADJ
- DRIVER SEAT MANUAL LUMBAR
- REAR SEAT, SPLIT FOLDING
- REMOTE KEYLESS ENTRY
- POWER ADJUSTABLE BRAKE AND ACCELERATOR PEDALS
- DRIVER INFORMATION CENTER

Compare this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

CITY MPG

23



HIGHWAY MPG

32

ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

18 AND 27 MPG IN THE CITY AND BETWEEN

27 AND 37 MPG ON THE HIGHWAY.

2004
3.5 LITER I4 ENGINE
FUEL INJECTION, ELECT W/LOCK UP
4 SPEED TRANSMISSION
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$809

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

MID-SIZE

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

00 TO 00 MPG CITY
AND

00 TO 00 MPG
HIGHWAY.

1G1ZT54834F101511

14443

38A

www.fueleconomy.gov

DEALER TO WHOM DELIVERED

OURISMAN CHEVROLET CO., INC.
4400 BRANCH AVE
MARLOW HEIGHTS, MD 20748-1899

ORDER NO. GKGC
DEALER NO. 14443

FINAL ASSEMBLY KANSAS CITY, KS U.S.
VIN 1G1ZT54834F101511

CHEVROLET WE'LL BE THERE™

Division of General Motors Corporation

GM

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE **\$20,370.00**

Options Installed by Manufacturer

MALIBU PREFERRED EQUIP GRP 1SB	800.00
• FLOOR MATS, FRONT & REAR	
• DRIVER SEAT 6-WAY POWER	
• HEAD CURTAIN SIDE AIR BAGS	
• REMOTE VEHICLE START SYSTEM	
FRONT LICENSE PLATE BRACKET	

TOTAL OPTIONS **\$800.00**

TOTAL VEHICLE & OPTIONS **\$21,170.00**

DESTINATION CHARGE **625.00**

TOTAL VEHICLE PRICE* **\$21,795.00**

www.chevrolet.com

This label has been applied pursuant to Federal law—Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options or accessories not listed above, local taxes or license fees.
10330488

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COPY

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



November 2006

[REDACTED]
Alexandria, VA [REDACTED]

Dear Audrey C [REDACTED]

As the owner of a 2004 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2004 model year Chevrolet Malibu vehicles may have a condition where the fuel tank gas cap won't tighten properly, or the fuel cap won't come off, or is broken. These conditions may also cause the illumination of the Malfunction Indicator Light (MIL).

Additionally, please be aware that the fuel cap may not seal adequately to the filler neck if pushed down when being tightened. Do not apply a downward force to the fuel cap when tightening.

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

What We Have Done: General Motors is providing owners with additional protection for the fuel tank cap. If this condition occurs on your 2004 Chevrolet Malibu within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**.

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

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition.

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

THIS WAS LAST
LETTER I RECEIVED
FROM G.M.

I DID RECEIVE A
PHONE CALL ON THE
EVENING OF DEC. 1, 2006

Alan

CUSTOMER REIMBURSEMENT PROCEDURE

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


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

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

If your claim is:

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

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 or (TTY 1.800.833.2438).



Recall Processing Center
P.O. Box 909989
Milwaukee, WI 53209-9989



04820 1G17T548245101511 13 0006171

ALEXANDRIA, VA

MAIL THIS FORM ONLY if any of the items below apply to this vehicle.
This will help us in contacting the present owner/lessee and ensure that
you do not continue to receive notifications for this vehicle.

CHECK (X) APPROPRIATE BOX.

☐ My new address OR Vehicle sold/traded to:

Owner Name _____

Address _____

City, State, Zip _____

Phone (____) _____

- ☐ I have never owned/leased this vehicle.
- ☐ Vehicle was damaged beyond repair and scrapped.
- ☐ Vehicle was stolen and not recovered.
- ☐ Other: _____

By providing the information above you are authorizing an update
to our records for this vehicle.

CUSTOMER REPLY FORM

COPY

To mail: Fold so the return address on the back of this panel is showing.
Place a piece of tape on each of the shorter ends to seal the mailer.

August 4, 2011

[REDACTED]
[REDACTED]
Fruitport, MI [REDACTED]

Service Request: 1-172807913
Customer Relationship Manager: Tamara Whittaker

Dear Ms. [REDACTED]

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

To help us review your request in a timely manner, please 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

August 4, 2011

[REDACTED]
[REDACTED]
Fruitport, MI [REDACTED]

Service Request: 1-172807913
Customer Relationship Manager: Tamara Whittaker

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

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Sincerely,

General Motors Corporation

August 4, 2011

[REDACTED]
Fruitport, MI [REDACTED]

Service Request: 1-172807913
Customer Relationship Manager: Tamara Whittaker

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 Value Guard plan for your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZU54824F102324, is for the following:

- 72 months or 72,000 miles, whichever occurs first, beginning on March 29, 2004 and ending on March 29, 2010, and begins with 6,232 and ends with 78,232 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 GMPP at 1-800-631-5590 if you have additional questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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



Fruitport MI



Please make any corrections to your name, address,
or telephone number here:

Home telephone:

Change to: ()

Please provide us with your preferred Email address:

Thank you for choosing Chevrolet! We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of **Chevrolet** and **Betten Chevrolet** toward meeting the highest expectations of our customers.

Thank you for buying a Chevrolet.

Sincerely,

Charles F. Ugolino
Director of Operations

Instructions

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

☐ Please check this box if you no longer own/lease this 2004 Malibu, and return the questionnaire.

About Your Chevrolet Dealership's Facilities

- | | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|----|--|--------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. | Thinking about your dealership, how satisfied were you with... | | | | | |
| | - The convenience of the dealership's showroom hours? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | - The cleanliness and attractiveness of the facilities? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | - The variety of vehicles and options available for your inspection? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Sales Consultant

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|-------------------------------------|-------------------------------------|-----------------------------|--------------------------|--------------------------|-----------------------------|
| 2. How satisfied are you that you were treated in a professional and courteous manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. How satisfied were you with the Sales Consultant's... | | | | | | |
| - Willingness to take the time necessary to thoroughly understand your vehicle needs? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Knowledge of Chevrolet vehicles? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Knowledge of other vehicles in the market? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Assistance in selecting an appropriate vehicle? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | | | |
| 4. Were you <u>offered</u> a demonstration ride/drive in the model of your choice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| 5. When you picked up your 2004 Malibu, were you greeted with friendliness and enthusiasm? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| 6. At the time of delivery, were you <u>offered</u> ... | | | | | | |
| - An orientation tour of the dealership, including the Service Department? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| - An orientation drive to become familiar with your new vehicle before taking it home? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |

Please complete other side

About Your Sales Consultant - Continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of...						
- Your vehicle's features and operations?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Chevrolet's 24-hour Roadside Assistance Program?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
- The appearance of your new Chevrolet?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- The operation of your new Chevrolet?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns?	Yes	No	Don't Know/Not Sure			
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that ...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Summing Up Your Experience

14. Based on your overall purchase/lease <u>and</u> delivery experience, how satisfied are you with Betten Chevrolet?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15. Based on your overall purchase/lease <u>and</u> delivery experience, would you recommend this dealership?	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not	
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16. Based on your experience to date, how satisfied are you with your 2004 Malibu?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
17. Are you ...	<input type="checkbox"/> Male	<input checked="" type="checkbox"/> Female	purchased mid-November; went in for service on 12/12 it is now 12/19 and I still don't have my car.			
18. Your age ...	<input type="checkbox"/> Under 25	<input type="checkbox"/> 25 - 34	<input checked="" type="checkbox"/> 35 - 44	<input type="checkbox"/> 45 - 54	<input type="checkbox"/> 55 - 64	<input type="checkbox"/> 65 or older
19. May we include your name when providing this survey information to your dealership?			Yes	No		
			<input checked="" type="checkbox"/>	<input type="checkbox"/>		

20. Do you have any other comments/recommendations about Betten Chevrolet?

on 12/12 the check engine light came on and I could not steer the car. Not a very safe feeling. Thank God I was able to get off the road safely. My car has been in for service ever since. The dealership/Service department have been wonderful to me but I am second guessing my decision to sell my Toyota Camry to purchase this car.
If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

0199

August 4, 2011

[REDACTED]
[REDACTED]
Fruitport, MI [REDACTED]

Service Request: 1-172807913
Customer Relationship Manager: Tamara Whittaker

Dear Ms. [REDACTED]

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

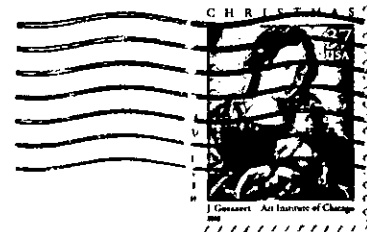
To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

Waterford, MI

JAN 12 2004



Chevrolet
P.O. Box 33170
Detroit, MI 48232

Attention: Brian Somwaru

48232+5170



[REDACTED]
Waterford, MI [REDACTED]

January 9, 2004

Chevrolet
P.O. Box 33170
Detroit, MI 48232

Attention: Brian Somwaru

**Re: 2004 Chevrolet Malibu - [REDACTED]
Vehicle I.D. No. 1G1ZU54844F [REDACTED]
Service Request No. 1-173231524**

Dear Brian:

Pursuant to our telephone conversation of this morning, enclosed please find a copy of the service invoice for my 2004 Chevrolet Malibu from Bill Fox Chevrolet, Rochester Hills, Michigan. Also enclosed is a copy of the most recent payment I made (December, 2003) to GMAC for my 2004 Malibu.

As requested, the purpose of this letter is to request that GM reimburse me for the days that my new vehicle was in service for the power steering problem I encountered. As you can see from the invoice, my vehicle was in service from **December 23, 2003 through January 8, 2004**. Therefore, I would request that GM reimburse me for the amount of days my vehicle was at the dealership for repair.

Thank you for your attention to this matter. I look forward to hearing from you next week with regard to the above.

[REDACTED]
/gv
Enclosures



PHONE (248) 651-7000

Bill FOX
CHEVROLET



www.billfoxchevrolet.com

725 S. ROCHESTER ROAD • ROCHESTER HILLS, MICHIGAN 48307 • FAX (248) 651-8089
BODY SHOP DIRECT LINE (248) 651-7444



CUSTOMER NO.

43327

WATERFORD, MI

COPY

ADVISOR

TIM HUNSBERGER

LABOR RATE
85.00

YEAR / MAKE / MODEL

04/CHEVROLET/MALIBU/4DR

VEHICLE I.D. NO.

1 G 1 Z U 5 4 8 4 4 F

F.T.E. NO.

TAG NO.

459 305

MILEAGE

2,656

INVOICE DATE

01/08/04

COLOR

GLXY SILVER

DELIVERY DATE

10/23/03

SELLING DEALER NO.

INVOICE NO.

CVCS161962

STOCK NO.

40138

DELIVERY MILES

35

PRODUCTION DATE

R.O. DATE

12/23/03

COMMENTS

LABOR & PARTS

J# 1 10CVZ DIAG. FRONT SUSP. HOURS: 2.48 TECH(S): 248 281 WARRANTY
C/S POWER STEERING LOCKED UP AND WAS HARD TO TURN//MANUEL
STEERING
NEC TO R&R KICK PANELS , TRIM PANELS , ACC. PEDAL ASS.,
STEERING
NEC TO REPLACE STEERING COLUMN ASSEMBLY PER TAN AND TEST
DRIVE - OK NOW

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		22687709	COLUMN KI	

JOB # 1 TOTAL PARTS

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

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

COMMENTS
7003157
RENTAL 10042

TECHNICIAN CERTIFICATION

248
281

KEVIN M. MCCARTNEY
STEVEN D. ZEMKE

M193678
M201577

TOTALS

CASH [] CHECK [] CHARGE [] MCARD [] VISA [] AMEX []

CASHIERS INITIALS []

OUR TECHNICIANS ARE CERTIFIED BY CHEVROLET, THE STATE OF
MICHIGAN AND NATIONAL A.S.E.

THE WARRANTY ON GENERAL MOTORS DEALER INSTALLED PARTS IS
12 MONTHS OR 12,000 MILES WHICH EVER OCCURS FIRST. LABOR
IS INCLUDED.

* Indicates GOODWRENCH SERVICE PLUS lifetime Guarantee Part
"THE FOX TEAM"

CUSTOMER SIGNATURE

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

TOTAL INVOICE \$ 0.00

TERMS are cash on delivery, ESTIMATES ARE FOR
LABOR ONLY, MATERIAL IS EXTRA. Storage will be
charged 48 hours after repairs are completed. Not respon-
sible for loss or damage to cars or articles left in cars in
case of fire, theft, freezing, accident or any other cause
beyond our control. An express garagekeeper's lien is hereby
acknowledged on above car or truck to secure the amount of
repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS
That the undersigned does hereby constitute and appoint
BILL FOX CHEVROLET (our) true and lawful attorney to sign
name, place and stand of the undersigned on any insurance
Checks or Drafts issued by Insurance Company covering any
repairs to my (our) automobile authorized by myself (ourselves)
in whatever manner is necessary to place check or draft in a
cashable position.

I (we) hereby ratify and confirm whatever action said attorney
shall or may take by virtue hereof in the premises.
THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS
AGREED TO AS OUTLINED ABOVE

Signed

All repairs and parts listed were furnished in compliance with the
Michigan Motor Vehicle Service and Repair Act.

X

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 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 NEW ORIGINAL
EQUIPMENT UNLESS
OTHERWISE SPECIFIED**





THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

PO BOX 217060
AUBURN HILLS MI 48321

FOR ASSISTANCE CALL: 800-200-4622

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

WATERFORD MI

MAKE/MODEL: 04 CHEV MALIBU
VIN: 1G1ZU54844F101255

~~ORIGINAL~~

PAGE 1 OF 1

ACCOUNT NUMBER: [REDACTED]

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH: 12/01/03

ACCOUNT SUMMARY

NEXT PAYMENT DUE	
Due Date	12/23/03
Base Payment	295.14
Sales/Use Tax	17.71
Per. Property Tax	
Other Scheduled	
TOTAL	312.85

PAST DUE PAYMENTS REMIT IMMEDIATELY	
Due Date	Amount
TOTAL	

OTHER AMOUNTS DUE REMIT IMMEDIATELY	
Late Charge	
Extension Fee	
Summons	
Registration Fee	
Miscellaneous	
TOTAL	

REMAINING PAYMENTS: 34

SCHEDULED END DATE: 10/22/06

TOTAL DUE: 312.

MESSAGES



RD. 312.85 12-18-03
+ 4425

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



CHECK No. 900599875

50-957
213

DATE 01/29/04 *****171 DOLLARS *****53 CENTS *****171.53 AMOUNT

PAY
TO THE
ORDER
OF

WATERFORD MI

North American Operations
General Motors Corporation
Disbursement Account

Richard C. [Signature]
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. 900599875

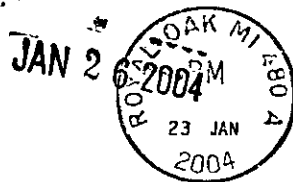
PAYMENT
DATE 01/29/04

VENDCR
DUNS NO BB 000000161 1
VENDOR NAME

REGISTER NO DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU54844F	01/28/04 1732315	VM 1-2YU45E 24.1-2YU45E	00.0000	171.53	.00	171.53
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				W3		

TOTAL 171.53 .00 171.53

Waterford, MI



Chevrolet
P.O. Box 33170
Detroit, MI 48232

Attention: Brian Somwaru

48232+3170



[REDACTED]
Waterford, MI [REDACTED]

January 22, 2004

Chevrolet
P.O. Box 33170
Detroit, MI 48232

Attention: Brian Somwaru

**Re: 2004 Chevrolet Malibu - [REDACTED]
Vehicle I.D. No. 1G1ZU54844F [REDACTED]
Service Request No. 1-173231524**

Dear Brian:

Pursuant to our telephone conversation of January 21, 2004 and per your request, enclosed please find a copy of the registration for my 2004 Malibu.

It is my understanding that this is the final documentation required by GM in order to reimburse me for the amount of days my new vehicle was in service for a steering problem.

Thank you for continually following up with me. I appreciate your attention to this matter.

[REDACTED]
/gv
Enclosure

MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Plate: [REDACTED] Expires: 08/14/2004

TRANSFER REGISTRATION

2004 CHEVROLET 4 DOOR

Vehicle No.: 1G1ZU54844F [REDACTED]

Fee Cat. or Wt.: 000022

V 432 271 002 635

County: OAKLAND

V A H I TRUST LSR

[REDACTED]
WATERFORD

MI [REDACTED]

License Fee: 8.00

[REDACTED] 23.00

TR-11

August 4, 2011

[REDACTED]
[REDACTED]
[REDACTED]
Waterford, MI [REDACTED]

Service Request: 1-173231524
Customer Relationship Manager: Brian Somwaru

Dear Ms. [REDACTED]

We sincerely regret that you experienced a concern with your 2004 Chevrolet Malibu, 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 \$171.53. 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

August 4, 2011

[REDACTED]
[REDACTED]
Gilbert, AZ [REDACTED]

Service Request: 1-173997128
Customer Relationship Manager: Tamara Whittaker

Dear Mr. [REDACTED]

We are sorry you have experienced concerns with your 2004 Chevrolet Malibu. 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.

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



CHECK No. 900673268

50-937
213

DATE 10/12/04 *****2,500 DOLLARS *****00 CENTS AMOUNT *****2,500.00

PAY
TO THE
ORDER
OF

RIDLEY PARK PA

North American Operations
General Motors Corporation
Disbursement Account

Richard C. Quinn
SIGNATURE

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

AUDIT



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

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. BB 000000199 1
VENDOR NAME

CHECK NO. 900673268
PAYMENT
DATE 10/12/04

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU548X4F	10/08/04 1-1743281	VM 1-4DP2KA 71.1-4DP2KA	00.0000	2,500.00	.00	2,500.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				W3		
TOTAL				2,500.00	.00	2,500.00

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



CHECK **No. 900673266**

50-837
213

DATE
10/12/04

*****6,000 DOLLARS

****00 CENTS

AMOUNT
*****6,000.00

PAY
TO THE
ORDER
OF

RIDLEY PARK PA

North American Operations
General Motors Corporation
Disbursement Account

Richard C. [Signature]

SIGNATURE

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

AUDIT

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. BB 000000198

1

CHECK NO. 900673266

VENDOR NAME

PAYMENT
DATE 10/12/04

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

1G1ZU548X4P	10/08/04 1-1743281	VM 1-4DP2K8 71.1-4DP2K8	00.0000	6,000.00	.00	6,000.00
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL

6,000.00

.00

6,000.00

AP33K

August 4, 2011

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
Suite 4210 Centre Square West, 1500 Market Street
Philadelphia, PA 19102

RE: [REDACTED] v. General Motors Corporation
Service Request: 1-174328171
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU548X4F [REDACTED]
Customer Relationship Manager: Betty Kennedy

Dear Mr. Kantrowitz:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$6,000.00 made payable to [REDACTED]. The second is in the amount of \$2,500.00 made payable to Kimmel & Silverman, P.C.

A 84 month/100,000 mile (whichever comes first) Steering Component Letter will be sent directly to [REDACTED] after processing.

If you need further assistance please contact our Business Resource Center at 1-800-231-1841, prompt 1, and then prompt 4.

Sincerely,

General Motors Corporation

LG0008T



PB METER
5043498

U.S. POSTAGE

KANTROWITZ & PHILLIPPI, LLC

Suite 4210, Centre Square West
1500 Market Street
Philadelphia, Pennsylvania 19102

General Motors Corporation
c/o MSX International
Attention: BRC
MC 336-105-00
1426 Pacific Drive
Lincoln Park, MI 48326

JAN 23 2004

KANTROWITZ & PHILLIPPI, LLC

ATTORNEYS AT LAW

SUITE 4210

CENTRE SQUARE WEST

1500 MARKET STREET

PHILADELPHIA, PA 19102

(215) 496-9400

FAX: (215) 496-9089

NEW JERSEY OFFICE

1230 Parkway Avenue

Parkway Corporate Center

Suite 304-A

Ewing, New Jersey 08628

(609) 530-1919

FAX: (609) 530-9050

January 20, 2004

General Motors Corporation

c/o MSX International

Attention: BRC

MC 336-105-00

1426 Pacific Drive

Lincoln Park, MI 48326

Re: [REDACTED] v. General Motors Corporation

Vehicle: 2004 Chevrolet Malibu

Date of Purchase: 10/21/03

Place of Purchase: Rothrock Chevy

Vin No.: 1G1ZU548X4F [REDACTED]

Our File: 3030-50004

Dear Sir or Madam:

We have received a Notice of Representation from Robert Silverman regarding the above-named customer, and would request that you forward the following discovery materials to us:

Warranty history, Customer assistance records, and an invoice.

Claimant's counsel will not consent to supply his client's address or telephone number, which we understand you require. If we are able to secure that information we will advise.

If you have any questions or problems, please do not hesitate to telephone me. Thank you for your kind assistance.

Very truly yours,



Hiliary Remick

KANTROWITZ & PHILLIPPI, LLC**ATTORNEYS AT LAW**

SUITE 4210

CENTRE SQUARE WEST

1500 MARKET STREET

PHILADELPHIA, PA 19102

(215) 496-9400

FAX: (215) 496-9089

NEW JERSEY OFFICE

1230 Parkway Avenue

Parkway Corporate Center

Suite 304-A

Ewing, New Jersey 08625

(609) 530-1919

FAX: (609) 530-9050

October 2, 2004

Via Facsimile

Ms. Sharon Ledoux

General Motors Corporation

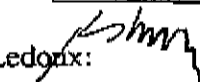
Global Headquarters, 300 Renaissance Center

24th Floor, P.O. Box 300, Mail Code: 482-C24-C66

Detroit, MI 48265-3000

Approved
Sharon Ledoux
10-5-04

Re: [REDACTED] v. General Motors Corporation
C.C.P. Phila. Cnty., February Term, 2004, No. 0079
2004 Chevrolet Malibu
Vin No.: 1G1ZU548X4F [REDACTED]
GMC File: 474178
Our File: 3030-54320

Dear Ms. Ledoux: 

Based upon a service history including reported loss of power steering, with replacement of steering module and steering column, we negotiated settlement of this in-suit matter for a total amount of \$8,500.00, including fees, plus a component part letter covering the vehicle's steering system, to seven years/100,000 miles. I note that the vehicle had over thirty days out of service within the first year.

UCC Codes: M01-Steering-General-Excessive Effort, M41-Steering-Column/Ignition
Lock/Parts-Excessive Effort

**Please prepare a 7year/100,000 mile (whichever comes first) Steering System
Component Letter with a zero deductible**

Please forward the following drafts to this office:

- (1) a draft for \$6,000.00 made payable to:
[REDACTED] with a 7year/100,000 mile (whichever
comes first) Steering System Component Letter with a zero deductible

KANTROWITZ AND PHILLIPPI, LLC

October 2, 2004

Page 2

805 Haverford Road, Ridley Park, PA 19078

Telephone Number: 610-532-8154

George Cimino Social Security No. 2020-22-2523

Tresa Cimino Social Security No. 209-68-2994

Odometer: 13,500; and

- (2) a draft for \$2,500.00 made payable to:
Kimmel & Silverman, P.C.
30 E. Butler Pike, Ambler, PA 19002
Tax ID Number: 23-2671027

Thank you for your cooperation. Please feel free to contact me with any questions.

Very truly yours,



STEVEN B. KANTROWITZ

SBK/cs

Service Request Activity

SR No.	1-174328171	Ref No.		BRC Type	Legal	Bus. Unit	BRC
Account	Kantrowitz & Philippi	Site		Goodwill		Area	Legal
Last Name	Orino	First Name	Tresi	Approval	Not Initiated	Sub-Area	Discovery
Daytime #	(610) 308-8794	Con. Acct.		UCC	Steering - Power Steering Pump / Brackets	Safety	Yes
Involved Dealer	Rotrock Chevrolet, Inc.	Source	Phone				
Serial #VIN	1G1ZU548X4F104306					Updated	1/26/04 1:33:39 PM
Model	Malibu	License #	CHEVROLET	Priority	Medium	Owner	BIMIEM
Make	Chevrolet	Warr. Start	10/21/2003	Status	Open	Opened	1/26/03 12:23:23 PM
Year	2004	Mileage	2400	Sub-Status	Satisfied	Closed	
Customer Description	Legal case, please refer all calls to Michelle Bimle, 57309			Abstract	POWER STEERING		

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/26/04	BIMIEM	BIMIEM	Ownership Changed	Ownership Escalated to BRC	Done	Ownership Escalated to BRC	
01/26/04	SADMIN	BIMIEM	Inbound White Mail		Done	BRC LEGAL - Scanned 2004-01-26 07:12:48.000000.MSACDocNum: 0402600170	
01/26/04	PRICER	BIMIEM	BRC LEGAL	Assigned Discovery	Done	Disc	No other stebel request found assigned to BIMIEM robey price bro legal workflow No other stebel request found michelle bimle, legal 57309
01/26/04	PRICER	BIMIEM	Ownership Changed		Done	Service Request Ownership has changed FROM BANKS TO BIMIEM	

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/19/04	BANKSK	BANKSK	Inbound Call Dealer	Voice Mail Received	Done	SVC MGR BUD MCCLOSKEY	STATES THAT CUST HAS BEEN CALLING HIM; STATES THAT HE HAS CONTACTED TAC AGAIN AND WAS ADVISED TO PLACE IN A COLUMN. SVC DEPT WAITING ON COLUMN TO ARRIVE. PER GM TECHNICAL ASSISTANCE.
							KATRINA Y. BANKS/CAC/TAMPA DISSAT EMPOWERED

01/14/04	BANKSK	BANKSK	Outbound Call Dealer		Done	SVC MGR BUD MCCLOSKEY	CRM LET MSG FOR MR. MCCLOSKEY; ADVISED THAT CRM WAS SEEKING A REPAIR STATUS OF CUST'S VEH. ADVISED THAT CUST IS SEEKING A REPURCHASE.
							KATRINA Y. BANKS/CAC/TAMPA DISSAT EMPOWERED

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/14/04	BANKSK	BANKSK	Outbound Call	Made Contact	Done	F10 CUST REPAIRS	CUST STATES THAT SHE DOES NOT WANT VEH ANYMORE. CUST STATES THAT SHE DOES NOT WANT TO DRIVE DOWN THE ROAD AND HER POWER STEERING GOES. CUST STATES THAT SHE IS REALLY SCARED TO DRIVE THE VEH. CUST STATES THAT SHE HAS CONSULTED AN ATTORNEY AND SHE IS PURSUING THE LEMON LAW. CUST STATES THAT SHE DOES NOT WANT VEH BEC SHE FEELS THAT SOMETHING ELSE IS GOING TO HAPPEN WITH VEH.

KATRINA Y.
BANKS/CACITAMPA DISSAT
EMPOWERED

01/14/04	BANKSK	BANKSK	Inbound Call Customer	Voice Mail Received	Done	VOICE MAIL RECEIVED	CUST STATES THAT VEH HAS BEEN AT DLRSHP FOR 17 DAYS FOR REPAIRS. REQ THAT CRM CONTACT CUST AT 810-308-8704
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KATRINA Y.
BANKS/CACITAMPA DISSAT
EMPOWERED

01/14/04	PREZIOSI	BANKSK	Notify CRM		Done	cust called in
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Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/14/04	PREZIOSI	PREZIOSI	Inbound Call Customer	Transfer/Referral	Done	Transfer/Referral	<p>cust states needs to speak w/ owning crm</p> <p>crm advised cust of owning crm's prof and ext#, then connected cust w/ owning crm's voicemail b/c owning crm was not available at this time</p> <p>anypreziosi/cac/lampa</p>

01/12/04	BANKSK	BANKSK	Inbound Call Field Rep/Whis	Provided Info	Done	AVM RESPONSE	<p>CRM RECEIVED RESPONSE FROM AVM IN REGARDS TO CUST CONCERNS. STATES THAT CUST WAS SEEN TWICE FOR STEERING CONCERN AND ONCE FOR STALLING. STATES THAT CRM ADVISED THAT CUST SEEKING ONE CAR. PAYMENT STATES THAT IF CRM HAS ANY FURTHER QUESTIONS TO CONTACT AVM.</p> <p>KATRINA Y BANKS/CAC/TAMPA DISSAT EMPOWERED</p>
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01/12/04	BANKSK	BANKSK	Dealer Notification	Action Required	Done	CUST SEEKING REPURCHASE	<p>CUST SENT E-MAIL TO GM STATING THAT SHE IS SEEKING REPURCHASE OF VEH. CRM HAS NOTIFIED AVM CONCERNING CUST'S REQUESTS.</p> <p>KATRINA BANKS/CAC/TAMPA DISSAT EMPOWERED</p>
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Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/12/04	BANKSK	BANKSK	Inbound Call Field Rep/Whsl	Provided Info	Done	PROVIDED INFO	<p>AVA SETH YOUNG; STATES THAT IF CUST IS OKAY WITH ONE CAR PAYMENT HE IS OKAY WITH THAT. DOES NOT KNOW IF THIS HAS BEEN VERIFIED BY DLRSP; BUT IF CUST IS WILLING TO TAKE VEH BACK TO DLRSP AND HAVE IT LOOKED AT, THIS WOULD BE OKAY.</p> <p>KATRINA Y. BANKS/CACITAMPA DISSAT EMPOWERED</p>

01/11/04	HOVLANDI	BANKSK	Notify CRM		Done	Cust sent email	
01/11/04	HOVLANDI		Email - Outbound		Done	Chevrolet Malibu Owner Assistance	

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/11/04		HOVLAND	Email - Inbound		Done	Chevrolet Malibu Owner Assistance	

Name : Tresa and
George Cimino
Address : 805
Haverford Road

: Ridley Park, PA
19074 -

Daytime Phone Number : (610)
532 - 8154

ex.

Evening Phone Number : (610)
308 - 8794

ex.

Vehicle : 2004 Malibu
VIN :
1G1ZU548X4F104306
Mileage : 2432

Dealer : Rothrock

Comments : I purchased a
2004 Malibu on 10/21/2003.
My problem is that my new
vehicle is currently back at the
dealership for the third time for
the same problem. The power
steering keeps going while
driving the vehicle. The second
time I took the car in the
dealership they had it for ten
days. Three hours after picking
the car up the second time I
experienced the same problem
again and took it back to the
dealership for the third time. I
seem to get no satisfaction from
your customer service area at
all!! No one seems to really
want to give me any direction.
At this time I feel I have no
other option but to file for lemon

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/09/04	BANKSK	BANKSK	Scheduled Outbound	Call Field	Done	CHECK FOR AVM RESPONSE	RECEIVED INBOUND VOICE MAIL FROM AVM. CRM LFT ANOTHER OUTBOUND VOICEMAIL ADVISING THAT CUST IS SEEKING REPURCHASE.
01/09/04	BANKSK	BANKSK	Outbound Call Field	Left Message	Done	2803 FAYM Young - Seth: 014065 2027 ROTHROCK CHEVROLET INC. SPRINGFIELD, PA	CRM LFT MSG FOR AVM. ADVISING THAT CUST IS SEEKING A REPURCHASE OF VEH. KATRINA Y. BANKSK/CAC/TAMPA DISSAT EMPOWERED
01/09/04	BANKSK	BANKSK	Scheduled Outbound	Call Field	Done	CONTACT AVM	CRM LFT AVM A MSG.
01/09/04	HOWELLE	BANKSK	Notify CRM		Done	SEE MSG REVIEW 1-74328171	
01/09/04	GUIBERTD	GUIBERTD	Inbound Call Customer	Complaint or Escalation	Done	Cust	Cust contacts in re to this veh again voicing her frustration on this. Cust states she has a truck from the dir that she is not returning until her veh is repaired. Cust also states that she has called the BBB. Cust seeks veh repaired/repurchased. CRM advised cust that her concerns are being reviewed and escalated, but she will need to give CAC some time before we make a decision on what will be done. Cust states she loved her veh. CRM advised cust of callback pending tomorrow. Dan Guibert Tpa

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/08/04	BANKSK	BANKSK	Manager Review	Case Assessment	Done	REQ TO CONTACT AVM	<p>CUST STATES THAT SHE IS EXPECTING PAPERS IN THE MAIL TO PURSUE LEMON LAW. CUST HAS HAD TO TAKE VEH BACK DESPITE HAVING A NEW STEERING COLUMN PLACED IN VEH. DLRSHP DOES NOT HAVE A DIAGNOSIS AND IS IN CONTACT WITH TAC.</p> <p>CRM REQ TO CONTACT AVM AND ADVISE OF CUST CONCERNS AND POSSIBLE PURSUIT OF LEMON LAW.</p> <p>KATRINA Y. BANKS/CAC/TAMPA DISSAT EMPOWERED</p> <p>TM REVIEWING AND APPROVING AVM CONTACT ON FILE. EVETTE HOWELL/TAMPA/TM</p>

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/08/04	BANKSK	BANKSK	Outbound Call	Made Contact	Done	FIU CUST VEH	<p>CUST APOLOGIZES FOR VOICEMAIL LFT. CUST STATES THAT SHE IS HAVING BACK CONCERNS AND THIS FRUSTRATION IS ADDING MORE PAIN TO HER INJURIES. STATES THAT DLRSH PLACED A NEW MODULATOR ON FOR STEERING AND VEH WENT OUT TWICE ON HER.</p> <p>CUST STATES THAT SHE HAS SENT OFF FOR PAPERS FOR LEMON LAW AND WANTS TO BE COMPENSATED FOR HER FRUSTRATION AND HER INCONVENIENCE. CUST STATES THAT SHE IS DRIVING VEH THAT SHE DOES NOT WANT TO DRIVE. CUST WAS GIVEN A PICK UP TRUCK OFF THE LOT. CUST STATES THAT SHE CAN NOT SMOKE IN VEH. CUST WANTS HER MONEY BACK. CUST STATES THAT SHE HAS JUST MADE HER PAYMENT AND IS NOT HAPPY THAT SHE HAS HAD HER VEH FOR THREE MONTHS IS HAVING THIS CONCERN.</p> <p>CUST STATES THAT SHE IS PURSUING THE LEMON LAW AND WANTS GM TO TAKE HER VEH BACK. CUST STATES THAT SHE WILL GO PURCHASE A FORD OR A FOREIGN VEH. CRM ADVISED THAT CAC DOES NOT ASSIST WITH SUCH REQUESTS BUT WORKS WITH THE DLRSH IN ATTEMPTING TO SOLVE CUSTS CONCERNS. CUST</p>

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/06/04	BANKSK	BANKSK	Outbound Call Dealer	Made Contact	Done	SVC MGR BUD MOGLOSKY	<p>CUST WAS COMPLAINING OF STIFF KEY AT TIMES, BROUGHT VEH INTO DLRSH; CONTACTED TAC, NEEDED A HARNESS TO TEST VEH.</p> <p>HARNESS ARRIVED, TESTED VEH; TAC SENT OUT A COLUMN FOR VEH.</p> <p>ATTEMPTING TO CONTACT TAC AGAIN. WHEN DLRSH DROVE VEH VEH WAS FINE.</p> <p>CONCERN IS IN STEERING COLUMN. HAS OTHER VEH WITH SAME CONCERN.</p> <p>CUST IS IN A 24 HR CAR.</p> <p>AVM HAS BEEN CONTACTED.</p> <p>KATRINA Y. BANKS/CAC/TAMPA DISSAT EMPOWERED</p>

01/06/04 BANKSK BANKSK Scheduled Outbound Call Di Done FU WITH DLRSH REPAIRS

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/08/04	BANKSK	BANKSK	Inbound Call Customer	Voice Mail Received	Done	VEH REPAIRS	CUST STATES THAT VEH IS BACK AT THE DLRSHP. STATES THAT SHE HAD VEH LESS THAN THREE HOURS AND VEH BEGAN EXP CONCERNS. CUST VERY IRATE; USING PROFANITY. STATES THAT SHE WANTS TO BE COMPENSATED AND DEMANDS A CALL BACK FROM CRM.
							KATRINA Y. BANKS/CAC/TAMPA DISSAT EMPOWERED

01/08/04	GREENTH	BANKSK	Notify CRM		Done	vim left cust wants supervisor to contact her asap	
01/08/04	GIBBONSM	BANKSK	Notify CRM		Done	Cust called in	
01/08/04	GIBBONSM	GIBBONSM	Inbound Call Customer	Transfer/Referral	Done	CRM called in	CRM states he is trying to reach 58783
							CRM seeks CRM @ ext 58783
							CRM asked that I would transfer him to that ext. CRM declined transfer but asked CRM to LVM for the owing CRM to call the cust by the s rule
							Matthew Gibbons/CAC/ATX

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/03/04	GREENIH	GREENIH	Inbound Call Customer	Complex Request	Done	veh down again	<p>crm adv...per cust he gave the drt four days to repair the veh the veh has been at the drt for ten days. got the veh back yesterday day and the cust put 12 miles on the veh and it failed twice and the veh is back at the drt and cust feels that she should be paid some kind of compensation for paying the third monthly payment of \$340.00 and has not been able to use the veh. the modulator switch was replaced. per caller she wants to speak with a supervisor (asep) of working crm and at this point wants out of the veh and will be calling a lawyer. caller disconnected the call when info that supervisor will contact her in 24 hrs or less.</p>

THOMAS GREEN / CAC / TAMPA / LEVEL ONE & DISSAT EMPOWERED

01/07/04	BANKSK	BANKSK	Scheduled Outbound Call CSM	Done	FU VEH REPAIRS	<p>CUST HAS CALLED IN AND SPOKE TO ANOTHER CRM WHO HAS ADVISED THAT CRM IS WORKING ON CUST CONCERN AND HAS ESCALATED CUST CONCERNS TO THE APPROPRIATE INDIVIDUALS.</p>
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Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
01/07/04	BANKSK	BANKSK	Outbound Call	Made Contact	Done	VEH REPAIRS	CRM MAKING FIU CALL TO DETERMINE IF REPAIR HAS BEEN MADE. CUST STATES THAT DLRSHIP ADVISED THAT CUST COULD COME AND PICKUP VEH.
			Customer				CUST ADVISED BY DLRSHIP PER CUST THAT THE LOANER VEH WILL BE TAKEN CARE OF BY GM.
							CRM ADVISED WILL FIU WITH CUST ON FRI TO ALLOW CUST TO DRIVE VEH AROUND AND DETERMINE IF CONCERN HAS BEEN CORRECTED. CUST STATES OKAY. CRM WILL CALL BET 11-1 PM.
							KATRINA Y. BANKS/CAC/TAMPA DISSAT EMPOWERED

12/31/03	BANKSK	BANKSK	Scheduled Outbound		Done	FIU VEH REPAIRS	
			Call Cust				
12/31/03	BANKSK	BANKSK	Outbound Call	Made Contact	Done	FIU CUST VEH	CRM WILL ADVISE THAT CRM WILL FIU ON WED BET 11-1 PM.
			Customer				KATRINA Y. BANKS/CAC/TAMPA DISSAT EMP

12/29/03	BANKSK	BANKSK	Outbound Call Dealer	Made Contact	Done	SVC ADV GARY NUYNIES	ORDERED PART. SHOULD ARRIVE MONDAY.
12/29/03	BANKSK	BANKSK	Scheduled Outbound		Done	FIU DIAGNOSIS	
			Call Cust				
12/29/03	BANKSK	BANKSK	Scheduled Outbound		Done	FIU DIAGNOSIS HARNESS	
			Call Dr				

Service Request Activity

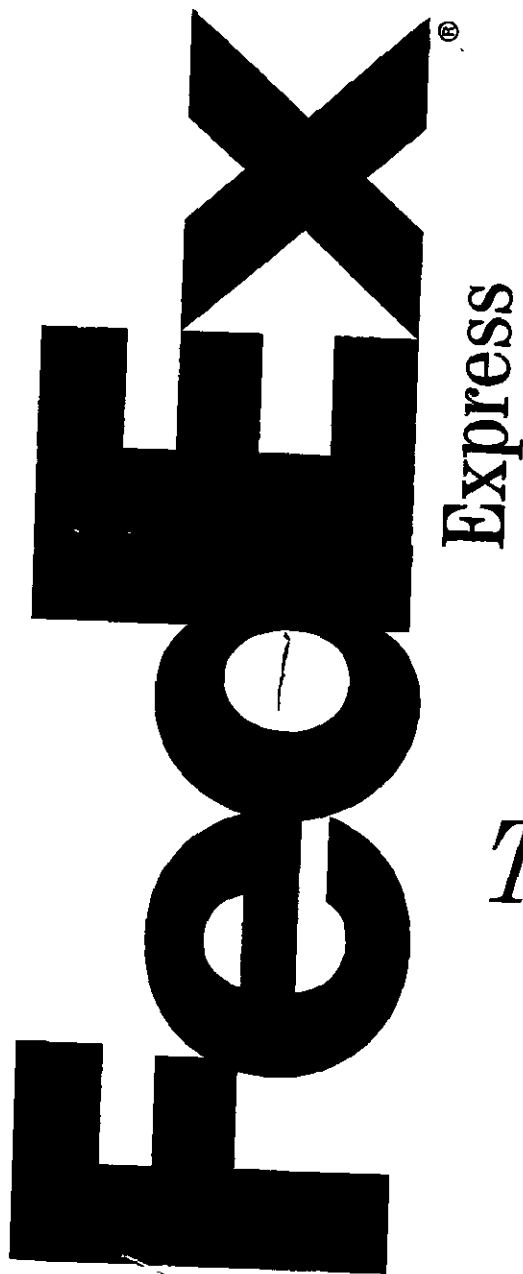
Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
12/29/03	BANKSK	BANKSK	Outbound Call Dealer	Made Contact	Done	SVC MGR BUDD MOULOSKEY	<p>STATES THAT CUST WAS VERY ABUSIVE. STATES CUST WAS RUDE AND DEMANDED THAT HER VEH BE FIXED AND THAT SHE RECIEVE A RENTAL VEH. TAC HAS BEEN CONTACTED.</p> <p>HARNESSEED TO CHECK VEH OUT. CUST PROVIDED A VEH. SVC MGR CONTACTED RENTAL COMPANY TO OBTAIN A RENTAL VEH.</p> <p>CUST HAS BEEN EXPLAINED WHAT SVC DEPT NEEDS TO DO.</p> <p>HARNESSEED IS BEING OVERNIGHTED BY TAC. SVC MGR STATES THAT HE HAS THREE VEH WITH SAME CONCERN.</p> <p>CRM ADVISED TO CONTACT SVC MGR FOR FURTHER INFORMATION REGARDING CUST'S VEH.</p> <p>KATRINA Y. BANKS/CACITAMPA DISSAT EMP</p>

Service Request Activity

Activities

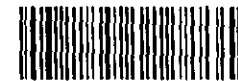
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Description	Comments
12/29/03	BANKSK	BANKSK	Inbound Call Customer	Complex Request	Done	POWERSTEERING	<p>CUST STATES THAT SHE IS THE ORIG OWNER OF A 2004 CHEVY MALIBU. CUST STATES THAT SHE IS HAVING CONCERNS WITH HER POWERSTEERING. CUST STATES THAT SHE HAS LOST POWERSTEERING MANY TIMES ON THE HIGHWAY, ON THE REGULAR ROADS AND AT ANYTIME. CUST STATES THAT IT IS A SAFETY CONCERN AND CUST IS NOT HAPPY. CUST STATES THAT HER VEH IS CURRENTLY AT DLRSH.</p> <p>DLRSH HAS ADVISED THAT THEY CAN NOT DUPLICATE CUST CONCERNS PER CUST.</p> <p>CRM ADVISED THAT DLRSH WILL BE CONTACTED.</p> <p>CRM CONTACTED SVC MGR. SVC MGR ADVISED THAT BECAUSE CUST WAS SO IRATE THAT HE TOOK OVER ASSISTING HER. STATES THAT TAC HAS BEEN CONTACTED AND THAT THEY ARE SENDING OVER A HARNESS SO THAT DLRSH WILL BE ABLE TO DIAGNOSE CUST'S CONCERN. CUST IS IN A RENTAL VEH THAT IS BEING PAID FOR THROUGH GM. CUST STATES THAT SHE DOES NOT WANT TO GET ANYONE IN TROUBLE. CRM ADVISED THAT CAC ONLY ASSISTS WITH ADDRESSING CUST CONCERNS AND DO NOT ATTEMPT TO GET ANYONE</p>



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336-105-000
AUBURN HILLS, MI 48326

FEB 16 2004

REF: 038-210

BILL SENDEP



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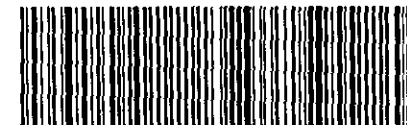
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FORM 0201

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The World

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**General Motors Corporation
Legal Staff**

Facsimile
248/267-4333

Telephone
313/665-1555

February 11, 2004

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1500 Market Street
Philadelphia, PA 19102

Dear Mr. Kantrowitz:

Re: GM Case No. 474178
 v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

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. Please complete the enclosed timekeeper sheet and return it to the attention of the undersigned at, Global Headquarters at the Renaissance Center, 300 Renaissance Center, 24th Floor, P.O. Box 300 Mail Code: 482-C24-C66, Detroit, MI 48265-3000.

Sincerely,

Sharon Ledoux
Legal Assistant



CT System

Service of Process Transmittal Form

Philadelphia, Pennsylvania

02/03/2004

Via Federal Express (2nd Day)

TO: fax

RE: PROCESS SERVED IN PENNSYLVANIA

FOR General Motors Corporation Domestic State: De

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

1. TITLE OF ACTION: [REDACTED] vs General Motors Corporation

2. DOCUMENT(S) SERVED: Notice, Complaint, Verification, Exhibit

3. COURT: Common Pleas Court, Phila Co Pa
Case Number 000079

4. NATURE OF ACTION: Alleged violation of "Lemon Law Act". 2004 Chevrolet Malibu 1G1ZU548X4F [REDACTED]

5. ON WHOM PROCESS WAS SERVED: CT Corporation System, Philadelphia, Pennsylvania

6. DATE AND HOUR OF SERVICE: By Process server on 02/03/2004 at 09:00

7. APPEARANCE OR ANSWER DUE: Within 20 Days

8. ATTORNEY(S): 215 540 8888
Kimmel & Silverman
30 Est Butler Pike
Ambler, PA 19002

9. REMARKS:

SIGNED CT Corporation System

PER Sandra E. Solomon
ADDRESS 1515 Market Street
Suite 1210
Philadelphia, PA 19102
SOP WS 0006036070

Information contained on this transmittal form is recorded for C T Corporation System's record keeping purposes only and to permit quick reference for the recipient. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information that can be obtained from the documents themselves. The recipient is responsible for interpreting the documents and for taking the appropriate action.

August 4, 2011

[REDACTED]
[REDACTED]
Detroit, MI [REDACTED]

Service Request: 1-175093831
Customer Relationship Manager: Anthony McGraw

Dear Ms. [REDACTED]:

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

To help us review your request in a timely manner, please 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

August 4, 2011

[REDACTED]
[REDACTED]
[REDACTED]
Detroit, MI [REDACTED]

Service Request: 1-175093831
Customer Relationship Manager: Kurjural Newell

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 866-952-4368 extension 57605 Monday through Friday during the hours of 8:30 a.m. and 5:15 p.m. 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 at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

RVDC Active Case # 84563



RVDC Case# 84563

BRC Case Number	1175600463	Vehicle Is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name		Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZT54834F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	113866	Retrieve Sales Tax?	N	Title Brand?			
Dealership Name	BARLOW CHEVROLET OLDSMOBILE	Reason for not Retrieving Sales Tax: TRADE REPURCHASE					
Dealer Contact/Title	DAVID J. FOULKS, SERVICE MANAGER	Original Sales Tax Paid In State:	NJ	Repurchased Under Laws of State:	NJ		
Dealer Phone	856-461-8400	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	8564612802	Closing Schedule:	2004-05-18	Established on:	2004-05-12		
Delivery Date	2003-09-11						
Buyback Mileage	4100						
Transmission	A						
UCC Code(s)	M0105	If no, where: BAC Is 0					
MSRP	22995.00	Location Site Name:					
Est. Auction Value	18815.33	Contact Name:					
Case Number	84563	Address 1:					
TAC Case Number	7275834	Address 2:					
Type of Transaction	CL	City:		State:		Zip:	
Replacement VIN	1G2NF52E94M521957	Phone #:					
Repurchase Type	AVM Voluntary	Fax #:					
Repurchase Source	PRA AVM WILLIAM D. CAMPO	Comment: COLLATERAL TRADE - LIENHOLDER: GMAC, 555 BUSINESS CENTER DRIVE, HORSHAM, PA 19044, PHONE #215-957-3598, ACCT #020 9047 29841.					
Reason for Repurchase: TWO POWER STEERING FAILURES		GM Legal Case Number:					
		GM Counsel Name: N/A					
		Gm Counsel Contact Name: N/A					
		Address1:					
		Address2:					
		City:		State:		Zip:	
		Phone #:					
		Fax #:					
Lien Payoff							
Lien Payoff Amount: 20201.80		Lien Payoff Expires on: 2004-05-23				Per Diem: 0.00	
Customer Due to GM: 0.00				Dealer Due GM: 0.00			
Check Information							
Customer		Lienholder			Plaintiff's Attorney		
Check Amt:	0.00	Payee1:	BARLOW CHEVROLET PONTIAC INC		Check Amt:	0.00	
Payee1:	&	Payee2:			Payee1:		
Payee2:	BARLOW CHEVROLET PONTIAC INC	Payee2:			Payee2:		
Address1:	117 E HADDON AVENUE	Address1:	6057 RT 130 S		Address1:		
Address2:		Address2:			Address2:		
City:	OAKLYN	City:	DELRAN		City:		
State:	NJ	State:	NJ		State:		
Zip	08107	Zip	08075		Zip		
Phone #:		Phone #:	856-461-8400		Phone #:		
Fax #:		Fax #:	856-461-2802		Fax #:		
		Attention:			Attention:		
		Account #:			Fed Tax ID:		
					Firm Name:		

Case ID: 84563 Initiator: cochrank

MAY 12 2004

**GENERAL MOTORS
BUSINESS RESOURCE CENTER
TRADE REPURCHASE CHECKLIST**

APP	APP
_____ CHECK REQUEST FORM (CIF)	_____ SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____ RVDC CALCULATION WORKSHEET	_____ SIGNED SETTLEMENT OFFER LETTER
_____ SIGNED BILL OF SALE ON NEW VEHICLE	_____ SIGNED RELEASE AGREEMENT
_____ INVOICE ON REPLACEMENT VEHICLE	_____ SIGNED DEALER CONFIRMATION LETTER
_____ PRA FORM	_____ RVDC SPECIAL INSTRUCTIONS FORM
_____ INCENTIVE SHUT-OFF REQUEST	_____ DEALER PROFIT OTHER THAN ADMIN FEE
_____ COPY OF TITLE OR REGISTRATION	_____ INVOICE FOR ATTORNEY FEES (If Applicable)
_____ WARRANTY HISTORY	_____ REPAIR ORDERS FOR REASON FOR REPURCHASE
_____ INVOICE ON ORIGINAL VEHICLE	(FLORIDA ONLY)

☐ Substitution of Collateral

☐ New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	_____
VIN#	1G1ZT548341 _____
Year-Make and Model:	2004 CHEVROLET MALIBU

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	SALLY 04-29-2004
Physical Address:	555 BUSINESS CENTER DRIVE
City/State/Zip	HORSHAM, PA 19044
Phone:	215-957-3598
Fax Number:	
Account Number:	_____
Dealer Buyout/Payoff Amount:	19,305.02
Buyout/Payoff Expiration Date:	05-29-2004
Per Diem:	

Additional Information

MAY-11-2004 03:20 PM

P.03

BARLOW

www.barlowautogroup.com

203 South Broad St. • Woodbury, New Jersey 08095 • Telephone: (856) 845-2020

DEAL #
7497

CUSTOMER: [REDACTED]

Order Date: 05/11/2004 Delivery Date: [REDACTED]

ADDRESS [REDACTED]

e-mail [REDACTED]

OAKLYN

NJ ZIP [REDACTED]

PHONE [REDACTED]

Stock No. 521857 Salesperson # [REDACTED]

PLEASE ENTER MY ORDER FOR ONE ☒ NEW ☐ USED 2004 PONTIAC MODEL GRAND AM

BODY TYPE C COLOR SUMMIT WHITE 40

YEAR AND MAKE

SERIAL NO. 1G2MF52E94M

Optional Equipment and Accessories

	OPT #	OPT #
Engine	\$	\$
Transmission	\$	\$
Radio	\$	\$
Air Conditioning	\$	Dealer Added Options
Tires	\$	\$
Wheel Covers	\$	\$
Power Windows	\$	\$
Cruise Control	\$	\$
Sport Mirrors	\$	\$
Total Options		\$

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:

* Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TRADE-IN DESCRIPTION AND ALLOWANCE

Year Make Model and Body Style
2004 CHEV MALI SD

Finance Co. [REDACTED]

Address [REDACTED]

Serial Number

Acct. # [REDACTED]

11617154834F [REDACTED]

Amt. \$ [REDACTED]

Good Until [REDACTED]

Mileage [REDACTED] Color [REDACTED]

By [REDACTED]

INTERNAL

D
F
A
G
M
T

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX

☐ This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability" based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR

☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

_____/_____/_____ X
Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chp. 373).

_____/_____/_____ X
Date Customer's Signature

IF A PURCHASE, THE FOLLOWING APPLY:

VEHICLE PRICE / MSRP \$
Dealer Added Options \$
Total Purchase Price (GMO/GMS) \$ 20051.80
Less Trade/Discount \$ 20051.80
NET CASH DIFFERENCE \$
GMPP/MRP Terms: \$ _____ Ded. _____
Mo./ _____ Miles \$ _____

(IF APPLICABLE)

Non-Taxable Factory Incentives \$
Non-Taxable Factory Rebates \$
TAXABLE SUB-TOTAL \$
SALES TAX \$
DOCUMENTARY FEE (Admin Svc) \$ 88.00
Online Registration Fee \$ 7.70
Estimated Title & Reg. Fees \$ 150.00

Notes:

BALANCE DUE ON TRADE-IN \$
TOTAL DUE \$ 150.00

CASH BALANCE (IF VEHICLE IS PURCHASED)
OR UPFRONT MONIES (IF VEHICLE IS LEASED)
TO BE PAID TO DEALER IN ACCEPTABLE FORM
OF PAYMENT ON DELIVERY

SETTLEMENT

REBATE (If Applicable) \$
REBATE (If Applicable) \$ N/A
Credit Card Rebate # \$
Cash Deposit \$ N/A
C.O.D. \$ N/A
Amount Financed \$ 150.00

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT \$
TERM: _____ MONTHS
_____ MILES PER YEAR
CASH DUE AT DELIVERY \$

THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLING DEALER SELLS THIS VEHICLE "AS IS", AND HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY LIABILITY OF THE SELLING DEALER WITH RESPECT TO DEFECTS OR MALFUNCTIONS OF THIS VEHICLE INCLUDING WITHOUT LIMITATION, THOSE WHICH PERTAIN TO PERFORMANCE OR SAFETY WHETHER BY WAY OF "STRICT LIABILITY" BASED UPON THE SELLING DEALER'S NEGLIGENCE, OR OTHERWISE, IS EXPRESSLY EXCLUDED AND PURCHASER HEREBY ASSUMES ANY SUCH RISKS. THE MANUFACTURER'S WARRANTY IS NOT AFFECTED BY THIS DISCLAIMER OF WARRANTIES BY THE SELLING DEALER.

Customer agrees that this Order on the face and on the reverse side and any attachments to it include all the terms and conditions, if a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED. I am 18 years of age or older and of full legal age.

MAY-11-2004 03:27 PM

P.02



BARLOW



02666

DEAL# 7497

GMC

203 South Broad St.
 WOODBURY, NEW JERSEY 08096
 Phone (856) 846-2020

100099

MULT TRUST

05/11/04

SALESMAN

SOLD
ADDRESS

OAKLYN, NJ

DATE

	YEAR	MAKE	MODEL	NEW OR USED	COLOR	SERIAL NUMBER	KEY #	MILEAGE
VEHICLE PURCHASED	2004	PONTIAC	GRAND AM	NEW	SUMMIT	1G2NF52E94MS2	40	
VEHICLE TRADED	2004	CHEVROLET	MALIBU			1G1ZT54834F		

DEALER ADDED ACCESSORIES

DESCRIPTION

VEHICLE

GM PROTECTION PLAN

DOCUMENTARY FEES

SALES TAX

MOTOR VEHICLE FEES

CREDIT INSURANCE

MIC INSURANCE

TOTAL

DEPOSIT

CASH ON DELIVERY

DISCOUNT/USED CAR ALLOWANCE

PAYOFF BALANCE OWED

FINANCE CONTRACT

TOTAL

Elizabeth A. Barber
 Controller

2004 GRAND AM SE1 SEDAN
 50U SUMMIT WHITE
 14D DARK PEWTER
 ORDER NO. GKJRIJ/TRE
 VIN 1G2 NF52 E9 4M

/V6G

STOCK NO.

PONTIAC/GMC DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 2AD44206801

New

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2NF69 GRAND AM SE1 SEDAN	19020.00	17403.30	INVOICE 07/16/03
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 07/16/03
JM4 4-WHEEL ANTILOCK BRAKES W/ ENHANCED TRACTION SYSTEM	400.00	356.00	EXP I/T 07/20/03
LA1 3.4 LITER 3400 SFI V6 ENGINE - REQUIRES AUTOMATIC TRANSMISSION (REPLACES STD/OPT/PKG ENGINE)	715.00	636.35	INT COM 07/21/03
MX0 TRANSMISSION, 4-SPEED AUTOMATIC (REPLACES STD/OPT/PKG TRANS)	850.00	756.50	PRC EFF 07/16/03
PCH 'SOLID VALUE' APPEARANCE PKG * WHEELS, 16" CHROME TECH CAST ALUM W/TIRES, P225/50R16 * RADIO, W/CD PLAYER, MP3 (REPLACES STD/OPT/PKG RADIO) * MONSOON 8-SPEAKER SOUND SYS * SUNROOF, POWER GLASS	1750.00	1557.50	KEYS S614F S614F WFP-S QTR OPT-1 BANK: GMAC - 020 CHG-TO 08-291
R6M NEW JERSEY COST SURCHARGE	0.00	70.00	SHIP WT: 3078
T43 SPOILER, REAR DECK	225.00	200.25	HP: 31.5
U2K XM SATELLITE RADIO-100 CHANNEL COAST TO COAST DIGITAL SOUND (SUBSCRIPTION CHARGES EXTRA) (REQUIRES MONSOON SOUND SYSTEM) (REPLACES STD/OPT/PKG RADIO)	325.00	289.25	GMS: 20076.80
VK4 FRONT LICENSE PLATE COVER	10.00	8.90	SUPPLR: 20879.87
1SZ 'SOLID VALUE' PKG SAVINGS AND 'POWERPAC V6' SAVINGS	1340.00-	1192.60-	MRM: 23920.00
			MEMO 1072.75

TOTAL MODEL & OPTIONS	21955.00	20085.45	ACT 231	20051.80
DESTINATION CHARGE	625.00	625.00	H/B 261	658.65
LAM DEALER CONTRIBUTION		219.55	ADV 261	219.55
LAM GROUP CONTRIBUTION		164.66	EXP 65A	164.66

TOTAL	22580.00	21094.66	PAY 310	21094.66
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		20150.71		

 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.

BARLOW BUICK PONTIAC GMC

REMIT TO GMAC NO. 020
 VIN 1G2NF52E94M
 \$ 21094.66 INV 2AD44206801
 DUE 07/21/03 DEALER 08-291

electronic Preliminary Repurchase Authorization (ePRA)

(**To go from field to field, use the TAB KEY)

- 1.Date (mm/dd/yyyy): 04/26/2004
2.Customer Name: [REDACTED]
3.Customer Address: [REDACTED]
4.Customer City, State, and Zip: Oaklyn, NJ 08107
5.Primary Customer Phone #: [REDACTED] Home
6.Additional Customer Phone #: [REDACTED] Work
7.Additional Customer Phone #: [REDACTED] Click here for pull-down: [REDACTED]

Call Before
FaxingCochran
4/26/04
1:40**Customer Vehicle Information**

- 8.Year/Make/Model: 2004/Chevrolet/Malibu
9.VIN (17 Digits): 1G1ZT54834F [REDACTED]
10.Current Mileage: 4,100
11.Purchased: NEW

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

- 12.CAC Case Number: 1-175600463
13.TAC Case Number: [REDACTED]
14.Explanation:

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

Dealership that will handle entire transaction:

- 15.Dealership Name: BARLOW CHEVROLET INC.
16.Dealership Phone #: 856-461-8400
17.Dealership Contact Name: David J. Foulks - SR Mgr in 8:30-9am
18.Dealership Contact Phone # (if different than Dealership #):
19.Dealership BAC: 113866 Region: Northeast

Cell 609-304-3836
856-461-1475
Joe Mignona.
Troy Groves20.What **GOODWILL TOOLS** were offered?☐
☐
☐
☐
☐

- Component Coverage Letter
Maintenance Letter
Owner Loyalty Certificate
GM SmartCare
GMPP

☐
☐
☐
☒

- Miscellaneous Reimbursement
American Express Check
Other
NOTHING OFFERED

- 21.Was a **TRADE** Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why?:

23.Reason for Repurchase (Include specific mechanical failure): TWO POWER STEERING FAILURES IN 90 DAYS.

- 24.This case was resolved by: Field Voluntary Decision
25.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
26.Recommended Disposition of Repurchased Vehicle: AUCTION
27.Type of TRANSACTION? TRADE REPURCHASE
28.Vehicle Damage (explain what damage is present and who is responsible): NONE

29.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits): 1G2NF52E94M521957 ✓

30.New Vehicle Year/Make/Model: 2004/Pontiac/Grand Am

31.Upgrade ☐ Downgrade ☒ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 0**32.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: Waived

33.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):

34.Lease Termination Terms:

35.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:

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

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

***Special Lease Rates and Financing will be allowed on 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

37.General Comments/Special Instructions: TRADE REPURCHASE AT NO COST TO OWNER.

38.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 04/21/2004

39.Authorizer Name: WILLIAM D. CAMPO

40.GM Position: AVM

41.VoiceMail Node: 914-055 Mailbox Number: 8015

42.Email Address: william.campo@gm.com

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

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

Forward any supporting documentation to FAX- 813-635-4282

Any questions please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: KEITH COCHRAN
DEPARTMENT: Business Resource Center
CUSTOMER NAME: [REDACTED]
FILE NUMBER: 1-175600463
OLD VEHICLE VIN: 1G1ZT54834F [REDACTED]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 08291


BRAND *(circle one)*: **Pontiac**
(16)

NEW VEHICLE VIN: 1G2NF52E94M [REDACTED]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

APR.27.2004 5:10PM TOWERS PERRIN

NO.056 P.2

Motor Vehicle Commission		NEW JERSEY	
LEASED VEHICLE REGISTRATION			
			
PLATE NO:	GOOD TMR:		
VIN	1G1ZT54834F	NO: 7	
CHE 2004 4 DR GY MAL		PASSENGER 07	
		CC:84000 80001 80440	
		INITIAL	
		AX	

ANY ALTERATIONS WILL VOID THIS CARD

N2A (1/99) STATE OF NEW JERSEY INSURANCE IDENTIFICATION CARD

COMPANY CODE	COMPANY		
POLICY NUMBER	EFFECTIVE DATE	EXPIRATION DATE	
101 0328615	07/29/03	07/29/04	
YEAR	MAKE/MODEL	VEHICLE IDENTIFICATION NUMBER	
04	CHEV MALIBU LS	1G1ZT54834F	
AGENCY/COMPANY/ADDRESS			
[REDACTED]			
AUTHORIZED REPRESENTATIVE			
INSUR	[REDACTED]		
OAKLYN		NJ	

SEE IMPORTANT MESSAGE ON REVERSE SIDE

MAY. 3.2004 3:43PM TOWERS PERRIN

NO.109 P.3



2004 MALIBU LS SEDAN
 38U MEDIUM GRAY METALLIC /V6G
 14C GRAY
 ORDER NO. GKJN8R/TRE STOCK NO.
 VIN 1G1 ZT54 83 4E

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD22452386

	MSRP	INV AMT	RETAIL - STOCK
MODEL & FACTORY OPTIONS		18638.55	INVOICE 08/25/03
1ZT69 MALIBU LS SEDAN	20370.00	652.50	SHIPPED 08/25/03
CF5 POWER SUNROOF	725.00	N/C	EXP I/T 09/10/03
FE9 50-STATE EMISSIONS	N/C	0.00	INT COM 09/10/03
LX9 3.5L V6 ENGINE	0.00	0.00	PRC EFF 08/25/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	59.00	KEYS G3227 G3227
R6M NEW JERSEY SURCHARGE	0.00	157.50	WFP-F QTR OPT-1
T43 REAR DECKLID SPOILER	175.00	270.00	BANK: GMAC - 020
UC6 AM/FM 6 DISC CD PLAYER	300.00		CHG-TO 15-018
(REPLACES STD/OPT RADIO)			
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	
1SB MALIBU PREFERRED EQUIP GRP 1SB	800.00	720.00	SHIP WT: 3208
* FLOOR MATS, FRONT & REAR			HP: 32.9
* DRIVER SEAT 6-WAY POWER			GMS: 20476.45
* HEAD CURTAIN SIDE AIR BAGS			SUPPLR: 21295.51
* REMOTE VEHICLE START SYSTEM			MRM: 22995.00
			MEMO 1093.50

TOTAL MODEL & OPTIONS	22370.00	20497.55	ACT 231	20451.45
DESTINATION CHARGE	625.00	625.00	H/B 261	671.10
LAM DEALER CONTRIBUTION		223.70	ADV 261	223.70
LAM GROUP CONTRIBUTION		111.85	EXP 65A	111.85

TOTAL	22995.00	21458.10	PAY 310	21458.10
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		20481.45		

 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.

BARLOW CHEVROLET OLDSMOBILE

REMIT TO GMAC NO 020
 VIN 1G1ZT54834E
 \$ 21458.10 INV 1AD22452386
 DUE 09/10/03 DEALER 15-018



Route 130 & Fairview Street - Delran, New Jersey 08075 - Telephone: (856) 481-8400 69503

CUSTOMER: [REDACTED] Order Date 11/01/2003 Delivery Date 11/01/03
 ADDRESS [REDACTED] e-mail [REDACTED]
 HORSHAM PA ZIP [REDACTED] ONE Stock No. 103138 Salesperson # ED WEIS

PLEASE ENTER MY ORDER FOR ONE ☒ NEW ☐ USED 2004 CHEV MODEL MALIBU
 BODY TYPE 4 DOOR LS COLOR GRAY MILES 220 SERIAL NO. 1G1Z154834F0

Optional Equipment and Accessories

OPT #	OPT #
Engine	
Transmission	
Ratio	
Air Conditioning	
Tires	
Wheel Covers	
Power Windows	
Cruise Control	
Sport Mirrors	
	Dealer Added Options
	OAKLYN N.J.
	Total Options

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:

* Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

IF A PURCHASE, THE FOLLOWING APPLY:

VEHICLE PRICE / MSRP \$22995
 Dealer Added Options \$
 Total Purchase Price (GMO/GMB) \$22995
 Less Trade/Discount \$19162
 NET CASH DIFFERENCE \$3833

GM/FINANCIAL Terms \$36000
 36 Mos 45000 Miles

ACQUISITION FEE \$595.00
 Non-Taxable Factory Incentive \$
 Non-Taxable Factory Rebate \$
 TAXABLE SUB-TOTAL \$779.95
 SALES TAX \$88.00
 DOCUMENTARY FEE (Admin Fee) \$7.70
 Online Registration Fee \$125.00
 Estimated Title & Reg. Fee \$

Notes:
 BALANCE DUE ON TRADE-IN \$
 TOTAL DUE \$

CASH BALANCE (IF VEHICLE IS PURCHASED) OR UPFRONT MONIES (IF VEHICLE IS LEASED) TO BE PAID TO DEALER IN ACCEPTABLE FORM OF PAYMENT ON DELIVERY

SETTLEMENT
 REBATE (If Applicable) \$154.40
 REBATE (If Applicable) \$154.40
 Credit Card Rebate \$
 Cash Deposit \$65357
 C.O.D. \$419.91
 Amount Financed \$

IF A LEASE, THE FOLLOWING APPLY:
 MONTHLY PAYMENT AMOUNT \$397.91
 TERM 36 MONTHS
 12446 MILES PER YEAR 91
 CASH DUE AT DELIVERY \$616

TRADE-IN DESCRIPTION AND ALLOWANCE
 Year Make Model and Body Style Finance Co.
 Address
 Serial Number
 Amt. \$
 Good Until
 By

INTERNAL
 D 118
 F 73
 A
 C
 M
 T 191840
 IF USED VEHICLE SALE-CHECK APPROPRIATE BOX
☐ This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability" based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.
 OR
☒ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION
 The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration for such vehicle.

Date X Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
 The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 273).

Date X Customer's Signature

THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLING DEALER SELLS THIS VEHICLE "AS IS", AND HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ANY LIABILITY OF THE SELLING DEALER WITH RESPECT TO DEFECTS OR MALFUNCTIONS OF THIS VEHICLE INCLUDING WITHOUT LIMITATION, THOSE WHICH PERTAIN TO PERFORMANCE OR SAFETY WHETHER BY WAY OF "STRICT LIABILITY" BASED UPON THE SELLING DEALER'S NEGLIGENCE, OR OTHERWISE, IS EXPRESSLY EXCLUDED AND PURCHASER HEREBY ASSUMES ANY SUCH RISKS. THE MANUFACTURER'S WARRANTY IS NOT AFFECTED BY THIS DISCLAIMER OF WARRANTIES BY THE SELLING DEALER.

Customer agrees that this Order on the face and reverse side and any attachments to it includes all the terms and conditions of the sale. Customer further agrees that this Order cancels and supercedes any prior agreements and as of the date signed by Dealer or his authorized agent comprises the complete and exclusive statement of the agreement between Customer and Dealer. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of the Order. YOU HAVE THE RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC

MAY. 3.2004 3:43PM TOWERS PERRIN

NO.109 P.2

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

05-03-2004

[REDACTED]

[REDACTED]

SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu 1G1ZT54834F103122, 1-175600461

Dear Miss [REDACTED]

We regret that you are dissatisfied with your 1G1ZT54834F [REDACTED] 2004 Chevrolet Malibu and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied General Motors customer. General Motors will assist you into a 2004 Pontiac Grand AM. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. Your offer is arrived at, by using the following figures:

Payoff of original Vehicle good until 05-29-2004 \$ 19,305.02

TOTAL RESPONSIBILITY OF CUSTOMER \$ 19,305.02****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase the 1G1ZT54834F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-255-3841 by 05-07-2004. The conditions of the trade-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)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction

If this trade-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. Upon receipt of your signed acceptance, a check will be processed and forwarded to Buick Chevrolet, Inc. Allow 7-10 business days for check processing. This office will contact you to set up a closing date. You will be required to complete the transaction on the closing date. I can be reached at (800) 231-1841 ext. 57764 if you have any questions or concerns.

Sincerely,

Keith Cochran
Business Resource Center

This letter will be processed on the closing date.

Sign

[REDACTED]

5/3/04

Dealer Confirmation Letter- Collateral Exchange Chevrolet

**5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
Phone (800) 231-1841 Keith Cochran 57764**

Collateral Exchange Agreement between Chevrolet and its dealer partner Barlow Chevrolet, Inc

Customer's Name: [REDACTED]
Case Number: 1-175600463

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$ 20,201.80 made payable to Barlow Chevrolet-Barlow Buick, Pontiac GMC, Inc after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1G2NF52E94M [REDACTED] ✓
New Vehicle Sales Price:	\$ 20,051.80
Used Vehicle Trade Value:	\$ 20,051.80
Trade Difference:	\$ 0.00
Taxes:	\$ 0.00
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$ 150.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax =	\$ 0.00
Miscellaneous Fees =	\$ 0.00
Usage / depreciation =	\$ 0.00
Upgrade =	\$ 0.00
Total Customer Contribution =	\$ 0.00

Barlow Chevrolet, Inc agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are [REDACTED] return a copy to my attention at the following fax # 866-253-3 [REDACTED]

Barlow Chevrolet, Inc. [REDACTED] Signature and Title: *Keith Cochran*

Barlow Chevrolet Buick Pontiac GMC, Inc. Management Agents Printed Name and Title:

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting Chevrolet in this collateral exchange transaction for our mutual customer!



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

05-03-2004

Oaklyn, NJ

SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu 1G1ZT54834F103128, 1-175600463**

Dear Miss

We regret that you are dissatisfied with your 1G1ZT54834F 2004 Chevrolet Malibu and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied General Motors customer. General Motors will assist you into a 2004 Pontiac Grand AM. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. Your offer is arrived at, by using the following figures:

Payoff of original Vehicle good until 05-29-2004 \$ 19,305.02

TOTAL RESPONSIBILITY OF CUSTOMER \$ 19,305.02

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase the 1G1ZT54834F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-255-3841 by 05-07-2004. The conditions of the trade-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)**
- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**

If this trade-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. Upon receipt of your signed acceptance, a check will be processed and forwarded to Barlow Chevrolet, Inc. Allow 7-10 business days for check processing. This office will contact you to set up a closing date. You will be required to complete the transaction on the closing date. I can be reached at (800) 231-1841 ext. 57764 if you have any questions or concerns.

Sincerely,

Keith Cochran
Business Resource Center

This letter will be required for you to bring to the closing.

Signature and Date

Overallowance / Incentives / Negative Equity Form

Customer: [REDACTED]

Request # 1-175921848

BBB#: CHV0430532

Use the charts below to help determine overallowance 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) (before tax, tag, etc)	\$ 30000.00
MSRP (from BARS Invoice)	minus \$ 25025.00
Difference	\$ 4975.00
(If positive, look for Overallowance)	

Trade Allowance (from dealer Bill of Sale)	\$ 9500.00
*ACV Amount (from the dealer's ACV form) – (from dealer)	\$ 3000.00
Difference	minus \$ 6500.00
(If positive, this is the Overallowance amount)	

Trade Allowance	\$ 9500.00
Actual payoff amount	\$ 9500.00
Difference (If positive this is Negative Equity)	\$ 0

<u>If Overallowance 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.)	\$ 30000.00
Incentives not included in Purchase Price (from BARS) (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	minus \$ 0
Overallowance (difference between Trade Allowance & ACV)	minus \$ 6500.00
Actual price of Vehicle that should be presented to BBB for ATA	\$ 23500.00

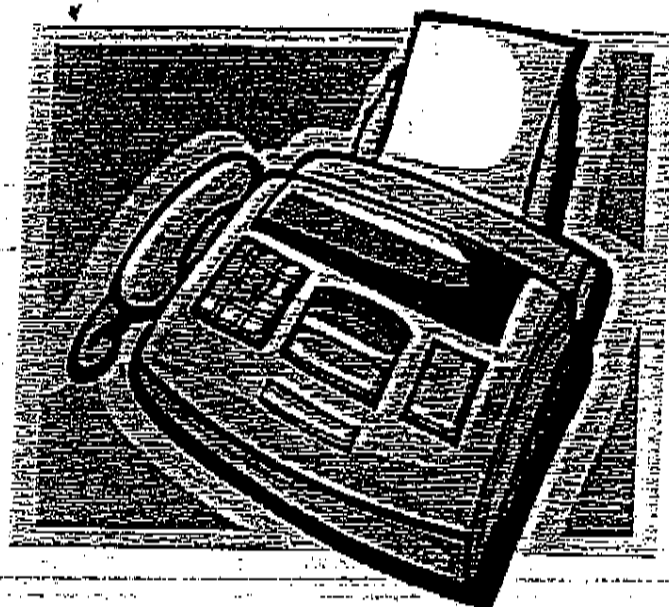


SIMON CHEVROLET - BUICK, LTD.



114 Fortin Drive, Woonsocket, RI 02995-5190

(401) 766-3000 • Toll Free (800) 773-7690 • FAX (401) 766-8371

TO: Lovey EVANSFROM: Tony GiglioDATE: 1/8/ 2004# OF PAGES INCLUDING COVERSHEET " 8 "COMMENTS _____



SIMON CHEVROLET BUICK, LTD.

114 FORTIN DRIVE
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TEL. (401) 769-3000

WOONSOCKET, RHODE ISLAND 02895

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CVCS63544



CVCS63544

CUSTOMER NO. 520		ADVISOR VANCE		TAG NO. 9793	INVOICE DATE 01/07/04	INVOICE NO. CVCS63544
WOONSOCKET, RI		LABOR RATE 70.00	LICENSE NO.	MILEAGE 7,201	COLOR GALAXY SILV	STOCK NO. 81493
		YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/LT SEDAN			DELIVERY DATE 10/22/03	DELIVERY MILES 884
		VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 7 4 F			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.			R.O. NO.	R.O. DATE 12/19/03
BUSINESS PHONE		COMMENTS				
MO: 7201						

JOB# 1 CHARGES-----

LABOR-----

J# 1 45CVZ01 STEERING CONCERN TECH(S):121 WARRANTY

CUSTOMER STATES POWER STEERING IS INOP.
CHECKED AND FOUND INTERNAL FAULT IN THE STEERING
COLUMN ASSEM.
REMOVED AND REPLACED STEERING COLUMN ASSEM.
OJ...6C...E7680...3.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	22687709	COLUMN KI 6.518			
		500083626				
TOTAL - PARTS					0.00	

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 70CVZ05 TOWING TECH(S):121 WARRANTY

VEHICLE TOWED TO SHOP FOR REPAIRS.
MJ...98...T2020...0.0

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
	63544		12/19/03	TOW			
TOTAL - SUBLET					0.00		

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS-----

WAIT



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CVCS63544



CVCS63544

CUSTOMER NO. 520	ADVISOR VANCE	TAG NO. 9793	INVOICE DATE 01/07/04	INVOICE NO. CVCS63544
[REDACTED] WOONSOCKET, RI	LABOR RATE 70.00	LICENSE NO.	COLOR GALAXY SILV	STOCK NO. 81493
	MILEAGE 7,201		DELIVERY DATE 10/22/03	DELIVERY MILES 884
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/LT SEDAN		DELIVERY DATE 10/22/03	DELIVERY MILES 884
	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 7 4 F		DELIVERY DATE 10/22/03	DELIVERY MILES 884
F.T.E. NO.		P.O. NO.	R.O. DATE 12/19/03	
BUSINESS PHONE	COMMENTS			

MO: 7201

TOTALS

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

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

TOTAL INVOICE \$ 0.00

IF YOU HAVE ANY QUESTIONS REGARDING THIS REPAIR OR ANY OTHER
PLEASE FEEL FREE TO CALL OUR SERVICE DEPARTMENT.
OUR SERVICE MANAGER TONY G. IS AVAILIABLE FOR HELP.
PROBLEMS? CALL JIM OUR PARTS AND SERVICE DIRECTOR.
WE AT SIMON STRIVE TO MAKE YOU PART OF OUR FAMILY.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



SIMON CHEVROLET BUICK, LTD.

114 FORTIN DRIVE

(OFF CUMBERLAND HILL ROAD)

TEL. (401) 769-3000

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CVWS63235



CVWS63235

CUSTOMER NO. 520	ADVISOR VANCE	TAQ NO. 9793	INVOICE DATE 12/19/03	INVOICE NO. CVWS63235
[REDACTED] WOONSOCKET, RI	LABOR RATE 64.19	LICENSE NO.	COLOR GALAXY SILV	STOCK NO. 81493
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/LT SEDAN		DELIVERY DATE 10/22/03	DELIVERY MILES 884
	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 7 4 F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	H.O. DATE 12/09/03
BUSINESS PHONE	COMMENTS			
MO: 7082				

JOB# 1 CHARGES-----

LABOR-----
 J# 1 45CVZ STEERING/SUSPENSION HOURS: 2.60 TECH(S):121 162.66
 CUSTOMER STATES FOR POWER STEERING AT TIMES WILL
 STOP WORKING---WHEN THIS HAPPENS CUST HEARS A CHIME
 THEN A LIGHT ON DASH ILLUMINATES--INTERMITTENT CONCERN
 CK AND ADVISE
 CHECKED AND COULD NOT COMMUNICATE WITH THE PSCM DIAG
 COMM PROBLEM HAD TO CALL TAC LINE WAS ASKED WHAT CODES
 FOUND CODES C0460, C0545, C0550 TRACED AND FOUND PSCM
 WAS BAD.
 REMOVED AND REPLACED PSCM AND CALIBRATED SYSTEM.
 OL...6C...E7631...1.6...1.0 OLH

PARTS-----QTY--FP-NUMBER--DESCRIPTION-----U/COST--E/COST--U/PRICE	
1 22687710 MOTOR 6.605 168.15 168.15 235.41	235.41
COST TOTAL 168.15	
TOTAL - PARTS	235.41

JOB# 1 TOTALS-----

LABOR 162.66
 PARTS 235.41

JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 398.07

JOB# 3 CHARGES-----

LABOR-----
 J# 3+02CVZ RENTAL HOURS: TECH(S):121 0.00
 RENTAL
 ALTERNATE TRANSPORTATION
 RENTAL
 MJ...98...Z7903...0.0

MISC-----CODE--DESCRIPTION--CONTROL NO--	
RENT RENTAL CAR	90.00
TOTAL - MISC	90.00

JOB# 3 TOTALS-----

MISC 90.00

JOB# 3 JOURNAL PREFIX CVWS JOB# 3 TOTAL 90.00

COMMENTS-----

WAIT

R/O TAX 0.00
 R/O TOTALS 488.07

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL
63235	488.07
CLAIM TOTALS	488.07



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114 FORTIN DRIVE

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TEL. (401) 769-3000

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CVWS63235



CVWS63235

CUSTOMER NO. 520	ADVISOR VANCE	TAG NO. 9793	INVOICE DATE 12/19/03	INVOICE NO. CVWS63235
[REDACTED] WOONSOCKET, RI	LABOR RATE 64.19	LICENSE NO.	MILEAGE 7,082	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/LT SEDAN		DELIVERY DATE 10/22/03	STOCK NO. 81493
	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 7 4 F		SELLING DEALER NO.	DELIVERY MILES 884
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/09/03	PRODUCTION DATE
RE [REDACTED]	BUSINESS PHONE	COMMENTS		
				MO: 7082

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.276

12/19/2003

WARRANTY NEW CLAIM

1835

RO NUMBER RO DATE

VIN

DIV

DEALER

ODOMETER

SERVICE ADVISOR #

063235

12/09/2003

1G1ZU54874F

3

32374

7082

CUSTOMER NAME FIRST:

MIDDLE: L

LAST

PHONE: WORK:

HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	OL	1		22687710	235.41	6C	E7631	1.6	1.0		162.66
LN-TOT:					398.07	TECH SSN:		AUTH CODE: E		AUTH. AUTHOR.: 0090		

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	03	MJ					98	Z7903			90.00	
LN-TOT:					90.00	TECH SSN:		AUTH CODE:		AUTH. AUTHOR.:		

R.O. TOTAL: 488.07

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



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114 FORTIN DRIVE
(OFF CUMBERLAND HILL ROAD)
TEL. (401) 769-3000

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CVIS63041



CVIS63041

CUSTOMER NO. 520		ADVISOR VANCE		TAG NO. 9793	INVOICE DATE 12/02/03	INVOICE NO. CVIS63041
WOONSOCKET, RI		LABOR RATE 60.00	LICENSE NO.	MILEAGE 2,808	COLOR GALAXY SILV	STOCK NO. 81493
		YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/LT SEDAN			DELIVERY DATE 10/22/03	DELIVERY MILES 884
		VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 7 4 F			SELUNG DEALER NO.	PRODUCTION DATE
		P.T.E. NO.			P.O. NO.	R.C. DATE 12/02/03
BUSINESS PHONE		COMMENTS				
MO: 2808						

JOB# 1 CHARGES-----

LABOR
J# 1 45CVZ01 STEERING CONCERN HOURS: TECH(S):172 0.00
CUSTOMER STATES POWER STEERING IS INOP..
CHECKED AND COULD NOT FIND ANY CODES STORED CHECKED
WIRING FOUND TO BE OK AT THIS TIME.
VEHICLE PERFORMING AT MANUFACTURES SPECS.

TOTALS-----

CONTROL# 81493	ACCOUNT# AMOUNT..	
	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

APPROVED BY SIGNATURE

DUPLICATE INVOICE



SIMON CHEVROLET BUICK, LTD.

114 FORTIN DRIVE
(OFF CUMBERLAND HILL ROAD)

TEL. (401) 769-3000

WOONSOCKET, RHODE ISLAND 02895

"The Finest in Automotive Service"

CVWP60772



CVWP60772

CUSTOMER NO. 13093	ADVISOR BRIAN BUCKLEY	TAG NO. 7988	INVOICE DATE 09/26/03	INVOICE NO. CVWP60772
[REDACTED]	LABOR RATE 64.19	LICENSE NO.	MILEAGE 1	COLOR GALAXY SILV
WOONSOCKET, RHODE ISLAND	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/LT SEDAN	DELIVERY DATE 10/22/03		STOCK NO. 81493
[REDACTED]	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 7 4 F	SELLING DEALER NO.		DELIVERY MILES 884
[REDACTED]	F.T.E. NO. 00419	R.O. DATE 09/15/03		PRODUCTION DATE
RESIDENCE PHONE 4	COMMENTS			MO: 2

JOB# 1 CHARGES-----

LABOR-----

J# 1 75CVZ01 PDI HOURS: 1.20 TECH(S):8472 75.07

PERFORM NEW VEHICLE INSPECTION

NEW VEHICLE PREP COMPLETED

-Z7000--(1.2)-----MG-99

CLAIM # F103453_N

JOB# 1 TOTALS-----

LABOR 75.07

JOB# 1 JOURNAL PREFIX CVWP JOB# 1 TOTAL 75.07

R/O TAX 0.00

R/O TOTALS 75.07

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC.....	TAX.....	TOTAL.....
F103453_N	75.07	0.00	0.00	0.00	0.00	0.00		75.07
CLAIM TOTALS	75.07	0.00	0.00	0.00	0.00	0.00	0.00	75.07

APPROVED BY SIGNATURE

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



SIMON CHEVROLET BUICK, LTD.

114 FORTIN DRIVE

(OFF CUMBERLAND HILL ROAD)

TEL. (401) 769-3000

WOONSOCKET, RHODE ISLAND 02895

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CVWP60772



CVWP60772

CUSTOMER NO.	13093	ADVISOR	BRIAN BUCKLEY	7988	TAG NO.	INVOICE DATE	09/26/03	INVOICE NO.	CVWP60772
		LABOR RATE	64.19	LICENSE NO.		COLOR	1 GALAXY SILV	STOCK NO.	81493
		YEAR / MAKE / MODEL	04/CHEVROLET/MALIBU/LT SEDAN			DELIVERY DATE	10/22/03	DELIVERY MILES	884
WOONSOCKET, RHODE ISLAND		VEHICLE I.D. NO.	1 G 1 Z U 5 4 8 7 4 F			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.	00419			R.O. DATE	09/15/03		
		COMMENTS							

MO: 2

JOB# 1 CHARGES-----

LABOR-----
 J# 1 75CVZ01 PDI HOURS: 1.20 TECH(S):8472 75.07
 PERFORM NEW VEHICLE INSPECTION
 NEW VEHICLE PREP COMPLETED
 -Z7000--(1.2)-----MG-99

CLAIM # F103453_N

JOB# 1 TOTALS-----

LABOR 75.07

JOB# 1 JOURNAL PREFIX CVWP JOB# 1 TOTAL 75.07

R/O TAX 0.00

R/O TOTALS 75.07

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG....	MISC....	TAX....	TOTAL....
F103453_N	75.07	0.00	0.00	0.00	0.00	0.00		75.07
CLAIM TOTALS	75.07	0.00	0.00	0.00	0.00	0.00	0.00	75.07

APPROVED BY SIGNATURE

DUPLICATE INVOICE

2004 MALIBU LT SEDAN			CHEVROLET MOTOR DIVISION
12U GALAXY SILVER METALLIC	/V6G		GENERAL MOTORS CORPORATION
142 GRAY			100 RENAISSANCE CENTER
ORDER NO. GKKQCW/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G1 ZU54 87 4F			VEHICLE INVOICE 1AD22633514
*****			*****13*32374S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU69 MALIBU LT SEDAN	22870.00	20926.05	INVOICE 08/27/03
LX9 3.5L V6 ENGINE	0.00	0.00	SHIPPED 08/27/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	EXP I/T 09/09/03
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 09/09/03
UC6 AM/FM 6 DISC CD PLAYER	300.00	270.00	PRC EFF 08/26/03
(REPLACES STD/OPT RADIO)			KEYS G0961 G0961
U2K XM SATELLITE RADIO-100 CHANNEL	325.00	292.50	WFP-S QTR OPT-1
COAST TO COAST DIGITAL SOUND			BANK: GMAC - 103
(SUBSCRIPTION CHARGES EXTRA)			CHG-TO 32-374
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	
1SB MALIBU PREFERRED EQUIP GRP 1SB	905.00	814.50	SHIP WT: 3229
* AUTO-DIMMING INSIDE MIRROR			HP: 32.9
* HOMELINK TRANSMITTER			GMS: 22221.05
* POWER SUNROOF			SUPPLR: 23109.89
			MRM: 25025.00
			MEMO 1195.00

TOTAL MODEL & OPTIONS	24400.00	22303.05	ACT 231	22196.05
DESTINATION CHARGE	625.00	625.00	H/B 261	732.00
LAM DEALER CONTRIBUTION		244.00	ADV 261	244.00
LAM GROUP CONTRIBUTION		122.00	EXP 65A	122.00

TOTAL	25025.00	23294.05	PAY 310	23294.05
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		22219.00		

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.

SIMON CHEVROLET-BUICK, LTD.	REMIT TO GMAC NO 103
	VIN 1G1ZU54874F
	\$ 23294.05 INV 1AD22633514
	DUE 09/09/03 DEALER 32-374

Confidential Information

CASE ASSESSMENT BY: Lovey Evans

CARS Request No: 1-175921848

Customer Name: [REDACTED]

Year of Vehicle: 2004

Make: Chevrolet

Model: Malibu

Current Mileage: 7082

Vehicle ID No.: 1G1JC52412 [REDACTED]

In Service Date: 2/28/02

Purchased: New

What is customer seeking: Repurchase/Replacement/ Repairs

What is customer eligible for: Repurchase/Repurchase/Repairs

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: POWER STEERING

Date	Mileage	Days Out	Description of Repair
12/02/03	2808	1	C/S power steering is inoperative. Checked, vehicle operating as designed.
12/09/03	7082	11	C/S power steering at times will stop working, hears chime E7631 Replace electronic power steering, motor and cont.
12/19/03	7201	19	C/S power steering is inoperative. Removed and replaced steering column assembly.

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 recommends offering customer a component letter for 6yrs/100,000 miles on the steering system.

Business Case: Customer has had 3 repair attempts for the power steering and customer satisfaction. If customer declines offer will contact AVM and advised due to days out of service will need to offer customer repurchase.

AVM and/or DEALER RECOMMENDATION: AVM has been notified.

Team Manager Approval:

Date:

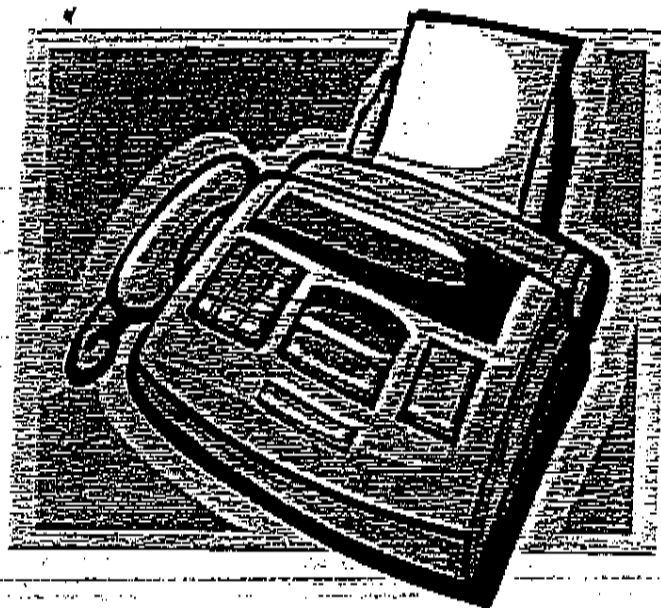


SIMON CHEVROLET - BUICK, LTD.



114 Fortin Drive, Woonsocket, RI 02995-5190

(401) 766-3000 • Toll Free (800) 773-7650 • FAX (401) 766-8371

TO: Livy EvansFROM: Joe SimonDATE: 1-19 2004# OF PAGES INCLUDING COVERSHEET 4COMMENTS If you need anything else call
me at 1-401-769-3000x107



EVROLET BUICK, LTD.

In Drive Tel. 769-3000

WONSOCKET, R.I. 02895



CUST # 520

SOLD TO JOSEPH L. RUTHIER
205 HARRIS AVE
ADDRESS WENSOCKET RI 02895

RES: (401) 356-1725
BUS:

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2004	CHEVROLET	BLAZER	NEW	1G1ZU54074F103453
SALESMAN DAVID PAUL SAUCIER			KEY NO. 00961	00961

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE
-------	-------------	-------

GMRC
P.O. BOX 8130
COCKEYSVILLE MD 21030

ENTERED OCT 24 2003

USED CAR TRADED			
YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
1999	CHEVROLET	BLAZER	1GNDY13N2276124
BODY COLOR		WHITE	

DATE		INVOICE NO.		STOCK NO.	
10/22/03		10072		10072	
SRC	10	11	20	SALESMAN NUMBER	10072
DESCRIPTION		COST	NET	ACQ. NO.	SALE
NEW CARS - REGULAR			C	400	10000.00
LUMINA			C	400	
MONTE CARLO			C	402	
BERETTA			C	403	
CORONA			C	404	
CAMARO			C	405	
CAVALIER			C	406	
CORVETTE			C	407	
PRISM			C	408	
METRO			C	410	
BUICK			C		
NEW TRUCK			C		
INVENTORY - NEW CARS			C	231	
NEW TRUCKS			C	237	
USED CARS - RETAIL			C	440	
WHOLESALE			C	448	
USED TRUCKS - RETAIL			C	450	
WHOLE			C	452	
CAR DEAL NO.		10072			
SALES TAX		100.00			
LICENSE AND TAX		100.00			
DOCUMENTARY FEE		905.00			
TOTAL CASH PRICE		31400.00			
FINANCING					
INSURANCE					
TOTAL TIME PRICE		31400.00			
DEPOSIT		2200		10000.00	
CASH ON DELIVERY		2200		10000.00	
USED CAR ALLOWANCE PAYMENTS					
MONTHS DOLLARS		72 @ 434.16		PER MONTH	
TOTAL		34199.32			
PAY OFF BAL. OWING FINANCE CO.		3000		10000.00	
FINANCE CONTRACT		205		10000.00	
RECONDITIONING - USED CARS RETAIL		647		10000.00	
USED TRUCKS RETAIL		650		10000.00	
COST OF SALES - USED CARS RETAIL		640		10000.00	
USED TRUCKS RETAIL		650		10000.00	
VALUE OF TRADE		STOCK NO. 014930		240	
				241	

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

CUSTOMER NAME: _____

VIN: 1G1ZU54874F _____

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 Cost

04-34A-1

\$ 29%

721M XMC

\$ _____

\$ _____

\$ _____

\$ _____

Total Incentive Amount Received \$ _____

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 _____

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 resale and I took delivery of this vehicle on 10/23/03. I acknowledge receipt of incentive(s) on _____

Purchaser/Lessee Signature: _____

Date 10/23/03

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 date has been forwarded to General Motors.

Authorized Dealer Signature: _____

Date 10/23/03

Dealership Name: _____

Dealer Code: 32374

* 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 dealer file.

520



SIMON CHEVROLET BUICK, LTD.
114 Fortin Drive Tel: 769-3000
WOONSOCKET, R.I. 02895



**MOTOR VEHICLE CASH
PURCHASE AGREEMENT**

Repair Order No. _____

DATE <u>10-22-03</u> 19		ORDER No.		STOCK No. <u>81493</u>		SALES CONSULTANT <u>David Saunder</u>	
P. [Redacted]		ADDRESS [Redacted]		CITY <u>Woonsocket</u> STATE <u>RI</u>		ZIP CODE [Redacted] TELEPHONE NUMBERS [Redacted] BUSINESS [Redacted]	
QUANTITY <u>1</u>		NEW <input checked="" type="checkbox"/> USED <input type="checkbox"/>		FORMER USE (if applicable)		DEMONSTRATOR <input type="checkbox"/> POLICE CAR <input type="checkbox"/> TAXICAB <input type="checkbox"/> FORMER DAILY RENTAL <input type="checkbox"/>	
Year <u>04</u> Make <u>Chevy</u> Model <u>malibu</u> Body Type <u>4 Dr</u>		Model No.		Odometer <u>884</u> (SEE ATTACHED ODOMETER STATEMENT)		Cyl. <u>5</u> Pass. <u>5</u> Doors <u>4</u>	
Vehicle Identification No. <u>1G12U54874</u>		Color 1st <u>Silver</u> 2nd <u>Gray</u> 3rd <u>Gray</u>		Interior 1st <u>Gray</u> 2nd <u>Gray</u> 3rd <u>Gray</u>		Top <u>Gray</u> Expected Delivery Date <u>10-23-04</u>	
TRADE-IN Year <u>1995</u> Make <u>Chevy</u> Model <u>Blazer</u> Type <u>SUV</u> Color <u>White</u>		REGISTRATION AND TITLE INFORMATION		Price of Unit		\$	
V.I.N. <u>1G12U54874</u>		DATE OF BIRTH <u>3/6/80</u> OPERATOR'S LICENSE NO. <u>030106700</u>					
Odometer <u>91423</u> (mi. <input type="checkbox"/> km. <input type="checkbox"/>		SOC. SEC. NO. [Redacted]		Additional Equipment/Items			
I CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND CORRECT. X		CITY/TOWN WHERE VEHICLE GARAGED					
Transmission <input type="checkbox"/> Standard (Speeds) <input type="checkbox"/> Auto		IS OWNER'S PRIVILEGE TO REGISTER OR OPERATE A VEHICLE SUSPENDED IN ANY STATE OR JURISDICTION? <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES					
No. of Cyl. <u>5</u> Pass. <u>5</u> Doors <u>4</u>		TEMPORARY PLATES - REGISTRATION NO.					
Title No. <u>[Redacted]</u> State <u>RI</u>							
LIENHOLDER <u>[Redacted]</u>							
Address <u>[Redacted]</u>							
City/State/Zip <u>[Redacted]</u>							
Acct. No. <u>[Redacted]</u> Check No. <u>[Redacted]</u>							
Balance Due \$ <u>[Redacted]</u>							
Additional Information-Vehicle Purchased							
LIENHOLDER <u>[Redacted]</u>							
Address <u>[Redacted]</u>							
City/State/Zip <u>[Redacted]</u>							
INSURANCE CO. <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Coll. <input type="checkbox"/> Lab.							
Agent/Branch <u>[Redacted]</u>							
Address/City <u>[Redacted]</u>							
<p>In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my deposit in the amount of \$ <u>1500.00</u> may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my deposit shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or truck I agree to purchase. If the amount of my deposit exceeds actual damages sustained by you, you will promptly refund the difference to me.</p> <p>Purchaser's Initials <u>[Redacted]</u></p>							
<p>IF THIS CONTRACT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.</p> <p>TERMS OF WARRANTY</p> <p><input type="checkbox"/> MANUFACTURER'S WARRANTY (See Other Side For Details) <u>at The Vehicle</u></p> <p><input type="checkbox"/> OTHER WARRANTY <u>as described in As Is</u></p> <p><input type="checkbox"/> NO WARRANTY</p> <p>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 THE VEHICLE.</p> <p>Purchaser's Initials <u>[Redacted]</u></p> <p>ATTENTION PURCHASER:</p> <p>RHODE ISLAND LAW REQUIRES THAT ALL MOTOR VEHICLES SOLD AT RETAIL MUST BE IN SUCH CONDITION AS TO PASS A STATE SAFETY INSPECTION AT THE TIME OF SALE SO AS TO PROTECT CONSUMER.</p> <p>THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE</p> <p>X <u>[Redacted]</u> SIGNATURE</p> <p>AUTHORIZED DEALER REPRESENTATIVE</p>							
1. TOTAL PRICE				\$			
2. DOCUMENTARY FEE				\$		20 00	
3. OTHER - TEMP PLATE				\$			
4. TOTAL (Lines 1, 2 & 3)				\$			
5. CASH DEPOSIT				\$			
6. A. TRADE-IN ALLOWANCE				\$			
B. LESS BALANCE OWED TO:				\$			
C. NET TRADE-IN ALLOWANCE				\$			
7. BALANCE DUE ON DELIVERY				\$			
8. BALANCE TO BE FINANCED				\$			

29900.
Included
Sales
Tax
of
Particular
Financing



**THE COMMONWEALTH OF MASSACHUSETTS
REGISTRY OF MOTOR VEHICLES
PO Box 199100, Boston, MA 02119
www.mass.gov/rmv**

70000467

**CERTIFICATE OF REGISTRATION
PASSENGER**

PLATE TYPE **PAN** REGISTRATION NUMBER **[REDACTED]** EXPIRES LAST DAY OF **06** MONTH **05** YEAR

FEES:

REGISTRATION **41.00**

TITLE

SPECIAL PLATES

SALES TAX

TOTAL **41.00**

NAME(S) OF OWNER(S) AND HOME ADDRESS

MENDON, MA

EFFECTIVE DATE **07/01/03**

RESIDENTIAL ADDRESS (if different)

1998	CHEV	BLAZER	UTIL	WHITE
YEAR	MAKE	MODEL NAME	BODY STYLE / TYPE	COLOR
1GNDT13MXW2				
VEHICLE IDENTIFICATION NUMBER				
NATIONAL GRANGE				
VEHICLE COMPANY				
TITLE NUMBER				

IF VEHICLE CARRYING PASSENGERS FOR HIRE: MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED.

IF VEHICLE USED FOR TRANSPORTING GOODS, WARES, OR MERCHANDISE: TOTAL REGISTERED WEIGHT.

WILHELM
FABRICER & PAPER

RETAIL INSTALLMENT SALE CONTRACT

Dealer Number: 77

Contract Number:

SAHUN LHEVSOLEF GUJON, LTD
116 EIGHTH ST

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	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466
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RECEIVED

On acceptance of the vehicle, you agree to sell the following vehicle:

Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Insured?
1984	CHEVROLET HILLBURY	LT BEACH	1B12C1B540	<input type="checkbox"/> Personal <input type="checkbox"/> Business <input type="checkbox"/> Agricultural

FEDERAL BUREAU OF INVESTIGATION

<p>ANNUAL PERCENTAGE CHANGE The cost of your credit has increased by 2.90% over the last year.</p> <p>2.90%</p>	<p>FINANCE CHARGE The amount of interest you will pay on this loan is \$273.52.</p> <p>\$273.52</p>	<p>Amount Financed The amount of credit you received on this purchase was \$2,999.00.</p> <p>\$2,999.00</p>	<p>Goodwill The amount you will pay for the purchase of this merchandise is \$47.</p> <p>\$47.00</p>	<p>Total Price The total cost of your purchase including interest and goodwill is \$3,086.00.</p> <p>\$3,086.00</p>
---	---	---	--	---

Your Payment Schedule With Us:

Number of Payments	456, 15	When Payments Are Due	On an alternate
Monthly Payment	\$65.15	Monthly Beginning	11/22/2003

1001 Camino Del Este, Suite 100, San Diego, CA 92108. Call 619-594-1100. *APR 12.99. Example: If you received a card reading "APR 12.99" after the card was mailed, you may have received a card with an incorrect APR. Please call 619-594-1100 for more information.

Important: Hypertrophy would refer to muscle's restful tonicity and could be termed energy.
Resistive hypertrophy focuses physiologically on muscle's ability to produce force.

Additional information: See the other side of the document for more information regarding nutrition and the science of fitness and health.

1. **TELEMARKETING OF ADDITIONAL FINANCED CASH PRICE** (including 37% bootstrap)

- [illegible]

[illegible]

☐ Direct Billing Insurance Company
☐ No Biller ☐ Co-Biller ☐ Both

☐ Disability Accidents and Health/Buyer Only

Name of Insured _____ Phone District Address _____
 This policy will pay amounts due on this contract up to \$ Nil
 \$ Nil Total policy coverage for fire and any other special insurable risks covered is hereby

	Date
<hr/>	
Buyer Signature _____	Date _____
<hr/>	
Seller Signature _____	Date _____

THE SUBORDINATE PARTY HEREBY AGREES TO WAIVE AND RELEASE THE CREDITOR FROM PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

Day	Time	Activity
Monday	10:00	Arrival at the hotel
Monday	11:00	Check-in at the hotel
Monday	12:00	Lunch at the hotel
Monday	13:00	Room tour
Monday	14:00	Free time
Monday	15:00	Tea and coffee
Monday	16:00	Free time
Monday	17:00	Dinner at the hotel
Monday	18:00	Free time
Monday	19:00	Free time
Monday	20:00	Free time
Monday	21:00	Free time
Monday	22:00	Free time
Monday	23:00	Free time
Monday	24:00	Free time
Tuesday	00:00	Free time
Tuesday	01:00	Free time
Tuesday	02:00	Free time
Tuesday	03:00	Free time
Tuesday	04:00	Free time
Tuesday	05:00	Free time
Tuesday	06:00	Free time
Tuesday	07:00	Free time
Tuesday	08:00	Free time
Tuesday	09:00	Free time
Tuesday	10:00	Free time
Tuesday	11:00	Free time
Tuesday	12:00	Free time
Tuesday	13:00	Free time
Tuesday	14:00	Free time
Tuesday	15:00	Free time
Tuesday	16:00	Free time
Tuesday	17:00	Free time
Tuesday	18:00	Free time
Tuesday	19:00	Free time
Tuesday	20:00	Free time
Tuesday	21:00	Free time
Tuesday	22:00	Free time
Tuesday	23:00	Free time
Tuesday	24:00	Free time
Wednesday	00:00	Free time
Wednesday	01:00	Free time
Wednesday	02:00	Free time
Wednesday	03:00	Free time
Wednesday	04:00	Free time
Wednesday	05:00	Free time
Wednesday	06:00	Free time
Wednesday	07:00	Free time
Wednesday	08:00	Free time
Wednesday	09:00	Free time
Wednesday	10:00	Free time
Wednesday	11:00	Free time
Wednesday	12:00	Free time
Wednesday	13:00	Free time
Wednesday	14:00	Free time
Wednesday	15:00	Free time
Wednesday	16:00	Free time
Wednesday	17:00	Free time
Wednesday	18:00	Free time
Wednesday	19:00	Free time
Wednesday	20:00	Free time
Wednesday	21:00	Free time
Wednesday	22:00	Free time
Wednesday	23:00	Free time
Wednesday	24:00	Free time
Thursday	00:00	Free time
Thursday	01:00	Free time
Thursday	02:00	Free time
Thursday	03:00	Free time
Thursday	04:00	Free time
Thursday	05:00	Free time
Thursday	06:00	Free time
Thursday	07:00	Free time
Thursday	08:00	Free time
Thursday	09:00	Free time
Thursday	10:00	Free time
Thursday	11:00	Free time
Thursday	12:00	Free time
Thursday	13:00	Free time
Thursday	14:00	Free time
Thursday	15:00	Free time
Thursday	16:00	Free time
Thursday	17:00	Free time
Thursday	18:00	Free time
Thursday	19:00	Free time
Thursday	20:00	Free time
Thursday	21:00	Free time
Thursday	22:00	Free time
Thursday	23:00	Free time
Thursday	24:00	Free time
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Friday	01:00	Free time
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Friday	03:00	Free time
Friday	04:00	Free time
Friday	05:00	Free time
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Friday	07:00	Free time
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Friday	15:00	Free time
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Friday	18:00	Free time
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Friday	20:00	Free time
Friday	21:00	Free time
Friday	22:00	Free time
Friday	23:00	Free time
Friday	24:00	Free time
Saturday	00:00	Free time
Saturday	01:00	Free time
Saturday	02:00	Free time
Saturday	03:00	Free time
Saturday	04:00	Free time
Saturday	05:00	Free time
Saturday	06:00	Free time
Saturday	07	

[illegible]

Assigned with resource	Assigned without resource or with limited resource
-	STEVEN CUREWORTH, PT, MHA, FPA

Order	By	Title	By	Title
		ISBN		

RCMPRO10 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 01/08/04

PROCESSING SOURCE: BARS 14:57:08

VIN: 1G1ZU5487 4E [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GKKQCW PAGE NO: 1

ODATE: 06/20/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 32374

DDATE: 10/22/03 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 10/28/03 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: [REDACTED]

TRD DOE:

SRVC IN: WOONSOCKET

RI [REDACTED]

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FEC	01	13 32374	00024677761	10/29/03	24.10	OA		0.00	9
SBH	01	13 32374	1534612	12/05/03	300.00	OP		0.00	9
SMN	01	13 32374	1534614	12/05/03	60.00	OP		0.00	9
XMC	01	13 32374	068124	11/04/03	2,812.25	OP		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:

August 4, 2011

[REDACTED]
[REDACTED]
Tujunga, CA [REDACTED]

Service Request: 1-176007945
Customer Relationship Manager: Paris Sabala

Dear Ms. [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. 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

August 4, 2011



Lake Villa, IL [REDACTED]

Service Request: 1-176408099

Customer Relationship Manager: James Mullen

Dear Ms. [REDACTED]

We are sorry you have experienced concerns with your 2004 Chevrolet Malibu. 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.

August 4, 2011

[REDACTED]
[REDACTED]
Lake Villa, IL [REDACTED]

Service Request: 1-176408099
Customer Relationship Manager: James Mullen

Dear Ms. [REDACTED]:

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

To help us review your request in a timely manner, please 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

PAR Case Assessment Form

Siebel Request No.: 1-176677253

Customer Name: [REDACTED]

Product Purchased?: ☒ New ☐ Used

Vehicle Identification Number: 1G1ZT52834F [REDACTED]

Model: Malibu

Make: Chevrolet

Year: 2004

Mileage: 5000

Service Request Detail Screen ☒ Reviewed and Updated

Pre-PAR Form ☒ Reviewed and Updated

PAR Detail Form ☒ Reviewed and Updated

Allegation and / or Claim

- ☐ OnStar (Follow specialized procedure)
☐ Credit / Rebill Process (Review Step-by-Step)

☒ Injury

☒ Reviewed Step-by-Step in Webknowledge:

☐ **Major** (Surgery, compensation, current medical treatment, lacerations, sutures, fractures, paralysis, loss of consciousness, fatality)

☐ Forward file to ESIS.

☒ **Minor** (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a thorough description.

☐ Dealer

☐ Forward file to EAA

☐ **Grey Area** (Past: medical treatment, surgery and injury. Pregnancy, numbness)

☐ Review file with Team Manager

☐ Forward file to ESIS

☐ PAR will work file

☐ Collision (Includes curbs and / or sidewalks):

☐ **Air Bag/s (Vetronix)** –

☐ **Non-Deployment**

☐ Forward file to EAA

☐ Advised customer on basic air bag function

☐ **Inadvertent Deployment without collision**

☐ Advised customer on basic airbag function

☐ Dealer (Inspect under-carriage)

☐ Forward file to EAA

☐ **Deployment with Collision**

☐ Advised customer on basic air bag function

☐ Dealer (Inspect vehicle and obtain a repair estimate)

☐ Forward file to EAA (Customer is requesting an inspection)

☐ **Brakes / ABS (Vetronix if applicable) / Suspension / Tires / Wheel Separation / Steering**

☐ **Major Body Damage** (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)

☐ Forward file to EAA

☐ Advised customer on basic brake/ABS function

☐ **Minor Body Damage** (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)

☐ Advised customer on basic brake/ABS function

☐ Dealer

☐ Forward file to EAA (Customer is requesting an inspection)

- ☐ **Thermal Event:**
- ☐ **Major** (Entire: vehicle, compartment, component and / or > 2 components)
 - ☐ Forward file to EAA.
 - ☐ **Minor** (Centralized / Confined to a small area) – Review with customer and/or Dealership for a thorough description.
 - ☐ Dealer Inspection and / or Repair Order
 - ☐ Forward file to EAA.
 - ☐ **Smoke / Non-Thermal –**
 - ☐ Return to Workflow (File reviewed < 24 HRS after assignment).
 - ☐ PAR will work file (File is > 24 HRS after assignment).
- ☐ **Property Damage (Includes pets):**
- ☐ **< \$1,000** - Advise Dealership to proceed under PAR Warranty code Z1241
 - ☐ **> \$1,000** - Review with customer and/or Dealership for thorough description. Obtain estimate and attach to file and / or conclude damage may be >\$1,000
 - ☐ Forward file to ESIS.
- ☐ **Insurance Subrogation Claim**
- ☐ **Deductible Claim**
- ☐ **Compensation Claim with Supporting Documentation** – Review with customer and/or caller for thorough description.
 - ☐ Forward file to ESIS.
- ☐ **Law Enforcement Inquiry without allegation**
 - ☐ Forward file to Workflow
- ☐ **Law Enforcement Inquiry with allegation**
 - ☐ Review file with Team Manager
- ☐ **Customer Retracted Allegation:**
 - ☐ PAR will close file.

Vehicle Evaluation

- ☐ **Inspection requested**
- ☐ EAA
 - ☐ Dealer
 - ☐ Field Personnel
- x **Inspection not requested**
- ☐ Customer did not authorize inspection
 - ☐ Customer accepted explanation and resolution
 - ☐ Customer retracted allegation
 - ☐ Vehicle not available
 - ☐ Customer does not own vehicle

Siebel Actions/Follow-Up

- x Documented all actions and events in the PAR file
- x Provided resolution to Dealer and AVM

CRM Resolution / Recommendation

- ☐ Forward file to ESIS
 - ☐ Repair
 - ☐ Repurchase
 - ☐ Trade Repurchase
 - ☐ Law Enforcement Inquiry
 - ☐ GM declines responsibility
 - ☐ File Closed / Customer Information Request Only
 - ☐ File forwarded to the Workflow
 - ☐ Non PAR File
-

x Other—Customer not seeking medical and no other Par criteria-Cust seeks repurchase only wanted to know how to apply..

August 4, 2011

[REDACTED]
[REDACTED]
Snowflake, AZ [REDACTED]

Service Request: 1-176738462

Customer Relationship Manager: Yvonne Morgan

Dear Mr. [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. 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

August 4, 2011

[REDACTED]

Melrose, NY [REDACTED]

Service Request: 1-177153647

Customer Relationship Manager: Daniel Guibert

Dear Mr [REDACTED]:

We sincerely regret that you experienced a concern with your 2004 Chevrolet Malibu, 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 \$177.69. 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

North American OperationsGeneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530CHECK **No. 900601827**50-937
213DATE
02/12/04

*****177 DOLLARS

****69 CENTS

AMOUNT
*****177.69PAY
TO THE
ORDER
OF

MELROSE NY

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900601827

PAYMENT
DATE 02/12/04VENDOR
DUNS NO. BB 000000048

1

VENDOR NAME

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

1G1ZU54844F	02/11/04	VM 1-336Y9Q	00.0000	177.69	.00	177.69
	1-177153647.1-336Y9Q					

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

W3

TOTAL

177.69

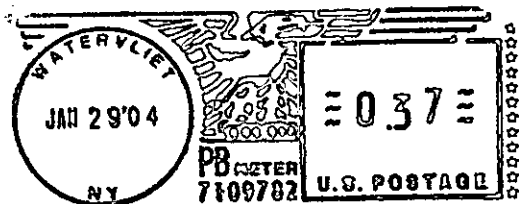
.00

177.69

File #1-177153647



Melrose, NY



Chevrolet
P.O. Box 33170
Detroit, MI 48232

FEB 03 2004

48232#3170



11 19 03
 CHERYL BOYKO
 ACCOUNT NUMBER
 DUE DATE
 FEB 11 04
 AMOUNT DUE
 \$355.37
 REMAINING PMTS
 58
 LATE CHARGE
 MISCELLANEOUS
 TOTAL PAID

DETACH COUPON HERE AND
 MAIL IN ENVELOPE PROVIDED

GMAC PAYMENT PROCESSING CENTER
 PO BOX 51014
 CAROL STREAM IL 60125-1014



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

594484-00270

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

File # 1-177153647

Trace No.	Account	Draft	Date	Amount
21352640		1808	01/21/2004	355.37

1808

1/11 20⁰³

PAY to the order of GMAC \$ 355³⁷

Three hundred Fifty Five 37/100 DOLLARS

HUDSON RIVER CREDIT UNION
312 PALMER AVE. - QUINCY, NY 12302
99 RIVER ST - COHOCUS, NY 12547

JA 04 20

2541

MELROSE

NY

CERTIFICATE OF TITLE



NEW YORK STATE



NEW YORK STATE

www.nysdmv.com

*** * LIENS * ***

Title and Identification No.

Year

Make

Model Code

Body/Hull

Document No.

1G1ZU54844F
1G1ZU54844F

2004

CHEVR

MAL

4DSD

Color

Wt./Sts./Lgth.

Fuel

Cyl./Prop.

New or Used

Type of Title

Date Issued

GY

3229

GAS

6

NEW

VEHICLE

12/09/03

Name and Address of Owner(s)

ODOMETER READING

00175

MELROSE

NY

ACTUAL MILEAGE

00375

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

GMAC

PO BOX 8142

COCKEYSVILLE MD 21030

Lienholder

Lienholder

*** ONE LIEN RECORDED ***

Lienholder

*** ONE LIEN RECORDED ***

*** ONE LIEN RECORDED ***

MV-999 (7/03)



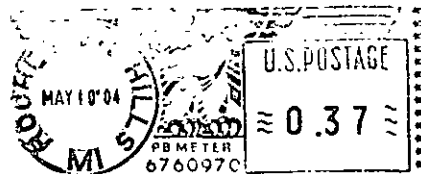
CHEVROLET

Customer Assistance Center

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



NO SUCH
NUMBER



MAY 25 2004

48232-517





Customer Assistance Center

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

May 4, 2004

[REDACTED]
District Heights, MD [REDACTED]

CUSTOMER DID NOT RECEIVE
THIS FROM GMC

Service Request: 1-177312444
Customer Relationship Manager: Amy Preziosi

Dear Mr. [REDACTED]:

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 1-866-952-4368 extension 58111 Monday through Friday during the hours of 9:00a.m. and 5:45 p.m. EST. 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 at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

August 4, 2011

[REDACTED]
[REDACTED]
District Heights, MD [REDACTED]

Service Request: 1-177312444
Customer Relationship Manager: Amy Preziosi

Dear Mr. [REDACTED]

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 1-866-952-4368 extension 58111 on Monday through Friday during the hours of 9:00 a.m. and 5:45 p.m. EST. 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

August 4, 2011

[REDACTED]
[REDACTED]
District Heights, MD [REDACTED]

Service Request: 1-177312444

Customer Relationship Manager: Amy Preziosi

Dear Mr. [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. 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,

General Motors Corporation

August 4, 2011

[REDACTED]
[REDACTED]
District Heights, MD [REDACTED]

Service Request: 1-177312444
Customer Relationship Manager: Amy Preziosi

Dear Mr. [REDACTED]

We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, 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 1-866-952-4368 extension 58111 Monday through Friday during the hours of 9:00a.m. and 5:45 p.m. EST. 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 at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

August 4, 2011

[REDACTED]
[REDACTED]
East Haven, CT [REDACTED]

Service Request: 1-177487451

Customer Relationship Manager: Gregory Martin

Dear Mr. [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. 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,

General Motors Corporation

August 4, 2011

[REDACTED]
[REDACTED]
Warren, OH [REDACTED]

Service Request: 1-177773385
Customer Relationship Manager: Daniel Hamilton

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 Malibu, Vehicle Identification Number 1G1ZU54834F [REDACTED], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on January 21, 2004 and ending on January 21, 2005, and begins with 2,243 miles and ends with 14,243 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 GMPP at 1-800-631-5590 if you have additional 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,

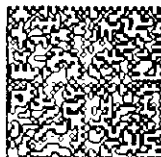
General Motors Corporation

GMAC

Post Office Box 22780
Rochester, NY 14692-2780

Address Service Requested

JAN 19 2004



GMAC 5100-AS

02 1A

0004334788

\$ 00.370

JAN 16 2004

MAILED FROM ZIP CODE 14623

CHEVROLET MOTOR DIVISION
PO BOX 33170
DETROIT MI 48232

48232+3170 31



GMAC

P.O. Box 22780 Rochester NY 14692-2780

1-800-200-4622

January 16, 2004

CHEVROLET MOTOR DIVISION
PO BOX 33170
DETROIT, MI 48232

Account No.: [REDACTED]
Vehicle: 2004 Chev Malibu
VIN: 1G1ZT52874F [REDACTED]

Customer: [REDACTED]

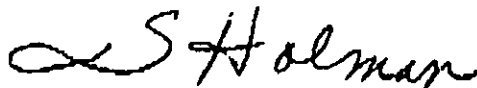
Eden, NY [REDACTED]

Dealer: Paddock Chevrolet,inc
3232 Delaware Ave
Kenmore, NY 14217

The above customer has contacted us with a complaint regarding the condition of this vehicle. We are requesting your assistance in resolving the matter as expeditiously as possible in the interest of customer satisfaction. Since GMAC has provided financing of the vehicle, please send us a copy of all correspondence concerning this account.

Your cooperation is appreciated.

Sincerely,



Dealer Service Specialist

DEALER: [REDACTED]

EDEN, NY 14021
3232 DELAWARE AVE
KENMORE, NY 14217



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To:

Company:

Phone:

Fax:

From:

Phone:

Fax:

Date: Friday, August 20, 2004 11:48:52 AM

Pages: 03

(including cover)

*attn Miriam
Markham*

866-234-

3032

Comments

Please sign and return today.

Miriam Markham

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.



GENERAL MOTORS BUSINESS RESOURCE CENTER

August 19, 2004

Eden, NY

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT52874F

Case Number: 1-177923670

Dear Larry W Jemigan:

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN #1G1ZT52874F and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 2G1WW12E749, 2004 Monte Carlo. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 9-9-04	\$16,731.85
Plus Upgrade	\$ 2,020.00

TOTAL RESPONSIBILITY OF CUSTOMER \$18,751.85

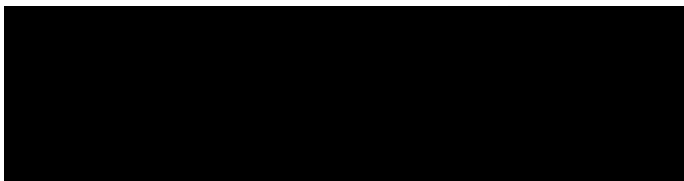
****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN #1G1ZT52874F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-234-3032 by 8-20-04. The conditions of the trade-repurchase are as follows:

- β the vehicle is free from any abnormal damage or alterations which impair its resale value
- β all factory installed equipment are intact and functional
- β a free and clear title is provided at the time of repurchase (payoff original loan)
- β a Power of Attorney form is signed at the time of repurchase *used only for title corrections, if needed* (supplied by General Motors)
- β an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)
- β this offer is contingent upon the approval of your lending/leasing institution
- β no cash back rebates or incentives of any kind are applicable towards this transaction
- β the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Paddock Chevrolet. 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58033 if you have any questions or concerns.



9-20-04

RVDC Active Case # 87109



RVDC Case# 87109

BRC Case Number	1177923670	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name		Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZT52874F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	115369	Retrieve Sales Tax?	N	Title Brand?			
Dealership Name	PADDOCK CHEVROLET INC	Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE					
Dealer Contact/Title	Bill Wertheim, General Motors	Original Sales Tax Paid in State:	NY	Repurchased Under Laws of State:			
Dealer Phone	7168760945	Vehicle Meets Presumption of LEMON LAW? N					
Dealer Fax	7168764016	Closing Schedule:	2004-08-27	Established on:			
Delivery Date	2003-11-15	2004-08-20					
Buyback Mileage	7994	If no, where: BAC is 0					
Transmission	A	Location Site Name:					
UCC Code(s)	M4105 15804 L0407	Contact Name:					
MSRP	21225.00	Address 1:					
Est. Auction Value	17344.35	Address 2:					
Case Number	87109	City:		State:		Zip:	
TAC Case Number	6952912	Phone #:					
Type of Transaction	TL	Fax #:					
Replacement VIN	2G1WW12E749347384	Comment:					
Repurchase Type	AVM Voluntary	GM Legal Case Number:					
Repurchase Source	PRA AVM Burke Raine	GM Counsel Name: N/A					
Reason for Repurchase: Steering column failure and SES light stays on due to sender unit failure.		Gm Counsel Contact Name: N/A					
		Address1:					
		Address2:					
		City:		State:		Zip:	
		Phone #:					
		Fax #:					
Lien Payoff							
Lien Payoff Amount: 16731.85		Lien Payoff Expires on: 2004-09-07			Per Diem: 0.00		
Customer Due to GM: 0.00		Dealer Due GM: 0.00					
Check Information							
Customer		Lienholder			Plaintiff's Attorney		
Check Amt:	2078.28	Payee1:	GMAC		Check Amt:	0.00	
Payee1:		Payee2:			Payee1:		
Payee2:		Address1:	555 Business Center Drive		Payee2:		
Address1:		Address2:			Address1:		
Address2:		City:	Horsham		Address2:		
City:	Eden	State:	PA		City:		
State:	NY	Zip:	19044		State:		
Zip:		Phone #:	800-200-4622		Zip:		
Phone #:		Fax #:	215-957-3598		Phone #:		
Fax #:		Attention:	PAYOFF DEPARTMENT		Fax #:		
		Account #:			Attention:		
					Fed Tax ID:		
					Firm Name:		

Case ID: 87109 Initiator: markhamm

AUG 23 2004



Paddock CHEVROLET, Inc.

A World Class Dealership... with small town values

3232 DELAWARE AVENUE Telephone 716-876-0945
KENMORE, NEW YORK 14217

www.paddockchevrolet.com

VEHICLE CASH PURCHASE AGREEMENT
FACILITY NO. 5150211

STOCK NUMBER

BUYER

STREET

CITY

STATE NY

ZIP

DATE

E-MAIL

RES. PHONE

I ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON THIS AGREEMENT, THE FOLLOWING VEHICLE

YEAR 04 ☒ NEW ☐ USED ☐ DEMO ☐ OTHER

TYPE Silver

MAKE Chevrolet

MODEL

SERIES

VIN 2G1WM12E749

TO BE DELIVERED ON OR ABOUT:

"NOTICE TO CONSUMER: IF THE VEHICLE IS NOT DELIVERED IN ACCORDANCE WITH THIS AGREEMENT WITHIN 30 DAYS AFTER THE ESTIMATED DELIVERY DATE AND THE DELAY IS NOT ATTRIBUTABLE TO YOU, YOU HAVE THE RIGHT TO CANCEL THIS AGREEMENT AND TO RECEIVE A FULL REFUND OF YOUR DEPOSIT."

THE PRICE

BASE PRICE INCLUDING FREIGHT

GM TRADE ASSISTANCE

TOTAL \$ 20,600.98

THE TRADE-IN

I certify that the lien on my vehicle is correct. I further agree to pay you any additional amount or other liens upon notice.

YEAR 2004
PLATE NO.

MILEAGE

EXP. DATE

MAKE Chevrolet

COLOR

MODEL Malibu

VIN.

OTHER:

LESS TRADE-IN CREDIT (-)
TRADE-IN IS SUBJECT TO REAPPRAISAL IF NOT IN THE SAME CONDITION AS ORIGINALLY APPRAISED

TAXABLE CASH DIFFERENCE

-18600.98

2020.00

TRADE-IN IS CLEAR OF ALL LIENS EXCEPT:

ACCT. NO.

AMOUNT OWED

\$

PER:

TAXES AND OTHER FEES

CASH DEPOSIT	DATE	RECEIPT NO.	\$
SUBMITTED WITH ORDER			
	DATE	RECEIPT NO.	
	DATE	RECEIPT NO.	
	DATE	RECEIPT NO.	
	DATE	RECEIPT NO.	
	DATE	RECEIPT NO.	
	DATE	RECEIPT NO.	

MECHANICAL PROTECTION
OTHER

TAXABLE BALANCE

2030.00

COUNTY SALES TAX

\$ 166.65

TOTAL CASH DEPOSITS (TRANSFER TO RIGHT COLUMN)

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION '2' (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

SPECIAL NOTICE TO CONSUMER:
IF, UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED-IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.

Dealer's optional fee for processing application for Registration and/or certificate of title, and for securing Special or distinctive plates (if applicable). THIS IS NOT A DMV FEE.

N.Y. STATE INSPECTION

OTHER

WASTE TIRE MANAGEMENT FEE

PLUS BALANCE OWING ON TRADE-IN TO:

TOTAL CASH PRICE DELIVERED

\$ 1673.65

\$ 1840.00

LESS TOTAL CASH DEPOSITS (TRANSFERRED FROM LEFT COLUMN)

\$ 207.15

BALANCE DUE IF FINANCED

\$ 1875.85

CASH DUE ON DELIVERY

\$

I have received
BUYER'S SIGNATURE
ACCEPTED BY:

8/19/04
8/19/04

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

The optional dealer registration or the application processing fee (\$10 maximum) and special plate processing fee (\$5 maximum) are not New York State or Department of Motor Vehicle fees. (Unless a lien is being recorded or the dealer issued number plates, you may submit your own application for Registration and/or certificate of title and for special or distinctive plate to any motor vehicle issuing office.)

PADDOCK CHEVROLET

08/23/2004 14:34 FAX 7168760945

BRC REPURCHASE WORKSHEET

File Number
1-177923670

Customer Name
[REDACTED]

Worksheet filled out by:
MIRIAM MARKHAM

Old Vehicle VIN:
1G1ZT52874 [REDACTED]

New Vehicle VIN:
2G1WW12E74 [REDACTED]

Date:
8/19/04

DEALER'S SAMPLE PURCHASE ORDER
MOCK BILL OF SALE FOR DEALER

Acc [REDACTED] Costs	20,620.98	G
Adjustment to line 1		M
Conversion Cost	0.00	
Tax	166.65	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	20.00	S
Miscellaneous	0.00	P
Tire Tax	12.50	O
State Fees	10.00	N
		S
Cost to transfer Aftermarket Items	0.00	I
Service Contracts/GMPP	0.00	B
Miscellaneous		I
Transportation Fees		T
		Y

Total Replacement Price 20,830.13

CUSTOMER'S

Tax	0.00	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	0.00	S
Additional Aftermarket Items	0.00	P
		O
Usage/Depreciation	0.00	N
Damage	0.00	S
Upgrade	2,020.00	I
Downgrade (deducted)	0.00	B
Reimbursement of Aftermarkets	0.00	I
Other	0.00	T
Dealer Contribution (deducted)	0.00	Y

Total Customer Cost 2,020.00

Trade Repurchase Amount 18,810.13

Total Payoff Amount 16,731.85
PAYOFF GOOD THRU(mm/dd/yy) 09/05/04

Dealer Due to GM NA
GM Due to Dealer 2,078.28

Estimated Auction Price 17,344.35
Projected (Loss) (1,465.78)

Purchase Price (New Unit)	20,620.98
State Sales Tax	166.65
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	20.00
Additional Aftermarket Items	0.00
State Fees	10.00
Miscellaneous	0.00
Other	12.50
Less Dealer Contribution	0.00
Subtotal	20,830.13
Trade In	18,600.98
Payoff	16,731.85
Net Allowance	1,869.13
Cash on Delivery (Paid by GM)	209.15
Total Balance Due	18,751.85

Amount to Dealer for additional Fees 0.00

mdt
GM Authorized Signature

8/19/04
Date

REFINANCE

****This is a "work in process" until signed
by a GM Authorized Representative****

Rev 5/5/04

2004 MONTE CARLO LS COUPE
12U GALAXY SILVER METALLIC
92B MEDIUM GRAY
ORDER NO. GZHFTG/TRE
VIN 2G1 WW12 E7 49

/V6G

STOCK NO.

NEW

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD35243772

MODEL & FACTORY OPTIONS
1WW27 MONTE CARLO LS COUPE MSRP 21515.00
LA1 3.4L V6 ENGINE 0.00
MX0 4-SPEED AUTOMATIC TRANS W/OD 0.00
NE1 50-STATE EMISSIONS N/C
1SB MONTE CARLO LS PREFERRED EQUIP 1070.00

INV AMT 19686.23
RETAIL - STOCK
INVOICE 02/24/04
SHIPPED 02/24/04
EXP I/T 02/27/04
INT COM 02/27/04
PRC EFF 02/24/04
KEYS S315K S315K
WFP-S QTR OPT-1
BANK: GMAC - 004
CHG-TO 13-031

GROUP 1SB INCLUDES:
* CRUISE CONTROL
* CUSTOM ALUMINUM WHEELS
* CARGO NET
* FLOOR MATS, FRONT & REAR
* AM/FM STEREO W/ CD
& 200 WATT PREM SOUND SYS

SHIP WT: 3208
HP: 31.5
GMS: 20695.98
SUPPLR: 21627.30
MRM: 23245.00
MEMO 1054.25

NEW: 23,245

old: 21,225

2,020

U.G.

USAGE

Gm

Taxes

TOTAL MODEL & OPTIONS	22585.00	20638.53	ACT 231	20620.98
DESTINATION CHARGE	660.00	660.00	H/B 261	677.55
LAM DEALER CONTRIBUTION		225.85	ADV 261	225.85
LAM GROUP CONTRIBUTION		169.39	EXP 65A	169.39

TOTAL 23245.00 21693.77 PAY 310 21693.77
MEMO: TOTAL LESS HOLDBACK AND 20693.49
APPROX WHOLESALE FINANCE CREDIT

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.

PADDOCK CHEVROLET, INC.

REMIT TO GMAC NO. 004
VIN 2G1WW12E749
\$ 21693.77 INV 1AD35243772
DUE 02/27/04 DEALER 13-031

electronic Preliminary Repurchase Authorization (ePRA)

(**To go from field to field, use the TAB KEY)

- 1.Date (mm/dd/yyyy): 08/11/2004
2.Customer Name: [REDACTED]
3.Customer Address: [REDACTED]
4.Customer City, State, and Zip: Eden, Ny. [REDACTED]
5.Primary Customer Phone #: [REDACTED] Home
6.Additional Customer Phone #: n/a Click here for pull-down:
7.Customer fax #: n/a
8. Cust Drivers Licenses #: [REDACTED]
9. State tax % rate: 8.25%

Markham
8/17/04
10:20

Customer Vehicle Information

- 10.Year/Make/Model: 2004/Chevrolet/Malibu
11.VIN (17 Digits): 1G1ZT52874F [REDACTED]
12.Current Mileage: 7,994
13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Paddock Chevrolet
15.Dealership Phone #: 116 876-0945
16.Dealership Contact Name and TITLE: Bill Wortheim, General Manager
17.Dealership Contact Phone # (if different than Dealership #): 716.876.0945
18.Dealership Contact Fax #: 716.876.4016
19.Dealership BAC: 115369 Region: Northeast

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

Component Coverage Letter
Maintenance Letter
Owner Loyalty Certificate
GM SmartCare
GMPP

☐
☐
☐
☒

Miscellaneous Reimbursement
American Express Check
Other
NOTHING OFFERED

- 21.Was a **TRADE** Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why?

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

- 23.CAC Case Number: 1-177923670
24.TAC Case Number: 6952912

25.If no TAC number, Explain:

26.Reason for Repurchase (Include specific mechanical failure): vehicle repurchased per 2 steering column replacements and a third steering column complaint. Multiple SES lights have come on in the unit over the past several months in combination with a sender unit failure. aggregate concerns were getting us very close to 30 days out of service- lemon law.

27.This case was resolved by: Field Voluntary Decision

28.Does this vehicle meet the presumption of Lemon Law in applicable state? NO

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? TRADE REPURCHASE - LEASE

31.Vehicle Damage (explain what damage is present and who is responsible): no current vehicle damage. Any subsequent damage prior to trade shall be assumed by the customer.

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 2G1WW12E749 [REDACTED]

33.New Vehicle Year/Make/Model: 2004/Chevrolet/Malibu

34.Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 2,020**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: Zero depreciation per vehicles with less than 12,000 miles may not be assessed a mileage fee in New York State per NYS lemon law statutes.

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:

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 per agreed trade repurchase terms

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: This vehicle is being repurchased as we are very close to Lemon Law and it makes better business sense to save a loyal GM customer rather than have the myriad of issues force him to sue us, win the lemon law case and defect to another auto company. Total number of issues the customer was having with a brand new vehicle was outside the norm and warranted our intervention.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/10/2004

42. Authorizer Name: Burke Raine

43. GM Position: Area Service Manager, COK Buffalo

44. VoiceMail Node: 356-5004

Mailbox Number: 8107 914055 8107

45. Email Address: burke.raine@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.

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: MIRIAM MARKHAM
DEPARTMENT: BUSINESS RESOURCE CENTER
CUSTOMER: [REDACTED]
FILE NUMBER: 1-177923670
OLD VEHICLE VIN: 1G1ZT52874F [REDACTED]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 13031
BRAND: 13-CHEVROLET
NEW VEHICLE VIN: 2G1WW12E749 [REDACTED]
SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

08/19/2004

Keep this document to show to the police and courts.

NEW YORK STATE REGISTRATION DOCUMENT

PAS

2004 CHEVR NONTRANSFERABLE
4DSD GR 1G1ZTE2874P

G 6 NOV 15 2003

Wt/Seats

Fuel/Cyl

DRB PADD02

Expires 06/09/05

20.75

EDEN

NY

ANNUAL CHG

LAT PAID (INCL ADD CHG)

VOID IF ALTERED EXCEPT FOR ADDRESS

25.00



2004 MALIBU LS SEDAN
 92U SILVER GREEN METALLIC /V6G
 52C NEUTRAL
 ORDER NO. GRWQ8V/TRE STOCK NO.
 VIN 1G1 ZT52 87 4F

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD26945237

*****13*130318
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 1ZT69 MALIBU LS SEDAN 20370.00 18638.55 INVOICE 10/23/03
 AP3 REMOTE VEHICLE START SYSTEM 150.00 135.00 SHIPPED 10/23/03
 B37 FLOOR MATS, FRONT & REAR 80.00 72.00 EXP I/T 10/31/03
 LX9 3.5L V6 ENGINE 0.00 0.00 INT COM 10/31/03
 MX0 4-SPEED AUTO TRANSMISSION 0.00 0.00 PRC EFF 10/23/03
 NE1 50-STATE EMISSIONS N/C N/C KEYS G2399 G2399
 VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 WFP-S QTR OPT-1
 BANK: GMAC - 004
 CHG-TO 13-031

SHIP WT: 3168
 HP: 32.9
 GMS: 18877.55
 SUPPLR: 19727.04
 MRM: 21225.00
 MEMO 1005.00

Auction
19,527
17,344.35

TOTAL MODEL & OPTIONS 20600.00 18845.55 ACT 231 18852.55 X.92
 DESTINATION CHARGE 625.00 625.00 H/B 261 618.00
 LAM DEALER CONTRIBUTION 206.00 ADV 261 206.00
 LAM GROUP CONTRIBUTION 103.00 EXP 65A 103.00

TOTAL 21225.00 19779.55 PAY 310 19779.55
 MEMO: TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 18856.00

 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.

PADDOCK CHEVROLET, INC.

REMIT TO GMAC NO. 004
 VIN 1G1ZT52874F
 \$ 19779.55 INV 1AD26945237
 DUE 10/31/03 DEALER 13-031

003

08/19/2004 10:58 FAX 7168764016


Paddock CHEVROLET, Inc.

"GET THE BEST OF US!"

3232 DELAWARE AVENUE Telephone 716-876-0945

KENMORE, NEW YORK 14217

www.paddockchevrolet.com

DATE 11-14-03

VEHICLE CASH PURCHASE AGREEMENT

94494

xfer plates 73304

649-6900

STOCK NUMBER

9468

BUYER

 SALESMAN Pankow

E-MAIL

STREET

RES. PHONE

 CITY Eden

 STATE NY

ZIP

BUS. PHONE

THIS TRANSACTION

I ORDER AND AGREE TO PURCHASE FROM YOU, ON THE TERMS CONTAINED ON BOTH SIDES OF THIS AGREEMENT, THE FOLLOWING VEHICLE: (READ OTHER SIDE)

THE VEHICLE

 YEAR 04 ☒ NEW ☐ USED ☐ DEMO ☐ OTHER

 MAKE Chevrolet

 MODEL Malibu

 SERIES LS

 TYPE 4 door

 COLOR Silver Green

TRIM

VIN

1612T52874F

TO BE DELIVERED ON OR ABOUT:

 11-15-03 2225

"NOTICE TO CONSUMER: IF THE VEHICLE IS NOT DELIVERED IN ACCORDANCE WITH THIS AGREEMENT WITHIN 30 DAYS AFTER THE ESTIMATED DELIVERY DATE AND THE DELAY IS NOT ATTRIBUTABLE TO YOU, YOU HAVE THE RIGHT TO CANCEL THIS AGREEMENT AND TO RECEIVE A FULL REFUND OF YOUR DEPOSIT."

THE PRICE

BASE PRICE INCLUDING FREIGHT

 PULL AHEAD
JUNE

 \$300 GAS
FREE

 3yr 36k mile lease
for \$305 per month
w/1000 deposit

TOTAL \$19779.00

THE TRADE-IN

I certify that the lien on my vehicle is correct. I further agree to pay you any additional amount or other liens upon notice.

 LESS TRADE-IN CREDIT (U)
(BUYER SEE 1 AND 6 B) ON BACK
TRADE-IN IS SUBJECT TO INSPECTION. IF NOT IN
THE SAME CONDITION AS ORIGINALLY APPROVED

 YEAR 04 MAKE Chevrolet MODEL Malibu TYPE 4 door

 PLATE NO. 1034 EXP. DATE 11/15/03 COLOR Silver Green VIN 1612T52874F

 TRADE-IN IS CLEAR OF ALL LIENS EXCEPT: ACCT. NO. 1034 AMOUNT OWED \$1000 PER:

TAXABLE CASH DIFFERENCE \$19779.00

TAXES AND OTHER FEES

CASH DEPOSIT SUBMITTED WITH ORDER	DATE	RECEIPT NO.	AMOUNT
11/14/03	1034	Deposit	1000.00

MECHANICAL PROTECTION	OTHER
+	+
+	+
+	+
+	+
+	+
+	+

TOTAL CASH DEPOSITS (TRANSFER TO RIGHT COLUMN) \$2350

TAXABLE BALANCE

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

2.25% E.F. COUNTY SALES TAX	DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE	N.Y. STATE INSPECTION	OTHER
\$	20.00	10.00	12.50

 SPECIAL NOTICE TO CONSUMER
IF, UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED-IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.

PLUS BALANCE OWING ON TRADE-IN TO:	TOTAL CASH PRICE DELIVERED
+	21453.27

 I have read the agreement. BUYER'S SIGNATURE: [Signature] ACCEPTED BY: [Signature]

LESS TOTAL CASH DEPOSITS (TRANSFERRED FROM LEFT COLUMN)	BALANCE DUE IF FINANCED	CASH DUE ON DELIVERY
-	19103.27	\$

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER - SEE OTHER SIDE FOR ADDITIONAL TERMS

* The dealer application processing fee is not a New York State or Department of Motor Vehicles fee. Unless a lien is being recorded or the dealer issued number plates, you may avoid this fee by submitting your own application for registration and/or certificate of title to any motor vehicle issuing office.



GM

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 19, 2004

Eden, NY

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT52874F
 Case Number: 1-177923670

Dear

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN #1G1ZT52874F and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 2G1WW12E749 2004 Monte Carlo. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 9-9-04	\$16,731.85
Plus Upgrade	\$ 2,020.00

TOTAL RESPONSIBILITY OF CUSTOMER \$18,751.85

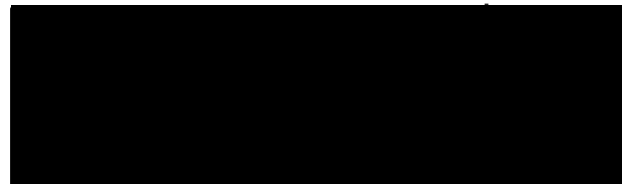
****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN #1G1ZT52874F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-234-3032 by 8-20-04. The conditions of the trade-repurchase are as follows:

- 1. the vehicle is free from any abnormal damage or alterations which impair its resale value
- 2. all factory installed equipment are intact and functional
- 3. a free and clear title is provided at the time of repurchase (payoff original loan)
- 4. a Power of Attorney form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)
- 5. an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)
- 6. this offer is contingent upon the approval of your lending/leasing institution
- 7. no cash back rebates or incentives of any kind are applicable towards this transaction
- 8. the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Paddock Chevrolet. 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58033 if you have any questions or concerns.



9-20-04

08/20/2004 08:34 FAX 7168764016

Dealer Confirmation Letter- Trade Repurchase
CHEVROLET Division
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Ext. 58033, Miriam Markham

Trade Repurchase Agreement between CHEVROLET and its dealer partner PADDOCK CHEVROLET

Customer's Name [REDACTED]
Case Number: 1-177923870

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$2,076.28 to [REDACTED] and Paddock Chevrolet if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of \$16,731.85 made payable to GMAC and will be sent directly to lien holder after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Reacquired Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:
New Vehicle Sales Price:
Used Vehicle Trade Value:

2G1WW12E749 [REDACTED] ✓

\$20,620.98

\$18,600.98

\$ 2,020.00

\$ 166.65

Taxes:

\$16,731.85

Lien on old vehicle, good only until: 9-5-04

\$ 10.00

NY Inspection Fee:

\$ 12.50

Tire Tax Fee

\$ 20.00

Reg/Lic/Title

[Not paid by either party]

Document Fees:

[\$200 applied as warranty credit via W.I.N.S.]

Dealer Processing Fee:

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Quirk Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number #888-234-3032

William G. Weirheim GM
Paddock Chevrolet, Inc. Management Agent's Signature and Title.

William G. Weirheim GM
Paddock Chevrolet, Inc. Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 19, 2004

Eden, NY

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT52874F
 Case Number: 1-177923670

Dear

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN #1G1ZT52874F and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 2G1WW12E749 2004 Monte Carlo. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

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Plus Upgrade	\$ 2,020.00

TOTAL RESPONSIBILITY OF CUSTOMER \$18,751.85

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN #1G1ZT52874F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-234-3032 by 8-20-04. The conditions of the trade-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)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Paddock Chevrolet. 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58033 if you have any questions or concerns.

Sincerely,
 Miriam Markham
 Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

001

08/20/2004 08:34 FAX 7168764016

PADDOCK CHEVROLET, INC.
3232 DELAWARE AVENUE
KENMORE, NEW YORK 14217
PHONE: 716-876-0945
FAX: 716-876-4016

FACSIMILE TRANSMITTAL SHEET

TO:

Trade Repurchase

FROM:

Bill Wentheim

COMPANY:

DATE:

8/20/04

FAX NUMBER:

866-234-3032

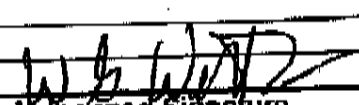
TOTAL NO. OF PAGES INCLUDING COVER:

4

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

Note:

08/20/2004 08:35 FAX 7168764016

DEALER'S SAMPLE PURCHASE ORDER		
MOCK BILL OF SALE FOR DEALER		
Purchase Price (New Unit)	20,620.98	
State Sales Tax	166.65	
Luxury Tax	0.00	
Reg./Lic./Title Fees (opt)	20.00	
Additional Aftermarket Items	0.00	
State Fees	10.00	
Miscellaneous	0.00	
Other	12.50	
Less Dealer Contribution	0.00	
Subtotal	20,830.13	
Trade In	18,600.98	
Payoff	16,731.85	
Net Allowance	1,869.13	
Cash on Delivery (Paid by GM)	209.16	
Total Balance Due	18,761.86	
Amount to Dealer for additional Fees	0.00	
 GM Authorized Signature		Date
REFINANCE		

08/19/2004 10:57 FAX 7168764016

PADDOCK CHEVROLET, INC.
3232 DELAWARE AVENUE
KENMORE, NEW YORK 14217
PHONE: 716-876-0945
FAX: 716-876-4016

FACSIMILE TRANSMITTAL SHEET

TO:

Mary Ann

FROM:

Bill Wertheim

COMPANY:

DATE:

8/19/04

FAX NUMBER:

866-234-3032

TOTAL NO. OF PAGES INCLUDING COVER:

5

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

Note:

08/19/2004 10:58 FAX 7188764016

General Motors Car and Truck Divisions

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED] (or see attached list*)
 VIN: 1G1ZT52874F [REDACTED]

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
<input checked="" type="checkbox"/> REBATE	\$ 2250.00	BPA
<input checked="" type="checkbox"/> COUPON	\$ 500.00	<i>Personal Coupon</i>
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received	\$ 2750.00	N/A

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 11/15/03. 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: [REDACTED]

Date: 11/15/03

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: [Signature]

Date: 11/15/03

Dealership Name: PADDOCK CHEVROLET INC.

Dealer Code: 13031

* 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 95GMACK/GM-3795 (9/99)

08/19/2004 10:59 FAX 7166764016

SmartBuySM WORKSHEET

Customer Name: XXXXXXXXXX Dealership Name: PADDOCK CHEVROLET INC.
 Term (Months): 36 Vehicle Description: Year: 2004 Make: CHEVR Model: MALIBU
 Application Number: XXXXXXXXXX Rate (% APR): 3.50 VIN: 1G1ZT52874F XXXXXXXXXX

MAXIMUM AMOUNT FINANCED COMPUTATION

1. MSRP From Factory Invoice \$ 21225.00
2. Eligible Dealer Installed Options
(Suggested Retail or Cost Plus 20%)
Less: Equipment Removed From Vehicle +/- \$ N/A
+/- \$ N/A
= \$ 21225.00
3. Adjusted MSRP (Line 1 +/- Line 2) \$ 19291.50
4. Vehicle Selling Price \$ 1590.52
5. Sales Tax 8.25 % + \$ N/A
6. Title Fee + \$ N/A
7. License/Registration Fee + \$ 30.00
8. Other Tax or Fee + \$ N/A
9. Mech Warranty/Service Agreement + \$ 2350.00
10. Less: Down Pmt/Rebate/Trade Equity - \$
11. Subtotal to Calculate Life/A&H Premium
(Line 4+Line 5+Line 6+Line 7+Line 8+Line 9—Line 10) = \$ 18562.02
- 12a. Life Insur./Decr decimal + \$ N/A
- 12b. Life Insur./Level decimal + \$ N/A
13. Disability Insur. decimal + \$ N/A
14. Total Amount Financed (Contract Line 5*)
(Line 11+Line 12a+Line 12b+Line 13) = \$ 18562.02
15. Maximum Amount to be Financed
(Line 3+Line 5+Line 6+Line 7+Line 8+Line 9+
Line 12a+12b+Line 13) = \$ 22845.52
- If Line 14 Exceeds Line 15 STOP
Amount Financed Exceeds Maximum
Amount Allowed.
*Contract Line 11 in Nevada

EXCESS MILEAGE ADJUSTMENT COMPUTATION

16. Contracted Total Mileage (Monthly Mileage x Term) 36000
17. Less: Standard Total Mileage Allowance 36000
18. Total Excess Mileage = N/A
19. Times Excess Mileage Rate (\$ per mile) X .12
20. Excess Mileage Adjustment = \$ N/A

FINAL PAYMENT COMPUTATION

21. Adjusted MSRP (from Line 3) = \$ 21225.00
22. Option Package Discount (if any) + \$ N/A
23. Total Gross MSRP (Line 21 + Line 22) = \$ 21225.00
24. Residual Factor % (from RVLG) = \$ 47.00
25. SUBTOTAL (Line 23 x Line 24) = \$ 9975.75
26. Less Excess Mileage Adjustment (Line 20) - \$ N/A
27. Less Other Factors Affecting Depreciation
(e.g. demo and company car beginning mileage) - \$ N/A
28. FINAL PAYMENT AMOUNT
(Line 25 — Line 26 — Line 27) = \$ 9975.75

MONTHLY PAYMENT COMPUTATION

Using the Sharp Calculator Make The
Following Entries (Depress [ENTER]
After each Entry):

1. Depress [BUY CH] and read
"BUYERS CHOICE" briefly
DISPLAY ENTRY
LONG QUOTE DISPLAY
2. "QCK QUOTE—Y/N?" [NO]
3. "CONT DATE" Date (mm/dd/yy)
4. "ODD/DATE" Date (mm/dd/yy)
(Displays Date Briefly)
5. "RATE" Contract Rate
6. "TAX %" Tax Rate
7. "# OF PMTS" Term
8. "SALE PR" Selling Price
9. "MSRP" MSRP from Invoice
10. "OPT PKG" Opt Pkg Discount Amt
11. "MARKUP %" Mark up %
12. "DEAL OPT" Dealer Options
13. "RESID%" Resid. Value %
14. "STD MI/YR" 15,000
15. "ANT MI/YR" Anticipated Mileage
16. "OTHER DED" Other Deduction Amt(s)
17. "EMP CH—Y/N?" [YES]
18. "CSH DWN" Cash Down Amt
19. "TRADE IN" Trade In Amt
21. "WARRANTY" Warranty Amt
22. "COL INS" Insurance Amt
23. "OFF FEES" Official Fees
24. "LIC/REG" License & Regist. Fees
25. "TITLE FEE" Title Fee
26. "OTH CHGS" Other Charges
27. "INS (NO INS) 0" CL&AH Digit or 0 if N/A
28. "# OF (mo. pmt)" [ENTER]
29. "FINAL (final pmt)" [ENTER]
30. "PRINT—Y/N" [YES] or [NO]
- *If Attached To Printer 289.10

MONTHLY
PAYMENT AMOUNT

\$

Note: Entries May Vary Due To Different Computer
Chips For Various States.

RCMPR010

CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY

08/17/04

08:19:15

PROCESSING SOURCE: CHEVROLET

VIN: 1G1ZT5287 4F [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GRWQ8V PAGE NO: 1
 ODATE: 10/04/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 13031
 DDATE: 11/15/03 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
 DLVY DOE: 11/17/03 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: [REDACTED]

TRD DOE:

EDEN

NY [REDACTED]

SRVC IN:

SRVC OUT:

CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	13 13031	103595	12/03/03	2,250.00	OP		0.00	9
FFC	01	13 13031	00024806214	11/18/03	23.97	OA		0.00	9
SBH	01	13 13031	1521198	12/05/03	300.00	OP		0.00	9
SMN	01	13 13031	1521192	12/05/03	60.00	OP		0.00	9
XSC	01	13 13031	103595	12/03/03	1,581.73	OP		0.00	9

NO MORE RECORDS

COMMAND ==> _____

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN
 PF09=CURR OPT 10=SPL INST 11=CURR ORD

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 08/17/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 08:19:30
 INCENTIVE CODE/LVL: CCR ____ PAGE NO: 1

FN	INCTV	START DATE	END DATE	ST CD	LAST ACTIVITY DATE / VOLUME
CD	CD LVL DESCRIPTION				
(S)					
-	CCR 135 GMAC CAP COST REDUCTION 2004	07/08/03		P	08/17/04 627
-	CCR 134 GMAC CAP COST REDUCTION 2005	06/02/04		P	08/17/04 64
-	CCR 115 GMAC CAP COST REDUCTION 2003	07/01/02		P	07/06/04 1
-	CCR 098 GMAC CAP COST REDUCTION 2002	02/28/01		P	06/04/04 2
-	CDA 001 MSC 04 LRG UTILITY PKG DISCOUNT	07/01/03		P	06/19/04 1
-	CDB 001 MSC 04 SPRING SELL SEASON ORD	03/17/04		P	07/28/04 2
-	CDP 004 GSB 04 CAP COST REDUCTION	03/10/04	08/03/04	P	08/11/04 1
-	CDS 081 REG 05 SER CONSUMER CASH PGM	07/07/04	12/07/04	P	08/11/04 1
-	CDS 080 REG 04 SER CONSUMER CASH PGM	07/08/03	12/07/04	P	08/17/04 7
-	CDS 073 REG 03 SER CONSUMER CASH PGM	08/01/02	09/30/04	P	06/22/04 1
-	CDS 037 REG 02 SER CONSUMER CASH PGM	08/30/01	04/02/03	P	04/02/03 1
-	CDZ 003 SPECIAL LONG TERM FILEBLOCK	08/01/95		P	08/07/04 2,486

MORE RECORDS

COMMAND ==> ____

PF01=HELP 03=PRV SCRN
 PF07=PGUP 08=PGDN

P/W:

RINPF071

INCENTIVE PROGRAM CATALOG INQUIRY

08/17/04

START BROWSE

PROCESSING SOURCE: CHEVROLET

08:19:37

INCENTIVE CODE/LVL: SBH ____

PAGE NO: 1

FN	INCTV	CD	CD LVL	DESCRIPTION	START DATE	END DATE	ST CD	LAST ACTIVITY DATE / VOLUME
(S)								
-	SBH 003	RPL 04		SALESPERSON PULLBOARD PG	10/13/03	04/17/04	P	08/14/04 2
-	SBH 002	RPL 03		SALESPERSON PULLBOARD PG	10/13/03	04/17/04	P	08/14/04 1
-	SBI 005	FLT 04		ETRACE SLSPRSN PULLBOARD	10/27/03	09/30/04	P	04/06/04 1
-	SBI 004	FLT 03		ETRACE SLSPRSN PULLBOARD	10/27/03	09/30/04	P	04/06/04 0
-	SBJ 002	RPL 03		LMG SALESPERSON PULLBRD	07/18/03	01/31/04	P	04/06/04 1
-	SBK 002	RPL 03		LMG SALESMANAGER PULLBRD	07/18/03	01/31/04	P	04/06/04 1
-	SBL 003	RPL 03		LMG SALESPERSON PULLBRD	08/04/03	03/02/04	P	11/19/03 2
-	SBL 002	RPL 02		LMG SALESPERSON PULLBRD	08/04/03	03/02/04	P	10/01/03 0
-	SBM 003	RPL 03		LMG SALESPERSON PULLBRD	08/04/03	03/02/04	P	09/16/03 1
-	SBM 002	RPL 02		LMG SALESPERSON PULBRD	08/04/03	03/02/04	P	09/16/03 1
-	SEN 003	RPL 03		LMG SALESMANAGER PULLBRD	08/04/03	03/02/04	P	09/16/03 1
-	SEN 002	RPL 02		LMG SALESMANAGER PULBRD	08/04/03	03/02/04	P	09/16/03 1

MORE RECORDS

COMMAND ==> ____

PF01=HELP 03=PRV SCRN
 PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY
 START BROWSE PROCESSING SOURCE: CHEVROLET
 INCENTIVE CODE/LVL: SMN ____

08/17/04
 08:19:43
 PAGE NO: 1

FN	INCTV	START DATE	END DATE	ST CD	LAST ACTIVITY DATE	VOLUME
CD	CD LVL DESCRIPTION					
(S)						
-	SMN 004 RPL 03 SALESMANAGER PULLBOARD	10/13/03	04/17/04	P	08/14/04	1
-	SMN 003 RPL 04 SALESMANAGER PULLBOARD	10/13/03	04/17/04	P	08/14/04	2
-	SMP 001 \$100-\$500 SALESPERSON PULLBOARD	07/28/04		N		0
-	SMQ 003 RPL 04 LMG SLSMGR PULLBOARD PG	11/28/03	06/24/04	P	02/18/04	116
-	SMQ 002 RPL 03 LMG SLSMGR PULLBOARD PG	11/28/03	06/24/04	P	02/18/04	7
-	SMS 002 OMS 02 S 10 TRK MILITARY SALES	07/01/01	09/01/02	P	10/30/02	1
-	SMT 001 SALESMANAGR 15% OVRERRIDE (SMP)	07/28/04		N		0
-	SMV 003 RPL 03 *** SALESMANAGER OVERRIDE	01/17/03	07/31/03	P	08/03/04	1
-	SMV 002 RPL 02 *** SALESMANAGER OVERRIDE	01/17/03	07/31/03	P	07/25/03	1
-	SMW 003 RPL 02 *** SALESPERSON BONUS PG	01/17/03	07/31/03	P	02/11/03	3
-	SMW 002 RPL 03 *** SALESPERSON BONUS PG	01/17/03	07/31/03	P	08/21/03	1
-	SNA 003 RPL 03 LMG SALESPERSON PULBOARD	09/22/03	03/30/04	P	10/21/03	1

MORE RECORDS

COMMAND ==> ____

PF01=HELP 03=PRV SCRN
 PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY
 START BROWSE PROCESSING SOURCE: CHEVROLET
 INCENTIVE CODE/LVL: XSC ____

08/17/04
 08:19:51
 PAGE NO: 1

FN	INCTV	START DATE	END DATE	ST CD	LAST ACTIVITY DATE / VOLUME
CD	CD LVL DESCRIPTION				
(S)					
-	XSC 184 GSB 05 GMAC 2005 SMARTBUY	03/02/04		P	08/17/04 56
-	XSC 182 GSB 04 GMAC 2004 SMARTBUY	07/08/03		P	08/17/04 126
-	XSC 167 GSB 03 GMAC 2003 SMARTBUY	07/01/02		P	07/06/04 1
-	XSC 156 GSB 02 GMAC 2002 SMARTBUY	02/28/01		P	01/24/04 1
-	XXA 002 REG 03 SCR CAVALIER PROMO PGM	05/01/03	08/31/03	P	09/27/03 1
-	YCB 003 REG 04 *** INCREM* BONUS CASH	02/25/04	06/15/04	P	07/23/04 1
-	YCB 002 REG 03 *** INCREM* BONUS CASH	02/25/04	06/15/04	P	07/23/04 1
-	YT1 002 REP REPURCHASE EXPOSURE PROGRAM	09/01/97		P	08/17/04 7
-	YT2 001 REP SHORT TERM REPURCHASE PGRM	03/11/02		P	07/31/04 1
-	YT3 001 REP EXECUTIVE VEHICLE REPURCHASE	09/01/97		P	05/06/04 1
-	YT4 001 REP REPURCHASE G-VAN PROGRAM	09/01/97		P	08/17/04 1
-	YT5 001 REP REPURCHASE ASTRO/SAFARI VAN	01/30/02		P	04/17/04 2,085

MORE RECORDS

COMMAND ==> ____

PF01=HELP 03=PRV SCRIN
 PF07=PGUP 08=PGDN

P/W:

08/20/2004 08:35 FAX 7168764016

004



Paddock CHEVROLET, Inc.

A World Class Dealership... with small town values

 3232 DELAWARE AVENUE Telephone 716-878-0945
 KENMORE, NEW YORK 14217
 www.paddockchevrolet.com

 VEHICLE CASH PURCHASE AGREEMENT
 FACILITY NO. 5150211

STOCK NUMBER

BUYER

MAN

E-MAIL

STREET

CITY

YEAR

TYPE

☒ NEW ☐ USED ☐ DEMO ☐ OTHER

COLOR Silver

MAKE

TRIM

MODEL

SERIAL

THE TRANSACTION

I ORDER AND AGREE TO PURCHASE FROM YOU: ON THE TERMS CONTAINED ON THIS AGREEMENT, THE FOLLOWING VEHICLE

TO BE DELIVERED ON OR ABOUT:

"NOTICE TO CONSUMER: IF THE VEHICLE IS NOT DELIVERED IN ACCORDANCE WITH THIS AGREEMENT WITHIN 30 DAYS AFTER THE ESTIMATED DELIVERY DATE AND THE DELAY IS NOT ATTRIBUTABLE TO YOU, YOU HAVE THE RIGHT TO CANCEL THIS AGREEMENT AND TO RECEIVE A FULL REFUND OF YOUR DEPOSIT."

THE PRICE

BASE PRICE INCLUDING FREIGHT

(+)

\$

GM TRADE ASSIST

TOTAL \$20,620.98

THE TRADE-IN

I certify that the lien on my vehicle is correct. I further agree to pay you any additional amount or other liens upon notice.

YEAR

MILEAGE

MAKE

MODEL

TYPE

OTHER:

EXPIRATION DATE

EXP. DATE

COLOR

VIN

TAXABLE CASH DIFFERENCE

TRADE-IN IS CLEAR OF ALL LIENS EXCEPT:

ACCT. NO.

AMOUNT OWED

\$

PER:

TAXES AND OTHER FEES

CASH DEPOSIT
SUBMITTED WITH ORDER

DATE

RECEIPT NO.

\$

MECHANICAL PROTECTION

DATE

RECEIPT NO.

OTHER

DATE

RECEIPT NO.

DATE

RECEIPT NO.

DATE

RECEIPT NO.

DATE

RECEIPT NO.

TOTAL CASH DEPOSITS (TRANSFER TO RIGHT COLUMN)

\$

TAXABLE BALANCE

COUNTY SALES TAX

%

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION '2' (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

SPECIAL NOTICE TO CONSUMER

IF, UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED-IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT. INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR GUIDE WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.

I have received a completed copy of this agreement.

BUYER'S SIGNATURE(S)

ACCEPTED BY:

DATE

8/19/04

8/19/04

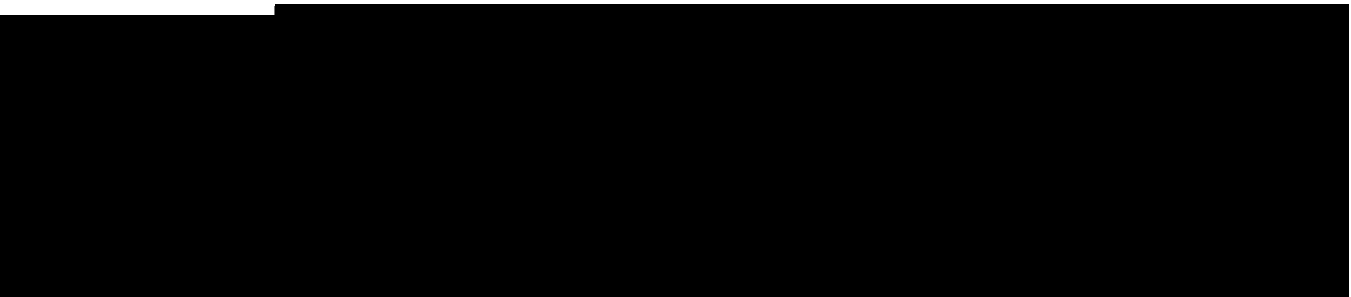
LESS TOTAL CASH DEPOSITS (TRANSFERRED FROM LEFT COLUMN)

BALANCE DUE IF FINANCED

CASH DUE ON DELIVERY

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

The optional dealer registration or title application processing fee (\$45 maximum) and special plate processing fee (\$5 maximum) are not New York State Or Department of Motor Vehicles fees. Unless a lien is being recorded or the dealer issued number plates, you may submit your own application for registration or title or for special or distinctive plate to any motor vehicle issuing office.



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Fax

To: Nerian MARKHAM

From: 

Fax: 866 234 3032

Pages: _____

Phone: _____

Date: 8-19-04

Re: _____

CC: _____

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

• **Comments:**

Keep this document to show to the police and courts.

MV-899TR (8/02)

NEW YORK STATE REGISTRATION DOCUMENT



PAS

PAS

2004 CHEVR NONTRANSFERABLE
4DSD GR 1G1ZT52874F

Wt/Seats 6 Fuel/Cyl

NOV 15 2003

02

Expires 06/09/05

EDEN

NY

20.75

ANNUAL CHG

AMT PAID (INCL ADD CHG)

DID IF ALTERED EXCEPT FOR ADDRESS

25.00





GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

August 23, 2004

██████ Wertheim
General Manager
3232 Delaware Avenue
Kenmore, NY 14217

RE: Repurchase for 2004 Chevrolet Malibu

Dear ██████

The following party, ██████ has 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 8-27-04. 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,
Miriam Markham
Repurchase Specialist
1-800-231-1841 ext. 58033

CC: Paddock Chevrolet, Inc.

PADDOCK CHEVROLET, INC.
3232 DELAWARE AVENUE
KENMORE, NEW YORK 14217
PHONE: 716-876-0945
FAX: 716-876-4016

FACSIMILE TRANSMITTAL SHEET

TO:

MaryAnn

FROM:

Bill Wertheim

COMPANY:

DATE:

8/19/04

FAX NUMBER:

866-234-3032

TOTAL NO. OF PAGES INCLUDING COVER:

5

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

Note:

2004 MALIBU LS SEDAN
 92U SILVER GREEN METALLIC /V6G
 52C NEUTRAL
 ORDER NO. ORW08V/TRE STOCK NO.
 VIN 1G1ZT52874F

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD26945237

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 10/23/03
AP3 REMOTE VEHICLE START SYSTEM	150.00	135.00	SHIPPED 10/23/03
B37 FLOOR MATS, FRONT & REAR	80.00	72.00	EXP I/T 10/31/03
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 10/31/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 10/23/03
NE1 50-STATE EMISSIONS	N/C	N/C	KEYS 82399 82399
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFF-S 0TR OPT-1
			BANK: GMAC - 004
			CHG-TO 13-031

SHIP WT: 3168
 HP: 32.9
 GMS: 18877.55
 SUPPLR: 19727.04
 FRM: 21225.00
 MEMO 1005.00

866
 734
 3037

TOTAL MODEL & OPTIONS	20600.00	18845.55	ACT 231	18852.55
DESTINATION CHARGE	625.00	625.00	H/B 261	618.00
LAN DEALER CONTRIBUTION		206.00	ADV 261	206.00
LAN GROUP CONTRIBUTION		103.00	EXP 65A	103.00

TOTAL 21225.00 19779.55 PAY 310 19779.55
 MEMO: TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 18856.00

 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.

PADDOCK CHEVROLET, INC.

REMIT TO GMAC NO. 004
 VIN 1G1ZT52874F
 \$ 19779.55 INV 1AD26945237
 DUE 10/31/03 DEALER 13-031

General Motors Car and Truck Divisions

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]VIN: 1G1ZT52874F [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
<input checked="" type="checkbox"/> REBATEA	\$ 2250.00	DPA
<input checked="" type="checkbox"/> COUPON	\$ 500.00	Proseal Coupon
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received	\$ 2750.00	N/A

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 11/15/03. 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: [REDACTED]Date: 11/15/03

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: [REDACTED]Date: 11/15/03Dealership Name: PADDOCK CHEVROLET INC.Dealer Code: 13021

* 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 99GMACK/GM-3795 (9/99)

SmartBuySM WORKSHEET

Customer Name: XXXXXXXXXX Dealership Name: PADDOCK CHEVROLET INC.
 Term (Months): 36 Vehicle Description: Year: 2004 Make: CHEVR Model: MALIBU
 Application Number: XXXXXXXXXX Rate (% APR): 3.50 VIN: 1G1ZT52874F XXXXXXXXXX

MAXIMUM AMOUNT FINANCED COMPUTATION

1. MSRP From Factory Invoice \$ 21225.00
 2. Eligible Dealer Installed Options
 (Suggested Retail or Cost Plus 20%)
 Less: Equipment Removed From Vehicle
 _____ +/- \$ N/A
 _____ +/- \$ N/A
 3. Adjusted MSRP (Line 1 +/- Line 2) = \$ 21225.00
 4. Vehicle Selling Price \$ 19291.50
 5. Sales Tax 8.25 % + \$ 1590.52
 6. Title Fee + \$ N/A
 7. License/Registration Fee + \$ N/A
 8. Other Tax or Fee + \$ 30.00
 9. Mech Warranty/Service Agreement + \$ N/A
 10. Less: Down Pmt/Rebate/Trade Equity - \$ 2350.00
 11. Subtotal to Calculate Life/A&H Premium
 (Line 4+Line 5+Line 6+Line 7+Line 8+Line 9-Line 10) = \$ 18562.02
 12a. Life Insur./Decr decimal _____ + \$ N/A
 12b. Life Insur./Level decimal _____ + \$ N/A
 13. Disability Insur. decimal _____ + \$ N/A
 14. Total Amount Financed (Contract Line 5*)
 (Line 11+Line 12a+Line 12b+Line 13) = \$ 18562.02
 15. Maximum Amount to be Financed
 (Line 3+Line 5+Line 6+Line 7+Line 8+Line 9+
 Line 12a+12b+Line 13) = \$ 22845.52
 If Line 14 Exceeds Line 15 STOP
 Amount Financed Exceeds Maximum
 Amount Allowed.
 *Contract Line 11 in Nevada

EXCESS MILEAGE ADJUSTMENT COMPUTATION

16. Contracted Total Mileage (Monthly Mileage x Term) 36000
 17. Less: Standard Total Mileage Allowance 36000
 18. Total Excess Mileage = N/A
 19. Times Excess Mileage Rate (\$ per mile) X .12
 20. Excess Mileage Adjustment = \$ N/A

FINAL PAYMENT COMPUTATION

21. Adjusted MSRP (from Line 3) = \$ 21225.00
 22. Option Package Discount (if any) + \$ N/A
 23. Total Gross MSRP (Line 21 + Line 22) = \$ 21225.00
 24. Residual Factor % (from RVLG) 47.00
 25. SUBTOTAL (Line 23 x Line 24) = \$ 9975.75
 26. Less Excess Mileage Adjustment (Line 20) - \$ N/A
 27. Less Other Factors Affecting Depreciation
 (e.g. demo and company car beginning mileage) - \$ N/A
 28. FINAL PAYMENT AMOUNT
 (Line 25 - Line 26 - Line 27) = \$ 9975.75

MONTHLY PAYMENT COMPUTATION

Using the Sharp Calculator Make The
 Following Entries (Depress [ENTER]
 After each Entry):

1. Depress [BUY CH] and read
 "BUYERS CHOICE" briefly
 DISPLAY ENTRY
 LONG QUOTE DISPLAY
 2. "QCK QUOTE-Y/N?" [NO]
 3. "CONT DATE" Date (mm/dd/yy)
 4. "ODD/DATE" Date (mm/dd/yy)
 (Displays Date Briefly)
 5. "RATE" Contract Rate
 6. "TAX %" Tax Rate
 7. "# OF PMTS" Term
 8. "SALE PR" Selling Price
 9. "MSRP" MSRP from Invoice
 10. "OPT PKG" Opt Pkg Discount Amt
 11. "MARKUP %" Mark up %
 12. "DEAL OPT" Dealer Options
 13. "RESID%" Resid. Value %
 14. "STD MI/YR" 15,000
 15. "ANT MI/YR" Anticipated Mileage
 16. "OTHER DED" Other Deduction Amt(s)
 17. "EMP CH-Y/N?" [YES]
 18. "CSH DWN" Cash Down Amt
 19. "TRADE IN" Trade In Amt
 21. "WARRANTY" Warranty Amt
 22. "COL INS" Insurance Amt
 23. "OFF FEES" Official Fees
 24. "LIC/REG" License & Regist. Fees
 25. "TITLE FEE" Title Fee
 26. "OTH CHGS" Other Charges
 27. "INS (NO INS) 0" CL&AH Digit or 0 if N/A
 28. "# OF (mo. pmt)" [ENTER]
 29. "FINAL (final pmt)" [ENTER]
 30. "PRINT-Y/N" [YES] or [NO]
 *If Attached To Printer 289.10

MONTHLY
 PAYMENT AMOUNT

\$

Note: Entries May Vary Due To Different Computer
 Chips For Various States.



GM

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 19, 2004

Eden, NY

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT52874F
Case Number: 1-177923670

Dear Larry W Jemigan:

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN #1G1ZT52874F and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 2G1WW12E749347384, 2004 Monte Carlo. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 9-9-04	\$16,731.85
Plus Upgrade	\$ 2,020.00

TOTAL RESPONSIBILITY OF CUSTOMER \$18,751.85

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN #1G1ZT52874F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-234-3032 by 8-20-04. The conditions of the trade-repurchase are as follows:

- β the vehicle is free from any abnormal damage or alterations which impair its resale value
- β all factory installed equipment are intact and functional
- β a free and clear title is provided at the time of repurchase (payoff original loan)
- β a Power of Attorney form is signed at the time of repurchase *used only for title corrections, if needed* (supplied by General Motors)
- β an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)
- β this offer is contingent upon the approval of your lending/leasing institution
- β no cash back rebates or incentives of any kind are applicable towards this transaction
- β the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Paddock Chevrolet. 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58033 if you have any questions or concerns.



GM

PADDOCK CHEVROLET, INC.
3232 DELAWARE AVENUE
KENMORE, NEW YORK 14217
PHONE: 716-876-0945
FAX: 716-876-4016

FACSIMILE TRANSMITTAL SHEET

TO:

Trade Repurchase

FROM:

Bill Wertheim

COMPANY:

DATE:

8/20/04

FAX NUMBER:

866-234-3032

TOTAL NO. OF PAGES INCLUDING COVER:

4

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

Note:

Dealer Confirmation Letter- Trade Repurchase
CHEVROLET Division
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Ext. 58033, Miriam Markham

Trade Repurchase Agreement between CHEVROLET and its dealer partner PADDOCK CHEVROLET

Customer's Name: [REDACTED]

Case Number: 1-177923670

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **\$2,078.28** to [REDACTED] and Paddock Chevrolet if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of **\$16,731.85** made payable to **GMAC** and will be sent directly to lien holder after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Reacquired Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	2G1WW12E749 [REDACTED]
New Vehicle Sales Price:	\$20,620.98
Used Vehicle Trade Value:	\$18,600.98
Trade Difference:	\$ 2,020.00
Taxes:	\$ 166.65
Lien on old vehicle, good only until: 9-5-04	\$16,731.85
NY Inspection Fee:	\$ 10.00
Tire Tax Fee	\$ 12.50
Reg/Lic/Title	\$ 20.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Quirk Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number #866-234-3032

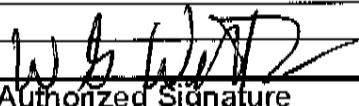
William G. Wertheim GM
Paddock Chevrolet, Inc. Management Agent's Signature and Title.

William G. Wertheim GM
Paddock Chevrolet, Inc. Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

DEALER'S SAMPLE PURCHASE ORDER		
MOCK BILL OF SALE FOR DEALER		
Purchase Price (New Unit)	20,620.98	
State Sales Tax	166.65	
Luxury Tax	0.00	
Reg./Lic./Title Fees (opt)	20.00	
Additional Aftermarket Items	0.00	
State Fees	10.00	
Miscellaneous	0.00	
Other	12.50	
Less Dealer Contribution	0.00	
Subtotal	20,830.13	
Trade In	18,600.98	
Payoff	16,731.85	
Net Allowance	1,869.13	
Cash on Delivery (Paid by GM)	209.15	
Total Balance Due	18,751.85	
Amount to Dealer for additional Fees	0.00	
		
GM Authorized Signature	Date	
REFINANCE		

DEALER'S SAMPLE PURCHASE ORDER			
	MOCK BILL OF SALE FOR DEALER		
	Purchase Price (New Unit)	20,620.98	
	State Sales Tax	166.65	
	Luxury Tax	0.00	
	Reg./Lic./Title Fees (opt)	20.00	
	Additional Aftermarket Items	0.00	
	State Fees	10.00	
	Miscellaneous	0.00	
	Other	12.50	
	Less Dealer Contribution	0.00	
	Subtotal	20,830.13	
	Trade In	18,600.98	
	Payoff	16,731.85	
	Net Allowance	1,869.13	
	Cash on Delivery (Paid by GM)	209.15	
	Total Balance Due	18,751.85	
	Amount to Dealer for additional Fees	0.00	
	GM Authorized Signature	Date	
	REFINANCE		

Dealer Confirmation Letter- Trade Repurchase
CHEVROLET Division
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Ext. 58033, Miriam Markham

Trade Repurchase Agreement between CHEVROLET and its dealer partner PADDOCK CHEVROLET

Customer's Name: [REDACTED]
Case Number: 1-177923670

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General Motors will issue a check in the amount of **\$2,078.28** to [REDACTED] and Paddock Chevrolet if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of **\$16,731.85** made payable to **GMAC** and will be sent directly to lien holder after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Reacquired Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	2G1WW12E749 [REDACTED]
New Vehicle Sales Price:	\$20,620.98
Used Vehicle Trade Value:	\$18,600.98
Trade Difference:	\$ 2,020.00
Taxes:	\$ 166.65
Lien on old vehicle, good only until: 9-5-04	\$16,731.85
NY Inspection Fee:	\$ 10.00
Tire Tax Fee	\$ 12.50
Reg/Lic/Title	\$ 20.00
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Quirk Chevrolet agrees to sign a Power Of Attomey to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number #866-234-3032

Paddock Chevrolet, Inc. Management Agent's Signature and Title.

Paddock Chevrolet, Inc. Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Thank you for assisting **Chevrolet** in this trade repurchase for our mutual customer!

August 4, 2011

[REDACTED]
[REDACTED]
Columbus, OH [REDACTED]

Service Request: 1-177956508
Customer Relationship Manager: Yvonne Morgan

Dear Ms. [REDACTED]

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

To help us review your request in a timely manner, please 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,

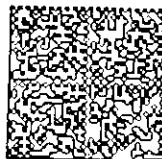
General Motors Corporation

GMAC

Post Office Box 217060
Auburn Hills, MI 48321-7060

Forwarding Service Requested

PRESORTED
FIRST CLASS



GMAC 5100-FS
08-03

02 1A \$ 00.29²
0004343764 MAR 04 2004
MAILED FROM ZIP CODE 48083

MAR 08 2004

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

BIJSLM3 48232



GMAC

P.O. Box 217060 Auburn Hills MI 48321-7060

248-375-4699

March 4, 2004

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

Account No.: [REDACTED]
Vehicle: N04 Chevmalibu
VIN: 1G1ZT54814F [REDACTED]

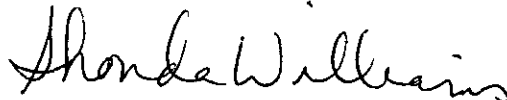
Customer: [REDACTED]
Cleveland, OH [REDACTED]

Dealer: Bass Chevrolet Inc
4499 Northfield Rd
Warrensville Heights, OH
44128

The above lessee has written us a complaint letter (copy enclosed) regarding the leased vehicle. We are requesting your assistance in resolving the matter quickly in the interest of customer satisfaction. As GMAC is the owner of the vehicle, please send us a copy of all correspondence and/or instructions you send to the lessee concerning this vehicle.

Your cooperation is appreciated.

Sincerely,



Customer Service Specialist

Enclosure



Customer Request from AccuTel Eugene

(Created by Catherine A. Buchanan on 02/23/2004 10:48 AM EST)

(Last Updated By Catherine A. Buchanan on 02/23/2004 10:48 AM)

-North Central Admin Center

Edit

Status: New

Opened by

Reassigned To

Closed by

Branch Comments:

Section:

09

Account Number:

[REDACTED]

Customer Name:

First Name:

Mary

Middle Initial:

Last Name/Company Name:

[REDACTED]

Phone Number:

Fax Number:

Request Category/Type: Leasing-PRODUCT COMPLAINT

CSC Comments/Request:

Since she's had this vehicle, the vehicle has had electrical problems, starting with the CD Player, that was replaced. Then there is a dash light that showed up (vehicle with an arrow through it) that removed the power steering that was repaired, and now (and for the last 3 months) the key gets stuck in the ignition, difficult to get in the slot, then when it's in the slot after jolting it into place, removal of the key is also a problem. She said that she's tired of all the problems of a brand new vehicle, she wants the dealer to take the vehicle back and replace the vehicle with a new one. This particular problem the dealership is giving her a problem with, they told her that the ignition has been replaced, yet she still has the same problems. This is the customer's 4th vehicle, and this is the 1st time she's had this sort of problem. She is convinced that this vehicle is a danger, and if she's on the freeway and that light goes back on, she will lose control of the vehicle. She is requesting the vehicle be replaced. The miles on the vehicle at this time is 3,501. The vehicle is going back into the shop yet again, and she said they will probably have the vehicle for at least a week.

Follow-Up Date:

COPY

GMAC

P.O. Box 217060 Auburn Hills MI 48321-7060

248-375-4699

March 4, 2004

[REDACTED]
Cleveland, OH [REDACTED]

Account No.: [REDACTED]

Vehicle: N04 Chevmalibu

VIN: 1G1ZT54814F [REDACTED]

Dear [REDACTED]

This is in response to your complaint of March 4, 2004. We have referred your complaint to Chevrolet Customer Assistance Center, the manufacturer, and Bass Chevrolet Inc, advising them of the problem and requesting their assistance. You will be contacted by the manufacturer and arrangements will be made to review your concerns.

GMAC regrets any inconvenience you have encountered, and we hope that the matter will be promptly resolved to your satisfaction.

Sincerely,

Customer Service Specialist

August 4, 2011

[REDACTED]
[REDACTED]
Cleveland, OH [REDACTED]

Service Request: 1-178057425

Customer Relationship Manager: Ismael Lebron-Bravo

Dear Ms. [REDACTED]:

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

To help us review your request in a timely manner, please 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

August 4, 2011

[REDACTED]
[REDACTED]
Cleveland, OH [REDACTED]

Service request: 1-178057425

Dear Ms. [REDACTED]:

Thank you for your recent correspondence regarding your 2004 Chevrolet Malibu. 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. 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 Extension 58154 Monday through Friday Eastern Standard Time 8:00 a.m. to 4:00 p.m. and I would be happy to assist you.

Sincerely,

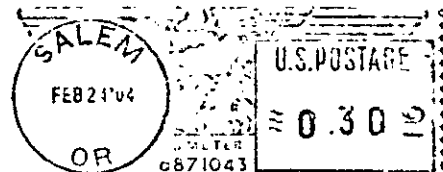
Shalini Nequinto
Customer Relationship Manager

LC0033-T/deh

GENERAL MOTORS
ACCEPTANCE CORPORATION
P.O. Box 217060
AUBURN HILLS, MI 48321-7060

ADDRESS SERVICE REQUESTED

PRESORTED
FIRST CLASS



Chevrolet Motor Division
PO Box 7047
Troy, MI 48007-7047

FEB 27 2004

DTS

AAUNSM 48007



GMAC

P.O. Box 217060 Auburn Hills MI 48321-7060

1-800-200-4622

February 23, 2004

Chevrolet Motor Division
PO Box 7047
Troy, MI 48007-7047

Account No.: [REDACTED]
Vehicle: N04 Chevmalibu
VIN: 1G1ZT54814F [REDACTED]

Customer: [REDACTED]
Cleveland, OH [REDACTED]

Dealer: Bass Chevrolet Inc
4499 Northfield Rd
Warrensville Heights, OH
44128

The above customer has contacted us with a complaint regarding the condition of this vehicle. We are requesting your assistance in resolving the matter as expeditiously as possible in the interest of customer satisfaction. Since GMAC has provided financing of the vehicle, please send us a copy of all correspondence concerning this account.

Your cooperation is appreciated.

Sincerely,



David Sharp

GMAC

P.O. Box 217060 Auburn Hills MI 48321-7060

1-800-200-4622

February 23, 2004

[REDACTED]
Cleveland, OH [REDACTED]

Account No.: [REDACTED]

Dear [REDACTED]

This is in response to your complaint of February 23, 2004. I was sorry to learn of the problems you have experienced with your N04 Chevmalibu.

Regrettably, I cannot address your concerns directly, as GMAC's only products are the financial services we offer. However, I have referred your complaint to the Customer Relations Manager of Chevrolet Motor Division. A copy of my letter is enclosed. If you wish, you may telephone Chevrolet Motor Division directly at (800) 222-1020 or write to them at PO Box 7047, Troy, MI 48007-7047.

I can assure you that customer satisfaction is of primary concern to everyone connected with General Motors. We, therefore, sincerely regret learning of the difficulties you have experienced.

I appreciate the opportunity to assist you in resolving this matter, and I trust that Chevrolet Motor Division will address your concerns to your satisfaction. I hope you will consider GM and GMAC for your future automotive needs. We would be pleased to serve you.

Sincerely,



David Sharp

Enclosure

GMAC

P.O. Box 217060 Auburn Hills MI 48321-7060

1-800-200-4622

PRODUCT COMPLAINT FACT SHEET

Customer:



Account Number:



Telephone:

Due:

3/8/04

OSB:

\$19,716.06

Dealer:

Bass Chevrolet Inc

Vehicle:

☐

Retail

☒

Lease

☒

New

☐

Used

Description: N04 Chevmalibu

COMPLAINT RE:

☒

Dealer

☒

Product

☐

Other

☐

GMAC

TYPE OF WARRANTY:

☐

New

☐

Outside

☒

Dealer

☐

None

WARRANTY STILL IN FORCE?

☒

YES

☐

NO

HAS CS RETAINED AN ATTORNEY?

☐

YES

☒

NO

NAME OF ATTORNEY:

SUMMARY OF COMPLAINT: Since she's had this vehicle, the vehicle has had electrical problems, starting with the CD Player, that was replaced. Then there is a dash light that showed up (vehicle with an arrow through it) that removed the power steering, that was repaired, and now (and for the last 3 months) the key gets stuck in the ignition, difficult to get it in the slot, then when it's in the slot after jolting it into place, removal of the key is also a problem. She said that she's tired of all the problems of a brand new vehicle, she wants the dealer to take the vehicle back and replace the vehicle with another one. She doesn't have the time to have the vehicle in the shop most of the time, the vehicle is non-dependable, and cannot leave the key in the vehicle. This particular problem the dealership is giving her a problem with, as they said that the ignition has been replaced, but the same problems still exist, and she questions that the ignition has been changed. She said that this is a lemon and wants to have this resolved. This is her 4th vehicle leased from us, this is the biggest problem she's ever had. She's fed up, and is taken too much time. She called again this morning, took the vehicle, and she has to wait and once again has a rental vehicle for a week this time. She does not want this vehicle back.

WILL CUSTOMER CONTINUE PAYMENTS: ☒ YES ☐ NO

Customer Referred to: ☒ Dealer

They are continually
fixing this vehicle

☒ Manufacturer

Chevrolet division
file# 1-17805742

☐ O/S Warranty Co

☐ Arbitration

☐ CS Attorney

CALL TAKEN BY: Catherine
Buchanan

DATE: February 23, 2004

ACTION REQUESTED: Replacement of vehicle. She fears that the Power Steering
may go out during driving on the freeway. Too many problems.

2004 MALIBU LS SEDAN		CHEVROLET MOTOR DIVISION
12U GALAXY SILVER METALLIC	/V6G	GENERAL MOTORS CORPORATION
14C GRAY		100 RENAISSANCE CENTER
ORDER NO. GPHSN4/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 ZT52 88 4F		VEHICLE INVOICE 1AD24847070
*****		*****13*25372S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 09/24/03
B37 FLOOR MATS, FRONT & REAR	80.00	72.00	SHIPPED 09/24/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 09/28/03
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 09/29/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 09/24/03
			KEYS G0417 G0417
			WFP-S QTR OPT-1
			BANK: GMAC - 010
			CHG-TO 25-372
			SHIP WT: 3167
			HP: 32.9
			GMS: 18747.05
			SUPPLR: 19496.93
			MRM: 21075.00
			MEMO 997.50

TOTAL MODEL & OPTIONS	20450.00	18710.55	ACT 231	18722.05
DESTINATION CHARGE	625.00	625.00	H/B 261	613.50
LAM DEALER CONTRIBUTION		204.50	ADV 261	204.50
LAM GROUP CONTRIBUTION		102.25	EXP 65A	102.25

TOTAL	21075.00	19642.30	PAY 310	19642.30
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		18723.25		

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

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

HUBLER CHEVROLET, INC.	REMIT TO GMAC NO. 010
	VIN 1G1ZT52884F
	\$ 19642.30 INV 1AD24847070
	DUE 09/29/03 DEALER 25-372

Confidential Information

CASE ASSESSMENT BY: Laura Salter CARS Request No: 1-178211842

Customer Name: [REDACTED]

Year of Vehicle: 2004 Make: Chevrolet Model: Malibu Current Mileage: 5,283

Vehicle ID No.: 1G1ZT52884F [REDACTED] In Service Date: 10-20-03 Purchased: New/Used NEW
If used: (date/miles)

What is customer seeking: Replacement What is customer eligible for: Repairs/Non-Lemon Law Remedies

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT SES Light/Service Power Steering/Car Shut Off And Then Went Back To Normal

Date:	Mileage:	Days Out:	Description of Repair:
01-06-04	4,468	2	Unable to duplicate customer's concern
01-22-04	5,283	29	Replaced BCM and reprogrammed
02-20-04	5,341	7	Replaced BCM and reprogrammed

OTHER SYMPTOM / COMPLAINT: Brakes Are Squeaking When Applied

Date:	Mileage:	Days Out:	Description of Repair:
01-06-04	4,468	2	Lubed slide pins and front brake pads
01-22-04	5,283	29	Removed glazed surface from rear rotors

Cruise Control Inop			
02-20-04	5,341	7	Repaired connector to the brake switch

Total Days Reported Out of Service: 38

VEHICLE MEETS PRESUMPTION: YES: ☐ NO: ☒

Arbitrate case: ☒ N ☐ Settle case: Y ☐

Case Recommendation for Customer Satisfaction (based on a review of documentation):

Dealership will issue a car payment reimbursement if the customer is satisfied with the vehicle after driving for 30 days.

AVM and/or DEALER RECOMMENDATION:

AVM agrees with CRM's position

Team Manager Approval :

Date:

Hubler Chevrolet, Inc.

8220 South U.S. 31 Indianapolis, IN. 46227

(317)882-4389

www.drivehubler.com

TYPE OF PRIORITY

(✓)

NORMAL

()

URGENT

DATE 03/09/04

TIME 9:30 AM

TO: Laura Salter

COMPANY: CM

TELEPHONE:

TELECOPY:



FROM: Steve Piotrowski

HUBLER CHEVROLET, Service Department

TELEPHONE: (317) 887-4550 Service Direct

TELECOPY: (317) 887-4558

Laura - Sorry for the delay. These two copies are the closest thing to ~~an~~ the 'incentive' form you requested. I hope these will work. If not, please call me.

Have a great day!

Steve

GM EMPLOYEE/SUPPLIER/DEALERSHIP EMPLOYEE WORKSHEETGM Employee/Supplier/Dealership
Employee Selling Price from Invoice18747.05Plus Itemized Adds Not Listed
On Buyer's Order: (Dealer installed
accessories; trade over-allowance;
charges for any Dealer provided
service agreed to by customer, such
as Dealer Trade Fee)*Protection Package

+

595.00Over-Allowance

+

3840.45

+

+

SELLING PRICE (TRANSFER TO
BUYER'S ORDER)

=

23182.50

*No advertising or Doc Fees to be charged to customer.

WITH REGARD TO INCENTIVE PROGRAMS INVOLVING A FORMULA PRICE, e.g., GM
EMPLOYEE AND SUPPLIER, PROGRAM GUIDELINES REQUIRE THAT THE STARTING
PRICE ON THE BUYER'S ORDER OR CONTRACT WORKSHEET BE EQUAL TO THE
FORMULA PRICE. ANY ADDITIONS OR DELETIONS MUST BE SPECIFICALLY ITEMIZED
ON THE BILL OF SALE.THIS WORKSHEET IS INTENDED AS A GUIDE WHEN FIGURING GM EMPLOYEE,
SUPPLIER OR DEALERSHIP EMPLOYEE DEALS. PLEASE CONSULT THE GM DEALER
SALES ALLOWANCE AND INCENTIVE MANUAL FOR FURTHER EXPLANATION AND
DETAILS OF EACH PROGRAM.

CUSTOMER SIGNATURE

DATE

10-24-03

DEALER SIGNATURE

DATE

Bob Reynolds10-24-03

General Motors**Vehicle Purchase Program****Customer - Dealer Agreement and Pricing Sheet**

Purchaser Name: [REDACTED]

Address: [REDACTED]

City: **New Palestine**State: **IN** ZIP: [REDACTED]Relationship to Eligible Participant: **Child**Eligible Participant (If Different): **RHONDA L. NARMORE**

Approval Number: [REDACTED]

Approval Date: **2003-10-24**Dealer Name: **HUBLER CHEVROLET, INC.**BAC Code: **00000112918**Division: **13**Dealer Code: **25372**Vehicle Identification Number (VIN): **1G1ZT52884E**Down Payment Code: **GMD****211517575**

- (1) Amount listed on invoice below caption "GMS Price" or "PAY 310" (the "GMU" Price) **\$18,747.05**

Copy of invoice must be shown to customer for verification.

- (2) I have confirmed the price "GMS" or "GMU" shown on line (1) above is correct

Customer Initials SL

- (3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price.

Customer Initials SL

- (4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price

Customer Initials SL**Customer Agreement and Verification of Delivery**

1. By signing this form, the Purchaser acknowledges the following:

- Receipt of the vehicle designated above and a copy of this form
- The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program ("GMS" or "GMU")
- The Purchaser agrees that he/she will not violate any Program provision
- Penalties for violation of Program provisions may include one or more of the following:
 - Termination of Program privileges
 - Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
 - Disciplinary action up to and including termination of employment (employee) ⁽¹⁾
- In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The Federal Arbitration Act ("FAA") (9 U.S.C. § 2 et seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration. For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signature: [REDACTED]

Date: **10-24-03****Dealer Agreement**

1. By signing this form, the dealer agrees to the following:

- Assume General Motors's obligation for delivery of the vehicle
- Collect from the purchaser the amount specified in the Purchase Contract
- Comply with the Rules and Guidelines of The Program
- Review the Factory Invoice with the customer
- Complete this form and provide a copy of it to the purchaser under any Program ("GMS" or "GMU") and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
- Maintain the original copy of this form in the deal jacket

2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.

3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:

- Comply with the terms and conditions contained in The Program Rules and Guidelines
- Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
 - Declared ineligible to participate further in the Program
 - Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature: [Signature]Date: **10-27-03**

- (1) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

Overallowance/Incentives/Negative Equity Form**Customer:** XXXXXXXXXX**Request #:** 1-178211842**BBB#:** CHV0434613

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$24,507.50
MSRP (from BARS Invoice)	\$21,075.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$ 3,432.50

Trade Allowance (from dealer Bill of Sale)	\$ 7,874.08
Actual Cash Value Statement	\$ 4,100.00
Difference (if positive, this is the overallowance)	\$ 3,774.08

Payoff or Lien amount from Bill of Sale	\$ 9,124.08
Actual Cash Value Statement	\$ 4,100.00
Difference (if possible, this is the negative equity)	\$ 5,024.08

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$24,507.50
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	\$ 2,250.00
Overallowance and/or Negative Equity minus	\$ 8,798.16
Actual price of Vehicle that should be presented to BBB for ATA	\$13,459.34

RINPF071	INCENTIVE PROGRAM CATALOG INQUIRY	03/05/04
START BROWSE	PROCESSING SOURCE: CHEVROLET	10:29:01
INCENTIVE CODE/LVL: XJC ____		PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME
(S)					
—	XJC 215 GSB 04 GMAC 2004 SMARTBUY	07/08/03		P	03/05/04 615
—	XJC 212 GSB 03 GMAC 2003 SMARTBUY	07/01/02		P	03/05/04 2
—	XJC 201 GSB 02 GMAC 2002 SMARTBUY	02/28/01		P	02/05/04 1
—	XL1 034 RDC 03 *** FINAL PAY REBILLINGS	01/04/04		P	03/05/04 11
—	XL1 031 RDC 02 *** FINAL PAY REBILL	01/04/03		P	03/02/04 2
—	XL2 007 RDC 03 *** FINAL PAY INVENTORY	01/03/04		P	03/05/04 1
—	XL2 005 RDC 02 *** FINAL PAY REBILL	01/03/03		P	01/31/04 1
—	XMC 302 GRP 05 GMAC 2005 RATE SUPPORT	03/02/04		P	0 0
—	XMC 301 GRP 04 GMAC 2004 RATE SUPPORT	07/08/03		P	03/05/04 1,068
—	XMC 298 GRP 03 GMAC 2003 RATE SUPPORT	07/02/02		P	03/05/04 2
—	XMC 297 GRP 02 GMAC 2002 RATE SUPPORT	05/19/01		P	02/24/04 2
—	XMD 052 GRP 04 GMAC 2004 RATE SUPPORT	09/03/03		P	03/05/04 224

COMMAND ==> ____

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 03/05/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 10:28:15
 INCENTIVE CODE/LVL: VGE _____ PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	VGE 007 CRP 04 GM EMPLOYE BONUS CASH	10/01/03	01/31/04	P	03/05/04	1
—	VGE 006 CRP 03 GM EMPLOYE BONUS CASH	10/01/03	01/31/04	P	03/05/04	1
—	VGE 005 CRP 02 GM EMPLOYE BONUS CASH	10/01/03	01/31/04	P		0
—	VMD 003 CRP 04 EMP/DLR/SUP BONUS CASH	01/23/04	05/02/04	P	03/05/04	24
—	VMD 002 CRP 03 EMP/DLR/SUP BONUS CASH	01/23/04	05/02/04	P	03/04/04	2
—	VNC 003 CRP 04 EMP/DLR/SUP BONUS CASH	01/22/04	06/01/04	P	03/05/04	1,246
—	VNC 002 CRP 03 EMP/DLR/SUP BONUS CASH	01/22/04	06/01/04	P	03/05/04	13
—	VN3 004 CHEVROLET DEALER RENT A CAR PGM	07/01/96		P	03/04/04	1
—	VN9 004 DAILY RENTAL REPURCHASE-VN9	07/01/93		P	03/05/04	54
—	VPA 013 CRP 04 EMP/DLR/SUP BONUS CASH	05/20/03		P	08/20/03	3
—	VPA 012 CRP 03 EMP/DLR/SUP BONUS CASH	10/28/02		P	03/03/04	2
—	VPA 011 CRP 02 EMP/DLR/SUP BONUS CASH	10/28/02		P	01/01/04	1

COMMAND ===> _____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 03/05/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 10:27:37
 INCENTIVE CODE/LVL: VBC _____ PAGE NO: 1

FN	INCTV		START	END	ST	LAST ACTIVITY	
CD	CD	LVL DESCRIPTION	DATE	DATE	CD	DATE /	VOLUME
(S)							
—	VBC	007 CRP 04 GM EMPLOYE BONUS CASH	10/23/03	01/31/04	P	03/05/04	2
—	VBC	006 CRP 03 GM EMPLOYE BONUS CASH	10/23/03	01/31/04	P	03/04/04	14
—	VBN	007 CRP 04 BONUS CASH GM EMPLOYEE	09/18/03	12/30/03	P	03/05/04	1
—	VBN	006 CRP 03 BONUS CASH GM EMPLOYEE	09/18/03	12/30/03	P	03/05/04	3
—	VCN	003 CRP 04 BONUS CASH DLR EMPL PGM	09/18/03	12/30/03	P	03/03/04	1
—	VCN	002 CRP 03 BONUS CASH DLR EMPLOYEE	09/18/03	12/30/03	P	02/28/04	1
—	VDC	002 CRP 04 GM BONUS CASH PGM	12/02/03	04/02/04	P	03/05/04	25
—	VDC	001 CRP 03 GM BONUS CASH PGM	12/02/03	04/02/04	P	03/05/04	5
—	VDG	004 CRP 04 DLR EMPLOYE BONUS CASH	10/01/03	01/31/04	P	03/05/04	1
—	VDG	003 CRP 03 DLR EMPLOYE BONUS CASH	10/01/03	01/31/04	P	02/27/04	1
—	VDG	002 CRP 02 DLR EMPLOYE BONUS CASH	10/01/03	01/31/04	P	12/06/03	1
—	VDN	003 CRP 04 SUPPLIER BONUS CASH PGM	09/18/03	12/30/03	P	02/21/04	2

COMMAND ===> _____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 03/05/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 10:26:54
 INCENTIVE CODE/LVL: SMN _____ PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	SMN 004 RPL 03 SALESMANAGER PULLBOARD	10/13/03	04/17/04	P	03/02/04	5
—	SMN 003 RPL 04 SALESMANAGER PULLBOARD	10/13/03	04/17/04	P	03/05/04	1
—	SMQ 003 RPL 04 LMG SLSMGR PULLBOARD PG	11/28/03	06/24/04	P	02/18/04	116
—	SMQ 002 RPL 03 LMG SLSMGR PULLBOARD PG	11/28/03	06/24/04	P	02/18/04	7
—	SMS 002 OMS 02 S 10 TRK MILITARY SALES	07/01/01	09/01/02	P	10/30/02	1
—	SMV 003 RPL 03 *** SALESMANAGER OVERRIDE	01/17/03	07/31/03	P	02/25/04	1
—	SMV 002 RPL 02 *** SALESMANAGER OVERRIDE	01/17/03	07/31/03	P	07/25/03	1
—	SMW 003 RPL 02 *** SALESPERSON BONUS PG	01/17/03	07/31/03	P	02/11/03	3
—	SMW 002 RPL 03 *** SALESPERSON BONUS PG	01/17/03	07/31/03	P	08/21/03	1
—	SNA 003 RPL 03 LMG SALESPERSON PULBOARD	09/22/03	03/30/04	P	10/21/03	1
—	SNA 002 RPL 02 LMG SALESPERSON PULBOARD	09/22/03	03/30/04	P	10/07/03	1
—	SNC 003 RPL 04 LMG SALESPERSON PULLBRD	01/22/04	08/02/04	P	02/18/04	3

COMMAND ===> _____ MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 03/05/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 10:26:00
 INCENTIVE CODE/LVL: SBH _____ PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	SBH 003 RPL 04 SALESPERSON PULLBOARD PG	10/13/03	04/17/04	P	03/05/04	1
—	SBH 002 RPL 03 SALESPERSON PULLBOARD PG	10/13/03	04/17/04	P	03/02/04	6
—	SBI 005 FLT 04 ETRACE SLSPRSN PULLBOARD	10/27/03	09/30/04	P	03/04/04	1
—	SBI 004 FLT 03 ETRACE SLSPRSN PULLBOARD	10/27/03	09/30/04	P		0
—	SBJ 002 RPL 03 LMG SALESPERSON PULLBRD	07/18/03	01/31/04	P	10/24/03	1
—	SBK 002 RPL 03 LMG SALESMANAGER PULLBRD	07/18/03	01/31/04	P	10/24/03	1
—	SBL 003 RPL 03 LMG SALESPERSON PULLBRD	08/04/03	03/02/04	P	11/19/03	2
—	SBL 002 RPL 02 LMG SALESPERSON PULLBRD	08/04/03	03/02/04	P		0
—	SBM 003 RPL 03 LMG SALESPERSON PULLBRD	08/04/03	03/02/04	P	10/01/03	1
—	SBM 002 RPL 02 LMG SALESPERSON PULBRD	08/04/03	03/02/04	P	09/16/03	1
—	SBN 003 RPL 03 LMG SALESMANAGER PULLBRD	08/04/03	03/02/04	P	10/01/03	1
—	SBN 002 RPL 02 LMG SALESMANAGER PULBRD	08/04/03	03/02/04	P	09/16/03	1

COMMAND ===> _____ MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 03/05/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 10:25:15
 INCENTIVE CODE/LVL: GMS PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME
(S)					
—	GMS 030 CRP 05 GMEPP (OUT OF STOCK)	01/01/04	12/31/06	P	0
—	GMS 029 CRP 04 GMEPP (OUT OF STOCK)	01/01/03	12/31/04	P	03/05/04 563
—	GMS 028 CRP 03 GMEPP (OUT OF STOCK)	01/01/02	12/31/04	P	03/05/04 16
—	GMS 024 CRP 02 GMEPP (OUT OF STOCK)	10/01/99	12/31/03	P	02/28/04 12
—	GMU 024 CRP 05 GMEPP (PEP)	01/01/04	12/31/06	P	0
—	GMU 023 CRP 03 GMEPP (PEP)	10/01/01	12/31/04	P	03/04/04 1
—	GMU 022 CRP 02 GMEPP (PEP)	10/01/99	12/31/03	P	12/09/03 1
—	GMU 020 CRP 04 GMEPP (PEP)	07/01/03	12/31/04	P	03/05/04 22
—	GNK 003 REG 04 *** INCREM* BONUS CASH	01/09/04	05/02/04	P	03/05/04 5
—	GNK 002 REG 03 *** INCREM* BONUS CASH	01/09/04	05/02/04	P	03/04/04 1
—	GOR 012 REG 04 *** INCREM* BONUS CASH	01/08/04	06/30/04	P	03/05/04 1,260
—	GOR 010 REG 03 *** INCREM* BONUS CASH	01/08/04	06/30/04	P	03/05/04 54

COMMAND ===> MORE RECORDS
 PF01=HELP 03=PRV SCRN
 PF07=PGUP 08=PGDN P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 03/05/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 10:24:35
 INCENTIVE CODE/LVL: CCR _____ PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME
(S)					
—	CCR 122 GMAC CAP COST REDUCTION 2004	07/08/03		P	03/05/04 762
—	CCR 115 GMAC CAP COST REDUCTION 2003	07/01/02		P	02/28/04 1
—	CCR 098 GMAC CAP COST REDUCTION 2002	02/28/01		P	01/20/04 1
—	CDA 001 MSC 04 LRG UTILITY PKG DISCOUNT	07/01/03		P	02/17/04 1
—	CDS 071 REG 04 SER CONSUMER CASH PGM	07/08/03	06/30/04	P	03/04/04 4
—	CDS 066 REG 03 SER CONSUMER CASH PGM	08/01/02	09/30/04	P	03/02/04 1
—	CDS 037 REG 02 SER CONSUMER CASH PGM	08/30/01	04/02/03	P	04/02/03 1
—	CDZ 003 SPECIAL LONG TERM FILEBLOCK	08/01/95		P	02/14/04 1
—	CGD 008 RDC 02 *** EXPRESS LT DEMO PGM	07/13/01		P	06/28/02 1
—	CGP 001 FLT 02 NAT'L CORN GROWER ASSOC	03/01/02	12/30/02	P	0
—	CJU 001 CCC ** MFP TIERED HOLDBACK PYMT	09/01/03	06/14/04	P	0
—	CJY 010 CCC ** \$100 UPFITTER HLDBK PYMT	01/01/90		P	02/20/04 1

COMMAND ===> _____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 03/05/04

 PROCESSING SOURCE: BARS 10:23:28

VIN: 1GLZT5288 4E [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GPHSN4 PAGE NO: 2

ODATE: 08/22/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 25372

DDATE: 10/25/03 DLVY FAN: DTYPE: 032 SRVC TYPE: MILEAGE:

DLVY DOE: 10/29/03 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: TE TAPP II

TRD DOE: 4270 S CABIN CT

SRVC IN: GREENFIELD IN 46140

SRVC OUT: CANC SRVC IN:

 --INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
VGE	01	13 25372	00024748785	11/07/03	250.00	OA		0.00	9
XJC	01	13 25372	079263	11/18/03	2,367.83	OP		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 03/05/04

PROCESSING SOURCE: BARS 10:22:13

VIN: 1GLZT5288 4F [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GPHSN4 PAGE NO: 1

ODATE: 08/22/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 25372

DDATE: 10/25/03 DLVY FAN: DTYPE: 032 SRVC TYPE: MILEAGE:

DLVY DOE: 10/29/03 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: TE TAPP II

TRD DOE: 4270 S CABIN CT

SRVC IN: GREENFIELD IN 46140

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	13 25372	079263	11/18/03	1,000.00	OP		0.00	9
FFC	01	13 25372	00024682853	10/30/03	22.14	OA		0.00	9
GMS	01	13 25372	00024682853	10/30/03	997.50	OA		0.00	9
SBH	01	13 25372	1508906	12/05/03	150.00	OP		0.00	9
SMN	01	13 25372	1508908	12/05/03	30.00	OP		0.00	9
VBC	01	13 25372	00024682853	10/30/03	750.00	OA		0.00	9

COMMAND ===> _____

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:

2004 MALIBU LS SEDAN		CHEVROLET MOTOR DIVISION
12U GALAXY SILVER METALLIC	/V6G	GENERAL MOTORS CORPORATION
14C GRAY		100 RENAISSANCE CENTER
ORDER NO. GPHSN4/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 ZT52 88 4F		VEHICLE INVOICE 1AD24847070
*****		*****13*25372S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 09/24/03
B37 FLOOR MATS, FRONT & REAR	80.00	72.00	SHIPPED 09/24/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 09/28/03
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 09/29/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 09/24/03
			KEYS G0417 G0417
			WFP-S QTR OPT-1
			BANK: GMAC - 010
			CHG-TO 25-372
			SHIP WT: 3167
			HP: 32.9
			GMS: 18747.05
			SUPPLR: 19496.93
			MRM: 21075.00
			MEMO 997.50

TOTAL MODEL & OPTIONS	20450.00	18710.55	ACT 231	18722.05
DESTINATION CHARGE	625.00	625.00	H/B 261	613.50
LAM DEALER CONTRIBUTION		204.50	ADV 261	204.50
LAM GROUP CONTRIBUTION		102.25	EXP 65A	102.25

TOTAL	21075.00	19642.30	PAY 310	19642.30
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		18723.25		

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

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

HUBLER CHEVROLET, INC.	REMIT TO GMAC NO. 010
	VIN 1G1ZT52884F
	\$ 19642.30 INV 1AD24847070
	DUE 09/29/03 DEALER 25-372

Hubler Chevrolet, Inc.

8220 South U.S. 31 Indianapolis, IN. 46227

(317)882-4389

*www.drivehubler.com*TYPE OF PRIORITY (☒) NORMAL () URGENTDATE: 2-26-4TIME: 12:38TO: COMPANY: *GM*

TELEPHONE:

TELECOPY:

FROM:

Steve Protowski

HUBLER CHEVROLET, Service Department

TELEPHONE: (317) 887-4550 Service Direct

TELECOPY: (317) 887-4558

*Re: T. Tapp*PAGES TO FOLLOW: *14*

TERMS CASH <input checked="" type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input checked="" type="checkbox"/>	YEAR/MAKE/NO 04/1/2003 5:28 4 F 1 E 2003	YEAR/MAKE/MODEL 04/CHEVROLET/MALIBU/4DR SON LS	PRODUCTION DATE 07/78	STOCK NO. 40778	LICENSE NO. 288316	R.O. NO. 288316
CUSTOMER NO. 62045		COLOR GALAXY SILV MET/GR	DELIVERY DATE 10/20/03	DELIVERY MILES 10	SELLING DEALER NO. 10	R.O. DATE 01/06/04
SERVICE CONTRACT GM/SP/ODE		CONTRACT NO.	EXPIRATION DATE 10/20/07	EXPIRATION MILES 48000	ADVISOR 62	
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		<p>"The Factory Warranty constitutes All Of The Warranties With Respect To The Sale Of This Item/Item. The Seller Hereby Expressly Disclaims Any And All Other Express Or Implied Warranties Of Merchantability Or Fitness For A Particular Purpose, And The Seller Further Assumes No Responsibility For Any Liability In Connection With The Sale Of This Item/Item."</p> <p>SALES TAX/STREET TAX/SALES TAX/STREET TAX/SALES TAX/STREET TAX</p> <p>I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss of or damage to the vehicle and its contents by fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you and 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 vehicle to secure the amount of repair herein.</p>				TRG NO. 1409
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		GREENFIELD, IN 46140				VEHICLE 4468
RESIDENCE PHONE 317-861-9622		BUSINESS PHONE 317-352-1211		TRANS.		AIR COND.
TIME RECEIVED 01:57pm		DATE/TIME PROMISED 01/07/04 02:24pm		PRIORITY 4		TURBO
SERVICE/ADVISOR/INSPECTION STATE REG 3		LABOR RATE		PS.		

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 27.12

COMMENTS: CALL SHERRI AT 503-0176 OR 861-9622 LV MSG.

C. 010VZREG.011 LUBE, OIL & FILTER
CHANGE OIL & FILTER, LUBE CHASSIS, CHECK ALL FLUID LEVELS
CHECK TIRE PRESSURE

DEALER AUTHORIZATION
Code: 11810
Date: 1/6/04
Signature: [Signature]

W. 30CZVNOISE BRAKES NOISE W-20 H0087 11 + 0.4
CUSTOMER STATES BRAKES ARE SQUEAKING WHEN APPLIED
IF POSSIBLE TO LOOK AT.

Impact RR the front + Rear Calipers to the slide
Slide pins + apply 1/2 to front pads - Reusable

W. 45CZVZ INSTRUMENTS WQ-92-19995 0.3
CUSTOMER STATES SES LITE CAME ON, THEN SERVICE POWER
STEERING CAME ACROSS RADIO, SHUT CAR OFF, EVERYTHING WENT
BACK TO NORMAL. WHEN PROBLEM OCCURED, POWER STEERING WAS
LOST COMPLETELY.

Time on back
Diagnosed Time on back

ROAD TESTED AFTER REPAIRS

MILES DRIVEN 3

*5% of parts and labor charged to cover hazardous waste shop rags.

RENTAL ENTERPRISE...GN... SAFETY CONCERN WITH POWER STEERING LOST A

SALES TAX/STREET TAX/SALES TAX/STREET TAX/SALES TAX/STREET TAX

HUBLER CHEVROLET, Inc. • 8220 South U.S. 31 • INDIANAPOLIS, INDIANA 46227-0977

INSPECTED
SERVICE ADVISOR

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THANK YOU

THANK YOU



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HUBLER CHEVROLET, Inc.

8220 South U.S. 31 (317) 882-4389

INDIANAPOLIS, INDIANA 46227-0973

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CUSTOMER NO. 62036		ADVISOR KEVIN APPLE		TAG NO. 1409		INVOICE DATE 01/07/04		INVOICE NO. CVC8288318	
		LABOR RATE		LICENSE NO.		MILEAGE 4488		COLOR GALAXY SILV	
		YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 10/20/03		STOCK NO. 40778		DELIVERY MILES 7	
		VEHICLE I.D. NO. 1G1ZT52884F		SELLING DEALER NO. 10		PRODUCTION DATE			
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS		R.O. DATE 01/06/04		REPRINT# 1	

TOTALS

* NEXT RECOMMENDED SERVICE:

* 02/25/2004 / 7442 MI 01CVZ

USE 017 TO PICK OIL

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES TO REPAIRS PAID FOR BY CUSTOMER ONLY. LIFETIME WARRANTY REPAIRS MUST RETURN TO THIS FACILITY TO BE HONORED UNLESS FAILURE OCCURS OUT OF TOWN.

TOTAL LABOR	9.52
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	10.50
TOTAL MISC CHG.	5.95
TOTAL MISC DISC	5.00
TOTAL TAX	0.98
TOTAL INVOICE \$	21.95

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

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.

CUSTOMER SIGNATURE



Goodwrench

- ASE Certified Technicians
- Courtesy Alternate Transportation
- Lifetime Service Guarantee
- Competitive Up-Front Pricing

THANK YOU!

www.DriveHUBLER.com

FILE COPY (CP)

Your Online Internet Auto Mall

SALES PERSON NO. 58282 J STEVEN DRIVER		YEAR/MAKE/MODEL 04/CHEVROLET/MALIBU/4-DR SLS		PRODUCTION DATE 40778		LICENSE NO. 291150	
VEHICLE ID NO. 15125288		CUSTOMER NO. 62035		DELIVERY DATE 10/20/03		SELLING DEALER NO. 10	
TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK		COLOR GALAXY		CONTRACT NO.		EXPIRATION DATE 0/20/07	
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		SERVICE CONTRACT GM/SP/ODE		EXPIRATION MILES 48000		ADVISOR 61	
SALESMAN GREENFIELD, IN		RESIDENCE PHONE		TAG NO.		MILEAGE 5341	
DATE 02/20/04		TIME 03:00 PM		PRIORITY 4		TRANS.	
STATE REG# 3		LABOR RATE		AIR COND.		TURBO	
RESERVATION <input type="checkbox"/> YES <input type="checkbox"/> NO		P.S.					

REPAIR COMPLETED
2/21/04 12:35 PM
JL

IN SERVICE DATE J 10-25-03		ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00		LABOR INSTRUCTIONS	
COMMENTS: CALL TIM AT 501-9098		SER ENG LIGHT CUSTOMER STATES SES LIGHT - THE ONE WITH THE WRENCH IS ON		24 Tires & back	
W 26CVZENTL		CRUISE CONTROL CUSTOMER STATES CRUISE CONTROL IS IN-OP		124 Tires & back	
I 77CVZ		QUALITY CONTROL INSPECTION CONDUCTED		105 Tires & back	
W 89CVZ		TEST DRIVE 7 MILES		46 Tires & back	

IN THE OFFICE 15 Inspect Diagnostic

105 Tires & back

TEST DRIVE 7 MILES

46 Tires & back

124 Tires & back

24 Tires & back

W 26CVZENTL

I 77CVZ

W 89CVZ

CRUISE CONTROL CUSTOMER STATES CRUISE CONTROL IS IN-OP

QUALITY CONTROL INSPECTION CONDUCTED

TEST DRIVE 7 MILES

46 Tires & back

105 Tires & back

124 Tires & back

24 Tires & back

W 26CVZENTL

I 77CVZ

W 89CVZ

ROAD TESTED AFTER REPAIRS BY _____

MILES DRIVEN _____

*5% of parts and labor will be charged to cover shop supplies. i.e. hazardous waste removal, cleaners, shop rags, fasteners, etc.



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CVCS289388

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INDIANAPOLIS, INDIANA 46227-0973

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CVCS289388

0501 CVCS289388

CUSTOMER NO. 62035	ADVISOR KEVIN APPLE	TAG NO. 61 1079	INVOICE DATE 02/19/04	INVOICE NO. CVCS289388
	LABOR RATE	LICENSE NO.	MILEAGE 5,283	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 10/20/03	STOCK NO. 40778
	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 8 4 F		SELLING DEALER NO. 10	DELIVERY MILES 7
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/22/04	PRODUCTION DATE
COMMENTS				

LABOR & PARTS

CUSTOMER STATES POWER STEERING IS LOST. POWER STEERING COMES ACROSS RADIO MESSAGE CENTER. SES LIGHT COMES ON. GOES OFF. SHUT CAR OFF AND RESTART. PROBLEM IS OK FOR AWHILE. THEN REPEATS. SEE HISTORY. SEE BOB E. OR KEVIN. INSPECT. TEST DROVE SEVERAL MILES. COULD NOT COMMUNICATE WITH SEVERAL MODULES. PERFORM SEVERAL TESTS USING TECH II. CALLED TECH ASSISTANCE. PERFORM TERMINAL TEST FOR CONTINUITY. PERFORM GROUND TEST. PERFORM INTERNAL BCM TEST. COULD NOT GET COMMUNICATION TO THE TECH II CHECKED SYSTEM AND CONNECTIONS THOROUGHLY. WAS TOLD TO REPLACE THE BCM. REPLACED AND SETUP COMPLETE AND REPROGRAM. ROAD TEST. OK.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	22732979	MODULE 2.560	

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

ENTERPRISE, GM
RENTAL VEHICLE THROUGH THIRD-PARTY RENTAL COMPANY NOT TO EXCEED THREE DAYS.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2				

JOB # 2 TOTAL LABOR & PARTS 0.00

CUSTOMER STATES BRAKES ARE NOISY. MORE FROM REAR SQUEAKING. SEE HISTORY. SEE KEVIN. REMOVED GLAZED SURFACE FROM REAR ROTORS AND REASSEMBLED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3				

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBJECT	PO#	VEN#	INV#	INV DATE	DESCRIPTION
JOB # 2	512374			02/19/04	TAPP/GH WARRANTY

TOTAL - SUBLET 0.00

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

COMMENTS
CALL TIM AT 372-8692 CELL

TERMS: STRICTLY CASH

UNLESS ARRANGEMENTS MADE

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

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.



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THANK YOU!

NO. 58282

J STEVEN DRIVER

S E R V I C E

DATE OF BIRTH 5-28-84

YEAR/MAKE/MODEL 04/CHEVROLET/MALIBU/4DR SUN LS

PRODUCTION DATE 10/20/03

STOCK NO. 40778

DELIVERY DATE 10/20/03

DELIVERY MILES 10

SELLING DEALER NO. 01/22/04

GREENFIELD, IN

DATE/TIME RECEIVED 01/23/04 09:00pm

PRIORITY 4

REMOVED FROM STOCK

LABOR RATE

LABOR INSTRUCTIONS

ES NO

REMOVED FROM STOCK

REMOVED FROM STOCK

YES

REMOVED FROM STOCK

REMOVED FROM STOCK

NO

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PARATHES

RENTAL RESPONSIBLE FOR AND AUTHORIZES CHARGES TO THEIR CREDIT CARD FOR TRAFFIC VIOLATIONS AND HANDLING FEES AND ANY CHARGES NOT PAID BY 30

WFO

I HAVE RECEIVED AND UNDER-
 STAND THE DAMAGE WAIVER
 INFORMATION AND FEEL IN-
 TANGLED WITH THE BACK-
 OF-THE-IR-TAL AGREEMENT
 AND INFORMATION ON THE
 DAILY CHARGE REPAIR/DAMAGE
 WAIVER ABOVE. UNDER-
 STAND THAT (1) DAMAGE
 WAIVER IS NON-MONETARY
 MUST PAY THE DAILY CHARGE
 I WISH TO RECEIVE DAMAGE
 WAIVER AND (3) DAMAGE
 WAIVER IS NON-INSURANCE

100-443887-1092

[illegible][illegible]

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED
DATE 08-10-2001 BY 60322 UCBAW/BAW

[illegible][illegible][illegible][illegible]

INDIAN STATE

BILL TO	<input checked="" type="checkbox"/> HUBBLER CHEVROLET-INDPLS**
COMPANY	
CITY	
STATE	
ZIP	
DATE	
TIME	
PHONE	
FAX	
E-MAIL	
TELETYPE	
TELEX	
RADIO	
WIRE	
POSTAL	
AIR MAIL	
EXPRESS	
REGULAR	
PAYMENT METHOD	
CHECK	
CREDIT CARD	
MONEY ORDER	
WIRE TRANSFER	
OTHER	
TERMS OF SALE	
NET 30 DAYS	
NET 60 DAYS	
NET 90 DAYS	
NET 120 DAYS	
NET 180 DAYS	
NET 270 DAYS	
NET 360 DAYS	
NET 450 DAYS	
NET 540 DAYS	
NET 630 DAYS	
NET 720 DAYS	
NET 810 DAYS	
NET 900 DAYS	
NET 990 DAYS	
NET 1080 DAYS	
NET 1170 DAYS	
NET 1260 DAYS	
NET 1350 DAYS	
NET 1440 DAYS	
NET 1530 DAYS	
NET 1620 DAYS	
NET 1710 DAYS	
NET 1800 DAYS	
NET 1890 DAYS	
NET 1980 DAYS	
NET 2070 DAYS	
NET 2160 DAYS	
NET 2250 DAYS	
NET 2340 DAYS	
NET 2430 DAYS	
NET 2520 DAYS	
NET 2610 DAYS	
NET 2700 DAYS	
NET 2790 DAYS	
NET 2880 DAYS	
NET 2970 DAYS	
NET 3060 DAYS	
NET 3150 DAYS	
NET 3240 DAYS	
NET 3330 DAYS	
NET 3420 DAYS	
NET 3510 DAYS	
NET 3600 DAYS	
NET 3690 DAYS	
NET 3780 DAYS	
NET 3870 DAYS	
NET 3960 DAYS	
NET 4050 DAYS	
NET 4140 DAYS	
NET 4230 DAYS	
NET 4320 DAYS	
NET 4410 DAYS	
NET 4500 DAYS	
NET 4590 DAYS	
NET 4680 DAYS	
NET 4770 DAYS	
NET 4860 DAYS	
NET 4950 DAYS	
NET 5040 DAYS	
NET 5130 DAYS	
NET 5220 DAYS	
NET 5310 DAYS	
NET 5400 DAYS	
NET 5490 DAYS	
NET 5580 DAYS	
NET 5670 DAYS	
NET 5760 DAYS	
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NET 6300 DAYS	
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NET 7020 DAYS	
NET 7110 DAYS	
NET 7200 DAYS	
NET 7290 DAYS	
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NET 7650 DAYS	
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NET 10620 DAYS	
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NET 12510 DAYS	
NET 12600	

DOB	[REDACTED]	WEIGHT	[REDACTED]	EYES	HAIR
12/29/70	IN	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

STATE	EXPRESS
OTHER PHONE	

STATE OF NEW YORK
OFFICE PHONE: [REDACTED]

004236

INDIAN LEASING COMPANY OF INDIANA, INC. 148-559-0669

[illegible][illegible][illegible]

80-11 REV B/02

GMAC SmartLease® Worksheet

Dealership Name

HUBLER CHEVROLET INC.

Lessee Name

48

Lease Term (months)

New/Used

NEW

Effective Rate (to be completed by GMAC)

MAXIMUM AMOUNTS

	Maximum Vehicle Price Component	Maximum Residualizable Amount
1. MSRP from Factory Invoice	\$ 21075.00	\$ 21075.00
2. Allowable Markup	110%	
3. Plus Dealer Installed Options Capitalized and Residualized (itemize below):	\$ 23182.50	N/A
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
Plus Dealer Installed Options Capitalized Only (itemize below):	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
Minus Equipment Removed from Vehicle (MSRP Amount) (itemize below):	N/A	N/A
N/A	N/A	N/A
Total of Dealer Installed Options	\$ 23182.50	\$ 21075.00
4A. Maximum Vehicle Price Component (if new vehicle, 2 + 3)		
4B. Maximum Residualizable Amount		

CAPITALIZED COST

5. Agreed Upon Value of the Vehicle (not to exceed 4A)	\$ 23182.50
6. GMAC Administrative Fee	\$ 595.00
7. Amounts Levied at Lease Inception and Not Included in Amount Due at Lease Signing or Delivery:	
Title Fees	N/A
License Fees	N/A
Registration Fees	N/A
Sales/Use Tax (on capitalized cost reduction)	N/A
Other Tax (describe)	N/A
Other (describe)	N/A
Total	\$ 730.00
8. Optional Service Contract	N/A
9. Optional Life Insurance	N/A
10. Optional Disability Insurance	N/A
11. Gross Capitalized Cost	\$ 24507.50
12. Less Capitalized Cost Reduction (other than net trade-in value):	
Cash	\$ 2000.00
Rebates (which do not reduce the agreed upon value of the vehicle)	\$ 2250.00
Other (describe)	N/A
Total	\$ 4250.00

(continued in next column)

13. Less Net Trade-In Value:	
Gross Trade-In Value	\$ 7874.08
Less Payoff	\$ 9124.08
Net Trade-In Value	\$ 1250.00
14. Adjusted Capitalized Cost	\$ 21507.50

MILEAGE FACTORS

Starting Odometer mileage (if new vehicle with more than 500 miles or used vehicle, special considerations apply)	60000	9
15. Anticipated Mileage for Term	60000	
16. Standard Mileage Allowance for Term	60000	
17. Extra Mileage for Term	N/A	
18. Times Extra Mileage Cost/Refund Rate (per mile)	N/A	
19. Total Cost for Extra Miles Allowance	N/A	
20. Total Allowed Mileage	60009	
21. Annual Mileage (from 15 ÷ term) x 12 mos.	15000	

RESIDUAL VALUE

22. Maximum Residualizable Amount (from 4B)	\$ 21075.00
23. Times Residual Percentage	38
24. Subtotal	\$ 8008.50
25. Less Total Cost for Extra Miles (from 19)	N/A
26. Beginning Mileage Adjustment and Other Factors Affecting Depreciation	N/A
27. Residual Value	\$ 8008.50

TOTAL MONTHLY PAYMENT

28. Base Monthly Payment	\$ 337.16
29. Additions to Base Monthly Payment:	
Monthly Sales/Use Tax	6.00
Personal Property Tax	20.23
Other (describe)	N/A
Other (describe)	N/A
30A. Total Monthly Payment	\$ 357.39
30B. Total of Monthly Payments (from 30A x Term 48)	\$ 17154.72

DEPRECIATION AND ANY AMORTIZED AMOUNTS

31. Adjusted Capitalized Cost (from 14)	\$ 21507.50
32. Less Residual Value (from 27)	\$ 8008.50
33. Depreciation and Any Other Amortized Amounts	\$ 13499.00

RENT CHARGE

34. Base Monthly Payment (from 28)	\$ 337.16
35. Times Lease Term	48
36. Total of Base Monthly Payments	\$ 16183.68
37. Less Depreciation and Any Other Amortized Amounts (from 33)	\$ 13499.00
38. Total Rent Charge	\$ 2684.68

AMOUNT DUE AT LEASE SIGNING OR DELIVERY

39. Capitalized Cost Reduction (other than trade) (from 12): \$ 2000.00

Cash \$ 2000.00

GM Card Rebate + \$ N/A

Other Rebates (which do not reduce the agreed upon value of the vehicle) (describe) + \$ 2250.00

MF6 REBATE

Other (describe) N/A + \$ N/A

Total → \$ 4250.00

40. Net Trade-In Value (from 13) + \$ N/A

41. First Monthly Payment + \$ 357.39

42. Refundable Security Deposit + \$ N/A

43. Additional Amounts:

Title Fees \$ N/A

License Fees + \$ N/A

Registration Fees + \$ N/A

Sales/Use Tax (on capitalized cost reduction) + \$ 255.00

44. Other (describe) N/A + \$ 1.25

45. Amount Due at Lease Signing or Delivery = \$ 4863.64

PURCHASE OPTION AT END OF LEASE TERM

46. Residual Value (from 27) \$ 8008.50

47. Purchase Option Fee + \$ N/A

48. Purchase Option at End of Lease Term = \$ 8008.50

AMOUNT DUE DEALER FROM GMAC

49. Adjusted Capitalized Cost (from 14) \$ 21507.50

50. Less Cash Adjustments:

First Monthly Payment \$ 357.39

Refundable Security Deposit + \$ N/A

Total → - \$ 357.39

51. Other (describe) N/A + \$ N/A

52. Less GMAC Administrative Fee (from 6) - \$ 595.00

53. Amount Due Dealer = \$ 20555.11

BILL OF SALE AMOUNT

54. Bill of Sale Amount:

Agreed Upon Value of the Vehicle (from 5) \$ 23182.50

Less Capitalized Cost Reduction (other than net trade-in value) (from 12) - \$ 4250.00

Less Net Trade-In Value (from 13) - \$ (1250.00)

Total → = \$ 20182.50

LIMITATIONS

Markup Factor Maximum: 110% of MSRP (120% for CMI vehicles).

Dealer Installed Options Capitalized and Residualized:

Capitalized amount - No more than 115% of dealer cost (substantiated by invoice), not to exceed MSRP for each item.

Residualizable amount - Record the amount listed in the RVLG New Vehicle Dealer Installed Options section.

Dealer Installed Options Capitalized Only:

Capitalized amount - No more than 115% of dealer cost (substantiated by invoice), not to exceed MSRP for each item.

Note: Information pertaining to GMAC policies and requirements is current as of the date of printing of this worksheet. GMAC may change its policies and requirements at anytime.

Mileage and Term Considerations:

	New	Prior Model Year	Current Series	One Year	Two Years	Three Years
Maximum Term (months)	60	48	48	36	36	24
Standard Beg. Mileage	0	0	0	15,000	30,000	45,000
Beg. Miles May Not Exceed	500*	500*	30,000	45,000	45,000	60,000
*501 or more	Not Demo or PEP					
1501-	Demo only					
7,500						
1501-	PEP only					
25,000						

Follow used vehicle guidelines.

Lessor may either reduce monthly mileage over lease term or purchase miles. If higher mileage, follow used vehicle guidelines.

Lessee may either reduce monthly mileage over lease term or purchase miles. If higher mileage, follow used vehicle guidelines.

Salesperson J STEVEN DRIVER Submitted to GMAC 10/20/03 Date

Approved By _____ Time _____ Date 10/20/03 Application Number _____

Vehicle Description: Year 2004 Make CHEVROLET Model MAI IBU VIN 1G1ZT52B84

Program Lease Factor: 3.5

Dealer Factor: 1.00

Total Lease Factor: 4.50

GMAC EXPRESS NOTIFICATION

Date: 10-22-2003

The following applicant(s) has been approved by GMAC:

Applicant: [Redacted]
Co-Applicant: [Redacted]
Application: [Redacted]
Decided by: TMI

Vehicle Information: Year: 2004 Make: Chevrolet/ Description: MALIBU

Financing Information: Monthly Payment: \$ 412

Assign SmartLease Contract to: GMAC

Comments:

Thank you for considering GMAC.

Finance Income Calculation:

Contract Date: Customer Rate: Buy Rate:

Finance Income:

Loyalty: Yes or No

Auth. #

Note: We suggest this form be included with all deals sent to GMAC. You will be notified by a GMAC representative if there is a discrepancy on the finance income amount.

DATE : 10/20/03

STOCK NUMBER : 46778

LESSEE
ADDRESS
CITY/STATE/ZIP
PHONE NUMBER

LESSOR : GMAC

VEHICLE SOLD

YEAR : 2004
MAKE : CHEVROLET
MODEL : MALIBU
STYLE : 4DR SDN LS
V.I.N. : 1G1J8524417

TRADE-IN
YEAR : 2001
MAKE : PONTIAC
MODEL : SUNFIRE
STYLE : SEDAN
V.I.N. : 1G2JB524417

LEASE DATA

1. D/B RATE (APR)
2. CUSTOMER RATE (APR)
3. TERM OF LEASE
4. NUMBER OF DAYS TO FIRST PAYMENT
5. CAPITALIZED COST
6. BASE RESIDUAL VALUE
7. ANNUAL MILEAGE ALLOWANCE
8. ESTIMATED ANNUAL MILEAGE
9. COST PER EXCESS MILE
10. CAP COST REDUCTION
11. VEHICLE SERVICE CONTRACT
12. LICENSE REGISTRATION TITLE FEE
13. OTHER MONTHLY CHARGES
14. SECURITY DEPOSIT
15. PRO-RATED RENTAL PAYMENT

3.50
4.50
48 MONTHS
30 DAYS
25757.50
8008.50
15000 miles
15000 miles
4250.00
730.00
35.75
NONE
NONE
NONE

INCOME DATA

CAPITALIZED COST 21507.50
DISCOUNT RATE 3.50 %
CREDIT LIFE & AH PREM NONE
EXTENDED WARRANTY 730.00

MONTHLY RENTAL 975.48
LEASE RESERVE 975.48
COMMISSION (35%) NONE
COMMISSION NONE
TOTAL COMMISSION 1.00
TOTAL INCOME 975.48

SALESMAN #.58282 : J STEVEN DRIVER
COST OF VEHICLE 18853.05
A.C.V. OF TRADE 4100.00
GROSS PROFIT 1530.85
SALES COMMISSION NONE

[Handwritten signature]

August 4, 2011

[REDACTED]
Farmers Branch, TX [REDACTED]

Service Request: 1-178314041

Customer Relationship Manager: Gregory Billings

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 Malibu, Vehicle Identification Number 1G1ZT54814F [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on January 26, 2004 and ending on January 26, 2005, and begins with 4,488 and ends with 16,488 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 GMPP at 1-800-631-5590 if you have additional 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

August 4, 2011

[REDACTED]
Long Beach, NY [REDACTED]

Service Request: 1-178439836
Customer Relationship Manager: Yolanda Garrett

Dear Mrs. [REDACTED]:

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

To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020. We are available 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

August 4, 2011

[REDACTED]
Mundelein, IL [REDACTED]

Service Request: 1-178481948
Customer Relationship Manager: Kathy Sawyer

Dear Mr. [REDACTED]

We are sorry you have experienced concerns with your 2004 Chevrolet Malibu. 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.

August 4, 2011

[REDACTED]
[REDACTED]
Allen Park, MI [REDACTED]

Service Request: 1-178652102
Customer Relationship Manager: Brianne Mosher

Dear Mrs. [REDACTED]:

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

To help us review your request in a timely manner, please 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,
1-866-952-4368 Ext.57722

General Motors Corporation

August 4, 2011

[REDACTED]
[REDACTED]
Dewitt, MI [REDACTED]

Service Request: 1-179068482
Customer Relationship Manager: Brianne Mosher

Dear Mr. [REDACTED]

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

To help us review your request in a timely manner, please 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,
1-866-952-4368 Ext:57722

General Motors Corporation

August 4, 2011

[REDACTED]
[REDACTED]
Charlotte, NC [REDACTED]

Service Request: 1-179405347
Customer Relationship Manager: Bianca Sherman

Dear Mr. [REDACTED]

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

To help us review your request in a timely manner, please 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

Privileged and Confidential Information

CASE ASSESSMENT BY: Betsy McGhee

Siebel/CARS Request No: 1-

Customer Name: [REDACTED]

Year of Vehicle: 2004

Make: Chevrolet

Model: Malibu

Current Mileage: 34,677

Vehicle ID No.: 1G1ZU54834F [REDACTED]

In Service Date: 10/25/03

Purchased: New

What is customer seeking: Replacement/Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Car Drifts

Date: Mileage: Days Out: Description of Repair:

See steering goes out intermittently

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Knocking Noise When Turning

Date: Mileage: Days Out: Description of Repair:

See steering goes out intermittently

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering Goes Out Intermittently

Date: Mileage: Days Out: Description of Repair:

02/05/04	5727	2	C/S steering, cruise control goes out – replace column assembly
11/15/04	28,217		E7631 Motor & Control assembly, electronic power steering
01/15/05	33,351	1	C/S pulls left – replace column steering & motor & controller assembly electronic power steering
01/18/05	33,539	2	C/S clunks & knocks on turns – replace steering column
02/04/05	34,677	1	C/S column clunks & car drifts to left – replace steering column

OTHER SYMPTOM/CONCERN:

Date: Mileage: Days Out: Description of Repair:

01/15/04	5625	1	C/S service wrench light on – reprogram PCM
12/20/04	30,649		N0200 Horn Assembly replace
12/23/04	31,100		N0681 Bulbs, park & turn signal replace
			N9995 Unable to duplicate concern
01/18/05	33,539	x	C/S replace wiper blades

Total Days Out of Service: 7 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW?

YES:xx

NO: ☐

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

AVM and/or DEALER RECOMMENDATION(s):

AVM recommends upgrading GMPP, but would consider replacement/repurchase if necessary.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

CRM recommends offering customer replacement/repurchase of vehicle, due to number of steering columns replaced. AVM agrees with decision.

Team Manager Approval :

Date:

Revised by r.fick 09/28/04

Privileged and Confidential Information

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

Team Manager Approval :

Date:

Digital Printing

Scanning

Copying

Faxing

CopyMax
Inside OfficeMax

Desktop Publishing

Business Cards

Custom Stamps

Resumes

FAX TRANSMISSION

Number of pages including cover sheet

2

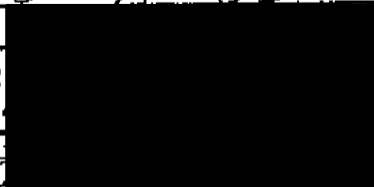
Attention: Mr. OLACHOWSKI

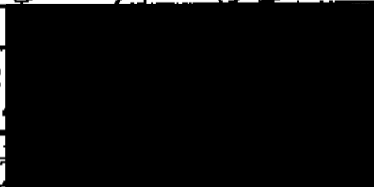
Company: EX-58622

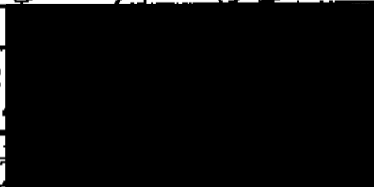
Phone: 800-231-1841

Fax: 866-214-0878

Date: 2-11-05

From: 

Company: 

Phone: 

Comments: Thank you for your assistance
on this matter. 

2004 MALIBU LT SEDAN			CHEVROLET MOTOR DIVISION
41U BLACK	/V6G		GENERAL MOTORS CORPORATION
142 GRAY			100 RENAISSANCE CENTER
ORDER NO. GQFGTH/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G1 ZU54 83 4F			VEHICLE INVOICE 1AD25542753
*****			*****13*28233S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU69 MALIBU LT SEDAN	22870.00	20926.05	INVOICE 10/03/03
LX9 3.5L V6 ENGINE	0.00	0.00	SHIPPED 10/03/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	EXP I/T 10/12/03
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 10/14/03
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 10/01/03
			KEYS G0972 G0972
			WFP-S QTR OPT-1
			BANK: GMAC - 010
			CHG-TO 28-233
			SHIP WT: 3202
			HP: 32.9
			GMS: 20889.95
			SUPPLR: 21830.00
			MRM: 23495.00
			DAN: LTPCA
			MEMO 1118.50

TOTAL MODEL & OPTIONS	22870.00	20926.05	ACT 231	20864.95
DESTINATION CHARGE	625.00	625.00	H/B 261	686.10
LAM DEALER CONTRIBUTION		228.70	ADV 261	228.70
LAM GROUP CONTRIBUTION		114.35	EXP 65A	114.35
TOTAL	23495.00	21894.10	PAY 310	21894.10
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		20864.95		

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

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

HALLEEN CHEVROLET, INC.	REMIT TO GMAC NO. 010
	VIN 1G1ZU54834F
	\$ 21894.10 INV 1AD25542753
	DUE 10/14/03 DEALER 28-233

FAX COVER SHEET

JOE FIRMMENT'S LUPE CHEVROLET
607 MILLER ROAD
AVON LAKE, OHIO, 44012

PHONE: 440-933-6151
FAX: 440-933-6396

CHEVROLET DEALER CODE: 28-352

DATE: 2-8-05 **TIME:** 2:30 PM

TO: Gm Resource Center

ATTN: BETSY McGUIRE

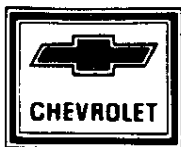
FROM: GARY DEIDMAN

COMMENTS: — BUYERS ORDER & INVOICE &

REBATE ACKNOWLEDGEMENT FOR

[REDACTED] — NO TRADE —

MSRP — ST 23495 / — 4 YEARS INCLUDING COVER —



JOE **FIRMMENT'S**
LUPE CHEVROLET, INC.
New and Used Cars & Trucks

607 Miller Rd • Avon Lake, OH 44012
Phone 440-933-6151 Cleve: 440-835-3533

USED TRUCK ☐
NEW TRUCK ☐
USED CAR ☐
NEW CAR ☒

10/25/03 03

Name [REDACTED] Address [REDACTED] Home Phone [REDACTED]
City N. OLMSTED, OH Zip [REDACTED] Bus Phone [REDACTED] Approximate Del. Date 10/25/2003
Please Enter My Order for: 2004 CHEVROLET MALIBU 4DR Color BLACK

WORK ORDER Stock No. <u>N4089</u>	CODE#	S/N# <u>1612054834F</u>	CASH PRICE OF VEHICLE	20889.95
<p><i>* 750.00 Gm Employee Bonus Cash IDENT CODE VBC TO BE REFUNDED TO CUSTOMER VIA CHECK - NOT USED AS DOWN PAYMENT!</i></p> <p><i>Gm 10-25-03</i></p>				
ODOMETER MILEAGE OF PURCHASED VEHICLE <u>21</u>				
<input checked="" type="checkbox"/> Odometer mileage is accurate				
<input type="checkbox"/> Odometer mileage is not accurate				
			GMPP MAJOR GUARD	1460.00
			DOCUMENTARY FEE	N/A
			SELLING PRICE	22349.95
			8.0000 SALES TAX	1788.00
			TITLE FILING FEES	19.75
			TOTAL	24157.70
			TRADE-IN ALLOWANCE	N/A
			BALANCE OWED ON TRADE	N/A
			NET EQUITY	N/A
			DEPOSIT	N/A
			CASH ON DELIVERY	N/A
			REBATE	250.00
			TOTAL EQUITY	250.00
			UNPAID BALANCE	23907.70

IF NECESSARY, DID WE
RECEIVE CUSTOMER'S
TITLE ☐
REG. CERT. ☐

PARTIAL PAYMENT: N/A CASH ☐
CHECK ☐
ALLOWANCE: N/A
TRADE: N/A

TRADE-IN
ODOMETER MILEAGE
☐ Odometer mileage is accurate
☐ Odometer mileage is not accurate

Salesperson DEIDRICK, GARY

Accepted By [Signature] Customer Signature [REDACTED]

BARS Document Display

Page 1 of 2

2004 MALIBU LT SEDAN

41U BLACK

/V6G

CHEVROLET MOTOR DIVISION

GENERAL MOTORS CORPORATION

142 GRAY

100 RENAISSANCE CENTER

ORDER NO. GQFGTH/TRE

STOCK NO.

DETROIT MI 48243-1114

VIN 1G1 ZU54 83 4F

VEHICLE INVOICE 1AD25542753

*****13*28233S

MODEL & FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

1ZU69 MALIBU LT SEDAN

22870.00

20926.05

INVOICE 10/03/03

LX9 3.5L V6 ENGINE

0.00

0.00

SHIPPED 10/03/03

MX0 4-SPEED AUTO TRANSMISSION

0.00

0.00

EXP I/T 10/12/03

NE1 50-STATE EMISSIONS

N/C

N/C

INT COM 10/14/03

VK3 FRONT LICENSE PLATE BRACKET

0.00

0.00

PRC EFF 10/01/03

KEYS G0972 G0972

WFP-S QTR OPT-1

BANK: GMAC - 010

CHG-TO 28-233

SHIP WT: 3202

HP: 32.9

GMS: 20889.95

SUPPLR: 21830.00

MRM: 23495.00

DAN: LTPCA

MEMO 1118.50

TOTAL MODEL & OPTIONS

22870.00

20926.05

ACT 231 20864.95

DESTINATION CHARGE

625.00

625.00

H/B 261 686.10

LAM DEALER CONTRIBUTION

228.70

ADV 261 228.70

LAM GROUP CONTRIBUTION

114.35

EXP 65A 114.35

TOTAL

23495.00

21894.10

PAY 310 21894.10

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT

20864.95

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

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

REMIT TO GMAC NO. 010

VIN 1G1ZU54834F

HALLEEN CHEVROLET, INC.

General Motors Car and Truck Divisions

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]VIN: 161ZU54834F [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
GM'S PRICE	\$ _____	
GM EMPLOYEE BONUS	\$ 250.00	Auto Paid - FOR DOWNPAYMENT
GM EMPLOYEE BONUS	\$ 750.00	VBC - TO BE REFUNDED TO CUSTOMER VIA CHECK
	\$ _____	
	\$ _____	
Total Incentive Amount Received	\$ 1000.00	

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

- a. I elect to receive 1.9% APR Financing for 60 months
in lieu of FACTORY LEASE _____
- 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 10-23-03. I acknowledge receipt of incentive(s) as described in Item # 12 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]Date: 10/23/03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # 12 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: [REDACTED]Date: 10/23/03Dealership Name: Joe Firmen's Love ChevroletDealer Code: 28-352

* List must include VIN, Delivery Date and Program Reference

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 12/11/04
PROCESSING SOURCE: CHEVROLET 15:37:34
PAGE: 1

VIN: 1G1ZU5483 4F [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GQFGTH

ODATE: 09/05/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 28352
DDATE: 10/25/03 DLVY FAN: DTYPE: 021 SRVC TYPE: MILEAGE:

DLVY DOE: 10/27/03 ORDER BY:
CANC:
CANC DOE:
TRADE: 10/20/03 DLVY TO: [REDACTED]
TRD DOE: 10/22/03
SRVC IN: NORTH OLMSTED OH [REDACTED]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 28352	00024666726	10/28/03	22.66	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00024666726 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
GMS	01	13 28352	00024666726	10/28/03	1,118.50	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00024666726 AUTH PUR CD: 511075967
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
SBH	01	13 28352	1533766	12/05/03	150.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN: 275-54-7436
DATA SCE: VEND INC MEMO NO: 1533766 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
SMN	01	13 28352	1533767	12/05/03	30.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN: 287-72-5328
DATA SCE: VEND INC MEMO NO: 1533767 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

VIN: 1G1ZU5483 4F [REDACTED]

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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
VBC	01	13 28352	00024694513	10/31/03	750.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00024694513 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
VGE	01	13 28352	00024751703	11/07/03	250.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: 00024751703 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
XMC	01	13 28352	481192	10/30/03	1,499.86	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 481192 AUTH PUR CD:
MISC DATE: 10/25/03 MISC: 0000010173MEA0
POLICY PYMT CMNT: ACTV TYPE: 6

FAX COVER SHEET

JOE FIRMEN'S LUPE CHEVROLET
607 MILLER ROAD
AVON LAKE, OHIO, 44012

PHONE: 440-933-6151
FAX: 440-933-6396

CHEVROLET DEALER CODE: 28-352

DATE: 2-8-05 **TIME:** _____

TO: Om

ATTN: BETSY

FROM: JOE FIRMEN'S LUPE CHEV — STEVE —

COMMENTS: _____

8 PAGES INCLUDING COVER

7021

2 9 2 9 2

**JOE FIRMENT'S**
LUPE CHEVROLET, INC.

INVOICE

607 Miller Road · Avon Lake, Ohio 44012
Phone (440) 933-6151 · Cleveland Line (440) 835-3533N. OLMSTED, OH
HOME:

PAGE 1

SERVICE ADVISOR: 1022 RON WINIARSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	04	CHEVROLET MALIBU CLA	1G1ZU54834F		33351/33351	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
25OCT2003						CASH
R.O. OPENED		READY	OPTIONS: STK:N4089 DLR:28352			

07:13 14JAN05 13:48 14JAN05

LINE OPCODE TECH TYPE HOURS

A AT 50-60 OR HIGHER PULLS LEFT BAD

CAUSE: PULLS

E7680 COLUMN ASSEMBLY, STEERING REPLACE

3440 W

1 10373948 F-COL KIT

FC: 6C

PART#: 10373948

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

OQ

E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC

POWER STEERING - REPLACE

3440 W

1 15138693 F-MOTOR

FC: 6C

PART#: 15138693

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

OQ

B RENTAL

CAUSE: COLUMN

Z7901 1 DAY RENTAL

9999 W

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

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.

DATE

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

7021

25445

JOE FIRMENT'S

LUPE CHEVROLET, INC.

607 Miller Road · Avon Lake, Ohio 44012
Phone (440) 933-6151 · Cleveland Line (440) 835-3533

INVOICE

PAGE 1

N. OLMSTED, OH

HOME:

SERVICE ADVISOR: 1022 RON WINIARSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	04	CHEVROLET MALIBU	1G1ZU54834F		5625/5625	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
25OCT2003					0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:N4089 DLR:28352				

09:47 15JAN04 14:26 15JAN04

LINE OPCODE TECH TYPE HOURS

A SERVICE WRENCH LIGHT ON, PS GOES OUT, CRUISE INOP

CAUSE: REPROGRAM PCM

J6354 ENGINE CONTROL MODULE REPROGRAM

3440 W

(N/C)

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

WG

B RENTAL

CAUSE: RENTAL

Z7901 1 DAY RENTAL

9999 W

(N/C)

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

MISC RENTAL

W

(N/C)

PARTS DESIGNATED WITH A LETTER W INDICATES
LIFETIME GUARANTEE APPLIES FOR CUSTOMER
PAY REPAIRS.

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CUSTOMER SIGNATURE

DATE

SERVICE COPY

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

7021

2 5 6 3 4

JOE FIRMENT'S

LUPE CHEVROLET, INC.

607 Miller Road · Avon Lake, Ohio 44012

Phone (440) 933-6151 · Cleveland Line (440) 835-3533

INVOICE

PAGE 1

N. OLMSTED, OH

HOME: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 1022 RON WINIARSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	04	CHEVROLET MALIBU CLA	1G1ZU54834F [REDACTED]	[REDACTED]	5727/5727	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
25OCT2003					0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:N4089 DLR:28352				

07:06 05FEB04 09:19 06FEB04

LINE OPCODE TECH TYPE HOURS

A POWER STEERING, CRUISE CONTROL GOES OUT, SERVICE WRENCH LIGHT ON

CAUSE: BAD COLUMN

E7680 COLUMN ASSEMBLY, STEERING REPLACE

3440 W (N/C)

1 22687709 F-COLUMN KI (N/C)

FC: 6C

PART#: 22687709

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

B RENTAL

CAUSE: RENTAL

Z7906 RENTAL FOR MORE THAN 5 DAYS

9999 W (N/C)

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

MISC RENTAL

W (N/C)

PARTS DESIGNATED WITH A LETTER W INDICATES
LIFETIME GUARANTEE APPLIES FOR CUSTOMER
PAY REPAIRS.

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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CUSTOMER SIGNATURE

DATE

2-6-04

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

SERVICE COPY

7021

29032

JOE FIRMENT'S
LUPE CHEVROLET, INC.607 Miller Road • Avon Lake, Ohio 44012
Phone (440) 933-6151 • Cleveland Line (440) 835-3533

INVOICE

PAGE 1

N. OLMSTED, OH

HOME: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 3460 STEVE J WYSOCKY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	04	CHEVROLET MALIBU CLA	1G1ZU54834F [REDACTED]		30649/30649	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
25OCT2003			WAIT			CASH
R.O. OPENED	READY	OPTIONS: STK:N4089 DLR:28352				

17:21 20DEC04	17:48 20DEC04		LIST	NET	TOTAL
LINE OPCODE TECH TYPE HOURS					
A NO HORN					
CAUSE: INOP					
N0200 HORN ASSEMBLY REPLACE					(N/C)
3460 W					(N/C)
1 88909754 FUSE KIT					(N/C)
1 89046916 HORN KIT					
FC: 6C					
PART#: 89046917					
COUNT: 2					
CLAIM TYPE:					
AUTH CODE:					
OJ					

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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X

DATE

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

SERVICE COPY

7021

29329

JOE FIRMMENT'S

LUPE CHEVROLET, INC.

607 Miller Road · Avon Lake, Ohio 44012

Phone (440) 933-6151 · Cleveland Line (440) 835-3533

INVOICE

PAGE 1

N. OLMSTED, OH

HOME: [REDACTED] US: [REDACTED]

SERVICE ADVISOR: 1022 RON WINIARSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	04	CHEVROLET MALIBU CLA	1G1ZU54834F [REDACTED]		33539/33539	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
25OCT2003						CASH
R.O. OPENED	READY	OPTIONS: STK:N4089 DLR:28352				

08:31 18JAN05 13:41 19JAN05

LINE OPCODE TECH TYPE HOURS

A CLUNKS AND KNOCKS ON TURNS

CAUSE: SHAFTS

E7680 COLUMN ASSEMBLY, STEERING REPLACE

3440 W

1 10373948 F-COL KIT

FC: 2W

PART#: 10373948

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

NE

LIST NET TOTAL

(N/C)

(N/C)

B REPLACE WIPER BLADES

CAUSE: BAD RUBBER

B1783 BLADE AND/OR INSERT, WIPER SYSTEM REPLACE

3440 W

1 22675853 BLADE

1 22675854 BLADE

FC: 2L

PART#: 22675853

COUNT: 2

CLAIM TYPE:

AUTH CODE:

VX

(N/C)

(N/C)

(N/C)

PAID

CASH

C LUBE, OIL, AND FILTER, CHECK ALL FLUID LEVELS, CHECK TIRE PRESSURE, FILL WASHER SOLVENT, CHECK ANTI FREEZE VALUE.

LOF LUBE, OIL, AND FILTER, CHECK ALL FLUID

LEVELS, CHECK TIRE PRESSURE, FILL WASHER

SOLVENT, CHECK ANTI FREEZE VALUE.

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.

X

DATE

1-20-05

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

SERVICE COPY

7021

2 9 3 2 9

JOE FIRMINT'S

LUPE CHEVROLET, INC.

807 Miller Road · Avon Lake, Ohio 44012

Phone (440) 933-6151 · Cleveland Line (440) 835-3533

INVOICE

PAGE 2

N. OLMSTED, OH

HOME:

SERVICE ADVISOR: 1022 RON WINIARSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	04	CHEVROLET MALIBU CLA	1G1ZU54834F		33539/33539	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
25OCT2003						CASH
R.O. OPENED	READY	OPTIONS: STK:N4089 DLR:28352				

08:31 18JAN05 13:41 19JAN05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		3440	CA			12.65	12.65
1	25010792	OIL	FLTR		5.78	5.78	5.78
5	12345616	OIL			1.35	1.35	6.75

D RENTAL

CAUSE: RENTAL

Z7902 2 DAY RENTAL

9999 W

(N/C)

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

MISC RENTAL

PO#53500

W

(N/C)

CUSTOMER PAY E.P.A. CHARGE FOR REPAIR ORDER

0.51

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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X

DATE

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	12.65
PARTS AMOUNT	12.53
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.51
TOTAL CHARGES	25.69
LESS INSURANCE	0.00
SALES TAX	1.73
PLEASE PAY THIS AMOUNT	27.42

SERVICE COPY

7021

29533

JOE FIRMINT'S
LUPE CHEVROLET, INC.607 Miller Road · Avon Lake, Ohio 44012
Phone (440) 933-6151 · Cleveland Line (440) 835-3533

INVOICE

PAGE 1

SERVICE ADVISOR: 1022 RON WINIARSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	04	CHEVROLET MALIBU CLA	1G1ZU54834F		34677/34677	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
25OCT2003					CASH	04FEB2005

R.O. OPENED

READY

OPTIONS: STK:N4089 DLR:28352

11:34 04FEB05 14:26 04FEB05

LIST NET TOTAL

LINE OPCODE TECH TYPE HOURS

A STEERING COLUMN CLUNKS AND CAR DRIFTS TO LEFT

CAUSE: LOOSE COLUMN

E7680 COLUMN ASSEMBLY, STEERING REPLACE

3440 W

(N/C)

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: BE

NE

B RENTAL

CAUSE: RENTAL

Z7903 3 DAY RENTAL

9999 W

(N/C)

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

MISC RENTAL

PO#53500

W

(N/C)

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X

DATE

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

SERVICE COPY



GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

Gary Deidrick
Joe Firment's Lupe Chevrolet
607 Miller Rd.
Avon Lake, OH 44012

RE: Repurchase for 2004 Chevrolet Malibu

Dear Mr. Deidrick:

The following parties, [REDACTED] and Gary Deidrick, 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 02/22/05. 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 customer's file can be closed.**

Note: Do not payoff the customer's lien, General Motors will handle that portion of the transaction.

Thank you for your cooperation.

Sincerely,
Leon Olechowski
General Motors Business Resource Center
1-800-231-1841 ext. 58622

VIN: 1G1ZU5483 4F [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GQFGTH
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCTV APPLICATN	13 28352	1533767		12/13/03	SMN	30.00	
INCTV APPLICATN	13 28352	1533766		12/09/03	SBH	150.00	
INCENTIVE MEMO	13 28352	1533767		12/05/03	SMN	30.00	
INCTV PAYMENT	13 28352	1533767		12/05/03	SMN	30.00	
INCENTIVE MEMO	13 28352	1533766		12/05/03	SBH	150.00	
INCTV PAYMENT	13 28352	1533766		12/05/03	SBH	150.00	
INCENTIVE MEMO	13 28352	00024751703		11/07/03	VGE	250.00	
INCTV PAYMENT	13 28352	00024751703		11/07/03	VGE	250.00	
INCTV APPLICATN	13 28352	00024751703		11/07/03	VGE	250.00	
INCENTIVE MEMO	13 28352	00024694513		10/31/03	VBC	750.00	
INCTV PAYMENT	13 28352	00024694513		10/31/03	VBC	750.00	
INCTV APPLICATN	13 28352	00024694513		10/31/03	VBC	750.00	
INCENTIVE MEMO	13 28352	481192		10/30/03	XMC	1,499.86	
INCTV PAYMENT	13 28352	481192		10/30/03	XMC	1,499.86	
INCTV APPLICATN	13 28352	481192		10/30/03	XMC	1,499.86	
INCENTIVE MEMO	13 28352	00024666726		10/28/03	GMS	1,118.50	
INCTV PAYMENT	13 28352	00024666726		10/28/03	GMS	1,118.50	
INCTV APPLICATN	13 28352	00024666726		10/28/03	GMS	1,118.50	
INCENTIVE MEMO	13 28352	00024666726		10/28/03	FFC	22.66	
INCTV PAYMENT	13 28352	00024666726		10/28/03	FFC	22.66	
INCTV APPLICATN	13 28352	00024666726		10/28/03	FFC	22.66	
DELIVERY D.O.E.	13 28352			10/27/03		0.00	
DELIVERY TO CUS	13 28352			10/25/03		0.00	
DLR TRADE D.O.E	13 28352			10/22/03		0.00	
DEALER TRADE (P	13 28352			10/20/03		0.00	
SETTLEMENT DATE	13 28233	1AD25542753		10/14/03		21,894.10	CR
EXPIRATION TRAN	13 28233	1AD25542753		10/12/03		0.00	
ORIGINAL INVOIC	13 28233	1AD25542753		10/03/03		21,894.10	
COV/NVIS DATE	13 28233	1AD25542753		10/03/03		0.00	
SHIPMENT DATE	13 28233			10/03/03		0.00	
PRODUCTION (BUI	13 28233			10/01/03		0.00	
PREFERENCE TO P	13 28233			09/09/03		0.00	
GM ORDER ACCEPT	13 28233			09/05/03		0.00	
GM ORDER ACCEPT				09/05/03		0.00	
GM ORDER ACCEPT				09/05/03		0.00	



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 15, 2005



Westlake, OH

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, Case Number 1-180023902

Dear Mr. [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZU54834F [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 **\$19,963.85**. This offer is calculated by using the following figures:

Purchase Price	\$ 20,889.95
Plus tax	\$ 1,788.00
Plus registration/license fees	\$ 19.75
Less usage	\$ 1,733.85
Less incentives	<u>\$ 1,000.00</u>
TOTAL REPURCHASE PRICE	\$ 19,963.85
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 03/16/05	\$ 18,184.12
TOTAL AMOUNT TO CUSTOMER	\$ 1,779.73

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

General Motors will repurchase VIN 1G1ZU54834F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0878 by 02/17/05. 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)



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. Upon receipt of your signed acceptance, a check will be processed and forwarded to Joe Firment's Lupe Chevrolet. 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. 58622 if you have any questions or concerns.

Sincerely,

Leon Olechowski
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

GENERAL MOTORS BUSINESS RESOURCE CENTER STRAIGHT REPURCHASE CHECKLIST

APP		APP	
<input type="checkbox"/>	CHECK REQUEST FORM (CIF)	<input type="checkbox"/>	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
<input type="checkbox"/>	GM CARD EARNING ON BUYBACK FORM (I.A.)	<input type="checkbox"/>	ACV ON TRADE-IN DOCUMENTATION (I.A.)
<input checked="" type="checkbox"/>	COPY OF TITLE OR REGISTRATION	<input type="checkbox"/>	BBB/LEMON LAW RULING (I.A.)
<input checked="" type="checkbox"/>	WARRANTY HISTORY	<input type="checkbox"/>	RECEIPTS FOR ANY AFTER-MARKET ITEMS (I.A.)
<input checked="" type="checkbox"/>	INCENTIVES FROM R028 IN BARS	<input type="checkbox"/>	SIGNED SETTLEMENT OFFER LETTER
<input checked="" type="checkbox"/>	DESCRIPTIONS OF INCENTIVES F021 IN BARS	<input type="checkbox"/>	STATEMENT OF FINANCE CHARGES FROM BANK
<input checked="" type="checkbox"/>	INCENTIVE ACKNOWLEDGEMENT FORM	<input type="checkbox"/>	INVOICE FOR ATTORNEY FEES (I.A.)
<input checked="" type="checkbox"/>	RVDC CALCULATION WORKSHEET	<input type="checkbox"/>	REPAIR ORDERS FOR REASON FOR REPURCHASE
<input checked="" type="checkbox"/>	PRA FORM	<input type="checkbox"/>	INVOICE FOR CONVERSION PACKAGE (I.A.)
<input checked="" type="checkbox"/>	INVOICE ON ORIGINAL VEHICLE		(I.A.) MEANS IF APPLICABLE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[REDACTED]
VIN#	1G1ZU54834F [REDACTED]
Year-Make and Model:	2004 Chevrolet Malibu

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	Diana on 02/14/05
Physical Address:	900 N. Squirrel Road, Suite 300
City/State/Zip	Auburn Hills, MI 48326
Phone:	1-800-200-4622
Fax Number:	1-800-249-2307
Account Number:	[REDACTED]
Dealer Buyout/Payoff Amount:	\$18,184.12
Buyout/Payoff Expiration Date:	03/16/05
Per Diem:	\$.94

Additional Information

MTL

Voluntary/Mandatory Repurchase☒ BBB Case

Trade

OR

Straight☐ State Case

Lease

OK

COMPLIANCE DATE 3/09/05ADR REQUEST
NUMBER 1-180023902CUSTOMER NAME LAST SIX OF VIN 114837ADR CRM Betsy McGehee EXT. 57316AVM Joe Semock PHONE 630092 8198DATE ACCEPTANCE RECEIVED 2/09/05NUMBER OF DAYS FOR COMPLIANCE 30 DaysTEAM MANAGERS SIGNATURE Moni Lomeli 2/9/05

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.

Olechowski

RVDC Active Case # 91643



RVDC Case# 91643

BRC Case Number	1180023902	Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? N
Customer Name	[REDACTED]	Dealer Admin Fee Applies? Y	Issue Release N	
Original VIN	1G1ZU54834F	This vehicle was repurchased as a result of a: Voluntary settlement of a GM alternative dispute resolution program		
BAC	158828	Retrieve Sales Tax? N	Title Brand?	
Dealership Name	JOE FIRMENTS LUPE CHEVROLET INC	Reason for not Retrieving Sales Tax: USAGE		
Dealer Contact/Title	Gary Dietrick, Sales Manager	Original Sales Tax Paid in State: OH	Repurchased Under Laws of State: OH	
Dealer Phone	4409336151	Vehicle Meets Presumption of LEMON LAW? Y		
Dealer Fax	4409336396	Closing Schedule: 2005-02-22	Established on: 2005-02-15	
Delivery Date	2003-10-25	If no, where: BAC is 0		
Buyback Mileage	34677	Location Site Name:		
Transmission	A	Contact Name:		
UCC Code(s)	M0105	Address 1:		
MSRP	23495.00	Address 2:		
Est. Auction Value	13350.00	City:	State:	Zip:
Case Number	91643	Phone #:		
TAC Case Number		Fax #:		
Type of Transaction	SR	Comment:		
Replacement VIN		GM Legal Case Number:		
Repurchase Type	ADR Mediated - BBB or State	GM Counsel Name: N/A		
Repurchase Source	PRA ADR AVM Joe Semock	GM Counsel Contact Name: N/A		
Reason for Repurchase: Steering column inoperative		Address1:		
		Address2:		
		City:	State:	Zip:
		Phone #:		
		Fax #:		

Lien Payoff	
Lien Payoff Amount: 18184.12 ✓	Lien Payoff Expires on: 2005-03-16 Per Diem: 0.94
Customer Due to GM: 0.00	Dealer Due GM: 0.00

Check Information			
Customer		Lienholder	
Check Amt:	1779.73 ✓	Payee1:	GMAC
Payee1:	[REDACTED]	Payee2:	[REDACTED]
Payee2:	[REDACTED]	Address1:	900 N. Squirrel Rd.
Address1:	[REDACTED]	Address2:	Suite 300
Address2:	[REDACTED]	City:	Auburn Hills
City:	Westlake	State:	MI
State:	OH	Zip	48326
Zip	[REDACTED]	Phone #:	800-200-4622
Phone #:	[REDACTED]	Fax #:	800-249-2307
Fax #:	[REDACTED]	Attention:	Payoff Department
		Account #:	[REDACTED]
		Fed Tax ID:	
		Firm Name:	

Case ID: 91643 Initiator: olechole

FEB 17 2005

STATE OF OHIO - BUREAU OF MOTOR VEHICLE REGISTRATION CARD										APPLICATION NO. FA82379	
000000	DATE PURCHASED 10/24/03	COUNTY CU/18	AGENCY NO. 9995	TRUCK CLASS 02R/400	EXPIRATION DATE 03/06/06	VEHICLE NO. [REDACTED]	VEHICLE NO. EH21YS	VEH. CLASS PC	VEH. TYPE R	VEH. YEAR 2004	VEH. MAKE CHEV
REG. FEE 20.00	SALES TAX 34.81	PLATE FEE [REDACTED]	SALES TAX 0.00	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]
SALES TAX 18.56	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]
CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE	CITY / ZIP CODE WESTLAKE
VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]	VEH. REG. NO. [REDACTED]
SOS DONATION										VEH. REG. NO. 1012054834	
EH21YS PC P2N4 003119 M CUYA 18										VEH. REG. NO. [REDACTED]	
WESTLAKE OK [REDACTED]										VEH. REG. NO. [REDACTED]	

1011
BIA 10/11/03 1.01
Form 00000000

03849

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY
PROCESSING SOURCE: CHEVROLET12/11/04
15:37:34
1

PAGE:

VIN: 1G1ZU5483 4F [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GQFGTH

DATE: 09/05/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 28352
DATE: 10/25/03 DLVY FAN: DTYPE: 021 SRVC TYPE: MILEAGE:

DLVY DOE: 10/27/03 ORDER BY:

CANC:

CANC DOE:

TRADE: 10/20/03 DLVY TO: CJ PAVONE
TRD DOE: 10/22/03 30020 GINGER COURT
SRVC IN: NORTH OLMSTED

OH 44070

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
FFC	01	13 28352	00024666726	10/28/03	22.66	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00024666726 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
GMS	01	13 28352	00024666726	10/28/03	1,118.50	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00024666726 AUTH PUR CD: 511075967
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
SBH	01	13 28352	1533766	12/05/03	150.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN: 275-54-7436
DATA SCE: VEND INC MEMO NO: 1533766 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
SMN	01	13 28352	1533767	12/05/03	30.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN: 287-72-5328
DATA SCE: VEND INC MEMO NO: 1533767 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/10/05
START BROWSE PROCESSING SOURCE: CHEVROLET 08:45:19
INCENTIVE CODE/LVL: GMS PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
-	GMS 044 CRP 05 GMEPP (OUT OF STOCK)	01/01/04	12/31/06	P	02/10/05	428
-	GMS 043 CRP 06 GMEPP (OUT OF STOCK)	01/01/05	12/31/06	P		0
-	GMS 039 CRP 04 GMEPP (OUT OF STOCK)	01/01/03	12/31/05	P	02/10/05	29
-	GMS 034 CRP 03 GMEPP (OUT OF STOCK)	01/01/02	12/31/04	P	01/27/05	2
-	GMS 024 CRP 02 GMEPP (OUT OF STOCK)	10/01/99	12/31/03	P	09/28/04	1
-	GMU 029 CRP 06 GMEPP (PEP)	01/01/05	12/31/06	P		0
-	GMU 028 CRP 04 GMEPP (PEP)	07/01/03	12/31/05	P	02/10/05	1
-	GMU 027 CRP 05 GMEPP (PEP)	01/01/04	12/31/06	P	02/10/05	19
-	GMU 025 CRP 03 GMEPP (PEP)	10/01/01	12/31/04	P	12/22/04	1
-	GMU 022 CRP 02 GMEPP (PEP)	10/01/99	12/31/03	P	12/09/03	1
-	GND 003 IVC 05 INSTANT VALUE 2 CERT PGM	02/01/05	07/01/05	P	02/10/05	722
-	GND 002 IVC 04 INSTANT VALUE 2 CERT PGM	02/01/05	07/01/05	P	02/10/05	24

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/10/05
 START BROWSE PROCESSING SOURCE: CHEVROLET 08:45:27
 INCENTIVE CODE/LVL: SBH ____ PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
-	SBH 003 RPL 04 SALESPERSON PULLBOARD PG	10/13/03	04/17/04	P	01/18/05	1
-	SBH 002 RPL 03 SALESPERSON PULLBOARD PG	10/13/03	04/17/04	P	12/18/04	1
-	SBI 005 FLT 04 ETRACE SLSPRSN PULLBOARD	10/27/03	09/30/04	P	04/06/04	1
-	SBI 004 FLT 03 ETRACE SLSPRSN PULLBOARD	10/27/03	09/30/04	P		0
-	SBJ 002 RPL 03 LMG SALESPERSON PULLBRD	07/18/03	01/31/04	P	04/06/04	1
-	SBK 002 RPL 03 LMG SALESMANAGER PULLBRD	07/18/03	01/31/04	P	04/06/04	1
-	SBL 003 RPL 03 LMG SALESPERSON PULLBRD	08/04/03	03/02/04	P	11/19/03	2
-	SBL 002 RPL 02 LMG SALESPERSON PULLBRD	08/04/03	03/02/04	P		0
-	SBM 003 RPL 03 LMG SALESPERSON PULLBRD	08/04/03	03/02/04	P	10/01/03	1
-	SBM 002 RPL 02 LMG SALESPERSON PULBRD	08/04/03	03/02/04	P	09/16/03	1
-	SBN 003 RPL 03 LMG SALESMANAGER PULLBRD	08/04/03	03/02/04	P	10/01/03	1
-	SBN 002 RPL 02 LMG SALESMANAGER PULBRD	08/04/03	03/02/04	P	09/16/03	1

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/10/05
 START BROWSE PROCESSING SOURCE: CHEVROLET 08:45:52
 INCENTIVE CODE/LVL: SMN _____ PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	SMN 004 RPL 03 SALESMANAGER PULLBOARD	10/13/03	04/17/04	P	12/18/04	1
—	SMN 003 RPL 04 SALESMANAGER PULLBOARD	10/13/03	04/17/04	P	01/18/05	1
—	SMP 004 RPL 05 LMG SALESPERSON PULLBRD	08/12/04	02/21/05	P	12/31/04	1
—	SMP 003 RPL 04 LMG SALESPERSON PULLBRD	08/12/04	02/21/05	P	12/29/04	1
—	SMP 002 RPL 03 LMG SALESPERSON PULLBRD	08/12/04	02/21/05	P	08/31/04	1
—	SMQ 003 RPL 04 LMG SLSMGR PULLBOARD PG	11/28/03	06/24/04	P	02/18/04	116
—	SMQ 002 RPL 03 LMG SLSMGR PULLBOARD PG	11/28/03	06/24/04	P	02/18/04	7
—	SMS 002 OMS 02 S 10 TRK MILITARY SALES	07/01/01	09/01/02	P	10/30/02	1
—	SMT 007 RPL 05 LMG SALESMANAGER PULLBRD	08/12/04	02/21/05	P	12/31/04	1
—	SMT 006 RPL 04 LMG SALESMANAGER PULLBRD	08/12/04	02/21/05	P	12/29/04	1
—	SMT 005 RPL 03 LMG SALESMANAGER PULLBRD	08/12/04	02/21/05	P	08/31/04	1
—	SMV 003 RPL 03 *** SALESMANAGER OVERRIDE	01/17/03	07/31/03	P	11/02/04	1

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/10/05
START BROWSE PROCESSING SOURCE: CHEVROLET 08:46:07
INCENTIVE CODE/LVL: VBC PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
-	VBC 007 CRP 04 GM EMPLOYE BONUS CASH	10/23/03	01/31/04	P	11/09/04	1
-	VBC 006 CRP 03 GM EMPLOYE BONUS CASH	10/23/03	01/31/04	P	08/13/04	1
-	VEN 007 CRP 04 BONUS CASH GM EMPLOYEE	09/18/03	12/30/03	P	12/14/04	1
-	VEN 006 CRP 03 BONUS CASH GM EMPLOYEE	09/18/03	12/30/03	P	08/31/04	1
-	VCN 003 CRP 04 BONUS CASH DLR EMPL PGM	09/18/03	12/30/03	P	07/30/04	1
-	VCN 002 CRP 03 BONUS CASH DLR EMPLOYEE	09/18/03	12/30/03	P	05/28/04	1
-	VDC 002 CRP 04 GM BONUS CASH PGM	12/02/03	04/02/04	P	02/10/05	1
-	VDC 001 CRP 03 GM BONUS CASH PGM	12/02/03	04/02/04	P	01/22/05	1
-	VDG 004 CRP 04 DLR EMPLOYE BONUS CASH	10/01/03	01/31/04	P	10/28/04	1
-	VDG 003 CRP 03 DLR EMPLOYE BONUS CASH	10/01/03	01/31/04	P	10/15/04	1
-	VDG 002 CRP 02 DLR EMPLOYE BONUS CASH	10/01/03	01/31/04	P	12/06/03	1
-	VDN 003 CRP 04 SUPPLIER BONUS CASH PGM	09/18/03	12/30/03	P	10/15/04	1

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN
PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/10/05
START BROWSE PROCESSING SOURCE: CHEVROLET 08:48:07
INCENTIVE CODE/LVL: VGE PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
-	VGE 007 CRP 04 GM EMPLOYE BONUS CASH	10/01/03	01/31/04	P	01/25/05	1
-	VGE 006 CRP 03 GM EMPLOYE BONUS CASH	10/01/03	01/31/04	P	11/03/04	1
-	VGE 005 CRP 02 GM EMPLOYE BONUS CASH	10/01/03	01/31/04	P		0
-	VGP 003 CRP 04 GM BONUS CASH PGM	05/03/04	09/01/04	P	02/02/05	1
-	VGP 002 CRP 03 GM BONUS CASH PGM	05/03/04	09/01/04	P	07/31/04	1
-	VHC 010 CRP 06 CUST APPRECIATION CERT	11/01/04	12/31/05	P		0
-	VHC 009 CRP 05 CUST APPRECIATION CERT	05/03/04	12/31/05	P	02/10/05	2
-	VHC 008 CRP 04 CUST APPRECIATION CERT	05/03/04	12/31/05	P		0
-	VHD 003 CRP 05 GM EMPLOYE BONUS CASH	09/01/04	12/31/04	P	02/08/05	2
-	VHD 002 CRP 04 GM EMPLOYE BONUS CASH	09/01/04	12/31/04	P	02/10/05	3
-	VHE 003 EMP 05 BONUS CASH PGM	11/12/04	03/01/05	P	02/09/05	1
-	VHE 001 EMP 04 BONUS CASH PGM	11/12/04	03/01/05	P	02/01/05	2

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/10/05
 START BROWSE PROCESSING SOURCE: CHEVROLET 08:49:32
 INCENTIVE CODE/LVL: XMC PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME
(S)					
-	XMC 320 GRP 05 GMAC 2005 RATE SUPPORT	03/02/04		P	02/10/05 613
-	XMC 315 GRP 04 GMAC 2004 RATE SUPPORT	07/08/03		P	02/10/05 7
-	XMC 298 GRP 03 GMAC 2003 RATE SUPPORT	07/02/02		P	01/05/05 2
-	XMC 297 GRP 02 GMAC 2002 RATE SUPPORT	05/19/01		P	11/09/04 1
-	XMD 064 GRP 05 GMAC 2005 RATE SUPPORT	11/02/04		P	02/10/05 114
-	XMD 059 GRP 04 GMAC 2004 RATE SUPPORT	09/03/03		P	02/10/05 6
-	XMD 048 GRP 03 GMAC 2003 RATE SUPPORT	08/01/02		P	01/25/05 2
-	XMD 033 GRP 02 GMAC 2002 RATE SUPPORT	05/19/01		P	08/07/03 1
-	XME 010 REG 05 *** CONSUMER CASH TEMPLT	12/10/04		P	02/10/05 1
-	XME 009 GNF# 04 ** CONSUMER RATE SUPPRT	09/27/04	07/03/05	P	02/10/05 13
-	XMF 002 GRP# 05 GMAC CONSUMER APR PGM	02/01/05		P	02/10/05 114
-	XML 001 GRP# ** GMAC RATE LOCK PROGRAM	11/10/04	05/31/10	P	02/04/05 1

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN
 PF07=PGUP 08=PGDN

P/W:

FEB-8-2005 15:33 FROM:FIRMINT CHEV AUCN LA 4409336396

TO:18662492313

P.4

General Motors Car and Truck Divisions

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: 1G1ZU54834F [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
GM'S PRICING	\$ _____	
GM EMPLOYEE BONUS	\$ 250.00	AUTO PAND - For Down Payment
GM EMPLOYEE BONUS	\$ 750.00	VBC - TO BE REFUNDED TO CUSTOMER VIA CHECK
	\$ _____	
	\$ _____	
Total Incentive Amount Received	\$ 1000.00	

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

- a. I elect to receive 1.9% APR Financing For 60 months
 In lieu of FACTORY LEASE _____ 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 10-23-03. I acknowledge receipt of incentive(s) as described in Item # 12 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 10/23/03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # 12 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: [REDACTED]

Date: 10/23/03Dealership Name: Joe FIRMINT'S LEASE CREDITORSDealer Code: 28-352

* 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 99GMAC/GM-3785 (9/99)

BRC REPURCHASE WORKSHEET

File Number

1-800-239-02

Customer Name

Worksheet filled out by:

Leon Olechowski

Old Vehicle VIN:

1G1ZU54834

New Vehicle VIN:

Date: _____

2/14/2005

1G1ZU54834		TRAFFICMASTER		Lease Terms MO _ MI _		Lease Usage Mo _ MI _	
1		1	Base Price	\$20,889.95	1	Dealer Buyout Price	
2		2	Doc Prep Fee		2	Payments (opt)	
3		3	Tax	\$1,788.00	3	Pre-Payment(s) (Pro-rate)	
4		4	Reg./Lic./Title (opt)	\$19.75	4	Cap Cost Reduction	
5		5	Tire Tax		5	Tax	
6		6	Finance Charges		6	Reg./Lic./Title (opt)	
7		7	Incentives (deduct)	\$1,000.00	7	Other	
8		8	Total Purchase Price	\$21,697.70	8	Total Additions	\$0.00
9		9			9		
10		10	Usage/Depreciation	\$1,733.85	10	Usage/Depreciation	
11		11	Damage		11	Damage	
12		12	Over Allowance		12	Over Allowance	
13		13	Negative Equity	\$0.00	13	Negative Equity	
14		14			14	Security Deposit	
15		15	Total Deductions	\$1,733.85	15	Incentives	
16		16			16	Total Deductions	\$0.00
17		17			17		
18		18	Total Repurchase Amount	\$19,963.85	18	Total Repurchase Amount	\$0.00
19		19			19		
20		20	Total Payoff Amount	\$18,184.12	20	Dealer Buyout Price (From Line 1)	\$0.00
21		21			21		
22		22	Total Refund to Customer	\$1,779.73	22	Total Refund to Customer	\$0.00
23		23			23		
24		24			24		
25		25	Estimated Auction Price	\$13,350.00	25	Estimated Auction Price	
26		26	Projected Loss	(\$6,613.85)	26	Projected Loss	\$0.00

PAYMENT METHOD

[illegible]

Ver.4-9/25/2002

electronic Preliminary Repurchase Authorization (ePRA)

(**To go from field to field, use the TAB KEY)

- 1.Date (mm/dd/yyyy): 02/09/2005
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Westlake, Oh
 5.Primary Customer Phone #: [REDACTED]
 6.Additional Customer Phone #: [REDACTED]
 7.Customer fax #: [REDACTED]
 8.Cust Drivers Licenses #: [REDACTED]
 9.State tax % rate: [REDACTED]

York
ome**Customer Vehicle Information**

- 10.Year/Make/Model: 2004 Chevrolet Malibu ✓
 11.VIN (17 Digits): 1G1ZU54834F [REDACTED]
 12.Current Mileage: 34,677
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Joe Firments-Lupe Chevrolet ✓
 15.Dealership Phone #: 440-933-1001-6151 ✓
 16.Dealership Contact Name and TITLE: Gary Dietrick - Sales Manager ✓
 17.Dealership Contact Phone # (if different than Dealership #): [REDACTED]
 18.Dealership Contact Fax #: (440)-933-6396 Fax
 19.Dealership BAC: 158828 Region: North Central

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? YES22.If this will not be a Trade Repurchase, Please explain Why? Customer did not want**TAC case number is required and if not available, Please explain why not?**

23.CAC Case Number: 1-180023902 24.TAC Case Number: N/A

25.If no TAC number, Explain: Dealership thought vehicle was repaired26.Reason for Repurchase (Include specific mechanical failure): Steering column, replaced four times27.This case was resolved by: Field Decision working with open case in Tampa ADR

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

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? STRAIGHT REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): Dealership to inspect

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: \$.05/miles @34,677 = \$1,733.85

36.Aftermarket Items: No

Dlechowski
2/10/05
NoonGMAC Please
make w/
acct #488903710173
payoff \$18,165.32
and then 2/24/05
perkins 94

-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**? General Motors

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

Explain: 100%

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: Voluntary repurchase, customer to received back purchase price, all taxes, fees, cost of GMPP, less incentives and usage of \$1,733.85

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/09/2005

42. Authorizer Name: Betsy McGhee & AVM Joe Semock

43. GM Position: Area Vehicle Manager

44. VoiceMail Node: 630092 Mailbox Number: 8198

45. Email Address: Joe.Semock@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.

2004 MALIBU LT SEDAN

41U BLACK

142 GRAY

ORDER NO. GQFGTH/TRE STOCK NO.

VIN 1G1ZU54 83 4F

*****13*28233S

MODEL & FACTORY OPTIONS

1ZU69 MALIBU LT SEDAN

LX9 3.5L V6 ENGINE

MX0 4-SPEED AUTO TRANSMISSION

NE1 50-STATE EMISSIONS

VK3 FRONT LICENSE PLATE BRACKET

/V6G

CHEVROLET MOTOR DIVISION

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 1AD25542753

MSRP

INV AMT

RETAIL - STOCK

22870.00

20926.05

INVOICE 10/03/03

0.00

0.00

SHIPPED 10/03/03

0.00

0.00

EXP I/T 10/12/03

N/C

N/C

INT COM 10/14/03

0.00

0.00

PRC EFF 10/01/03

KEYS G0972 G0972

WFP-S QTR OPT-1

BANK: GMAC - 010

CHG-TO 28-233

SHIP WT: 3202

HP: 32.9

GMS: 20889.95

SUPPLR: 21830.00

MRM: 23495.00

DAN: LTPCA

MEMO 1118.50

TOTAL MODEL & OPTIONS

22870.00 20926.05 ACT 231 20864.95

DESTINATION CHARGE

625.00 625.00 H/B 261 686.10

LAM DEALER CONTRIBUTION

228.70 ADV 261 228.70

LAM GROUP CONTRIBUTION

114.35 EXP 65A 114.35

TOTAL 23495.00 21894.10 PAY 310 21894.10

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 20864.95

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

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

HALLEEN CHEVROLET, INC.

REMIT TO GMAC NO. 010

VIN 1G1ZU54834F

\$ 21894.10 INV 1AD25542753

DUE 10/14/03 DEALER 28-233

RCMPR028

VEHICLE EVENT SELECTION
PROCESSING SOURCE: CHEVROLET

12/11/04

15:38:05

PAGE: 1

VIN: 1G1ZU5483 4F [REDACTED]

SELLG SCE: 13 MDL YR: 04

ORD NO: GQFGTH

VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCTV APPLICATN	13 28352	1533767		12/13/03	SMN	30.00
INCTV APPLICATN	13 28352	1533766		12/09/03	SBH	150.00
INCENTIVE MEMO	13 28352	1533767		12/05/03	SMN	30.00
INCTV PAYMENT	13 28352	1533767		12/05/03	SMN	30.00
INCENTIVE MEMO	13 28352	1533766		12/05/03	SBH	150.00
INCTV PAYMENT	13 28352	1533766		12/05/03	SBH	150.00
INCENTIVE MEMO	13 28352	00024751703		11/07/03	VGE	250.00
INCTV PAYMENT	13 28352	00024751703		11/07/03	VGE	250.00
INCTV APPLICATN	13 28352	00024751703		11/07/03	VGE	250.00
INCENTIVE MEMO	13 28352	00024694513		10/31/03	VBC	750.00
INCTV PAYMENT	13 28352	00024694513		10/31/03	VBC	750.00
INCTV APPLICATN	13 28352	00024694513		10/31/03	VBC	750.00
INCENTIVE MEMO	13 28352	481192		10/30/03	XMC	1,499.86
INCTV PAYMENT	13 28352	481192		10/30/03	XMC	1,499.86
INCTV APPLICATN	13 28352	481192		10/30/03	XMC	1,499.86
INCENTIVE MEMO	13 28352	00024666726		10/28/03	GMS	1,118.50
INCTV PAYMENT	13 28352	00024666726		10/28/03	GMS	1,118.50
INCTV APPLICATN	13 28352	00024666726		10/28/03	GMS	1,118.50
INCENTIVE MEMO	13 28352	00024666726		10/28/03	FFC	22.66
INCTV PAYMENT	13 28352	00024666726		10/28/03	FFC	22.66
INCTV APPLICATN	13 28352	00024666726		10/28/03	FFC	22.66
DELIVERY D.O.E.	13 28352			10/27/03		0.00
DELIVERY TO CUS	13 28352			10/25/03		0.00
DLR TRADE D.O.E	13 28352			10/22/03		0.00
DEALER TRADE (P	13 28352			10/20/03		0.00
SETTLEMENT DATE	13 28233	1AD25542753		10/14/03		21,894.10 CR
EXPIRATION TRAN	13 28233	1AD25542753		10/12/03		0.00
ORIGINAL INVOIC	13 28233	1AD25542753		10/03/03		21,894.10
COV/NVIS DATE	13 28233	1AD25542753		10/03/03		0.00
SHIPMENT DATE	13 28233			10/03/03		0.00
PRODUCTION (BUI	13 28233			10/01/03		0.00
PREFERENCE TO P	13 28233			09/09/03		0.00
GM ORDER ACCEPT	13 28233			09/05/03		0.00
GM ORDER ACCEPT				09/05/03		0.00
GM ORDER ACCEPT				09/05/03		0.00

FEB-8-2005 15:32 FROM:FIRMENT CHEV AVON LA 4409336396

TO:18662492313

P.2



JOE **FIRMENT'S**
 LUPE CHEVROLET, INC.
 New and Used Cars & Trucks
 607 Miller Rd • Avon Lake, OH 44012
 Phone 440-933-6151 Cleve: 440-835-3593

USED TRUCK ☐
 NEW TRUCK ☐
 USED CAR ☐
 NEW CAR ☒

10/25/03 03

Name [REDACTED] Address [REDACTED] Home Phone [REDACTED]
 City N. ULMSTED, OH Zip [REDACTED] Bus Phone [REDACTED] Approximate Del. Date 10/25/2003
 Please Enter My Order for: 2004 CHEVROLET MALIBU 4DR Color BLACK

WORK ORDER Stock No. <u>N4089</u>	CODE#	S/N# <u>1G1ZU54834F114837</u>	CASH PRICE OF VEHICLE	✓ <u>20889.95</u>
<p><i>GM to GM Employee Bonus Cash</i> <i>TRADE CASE VBC TO</i> <i>BE REFUNDED TO CUSTOMER</i> <i>W/ CHECK - NOT USED</i> <i>As Down Payment</i></p> <p><i>GM</i> <i>10-25-03</i></p>				
ODOMETER MILEAGE OF PURCHASED VEHICLE <u>21</u>			GMPP MAJOR GUARD	1460.00
<input checked="" type="checkbox"/> Odometer mileage is accurate			DOCUMENTARY FEE	N/A
<input type="checkbox"/> Odometer mileage is not accurate			SELLING PRICE	22349.95
			8.0000 SALES TAX	✓ 1788.00
			TITLE FILING FEES	✓ 19.75
			TOTAL	24157.70
Use this box when there is a Payoff				
Bank Name	TRADE-IN ALLOWANCE		N/A	
Account#	BALANCE OWED ON TRADE		N/A	
Amount \$ <u>N/A</u>	NET EQUITY		N/A	
Good Till	DEPOSIT		N/A	
Person Contacted (Name)	CASH ON DELIVERY		N/A	
	REBATE		250.00	
Time/Date	TOTAL EQUITY		250.00	
		UNPAID BALANCE		23907.70

IF NECESSARY, DID WE
 RECEIVE CUSTOMER'S
 TITLE ☐
 REG. CERT. ☐

PARTIAL PAYMENT:

N/ACASH ☐CHECK ☐

ALLOWANCE:

N/A

TRADE:

N/ATRADE-IN
ODOMETER MILEAGE☐ Odometer mileage is accurate☐ Odometer mileage is not accurateSalesperson DEIDRICK, GARYAccepted
By [Signature]Customer
Signature [REDACTED]

From:

02/15/2005 16:04 #083 P.003

Fax Server

2/15/2005 2:42

PAGE 002/003

Fax Server

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 15, 2005

Westlake, OH

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, Case Number 1-180023902

Dear Mr. [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZU54834F [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 \$19,963.85. This offer is calculated by using the following figures:

Purchase Price	
Plus tax	\$ 20,889.95
Plus registration/license fees	\$ 1,788.00
Less usage	\$ 19.75
Less incentives	\$ 1,733.85
TOTAL REPURCHASE PRICE	\$ 1,000.00

PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 03/16/05	\$ 19,963.85 ✓
---	-----------------------

TOTAL AMOUNT TO CUSTOMER	\$ 18,184.12 ✓
---------------------------------	-----------------------

TOTAL AMOUNT TO CUSTOMER IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW	\$ 1,779.73 ✓
---	----------------------

General Motors will repurchase VIN 1G1ZU54834F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0878 by 02/17/05. 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)

From:

02/15/2005 16:04 #083 P.004

Fax Server

2/15/2005 2:42

PAGE 003/003

Fax Server

**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. Upon receipt of your signed acceptance, a check will be processed and forwarded to Joe Firment's Lupe Chevrolet. 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. 38622 if you have any questions or concerns.

Sincerely,

Leon Olechowski
Business Resource Center

This letter will be recognized for your signature on the signing.

2-15-05

Revised 8/25/04

ADR REPURCHASE CHECKLIST**Effective date: 08/26/2004**

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☒ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
- ☒ Invoice on original vehicle Socrates (Max Retriever)-old VIN & new VIN if a trade
- ☒ Incentive Acknowledgement Form
- ☒ Signed Bill of Sale on original vehicle
- ☐ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA - Requested will fax
- ☒ Agreement to Arbitrate
- ☒ Repair Orders (KY only)
- ☒ Invoice for any conversion package (if applicable)
- ☒ Receipts for any after-market items (if applicable)
- ☒ BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)
- ☒ Signed customer acceptance of decision for Mandatory Repurchases
- ☒ Financial Institution information including: account #, phone # & Institution name - GMAC
- ☒ Overallowance/Incentives/Negative Equity Form
- ☒ ACV on trade-in documented
- ☒ Copy of the Customer Claim Form (CCF) only on Mandates
- ☒ Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #

Revised 7/21/04

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

Customer: [REDACTED] Request #: 1-180023902

BBB#: CHV0563002

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$20,889.95
MSRP (from BARS Invoice)	\$23,495.00
<i>Note: If GMS price, use in place of MSRP price</i>	
Difference	\$2,605.05
(If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$20,889.95
Incentives not included in Purchase Price (from BARS) minus	\$1000.00
<i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	
Overallowance and/or Negative Equity minus	\$n/a
Actual price of Vehicle that should be presented to BBB for ATA	\$19,889.95



1-180023900
1-30445927

Customer Claim Form

Case Number : CHV0563002

Contact Date : 02/02/05

Start Date :

Have you contacted the mfr regarding your claim.? ☒ YES ☐ NO

Customer Name Address

WESTLAKE, OH

Day Phone :

Fax Number:

Customer Contact Info:

Evening Phone:

E-mail address :

Joe Semoek
630092
8198

Vehicle Information

Name(s) that appear on vehicle title: Christopher Pavone

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business : 0

Make: Chevrolet

Model: Malibu

Model Year: 2004

Current Mileage: 34000

Vehicle Identification Number:

Servicing Dealer/City/State : JOE FIRMENTS LUPE CHEVROLET IN,

Selling Dealer/City/State : JOE FIRMENTS LUPE CHEVROLET IN, AVON LAKE, OH

Insurance Carrier :

Policy Number:

Has vehicle been in an accident/had body damage? Yes ☐ No ☒ Date of accident:

Description of Damage :

Ron Winarski

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

Purchase Date: 10/01/03 Mileage at purchase:

Lease Date:

Mileage at lease:

Purchased As : New

Leased As :

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: GMAC

Leasing Company's Name:

Address:

Address:

City/St/Zip:

City/St/Zip:

Phone: () -

Phone:

Lienholder Acct # :

Leasing Company's Acct #:

Resolution Sought

He does not feel safe in this car and would like GM to take it back. He is willing to buy another GM vehicle.

Signature of Owner(s): _____ Date _____

I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

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

unable to
get keep out
of ignition

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 1-180023902**BBB#:** CHV0563002

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$20,889.95
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$23,495.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$2,605.05

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

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$n/1
Actual Cash Value Statement	\$n/1
Difference (if positive, this is the negative equity)	\$n/1

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$20,889.95
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>	\$1000.00

Overallowance and/or Negative Equity minus	\$n/a
Actual price of Vehicle that should be presented to BBB for ATA	\$19,889.95

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

- 1.Date (mm/dd/yyyy): 02/09/2005
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Westlake, Oh [REDACTED]
 5.Primary Customer Phone #: [REDACTED] Work
 6.Additional Customer Phone #: [REDACTED] Home
 7.Customer fax #: _____
 8. Cust Drivers Licenses # _____
 9. State tax % rate _____

Customer Vehicle Information

- 10.Year/Make/Model: 2004 Chevrolet Malibu
 11.VIN (17 Digits): 1G1ZU54834F [REDACTED]
 12.Current Mileage: 34,677
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Joe Firments-Lupe Chevrolet
 15.Dealership Phone #: 440-933-1651
 16.Dealership Contact Name and **TITLE**: Gary Dietrick - Sales Manager
 17.Dealership Contact Phone # (if different than Dealership #): _____
 18.Dealership Contact Fax # _____
 19.Dealership BAC: 158828 Region: North Central

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? YES22.If this will not be a Trade Repurchase, Please explain Why? Customer did not want**TAC case number is required and if not available, Please explain why not?**23.CAC Case Number: 1-180023902 24.TAC Case Number: N/A25.If no TAC number, Explain: Dealership thought vehicle was repaired**26.Reason for Repurchase (Include specific mechanical failure):** Steering column, replaced four times

27.This case was resolved by: Field Decision working with open case in Tampa ADR

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

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? STRAIGHT REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): Dealership to inspect**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: \$.05/miles @34,677 = \$1,733.85

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: _____

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: 100%

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: Voluntary repurchase, customer to received back purchase price, all taxes, fees, cost of GMPP, less incentives and usage of \$1,733.85

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/09/2005

42.Authorizer Name: Betsy McGhee & AVM Joe Semock

43.GM Position: Area Vehicle Manager

44.VoiceMail Node: 630092 Mailbox Number: 8198

45.Email Address: Joe.Semock@GM.com

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

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

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

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

**EXCAVATING, BUILDING MATERIAL, CONSTRUCTION DRIVERS, RACE TRACK EMPLOYEES, PUBLIC EMPLOYEES,
MANUFACTURING, PROCESSING, ASSEMBLING AND INSTALLER EMPLOYEES
LOCAL UNION No. 436**

Affiliated with The International Brotherhood of Teamsters

6051 CAREY DRIVE • VALLEY VIEW, OHIO 44125 • (216) 328-1833 • FAX (216) 328-1513

PRESIDENT
BUSINESS MANAGER
GARY M. TIBONI

VICE PRESIDENT
BUSINESS REPRESENTATIVE
JACK FORTESQUE

SECRETARY TREASURER
BUSINESS REPRESENTATIVE
JOHN A. BANNO

RECORDING SECRETARY
ANGELO AMATO

TRUSTEE
BUSINESS REPRESENTATIVE
CHRIS PAVONE

TRUSTEE
BUSINESS REPRESENTATIVE
ANTHONY FIOCCO

TRUSTEE
DAVID SMITH

FAX

DATE

2-18-05

NUMBER OF PAGES

FOLLOWING THIS COVER SHEET:

3

**** PLEASE BE ADVISED THAT THE INFORMATION IN THIS
TRANSMISSION IS CONFIDENTIAL IN NATURE. PLEASE
DELIVER TO THE INDIVIDUAL INDICATED BELOW.**

TO: LEON OLECHOWSKI

COMPANY: General Motors Resource Center

FAX # 866 214 0878

FROM: Chris Pavone

COMMENTS: ☐ URGENT ☒ FOR REVIEW ☐ REPLY ASAP

Thanks you!

Chris Pavone



Fax Server

2/15/2005 2:42

PAGE 001/003

Fax Server



GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To: [REDACTED]
Company: [REDACTED]
Phone: [REDACTED]
Fax: [REDACTED]

From: Leon Olechowski
Phone: (800) 231-1841 Ext. 58622
Fax: (866) 214-0878
Date: Tuesday, February 15, 2005 2:36:38 PM
Pages: 03
(including cover)

Comments

Mr. [REDACTED]

Attached is the offer letter for the repurchase of your 2004 Chevrolet Malibu. Please sign the letter in the space indicated, and return both pages to me at 1-866-214-0878. Should you have any questions, please do not hesitate to contact me at 1-800-231-1841, ext. 58622. Thank you.

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.

ATTORNEY 800 631 5590
x 5229 \$767.00+
extended warranty



GENERAL MOTORS BUSINESS RESOURCE CENTER


February 15, 2005




Westlake, OH

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, Case Number 1-180023902

Dear Mr. 

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZU54834F 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 \$19,963.85. This offer is calculated by using the following figures:

Purchase Price	\$ 20,889.95
Plus tax	\$ 1,788.00
Plus registration/license fees	\$ 19.75
Less usage	\$ 1,733.85
Less incentives	\$ 1,000.00
TOTAL REPURCHASE PRICE	\$ 19,963.85
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 03/16/05	\$ 18,184.12
TOTAL AMOUNT TO CUSTOMER	\$ 1,779.73

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

General Motors will repurchase VIN 1G1ZU54834F114837 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0878 by 02/17/05. 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)

Fax Server

2/15/2005 2:42

PAGE 003/003

Fax Server

**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. Upon receipt of your signed acceptance, a check will be processed and forwarded to Joe Firment's Lupe Chevrolet. 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. 58622 if you have any questions or concerns.

Sincerely,

Leon Olechowski
Business Resource Center

This letter will be required for you to bring to the signing.



2-15-05

Privileged and Confidential Information

CASE ASSESSMENT BY : MARCELLAS LYLES CARS Request No: 1-180023918

Customer Name: [REDACTED]

Year of Vehicle: 2004 Make: Chevy Model: Malibu Current Mileage: 649
Vehicle ID No.: 1G1ZU548X4F [REDACTED] In Service Date: 12/30/03 Purchased: New
If used: (date/miles)

What is customer seeking: replacement What is customer eligible for: non lemon replacement

VEHICLE REPAIR HISTORY

CUSTOMER S PRIMARY SYMPTOM/CONCERN: Power steering failed

Date:	Mileage:	Days Out:	Description of Repair:
1/16/04	649	10	steering column replaced

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:
-------	----------	-----------	------------------------

Total Days Out of Service: 10

VEHICLE MEETS PRESUMPTION: YES: xxx NO:

Arbitrate case: Settle case: ☐ xxx

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

CRM recommends settling req. Cust is seeking a replacement Veh. For failure of power steering. Crm recommends offering Cust a voluntary replacement to restore the faith in GM and their products. The Cust accepted the offer and was satisfied.

AVM and/or DEALER RECOMMENDATION:

Bruce Bicknell agrees w /Crm s recommendation and waived usage and sales tax

Team Manager Approval:

Date:

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)
Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
Phone (800) 231-1841 x 58656

Trade Repurchase Agreement between Chevrolet and its dealer partner Graff Chevrolet.

Customer's Name: [REDACTED]
Case Number: SR1-180023918

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$4,041.25 to Manuel Lopez and Graff Chevrolet if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of \$19,996.94 made payable to Bank One and will be sent directly to lien holder] after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recquired Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1ZU64854F [REDACTED]
New Vehicle Sales Price:	\$24,754.90
Used Vehicle Trade Value:	\$22,529.90
Trade Difference:	\$ 2,225.00
Taxes:	\$ 1,485.29
Reg, Lic & Title Fees:	\$ 23.00
Cash on Delivery (provided by General Motors)	\$1,508.29
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 3/15/04:	\$19,996.94
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Graff Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number (866) 213-4649.

[Dealership Name BAC] Management Agent's Signature and Title.

[Dealership Name BAC] Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Jodi L. Masters

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

PLEASE RETURN FOLLOWING:

-SIGNED DEALER CONFIRMATION

**-DEALER ONLY SIGNED BILL OF SALE
BASED OFF OF FIGURES LISTED ON
DEALER CONFIRMATION**

**-PLEASE SEND COPY OF THE ORIGINAL
BILL OF SALE**

**AND ALSO THE FOLLOWING IF IN
DEALER POSSESSION**

-COPY OF CURRENT REGISTRATION

-COPY OF TITLE

BRC REPURCHASE WORKSHEET

File Number
SR1-180023918

Customer Name

Worksheet filled out by:
JODI MASTERS

Old Vehicle VIN:
1G1ZU548X4F

New Vehicle VIN:
1G1ZU64854F

Date:
2/18/04

DEALER'S SAMPLE PURCHASE ORDER

				MOCK BILL OF SALE	
Acct.	Vehicle Costs	24,754.90	G	Purchase Price (New Unit)	24,754.90
Adjustment to line 1	0.00	M			
Conversion Cost	0.00			State Sales Tax	1,485.29
Tax	1,485.29	R			
Luxury Tax	0.00	E		Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	23.00	S			
Miscellaneous	0.00	P		Reg./Lic./Title Fees (opt)	23.00
Other	0.00	O			
State Fees	0.00	N		Additional Aftermarket Items	0.00
		S			
Cost to transfer Aftermarket Items	0.00	I		State Fees	0.00
Service Contracts/GMPP	0.00	B			
Attorney's Fees	0.00	I		Miscellaneous	0.00
Transportation Fees	0.00	T			
		Y		Other	0.00
Total Replacement Price	26,263.19				
CUSTOMER'S		R		Less Dealer Contribution	0.00
Tax	0.00	E			
Luxury Tax	0.00	S		Subtotal	26,263.19
Reg./Lic./Title Fees (opt)	0.00	P			
Additional Aftermarket Items	0.00	O		Trade In	22,529.90
		N			
Usage/Depreciation	0.00	S		Payoff	19,996.94
Damage	0.00	I			
Upgrade	2,225.00	B		Net Allowance	2,532.96
Downgrade (deducted)	0.00	I			
Reimbursement of Aftermarkets	0.00	T		Cash on Delivery (Paid by GM)	1,508.29
Other	0.00	Y			
Dealer Contribution (deducted)	0.00			Total Balance Due	22,221.94
Total Customer Cost	2,225.00				
				Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	24,038.19				
Total Payoff Amount	19,996.94			GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy)	03/15/04				
Dealer Due to GM	NA				
GM Due to Dealer	4,041.25				

Estimated Auction Price	20,976.64			**This is a "work in process" until signed
Projected (Loss)	(3,061.55)			by a GM Authorized Representative**
				Rev 1/6/04

**CUSTOMER PLEASE RETURN
FOLLOWING:**

-SIGNED SETTLEMENT OFFER

-COPY OF CURRENT REGISTRATION

**-COPY OF TITLE (HAVE LIENHOLDER FAX
TO GM IF NECESSARY)**

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 18, 2004

[REDACTED]
Saginaw, MI [REDACTED]

SETTLEMENT OFFER

Subject: Repurchase of 1G1ZU548X4F [REDACTED] SR1-180023918

Dear Mr. [REDACTED]

We regret that you are dissatisfied with your 1G1ZU548X4F [REDACTED], 2004 Chevy Malibu and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 1G1ZU64854F [REDACTED], 2004 Chevrolet Malibu. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. Your offer is calculated by using the following figures:

Payoff of original Vehicle good until 3/15/04	\$19,996.94
Plus Usage	\$ 00.00
Plus Taxes	\$ 00.00
Plus registration, tag, title fees	\$ 00.00
Plus damage	\$ 00.00
Plus upgrade	<u>\$ 2,225.00</u>

TOTAL RESPONSIBILITY OF CUSTOMER \$22,221.94

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN 1G1ZU548X4F [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) 213-4649 by 02/20/04. The conditions of the trade-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)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter



GMC

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Graff Chevrolet**. Allow up to 7 business days for check processing. This office will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 58656 if you have any questions or concerns.

Sincerely,

Jodi L. Masters
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

JAN 27 2004 12:55 FR BUSINESS RES CNTR #1

8136354051 TO 919896844258

P.01/01

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

28 Jan. 04)

2nd Rec 1st LEO submitted on 22nd JAN.

Nick Vlassis
GRAFF CHEVROLET, INC.
3636 E WILDER RD
BAY CITY, MI 48706-2126
(989) 684-4411

Re: [REDACTED]
Siebel Request: (1-180023918)
(2004 Chevy Malibu)
VIN#1G1ZU548X4F [REDACTED]

Dear: Mr. Vlassis

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

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

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

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

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

Sincerely,

Mr. Marcellas Lykes, JR.)
BRC Customer Relationship Manager
Ph# 800-231-1841 prompts 9, prompt 5, extension {58044}
FAX# 866-233-7028}

General Motors Corp. - CARS - Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive. Auburn Hills, MI 48326

This is an agreement between you and the dealer concerning your purchase of a motor vehicle from the dealer on credit. The dealer will assign this agreement to the bank. Some of the terms of this agreement are stated below. Additional terms of this agreement appear on the other side.



Amount Financed	FINANCE CHARGE	ANNUAL PERCENTAGE RATE	Total of Payments	Total Sale Price
\$ 20209.71 This is the amount of credit you will be provided.	\$ 2011.29 This is the dollar amount the credit will cost you.	3.79% This is what the credit will cost as a yearly rate.	\$ 22251.00 This is the total amount you will pay if you make all payments as scheduled.	\$ 28051.00 This is the total cost of your credit purchase, including your down payment of \$ 6600.00

Payment Schedule: Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
60	370.85	02/14/04

☒ **Late Charge:** If a scheduled payment is more than 10 days late, you will be charged a late charge equal to 5% of the amount of that payment or \$15.00, whichever is greater.

Prepayment: You may prepay this credit in full or in part without penalty.

Security: We will have a security interest in the motor vehicle purchased under this agreement.

We will also have the right to set off any funds you may have on deposit with us or other money we may owe you.

Insurance: Credit life, credit disability and debt cancellation insurance are not required. You may want: [REDACTED] (filling next to the type of insurance you want).

Credit life insurance:	A term of 60 months will cost \$ 538.47	X	X
Credit disability insurance:	A term of N/A months will cost \$ N/A	X	X
Debt cancellation insurance (GAP):	A term of N/A months will cost \$ N/A	X	X
Property insurance:	You may obtain the insurance required by this contract from anyone who is reasonably acceptable to us. If we provide it, A term of N/A months will cost \$ N/A		

More information: Additional information about nonpayment, default, our right to require repayment in full before the scheduled date, security interests and other terms is on the other side of this contract. An "e" indicates an estimate.

Itemization of Amount Financed

Cash Price (includes sales tax if applicable) \$ 24248.24 (1)

Down Payment

Cash down payment \$ 2100.00

Trade-in \$ 4500.00

Year 1996 Model SAVANA

Make GMC Serial No. 1GDFG15R4T

Total Down Payment \$ 6600.00 (2)

Credit Sale Balance (1-2) \$ 17648.24 (3)

Other Charges

	In Cash	Financed
*Premiums to be paid to insurance companies:	\$ N/A	\$ 538.47

Fees to be paid to public officials:

Filing Fees \$ N/A \$ N/A

Certificate of Title Fees \$ N/A \$ 15.00

License/Registration Fees \$ N/A \$ 8.00

*Other amounts:

Paid to GMPPHJGD
for SERVICE CONTRACT N/A \$ 2000.00

Paid to
for GAP INS \$ N/A \$ N/A

Total Other Charges \$ N/A \$ 2561.47 (4)

Amount Financed (3 + 4) \$ 20209.71

*We may be retaining a portion of these amounts.

Buyer's Agreement

DATE

You agree to purchase the motor vehicle described below from the dealer for the price and according to the terms stated in this contract.

Year	Make	Model and Body Style
2004	CHEVROLET	MAZBU 4 DR

Serial Number: 1G1ZU548X4F

Equipment:

- ☐ Radio ☐ Auto Trans. ☐ Power Steer. ☐ Air Conditioner
☐ Tinted Glass ☐ Manual Trans. ☐ Power Brakes ☐ Power Window
☐ Other: _____

Color: WHITE

You promise to pay us the AMOUNT FINANCED and a finance charge on the unpaid principal balance of the amount financed from time to time at an INTEREST RATE of 3.79% per year. You also agree to pay us all other amounts which may become due under this agreement. If more than one person signs below, you are jointly and severally liable under this agreement.

☐ If we purchase property insurance on the motor vehicle because you fail to obtain or maintain insurance on the vehicle, the amount advanced may be added to the unpaid principal balance under the terms described in this agreement.

You agree to all of the terms above and to all of the terms which appear on the other side of this contract.

Warning: The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others unless so indicated hereon.

Notice to buyer: Do not sign this contract in blank. You are entitled to 1 true copy of the contract you sign without charge. Keep it to protect your legal rights.

Signature: X

Name: _____

Address: _____

SAGINAW, MI

Signature: X

Name: _____

Address: _____

(if not same) _____

Dealer's Acceptance — The dealer accepts this agreement. The dealer assigns this agreement to the bank and agrees to the terms of assignment on the back of this agreement.

Dealer's Signature: _____

Dealer's Name: GRAFF CHEVROLET, INC.

Dealer's Address: 3636 E. WILDER ROAD

RAY CITY, MI

48/06

Notice of Assignment:

The seller has assigned this agreement to the bank. You must make all future payments to the bank. The dealer is making the disclosures in this agreement.

BANK ONE, NA
111 E. Wisconsin Avenue
Milwaukee, WI 53202

STATEMENT OF VEHICLE SALE

DEAL # 170208
 Purchase Date 12/30/2003 Invoice/Stock No. 7777898
 Delivery Date 12/30/2003 Invoice/Stock No. 20-245209

Dealer GRAFF CHEVROLET INC.

Address 3636 E. Wilder Rd.

City BAY CITY

County BAY State MICHIGAN Zip Code 48706

Dealer License A 000615 Sales Tax License [REDACTED] Phone Number [REDACTED]

Vehicle Sold New ☒ Used ☐ Demo ☐ Trade-In Yes ☒ No ☐
 Trade-In Year 1996 Make GMC Vehicle No. 1GDFG15R4T1 [REDACTED]

TEMPORARY VEHICLE REGISTRATION USED TO TRANSFER PLATES		
Plate Number	Make	Model
Vehicle No.	Purchase Price	Registration Date

VEHICLE USE AND HISTORY DISCLOSURE:

- ☐ POLICE VEHICLE ☐ VEHICLE HAS BEEN FLOOD-DAMAGED
☐ GOVERNMENT VEHICLE ☐ A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED
☐ TAXI ☐

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and / or mileage statement.

100 NO TENTHS

☒ actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer

Factory Installed Accessories ☒ Factory List Affixed to Vehicle

Dealer Installed Accessories
When Optional to Purchaser

22852.70

REMARKS:

CUSTOMER NO.

Unless a separate written document showing the terms of any Dealer Warranty or Service Contract is furnished by the Dealer to the Purchaser, any Warranties on this product are those made by the Manufacturer. The Seller, GRAFF CHEVROLET, Inc. hereby expressly disclaims all Warranties, either express or implied, including any implied Warranty of merchantability or fitness for a particular purpose, and GRAFF CHEVROLET, Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

"I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM."

CERTIFY THAT THE
ESTS NAMED ABOVE."

AGENT

Title

Expires on
 Month Day Year
 12 31 2004
 Months ☐ NEW PLATE
☐ RENEWAL
☐ TRANSFER

Year	Make	Body Style	Code	County
2004	CHEVROLET	4 DR		73
Vehicle No.	Fee Category/Weight	License Fee		
1G1ZU548X4F [REDACTED]	22	N/A		
Driver License No./IDs of All Owners/Lessees			Title	
1L 120 581 057 093 ⁽³⁾			115.00	
2) County of Residence			Title Late Fee	
SAGINAW			N/A	
Complete Names and Addresses of All Owners or Lessors			Tax	
[REDACTED]			1675.54	
SAGINAW, MI [REDACTED]			Reg. Transfer Fee	
Complete Names and Ad [REDACTED] All Lessees			Total-Transfer to #4	
			1895.54	
			Full Rights to Survivor	
			Yes <input type="checkbox"/> No <input type="checkbox"/>	

Insurance Company STATE FARM INS Policy No. or Binder No. [REDACTED]

First Secured Interest BANK ONE NA Filing Date 30 DEC 2003

Address PO BOX 11606 City-State Zip LEXINGTON KY 405761606

Second Secured Interest Filing Date

Address City-State Zip

1. PURCHASE PRICE OF VEHICLE (Including Freight & Accessories)	22875.70
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)	N/A
3. TOTAL TAXABLE PRICE	22875.70
4. (Above total) SALES TAX - LICENSE - TITLE	1295.54
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)	2000.00
6. TOTAL DELIVERED PRICE	26271.24
7. CASH ON DEPOSIT	2100.00
8. CASH DUE ON DELIVERY	N/A
9. TRADE-IN \$ 4500.00	4500.00
10. LESS LIEN \$ N/A	
11. TOTAL DOWN PAYMENT	6600.00
12. UNPAID BALANCE TO BE FINANCED	19671.24
13. INSURANCE CHARGE*	538.47
14. TOTAL AMOUNT OF FINANCE CONTRACT	22251.00

* TYPE OF INSURANCE

WARNING: This Insurance is not PL/PD No Fault Insurance required by Michigan law.

- ☒ CREDIT LIFE 538.47 ☐ HEALTH & ACCIDENT
☐ GAP INSURANCE ☐

Temporary Registration No. Temporary Fee Charged Yes ☐ No ☐
 Salesperson HURLEY, JOSHUA

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle and am applying for a Michigan certificate of title and registration or, if the lessee applying for a registration, I certify my driver license is not suspended, phase or register this vehicle. I further certify that if a tax exemption is shown above it is valid.

12 30 2003
 Date X
 Date X
 Date X
 Purchaser's/Lessor's Signature(s)

Date X
 Date X
 Date X
 Date X
 Lessor's Signature(s)

PURCHASER NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT THE BUREAU OF AUTOMOTIVE REGULATION AT 1-800-292-4204


GRAFF CHEVROLET, INC.
 BAY CITY, MI 48706
WORKSHEET

 3636 E. WILDER ROAD
 (989) 684-4411
 FAX (989) 686-3231

245 209

OWNER'S NAME		DATE		19 DEC 20 03	
CO-OWNER		PHONE			
ADDRESS		CITY		STATE	
		SAGINAW		MT	
ENTER MY ORDER FOR		YR.		MILES	
		2003		WHITE/SILV	
MAKE		MODEL		COLOR	
CHEV		MONTE CARLO			
SERIAL NO.		STOCK NO.		20-233887	
2 G 1 W X 1 2 K 3 3 9					
TRADE STK#		ACV		ENG.	
		4 6 8		CURRENT MARKET VALUE	
				24,979.90	
YEAR		MAKE		SALES ACCESSORIES	
1996		GMC		0.00	
MODEL		BODY		VIN.	
SAVA		VN		1GDFG15R4T1	
		PL.		CD	
		PW.		4X4	
		CASS.		DOC. FEE	
				0.00	
MILES		COLOR		RUST PROOF	
95551				0.00	
DR. LIC#		TITLE		SERV. CONTRACT	
		REG.		0.00	
		Leather TV		TOTAL	
		Power Sofa		24,979.90	
INS. CO.		TRADE ALLOWANCES		0.00	
		High Top			
POLICY #		EXPIRES		CASH CASH DIFFERENCE	
COMPREHENSIVE		DEDUCTIBLE		SALES TAX ON SELLING PRICE	
				1498.79	
COLLISION				DEALER MARK-UP	
				0.00	
AGENT		New License or Transfer		Title Fee	
		8.00		15.00	
ADDRESS		TOTAL CASH DIFFERENCE PRICE		26,501.69	
AGENT PHONE		BALANCE OWED ON TRADE		0.00	
PAYOFF TO		BALANCE		26,501.69	
ADDRESS					
ACCT. #		BY		DEALER DISCOUNT	
				0.00	
AMOUNT		GOOD UNTIL			
0.00					
LEIN TO		GMS		REBATE	
				6,000.00	
OK'D BY		LIPP#		OPT #	
				0.00	
C/L		MONTHLY		RECIEPT #	
				PARTIAL PAYMT.	
A.H.		SEMI		0.00	
APR		WEEKLY		CASH ON DELIVERY	
				0.00	
T.O.		OK/CALLIN		BALANCE DUE	
				20501.69	
OK TO TYPE					
COMMENTS		DEAL#		170208	

ALL SALES SUBJECT TO \$160.00 DOCUMENTARY FEE

 HURLEY, JOSHUA
 SALESPERSON

Accepted By

THIS IS NOT AN ORDER UNTIL ACCEPTED BY AN OFFICER OF THE COMPANY



GRAFF CHEVROLET, INC.

3636 E. WILDER RD.
BAY CITY, MI 48706
PHONE (989) 684-4411
www.hankgraff.com

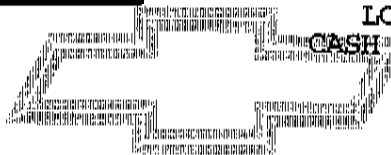
AMOUNT	PAID BY	COMMENT
100.00	CASH	LOCATE MONTE CARLO JOSH H

41929

[REDACTED]
SAGINAW MI [REDACTED]
[REDACTED]

TOTAL RECEIVED: \$100.00

DATE-TIME: 19DEC2003 14:44
CASHIER: KF
LOCATION: 20
CASH DRAWER:



GENUINE CHEVROLET

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
20	50	20	[REDACTED]	100.00		
		20		-100.00	7777898	

**CASH
RECEIPT**
DEAL COPY

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

CUSTOMER NAME:

VIN: 1G12US486A000000000

(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
	\$ 1000.-	CNC
	\$ 1000.-	GM-D
	\$	
	\$	
	\$	
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 / / . I acknowledge receipt of incentive(s) as described in Item # and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: _____ Date: ____/____/____

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # 30 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: John H. [Signature] Date: 1/1
Dealership Name: _____ Dealer Code: _____

* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File.
Copy #1 - Dealer Copy Copy #2 - Customer

12 30 2003

99GMACK/GM-3795 (9/99)

**General Motors
Vehicle Purchase Program
Customer - Dealer Agreement and Pricing Sheet**



Purchaser Name: [REDACTED]

Address:

WASHINGTON

City: SAGINAW

State: MI ZIP [REDACTED]

Relationship to Eligible Participant: Sibling

Eligible Participant (If Different): MARCUS T LOPEZ

Approval Number: 511281442

Approval Date: 12/30/2003

Dealer Name: GRAFF CHEVROLET, INC.

BAC Code:

Division: Chevrolet

Dealer Code: 4416413

Vehicle Identification Number (VIN):

1G12U548X4F [REDACTED]

Down Payment Code: GMD-

211736904

(1) Amount listed on invoice below caption "GMS Price" or "PAY 310" (the "GMU" Price)

\$ 22,875.70

Copy of invoice must be shown to customer for verification.

(2) I have confirmed the price "GMS" or "GMU" shown on line (1) above is correct

(3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price.

(4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price

Custo

Custo

Customer Initials

Customer Agreement and Verification of Delivery

1. By signing this form, the Purchaser acknowledges the following:

- A. Receipt of the vehicle designated above and a copy of this form
- B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program ("GMS" or "GMU")
- C. The Purchaser agrees that he/she will not violate any Program provision
- D. Penalties for violation of Program provisions may include one or more of the following:
 - i. Termination of Program privileges
 - ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
 - iii. Disciplinary action up to and including termination of employment (employee) ⁽¹⁾

E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The Federal Arbitration Act ("FAA") (9 U.S.C. § 2 et seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration. For matters not covered by the FAA, the laws of the State in which I reside shall govern.

Customer Signature: [REDACTED]

Date: _____

Dealer Agreement

1. By signing this form, the dealer agrees to the following:

- A. Assume General Motors's obligation for delivery of the vehicle
- B. Collect from the purchaser the amount specified in the Purchase Contract
- C. Comply with the Rules and Guidelines of The Program
- D. Review the Factory Invoice with the customer
- E. Complete this form and provide a copy of it to the purchaser under any Program ("GMS" or "GMU") and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
- F. Maintain the original copy of this form in the deal jacket

2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.

3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:

- A. Comply with the terms and conditions contained in The Program Rules and Guidelines
- B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
 - i. Declared ineligible to participate further in the Program
 - ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature: [REDACTED]

Date: _____

⁽¹⁾ GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

PROTECTIVE LIFE INSURANCE COMPANY

(Herein called The Company)

HOME OFFICE: Birmingham, Alabama

GENERAL OFFICE: P.O. Box 4489, Woodland Hills, California 91365-4489 (818) 610-2100

SCHEDULE

Producer No. [REDACTED]		Initial Amount Financed	
Name of Debtor and Address [REDACTED] SAGINAW MI [REDACTED]		Soc. Security No. [REDACTED]	Age [REDACTED] Sex M
Name of Co-Debtor		Soc. Security No.	Age Sex
Effective Date 12/30/93	Term of Loan (months) 60	Monthly Payment 370.85	Indebtedness Insured [] Gross [] Net
First Payment Date 02/14/04		Interest (A.P.R.) 3.79%	

Notice: (1) You are applying for only those coverages which show a premium amount in the premium boxes below. (2) You may apply for TOTAL & PERMANENT DISABILITY COVERAGE only if you are not applying for TOTAL DISABILITY COVERAGE.

LIFE COVERAGE with or without optional TOTAL & PERMANENT DISABILITY COVERAGE

[] Single [] Joint	Term (Months)	Expiration Date	Initial Amount of Insurance	Premium
Decreasing Term Life	(maximum term - 84 mo)	01/14/09	[maximum = \$ 75,000] \$ 22261.00	\$ 538.47
Level Term Life	(maximum term - 60 mo)		[maximum = \$ 25,000] \$	\$ N/A
Total & Permanent Disability	[] Decreasing [] Level		\$	\$ N/A

TOTAL DISABILITY COVERAGE

Coverage Type [] Single [] Joint	Term (Months)	Expiration Date	Monthly Benefit	Premium
Waiting Period Retroactive Elimination	(maximum term - 84 mo)		[maximum = \$ 750/mo] \$ 370.85	\$ N/A
[] 14 Retro(Whole) [] 14 Elim [] 14 Retro [] 30 Retro [] 30 Elim				Total Premium \$ 538.47

PLMISCH (01 00)

CANCELLATION INFORMATION

Reason for Cancellation	Date of Cancellation	Life Refund	Disability Refund
<input type="checkbox"/> Loan Paid Off <input type="checkbox"/> Flat Cancel <input type="checkbox"/> Claim <input type="checkbox"/> Repossession <input type="checkbox"/> Customer Request***	____/____/____ (month) (day) (year) Refund factor _____ % (if applicable)	Please separate \$ amounts if more than one life coverage is purchased \$ _____ (1) \$ _____ (2)	\$ _____

*** THE CUSTOMER REQUEST FOR CANCELLATION MUST BE MADE IN WRITING. KEEP A COPY OF THIS REQUEST IN THE CUSTOMER'S PERMANENT FILE.

FIGURE ELAPSED TIME HERE			
Date of Cancellation	YEAR	MONTH	DAY
Effective Date of Coverage	_____	_____	_____
TIME ELAPSED	_____	_____	_____

BARS Document Display

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2004 MALIBU LT SEDAN
40U WHITE
522 NEUTRAL

/V6G

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD30773542

ORDER NO. GTJTSN/TRE STOCK NO.

VIN 1G1ZU54 8X 4F

*****13*44145S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU69 MALIBU LT SEDAN	22870.00	20926.05	INVOICE 12/12/03
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 12/12/03
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 12/23/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	TNT COM 12/23/03
UC6 AM/FM 6 DISC CD PLAYER (REPLACES STD/OPT RADIO)	300.00	270.00	PRC EFF 12/12/03 KEYS G2773 G2773
UE1 ONSTAR SYSTEM INCLUDES 1 YR SAFE & SOUND	695.00	625.50	WFP-S QTR OPT-1 BANK: GMAC - 045
U2K XM SATELLITE RADIO-100 CHANNEL COAST TO COAST DIGITAL SOUND (SUBSCRIPTION CHARGES EXTRA)	325.00	292.50	CHG-TO 44-145
1SB MALIBU PREFERRED EQUIP GRP 1SB	905.00	814.50	SHIP WT: 3234
* AUTO-DIMMING INSIDE MIRROR			HP: 32.9
* HOMELINK TRANSMITTER			GMS: 22875.70
* POWER SUNROOF			SUPPLR: 23905.11
			MRM: 25720.00
			DAN: 25720
			MEMO 1179.75

TOTAL MODEL & OPTIONS	25095.00	22928.55	ACT 231	22800.70
DESTINATION CHARGE	625.00	625.00	H/B 261	752.85
LAM DEALER CONTRIBUTION		250.95	ADV 261	250.95
LAM GROUP CONTRIBUTION		125.48	EXP 65A	125.48

TOTAL	25720.00	23929.98	PAY 310	23929.98
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MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 22834.08

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.

MARTY FELDMAN CHEVROLET, INC.

REMIT TO GMAC NO. 045
VIN 1G1ZU548X4F

Over Allowance / Incentives / Negative Equity Form
INTERNAL WORK PRODUCT – PRIVILEGED AND CONFIDENTIAL INFORMATION

Customer: XXXXXXXXXX Request # 1-180023918

Straight _____ Trade XXX _____ Lease _____

This form is to be used TO IDENTIFY possible over allowance on vehicle purchase sales contracts and to determine incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of the vehicle and identify any over allowance and/or incentive PRIOR to making an offer or a voluntary repurchase on any legal case.

USE THE CHARTS BELOW TO HELP DETERMINE OVER ALLOWANCE AND INCENTIVES

Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)	minus	\$ 22,875.70
MSRP (From BARS Invoice)	minus	\$ 25,720.00
DIFFERENCE (If positive, look for Over Allowance on vehicle)		\$-2,844.30
Trade Allowance from Dealer Bill of Sale		\$ 4500.00
ACV of Trade from Dealer's ACV Form	minus	\$ 4500.00
DIFFERENCE (If positive, this is Over Allowance on vehicle)		\$ 0.00
<p align="center">If Over allowance and/or Incentives (not included in Purchase Price) are found VERIFY before presenting to TM</p>		
Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)		\$ 22,875.70
Incentives NOT INCLUDED in Purchase Price (from BARS)	minus	\$ 2,000.00
(DO NOT INCLUDE FUEL-FILL CREDIT) INCLUDE GM CARD CREDITS-credited back to customer card		
Over Allowance (difference between Trade Allowance & ACV of trade) minus		\$ 0.00
ACTUAL PRICE OF VEHICLE that should be presented as Repurchase		\$ 20,875.70

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GRAFF OFFICE

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

CUSTOMER NAME: [REDACTED]
VIN: 1G1Z0546X7F [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
	\$ 1000.-	CNE
	\$ 1000.-	GMD
	\$	
	\$	
	\$	
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 11/1/11. 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: ____/____/____

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # 12 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. *11/21/2003*

Authorized Dealer Signature: [Signature] Date: / /
Dealership Name: _____ Dealer Code: _____

* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File
Copy #1 - Dealer Copy Copy #2 - Customer

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GRAFF OFFICE

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DEPARTMENT OF STATE

APPLICATION FOR MICHIGAN TITLE & REGISTRATION

STATEMENT OF VEHICLE SALE

DEAL # 170208
Purchase Date 12/30/2003 7777898

Delivery Date 12/30/2003 Invoice/Stock No. 20-245209

Dealer GRAFF CHEVROLET INC.

Address 3636 E. Wilder Rd.

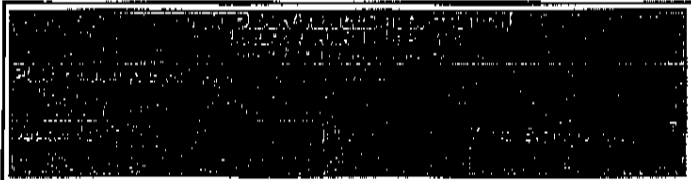
City BAY CITY

County BAY State MICHIGAN Zip Code 48706

Dealer License Sales Tax License Phone Number

Vehicle Sold New ☒ Used ☐ Demo ☐ Trade-In Yes ☒ No ☐

Trade-In Year 1996 Make GMC Vehicle No. 1GDFG15R4T1



VEHICLE USE AND HISTORY DISCLOSURE:

- ☐ POLICE VEHICLE ☐ VEHICLE HAS BEEN FLOOD-DAMAGED
☐ GOVERNMENT VEHICLE ☐ A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED
☐ TAXI ☐

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

100
NO TENTHS

☒ actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer

Factory Installed Accessories ☒ Factory List Affixed to VehicleDealer Installed Accessories
When Optional to Purchaser

22852.70

REMARKS:

CUSTOMER NO.

Unless a separate written document showing the terms of any Dealer Warranty or Service Contract is furnished by the Dealer to the Purchaser, any Warranties on this product are those made by the Manufacturer. The Seller, GRAFF CHEVROLET, Inc. hereby expressly disclaims all Warranties, either express or implied, including any implied Warranty of merchantability or fitness for a particular purpose, and GRAFF CHEVROLET, Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM.
I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE."

Dealer's Signature

AGENT
Title

Expires on			Month	Day	Year	Months	<input type="checkbox"/> NEW PLATE <input type="checkbox"/> RENEWAL <input type="checkbox"/> TRANSFER	
Year	Make	Body Style	Code	County				
2004	CHEVROLET	4 DR	1	73				
Vehicle No.		Fee Category/Weight	License Fee					
1G1ZU549X1E		22	1					N/A
Driver License No./PIDs of All Owners/Lessees							Title	
							115.00	
County of Residence							Title Late Fee	
Saginaw							1	
Complete Names and Addresses of All Owners or Lessors							Tax	
							1675.54	
Saginaw, MI							Reg. Transfer Fee	
							10.00	
Complete Names and Addresses of All Lessees							Total Transfer Fee	
							1895.54	
Insurance Company							Full Rights to Survivor	
STATE FARM INS.							Yes <input type="checkbox"/> No <input type="checkbox"/>	
Policy No. or Binder No.								
First Secured Interest							Filing Date	
BANK ONE NA							30 DEC 2003	
Address								
PO BOX 11606								
City-State Zip								
LEXINGTON KY 405761606								
Second Secured Interest							Filing Date	
Address								
City-State Zip								

1. PURCHASE PRICE OF VEHICLE (including Freight & Accessories)	22075.70
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)	N/A
3. TOTAL TAXABLE PRICE	22075.70
4. (Above total) SALES TAX - LICENSE - TITLE	1295.54
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)	2000.00
6. TOTAL DELIVERED PRICE	26271.24
7. CASH ON DEPOSIT	2100.00
8. CASH DUE ON DELIVERY	N/A
9. TRADE-IN	\$ 4500.00
10. LESS LIEN	\$ N/A
11. TOTAL DOWN PAYMENT	6600.00
12. UNPAID BALANCE TO BE FINANCED	19671.24
13. INSURANCE CHARGE*	538.47
14. TOTAL AMOUNT OF FINANCE CONTRACT	22251.00

* TYPE OF INSURANCE

WARNING: This insurance is not PUPD No Fault Insurance required by Michigan law.

- ☒ CREDIT LIFE 538.47 ☐ HEALTH & ACCIDENT
☐ GAP INSURANCE ☐

Temporary Registration No. Temporary Fee Charged Yes ☐ No ☐
 Salesperson MURLEY, JOSHUA

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle and am applying for a Michigan title and registration or, if the lessee applying for a registration, I certify my driver license is not suspended, I warrant the title to the vehicle and certify that the vehicle is subject only to the security interests named above. I further certify that if a tax exemption is shown above it is valid.

12 30 2003
Date
X
Date
X
Date
X

Date
X
Date
X
Date
X

PURCHASER NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT THE BUREAU OF AUTOMOTIVE REGULATION AT 1-800-365-4354

Authority derived by P.A. 300 of 1949, as amended.

THIS FORM MUST BE TYPED ONLY

RD-106 (09/98)

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GRAFF OFFICE

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GRAFF CHEVROLET, INC.
BAY CITY, MI 48708
WORKSHEET

 3636 E. WILDER ROAD
 (989) 684-4411
 FAX (989) 686-3231

245 209

OWNER'S NAME		DATE 19 DEC 20 03	
CO-OWNER		PHONE	
ADDRESS		CITY SAGINAW	STATE MT
ENTER MY ORDER FOR		YR. 2003	MAKE CHEV
		MODEL MONTE CARLO	COLOR WHITE/SILV
SERIAL NO.	2 G 1 W X 1 2 K 3 3 9	STOCK NO. 20-233887	
TRADE STK#	ACV	ENG. 4 6 8	CURRENT MARKET VALUE 24,979.90
YEAR 1996	MAKE GMC	AT	SALES ACCESSORIES 0.00
MODEL SAVA	BODY VN	FL	
VIN. 1GDFG15R4T1021527		CD	
MILES 48551	COLOR	4X4	
DR. LIC#			RUST PROOF 0.00
DOB	TITLE	REG. Leather TV	SERV. CONTRACT 0.00
INS. CO.		Power Soft	TOTAL 24,979.90
POLICY #	EXPIRES	High Top	TRADE ALLOWANCES 0.00
COMPREHENSIVE	DEDUCTIBLE		CASH/CAT DIFFERENCE
COLLISION			SALES TAX ON SELLING PRICE 1498.79
AGENT			DEALER MARK-UP 0.00
ADDRESS			SALES TAX 8.00 Title Fee 15.00 23.00
AGENT PHONE			TOTAL CASH DIFFERENCE PRICE 26,501.59
PAYOFF TO			BALANCE OWED ON TRADE 0.00
ADDRESS			BALANCE 26,501.59
ACCT. #			DEALER DISCOUNT 0.00
AMOUNT 0.00	GOOD UNTIL		
LEIN TO	GMS		
OK'D BY	LIPP#		REBATE 6,000.00
C/L	MONTHLY		OPT # 0.00
A.H.	SEMI		RECEIPT # PARTIAL PAYMT. 0.00
APR	WEEKLY		RECEIPT # CASH ON DELIVERY 0.00
T.O.	OK/CALLIN		BALANCE DUE 20501.59
OK TO TYPE			
COMMENTS DEAL# 170208			

ALL SALES SUBJECT TO \$160.00 DOCUMENTARY FEE

 HURLEY, JOSHUA
 SALESPERSON

Accepted By

THIS IS NOT AN ORDER UNTIL ACCEPTED BY AN OFFICER OF THE COMPANY

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GRAFF OFFICE

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2004 MALIBU LT SEDAN
40U WHITE /V6G
522 NEUTRAL
ORDER NO. GTJTSN/TRE STOCK NO.
VIN 1G1ZU54 8X 4F [REDACTED]
*****13*441458

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD30773542

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU69 MALIBU LT SEDAN	22870.00	20926.05	INVOICE 12/12/03
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 12/12/03
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 12/23/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	TNT COM 12/23/03
UC6 AM/FM 6 DISC CD PLAYER (REPLACES STD/OPT RADIO)	300.00	270.00	PRC EFF 12/12/03
UE1 ONSTAR SYSTEM	695.00	625.50	KEYS G2773 G2773
INCLUDES 1 YR SAFE & SOUND			WFF-S QTR OPT-1
U2K XM SATELLITE RADIO-100 CHANNEL COAST TO COAST DIGITAL SOUND (SUBSCRIPTION CHARGES EXTRA)	325.00	292.50	BANK: GMAC - 045
1SB MALIBU PREFERRED EQUIP GRP 1SB	905.00	814.50	CHG-TO 44-145
* AUTO-DIMMING INSIDE MIRROR			SHIP WT: 3234
* HOMELINK TRANSMITTER			HP: 32.9
* POWER SUNROOF			GMS: 22875.70
			SUPPLR: 23905.11
			MRM: 25720.00
			DAN: 25720
			MEMO 1179.75

TOTAL MODEL & OPTIONS	25095.00	22928.55	ACT 231	22800.70
DESTINATION CHARGE	625.00	625.00	H/B 261	752.85
LAM DEALER CONTRIBUTION		250.95	ADV 261	250.95
LAM GROUP CONTRIBUTION		125.48	EXP 65A	125.48

TOTAL	25720.00	23929.98	PAY 310	23929.98
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		22834.08		

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.

MARTY FELDMAN CHEVROLET, INC.

REMIT TO GMAC NO. 045
VIN 1G1ZU548X4F [REDACTED]

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)
Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
Phone (800) 231-1841 x 58656

Trade Repurchase Agreement between Chevrolet and its dealer partner Graff Chevrolet.

Customer's Name: [REDACTED]
Case Number: SR1-180023918

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$4,041.25 to Manuel Lopez and Graff Chevrolet if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of \$19,996.94 made payable to Bank One and will be sent directly to lien holder] after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recquired Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1ZU64854F [REDACTED]
New Vehicle Sales Price:	\$24,754.90
Used Vehicle Trade Value:	\$22,529.90
Trade Difference:	\$ 2,225.00
Taxes:	\$ 1,485.29
Reg, Lic & Title Fees:	\$ 23.00
Cash on Delivery (provided by General Motors)	\$1,508.29
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 3/15/04:	\$19,996.94
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Graff Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number (866) 213-4649.

[Dealership Name BAC] Management Agent's Signature and Title.

[Dealership Name BAC] Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Jodi L. Masters

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

PLEASE RETURN FOLLOWING:

-SIGNED DEALER CONFIRMATION

**-DEALER ONLY SIGNED BILL OF SALE
BASED OFF OF FIGURES LISTED ON
DEALER CONFIRMATION**

**-PLEASE SEND COPY OF THE ORIGINAL
BILL OF SALE**

**AND ALSO THE FOLLOWING IF IN
DEALER POSSESSION**

-COPY OF CURRENT REGISTRATION

-COPY OF TITLE

BRC REPURCHASE WORKSHEET

File Number
SR1-180023918

Customer Name

Worksheet filled out by:
JODI MASTERS

Old Vehicle VIN:
1G1ZU548X4F

New Vehicle VIN:
1G1ZU64854F

Date:
3/12/04

DEALER'S SAMPLE PURCHASE ORDER

			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	24,754.90	G	Purchase Price (New Unit)	24,754.90
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	1,485.29
Tax	1,485.29	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	23.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	23.00
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	26,263.19			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	26,263.19
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	22,529.90
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00	I		
Upgrade	2,225.00	B	Net Allowance	22,529.90
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	1,508.29
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	2,225.00
Total Customer Cost	2,225.00			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	24,038.19			
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy	01/00/00			
Dealer Due to GM	NA			
GM Due to Dealer	24,038.19			

Estimated Auction Price	20,976.64			**This is a "work in process" until signed
Projected (Loss)	(3,061.55)			by a GM Authorized Representative**
				Rev 1/6/04

**CUSTOMER PLEASE RETURN
FOLLOWING:**

-SIGNED SETTLEMENT OFFER

-COPY OF CURRENT REGISTRATION

**-COPY OF TITLE (HAVE LIENHOLDER FAX
TO GM IF NECESSARY)**

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 18, 2004

[REDACTED]
Saginaw, MI [REDACTED]

SETTLEMENT OFFER

Subject: Repurchase of 1G1ZU548X4F [REDACTED] SR1-180023918

Dear Mr. [REDACTED]

We regret that you are dissatisfied with your 1G1ZU548X4F [REDACTED], 2004 Chevy Malibu and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 1G1ZU64854F [REDACTED], 2004 Chevrolet Malibu. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. Your offer is calculated by using the following figures:

Payoff of original Vehicle good until 3/15/04	\$19,996.94
Plus Usage	\$ 00.00
Plus Taxes	\$ 00.00
Plus registration, tag, title fees	\$ 00.00
Plus damage	\$ 00.00
Plus upgrade	<u>\$ 2,225.00</u>

TOTAL RESPONSIBILITY OF CUSTOMER \$22,221.94

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN 1G1ZU548X4F [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) 213-4649 by 02/20/04. The conditions of the trade-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)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter



GMC

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Graff Chevrolet**. Allow up to 7 business days for check processing. This office will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 58656 if you have any questions or concerns.

Sincerely,

Jodi L. Masters
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date

RVDC Active Case # 83290

Page 1 of 1



RVDC Case# 83290

BRC Case Number	1180023918	Vehicle is going to Auction	Is Vehicle Drivable? Y	Issue 1099? N
Customer Name	[REDACTED]	Dealer Admin Fee Applies? Y	Issue Release N	
Original VIN	1G1ZU548X4F	This vehicle was repurchased as a result of a: Voluntary settlement of a GM alternative dispute resolution program		
BAC	115151	Retrieve Sales Tax? N	Title Brand?	
Dealership Name	GRAFF CHEVROLET INC	Reason for not Retrieving Sales Tax: OWNER DID NOT RECEIVE SALES TAX IN REFUND		
Dealer Contact/Title	MICHAEL YANTZ, NEW CAR MANAGER	Original Sales Tax Paid In State: MI	Repurchased Under Laws of State: MI	
Dealer Phone	9896844411	Vehicle Meets Presumption of LEMON LAW? Y		
Dealer Fax	9896844258	Closing Schedule: 2004-03-30	Established on: 2004-03-24	
Delivery Date	2003-12-30	If no, where: BAC is 0		
Buyback Mileage	450	Location Site Name:		
Transmission	A	Contact Name:		
UCC Code(s)	M3005	Address 1:		
MSRP	25720.00	Address 2:		
Est. Auction Value	20976.64	City: State: Zip:		
Case Number	83290	Phone #:		
TAC Case Number		Fax #:		
Type of Transaction	TR	Comment: PLEASE ACCEPT REGISTRATION THAT EXPIRED 2/4/04 PER TEAM MGR MANAGER CYNTHIA COSTELLO. MI VOLUNTARY BBB TRADE REPURCHASE WITH NO COMPLIANCE DATE.		
Replacement VIN	1G1ZU64854F	GM Legal Case Number:		
Repurchase Type	ADR Mediated - BBB or State	GM Counsel Name: N/A		
Repurchase Source	PRA ADR AVM BRUCE BICKNELL	Gm Counsel Contact Name: N/A		
Reason for Repurchase: POWER STEERING PUMP FAILURE		Address1:		
		Address2:		
		City: State: Zip:		
		Phone #:		
		Fax #:		
Lien Payoff				
Lien Payoff Amount: 19674.91		Lien Payoff Expires on: 2004-04-08		Per Diem: 2.03
Customer Due to GM: 0.00		Dealer Due GM: 0.00		
Check Information				
Customer		Lienholder		Plaintiff's Attorney
Check Amt:	4363.28	Payee1:	BANK ONE	Check Amt: 0.00
Payee1:	[REDACTED] AND	Payee2:	[REDACTED]	Payee1:
Payee2:	GRAFF CHEVROLET INC.	Address1:	500 TAYLOR	Payee2:
Address1:	[REDACTED]	Address2:	TX1-1300	Address1:
Address2:	[REDACTED]	City:	FORT WORTH	Address2:
City:	SAGINAW	State:	TX	City:
State:	MI	Zip:	76102	State:
Zip:	[REDACTED]	Phone #:	800 999 9957	Zip:
Phone #:	[REDACTED]	Fax #:		Phone #:
Fax #:	[REDACTED]	Attention:	PAYOFF DEPARTMENT	Fax #:
		Account #:	[REDACTED]	Attention:
				Fed Tax ID:
				Firm Name:

Case ID: 83290 Initiator: masters

**JODI MASTERS
GENERAL MOTORS
BUSINESS RESOURCE CENTER
TRADE REPURCHASE CHECKLIST**

APP

____ CHECK REQUEST FORM (CIF)
 ____ RVDC CALCULATION WORKSHEET
 ____ SIGNED BILL OF SALE ON NEW VEHICLE
 ____ INVOICE ON REPLACEMENT VEHICLE
 ____ PRA FORM
 ____ INCENTIVE SHUT-OFF REQUEST
 ____ COPY OF TITLE OR REGISTRATION
 ____ WARRANTY HISTORY
 ____ INVOICE ON ORIGINAL VEHICLE

APP

____ SIGNED BILL OF SALE ON ORIGINAL VEHICLE
 ____ SIGNED SETTLEMENT OFFER LETTER
 ____ SIGNED RELEASE AGREEMENT
 ____ SIGNED DEALER CONFIRMATION LETTER
 ____ RVDC SPECIAL INSTRUCTIONS FORM
 ____ DEALER PROFIT OTHER THAN ADMIN FEE
 ____ INVOICE FOR ATTORNEY FEES (If Applicable)
 ____ REPAIR ORDERS FOR REASON FOR REPURCHASE

(FLORIDA ONLY)

☐ Substitution of Collateral☐ New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[REDACTED]
VIN#	1G1ZU548X4F [REDACTED]
Year-Make and Model:	2004 CHEVROLET MALIBU

LIENHOLDER INFORMATION:

Lienholder Name:	BANK ONE
Lender Contact Person and Date:	MICHELLE HILL.....2/18/04
Physical Address:	TX1-1300 500 TAYLOR
City/State/Zip	FORT WORTH, TX 76102
Phone:	800 999 9957
Fax Number:	
Account Number:	[REDACTED]
Dealer Buyout/Payoff Amount:	\$19,996.94
Buyout/Payoff Expiration Date:	3/15/04
Per Diem:	2.06

Additional Information

GW

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To: MIKE YANTZ
Company:
Phone: 9896844411
Fax: 9896844258

From: Jodi Masters
Phone: ext 58656
Fax: 866-213-4649
Date: Wednesday, March 24, 2004 8:53:44 AM
Pages: 06
(including cover)

Addendum

Comments

MIKE,

I UPDATED THE PAYOFF ON MR. [REDACTED] REPURCHASE GOOD UNTIL 4/8. PLEASE NOTICE THIS ON THE DEALER CONFIRMATION AND WORKSHEET. THIS WILL NEED TO BE UPDATED ON THE NEW BUYERS ORDER WHEN MR. [REDACTED] COMES IN TO SIGN THE FINAL DOCUMENTS. THANK YOU JODI

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.

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)
Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
 Phone (800) 231-1841 x 58656

Trade Repurchase Agreement between Chevrolet and its dealer partner Graff Chevrolet

Customer's Name: [REDACTED]

Case Number: SR1-180023918

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$4,363.28 to [REDACTED] and Graff Chevrolet if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of \$19,674.91 made payable to Bank One and will be sent directly to lien holder after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recaptured Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1ZU64854F [REDACTED]
New Vehicle Sales Price:	\$24,754.90
Used Vehicle Trade Value:	\$22,529.90
Trade Difference:	\$ 2,225.00
Taxes:	\$ 1,485.29
Reg, Lic & Title Fees:	\$ 23.00
Cash on Delivery (provided by General Motors)	\$1,508.25
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 4/08/04:	\$19,674.91
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Graff Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number (866) 213-4649.

 [Dealership Name BAC] Management Agent's Signature and Title.

 [Dealership Name BAC] Management Agent's Printed Name and Title.

 Authorized General Motors BRC Representative Signature

Jodi L. Masters

 Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number
SR1-180023918

Customer Name
[REDACTED]

Worksheet filled out by:
JODI MASTERS

Old Vehicle VIN:
1G1ZU548X4F [REDACTED]

New Vehicle VIN:
1G1ZU64854F [REDACTED]

Date:
3/24/04

DEALER'S SAMPLE PURCHASE ORDER

			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	24,754.90	G	Purchase Price (New Unit)	24,754.90
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	1,485.29
Tax	1,485.29	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	23.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	23.00
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	26,263.19			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	26,263.19
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	22,529.90
		N		
Usage/Depreciation	0.00	S	Payoff	19,674.91
Damage	0.00	I		
Upgrade	2,225.00	B	Net Allowance	2,854.99
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	1,508.29
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	21,899.91
Total Customer Cost	2,225.00			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	24,038.19			
Total Payoff Amount	19,674.91		GM Authorized Signature	Date
PAYOFF GOOD THRU (mm/dd/yy)	04/08/04			
Dealer Due to GM	NA			
GM Due to Dealer	4,363.28			

Estimated Auction Price	20,976.64				**This is a "work in process" until signed by a GM Authorized Representative**	
Projected (Loss)	(3,061.55)					
						Rev 1/5/04



GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

March 24, 2004

Mike Yantz
Graff Chevrolet
3636 E. Wilder Rd
Bay City, MI 48706

RE: Repurchase for Mr. [REDACTED] of VIN #1G1ZU548X4F [REDACTED]

Dear Mr. Yantz :

The following parties, [REDACTED] and Mike Yantz, 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 3/30/04. 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,

Jodi L. Masters
Repurchase Specialist
1-800-231-1841 ext. 58656

General Motors Division
5701 East Hillsborough Avenue, Suite #2300, Tampa, FL 33610

BRC REPURCHASE WORKSHEET

File Number
SR1-180023918

Customer Name
[REDACTED]

Worksheet filled out by:
JODI MASTERS

Old Vehicle VIN:
1G1ZU548X4F [REDACTED]

New Vehicle VIN:
1G1ZU64854F [REDACTED]

Date:
3/24/04

DEALER'S SAMPLE PURCHASE ORDER
MOCK BILL OF SALE

Acct. 231/237 Vehicle Costs	24,754.90	G
Adjustment to line 1	0.00	M
Conversion Cost	0.00	
Tax	1,485.29	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	23.00	S
Miscellaneous	0.00	P
Other	0.00	O
State Fees	0.00	N
Cost to transfer Aftermarket Items	0.00	S
Service Contracts/GMPP	0.00	I
Attorney's Fees	0.00	B
Transportation Fees	0.00	I
		T
		Y
Total Replacement Price	26,263.19	

CUSTOMER'S		R
Tax	0.00	E
Luxury Tax	0.00	S
Reg./Lic./Title Fees (opt)	0.00	P
Additional Aftermarket Items	0.00	O
Usage/Depreciation	0.00	N
Damage	0.00	S
Upgrade	2,225.00	I
Downgrade (deducted)	0.00	B
Reimbursement of Aftermarkets	0.00	I
Other	0.00	T
Dealer Contribution (deducted)	0.00	Y

Total Customer Cost 2,225.00

Trade Repurchase Amount 24,038.19

Total Payoff Amount 19,674.91
PAYOFF GOOD THRU(mm/dd/yy) 04/08/04

Dealer Due to GM

NA

GM Due to Dealer

4,363.28

Estimated Auction Price
Projected (Loss)

20,976.64
(3,061.55)

Purchase Price (New Unit)	24,754.90
State Sales Tax	1,485.29
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	23.00
Additional Aftermarket Items	0.00
State Fees	0.00
Miscellaneous	0.00
Other	0.00
Less Dealer Contribution	0.00
Subtotal	26,263.19
Trade In	22,529.90
Payoff	19,674.91
Net Allowance	2,854.99
Cash on Delivery (Paid by GM)	1,508.29
Total Balance Due	21,899.91

Amount to Dealer for additional Fees 0.00

GM Authorized Signature

Date

****This is a "work in process" until signed
by a GM Authorized Representative****

BRC REPURCHASE WORKSHEET

File Number
SR1-180023918

Customer Name
[REDACTED]

Worksheet filled out by:

JODI MASTERS

Old Vehicle VIN:
1G1ZU548X4F [REDACTED]

New Vehicle VIN:
1G1ZU64854F [REDACTED]

Date:
2/18/04

DEALER'S SAMPLE PURCHASE ORDER**MOCK BILL OF SALE**

Acct. 231/237 Vehicle Costs	24,754.90	G
Adjustment to line 1	0.00	M
Conversion Cost	0.00	
Tax	1,485.29	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	23.00	S
Miscellaneous	0.00	P
Other	0.00	O
State Fees	0.00	N
		S
Cost to transfer Aftermarket Items	0.00	I
Service Contracts/GMPP	0.00	B
Attorney's Fees	0.00	I
Transportation Fees	0.00	T
		Y
Total Replacement Price	26,263.19	

CUSTOMER'S		R
Tax	0.00	E
Luxury Tax	0.00	S
Reg./Lic./Title Fees (opt)	0.00	P
Additional Aftermarket Items	0.00	O
		N
Usage/Depreciation	0.00	S
Damage	0.00	I
Upgrade	2,225.00	B
Downgrade (deducted)	0.00	I
Reimbursement of Aftermarkets	0.00	T
Other	0.00	Y
Dealer Contribution (deducted)	0.00	

Total Customer Cost 2,225.00

Trade Repurchase Amount 24,038.19

Total Payoff Amount 19,996.94
PAYOFF GOOD THRU(mm/dd/yy) 03/15/04

Dealer Due to GM NA
GM Due to Dealer 4,041.25

Estimated Auction Price 20,976.64
Projected (Loss) (3,061.55)

Purchase Price (New Unit)	24,754.90
State Sales Tax	1,485.29
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	23.00
Additional Aftermarket Items	0.00
State Fees	0.00
Miscellaneous	0.00
Other	0.00
Less Dealer Contribution	0.00
Subtotal	26,263.19
Trade In	22,529.90
Payoff	19,996.94
Net Allowance	2,532.96
Cash on Delivery (Paid by GM)	1,508.29
Total Balance Due	22,221.94

Amount to Dealer for additional Fees 0.00

MA
GM Authorized Signature

2/18/04
Date

****This is a "work in process" until signed
by a GM Authorized Representative****

03/23/2004 14:26 989-686-3231

GRAFF BAY CITY

PAGE 02

**GRAFF CHEVROLET, INC.**
BAY CITY, MI 48708
WORKSHEET

3636 E. WILDER ROAD
(989) 684-4411
FAX (989) 686-3231

OWNER'S NAME		DATE		23 MAR 20 04	
CO-OWNER		PHONE			
ADDRESS		CITY		STATE	
		SAGINAW		MI	
ENTER MY ORDER FOR		YR.		MILES	
2004		MAKE		COLOR	
CHEV		MODEL		WHITE	
MALIBU					
SERIAL NO.		STOCK NO.		20-245331	
1 G 1 Z U 6 4 8 5 4 F					
TRADE STK#		ENG.		CURRENT MARKET VALUE	
		4 6 8		24,754.90	
YEAR		MAKE		SALES ACCESSORIES	
2004		CHEV		0.00	
MODEL		BODY			
MALI		SD PL.			
VIN.		PW.		CASS.	
1G1ZU548X4F		4X4		DOC. FEE	
MILES		COLOR		RUST PROOF	
		WHITE		0.00	
DR. LIC#		SERV. CONTRACT		0.00	
DOB		TITLE		TOTAL	
		REG.		24,754.90	
INS. CO.		TRADE ALLOWANCES		22529.90	
POLICY #		EXPIRES		CASH CAR DIFFERENCE	
COMPREHENSIVE		DEDUCTIBLE		SALES TAX ON SELLING PRICE	
				1485.29	
COLLISION		DEALER MARK-UP		0.00	
AGENT		New License or Transfer		Title Fee	
		8.00		15.00	
ADDRESS		TOTAL CASH DIFFERENCE PRICE		3,733.29	
AGENT PHONE		BALANCE OWED ON TRADE		19,996.94	
PAYOFF TO		BALANCE		23,730.23	
5/3					
ADDRESS					
ACCT. #		BY		DEALER DISCOUNT	
				0.00	
AMOUNT		GOOD UNTIL			
19,996.94					
LEIN TO		FIFTH THIRD BANK			
OK'D BY		LIPP#		REBATE	
C/L		MONTHLY		OPT #	
				0.00	
A.H.		SEMI		RECIPT #	
				PARTIAL PAYMT.	
APR		WEEKLY		CASH ON DELIVERY	
				0.00	
T.O.		OK/CALIN		BALANCE DUE	
				22221.94	
OK TO					
COMMENTS		DEAL#		173979	

2004 MALIBU LT MAXX

40U WHITE

522 NEUTRAL

ORDER NO. GTPVM8/TRE

STOCK NO.

VIN 1G1 ZU64 85 4F

/V6G

CHEVROLET MOTOR DIVISION

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 1AD32013236

*****13*44294S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU68 MALIBU LT MAXX	24100.00	22051.50	INVOICE 01/08/04
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 01/08/04
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 01/18/04
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 01/20/04
UC6 AM/FM 6 DISC CD PLAYER (REPLACES STD/OPT RADIO)	300.00	270.00	PRC EFF 01/07/04
UE1 ONSTAR SYSTEM	695.00	625.50	KEYS G0058 G0058
INCLUDES 1 YR SAFE & SOUND			WFP-S QTR OPT-1
U2K XM SATELLITE RADIO-100 CHANNELS	325.00	292.50	BANK: GMAC - 045
OF GO ANYWHERE ENTERTAINMENT			CHG-TO 44-294
SERVICE FEE EXTRA.1ST 3MOS.INCL			
U32 REAR DVD / AUDIO SYSTEM	995.00	895.50	SHIP WT: 3451
1SB MALIBU PREFERRED EQUIP GRP 1SB	905.00	814.50	HP: 32.9
* AUTO-DIMMING INSIDE MIRROR			GMS: 24829.90
* HOMELINK TRANSMITTER			SUPPLR: 25947.25
* POWER SUNROOF			MRM: 27945.00
			DAN: LDMAX
			MEMO 1291.00

new

TOTAL MODEL & OPTIONS	27320.00	24949.50	ACT 231	24754.90
DESTINATION CHARGE	625.00	625.00	H/B 261	819.60
LAM DEALER CONTRIBUTION		273.20	ADV 261	273.20
LAM GROUP CONTRIBUTION		136.60	EXP 65A	136.60

TOTAL	27945.00	25984.30	PAY 310	25984.30
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		24803.20		

 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.

GEORGE MATICK CHEVROLET, INC.

REMIT TO GMAC NO. 045

VIN 1G1ZU64854F

\$ 25984.30 INV 1AD32013236

DUE 01/20/04 DEALER 44-294

electronic Preliminary Repurchase Authorization (ePRA)

Ver. 4-9/25/2002

(**To go from field to field, use the TAB KEY)

1. Date (mm/dd/yyyy): 02/05/2004
 2. Customer Name: [REDACTED]
 3. Customer Address: [REDACTED]
 4. Customer City, State, and Zip: Saginaw, MI
 5. Primary Customer Phone #: [REDACTED] Home
 6. Additional Customer Phone #: [REDACTED] Work
 7. Customer fax #: n/a
 8. Cust Drivers Licenses #: [REDACTED]
 9. State tax % rate: 6%

Masters
2/12/04
1:30

Customer Vehicle Information

10. Year/Make/Model: 2004 Chevy Malibu
 11. VIN (17 Digits): 1G1ZU548X4F [REDACTED]
 12. Current Mileage: 450
 13. Purchased: NEW

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

- Dealership that will handle entire transaction:
 14. Dealership Name: Graff Chevrolet
 15. Dealership Phone #: 989-684-4411
 16. Dealership Contact Name and TITLE: Nick Vlasis
 17. Dealership Contact Phone # (if different than Dealership #): N/A
 18. Dealership Contact Fax #: 989-684-4258
 19. Dealership BAC: 115151 Region: Northeast

Mike
Harty
new car mgr.
Lisa

20. What GOODWILL TOOLS were offered?

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

21. Was a **TRADE** Repurchase offered? YES
 22. If this will not be a Trade Repurchase, Please explain Why?

Bank One
518560095411
Phone # 800-999-9957

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

23. CAC Case Number: 1-180023918
 24. TAC Case Number: N/A
 25. If no TAC number, Explain: Only one repair attempt

26. Reason for Repurchase (Include specific mechanical failure): Power steering pump failed @450 miles

27. This case was resolved by: Field Decision working with open case in Tampa ADR
 28. Does this vehicle meet the presumption of Lemon Law in applicable state? YES
 29. Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
 30. Type of TRANSACTION? TRADE 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: 1G1ZU64854F [REDACTED]

33. New Vehicle Year/Make/Model: 2004 Chevy Malibu
 34. Upgrade ☒ Downgrade ☐ Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): \$5,069.30

\$2,225.00

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: usage waived by AVM Bruce Bicknell

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

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

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

Explain: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: Cust responsible for upgrade

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/05/2004

42.Authorizer Name: Bruce Bicknell By Marcellas Lyles

43.GM Position: AVM

44.VoiceMail Node: 630092 Mailbox Number: 8410

45.Email Address: brucebicknell@gm

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.

Whole
6%

Tranger
2300

Alisa

Mike Yantz
989-684-0274

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: JODI MASTERS
DEPARTMENT: Business Resource Center
CUSTOMER: [REDACTED]
FILE NUMBER: SR1-180023918
OLD VEHICLE VIN: 1G1ZU548X4F [REDACTED]
REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 44164
BRAND: CHEVROLET (13)
NEW VEHICLE VIN: 1G1ZU64854F [REDACTED]
SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Plate: [REDACTED] Expires: 02/04/2004

TRANSFER REGISTRATION

2004 CHEVROLET 4 DOOR

Vehicle No.: 1G1ZU548X4F [REDACTED]

L 120 581 067 093

Fee Cat. or Wt: 000022

County: SAGINAW

SAGINAW

M1 [REDACTED]

License Fee:

8.00

18-11

MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Plate: [REDACTED] Expires: 02/04/2004

TRANSFER REGISTRATION

2004 CHEVROLET 4 DOOR

Vehicle No.: 1G1ZU548X4F [REDACTED]

L 120 581 067 093

Fee Cat. or Wt: 000022

County: SAGINAW

SAGINAW

M1 [REDACTED]

License Fee:

8.00

(18-11)

*Copy to
C. Collins
3/24/03*

2004 MALIBU LT SEDAN

40U WHITE

522 NEUTRAL

ORDER NO. GTJTSN/TRE

STOCK NO.

VIN 1G1ZU54 8X 4F

CHEVROLET MOTOR DIVISION

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 1AD30773542

*****13*44145S

MODEL & FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

1ZU69 MALIBU LT SEDAN

22870.00

20926.05

INVOICE 12/12/03

FE9 50-STATE EMISSIONS

N/C

N/C

SHIPPED 12/12/03

LX9 3.5L V6 ENGINE

0.00

0.00

EXP I/T 12/23/03

MX0 4-SPEED AUTO TRANSMISSION

0.00

0.00

INT COM 12/23/03

UC6 AM/FM 6 DISC CD PLAYER

300.00

270.00

PRC EFF 12/12/03

(REPLACES STD/OPT RADIO)

KEYS G2773 G2773

UE1 ONSTAR SYSTEM

695.00

625.50

WFP-S QTR OPT-1

INCLUDES 1 YR SAFE & SOUND

BANK: GMAC - 045

U2K XM SATELLITE RADIO-100 CHANNEL

325.00

292.50

CHG-TO 44-145

COAST TO COAST DIGITAL SOUND

(SUBSCRIPTION CHARGES EXTRA)

1SB MALIBU PREFERRED EQUIP GRP 1SB

905.00

814.50

SHIP WT: 3234

* AUTO-DIMMING INSIDE MIRROR

HP: 32.9

* HOMELINK TRANSMITTER

GMS: 22875.70

* POWER SUNROOF

SUPPLR: 23905.11

MRM: 25720.00

DAN: 25720

MEMO 1179.75

OLD

TOTAL MODEL & OPTIONS

25095.00

22928.55

ACT 231 22800.70

DESTINATION CHARGE

625.00

625.00

H/B 261 752.85

LAM DEALER CONTRIBUTION

250.95

ADV 261 250.95

LAM GROUP CONTRIBUTION

125.48

EXP 65A 125.48

TOTAL

25720.00

23929.98

PAY 310 23929.98

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT

22834.08

 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.

MARTY FELDMAN CHEVROLET, INC.

REMIT TO GMAC NO. 045

VIN 1G1ZU548X4F

\$ 23929.98 INV 1AD30773542

DUE 12/23/03 DEALER 44-145

81/29/2004 15:43

989-684-4258

GRAFF OFFICE

PAGE 03

DEPARTMENT OF STATE

APPLICATION FOR MICHIGAN TITLE & REGISTRATION

STATEMENT OF VEHICLE SALE

DEAL # 170208

Purchase Date 12/30/2003

7777898

Invoice/Stock No.

Delivery Date 12/30/2003

20-245209

Invoice/Stock No.

Dealer GRAFF CHEVROLET INC.

Address 3636 E. Wilder Rd.

City BAY CITY

County

BAY

State

MICHIGAN

Zip Code

48708

Dealer License Sales Tax License

Vehicle Sold New ☒ Used ☐ Demo ☐Trade-In Yes ☒ No ☐

Trade-In Year

1996

Make

GMC

Vehicle No.

1GDFG15R4T1

VEHICLE USE AND HISTORY DISCLOSURE:

☐ POLICE VEHICLE☐ VEHICLE HAS BEEN FLOOD-DAMAGED☐ GOVERNMENT VEHICLE☐ A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED☐ TAXI☐

ODOMETER MILEAGE

The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.

1	0	0	0
---	---	---	---

NO TENTHS

☒ actual mileage ☐ not actual mileage ☐ exceeds mechanical limits of odometer
Factory Installed Accessories ☒ Factory List Affixed to Vehicle

Dealer Installed Accessories When Optional to Purchaser

22852.70

REMARKS:

CUSTOMER NO.

Unless a separate written document showing the terms of any Dealer Warranty or Service Contract is furnished by the Dealer to the Purchaser, any Warranties on this product are those made by the Manufacturer. The Dealer, GRAFF CHEVROLET, Inc. hereby expressly disclaims all Warranties, either express or implied, including any implied Warranty of merchantability or fitness for a particular purpose, and GRAFF CHEVROLET, Inc., neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle.

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contract provisions in the contract of sale.

I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. I WARRANT THE TITLE TO THE VEHICLE AND CERTIFY THAT THE VEHICLE IS SUBJECT ONLY TO THE SECURITY INTERESTS NAMED ABOVE.

Dealer's Signature

AGENT
Title

PURCHASER WARNING: DO NOT SIGN BLANK FORM

I am purchasing or leasing this vehicle as follows:

12 30 2003

Date

Date

Date

Purchaser's Signature

Purchaser's Signature

Authority granted by PIA, 300 of 1940, as amended.

THIS FORM MUST BE TYPED ONLY

RD-108 (Rev. 08/03)

Expires on			Month	Day	Year	Months	<input type="checkbox"/> NEW PLATE <input type="checkbox"/> RENEWAL <input type="checkbox"/> TRANSFER	
Year	Make	Body Style	Code	County				
2004	CHEVROLET	4 DR	1	73				
Vehicle No.	161ZU548X1E	Fee Category/Weight	22	Licenses Fee				N/A
Driver License No./IDs of All Owners/Lessees				Title				115.00
2) County of Residence				Title Late Fee				N/A
Complete Names and Addresses of All Owners or Lessors				Tax				1895.54
SAGINAW MI				Reg. Transfer Fee				54
Complete Names and Addresses of All Lessees				Total Transfer to PA				1895.54
Insurance Company				Policy No. or Binder No.				
STATE FARM INS.				Filing Date				30 DEC 2003
First Secured Interest				BANK ONE NA				
Address				PO BOX 11506				
City-State Zip				LEXINGTON KY 405761606				
Second Secured Interest				Filing Date				
Address								
City-State Zip								

1. PURCHASE PRICE OF VEHICLE (Including Freight & Accessories)	22875.70
2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.)	N/A
3. TOTAL TAXABLE PRICE	22875.70
4. (Above total) SALES TAX - LICENSE - TITLE	1295.54
5. NON-TAXABLE CHARGES (Labor, Service Contract, Etc.)	2000.00
6. TOTAL DELIVERED PRICE	26271.24
7. CASH ON DEPOSIT	2100.00
8. CASH DUE ON DELIVERY	N/A
9. TRADE-IN	\$ 4500.00
10. LESS LIEN	\$ N/A
11. TOTAL DOWN PAYMENT	6600.00
12. UNPAID BALANCE TO BE FINANCED	19671.24
13. INSURANCE CHARGE*	538.47
14. TOTAL AMOUNT OF FINANCE CONTRACT	22251.00

* TYPE OF INSURANCE

WARNING: This insurance is not PL/PD No Fault Insurance required by Michigan law.

☒ CREDIT LIFE 538.47☐ HEALTH & ACCIDENT☐ GAP INSURANCE☐

Temporary

Registration No.

Temporary

Fee Charged

Yes ☐No ☐

Salesperson

HURLEY, JOSHUA

03/12/2004 14:37 989-686-3231

GRAFF BAY CITY

PAGE 01

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 18, 2004

Saginaw, MI

SETTLEMENT OFFER

Subject Repurchase of 1G1ZU548X4F [REDACTED] SR1-180023918

Dear Mr. [REDACTED]

We regret that you are dissatisfied with your 1G1ZU548X4F [REDACTED] 2004 Chevy Malibu and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into 1G1ZU64854F [REDACTED] 2004 Chevrolet Malibu. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. Your offer is calculated by using the following figures:

Payoff of original Vehicle good until 3/15/04	\$19,996.94
Plus Usage	\$ 00.00
Plus Taxes	\$ 00.00
Plus registration, tag, title fees	\$ 00.00
Plus damage	\$ 00.00
Plus upgrade	\$ 2,225.00

TOTAL RESPONSIBILITY OF CUSTOMER \$22,221.94

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN 1G1ZU548X4F [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) 213-4649 by 02/20/04. The conditions of the trade-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)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter

03/12/2004 14:37 989-686-3231

GRAFF BAY CITY

PAGE 02

**GMC**

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Graff Chevrolet. Allow up to 7 business days for check processing. This office will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1641 58656 if you have any questions or concerns.

Sincerely,

Jodi L. Masters
Business Resource Center

This letter

ing.

Signature

March 12, 2004

03/23/2004 13:31 989-686-3231

GRAFF BAY CITY

PAGE 02

**Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)
Chevrolet**

**5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
Phone (800) 231-1841 x 58656**

Trade Repurchase Agreement between Chevrolet and its dealer partner Graff Chevrolet.

Customer's Name: [REDACTED]

Case Number: 3R1-190023915

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$4,041.25 to [REDACTED] and Graff Chevrolet if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of \$19,986.94 made payable to Bank One and will be sent directly to lien holder after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recaptured Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1ZU64364P [REDACTED]
New Vehicle Sales Price:	\$24,754.90
Used Vehicle Trade Value:	\$22,529.90
Trade Difference:	\$ 2,225.00
Taxes:	\$ 1,455.29
Reg. Lic & Title Fees:	\$ 23.00
Cash on Delivery (provided by General Motors)	\$1,806.29
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 3/15/04:	\$19,986.94
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Graff Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number (866) 213-4649.

Graff Chevrolet 115151 [Signature] New Car MGR
[Dealership Name SAC] Management Agents Signature and Title.

Graff Chevrolet 115151 Michael Yantz New Car MGR
[Dealership Name SAC] Management Agents Printed Name and Title.

Authorized General Motors BRC Representative Signature

Jodi L. Masters

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer.

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)
Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
Phone (800) 231-1841 x 58656

Trade Repurchase Agreement between Chevrolet and its dealer partner Graff Chevrolet.

Customer's Name: [REDACTED]
Case Number: SR1-180023918

Thank you for assisting Chevrolet in this trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$4,363.28 to [REDACTED] and Graff Chevrolet if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of \$19,674.91 made payable to Bank One and will be sent directly to lien holder] after all of final repurchase paperwork, with the exception of the final repair order, has been sent back to the Recquired Vehicle Disposition Center (RVDC) for further processing.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1ZU64854F [REDACTED]
New Vehicle Sales Price:	\$24,754.90
Used Vehicle Trade Value:	\$22,529.90
Trade Difference:	\$ 2,225.00
Taxes:	\$ 1,485.29
Reg, Lic & Title Fees:	\$ 23.00
Cash on Delivery (provided by General Motors)	\$1,508.29
Rebates:	[Not Applicable]
Lien on old vehicle, good only until 4/08/04:	\$19,674.91
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle.

Graff Chevrolet agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax number (866) 213-4649.

[Dealership Name BAC] Management Agent's Signature and Title.

[Dealership Name BAC] Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Jodi L. Masters

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number
SR1-180023918

Customer Name

Worksheet filled out by:
JODI MASTERS

Old Vehicle VIN:
1G1ZU548X4F

New Vehicle VIN:
1G1ZU64854F

Date:
3/24/04

DEALER'S SAMPLE PURCHASE ORDER

			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	24,754.90	G	Purchase Price (New Unit)	24,754.90
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	1,485.29
Tax	1,485.29	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	23.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	23.00
Other	0.00	O		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	26,263.19			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	26,263.19
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	22,529.90
		N		
Usage/Depreciation	0.00	S	Payoff	19,674.91
Damage	0.00	I		
Upgrade	2,225.00	B	Net Allowance	2,854.99
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	1,508.29
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	21,899.91
Total Customer Cost	2,225.00			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	24,038.19			
Total Payoff Amount	19,674.91		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy)	04/08/04			
Dealer Due to GM	NA			
GM Due to Dealer	4,363.28			

Estimated Auction Price	20,976.64			**This is a "work in process" until signed
Projected (Loss)	(3,061.55)			by a GM Authorized Representative**
				Rev 1/6/04



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

March 24, 2004

Mike Yantz
Graff Chevrolet
3636 E. Wilder Rd
Bay City, MI 48706

RE: Repurchase for Mr. [REDACTED] of VIN #1G1ZU548X4F [REDACTED]

Dear Mr. Yantz :

The following parties, [REDACTED] and Mike Yantz, 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 **3/30/04**. 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,

Jodi L. Masters
Repurchase Specialist
1-800-231-1841 ext. 58656

General Motors Division
5701 East Hillsborough Avenue, Suite #2300, Tampa, FL 33610



GMC

August 4, 2011

[REDACTED]
[REDACTED]
Mayfield Heights, OH [REDACTED]

Service Request: 1-180132016

Customer Relationship Manager: Joseph McElwee

Dear Ms. [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. 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

August 4, 2011

[REDACTED]
Fair Lawn, NJ [REDACTED]

Service Request: 1-180227627

Customer Relationship Manager: Daniel Guibert

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 Malibu, Vehicle Identification Number 1G1ZT54844F [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on January 23, 2004 and ending on January 23, 2005, and begins with 3,500 odometer miles and ends with 15,500 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 GMPP at 1-800-631-5590 if you have additional 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

August 4, 2011

[REDACTED]
Fair Lawn, NJ [REDACTED]

Service Request: 1-180227627

Customer Relationship Manager: Daniel Guibert

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 Malibu, Vehicle Identification Number 1G1ZT54844F [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on <Date> and ending on <Date>, and begins with <# of miles> and ends with <# of miles> 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 GMPP at 1-800-631-5590 if you have additional 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

North American Operations

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



CHECK No. 900603801

50-937
213

DATE
02/25/04

*****388 DOLLARS

****60 CENTS

AMOUNT
*****388.60

PAY
TO THE
ORDER
OF

* [REDACTED]
SHELBY TOWNSHIP MI [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Richard C. Drum
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. 900603801

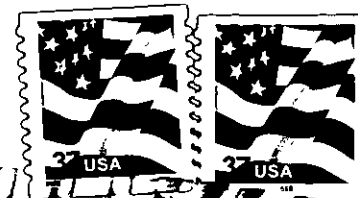
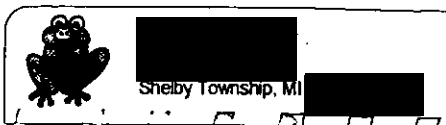
PAYMENT
DATE 02/25/04

VENDOR
DUNS NO. BB 000000036

1

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT54884F [REDACTED]	02/24/04 1-180605842.1-35M207	VM 1-35M207	00.0000	388.60	.00	388.60
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
TOTAL				388.60	.00	388.60



FEB 9 2004 FEB 9

FEB 13 2004

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



PHONE (248) 651-7000

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BODY SHOP DIRECT LINE (248) 651-7444



SHOW ROOM HOURS: Monday & Thursday 8:30 AM To 9:00 PM
Tuesday-Wednesday & Friday 8:30 AM To 6:00 PM
Saturday 10:00 AM To 3:00 PM

BODY SHOP HOURS: Monday Thru Friday 7:30 AM To 6:00 PM

PARTS & SERVICE HOURS: Monday 7:30 AM To 9:00 PM
Tuesday Thru Friday 7:30 AM To 6:00 PM

CUSTOMER NO.

19014

ADVISOR

TIM HUNSBERGER

LABOR RATE LICENSE NO.

85.00

YEAR / MAKE / MODEL

04/CHEVROLET/MALIBU/4DR

VEHICLE I.D. NO.

1 G 1 Z T 5 4 8 8 4 F

F.T.E. NO.

TAG NO.

459 925

MILEAGE

3,506

INVOICE DATE

01/23/04

COLOR

MED GRAY ME

DELIVERY DATE

10/27/03

SELLING DEALER NO.

INVOICE NO.

CVCS162718

STOCK NO.

40226

DELIVERY MILES

69

PRODUCTION DATE

R.O. DATE

01/05/04

RESIDENCE PHONE

BUSINESS PHONE

COMMENTS

LABOR & PARTS

J# 1 10CVZ

DIAG FRONT SUSP HOURS: TECH(S):248
C/S SERVICE POWER STEERING LITE CAME ON AND POWER STEERING
WAS INOP
NEC TO REPLACE STEERING COLUMN ASSEMBLY - ELETRICAL FAILURE
RUN 3 CALIBRATION TEST

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	22687709	COLUMN KI	
JOB # 1	1	88957992	KEY 2.187	

JOB # 1 TOTAL PARTS

WARRANTY

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 14CVZSESLIGHT CHECK ENG LIGHT ON HOURS: TECH(S):225
SCAN TEST NO CODES
ROAD TESTED - NO PROBLEM FOUND

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2				0.00

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

ESTIMATE

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

COMMENTS
RENTAL 10155

DELETED OPERATION(S)

17CVZ DIAG BODY ELECT SYS

TECHNICIAN CERTIFICATION

248
225

KEVIN M. MCCARTNEY
RUSSELL A. CUTINO

M193678
M126910

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint BILL FOX CHEVROLET (our) true and lawful attorney to sign name, place and stead of the undersigned on any insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signature

All rec

Mich

X

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 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.

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EQUIPMENT UNLESS
OTHERWISE SPECIFIED

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In The Next Few Days. If For Any
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"COMPLETELY SATISFIED" Please Contact
OUR SERVICE MANAGER
Our Goal is "COMPLETELY SATISFIED"
Thank You
BILL FOX
CHEVROLET

COPY

File #

1-180605842

Bank One Online

PREMIER ONE	Current Balance	\$154.95
XXXX9185	Check Number	8597
	Post Date	01/27/2004
	Amount	\$678.21

[Click here to close this window.](#)Front View 

9-3248 8597
720
44289185
Jan 24, 2004

XXXX MI [REDACTED]

Pay to the Order of GMAE \$678.21

Six hundred seventy eight and 21/100 Dollars

BANK ONE

Bank One NA
Detroit, Michigan 48226

Back View 

[REDACTED]

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 COPY

File # 1-180605842

MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Plate: [REDACTED] Expires: 11/02/2004
RENEWAL TRANSFER MSU
2004 CHEVROLET 4 D00R
Vehicle No.: 161ZT54884F [REDACTED]
[REDACTED]

Fee Cat. or Wt.: 000020
County: MACOMB

SHELBY TOWNSHIP MI [REDACTED]

License Fee: 111.00

TR-IL

MICHIGAN REGISTRATION

TERRI LYNN LAND
Secretary of State

Plate: [REDACTED] Expires: 11/02/2004
MSU
2004 CHEVROLET 4 D00R
Vehicle No.: 161ZT54884F [REDACTED]
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Fee Cat. or Wt.: 000020
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License Fee: 111.00

TR-IL