



PHONE (248) 651-7000

File # 1-180605842



www.billfoxchevrolet.com

- Lifetime Service Guarantee
- Competitive Up-Front Pricing
- Courtesy Transportation

725 S. ROCHESTER ROAD • ROCHESTER HILLS, MICHIGAN 48307 • FAX (248) 651-8089

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

[REDACTED]
 UTICA, MI [REDACTED]

ADVISOR: TIM HUNSBERGER
 LABOR RATE: 85.00
 YEAR / MAKE / MODEL: 04/CHEVROLET/MALIBU/4DR
 VEHICLE I.D. NO.: 1G1ZT54884F
 TAG NO.: 459
 MILEAGE: 925
 F.T.E. NO.: [REDACTED]

INVOICE DATE: 01/23/04
 COLOR: MED GRAY ME
 DELIVERY DATE: 10/27/03
 SELLING DEALER NO.: [REDACTED]
 R.O. DATE: 01/05/04
 INVOICE NO.: CVCS162718
 STOCK NO.: 40226
 DELIVERY MILES: 69
 PRODUCTION DATE: [REDACTED]

BUSINESS PHONE [REDACTED] COMMENTS [REDACTED]

TOTALS-----

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

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

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.

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

TOTAL INVOICE \$ 0.00

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

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.

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

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

CUSTOMER SIGNATURE _____

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 Your Business"

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.

129945

GEMINI FORMS & SYSTEMS, INC. • (313) 563-9026

FORM #5003-C REV. 8/01

File #180605842

GMAC



PO BOX 217060
AUBURN HILLS MI 48321

THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

FOR ASSISTANCE CALL: 800-200-4622

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

SHELBY TOWNSHIP MI

DUE DATE: 01/27/04

PAGE 1 OF 1

STATEMENT REFLECTS
PAYMENT(S) RECEIVED THROUGH: 01/05/04

ACCOUNT SUMMARY

ACCOUNT NUMBER DESCRIPTION	NEXT PAYMENT DUE	PAST DUE PAYMENTS REMIT IMMEDIATELY	OTHER AMOUNTS DUE REMIT IMMEDIATELY	TOTAL DUE
04 CHEV BLAZER 1GNCS18X24K114484	Base Payment 273.22 Sales/Use Tax 16.39 Per. Prop. Tax Other Scheduled	Due Date Amount	Late Charge Extension Fee Summons Registration Fee Miscellaneous	
33 # REM PMTS: MATURITY: 10/26/06	TOTALS 289.61			289.61

ACCOUNT NUMBER DESCRIPTION	NEXT PAYMENT DUE	PAST DUE PAYMENTS REMIT IMMEDIATELY	OTHER AMOUNTS DUE REMIT IMMEDIATELY	TOTAL DUE
04 CHEV MALIBU 1G1ZT54884F102556	Base Payment 366.60 Sales/Use Tax 22.00 Per. Prop. Tax Other Scheduled	Due Date Amount	Late Charge Extension Fee Summons Registration Fee Miscellaneous	
33 # REM PMTS: MATURITY: 10/26/06	TOTALS 388.60			388.60

August 4, 2011

[REDACTED]
Shelby Township, MI [REDACTED]

Service Request: 1-180605842
Customer Relationship Manager: Kevin Young

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 \$ 388.60. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

General Motors Corporation

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

August 4, 2011

[REDACTED]
Tehachapi, CA [REDACTED]

Service Request: 1-180680808
Customer Relationship Manager: Michelle Camp

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 1G1ZT54864F [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on March 29, 2004 and ending on March 29, 2005, and begins with 6,581 miles and ends with 18,581 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.

August 4, 2011

[REDACTED]
Burnsville, MN [REDACTED]

Service Request: 1-180841530
Customer Relationship Manager: Amy Preziosi

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 Major Guard plan for your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52854F [REDACTED], is for the following:

- 72 months or 72,000 miles, whichever occurs first, beginning on January 26, 2004, and ending on January 26, 2010, and begins with 1,523 miles and ends with 73,523 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]
Dearborn, MI [REDACTED]

Service Request: 1-181200645
Customer Relationship Manager: Ismael Lebron-Bravo

Dear Mrs. [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]
Orlando, FL [REDACTED]

Service Request: 1-181550840
Customer Relationship Manager: Lorrain Ragins Young

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]
[REDACTED]
Horn Lake, MS [REDACTED]

Service Request: 1-181757233

Customer Relationship Manager: Yvonne Morgan

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.

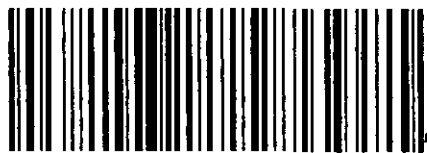
To help us review your request in a timely manner, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy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

Sincerely,

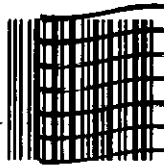
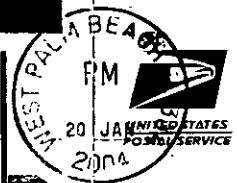
General Motors Corporation

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7003 2260 0007 2009 7151



U.S. POSTAGE
PAID
WEST PALM BEACH, FL
33406
JAN 20 04
AMOUNT

\$4.42
00082210-13

0000

48232

Wellington, FL

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

ADR

JAN 23 2004

48232+5170 51



Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

ORIGINAL

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

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the **same** substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) VEHICLE IS STILL IN THE REPAIR SHOP FOR THE POWER STEERING.

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make CHEVROLET Model MALIBU Year 2004
VIN 1G111Z1T15218241F [REDACTED] Date of Delivery 09/20/2003

Name and City/State of selling dealer or leasing company (if applicable) MARONE CHEVROLET OF GREEN ACRES
GREEN ACRES, FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs MARONE CHEVROLET OF GREEN ACRES
GREEN ACRES, FLORIDA

Consumer [REDACTED] Home phone [REDACTED]
Address WELLINGTON, FL [REDACTED] Work phone [REDACTED]
[REDACTED] Signature [REDACTED]
Date Mailed 01/20/2004

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(1/98)

August 4, 2011

[REDACTED]
Wellington, FL [REDACTED]

Service Request: 1-182093480
Customer Relationship Manager: Jessica 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.

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]
Wellington, FL [REDACTED]

Service request: 1-182093480

Dear Mr. [REDACTED]:

Thank you for your recent correspondence dated January 23, 2004. We are sorry you are dissatisfied with your 2004 Chevrolet Malibu. Our continued success depends upon the satisfaction our customers receive.

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

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

Sincerely,

Jessica Martin
Customer Relationship Manager

LC0030-T/mm



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

March 31, 2004

[Redacted]

Wellington, Fl. [Redacted]

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT52824F [Redacted]

Case Number: 1-182093480

Dear Mr. [Redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN #1G1ZT52824F [Redacted] 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 VIN# 1G1ZU54874F [Redacted], 2004 Chevrolet Malibu. 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:

Plus Upgrade	\$2,820.00
Plus Usage	\$936.32
Plus Taxes	\$225.38
TOTAL RESPONSIBILTY OF CUSTOMER	\$3,981.70

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

General Motors will repurchase VIN # 1G1ZT52824F [Redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0877 by 4/1/04. 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 Maroone Chevrolet of Greenacres. 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. 57249 if you have any questions or concerns.



GMC

Sincerely,
Frank R. Unisko
Business Resource Center

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

Signature and Date

Overallowance / Incentives / Negative Equity Form
Hollis Simmons

Customer _____ Request # 1-182093480 BBB # CHV0434473

Straight _____ Trade _____ Mandated _____ Mediated _____

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

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

Use the charts below to help determine over allowance and incentives.

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

Purchase Price (from dealer Bill of Sale) -- (Selling Price)	\$ 18247.10
MSRP (from BARS Invoice)	\$ 21075.
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$ -2827.90

Trade Allowance (from dealer Bill of Sale)	\$ 12500.
*NADA Retail Value	\$ 16400.
(A) Over Allowance (If positive)	\$ -3900.


Payoff	0.
NADA Retail Value	\$ 16400.
(B) Negative Equity (If positive)	\$ 0.

<u>If Over Allowance and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale) – (before tax, tag, etc.)	\$ 18247.10
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	\$ 2377.24
(A Over Allowance) + (B Negative Equity) minus	\$ 0.
Actual price of Vehicle that should be presented to BBB for ATA	\$ 15869.86

5757 Lake Worth Road
Greenacres, FL 33463
Phone: (561) 434-5205
Fax: (561) 434-5259

**Maroone Chevrolet of
Greenacres**

Fax

To: Hollis From: John
Fax: 866-440-5941 Date: 3/1/04
Phone: 800-~~THE~~ 231-1841 Pages: 4
Re:  CC:

Urgent For Review Please Comment Please Reply Please Recycle

•Comments:

BRUCE, BONITA S.
 DRAZIC, NANCY E
Maroone
 Chevrolet of Green Acres
 5757 Lake Worth Rd
 Greenacres, FL 33466
 (561) 433-5757

Deal Number: 96349
 Transaction Number: 4E100921
 Date of Delivery: 09/20/2003

PURCHASER
 Purchaser: [Redacted]
 City: WELLINGTON
 State: FL

PURCHASED VEHICLE
 Stock No.: 4E100921
 Year: 2004
 Make: CHEVROLET
 Model: MALIBU
 Body Style: SD
 Color: BLUE
 Trim: [Redacted]
 VIN #: 1G1ZT52B24E [Redacted]
 Odometer Reading: 103
 Cylinders: 6

TRADE-IN VEHICLE
 Year: 2000
 Make: CHEVROLET
 Model: SILVERADO
 Body Style: TRK
 Color: BURG
 Trim: [Redacted]
 VIN #: 2GCEC19T0Y1 [Redacted]
 Odometer Reading: 51962
 State/Tag No.: [Redacted]

2ND TRADE-IN VEHICLE
 Year: [Redacted]
 Make: [Redacted]
 Model: [Redacted]
 Body Style: [Redacted]
 Color: [Redacted]
 Trim: [Redacted]
 Cylinders: [Redacted]
 VIN #: [Redacted]
 Odometer Reading: [Redacted]
 State/Tag No.: [Redacted]

TRADE-IN LIEN INFORMATION
 Lien Holder Name: [Redacted]
 Address: [Redacted]
 Telephone Number: [Redacted]
 Loan Account Number: [Redacted]

Purchaser is encouraged to review this Purchase Agreement (including the Additional Terms and Conditions set forth on the reverse side hereof) carefully and seek independent professional advice if Purchaser has any questions concerning this transaction. The Buyer's Guide developed in the window of the motor vehicle purchased hereunder is part of this Purchase Agreement. Information on the Buyer's Guide overrides any contrary provisions in this Purchase Agreement.

EXCEPT AS MAY BE OTHERWISE SPECIFICALLY PROVIDED IN A SEPARATE WRITING WHICH IS SIGNED BY AN AUTHORIZED REPRESENTATIVE OF DEALER AND FURNISHED TO PURCHASER, DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Dealer neither warrants nor authorizes any other person to assume for it any liability in connection with the sale of the motor vehicle purchased hereunder. Dealer makes no representations as to the condition, if any, of the manufacturer which may apply to the motor vehicle purchased hereunder. Purchaser hereby acknowledges that Dealer has made available "warranty pre-sale information" as described in the warranty booklet pursuant to the Magnuson-Moss Warranty Act.

PURCHASER SHALL NOT BE ENTITLED TO RECOVERY FROM DEALER FOR INCIDENTAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Multiple finance requirements may apply to the motor vehicle purchased hereunder. If Purchaser is unsure whether or not Purchaser's current income suffices, if any, will cover the motor vehicle purchased hereunder, Purchaser is encouraged to consult Purchaser's financial agent.

This Purchase Agreement shall not be binding unless signed and accepted by an authorized representative of Dealer.

Dealer has estimated that the approximate value of the trade-in less a lien on it by the approximate sum of \$ [Redacted]. Purchaser agrees and acknowledges that this is an estimate and that in the event that the amount required to pay-off the lien on purchaser's trade-in exceeds the amount stated herein, the purchaser shall be responsible to dealer for additional sums required to pay-off the lien. Purchaser further agrees to pay such additional monies within 48 hours of being notified by dealer, and to pay further amounts to the lienholder and redemption of a lien against the title of the motor vehicle purchased from Dealer if it is determined that the amount of the lien is not covered.

Purchaser hereby certifies that Purchaser is at least 18 years of age or older. I understand that the terms of these agreements is conditional and subject to acceptance by the finance. Further, I warrant that my finance or lease agreement may be void if the dealer determines, in its sole discretion, that I provided false or incomplete information in connection with my purchase or lease. In the event my financing is not approved, or the dealer determines that I provided false or incomplete information, I will return the vehicle, immediately, to the store without an invoice or rental paper and pay cash only. If I fail to do so, I will be responsible for all costs incurred by dealer to return the vehicle.

By executing this Purchase Agreement, Purchaser acknowledges that (1) Purchaser has been provided a copy of this Purchase Agreement and has read and understands the terms and conditions set forth herein (including the Additional Terms and Conditions set forth on the reverse side hereof), and (2) Purchaser has agreed to purchase the motor vehicle described herein on the terms and conditions set forth herein and accepts such terms and conditions as a part of the Purchase Agreement. Purchaser hereby certifies that Purchaser is at least 18 years of age or older.

Date: 09/20/2003
 Accepted By: [Redacted]
 Title: [Redacted]

VEHICLE PURCHASE PRICE	18247	10
+ Accessories	N.A.	
+ Dealer Handling Fee (This fee represents costs and profit to the dealer for items such as inspecting, cleaning and equipping vehicles and preparing documents related to the sale.)	499	95
+ Lead Acid Battery and Tire Disposal Fees	6	50
TOTAL PURCHASE PRICE	18753	55
+ Trade-In Purchase Price	12500	00
TAXABLE TRADE DIFFERENCE	6253	55
+ Sales Tax	375	21
+ Tag and Title Fees	147	00
+ Trade-In Payoff	N.A.	
DOCUMENT STAMP		
NET AMOUNT DUE	6775	76
- Factory Rebate	2377	24
- Down Payment	N.A.	
BALANCE DUE	4398	52



CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME

VIN: 8 1 2 7 8 2 8 2 A / / (or see attached list*)

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
	\$1000	CSE
	\$1000	UBD
	\$377.24	UDEF 01 6610
	\$	
	\$	
Total Incentive Amount Received	\$2377.24	

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

a. I elect to receive _____
in lieu of _____ and/or _____

b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 09 20 03. I acknowledge receipt of incentive(s) as described in Item ___ and release the GM Division from any future claim or obligation.

Purchaser/Lessee Signature: _____

Date: 09 20 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: _____

Date: 09 29 03

Dealership Name: _____

MAROONE CHEVROLET GREENACRES

Dealer Code: 26343

* 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 #2 - Customer

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

GM3795 1/01

Reynolds and Reynolds
ORDER TOLL FREE: 1-800-944-0898
FAX: 1-800-531-9055

White: - Used Cars
Yellow: - Deal Jacket
Pink: - Deal Jacket

Maroone Chevrolet of Greenacres

Appraising Manager X _____
Manager Checking In Unit X _____
Salesperson X B. J. [Signature]

DATE	DEPARTMENT	CUSTOMER'S NAME	TOTAL
9/19	NC	[Redacted]	\$ 12,500

- FEATURES**
- AIR CONDITIONING
 - REAR AIR
 - POWER DOOR LOCKS
 - POWER WINDOWS
 - POWER SEATS
 - CRUISE CONTROL
 - TILT
 - AIR BAGS
 - DUAL AIR BAGS
 - RADIO / STEREO
 - CD PLAYER
 - CD CHANGER
 - SLIDING REAR WINDOW
 - SUN ROOF
 - POWER SUN ROOF

USED CAR & TRUCK TRADE-IN FORM

STATUS X

NEW USED

Wholesale _____ Retail _____

WARRANTY TYPE

- Automation Certified
- Manufacturer Certified
- Powertrain
- As-is

- FEATURES**
- DUALY
 - 4 WD
 - AWD
 - WINCH
 - ABS BRAKES
 - CUSTOM WHEELS
 - TOPPER
 - CAMPER PACKAGE
 - MOON ROOF
 - T-TOPS
 - ANTI-THEFT SYSTEM
 - BED LINER
 - RUNNING BOARDS
 - TOW PACKAGE
 - TOOLBOX

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION #	COLOR	MILEAGE	CYL	TRANS.
2000	Chevrolet	Silverado	29GCEC19T04	Gray	5,962	V8	<input type="checkbox"/> AUTO <input type="checkbox"/> MANUAL

FUEL TYPE	INTERIOR TRIM	BODY STYLE	TRIM LEVEL
<input checked="" type="checkbox"/> GAS <input type="checkbox"/> DIESEL	<input checked="" type="checkbox"/> CLOTH <input type="checkbox"/> LEATHER	<input type="checkbox"/> VINYL <input type="checkbox"/> 4 DOOR <input type="checkbox"/> 2 DOOR	<input type="checkbox"/> SUV <input type="checkbox"/> SW <input checked="" type="checkbox"/> EXT

IT'S THE LAW: (Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or untruthful statement may make you liable for damage to your transferee, attorney fees, and for civil or criminal penalties pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-5 3, as amended by Pub. L. 94-364).

(Transferor's Name (Print)) state that the odometer of the vehicle described above now reads _____ miles/kilometers

Check One Box Only:

- (1) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described above.
- (2) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the amount of mileage in the excess of designed mechanical odometer limit of 99,999 miles/kilometers of the vehicle described above.
- (3) I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of the vehicle described above, and should not be relied upon.

Check One Box Only:

- (1) I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone else doing so.
- (2) I hereby certify that the odometer was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repair or replacement odometer was identical to that before such service.
- (3) I hereby certify that the repaired or replacement odometer was incapable of registering the same mileage that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was _____ miles.

Seller's Signature _____

Buyer's Signature _____

Check # _____

Title OK _____

2004 MALIBU LS SEDAN
28U NAVY BLUE METALLIC
52C NEUTRAL

/L4G

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD22054653

ORDER NO. GKCCM9/TRE STOCK NO.

VIN 1G1 ZT52 82 4F

*****13*26343S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 08/20/03
B37 FLOOR MATS, FRONT & REAR	80.00	72.00	SHIPPED 08/18/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 09/01/03
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 09/02/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 08/14/03

KEYS G0558 G0558
WFP-F QTR OPT-1
BANK: GMAC - 029
CHG-TO 26-343

SHIP WT: 3167
HP: 18.4
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.

MAROONE CHEVROLET OF GREENACRES

REMIT TO GMAC NO. 029
VIN 1G1ZT52824F
\$ 19642.30 INV 1AD22054653
DUE 09/02/03 DEALER 26-343

Confidential Information

CASE ASSESSMENT BY: HOLLIS SIMMONS

Siebel Request No: 1-182093480

Customer Name: [REDACTED]

Year of Vehicle: 2004 Make: Chevrolet Model: Malibu Current Mileage: 5900k

Vehicle ID No.: 1G1ZT52824F [REDACTED] In Service Date: 09/20/03 Purchased: New
If used:

What is customer seeking: Replacement
What is customer eligible for: ALL

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Steering

Date:	Mileage:	Days Out:	Description of Repair:
01/05/04	4334 *	23 *	6+ DAY COURTESY TRANSPORTATION COLUMN ASSEMBLY, STEERING – REPLACE TAC #7045800 <i>Power steering inoperative</i>
12/26/04	*	*	UNABLE TO DUPLICATE CUST CONCERN <i>steering wheel will jerk in C hand when sitting still</i>

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: SES light

Date:	Mileage:	Days Out:	Description of Repair:
-------	----------	-----------	------------------------

NO REPAIRS ADDRESSED FOR CONCERN

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Misc.

Date:	Mileage:	Days Out:	Description of Repair:
11/07/03	1901 *	1 *	SUNSHADE AND/OR SUPPORT - RIGHT - R&R OR REPLACE ---SOP IN <i>Vanity mirror on RT sunshade loose</i> CENTER CONSOLE ---SOP IN <i>center console is scratched</i>
12/26/03	4003 *	6 *	SUNSHADE AND/OR SUPPORT - LEFT - R&R OR REPLACE 3-DAY COURTESY TRANSPORTATION <i>drivers sunshade loose</i>
01/05/04	*	*	WHEEL ALIGNMENT - CHECK AND/OR ADJUST <i>veh misaligned</i>
02/06/04	4783	1	WHEEL ALIGNMENT - CHECK AND/OR ADJUST ---FRA <i>veh pulls to the right</i>

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):

Team Manager Approval :

Date:

Confidential Information

Veh does meet presumption per FL LL, C submitted his MVDN. Crm recommends a voluntary trade replacement based on DOS. AVM agrees w/decision.

AVM and/or DEALER RECOMMENDATION:

Initial contact made to AVM Carl Cook.

AVM suggest crm do an assessment of the case. If there's more than 30 DOS, we should offer C a trade replacement.

Team Manager Approval :

Date:

Maroone Chevrolet

Maroone Chevrolet of Greenacres
5757 Lake Worth Road, P.O. Box 9500
Greenacres, FL 33466-9500
(561) 433-5757
(800) 258-5757
www.AutoNation.com

Telecopier Message of 2 pages Including Cover Sheet

DATE: 3/1/04

TIME: _____

TO: Hollis

FAX #: 866-440-5941

FROM: Charles
Howell

OUR REF: 

If this message is not received clearly, please inform us by phone

(561) 433-3742 ext. _____

Please Note: Our Facsimile Number Is: (561) 433-3785



Maroone Chevrolet

Maroone Chevrolet of Greenacres
5757 Lake Worth Road, P.O. Box 9500
Greenacres, FL 33466-9500
(561) 433-3742

Service Hours
Mon.-Fri. 7:00 AM to 7:00 PM
Sat. 8:00 AM to 3:00 PM
Body Shop (561) 433-3782
Mon.-Fri. 8:00 AM to 5:00 PM
MV-06666 www.maroone.com

3046125

7 0 6 8 4

WARRANTY

PAGE 1

SERVICE ADVISOR: 4331 DENIESE C GALLAHER

WELLINGTON, FL

HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	04	CHEVROLET MALIBU	1G1ZT52824F		4783/4783	T200	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
20SEP2003			17:00 06FEB04		0.00	CASH	06FEB2004
R/O OPENED	READY	OPTIONS	STK:4F100921 DLR:26343 ENG:V4				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST SAYS VEHICLE PULLS RIGHT						
	CAUSE: MISALIGNED						
	E2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST						
	4421 W			2.00		143.54	143.54

FC: 3A PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

00

0 PARTS

3550 14354 TLABOR

COST, SALE, & COMP TOTALS 3550 14354 0

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

LIMITED WARRANTY: The only warranties applying to this service are those which may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified in the description of the complaint. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first.

DESCRIPTION	TOTALS
LABOR AMOUNT	143.54
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	143.54
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	143.54

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

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION TECHNICAL COPY

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN; I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE.
IS THE REPAIR COSTS DO NOT EXCEED \$ THE REPAIR COSTS DO NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

DATE: _____

ADDITIONAL PERSON TO AUTHORIZED SERVICES PERFORMED, IF THE CUSTOMER DESIRES TO DESIGNATE SUCH PERSON: _____

PHONE: _____ **DATE:** _____

NOTE: IF MY FINAL BILL WILL EXCEED \$100.00, I AM ENTITLED TO A WRITTEN ESTIMATE. IF THE REPAIR COSTS DO NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

IF THE REPAIR COSTS DO NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL:

I hereby warrant that the repair work has been completed in accordance with the original estimate and that I am not responsible for any additional charges or for damage to the vehicle or any other property. I understand that I am entitled to a written estimate if my final bill will exceed \$100.00.

CANCELLATION OF REPAIR: In the event that the repair work is not completed, the customer agrees to pay the labor charges for the work performed. The customer agrees to pay the labor charges for the work performed. The customer agrees to pay the labor charges for the work performed.

CANNOT LABOR UNDER A REPAIR ESTIMATE UNLESS OTHERWISE INDICATED.

ADDITIONAL REPAIRS AUTHORIZED: (CHECK ONE) YES NO (CASH MAY APPLY)

ESTIMATE: _____

DATE: _____

TIME: _____

WALTER

*4 wheel alignment out
 set fender both rear
 set toe, front, rear
 4 wheel Align*

*32010
 1.0
 2.8
 2.0
 2.0*

Dr B Car

NAME OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
19FEB2004 08:44	READY	STK:4F100921 DLR:26343 ENG:V4
10SEP2003	17:00 06FEB04	0.00 CASH
DEL. DATE	PROD. DATE	WARR. EXP.
04	19FEB2003	12/04
BLUE	CHEVROLET MALIBU	1G1ZT52824F
COLOR	YEAR	MAKE/MODEL
		VIN
		LICENSE
		PLATE IN / OUT
		TAG
		INV. DATE
		PAYMENT
		RATE
		PO NO.
		PROMISED
		PROD. DATE
		WARR. EXP.
		PROMISED
		PO NO.
		RATE
		PAYMENT
		INV. DATE

SERVICE ADVISOR: 4331 GALLAHER, DENISE C

Maroon Chevrolet of Greensboro
 5757 Lake Worth Road, P.O. Box 9500
 Greensboro, FL 33488-9500
 (561) 433-3742
 Service Hours
 Mon.-Fri. 7:00 AM to 7:00 PM
 Sat. 8:00 AM to 5:00 PM
 Body Shop (561) 433-3782
 Mon.-Fri. 8:00 AM to 5:00 PM
 MV-06665 - www.maroon.com

MAROONE CHEVROLET OF GREENACRES

TELECOPIER MESSAGE OF _____ PAGES INCLUDING THIS COVER

DATE: 3/31/04

TIME: 11:20

TO: FRANK UNISKO

FAX NO: 886 214 0877

OR BONNIE BROCK

FROM: AL HUNTER

OUR REF: _____

IF THIS MESSAGE IS NOT RECEIVED CLEARLY, PLEASE INFORM US BY PHONE: 561 433-3792

PLEASE NOTE: OUR FACSIMILE NUMBER IS: 561 434-5262

- New
- Used
- Demo
- Previously Leased

Deal Number: _____
 Transaction Number: _____
 Date of Delivery: 3/31/04

Maroone

Customer Name: Williamson SSN: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Home Phone: _____ Work Phone: _____

PURCHASED VEHICLE

Year: 04 Make: CHEV Model: MALIBU Body Style: 4DR Color: SLIVER Trim: _____
 VIN #: 1612054874F Odometer Reading: _____ Cylinders: 16

TRADE-IN VEHICLE

Year: 04 Make: CHEV Model: MALIBU Body Style: 4DR Color: BLUE Trim: _____
 VIN #: 16121528245F Odometer Reading: _____ State/Tag No.: _____

2ND TRADE-IN VEHICLE

Year: _____ Make: _____ Model: _____ Body Style: _____ Color: _____ Trim: _____
 VIN #: _____ Odometer Reading: _____ State/Tag No.: _____

TRADE-IN LIEN INFORMATION

Lien Holder Name: _____ Checked Status of Title (Salvage/Rebuilt/Flood/Damage/Manufacturer Buyback): _____ Yes No
 Address: _____
 Telephone Number: _____ Loan Account Number: _____

Purchaser is encouraged to review this Purchase Agreement (including the Additional Terms and Conditions set forth on the reverse side hereof) carefully and seek independent professional advice if Purchaser has any questions concerning this transaction. The Buyer's Guide displayed in the window of the motor vehicle purchased hereunder is part of this Purchase Agreement. Information in the Buyer's Guide overrides any contrary provisions in this Purchase Agreement.

EXCEPT AS MAY BE OTHERWISE SPECIFICALLY PROVIDED IN A SEPARATE WRITING WHICH IS SIGNED BY AN AUTHORIZED REPRESENTATIVE OF DEALER AND FURNISHED TO PURCHASER, DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the motor vehicle purchased hereunder. Dealer makes no representations as to warranties, if any, issued by the manufacturer which may apply to the motor vehicle purchased hereunder. Purchaser hereby acknowledges that Dealer has made available "warranty pre-sale information" as described in the warranty binders pursuant to the Magnuson Moss Warranty Act.

PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Minimum insurance requirements may apply to the motor vehicle purchased hereunder. If Purchaser is unsure whether or not Purchaser's current insurance policy, if any, will cover the motor vehicle purchased hereunder, Purchaser is encouraged to contact Purchaser's insurance agent.

This Purchase Agreement shall not be binding unless signed and accepted by an authorized representative of Dealer.

Dealer has estimated that the vehicle which you have traded-in has a lien on it for the approximate sum of \$ _____. Purchaser agrees and acknowledges that this is an estimate and that in the event that the amount required to pay off the lien on purchaser's trade-in exceeds the amount stated herein, the purchaser shall be responsible to dealer for additional sums required to pay off the lien. Purchaser further agrees to pay such additional monies within 48 hours of being notified by dealer, and buyer further consents to the imposition and recording of a lien against the title of the motor vehicle purchased from Dealer or if payment is not received.

Purchaser Initials _____

By executing this Purchase Agreement, Purchaser acknowledges that (1) Purchaser has been provided a copy of this Purchase Agreement and has read and understands the terms and conditions set forth herein (including the Additional Terms and Conditions set forth on the reverse side hereof), and (2) Purchaser has agreed to purchase the motor vehicle described herein on the terms and conditions set forth herein and accepts such terms and conditions as a part of the Purchase Agreement. Purchaser hereby certifies that Purchaser is 18 years of age or older. I understand that my finance or lease agreement is conditional and subject to acceptance by the lender. I further understand that my finance or lease agreement may be rescinded if the lender determines, in its sole discretion, that I provided false or inaccurate information in connection with my purchase or lease. In the event my financing is not approved or the dealer determines that I provided false or inaccurate information, I will return the vehicle, immediately, in the same condition as I received it (normal wear and tear accepted). If I fail to do so, I will be responsible for all costs incurred by dealer to recover the vehicle (including attorney fees).

Purchaser: _____ Date: _____
 Co-Purchaser: _____ Date: _____
 Date: 3/31/04

VEHICLE PURCHASE PRICE	<u>20718</u>	<u>51</u>
+ Accessories		
+ Dealer Handling Fee (This fee represents costs and profit to the dealer for items such as inspecting, cleaning and adjusting vehicles and preparing documents related to the sale.)	<u>499</u>	<u>95</u>
+ Lead Acid Battery and Tire Disposal Fees	<u>8</u>	<u>50</u>
TOTAL PURCHASE PRICE	<u>21226</u>	<u>96</u>
- Trade in Purchase Price	<u>17462</u>	<u>63</u>
TAXABLE TRADE DIFFERENCE	<u>3764</u>	<u>33</u>
+ Sales Tax	<u>275</u>	<u>85</u>
+ Tag and Title Fees	<u>145</u>	<u>00</u>
+ Trade in Payoff		
NET AMOUNT DUE	<u>4135</u>	<u>00</u>
Factory Rebate	<u>153</u>	<u>50</u>
- Down Payment		
BALANCE DUE	<u>3981</u>	<u>70</u>

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610

Phone (800) 231-1841 Name/Extension (Name/#)

Trade Repurchase Agreement between Chevrolet and its dealer partner Maroone Chevrolet of Greenacres

Customer's Name: [Redacted]
Case Number: -182093480

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

General Motors will issue a check in the amount of \$ 17,816.13 to [Redacted] & Maroone Chevrolet of Greenacres if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of [\$ Dollar Amount] made payable to [lien holder] 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:

Table with 2 columns: Description and Value. Rows include Replacement VIN (1G1ZU54874F [Redacted]), New Vehicle Sales Price (\$21,218.95), Used Vehicle Trade Value (\$17,462.63), Trade Difference (\$3,756.32), Taxes (\$225.38), Rebates ([Not Applicable]), Lien on old vehicle, good only until [date] (n/a), Miscellaneous State Fees (\$153.50), 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.

Maroone Chevrolet of Greenacres 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 866-274-0877.

[Signature] Sales Manager
Maroone Chevrolet of Greenacres 114697 Management Agent's Signature and Title.

[Signature] Sales Manager
Maroone Chevrolet of Greenacres 114697 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!

BRC REPURCHASE WORKSHEET

File Number
1-182093480

Customer Name
[REDACTED]

Worksheet filled out by:

Frank R Unisko

Old Vehicle VIN:
1G1ZT52824F [REDACTED]

New Vehicle VIN:
1G1ZU54874F [REDACTED]

Date:
3/31/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	21,218.95	G	Purchase Price (New Unit)	21,218.95
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	225.38
Tax	0.00	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	153.50	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	153.50
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	21,372.45			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	225.38	E		
Luxury Tax	0.00	S	Subtotal	21,597.83
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	17,462.63
		N		
Usage/Depreciation	936.32	S	Payoff	0.00
Damage	0.00	I		
Upgrade	2,820.00	B	Net Allowance	17,462.63
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	153.50
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	3,981.70
Total Customer Cost	3,981.70			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	17,616.13			
Total Payoff Amount	0.00		GM Authorized Signature	Date
<i>PAYOFF GOOD THRU(mm/dd/yy)</i>				
Dealer Due to GM	NA			
GM Due to Dealer	17,616.13			

Estimated Auction Price	17,224.29				**This is a "work in process" until signed
Projected (Loss)	(391.84)				by a GM Authorized Representative**
					Rev 1/6/04

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Name/Extension (Name/#)

Trade Repurchase Agreement between Chevrolet and its dealer partner Maroone Chevrolet of Greenacres

Customer's Name: [REDACTED]
Case Number: 1-182093480

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

General Motors will issue a check in the amount of \$ 17,616.13 to [REDACTED] & Maroone Chevrolet of Greenacres if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of [\$ Dollar Amount] made payable to [lien holder] 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:	1G1ZU54874F [REDACTED]
New Vehicle Sales Price:	\$21,218.95
Used Vehicle Trade Value:	\$17,462.63
Trade Difference:	\$3,756.32
Taxes:	\$225.38
Rebates:	[Not Applicable]
Lien on old vehicle, good only until [date]:	n/a
Miscellaneous State Fees:	\$153.50
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.

Maroone Chevrolet of Greenacres 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 866-214-0877.

Maroone Chevrolet of Greenacres 114697 Management Agent's Signature and Title.

Maroone Chevrolet of Greenacres 114697 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

April 2, 2004

Maroone Chevrolet of Greenacres
Al Hunter

RE: VIN#1G1ZT52824F [REDACTED], 2004 Chevrolet Malibu **CLOSING CONFIRMATION LETTER**

Dear Mr. Hunter:

The following parties, [REDACTED] and Al Hunter, have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for 4/7/04.

Thank you for your cooperation

Sincerely,

Frank R. Unisko
Repurchase Specialist
1-800-231-1841 ext. 57249

cc: Dealer Contact

General Motors Division
5701 East Hillsborough Avenue, Suite #2300, Tampa, FL 33610



RVDC Case# 83499

BRC Case Number	1182093480	Vehicle Is going to: Auction	Is Vehicle Drivable? Y	Issue 1099?
Customer Name	[REDACTED]	Dealer Admin Fee Applies? Y	Issue Release N	
Original VIN	1G1ZT52824F	This vehicle was repurchased as a result of a: Voluntary settlement of a GM alternative dispute resolution program		
BAC	114697	Retrieve Sales Tax? N	Title Brand?	
Dealership Name	MAROONE CHEVROLET OF GREENACRES	Reason for not Retrieving Sales Tax: TRADE REPURCHASE		
Dealer Contact/Title	Al Hunter, Mgr.	Original Sales Tax Paid in State: FL	Repurchased Under Laws of State: FL	
Dealer Phone	5614335757	Vehicle Meets Presumption of LEMON LAW? Y		
Dealer Fax	5614345262	Closing Schedule: 2004-04-07	Established on: 2004-04-01	
Delivery Date	2003-09-20	If no, where: BAC is 0		
Buyback Mileage	5900	Location Site Name:		
Transmission	A	Contact Name:		
UCC Code(s)	M0105	Address 1:		
MSRP	21075.00	Address 2:		
Est. Auction Value	17224.29	City:	State:	Zip:
Case Number	83499	Phone #:		
TAC Case Number	7045800	Fax #:		
Type of Transaction	TR	Comment: BRC case # 1-182093480. Please accept title in lieu of registration per Team Manager Tracey Kizziah. Florida voluntary compliance date 4/24/04		
Replacement VIN	1G1ZU54874F [REDACTED]	GM Legal Case Number:		
Repurchase Type	ADR Mediated - BBB or State	GM Counsel Name: N/A		
Repurchase Source	PRA ADR AVM Carl Cook	Gm Counsel Contact Name: N/A		
Reason for Repurchase: Steering inoperative.		Address1:		
		Address2:		
		City:	State:	Zip:
		Phone #:		
		Fax #:		
Lien Payoff				
Lien Payoff Amount: 0.00		Lien Payoff Expires on:		Per Diem: 0.00
Customer Due to GM: 0.00		Dealer Due GM: 0.00		
Check Information				
Customer		Lienholder		Plaintiff's Attorney
Check Amt:	17616.13		Check Amt:	0.00
Payee1:	[REDACTED] and	Payee1:	Payee1:	
Payee2:	Maroone Chevrolet of Greenacre	Payee2:	Payee2:	
Address1:	[REDACTED]	Address1:	Address1:	
Address2:	[REDACTED]	Address2:	Address2:	
City:	Wellington	City:	City:	
State:	FL	State:	State:	
Zip:	[REDACTED]	Zip:	Zip:	
Phone #:	[REDACTED]	Phone #:	Phone #:	
Fax #:	[REDACTED]	Fax #:	Fax #:	
		Attention:	Attention:	
		Account #:	Fed Tax ID:	
			Firm Name:	

Case ID: 83499 Initiator: unlskof

Sullivan B...

APR 02 2004

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

APP		APP	
<input checked="" type="checkbox"/>	INCENTIVE SHUT-OFF REQUEST	<input checked="" type="checkbox"/>	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
<input checked="" type="checkbox"/>	COPY OF TITLE OR REGISTRATION	<input type="checkbox"/>	SIGNED BILL OF SALE ON NEW VEHICLE
<input checked="" type="checkbox"/>	WARRANTY HISTORY	<input checked="" type="checkbox"/>	INVOICE ON REPLACEMENT VEHICLE
<input type="checkbox"/>	CHECK REQUEST FORM	<input type="checkbox"/>	SIGNED SETTLEMENT OFFER LETTER
<input type="checkbox"/>	RVDC SPECIAL INSTRUCTIONS FORM	<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"/>	DEALER PROFIT OTHER THAN ADMIN FEE
<input checked="" type="checkbox"/>	INVOICE ON ORIGINAL VEHICLE	<input type="checkbox"/>	INVOICE FOR ATTORNEY FEES (If Applicable)
		<input type="checkbox"/>	REPAIR ORDERS FOR REASON FOR REPURCHASE

(FLORIDA ONLY)

Substitution of Collateral

New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[REDACTED]
VIN#	1G1ZT52824F [REDACTED]
Year-Make and Model:	2004 Chevrolet Malibu

LIENHOLDER INFORMATION:

Lienholder Name:	NO LIEN
Lender Contact Person and Date:	
Physical Address:	
City/State/Zip	
Phone:	
Account Number:	
Dealer Buyout/Payoff Amount:	
Buyout/Payoff Expiration Date:	
Per Diem:	

BRC REPURCHASE WORKSHEET

File Number
1-182093480

Customer Name
[REDACTED]

Worksheet filled out by:

Frank R Unisko

Old Vehicle VIN:

1G1ZT52824F [REDACTED]

New Vehicle VIN:

1G1ZU54874F [REDACTED]

Date:

3/31/04

DEALER'S SAMPLE PURCHASE ORDER

MOCK BILL OF SALE

			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	21,218.95	G	Purchase Price (New Unit)	21,218.95
Adjustment to line 1	0.00	M	State Sales Tax	225.38
Conversion Cost	0.00		Luxury Tax	0.00
Tax	0.00	R	Reg./Lic./Title Fees (opt)	153.50
Luxury Tax	0.00	E	Additional Aftermarket Items	0.00
Reg./Lic./Title Fees (opt)	153.50	S	State Fees	0.00
Miscellaneous	0.00	P	Miscellaneous	0.00
Other	0.00	O	Other	0.00
State Fees	0.00	N	Less Dealer Contribution	0.00
Cost to transfer Aftermarket Items	0.00	S	Subtotal	21,597.83
Service Contracts/GMPP	0.00	I	Trade In	17,462.63
Attorney's Fees	0.00	B	Payoff	0.00
Transportation Fees	0.00	T	Net Allowance	17,462.63
Total Replacement Price	21,372.45	Y	Cash on Delivery (Paid by GM)	153.50
CUSTOMER'S		R	Total Balance Due	3,981.70
Tax	225.38	E	Amount to Dealer for additional Fees	0.00
Luxury Tax	0.00	S		
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O		
Usage/Depreciation	936.32	N		
Damage	0.00	S		
Upgrade	2,820.00	I		
Downgrade (deducted)	0.00	B		
Reimbursement of Aftermarkets	0.00	T		
Other	0.00	Y		
Dealer Contribution (deducted)	0.00			
Total Customer Cost	3,981.70			
Trade Repurchase Amount	17,616.13			
Total Payoff Amount	0.00			
PAYOFF GOOD THRU(mm/dd/yy)				
Dealer Due to GM	NA			
GM Due to Dealer	17,616.13			
Estimated Auction Price	17,224.29			

[Signature] 3/31/04
GM Authorized Signature Date

[Signature]

****This is a "work in process" until signed**

Mar 31 04 11:26a

Steve Moore Chevrolet

561-434-5222

- New
- Used
- Demo
- Previously Leased

Deal Number:

Transaction Number:

Date of Delivery: 3/31/04

Maroone

[Redacted]

City: Wellington State: FL

PURCHASED VEHICLE

Stock No. 49185792 Year 04 Make CHEV Model MALIBU Body Style 4DR Color Silver Trim

VIN # 1G1ZC5Y874F [Redacted] Odometer Reading [Redacted] Cylinders 6

TRADE-IN VEHICLE

Year 04 Make CHEV Model MALIBU Body Style 4DR Color Blue Trim Cylinders 6

VIN # 1G1ZT52824F [Redacted] Odometer Reading [Redacted] State/Tag No. [Redacted]

2ND TRADE-IN VEHICLE

Year [Redacted] Make [Redacted] Model [Redacted] Body Style [Redacted] Color [Redacted] Trim [Redacted] Cylinders [Redacted]

VIN # [Redacted] Odometer Reading [Redacted] State/Tag No. [Redacted]

TRADE-IN LIEN INFORMATION

Lien Holder Name [Redacted] Checked Status of Title (Salvage/Rebuilt/Flood/Damage/Manufacturer Buyback) Yes [] No []

Address [Redacted]

Telephone Number [Redacted] Loan Account Number [Redacted]

Purchaser is encouraged to review the Purchase Agreement including the Additional Terms and Conditions set forth in the owner's side hereof carefully and with independent professional advice if Purchaser has any questions concerning this transaction. The Buyer's Guide displayed in the window of the motor vehicle purchased hereunder is part of this Purchase Agreement. Information on 1 to 800-4-A-Drive website and website linkages in the Purchase Agreement.

EXCEPT AS MAY BE OTHERWISE SPECIFICALLY PROVIDED IN A SEPARATE WRITING WHICH IS SIGNED BY AN AUTHORIZED REPRESENTATIVE OF DEALER, I AM PURCHASING TO PURCHASE, DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Dealer neither assumes nor warrants any other person is reliance for its liability in connection with the sale of a motor vehicle purchased hereunder. Dealer makes no representations as to whether, if any, hazard by the manufacturer which may apply to the motor vehicle purchased hereunder. Purchaser hereby acknowledges that Dealer has made its best "reasonable effort" as described in the currently in-force purchase by the Magnuson-Moss Warranty Act.

PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Minimum insurance requirements may apply to the motor vehicle purchased hereunder. It is the purchaser's responsibility to verify their current insurance policy, if any, will cover the motor vehicle purchased hereunder. Purchaser is encouraged to contact their insurance agent.

This Purchase Agreement shall not be binding unless signed and accepted by an authorized representative of Dealer.

Dealer has advised that the vehicle which you have traded in has a lien on it for the amount of \$ [Redacted]. Purchaser agrees and acknowledges that this is an obligation and that in the event that the amount required to pay off the lien on purchaser's trade-in exceeds the amount of the trade-in, the purchaser shall be responsible to dealer for additional sums required to pay off the lien. Purchaser further agrees to pay such additional amount within 48 hours of being notified by dealer, and buyer further consents to the imposition and retention of a lien against the title of the motor vehicle purchased from Dealer or if payment is not received.

Purchaser Initials

By signing this Purchase Agreement, I understand and acknowledge that (1) PURCHASER HAS BEEN PROVIDED A COPY OF THE PURCHASER'S AGREEMENT AND HAS READ AND UNDERSTANDS THE TERMS AND CONDITIONS set forth herein (including the Additional Terms and Conditions set forth on the reverse side) and (2) PURCHASER HAS AGREED TO PURCHASE THE MOTOR VEHICLE DESCRIBED HEREIN ON THE TERMS AND CONDITIONS SET FORTH HEREIN AND ACCEPTS SUCH TERMS AND CONDITIONS AS A PART OF THIS PURCHASE AGREEMENT. PURCHASER HEREBY CERTIFIES THAT PURCHASER IS 21 YEARS OF AGE OR OLDER.

I understand that the finance or lease agreement is conditional and subject to acceptance by the lender. I further understand that in the event a loan agreement may be rendered inoperative, I will be responsible for the motor vehicle. I understand that I provided false or inaccurate information in connection with my purchase of a vehicle. In the event my financing is not approved for the motor vehicle, I will be responsible for the motor vehicle. I will return the vehicle immediately, in the same condition as I received it (except wear and tear acceptable) if I fail to do so, I will be responsible for all costs incurred by dealer to recover the vehicle (including attorney fees).

Buyer Signature: [Redacted] Date: 3/31/04

VEHICLE PURCHASE PRICE	20762.51
+ Accessories	
+ Dealer Handling Fee	499.95
+ Lead Acid Battery and Tire Disposal Fees	8.52
TOTAL PURCHASE PRICE	21271.98
- Trade in Purchase Price	17462.63
TAXABLE TRADE DIFFERENCE	3764.33
+ Sales Tax	275.85
+ Tag and Title Fees	145.00
- Trade in Payoff	
NET AMOUNT DUE	4135.20
Factory Rebate	153.50
- Down Payment	
BALANCE DUE	3981.70

Maroone

- New
- Used
- Demo
- Previously Leased

Deal Number: _____
 Transaction Number: _____
 Date of Delivery: 3/31/04

PURCHASED VEHICLE

Stock No. 4F185792 Year 04 Make CHEV Model MALIBU Body Style 4DR Color SLICK Trim _____
 VIN # 1612454874E Odometer Reading _____ Cylinders 16

TRADE-IN VEHICLE

Year 04 Make CHEV Model MALIBU Body Style 4DR Color Blue Trim _____ Cylinders 16
 VIN # 1612454874E Odometer Reading _____ State/Tag No. _____

2ND TRADE-IN VEHICLE

Year _____ Make _____ Model _____ Body Style _____ Color _____ Trim _____ Cylinders _____
 VIN # _____ Odometer Reading _____ State/Tag No. _____

TRADE-IN LIEN INFORMATION

Lien Holder Name _____
 Address _____
 Telephone Number _____
 Loan Account Number _____

Purchaser is encouraged to review this Purchase Agreement (including the Additional Terms and Conditions set forth on the reverse side hereof) carefully and seek independent professional advice if purchaser has any questions concerning this transaction. The Buyer's Guide displayed at the window of the motor vehicle purchased hereunder is part of this Purchase Agreement. Information on the Buyer's Guide includes any company involved in this Purchase Agreement.

EXCEPT AS MAY BE OTHERWISE SPECIFICALLY PROVIDED IN A SEPARATE WRITING WHICH IS SIGNED BY AN AUTHORIZED REPRESENTATIVE OF DEALER, AND FURNISHED TO PURCHASER, DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Dealer neither warrants nor guarantees the other person to whom it or its liability in connection with the sale of the motor vehicle purchased hereunder. Dealer makes no representation as to whether, if any, laws by the manufacturer which they apply to the motor vehicle purchased hereunder. Purchaser hereby acknowledges that Dealer has made available "warranty disclosure information" as required by the warranty laws that apply to the Magnuson-Moss Warranty Act.

PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Minimum insurance requirements may apply to the motor vehicle purchased hereunder. Purchaser is advised whether or not the dealer's current insurance policy, if any, will cover the motor vehicle purchased hereunder. Purchaser is encouraged to contact Purchaser's insurance agent.

This Purchase Agreement shall not be binding unless signed and accepted by an authorized representative of Dealer.

Dealer has estimated that the vehicle with you here traded-in has a lien on it for the approximate sum of \$ _____. Purchaser agrees and acknowledges that this is an estimate and that in the event the amount required to pay-off the lien on the motor vehicle exceeds the amount stated herein, the purchaser shall be responsible to dealer for additional sums required to pay off the lien. Purchaser further agrees to pay said additional sums within 48 hours of being notified by dealer, and may not later possible in the amount and period as set forth herein against the title of the motor vehicle purchased from Dealer or if payment is not received.

Purchaser Initials _____

By executing this Purchase Agreement, Purchaser acknowledges that (1) Purchaser has been provided a copy of this Purchase Agreement and has read and understands the terms and conditions set forth herein (including the Additional Terms and Conditions set forth on the reverse side hereof), and (2) Purchaser has agreed to purchase the motor vehicle described herein on the terms and conditions set forth herein and accept a work item and consider as a part of the Purchase Agreement. Purchaser hereby waives any right to rescind this agreement for a period of 3, 30, or 60 days. I understand that my liability or release of amount is conditional and subject to acceptance by the dealer. Purchaser agrees and that if finance or lease agreement may be rescinded if the dealer determines, in its sole discretion, that I provided false or incomplete information in connection with my purchase or lease. In the event my financing is not approved or the dealer determines that a condition of my financing information, I will return the vehicle, immediately, in the condition as I received it (normal wear and tear excepted). If I fail to do so, I will be responsible for all costs incurred by dealer to return the vehicle (including attorney's fees).

Purchaser _____ Date _____
 Co-Purchaser _____ Date _____
 Accepted By _____ Date 3/31/04
 Title _____ Date _____

VEHICLE PURCHASE PRICE	<u>20718</u>	<u>51</u>
+ Accessories		
+ Dealer Handling Fee	<u>499</u>	<u>95</u>
+ Lead Acid Battery and Tire Disposal Fees	<u>8</u>	<u>50</u>
TOTAL PURCHASE PRICE	<u>21226</u>	<u>96</u>
Trade-In Purchase Price	<u>17462</u>	<u>63</u>
TAXABLE TRADE DIFFERENCE	<u>3764</u>	<u>33</u>
+ Sales Tax	<u>275</u>	<u>85</u>
+ Tag and Title Fees	<u>145</u>	<u>20</u>
+ Trade-In Payoff		
NET AMOUNT DUE	<u>4135</u>	<u>20</u>
- Factory Rebate	<u>153</u>	<u>50</u>
- Down Payment		
BALANCE DUE	<u>3981</u>	<u>70</u>

electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 03/25/2004
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Wellington, FL [REDACTED]
- 5.Primary Customer Phone #: [REDACTED] home
- 6.Additional Customer Phone #: [REDACTED] mobile
- 7.Customer fax #: [REDACTED]
- 8. Cust Drivers Licenses #: [REDACTED]
- 9. State tax % rate

unt
3/26/04
12:20

Customer Vehicle Information

- 10.Year/Make/Model: 2004 Chevrolet Malibu
- 11.VIN (17 Digits): 1G1ZT52824F [REDACTED]
- 12.Current Mileage: 5,900
- 13.Purchased: NEW

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

- Dealership that will handle entire transaction: Maroone Chevrolet of Greenacres
- 14.Dealership Name: Maroone Chevrolet of Greenacres
- 15.Dealership Phone #: 561-433-5757
- 16.Dealership Contact Name and TITLE: Al Hunter, Manager
- 17.Dealership Contact Phone # (if different than Dealership #): 561-433-3789
- 18.Dealership Contact Fax #: (561) 434-5262
- 19.Dealership BAC: 114697 Region: Southeast

20.What GOODWILL TOOLS were offered?

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

- 21.Was a TRADE Repurchase offered? YES
- 22.If this will not be a Trade Repurchase, Please explain Why? n/a

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

- 23.CAC Case Number: 1-182093480
- 24.TAC Case Number: 7045800

25.If no TAC number, Explain: N/a

26.Reason for Repurchase (Include specific mechanical failure): power steering wheel inoperative

- 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): cust is responsible for damage beyond normal wear and tear

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1G1ZU54874F [REDACTED]

- 33.New Vehicle Year/Make/Model: 2004 Chevrolet Malibu Lt
- 34.Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 2,820

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: 5900k/100k*\$15869.86=\$936.32

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**? Customer *pay's Taxes GM - Fees*

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

Explain: n/a

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

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

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

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

40. General Comments/Special Instructions:

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 03/08/2004

42. Authorizer Name: Carl Cook, Epra completed by ADR Hollis Simmons

43. GM Position: Area Service Manager

44. VoiceMail Node: 404082 Mailbox Number: 8064

45. Email Address: carl.cook@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: Frank R. Unisko
DEPARTMENT: Business Resource Center
CUSTOMER NAME: [REDACTED]
FILE NUMBER: 1-182093480
OLD VEHICLE VIN: 1G1ZT52824F [REDACTED]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 26343

BRAND (circle one): Oldsmobile (15) Cadillac (12) **Chevrolet (13)** Buick (11) GMC (48) Pontiac (16)

NEW VEHICLE VIN: 1G1ZU54874F [REDACTED]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

FROM : [REDACTED]

FAX NO. : [REDACTED]

Mar. 26 2004 01:44PM P1

A06930

STATE OF FLORIDA

LIEN SATISFACTION

IDENTIFICATION NUMBER 1G1ZT52824F [REDACTED]	YR 2004	MAKE CHEV	MODEL	BODY 4D	WT-L-BHP 3187	VESSEL REGIS. NO.	TITLE NUMBER [REDACTED]
---	------------	--------------	-------	------------	------------------	-------------------	----------------------------

REGISTERED OWNER [REDACTED] DATE OF ISSUE
10/07/2003

WELLINGTON FL [REDACTED]
 LIEN RELEASE
 INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
 HEREBY RELEASED
 BY _____

*TK approve
3/11/04*

MAIL TO: [REDACTED] TITLE DATE



CERTIFICATE OF TITLE

ON VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER THE OFFICIAL CERTIFICATE OF TITLE ISSUED FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER 1G1ZT52824F100821	YR 2004	MAKE CHEV	MODEL	BODY 4D	WT-L-BHP 3187	VESSEL REGIS. NO.	TITLE NUMBER 00063009
PREV STATE N	COLOR BLU	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	USE PVT	PREV ISSUE DATE	
ODOMETER STATUS OR VESSEL MANUFACTURER OR OR USE 103 MILES 08/20/2003 ACTUAL		HULL MATERIAL		PROP.		DATE OF ISSUE 10/07/2003	

REGISTERED OWNER
DOUGLAS LAWSON SAGER
CUDINGTON CT
WELLINGTON FL 32414-5550

LIEN RELEASE
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
HEREBY RELEASED
BY _____

1ST LIENHOLDER
NONE



DIVISION OF MOTOR VEHICLES TALLAHASSEE FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Carl A. Ford
CARL A. FORD
DIRECTOR

Freddie Williams
EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)

ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser: _____ Address: _____

If We state that this 3 or 6 digit odometer now reads (6 digits) Selling Price: \$ _____ Date Sold: _____

CAUTION: DO NOT CHECK BOX IF ACTUAL MILEAGE. I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limit. I hereby certify that the odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Purchaser: _____ Printed Name of Purchaser: _____
 Signature of Co-Purchaser: _____ Printed Name of Co-Purchaser: _____
 Signature of Seller: _____ Printed Name of Seller: _____
 Signature of Co-Seller: _____ Printed Name of Co-Seller: _____

When Applicable: Selling Dealer's License Number: _____ Tax Collected: \$ _____

Mar 26 04 03:02p

Steve Moore Chevrolet

561-434-5262

p.2

BOUCE, BONITA S.
ORAZIC, NANCY E

Maroone

Chevrolet of Green Acres
5757 Lake Worth Rd
Greenacres, FL 33486
(561) 413-5757

New
 Used
 Temporary
 Previously Leased

Deal number: 96349
Transaction number: AC100021
Date of Delivery: 09/20/2003

PURCHASER
Purchaser: [Redacted] Telephone Number: [Redacted] Social Security Number: [Redacted] Birth Date: [Redacted]

Address: [Redacted]
City: WELLINGTON State: FL Zip: [Redacted]

PURCHASED VEHICLE

Stock No. 4E100921 Year 2004 Make CHEVROLET Model MALIBU Body Style SD Color BLUE Trim
VIN # 1G1ZT5282AF [Redacted] Class 5 Cylinders 6
Odometer Reading 103

TRADE-IN VEHICLE

Year 2000 Make CHEVROLET Model SILVERADO TR Body Style TR Color BURG Trim
VIN # 26CEC19T0Y [Redacted] Odometer Reading 51962 Make/Tag No.

2ND TRADE-IN VEHICLE

Year Make Model Body Style Color Trim Cylinders
VIN # Odometer Reading Make/Tag No.

TRADE-IN LIEN INFORMATION

Lien Holder Name: [Redacted] Checked status of Title (Salvage/Retain/Recall/Damage/Manufacturer Buyback) Yes No

Address: [Redacted]
Telephone Number: [Redacted] Lien Account Number: [Redacted]

PURCHASER is encouraged to review this PURCHASE AGREEMENT (including the Appendix Terms and Conditions set forth on the reverse side hereof) carefully and sign hereon only after understanding and accepting all provisions hereof and any conditions set forth on the reverse side. The Buyer's failure to sign in the window of the motor vehicle constitutes a rejection in part of the Purchase Agreement. Acceptance of the Buyer's Sales agent over the customary provisions in the Purchase Agreement.

EXCEPT AS MAY BE OTHERWISE SPECIFICALLY PROVIDED IN A SEPARATE WRITING WHICH IS ISSUED BY AN AUTHORIZED REPRESENTATIVE OF DEALER AND PURCHASER WITH PURCHASE, DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Dealer neither guarantees nor warrants any vehicle against wear or tear for its only liability is consistent with the sale of the motor vehicle hereunder. Dealer makes no representation as to the condition of any, issued by the manufacturer when they apply to the motor vehicle purchased hereunder. Parts of motor vehicle sold hereunder are sold "as is" without any warranty. "As is" means the vehicle is sold in the condition in which it is received by the dealer and without any warranty.

PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS, OR ANY OTHER INCIDENTAL DAMAGES.

Mileage limitations and/or restrictions may apply to the motor vehicle purchased hereunder. If Purchaser is unable to obtain or not Purchaser's current motor policy, if any, will cover the motor vehicle purchased hereunder. Purchaser to secure the appropriate insurance.

This Purchase Agreement shall not be binding unless signed and accepted by an authorized representative of Dealer.

Buyer hereby certifies that the information you have provided is true and correct and that you are not providing any false information. Purchaser also certifies that this is an accurate and true statement of the exact amount of the purchase price and that the amount of the purchase price is not being used to purchase any other vehicle. Purchaser also certifies that the amount of the purchase price is not being used to purchase any other vehicle. Purchaser also certifies that the amount of the purchase price is not being used to purchase any other vehicle.

Purchaser initials: _____

By executing this Purchase Agreement, Purchaser agrees that (1) Purchaser has been advised of all of the terms and conditions of this Agreement and (2) Purchaser has read and understands the terms and conditions of this Agreement and (3) Purchaser has agreed to purchase the motor vehicle described herein on the terms and conditions set forth herein and (4) Purchaser has agreed to purchase the motor vehicle described herein on the terms and conditions set forth herein and (5) Purchaser has agreed to purchase the motor vehicle described herein on the terms and conditions set forth herein.

I understand that my purchase of this agreement is voluntary and subject to review by the dealer. I agree to purchase this vehicle on the terms and conditions set forth herein and I understand that I am not being provided with any other information. I have read and understand the terms and conditions of this agreement and I have agreed to purchase the motor vehicle described herein on the terms and conditions set forth herein.

Date: 09/20/2003
Signature: [Redacted]

Accounted By: [Redacted] Date: 09/20/2003

Title: [Redacted] Date: [Redacted]

VEHICLE PURCHASE PRICE	18247	10
+ Accessories	N/A	
+ Dealer Handling Fee	499	95
+ Lead Acid Battery and Tire Disposal Fee	6	50
TOTAL PURCHASE PRICE	18753	55
- Trade-in Purchase Price	12500	00
TAXABLE TRADE DIFFERENCE	6253	55
+ Sales Tax	375	21
+ TAG and Title Fee	147	00
+ Trade-in Payoff	N/A	
DOCUMENT STAMP		
NET AMOUNT DUE	6775	76
- Factory Rebate	2377	24
- Down Payment	N/A	
BALANCE DUE	4398	52

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

March 31, 2004

Wellington, FL

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT5284F
 Case Number: 1-182093480

Dear Sir,

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN #1G1ZT52824F 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 VIN# 1G1ZU54474F 2004 Chevrolet Malibu. Your responsibilities may be, but not limited to, taxes, state fees, dealers' up fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Plus Upgrade	\$2,820.00
Plus Usage	\$936.32
Plus Taxes	\$225.38

TOTAL RESPONSIBILITY OF CUSTOMER \$3,981.70

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

General Motors will repurchase VIN # 1G1ZT52824F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0877 by 4/1/04. 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)
- ⇒ "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 Maroon Chevrolet of Greenacres. 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. 57249 if you have any questions or concerns.



GMC

Sincerely,
Frank R. Unisko
Business Resource Center

This [redacted] belongs to the signing.

Sign

3/31/04

Mar 31 04 11:22a

Steve Moore Chevrolet

561-434-5262

p.2

**Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)
Chevrolet**

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Name/Extension (Name/#)

Trade Repurchase Agreement between Chevrolet and its dealer partner Maroone Chevrolet of Greenacres

Customer's Name: [Redacted]
Case Number: 1-182093480

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

General Motors will issue a check in the amount of \$ 17,616.13 to [Redacted] & Maroone Chevrolet of Greenacres if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of (\$5 Dollar Amount) made payable to (lien holder) 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:

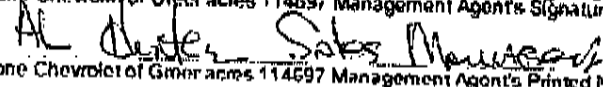
Replacement VIN:	1G1ZU54874F [Redacted]
New Vehicle Sales Price:	\$21,218.95
Used Vehicle Trade Value:	\$17,462.63
Trade Difference:	\$3,756.32
Taxes:	\$225.38
Rebates:	[Not Applicable]
Lien on old vehicle, good only until (date):	n/a
Miscellaneous State Fees:	\$153.50
Document Fees:	[Not paid by either 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.

Maroone Chevrolet of Greenacres 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 866-274-0877.


Maroone Chevrolet of Greenacres 114697 Management Agent's Signature and Title.


Maroone Chevrolet of Greenacres 114697 Management Agent's Printed Name and Title.

Authorized General Motors EIRC Representative Signature

Authorized General Motors EIRC Representative Printed Name

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

STATE OF FLORIDA

LIEN SATISFACTION

IDENTIFICATION NUMBER 1G1ZT52824F	YR 2004	MAKE CHEV	MODEL	BODY 4D	WT-L-BHP 3167	VESSEL REGIS. NO.	TITLE NUMBER
---	-------------------	---------------------	-------	-------------------	-------------------------	-------------------	--------------

REGISTERED OWNER: [REDACTED]
 WELLINGTON FL [REDACTED]

DATE OF ISSUE: **10/07/2003**

LIEN RELEASE
 INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED

MAIL TO:
 [REDACTED]
 WELLINGTON FL [REDACTED]

BY: _____

 TITLE DATE

CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 318.23, 328.02, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER 1G1ZT52824F	YR 2004	MAKE CHEV	MODEL	BODY 4D	WT-L-BHP 3167	VESSEL REGIS. NO.	TITLE NUMBER
PREV STATE N	COLOR BLU	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	USE PVT	PREV ISSUE DATE	
ODOMETER STATUS OR VESSEL MANUFACTURER OR OH USE 103 MILES 09/20/2003 ACTUAL				HULL MATERIAL	PROP.	DATE OF ISSUE 10/07/2003	

REGISTERED OWNER: [REDACTED]
 WELLINGTON FL [REDACTED]

LIEN RELEASE
 INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED

BY: _____

 TITLE DATE

1ST LIENHOLDER
 NONE

DIVISION OF MOTOR VEHICLES TALLAHASSEE FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Carl A. Ford
 CARL A. FORD
 DIRECTOR

Fred O. Dickinson
 FRED O. DICKINSON
 EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)
 ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.
 This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser: _____ Address: _____
 Selling Price: \$ _____ Date Sold: _____

1/We state that this 5 or 6 digit odometer now reads (no tenths) miles, date read _____ and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless one of the odometer statement blocks is checked.

CAUTION DO NOT CHECK 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.
 BOX IF ACTUAL 2. I hereby certify that the odometer reading is not the actual mileage.
 MILEAGE WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Purchaser: _____ Printed Name of Purchaser: _____
 Signature of Co-Purchaser: _____ Printed Name of Co-Purchaser: _____
 Signature of Seller: _____ Printed Name of Seller: _____
 Signature of Co-Seller: _____ Printed Name of Co-Seller: _____
 (When Applicable) Selling Dealer's License Number: _____ Tax No.: _____ Tax Collected: \$ _____
 Auction Name: _____ License Number: _____



GMC

GENERAL MOTORS BUSINESS RESOURCES CENTER

March 31, 2004

[Redacted]

TRADE SETTLEMENT OFFER

Wellington, Fl. [Redacted]

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT528: 4F [Redacted]
Case Number: 1-182093480

Dear Mr. [Redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN #1G1ZT52824F [Redacted] 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 VIN# 1G1ZU54174F [Redacted] 2004 Chevrolet Malibu. 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:

Plus Upgrade	\$2,820.00
Plus Usage	\$936.32
Plus Taxes	\$225.38
TOTAL RESPONSIBILITY OF CUSTOMER	\$3,981.70

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

General Motors will repurchase VIN # 1G1ZT52824F [Redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0877 by 4/1/04. 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 Maroone Chevrolet of Greenacres. 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. 57249 if you have any questions or concerns.



GMC

Sincerely,
Frank R. Unisko
Business Resource Center

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



3/31/04

Signature and Date

Florida
DRIVER LICENSE
 CLASS D

The Sunshine State
 LICENSE NUMBER

WELLINGTON, FL

ISSUE DATE: 02-14-02
 EXPIRES: 02-11-08

SEX: M
 HGT: 5-08
 REB: 6-08

ENDORSE:
 DUPLICATE: 11-12-02

SAFE DRIVER
 MOTORCYCLE ALSO

OPERATION OF A MOTOR VEHICLE CONSTITUTES CONSENT TO ANY ABBILITY TEST REQUIRED BY LAW.

Business Resource Center

GM

Repurchase Department

To: Al Hunter

From: Frank R. Unisko

Fax:

Fax: 866-214-0877

Pages:

Phone: 800-231-1841 ext. 57249

Attached is the Dealer Confirmation Letter please sign and return via fax along with a New Bill of Sale. After I have received the documents I will send file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents

CAN NOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter
- A New Bill of Sale based off of Worksheet – Dealer Sign Only

Thanks,
Frank R Unisko
Repurchase Coordinator

BRC REPURCHASE WORKSHEET

File Number
1-182093480

Customer Name
[REDACTED]

Worksheet filled out by:

Frank R Unisko

Old Vehicle VIN:
1G1ZT52824F [REDACTED]

New Vehicle VIN:
1G1ZU54874F [REDACTED]

Date:
3/30/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	21,218.95	G	Purchase Price (New Unit)	21,218.95
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	225.38
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)	153.50
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	21,218.95			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	225.38	E		
Luxury Tax	0.00	S	Subtotal	21,597.83
Reg./Lic./Title Fees (opt)	153.50	P		
Additional Aftermarket Items	0.00	O	Trade In	17,462.63
		N		
Usage/Depreciation	936.32	S	Payoff	0.00
Damage	0.00	I		
Upgrade	2,820.00	B	Net Allowance	17,462.63
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	0.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	4,135.20
Total Customer Cost	4,135.20			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	17,462.63			
Total Payoff Amount	0.00		GM Authorized Signature	Date
<i>PAYOFF GOOD THRU(mm/dd/yy)</i>				
Dealer Due to GM	NA			
GM Due to Dealer	17,462.63			

Estimated Auction Price	17,224.29				**This is a "work in process" until signed by a GM Authorized Representative**
Projected (Loss)	(238.34)				
					Rev 1/6/04

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Name/Extension (Name/#)

Trade Repurchase Agreement between Chevrolet and its dealer partner Maroone Chevrolet of Greenacres

Customer's Name: [REDACTED]
Case Number: 1-182093480

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

General Motors will issue a check in the amount of \$ 17,462.63 to [REDACTED] & Maroone Chevrolet of Greenacres if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of [\$ Dollar Amount] made payable to [lien holder] 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:	1G1ZU54874F [REDACTED]
New Vehicle Sales Price:	\$21,218.95
Used Vehicle Trade Value:	\$17,462.63
Trade Difference:	\$3,756.32
Taxes:	\$225.38
Rebates:	[Not Applicable]
Lien on old vehicle, good only until [date]:	n/a
Miscellaneous State Fees:	[153.50
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.

Maroone Chevrolet of Greenacres 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 866-214-0877.

Maroone Chevrolet of Greenacres 114697 Management Agent's Signature and Title.

Maroone Chevrolet of Greenacres 114697 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!

MAROONE CHEVROLET OF GREENACRES

TELECOPIER MESSAGE OF _____ PAGES INCLUDING THIS COVER

DATE: 3/26/04

TIME: 3 PM

TO: FRANK WUISKO

FAX NO: 866 214 -0877

FROM: AZ Diner

OUR REF: 

IF THIS MESSAGE IS NOT RECEIVED CLEARLY, PLEASE INFORM US BY
PHONE: 561 433-3792

PLEASE NOTE: OUR FACSIMILE NUMBER IS: 561 434-5262

BOUCE, BONITA S.
DRAZIC, NANCY E

- New
- Used
- Demo
- Previously Leased

Deal Number: 96349
Transaction Number: 4F100921
Date of Delivery: 09/20/2003



Chevrolet of Green Acres
5757 Lake Worth Rd
Green Acres, FL 33466
(561) 433-5757

PURCHASER

Purchaser: [Redacted]
Driver's License Number: [Redacted]
Social Security Number: [Redacted]
Birth Date: [Redacted]
Address: [Redacted]
City: WELLINGTON State: FL Zip: [Redacted]

PURCHASED VEHICLE

Stock No.	Year	Make	Model	Body Style	Color	Trim
4F100921	2004	CHEVROLET	MALIBU	SD	BLUE	
VIN #	Engine	Displacement	Odometer Reading	Cylinders		
1G1ZT52824F [Redacted]	3.5	2.0	103	6		

TRADE-IN VEHICLE

Year	Make	Model	Body Style	Color	Trim	Cylinders
2000	CHEVROLET	SILVERADO	TK	BURG		8
VIN #	Odometer Reading	State/Tag No.				
2GCEC19T0Y1 [Redacted]	51962					

2ND TRADE-IN VEHICLE

Year	Make	Model	Body Style	Color	Trim	Cylinders
VIN #	Odometer Reading	State/Tag No.				

TRADE-IN LIEN INFORMATION

Lien Holder Name: _____
Checked Status of Title (Salvage/Rebuilt/Flood/Damage/Manufacturer Buyback):
Yes No
Address: _____
Telephone Number: _____ Lien Account Number: _____

Purchaser is encouraged to review this Purchase Agreement (including the Additional Terms and Conditions set forth on the reverse side hereof), and seek independent professional advice if Purchaser has any questions concerning this transaction. The Buyer's Guide displayed in the window of the motor vehicle purchased hereunder is part of this Purchase Agreement. Information on the Buyer's Guide overrides any contrary provisions in this Purchase Agreement.

EXCEPT AS MAY BE OTHERWISE SPECIFICALLY PROVIDED IN A SEPARATE WRITING WHICH IS SIGNED BY AN AUTHORIZED REPRESENTATIVE OF DEALER AND FURNISHED TO PURCHASER, DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the motor vehicle purchased hereunder. Dealer makes no representations as to warranties, if any, issued by the manufacturer which may apply to the motor vehicle purchased hereunder. Purchaser hereby acknowledges that Dealer has made available "written warranty information" as described in the warranty binders pursuant to the Magnuson-Rissan Warranty Act.

PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Minimum insurance requirements may apply to the motor vehicle purchased hereunder. If Purchaser is unsure whether or not Purchaser's current insurance policy, if any, will cover the motor vehicle purchased hereunder, Purchaser is encouraged to contact Purchaser's insurance agent.

This Purchase Agreement shall not be binding unless signed and accepted by an authorized representative of Dealer.

Dealer has estimated that the vehicle which you have traded in has a lien on it for the approximate sum of \$ [Redacted]. Purchaser agrees to acknowledge that this is an estimate and that in the event that the amount required to pay-off the lien on purchaser's trade-in exceeds the amount stated herein, the purchaser shall be responsible to dealer for additional sums required to pay-off the lien. Purchaser further agrees to pay each additional month within 48 hours of being notified by dealer, and buyer further consents to the imposition and acceleration of a lien against the title of the motor vehicle purchased from Dealer or if payment is not received.

Purchaser Initials: _____

By executing this Purchase Agreement, Purchaser acknowledges that (1) Purchaser has been provided a copy of this Purchase Agreement and has read and understands the terms and conditions set forth herein (including the Additional Terms and Conditions set forth on the reverse side hereof), and (2) Purchaser has agreed to purchase the motor vehicle described herein on the terms and conditions set forth herein and accepts such terms and conditions as a part of the Purchase Agreement. Purchaser hereby certifies that Purchaser is 18 years of age or older. I understand that my finance or lease agreement is conditional and subject to acceptance by the lender. I further understand that my finance or lease agreement may be rescinded if the dealer determines, in its sole discretion, that I provided false or inaccurate information with my purchase or lease. In the event my financing is not approved, or the dealer determines that I provided false or inaccurate information, I will return the vehicle, immediately, in the same condition as I received it (normal wear and tear accepted). If I fail to do so, I will be responsible for the use incurred by Dealer to recover the vehicle.

Purchaser: [Redacted] Date: 09/20/2003
Co-Purchaser: [Redacted] Date: _____

Accepted By: [Redacted] Date: 09/20/2003
Title: _____ Date: _____

VEHICLE PURCHASE PRICE	
	18247.10
+ Accessories	N.A.
+ Dealer Handling Fee (This fee represents dealer's cost to the dealer for items such as inspecting, cleaning and adjusting vehicles and preparing documents related to the sale.)	499.95
+ Lead Acid Battery and Tire Disposal Fees	6.50
TOTAL PURCHASE PRICE	18753.55
- Trade-In Purchase Price	12500.00
TAXABLE TRADE DIFFERENCE	6253.55
+ Sales Tax	375.21
+ Tag and Title Fees	147.00
+ Trade-In Payoff	N.A.
DOCUMENT STAMP	
NET AMOUNT DUE	6775.76
- Factory Rebate	2377.24
- Down Payment	N.A.
BALANCE DUE	4398.52



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

March 29, 2004

Wellington, Fl. [REDACTED]

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT5284F100921

Case Number: 1-182093480

Dear Mr. [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN #1G1ZT52824F [REDACTED] 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 VIN# 1G1ZU5474F [REDACTED] 2004 Chevrolet Malibu. Your responsibilities may be, **but not limited to**, taxes, state fees, dealer's slip fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Plus Upgrade	\$2,820.00
Plus Usage	\$936.32
Plus Taxes	\$225.38
Plus registration, tag, title fees	\$153.50
TOTAL RESPONSIBILITY OF CUSTOMER	\$4,135.20

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

General Motors will repurchase VIN # 1G1ZT52824F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0877 by 4/1/04. 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 *(e-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 Maroone Chevrolet of Greenacres. 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



GMC

signing date of this transaction will be voided. I can be reached at (800) 231-1841 ext. 57249 if you have any questions or concerns.

Sincerely,
Frank R. Unisko
Business Resource Center

This document is void if signed before the signing.

Signature and Date



3/30/04

CBBB

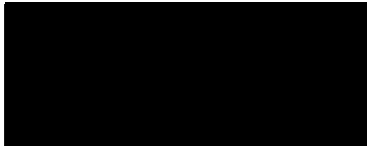
3/25/2004 12:49

PAGE 001/002

Fax Server

TO: Hollis Simmons COMPANY:

To:
Fax#:
From:
Mar 25, 2004



Re: /CHV0434473
TotalPages: 2



Re: Sager vs Chevrolet Motor Division # CHV0434473 VIN: 1G1ZT52824F [REDACTED]

March 25, 2004

[REDACTED]
Wellington, FL [REDACTED]

Dear Mr. [REDACTED]:

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

*****REVISED - correction on usage calculation*****

You have accepted Chevrolet's offer to replace your 204 Malibu with one that is new and is identical or reasonably equivalent to the vehicle to be replaced. You will be responsible to pay any difference above the MSRP of your current vehicle and the MSRP of the replacement vehicle (MSRP of your current vehicle is \$21,075.00). In addition, you will also be responsible to pay a usage fee of \$936.32 (the usage fee has been calculated by the following formula: 5900 miles divided by 100,000 X \$15,869.86). The manufacturer shall contact you and complete this transaction within 45 days from the date of this letter. The BBB Auto Line will follow up with you shortly after to verify performance.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, we will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Rhonda Eakins at Extension 240

cc: Hollis Simmons

Maroone Chevrolet

Maroone Chevrolet of Greenacres
5757 Lake Worth Road, P.O. Box 9500
Greenacres, FL 33466-9500
(561) 433-5757
(800) 258-5757
www.AutoNation.com

Telecopier Message of 10 pages Including Cover Sheet

DATE: 2/24/04

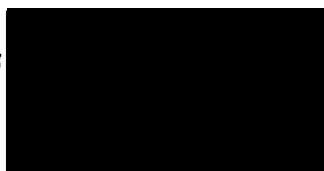
TIME: _____

TO: Hollis

FAX #: 866-440-5941

FROM: Charles
Howell

OUR REF:



If this message is not received clearly, please inform us by phone

(561) 433-3742 ext. _____

Please Note: Our Facsimile Number Is: (561) 433-3785



Maroone Chevrolet

Maroone Chevrolet of Greenacres
5757 Lake Worth Road, P.O. Box 9500
Greenacres, FL 33466-9500
(561) 433-3742

Service Hours
Mon.-Fri. 7:00 AM to 7:00 PM
Sat. 8:00 AM to 3:00 PM
Body Shop (561) 433-3782
Mon.-Fri. 8:00 AM to 5:00 PM
MV-06666 www.maroone.com

3046125

6 5 2 4 0

WARRANTY

PAGE 1

SERVICE ADVISOR: 4331 DENISE C GALLAHER

WELLINGTON, FL
HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	04	CHEVROLET MALIBU	1G1ZT52824F		4334/4334	T2645	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20SEP2003			17:00 28JAN04		0.00	CASH	27JAN2004
R.O. OPENED	READY	OPTIONS	STK: 4F100921 DLR: 26343 ENG: V4				

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

A RENTAL PO# 14569
CAUSE: RENTAL
Z7906 6 DAY RENTAL
4426 W 0.00 0.00 0.00

FC: 98 PART# COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL ENTERPRISE
PO#14569
FC: 98

B CUST SAYS POWER STEERING INOP
CAUSE: TAC CASE #7045800 =
E7680 COLUMN ASSEMBLY, STEERING REPLACE
4492 W 1.20 86.12 86.12

I 22687709 R COLUMN KI
479.28 382.47 382.47
WLTG 1 1999413 F-SWITCH
84.76 59.33 59.33

FC: 60
PART#: 22687709
COUNT: 2
CLAIM TYPE:
AUTH CODE:
OJ

M E TIME FOR DIAGNOSIS
4492 W 4.60 330.14 330.14
11557 41680 TPARTS
10875 41626 TLABOR

C* OVERNIGHT FREIGHT
CAUSE: FREIGHT
Z5001 OVERNIGHT FREIGHT
4426 W 0.00 0.00 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	LIMITED WARRANTY: The only warranty applying to the service rendered in accordance with this estimate will be that of the manufacturer. The seller hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither seller nor authorized any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first.	DESCRIPTION	TOTALS
	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
	PLEASE PAY THIS AMOUNT		

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

CUSTOMER SIGNATURE

Maroone Chevrolet

Maroone Chevrolet of Greenacres
 5757 Lake Worth Road, P.O. Box 9500
 Greenacres, FL 33466-9500
 (561) 433-3742
 Service Hours
 Mon.-Fri. 7:00 AM to 7:00 PM
 Sat. 8:00 AM to 3:00 PM
 Body Shop (561) 433-3782
 Mon.-Fri. 8:00 AM to 5:00 PM
 MV-06666 - www.maroone.com

3046125

6 5 2 4 0

WARRANTY

PAGE 2

SERVICE ADVISOR: 4331 DENISE C GALLAHER

WELLINGTON, FL

HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	04	CHEVROLET MALIBU	1G1ZT52824F		4334/4334	T2645	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20SEP2003			17:00 28JAN04		0.00	CASH	27JAN2004
R.O. OPENED	READY	OPTIONS: STK:4F100921 DLR:26343 ENG:V4					
13:22 05JAN04	17:39 27JAN04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	FRONT	FRIGHT		1909.12	9.10	9.10	9.10
FC: 00 PART#: 1 COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
MD							

910 910 TPARTS
 0 0 TLABOR
 D** ADJUST CASTER, CAMBER AND TOE 10 *****OUR STATE OF THE ART
 EQUIPMENT- HAS PRECISION ALIGNED YOUR ***** VEHICLE
 TO INCLUDE THE ADJUSTMENT OF CASTER, CAMBER, AND *****
 *****TOE WHERE APPLICABLE, AS WELL AS INFLATING YOUR
 VEHICLES ***** TIRES TO THE CORRECT PRESSURES.

CAUSE: MISALIGNED

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	E2020	WHEEL	ALIGNMENT CHECK AND/OR ADJUST	1497	2.00	143.54	143.54
FC: 3A PART#: COUNT: 0							
CLAIM TYPE:							
AUTH CODE:							
OQ							

0	0	TPARTS
3800	14354	TLABOR

COST, SALE, & COMP TOTALS 119142 173070 0

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

LIMITED WARRANTY: The only warranties applying to this part(s) installed in accordance are those which may be offered by the manufacturer. This dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first.

DESCRIPTION	TOTALS
LABOR AMOUNT	559.80
PARTS AMOUNT	450.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	720.00
MISC. CHARGES	0.00
TOTAL CHARGES	1730.70
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1730.70

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

CUSTOMER SIGNATURE

Maroone Chevrolet

Maroone Chevrolet of Greenacres
 5757 Lake Worth Road, P.O. Box 9500
 Greenacres, FL 33466-9500
 (561) 433-3742
 Service Hours
 Mon.-Fri. 7:00 AM to 7:00 PM
 Sat. 8:00 AM to 3:00 PM
 Body Shop (561) 433-3782
 Mon.-Fri. 8:00 AM to 5:00 PM
 MV-06666 www.maroone.com

CUSTOMER #: 3046125

6 5 2 4 0

WORKORDER

PAGE 2

WELLINGTON, FL
HOME

SERVICE ADVISOR: 4331 GALLAHER, DENIESE C

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	04	CHEVROLET MALIBU	1G1ZT52824F		4334/	T2645	
DEL. DATE	PRSD. DATE	WARR. EXP.	PROMISED	PD. NO.	RATE	PAYMENT	INV. DATE
20SEP2003			17:00 05JAN04		0.00	CASH	
R.O. OPENED	READY	OPTIONS	STK:4F100921 DLR:26343 ENG:V4				

05JAN2004 13:22

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

RENTAL PO#
 E7680 4492 W CUST SAYS POWER STEERING INOP
 E7160 3719 W digg + replaced steering column per tal case # 7045800
 overnight overnight

Problems 7005
MARTIN

ST 4.9
1/27/04
9E
7045800

Alignment
 20 MID 417 W
 2000 2.0
 STEERING WHEEL TO CENTER. RESET TOE

OK to E code 1/27/04
 15 nov.

TAC. C
7045800

Collect Problem Cor.
 OK B Code CO 545 B.O

CARMEN GENUS

*This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. **FS403 mandates a \$1.00 fee for each new tire sold in the state of Florida. ***FS403 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED.
 Save Old Parts: Yes No (Core may apply) Charge to the customer.
 ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

Additional person to authorized services performed, if the customer desires to designate such person Phone: Date:

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.
 I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

LIMITED WARRANTY...
 CANCELLATION OF REPAIR: In the event that the client cancels...
 NOTE: You will be notified upon completion...
 STORAGE CHARGES: No storage charges shall be assessed...
 I hereby authorized the repair work hereafter set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicles left in vehicle in care of you, that or any other cause beyond your control or for delays caused by unavailability of parts or delays in parts shipment by the supplier or manufacturer. I hereby grant you and/or your employees permission to examine the vehicle herein described in person, in person, or otherwise for the purpose of using and/or inspecting it in my car. An express lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

SIGNED: DATE: TECHNICIAN COPY

Maroone Chevrolet

Maroone Chevrolet of Greenacres
5757 Lake Worth Road, P.O. Box 9500
Greenacres, FL 33466-9500
(561) 433-3742

Service Hours
Mon.-Fri. 7:00 AM to 7:00 PM
Sat. 8:00 AM to 3:00 PM
Body Shop (561) 433-3782
Mon.-Fri. 8:00 AM to 5:00 PM
MV-08666 www.maroone.com

3046125

64007

WARRANTY

PAGE 1

SERVICE ADVISOR: 4331 DENIESE C GALLAHER

WELLINGTON, FL

HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	04	CHEVROLET MALIBU	1G1ZT52824R		4054/4054	T2497	
DEL. DATE	PRD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
20SEP2003			17:00 26DEC03		0.00	CASH	31DEC2003
R.O. OPENED		READY	OPTIONS: STK:4F100921 DLR:26343 ENG:V4				
Friday 16:12 26DEC03		Wednesday 11:44 31DEC03					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
B	RENTAL PO# 14172							
CAUSE: RENTAL CAR								
Z7904	FOUR DAYS RENTAL							
	4426	W		0.00		0.00	0.00	
FC: 98 PART#: COUNT: 0								
CLAIM TYPE:								
AUTH. CODE:								
MJ								
					0	0	0	
					0	0	0	
SUBL: ENTERPRISE						120.00	-120.00	

REPAIR

7743

*Change \$30
715
1/15/04*

COST, SALE, & COMP TOTALS 12000 12000 0

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

LIMITED WARRANTY: The only warranties applying to this vehicle are those in accordance with the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	120.00
MISC. CHARGES	0.00
TOTAL CHARGES	120.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	120.00

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

CUSTOMER SIGNATURE

WARRANTY COPY

Maroone Chevrolet

Maroone Chevrolet of Greenacres
 6757 Lake Worth Road, P.O. Box 9500
 Greenacres, FL 33466-9500
 (561) 433-3742
 Service Hours
 Mon.-Fri. 7:00 AM to 7:00 PM
 Sat. 8:00 AM to 3:00 PM
 Body Shop (561) 433-3782
 Mon.-Fri. 8:00 AM to 5:00 PM
 MV-06666 www.maroone.com

CUSTOMER #: 3046125

64007

WORKORDER
 REPRINT
 PAGE 2

WELLINGTON, FL

HOME:

SERVICE ADVISOR: 4331 GALLAHER, DENISE C

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	04	CHEVROLET MALIBU	1G1ZT52824F		4054/4076	T2497	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
20SEP2003			17:00 26DEC03		0.00	CASH	
R.O. OPENED		READY	OPTIONS: STK:4F100921 DLR:26343 ENG:V4				

26DEC2003 16:12

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
4		4492 W		CUST SAYS STEERING WHEEL WILL JERK IN HIS HANDS WHEN SITTING STILL INTERMIT <i>Unable to verify concern</i>
5		N		RENTAL PO# 14172

Handwritten notes:
 #27404
 #C * 4492 W
 CUST SAYS STEERING WHEEL JERKS IN HIS HANDS DRIVING AT LOW SPEEDS INTERMIT
Unable to verify concern.

Large handwritten note: Gone/Mod

Tech: 4492
 Flag Time: 1.0
 R.O line: A

Handwritten note: Reg 4492 to a shop ticket 12/20/03

11:40 12-29-03 TAC [unclear] [unclear]

*This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. **F5403 718 mandates a \$1.00 fee for each new tire sold in the state of Florida. ***F8403 7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED.

Save Old Parts: Yes No (Can you apply) There may be an additional charge to the customer.

ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

ESTIMATE	TIME
ADDITIONAL	DATE
TOTAL	OK'D

Additional person to authorized services performed, if the customer desires to designate such person _____ Phone: _____ Date: _____

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

LIMITED WARRANTY: The only warranties applying to this period limited in accordance with those which may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any limited warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of the estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first, including tune-ups and wheel alignments.

CANCELLATION OF REPAIR: In the event that the client cancels the repair work, the vehicle shall be reassembled in a condition reasonably similar to when received unless the client waives responsibility or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of transport, the cost of parts and labor to replace items destroyed by tear-down and cost to reassemble the vehicle.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate including any that the work on your vehicle has been completed, after that date, the daily charge for storage of your vehicle will be \$20.00 per day, whichever is greater, not to exceed \$50.00.

STORAGE CHARGES: No storage charge shall be assessed for any vehicle stored for a period of 3 working days from the date you are notified the work on your vehicle has been completed, after that date, the daily charge for storage of your vehicle will be \$20.00 per day, whichever is greater, not to exceed \$50.00.

I hereby authorize the repair work hereafter 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 delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby authorize you and your employees permission to operate this vehicle until repaired or until it is towed to a highway, or elsewhere for the purpose of towing and/or inspecting at my risk. An express lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Maroone Chevrolet

Maroone Chevrolet of Greenacres
 5757 Lake Worth Road, P.O. Box 9500
 Greenacres, FL 33466-9500
 (561) 433-3742
 Service Hours
 Mon.-Fri. 7:00 AM to 7:00 PM
 Sat. 8:00 AM to 3:00 PM
 Body Shop (561) 433-3782
 Mon.-Fri. 8:00 AM to 5:00 PM
 MV-06666 www.maroone.com

3046125

63846

WARRANTY

WELLINGTON, FL
 HOME:

PAGE 1

SERVICE ADVISOR: 4331 DENIESE C GALLAHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	04	CHEVROLET MALIBU	1G1ZT52824F		4003/4003	T2476	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
20SEP2003			17:00 26DEC03		0.00	CASH	26DEC2003
B.O. OPENED		READY	OPTIONS: STK:4F100921 DLR:26343 ENG:V4				

07:48 26DEC03 08:29 26DEC03

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

A CUST SAYS DRIVERS SUNSHADE LOOSE

CAUSE: LOOSE

C2021 SUNSHADE AND/OR SUPPORT LEFT RGR OR REPLACE

4225 W 0.20

13.99 13.99

1 22689441 P SUNSHADE

87.88 70.13 70.13

FC: 2W

PART#: 22689441

COUNT: 1

CLAIM TYPE:

AUTH CODE:

ON

5009 7013 TPARTS

415 1399 TLABOR

COST, SALE, & COMP TOTALS 5424 8412 0

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

LIMITED WARRANTY: The only warranty applying to this part(s) installed in accordance with this estimate may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of product or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first.

DESCRIPTION	TOTALS
LABOR AMOUNT	13.99
PARTS AMOUNT	70.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	84.12
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	84.12

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

CUSTOMER SIGNATURE

Maroone Chevrolet

Maroone Chevrolet of Greenacres
 5757 Lake Worth Road, P.O. Box 9500
 Greenacres, FL 33466-9500
 (561) 433-3742
 Service Hours
 Mon.-Fri. 7:00 AM to 7:00 PM
 Sat. 8:00 AM to 3:00 PM
 Body Shop (561) 433-3782
 Mon.-Fri. 8:00 AM to 5:00 PM
 MV-06666 www.maroone.com

CUSTOMER #:3046125

6 3 8 4 6

WORKORDER

PAGE 2

WELLINGTON, FL

HOME:

SERVICE ADVISOR: 4331 GALLAHER, DENIESE C

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	INDEMNITY / OIL	TAG	
BLUE	04	CHEVROLET MALIBU	1G1ZT52824F		4003/	T2476	
DEL. DATE	PRICED DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20SEP2003			17:00 26DEC03		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:4F100921 DLR:26343 ENG:V4					
26DEC2003 07:48							

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

7 #A C202424245 N CUST SAYS DRIVERS SUNSHADE LOOSE
 COME APART
 REPAIRS IN THE SHADE WITH STABILITY
 NICE TO DROP IT AT HUSBAND TO ACCESS WIRE

VALET BY 18

WAIT

*This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. **FS403 218 mandates a \$1.00 fee for each new tire sold in the state of Florida. ***FS403 718 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

Additional person to authorized services performed. If the customer desires to designate such person Phone: _____ Date: _____

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.
 I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED.
 See Old Parts: Yes No (Core may apply) There may be an additional charge to the customer.
 ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE	TIME
ADDITIONAL	DATE
TOTAL	QTY
CUSTOMER SIGNATURE	

WRITTEN WARRANTY: The only warranties applying to this part are those which may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem reported on the description of the complaint. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first, including tune-ups and wheel alignments.
 CANCELLATION OF REPAIR: In the event that the client cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the client wishes reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and cost to reassemble the vehicle.
 NOTE: You will be notified upon completion. STORAGE CHARGES: No storage charges shall of any diagnostic work necessary to estimate accrue or be due and payable for a period of 3 the cost of repair, or if the actual charges will working days from the date you are notified except the written estimate including any that the work on your vehicle has been additional authorized charges by 510 or 10% completed, after that date, the daily charge for whichever is greater, not to exceed \$50.00. Storage of your vehicle will be \$20.00 per day.
 I hereby authorize the repair work herein 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 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 at streets, highways, or elsewhere for the purpose of testing and/or inspecting at my risk. An express lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

TECHNICIAN COPY

Maroone Chevrolet

Maroone Chevrolet of Greenacres
5757 Lake Worth Road, P.O. Box 9500
Greenacres, FL 33466-9500
(561) 433-3742

Service Hours
Mon.-Fri. 7:00 AM to 7:00 PM
Sat. 8:00 AM to 3:00 PM
Body Shop (561) 433-3782
Mon.-Fri. 8:00 AM to 5:00 PM
MV-06666 www.maroone.com

3046125

5 6 7 9 0

WARRANTY

PAGE 1

SERVICE ADVISOR: 4331 DENIESE C GALLAHER

WELLINGTON, FL
HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	04	CHEVROLET MALIBU	1G1ZT52824F		1901/1901	T2708	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
20SEP2003			17:00 07NOV03		0.00	CASH	07NOV2003
R.O. OPENED		READY	OPTIONS: STK:4F100921 DLR:26343 ENG:V4				

07:48 07NOV03 09:12 07NOV03

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
B CUST SAYS COVER FOR VANITY MIRROR ON RIGHT SUNSHADE LOOSE SOP HERE
CAUSE: LOOSE

C2620 SUNSHADE AND/OR SUPPORT RIGHT R&R OR
REPLACE

4225 W 0.20 13.99 13.99
1 22689422 P-SUNSHADE 58.40 46.61 46.61

FC: 2W
PART#: 22689422
COUNT: 1

CLAIM TYPE:
AUTH CODE:
VK

3339 4651 TPARTS
415 1399 TLABOR

COST, SALE, & COMP TOTALS 3744 6060 0

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

LIMITED WARRANTY: The only warranties applying to this part(s) installed in accordance are those which may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified in the description of the complaint. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first.

DESCRIPTION	TOTALS
LABOR AMOUNT	13.99
PARTS AMOUNT	46.61
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	60.60
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	60.60

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

CUSTOMER SIGNATURE

WARRANTY COPY

Maroone Chevrolet

Maroone Chevrolet of Greenacres
 5757 Lake Worth Road, P.O. Box 9500
 Greenacres, FL 33466-9500
 (561) 433-3742
 Service Hours
 Mon.-Fri. 7:00 AM to 7:00 PM
 Sat. 8:00 AM to 3:00 PM
 Body Shop (561) 433-3782
 Mon.-Fri. 8:00 AM to 5:00 PM
 MV-06666 • www.maroone.com

5 6 7 9 0

CUSTOMER #: 3046125

WORKORDER

PAGE 2

SERVICE ADVISOR: 4331 GALLAHER, DENISE E C

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLUE	04	CHEVROLET MALIBU	1G1ZT52824F		1901 /	T2708	
DEL. DATE	PRDD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
20SEP2003			17:00 07NOV03		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:4F100921 DLR:26343 ENG:V4					
07NOV2003 07:48							

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
#9 6280 1.0	4225	ILD	CUST SAYS CENTER CONSOL IS SCRATCHED SOP HERE REPLACE CONSOL
#10 6280 1.0	4225	W	CUST SAYS COVER FOR VANITY MIRROR ON RIGHT SUNSHADE LOOSE SOP HERE REPLACE SUNSHADE RT.

WAIT

*This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. **FS403 71B mandates a \$1.00 fee for each new tire sold in the state of Florida. ***FS403 7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida.

Additional person to authorized services performed, if the customer desires to designate such person: _____ Phone: _____ Date: _____

CLIENT LABOR CHARGES ARE BASED ON FLAT RATE AND HOURLY UNLESS OTHERWISE INDICATED.
 Save Old Parts: Yes No (Cars may apply) There may be an additional charge to the customer.
 ADDITIONAL REPAIRS AUTHORIZED: I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

ESTIMATE # _____ DATE _____
 ADDITIONAL # _____ DATE _____
 TOTAL # _____ DATE _____
 CUSTOMER SIGNATURE X _____

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.
 I REQUEST A WRITTEN ESTIMATE.
 I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
 I DO NOT REQUEST A WRITTEN ESTIMATE.

LIMITED WARRANTY: The only warranties applying to this repair are those which may be offered by the manufacturer. The dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor releases any other person or institution for any liability in connection with the sale of products or services sold under the terms of this estimate. Dealer does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the condition. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first, excluding tires, oil and wheel alignment.
CANCELLATION OF REPAIR: In the event that the client cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the client waives responsibility for the reassembled vehicle would be unusable. The repair shop may charge for the cost of tear-down, the cost of parts and labor to replace items destroyed by tear-down and cost to reassemble the vehicle.
NOTE: You will be notified upon completion. **STORAGE CHARGES:** No storage charges shall of any diagnostic work necessary to estimate amount of the due and payable for a period of 3 the cost of repair, or if the actual charges will working days from the date you are notified exceed the written estimate including any that the work on your vehicle has been additional authorized charges by 50% or 10% completed. After that date, the daily charge for whichever is greater, not to exceed \$50.00. Storage of your vehicle will be \$20.00 per day.
 I hereby authorize the repair work hereafter 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 delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby agree, you and/or your employees, permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspecting at my risk. An express lift is hereby acknowledged on active vehicle to secure the amount of repair needed.

SIGNED: _____ DATE: _____

Business Resource Center

GM

Repurchase Department

To: Al Hunter

From: Frank R. Unisko

Fax:

Fax: 866-214-0877

Pages:

Phone: 800-231-1841 ext. 57249

Attached is the Dealer Confirmation Letter please sign and return via fax along with a New Bill of Sale. After I have received the documents I will send file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents

CAN NOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter
- A New Bill of Sale based off of Worksheet – Dealer Sign Only

Thanks,
Frank R Unisko
Repurchase Coordinator

Dealer Confirmation Letter- Trade Repurchase (Non-Customer Participation)

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Name/Extension (Name/#)

Trade Repurchase Agreement between Chevrolet and its dealer partner Maroone Chevrolet of Greenacres

Customer's Name: [REDACTED]
Case Number: 1-182093480

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

General Motors will issue a check in the amount of \$ 17,462.63 to [REDACTED] & Maroone Chevrolet of Greenacres if applicable. Remember that both parties need to endorse the back of the check. General Motors will issue a check in the amount of [\$ Dollar Amount] made payable to [lien holder] 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:	1G1ZU54874F [REDACTED]
New Vehicle Sales Price:	\$21,218.95
Used Vehicle Trade Value:	\$17,462.63
Trade Difference:	\$3,756.32
Taxes:	\$225.38
Rebates:	[Not Applicable]
Lien on old vehicle, good only until [date]:	n/a
Miscellaneous State Fees:	[153.50
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.

Maroone Chevrolet of Greenacres 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 866-214-0877.

Maroone Chevrolet of Greenacres 114697 Management Agent's Signature and Title.

Maroone Chevrolet of Greenacres 114697 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!

BRC REPURCHASE WORKSHEET

File Number
1-182093480

Customer Name
[REDACTED]

Worksheet filled out by:

Frank R Unisko

Old Vehicle VIN:
1G1ZT52824F [REDACTED]

New Vehicle VIN:
1G1ZU54874F [REDACTED]

Date:
3/30/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	21,218.95	G	Purchase Price (New Unit)	21,218.95
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	225.38
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)	153.50
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	21,218.95			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	225.38	E		
Luxury Tax	0.00	S	Subtotal	21,597.83
Reg./Lic./Title Fees (opt)	153.50	P		
Additional Aftermarket Items	0.00	O	Trade In	17,462.63
		N		
Usage/Depreciation	936.32	S	Payoff	0.00
Damage	0.00	I		
Upgrade	2,820.00	B	Net Allowance	17,462.63
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	0.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	4,135.20
Total Customer Cost	4,135.20			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	17,462.63			
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy)				
Dealer Due to GM	NA			
GM Due to Dealer	17,462.63			

Estimated Auction Price	17,224.29				**This is a "work in process" until signed by a GM Authorized Representative**
Projected (Loss)	(238.34)				
					Rev 1/6/04

August 4, 2011

[REDACTED]
Rochester, NY [REDACTED]

Service Request: 1-182127744
Customer Relationship Manager: Gregory Billings

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 and tire rotation. 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 and tire rotation

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]
Chicago, IL [REDACTED]

Service Request: 1-182127774
Customer Relationship Manager: Gregory Billings

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

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

APP		APP	
_____	CHECK REQUEST FORM (CIF)	_____	<input checked="" type="checkbox"/> SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____	<input checked="" type="checkbox"/> RVDC CALCULATION WORKSHEET	_____	SIGNED SETTLEMENT OFFER LETTER
_____	SIGNED BILL OF SALE ON NEW VEHICLE	_____	SIGNED RELEASE AGREEMENT
_____	<input checked="" type="checkbox"/> INVOICE ON REPLACEMENT VEHICLE	_____	SIGNED DEALER CONFIRMATION LETTER
_____	<input checked="" type="checkbox"/> FRA 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)
_____	<input checked="" type="checkbox"/> WARRANTY HISTORY	_____	REPAIR ORDERS FOR REASON FOR REPURCHASE
_____	<input checked="" type="checkbox"/> INVOICE ON ORIGINAL VEHICLE		(FLORIDA ONLY)

 Substitution of Collateral

 New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION: 1-182178652

Name	[REDACTED]
VIN#	1G1ZU548X4E [REDACTED]
Year-Make and Model:	2004 Chevrolet Malibu

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	Call 2/13/04 Lisa 2/23/04
Physical Address:	900 N Squirrel Road Suite 200
City/State/Zip	Auburn Hills, MI 48326
Phone:	800-200-4622
Fax Number:	800-249-2307
Account Number:	[REDACTED]
Dealer Buyout/Payoff Amount:	21022.32 21022.32
Buyout/Payoff Expiration Date:	3/5/04 4/5/04
Per Diem:	0.00
Payment amount:	637.04 Due 3/5/04

Additional Information _____



RVDC Case# 82591

BRC Case Number	1102178652	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name		Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G17U548X4F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	113186	Retrieve Sales Tax?	N	Title Brand?			
Dealership Name	Z FRANK LLC	Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE					
Dealer Contact/Title	Scott Yassliiger- Fleet Manager	Original Sales Tax Paid in State: IL	Repurchased Under Laws of State: IL				
Dealer Phone	7734652000	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	7735084228	Closing Schedule:	Established on: 2004-02-25				
Delivery Date	2003-10-21						
Buyback Mileage	7993	If no, where: BAC is U					
Transmission	A	Location Site Name:					
UCC Code(s)	M0105	Contact Name:					
MSRP	24400.00	Address 1:					
NADA	19920.12	Address 2:					
Case Number	82591	City:	State:	Zip:			
TAC Case Number	7054046	Phone #:					
Type of Transaction	TR	Fax #:					
Replacement VIN	2G1WP521049175247	Comment:					
Repurchase Type	AVM Voluntary	GM Legal Case Number:					
Repurchase Source	PRA AVM George Bell	GM Counsel Name: N/A					
Reason for Repurchase: Steering failure		GM Counsel Contact Name: N/A					
		Address 1:					
		Address 2:					
		City:	State:	Zip:			
		Phone #:					
		Fax #:					
Lien Payoff							
Lien Payoff Amount: 21022.32		Lien Payoff Expires on: 2004-04-05			Per Diem: 0.00		
Customer Due to GM: 0.00				Dealer Due GM: 167.44			
Check Information							
Customer		Lienholder			Plaintiff's Attorney		
Check Amt:	0.00	Payee1:	GMAC	Check Amt:	0.00		
Payee1:	Ind	Payee2:		Payee1:			
Payee2:	Z, Frank, L.L.C.	Address1:	900 N Squirrel Road	Payee2:			
Address1:		Address2:	Suite 300	Address1:			
Address2:		City:	Auburn Hills	Address2:			
City:	Skokie	State:	MI	City:			
State:	IL	Zip:	48326	State:			
Zip:		Phone #:	800-200-4622	Zip:			
Phone #:		Fax #:	800-249-2307	Phone #:			
Fax #:		Attention:	Payoff Dept.	Fax #:			
		Account #:		Attention:			
				Fed Tax ID:			
				Firm Name:			

Case ID: 82591 Initiator: nortona

Handwritten signature and date: 2-25-04

BRC REPURCHASE WORKSHEET

File Number
1-182178652

Customer Name
[REDACTED]

April Norton

Old Vehicle VIN:
1G1ZU548X4E [REDACTED]

New Vehicle VIN:
2G1WP521049 [REDACTED]

Date:
2/23/04

DEALER'S SAMPLE PURCHASE ORDER

Accul. 231/237 Vehicle Costs	27,262.01	G
Adjustment to line 1	0.00	M
Conversion Cost	0.00	
Tax	0.00	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	0.00	S
county tax	0.00	P
Other	57.67	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	27,319.68	
CUSTOMER'S		R
Tax	501.04	E
County Tax	15.00	S
Reg./Lic./Title Fees (opt)	80.00	P
Additional Aftermarket Items	0.00	O
		N
Usage/Depreciation	0.00	S
Damage	0.00	I
Upgrade	6,465.00	B
Downgrade (deducted)	0.00	I
Reimbursement of Aftermarkets	0.00	T
Other	0.00	Y
Dealer Contribution (deducted)	0.00	
Total Customer Cost	7,061.04	
Trade Repurchase Amount	20,864.68	
Total Payoff Amount	21,022.32	
PAYOFF GOOD THRU 4/5/04		
Dealer Due to GM	167.64	
GM Due to Dealer	NA	
Estimated Auction Price	19,920.12	
Projected (Loss)	(934.56)	

MOCK BILL OF SALE	
Purchase Price (New Unit)	27,262.01
State Sales Tax	501.04
County Tax	15.00
Reg./Lic./Title Fees (opt)	80.00
Additional Aftermarket Items	0.00
State Fees	0.00
Miscellaneous	0.00
Other	57.67
Less Dealer Contribution	0.00
Subtotal	27,915.72
Trade In	20,797.01
Payoff	21,022.32
Net Allowance	(225.31)
Cash on Delivery (Paid by GM)	57.67
Total Balance Due	28,093.36
Amount to Dealer for additional Fees	0.00
<i>[Signature]</i>	<i>2-23-04</i>
GM Authorized Signature	Date
This is a "work in process" until signed by a GM Authorized Representative	

2004 IMPALA SS SEDAN /V6G
 41U BLACK
 923 MEDIUM GRAY
 ORDER NO. GKJQ2X/TRE STOCK NO.
 VIN 2G1WP52 10 49

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD24278524
 *****13*112239

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1WP19 IMPALA SS SEDAN	27335.00	25011.53	INVOICE 09/17/03
CF5 SUNROOF, ELECTRIC	900.00	801.00	SHIPPED 09/17/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 09/24/03
L67 SUPERCHARGED 3.8L SFI V6 ENGINE	0.00	0.00	INT COM 09/24/03
MX0 4-SPEED AUTOMATIC TRANS W/OD	0.00	0.00	PRC EFF 09/14/03
UPO AM/FM STEREO W/CD & CASSETTE & 200 WATT PREM SOUND SYS (REPLACES STD/OPT PKG RADIO)	100.00	89.00	KEYS 9131A 9131A WFP-S OTR OPT-1 BANK: GMAC - 154 CHG TO 11-223
W01 COMFORT SEATING PACKAGE INCL: * 6-WAY POWER PASSENGER SEAT * HEATED PASS & DRIVER SEAT	445.00	396.05	SHIP WT: 3548 HP: 34.7 GMS: 27344.68 SUPPLR: 28438.47 MRM: 30865.00 LAN: IMP08 MEMO 1485.25
1SC IMPALA SS PREFERRED EQUIP GROUP 1SC INCLUDES: * CARGO NET * AM/FM STEREO W/ CD & 200 WATT PREM SOUND SYS * MIRROR GROUP HEATED OUTSIDE MIRRORS ELECTROCHROMIC ISRV MIRROR * STEERING WHL RADIO CONTROLS * DRIVER INFO CENTER: COMPASS, TRIP COMPUTER, O/S TEMP, ALARM & HOMELINK TRANSMITTER * ONSTAR SYSTEM INCLUDES 1 YEAR SAFE & SOUND	1425.00	1268.25	

TOTAL MODEL & OPTIONS	30205.00	27565.83	ACT 231 27319.68
DESTINATION CHARGE	660.00	660.00	H/B 261 906.15
LAM DEALER CONTRIBUTION		302.05	ADV 261 302.05
LAM GROUP CONTRIBUTION		151.03	EXP 65A 151.03

TOTAL 30865.00 28678.91 PAY 310 28678.91
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 27362.73

 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.

Z. FRANK, L.L.C.

REMIT TO GMAC NO. 154
 VIN 2G1WP521049
 \$ 28678.91 INV 1AD24278524
 DTE 09/24/03 DEALER 11-223

electronic Preliminary Repurchase Authorization (ePRA)

(**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: Skokie, IL
- 5. Primary Customer Phone #: [Redacted] Home
- 6. Additional Customer Phone #: [Redacted] Mobile
- 7. Customer fax #: [Redacted]
- 8. Cust Drivers Licenses #: [Redacted]
- 9. State tax % rate: 0.775

amae (refinance)

*Norton
2/9/04
10:55*

Customer Vehicle Information

- 10. Year/Make/Model: 2004 Chevrolet Malibu
- 11. VIN (17 Digits): 1G1ZU548X4F [Redacted]
- 12. Current Mileage: 2,993
- 13. Purchased: NEW

7.75

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

- 14. Dealership Name: Z. Frank chevrolet
- 15. Dealership Phone #: 773-165-2000
- 16. Dealership Contact Name and TITLE: Mike Ammer Service Director
- 17. Dealership Contact Phone # (if different than Dealership #): 773-508-4100
- 18. Dealership Contact Fax #: 773-5084108 or 773-507-4123
- 19. Dealership BAC: 11 Region: Click here for pull-down.

Scott Vasquez IT Lead
877 2100 Scott
Tag 80.00
Doc 53.58 4.15
Tax

20. What GOODWILL TOOLS were offered?

- Component Coverage Letter
- Maintenance Letter
- Owner Loyalty Certificate
- GM SmartCare
- GMIP
- 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: 1-182178662
- 24. TAC Case Number: 7054046
- 25. If no TAC number, Explain: AND CASE #7088972

26. Reason for Repurchase (Include specific mechanical failure): CUSTOMER FAITH IN THE VEHICLE DUE TO REPEAT STEERING FAILURES

- 27. This case was resolved by: Field Voluntary Decision
- 28. Does this vehicle meet the presumption of Lemon Law in applicable state? YES
- 29. Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code)
- 30. Type of TRANSACTION? TRADE REPURCHASE
- 31. Vehicle Damage (explain what damage is present and who is responsible): THERE IS NO DAMAGE AND CUSTOMER IS RESPONSIBLE FOR ALL DAMAGE OVER AND ABOVE NORMAL WEAR AND TEAR.

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 2G1WP521049 [Redacted]

- 33. New Vehicle Year/Make/Model: 2004 Chevrolet Impala
- 34. Upgrade Downgrade Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): 6,465

36. 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: customer is to pay only for his licence, title, and doc fees. This is a negotiated settlement keeping the owner in a GM Product

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?** Customer
-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)
Explain: Customer will pay the tax on the new vehicle. The old vehicle will be sold as a trade.
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: Please work directly with the Service Director Maiké Ammer
41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/03/2004
42. Authorizer Name: George Bell
43. GM Position: AVM
44. VoiceMail Node: 63092 Mailbox Number: 8144
45. Email Address: george.bell@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.

Gabe

21022.32

New 637.04.

21 3/5/04

154-9048-24163.

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: April Norton
DEPARTMENT: BUSINESS RESOURCE CENTER
CUSTOMER: [REDACTED]
FILE NUMBER: 1-182178652
OLD VEHICLE VIN: 1G1ZU548X4F [REDACTED]
REASON: TRADE REPURCHASE _____

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 11223
BRAND: 13- Chevrolet
NEW VEHICLE VIN: 2G1WP521049 [REDACTED]
SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

FEB-12-2004 18:48

A MAJOR IMPROVEMENT HL

P.01

TO: APRIL NORTON X57257.
@ 866 589 3990

FROM:

FRY

MM/

Thank You.

VEHICLE IDENTIFICATION NUMBER		PLATE TYPE	PLATE NUMBER	REGISTRATION	OFFICER USE ONLY
1B1ZU549X4F		DMBS	D 04		
JESSE WHITE SECRETARY OF STATE STATE OF ILLINOIS VEHICLE IDENTIFICATION CARD			CHASSIS/VEHICLE IDENTIFICATION NUMBER 5598419 4K0096399	YEAR 2004	EXPIRES 01/01 2004
[REDACTED]					
[REDACTED]					
BK01E IL [REDACTED]					
VEHICLE IDENTIFICATION NUMBER					LIMIT NUMBER FOR OWNERS USE
1B1ZU549X4F					
YEAR	MAKE OF VEHICLE	MODEL	BODY STYLE		
2004	CHEVROLET	MALIBU LT	4DR		
<input type="checkbox"/> PASSENGER VEHICLE <input type="checkbox"/> FLOOD <input type="checkbox"/> REBUILT	<input type="checkbox"/> MOTORCYCLE <input type="checkbox"/> BI. CC.	<input type="checkbox"/> VEHICLE GROUP BRAY	<input type="checkbox"/> LOW <input type="checkbox"/> YES	<input type="checkbox"/> SPECIAL VEHICLE <input type="checkbox"/> YES	<input type="checkbox"/> OTHER (if applicable)
REG. FEE [REDACTED]	SALES TAX [REDACTED]	LICENSE FEE [REDACTED]	TITLE FEE [REDACTED]	VEHICLE OPERATED <input type="checkbox"/> YES <input type="checkbox"/> NO	OTHER FEES <input type="checkbox"/> YES <input type="checkbox"/> NO

10-21-03

From April Norton
1 page only

Chavis

GMAC **INSTALLMENT CONTRACT**

Buyer's Name: FRANK CHEVROLET
Address: J. FRANK CHEVROLET
 4308 N. WESTERN AVENUE
 CHICAGO IL 60620

Vehicle Description: 2004 CHEVROLET
Model: CHEVROLET
Year: 2004
Color: [REDACTED]

MSRP: \$18,200.00
MSRP Plus Tax: \$19,420.00
MSRP Plus Tax Plus Dealer Fee: \$20,640.00
MSRP Plus Tax Plus Dealer Fee Plus Title: \$21,860.00
MSRP Plus Tax Plus Dealer Fee Plus Title Plus License: \$23,080.00

FINANCIAL INFORMATION

Annual Income: \$30,000
Annual Expenses: \$10,000
Annual Savings: \$5,000
Annual Debt: \$5,000
Annual Assets: \$10,000

Number of Dependents: 2
Annual Payments: \$300.00
When Payments Are Due: 15/15/04

Annual Payments: \$300.00
When Payments Are Due: 15/15/04

FINANCIAL INFORMATION

Annual Income: \$30,000
Annual Expenses: \$10,000
Annual Savings: \$5,000
Annual Debt: \$5,000
Annual Assets: \$10,000

Number of Dependents: 2
Annual Payments: \$300.00
When Payments Are Due: 15/15/04

Annual Payments: \$300.00
When Payments Are Due: 15/15/04

FINANCIAL INFORMATION

Annual Income: \$30,000
Annual Expenses: \$10,000
Annual Savings: \$5,000
Annual Debt: \$5,000
Annual Assets: \$10,000

Number of Dependents: 2
Annual Payments: \$300.00
When Payments Are Due: 15/15/04

Annual Payments: \$300.00
When Payments Are Due: 15/15/04

FINANCIAL INFORMATION

Annual Income: \$30,000
Annual Expenses: \$10,000
Annual Savings: \$5,000
Annual Debt: \$5,000
Annual Assets: \$10,000

Number of Dependents: 2
Annual Payments: \$300.00
When Payments Are Due: 15/15/04

Annual Payments: \$300.00
When Payments Are Due: 15/15/04

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

Signature: FRANK CHEVROLET
Date: [REDACTED]

Signature: [REDACTED]
Date: [REDACTED]

FEB-16-2004 18:56

A MAJOR IMPROVEMENT AL

P.03



Sincerely,
April Norton
Business Resource Center

[Handwritten signature]
 [Redacted signature area]

... to bring to the signing.

[Redacted date area]

Feb 16, 2004.

Signature and Date

FROM : Z FRANK FLEET S YASSINDER

FAX NO. : 773 5084123

Feb. 24 2004 09:45AM P2

TO 817735884123

FEB 24 2004 08:17 PM SITEL

Dealer Confirmation Letter- Trade Repurchase (Dealer Participation)
Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
 Phone (800) 231-1841 x 57257

Trade Repurchase Agreement between Chevrolet and its dealer partner Z. Frank, L.L.C.

Customer's Name: [REDACTED]
 Case Number: 1-183178662

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

The dealer will issue a check in the amount of \$167.64 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 Rescued Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of \$21,022.52 to GMAC.

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

Replacement VIN:	201WPS1040 [REDACTED]
New Vehicle Sales Price:	\$27,262.01
Used Vehicle Trade Value:	\$20,834.68
Customer cost:	\$6,465.00
Taxes:	\$501.04
Rebates:	Not Applicable
Lien on old vehicle, good only until 3/5/04:	\$21,022.52
Plus title and license fees:	\$80.00
Miscellaneous State Fees:	\$13.00
State required dealer doc fee:	\$57.67
Cash on Delivery (provided by GM):	\$97.67
Document Fee:	[Not paid by either party]
Dealer Processing Fee:	\$200 applied as warranty credit via W.I.P.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 fees, returns, 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 =	\$21,022.52
Miscellaneous State Fees =	\$93.00
Taxes =	\$501.04
Uptrade =	\$6,465.00
Total Customer Contribution =	\$28,081.56

Z. Frank, L.L.C. 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 on 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 number: 773-508-3990.

[Signature] Fleet Sales Director
 Z. Frank, L.L.C. BAC 113186 Management Agent's Signature and Title.

[Signature] FLEET SALES DIRECTOR
 Z. Frank, L.L.C. BAC 113186 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature:
 April Norton

Authorized General Motors BRC Representative Printed Name:

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

Business Resource Center

GM

Repurchase Department

To:	From: Danielle Sernaque'
Fax:	Fax: 866-202-4306
Pages: 2	Phone: 800-231-1841 X58663

Attached is the Dealer Confirmation Letter please sign and return via fax along with a New Bill of Sale. After I have received the documents I will send file to RVDC (Reacquired Vehicle Disclosure Center) for check processing.

Please Fax Documents

CAN NOT PROCESS CASE WITHOUT ALL DOCUMENTS.

- Signed Dealer Confirmation Letter
- A New Bill of Sale base off of Worksheet – Dealer Sign Only

Thanks,
Danielle Sernaque'
Repurchase Coordinator

Dealer Confirmation Letter- Trade Repurchase

<<Division>>

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610

Phone (800) 231-1841 Ext. 58663, Danielle Sernaque'

Trade Repurchase Agreement between GMC and its dealer partner [Dealer Name]

Customer's Name: [Customer's Name]

Case Number: [Case Number]

Thank you for assisting [GM Division Name] in the trade repurchase transaction for our mutual customer.

The customer must present a certified check, payable to the dealership, in the amount of [**\$ dollar amount**] to initiate this transaction. The dealer, in turn, will issue a check in the amount of [**\$Dealer due to GM**] 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 [**Payoff**] to [**lien holder**].

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

Replacement VIN:	[Replacement VIN]
New Vehicle Sales Price:	[231/237 plus adjustment to line 1 if applicable]
Used Vehicle Trade Value:	[Repurchase Amount]
Customer cost:	[upgrade plus usage plus damage]
Taxes:	[tax amount (on customer cost if applicable)]
Rebates:	[Not Applicable]
Lien on old vehicle, good only until [Date]:	[Payoff]
Plus title and license fees:	[Obtain from dealership]
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. 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 =	\$
Usage / depreciation =	\$
Miscellaneous State Fees =	\$
Upgrade =	\$
Total Customer Contribution =	\$

[Dealership] 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 # 866-202-4306.

[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

Authorized General Motors BRC Representative Printed Name

Thank you for assisting [GM Division Name] in this trade repurchase for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number
1-182178652

Customer Name
[REDACTED]

April Norton

Old Vehicle VIN:
1G1ZU548X4F [REDACTED]

New Vehicle VIN:
2G1WP521049 [REDACTED]

Date:
2/16/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE				MOCK BILL OF SALE			
Acct. [REDACTED]	Vehicle Costs	27,262.01	G	Purchase Price (New Unit)		27,262.01	
	Adjustment to line 1	0.00	M				
	Conversion Cost	0.00		State Sales Tax		501.04	
	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)		80.00	
	Other	57.67	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		57.67	
Total Replacement Price		27,319.68					
CUSTOMER'S			R	Less Dealer Contribution		0.00	
	Tax	501.04	E				
	Luxury Tax	0.00	S	Subtotal		27,900.72	
	Reg./Lic./Title Fees (opt)	80.00	P				
	Additional Aftermarket Items	0.00	O	Trade In		20,797.01	
			N				
	Usage/Depreciation	0.00	S	Payoff		21,022.32	
	Damage	0.00	I				
	Upgrade	6,465.00	B	Net Allowance		(225.31)	
	Downgrade (deducted)	0.00	I				
	Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)		57.67	
	Other	0.00	Y				
	Dealer Contribution (deducted)	0.00		Total Balance Due		28,068.36	
Total Customer Cost		7,046.04					
				Amount to Dealer for additional Fees		0.00	
Trade Repurchase Amount		20,854.68					
Total Payoff Amount		21,022.32		GM Authorized Signature		Date	
PAYOFF GOOD THRU 3/5/04							
Dealer Due to GM		167.64					
GM Due to Dealer		NA					

Estimated Auction Price	19,920.12			**This is a "work in process" until signed
Projected (Loss)	(934.56)			by a GM Authorized Representative**

August 4, 2011

[REDACTED]
[REDACTED]
[REDACTED]
Garden City, MI [REDACTED]

Service Request: 1-182735024
Customer Relationship Manager: James Richey

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,

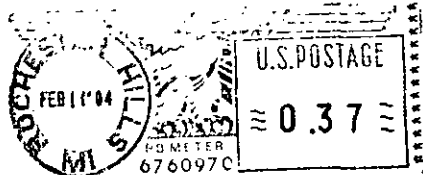
General Motors Corporation



CHEVROLET

Customer Assistance Center

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



FEB 20 2004



**NO SUCH
NUMBER**





CHEVROLET

Customer Assistance Center

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

February 6, 2004

CUSTOMER DID NOT RECEIVE
THIS FROM GMC

[REDACTED]
Garden City, MI [REDACTED]

Service Request: 1-182735024
Customer Relationship Manager: James Richey

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]
[REDACTED]
Garden City, MI [REDACTED]

Service Request: 1-182735024
Customer Relationship Manager: James Richey

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



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 17, 2004

[REDACTED]

Cazenovia, NY [REDACTED]

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu 3GNGK23GX3G [REDACTED] 1-188158419

Dear Ms. [REDACTED]:

We regret that you are dissatisfied with your 2004 Chevrolet Malibu 3GNGK23GX3G [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 Chevrolet customer. Chevrolet will repurchase your vehicle for **\$21,222.75**. This offer is calculated by using the following figures:

Purchase Price	\$20,470.00
Plus tax	\$1,498.50
Plus title, license fees	\$32.75
Plus clear coat	\$199.00
Plus waste tire fee/inspection fee	\$22.50
Less incentives	<u>\$1,000.00</u>
TOTAL REPURCHASE PRICE	\$21,222.75
TOTAL AMOUNT TO CUSTOMER	\$21,222.75

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

General Motors will repurchase VIN #3GNGK23GX3G [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-234-3035 by February 18, 2004. The conditions of the straight repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used *only for title corrections, if needed* (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)



GMC

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Sun 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. 57172 if you have any questions or concerns.

Sincerely,

Janae Bennett
Business Resource Center

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

Signature and Date

GENERAL MOTORS BUSINESS RESOURCE CENTER STRAIGHT/LEASE REPURCHASE CHECKLIST

<u>APP</u>	<u>APP</u>
<input type="checkbox"/> GM CARD EARNING ON BUYBACK FORM (I.A.)	<input type="checkbox"/> SIGNED BILL OF SALE ON ORIGINAL VEHICLE
<input checked="" type="checkbox"/> COPY OF TITLE OR REGISTRATION	<input type="checkbox"/> ACV ON TRADE-IN DOCUMENTATION (I.A.)
<input checked="" type="checkbox"/> WARRANTY HISTORY	<input type="checkbox"/> BBB/LEMON LAW RULING (I.A.)
<input checked="" type="checkbox"/> INCENTIVES FROM R028 IN BARS	<input type="checkbox"/> RECEIPTS FOR ANY AFTER-MARKET ITEMS (I.A.)
<input checked="" type="checkbox"/> DESCRIPTIONS OF INCENTIVES F071 IN BARS	<input type="checkbox"/> SIGNED SETTLEMENT OFFER LETTER
<input type="checkbox"/> CHECK REQUEST FORM	<input type="checkbox"/> SIGNED RELEASE AGREEMENT
<input type="checkbox"/> RVDC SPECIAL INSTRUCTIONS FORM (I.A.)	<input type="checkbox"/> SIGNED DEALER CONFIRMATION LETTER
<input checked="" type="checkbox"/> RVDC CALCULATION WORKSHEET	<input type="checkbox"/> GM CARD EARNINGS ON BUYBACK FORM (I.A.)
<input checked="" type="checkbox"/> PRA FORM	<input type="checkbox"/> STATEMENT OF FINANCE CHARGES FROM BANK
<input checked="" type="checkbox"/> INVOICE ON ORIGINAL VEHICLE	<input type="checkbox"/> INVOICE FOR ATTORNEY FEES (I.A.)
<input type="checkbox"/> INVOICE FOR CONVERSION PACKAGE (I.A.)	<input type="checkbox"/> REPAIR ORDERS FOR REASON FOR REPURCHASE

(I.A.) MEANS IF APPLICABLE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	[REDACTED]
VIN#	1G1ZT54844F [REDACTED]
Year-Make and Model:	2004 CHEVROLET MALIBU

LIENHOLDER INFORMATION:

Lienholder Name:	
Lender Contact Person and Date:	
Physical Address:	
City/State/Zip	
Phone:	
Fax Number:	
Account Number:	
Dealer Buyout/Payoff Amount:	
Buyout/Payoff Expiration Date:	
Per Diem:	

NO LIEN



RVDC Case# 82461

BRC Case Number	1182738017	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZT54844F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	115305	Retrieve Sales Tax? N		Title Brand?			
Dealership Name	SUN CHEVROLET INC	Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE					
Dealer Contact/Title	JOE CAPUTO, DEALER PRINCIPLE	Original Sales Tax Paid in State: NY		Repurchased Under Laws of State: NY			
Dealer Phone	3156877231	Vehicle Meets Presumption of LEMON LAW? N					
Dealer Fax	3156877918	Closing Schedule:	2004-02-26	Established on:	2004-02-19		
Delivery Date	2003-10-18	If no, where: BAC Is 0					
Buyback Mileage	950	Location Site Name:					
Transmission	A	Contact Name:					
UCC Code(s)	M0112	Address 1:					
MSRP	21970.00	Address 2:					
NADA	17940.00	City:		State:		Zip:	
Case Number	82461	Phone #:					
TAC Case Number	7056423	Fax #:					
Type of Transaction	SR	Comment: SIEBEL SR 1-182738017.					
Replacement VIN		GM Legal Case Number:					
Repurchase Type	AVM Voluntary	GM Counsel Name: N/A					
Repurchase Source	PRA AVM DAVID CHEEK	Gm Counsel Contact Name: N/A					
Reason for Repurchase: ELECTRONIC POWER STEERING CUTTING OUT		Address1:					
		Address2:					
		City:		State:		Zip:	
		Phone #:					
		Fax #:					
Lien Payoff							
Lien Payoff Amount: 0.00		Lien Payoff Expires on:		Per Diem: 0.00			
Customer Due to GM: 0.00		Dealer Due GM: 0.00					
Check Information							
Customer				Lienholder		Plaintiff's Attorney	
Check Amt:	21222.75			Payee1:		Check Amt:	0.00
Payee1:	[REDACTED]			Payee2:		Payee1:	
Payee2:	AND SUN CHEVROLET INC			Address1:		Payee2:	
Address1:	[REDACTED]			Address2:		Address1:	
Address2:	[REDACTED]			City:		Address2:	
City:	CAZENOVIA			State:		City:	
State:	NY			Zip:		State:	
Zip:	[REDACTED]			Phone #:		Zip:	
Phone #:	[REDACTED]			Fax #:		Phone #:	
Fax #:	[REDACTED]			Attention:		Fax #:	
				Account #:		Attention:	
						Fed Tax ID:	
						Firm Name:	

Case ID: 82461 Initiator: bennjan

Handwritten signature/initials

BRC REPURCHASE WORKSHEET

File Number
1-182738017

Old Vehicle VIN:
1G1ZT54844F109973

Customer Name

New Vehicle VIN:

Worksheet filled out by:
JANAE BENNETT

Date:
2/16/04

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
1	Base Price	\$20,470.00																							
2	Clear Coat	\$199.00																							
3	Tax	\$1,498.50																							
4	Reg./Lic./Title (opt)	\$32.75																							
5	Waste Tire Fee/Inspection Fee	\$22.50																							
6	Finance Charges																								
7	Incentives (deduct)	\$1,000.00																							
8	Total Purchase Price	\$21,222.75																							
9																									
10	Usage/Depreciation																								
11	Damage																								
12	Over Allowance																								
13	Negative Equity																								
14																									
15	Total Deductions	\$0.00																							
16																									
17																									
18	Total Repurchase Amount	\$21,222.75																							
19																									
20	Total Payoff Amount																								
21																									
22	Total Refund to Customer	\$21,222.75																							
23																									
24																									
25	Estimated Auction Price	\$17,940.00																							
26	Projected Loss	(\$3,282.75)																							

Payee(s)	Amount	Contact(s)
A Credit to Dealership		
B Check to Customer		
C Check to Lienholder & Customer		
D Check to Lienholder		
E Check to Attorney (1099 info)		
F Check to Other		

BAC Code	115305
Dealer Name	SUN CHEVROLET
G.M. Signature	<i>[Signature]</i>
Date	2/16/04

electronic Preliminary Repurchase Authorization (ePRA)

Ver.4-9/25/2002

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

NO LIEN

Bennett
2/13/04
9:25

- 1.Date (mm/dd/yyyy): 02/10/2004
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Cazenovia, Ny [REDACTED]
- 5.Primary Customer Phone #: [REDACTED] Home
- 6.Additional Customer Phone #: [REDACTED] [Click here for pull-down:](#)
- 7.Customer fax #: [REDACTED]
- 8. Cust Drivers Licenses #: [REDACTED]
- 9. State tax % rate: 7.25

Customer Vehicle Information

- 10.Year/Make/Model: 2004 Chevrolet Malibu
- 11.VIN (17 Digits): 1G1ZT54844F [REDACTED]
- 12.Current Mileage: 950
- 13.Purchased: NEW

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

- Dealership that will handle entire transaction: [REDACTED]
- 14.Dealership Name: Sun Chevrolet cell- [REDACTED]
- 15.Dealership Phone #: 315-687-7231
- 16.Dealership Contact Name and TITLE: Joe Caputo Dir Principle
- 17.Dealership Contact Phone # (if different than Dealership #): [REDACTED]
- 18.Dealership Contact Fax #: 315-687-7918
- 19.Dealership BAC: 115305 Region: Northeast

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

- | | | | |
|-------------------------------------|---------------------------|--------------------------|-----------------------------|
| <input checked="" 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 type="checkbox"/> | GMPP | | |

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

22. If this will not be a Trade Repurchase, Please explain Why? This is not a trade repurchase. The customer is afraid of the new electronic steering in the 04 Malibu. The steering cut out on her twice, putting her life in danger. The Impala was too big for her and the cavalier too small. She wanted an 04 Malibu without the electronic power steering.

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

- 23.CAC Case Number: 1-182738017
- 24.TAC Case Number: 7056423

25. If no TAC number, Explain:

26. Reason for Repurchase (Include specific mechanical failure): Repurchase was due to the electronic power steering cutting out on her while she was driving. She brought the vehicle in and a TAC case was set up. Dealer could not duplicate. Customers electronic power steering then cut out on her again putting her life in danger.

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? STRAIGHT REPURCHASE

31. Vehicle Damage (explain what damage is present and who is responsible): No exterior damage. Power steering failure.

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: Waived, less than 1000 miles on vehicle.

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, Vehicle has less than 1000 miles.

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: contact dealer: Joe Caputo

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/10/2004

42. Authorizer Name: David Cheek

43. GM Position: ASM/AVM RCC

44. VoiceMail Node: 914-701-6918 Mailbox Number:

45. Email Address: david.cheek@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.

Feb.17. 2004 2:27PM

NEW YORK STATE REGISTRATION DOCUMENT No. 7234

P. 2

PAS

2004 CHEVR NONTRANSFERABLE
4DSD RD 1G1ZT54844F

Wt/Scale Pst/Cyl

OCT 18 2003

Expires 01/04/05

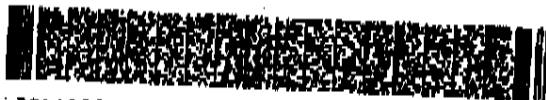
20.75

CAZENOVIA NY

ANNUAL FEE

VOID IF ALTERED EXCEPT FOR ADDRESS

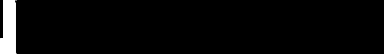
19.50



NEW YORK STATE DRIVER LICENSE



CAZENOVIA NY
SEX: EYES: HL: HT: 5-09 CLASS: D
E-3 RD B
ISSUED: 08-10-02 EXPIRES: 10-02-10



CERTIFICATE OF TITLE

NEW YORK STATE

NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES

DMV www.dmv.ny.gov

Title and Identification No. [REDACTED]		Year 2004	Make CHEVR	Model Code MAL	Body-Use TRSD	Document No. [REDACTED]
Color RD	WLS/A.Gn. [REDACTED]	Fuel GAS	Cyl. Prop. [REDACTED]	New or Used NEW	Type of Title REGULAR	Date Issued 1/21/05
Name and Address of Owner(s) [REDACTED]		Serial Number [REDACTED]				

This document is a certificate of title for the motor vehicle or manufactured home. Keep it safe. You will need it to sell the vehicle or home, to register the vehicle or home, or to obtain a loan. Give this title to the buyer or lender.

DEPARTMENT OF MOTOR VEHICLES

No. 7231 P. 5

Feb. 17. 2004 2:17PM

Feb.16. 2004 1:45PM

No.7135 P. 3

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

CUSTOMER NAME: [REDACTED]
 VIN: 7G12T8484E [REDACTED] 10 (or see attached list*)

CUSTOMER INCENTIVE(S):

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

Incentive Program Reference	Amount	GM Incentive Code
<u>Cons. cash rebate</u>	<u>\$ 1,000.-</u>	<u>CNF</u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
<u> </u>	<u>\$</u>	<u> </u>
Total Incentive Amount Received	\$	

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 10/17/03. I acknowledge receipt of incentive(s) as described in Item # and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [Signature] Date: 10/17/03

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: [Signature] Date: 10/17/03
 Dealership Name: Summit Chevy Inc. Dealer Code: 15-056

* List must include VIN, Delivery Date and Program Reference

2004 MALIBU LS SEDAN
63U SPORT RED METALLIC /V6G
52C NEUTRAL
ORDER NO. GNKJ70/TDC STOCK NO.
VIN 1G1 ZT54 84 4F

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD24414640

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 09/18/03
LX9 3.5L V6 ENGINE	0.00	0.00	SHIPPED 09/18/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	EXP I/T 09/29/03
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 09/29/03
T43 REAR DECKLID SPOILER	175.00	157.50	PRC EFF 09/17/03
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	KEYS G1558 G1558
1SB MALIBU PREFERRED EQUIP GRP 1SB	800.00	720.00	WFP-F QTR OPT-1
* FLOOR MATS, FRONT & REAR			BANK: GMAC - 004
* DRIVER SEAT 6-WAY POWER			CHG-TO 15-056
* HEAD CURTAIN SIDE AIR BAGS			
* REMOTE VEHICLE START SYSTEM			

SHIP WT: 3185
HP: 32.9
GMS: 19525.70
SUPPLR: 20306.73
MRM: 21970.00
MEMO 1042.25

TOTAL MODEL & OPTIONS	21345.00	19516.05	ACT 231 19500.70
DESTINATION CHARGE	625.00	625.00	H/B 261 640.35
TOTAL	21970.00	20141.05	PAY 310 20141.05
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		19195.15	

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.

SUN CHEVROLET INC.

REMIT TO GMAC NO. 004.
VIN 1G1ZT54844F
\$ 20141.05 INV 1AD24414640
DUE 09/29/03 DEALER 15-056

NO. Feb.16. 2004 1:45PM

SUN CHEVROLET, INC.

21613

104-108 W. Genesee St.
CHITTENANGO, N.Y. 13037

Phone 687-7231

www.sun-chevy.com

DEAL # 27677

REPAIR SHOP NO. R 427-0209

SOLD TO

[REDACTED]
ADDRESS CAZENOVIA NY [REDACTED]

SALESMAN

SALESMAN N#40

SCOTT R

DATE	STOCK NO.	CURT. NO.	HOME PHONE	BUS. PHONE	
10/18/03	4012	N/A	[REDACTED]	[REDACTED]	
YEAR	MAKE	MODEL	NEW USED	IGN. KEY	TRUNK KEY
2004	CHEVROLET	MALIBU	NEW	G1558G1558	

VINS. NO. 1G1ZT54844F [REDACTED]

BUYER'S DOB: [REDACTED]
CO-BUYER'S DOB: [REDACTED]
MVS04: [REDACTED]
MILES: [REDACTED]
INSP. # [REDACTED]
10/18/03
PLATE NO. [REDACTED]

"If this motor vehicle is classified as a used motor vehicle, SUN CHEVROLET, INC. certifies that the entire vehicle is in condition and repair to render, under normal use, satisfactory and adequate service upon the public highway at the time of delivery."

Any warranties on the products sold hereby are those made by the manufacturer. SUN CHEVROLET, INC. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.

(SELLER) 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, SUN CHEVROLET, INC. (transferor's name, Print) _____ 5 _____ (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	4DR
VEHICLE IDENTIFICATION NUMBER		YEAR
1G1ZT54844F [REDACTED]		2004

X TRANSFEROR'S SIGNATURE
SUN CHEVROLET, INC.
PRINTED NAME
104-108 W. Genesee St.
TRANSFEROR'S ADDRESS (STREET)
CHITTENANGO N.Y. 13037
CITY STATE ZIP CODE
10/18/03
DATE OF STATEMENT

X TRANSFEREE'S SIGNATURE
PRINTED NAME
[REDACTED]
TRANSFEREE'S ADDRESS (STREET)
CAZENOVIA NY [REDACTED]
CITY STATE ZIP CODE

DESCRIPTION	AC No. 7135 SALE P. 2	PRICE	VEHICLE
2004 CHEVROLET MALIBU		20476.00	-
Clear Coat		199.00	-
		N/A	-
		N/A	-
		N/A	-
NYS WASTE TIRE MANAGEMENT FEE			-
2.50 X 5 TIRES		12.50	-
TAXABLE AMOUNT	20667.00		-
REGISTRATION		12.75	-
SALE TAX MADISON 7.25 %	3 2 4	1476.50	-
NYS INSPECTION FEE	9 0 5	10.00	-
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE *	9 0 5	20.00	-
TOTAL SALES PRICE		22222.75	
USED CAR ALLOWANCE			N/A
LESS BALANCE OWING			N/A
REBATE	CASH DIFFERENCE	22222.75	
DEPOSIT	2 2 0	1000.00	+
CASH ON DELIV.		20712.50	+
CASH ON DEPOSIT	2 2 0	510.25	
BALANCE TO FINANCE	2 0 5	N/A	
1 \$	N/A		
TOTAL		N/A	
VR	MODEL	STOCK NO.	
		2 4 0	+
		2 4 1	+

(BUYER) ODOMETER DISCLOSURE STATEMENT

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

I, _____ (transferor's name, Print) _____ (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	4DR
VEHICLE IDENTIFICATION NUMBER		YEAR
1G1ZT54844F [REDACTED]		2004

X TRANSFEROR'S SIGNATURE
PRINTED NAME
TRANSFEROR'S ADDRESS (STREET)
CITY STATE ZIP CODE
DATE OF STATEMENT

X TRANSFEREE'S SIGNATURE
PRINTED NAME
SUN CHEVROLET, INC.
TRANSFEREE'S NAME
104-108 W. Genesee St.
TRANSFEREE'S ADDRESS (STREET)
CHITTENANGO N.Y. 13037
CITY STATE ZIP CODE

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 22, 2004

██████████
Cazenovia, NY ██████████**STRAIGHT SETTLEMENT OFFER
ADDENDUM**Subject: **Repurchase of 2004 Chevrolet Malibu 1G1ZT54844F** ██████████ **1-188158419**

Dear Ms. ██████████

We regret that you are dissatisfied with your 2004 Chevrolet Malibu 1G1ZT54844F ██████████ 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 **\$21,222.75**. This offer is calculated by using the following figures:

Purchase Price	\$20,470.00
Plus tax	\$1,498.50
Plus title, license fees	\$32.75
Plus clear coat	\$199.00
Plus waste tire fee/inspection fee	\$22.50
Less incentives	<u>\$1,000.00</u>
TOTAL REPURCHASE PRICE	\$21,222.75
TOTAL AMOUNT TO CUSTOMER	\$21,222.75

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

General Motors will repurchase VIN #3GNGK23GX3G ██████████ in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-234-3035 by February 18, 2004. The conditions of the straight repurchase are as follows:

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**

**GMC**

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Sun 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. 57172 if you have any questions or concerns.

Sincerely,

Janae Bennett
Business Resource Center

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

Signature and Date

No. 7231 P. 2



February 17, 2004

[Redacted]
Cazenovia, NY [Redacted]

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu 3GNGK23GX3G [Redacted] 1-188158419

Dear Ms. [Redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu 3GNGK23GX3G [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 Chevrolet customer. Chevrolet will repurchase your vehicle for \$21,222.75. This offer is calculated by using the following figures:

Purchase Price	\$20,470.00
Plus tax	\$1,498.50
Plus title, license fees	\$32.75
Plus clear coat	\$199.00
Plus waste tire fee/inspection fee	\$22.50
Less incentives	<u>\$1,000.00</u>
TOTAL REPURCHASE PRICE	\$21,222.75
TOTAL AMOUNT TO CUSTOMER	\$21,222.75

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

General Motors will repurchase VIN #3GNGK23GX3G [Redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-234-3035 by February 18, 2004. The conditions of the straight repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

Feb. 17. 2004 2:16PM

No. 7231 P. 3



GMC

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Sun 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 this transaction on the signing date. I can be reached at (800) 231-1841 ext. 57172 if you have any questions or concerns.

Sincerely,

Jane Bennett
Business Resource Center

This letter will be processed if signed and returned to:

X [Redacted Signature Area]

Signature and Date

17 FEB 04

Feb. 17. 2004 2:16PM

No. 7231, P. 1



FAX COVER SHEET

DATE 2-17-04

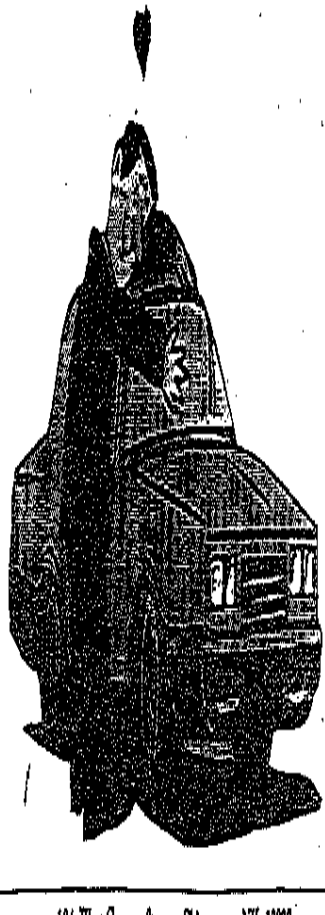
TO: _____

FROM: Joe Caputo

FAX NUMBER: 1-866-234-3335

RE: Here is the paperwork for
[REDACTED]

NUMBER OF PAGES TO FOLLOW: 4



Feb. 17. 2004 2:16PM

104 West Genesee St. Chittenango, NY 13037

Phone: (315) 687-7231 EMAIL: SUN CHEVY@AOL.COM

Fax: (315) 687-7918

No. 7231 P. 2
Feb. 17. 2004 2:16PM



GENERAL MOTORS BUSINESS RESOURCE CENTER

February 17, 2004

[Redacted]

Cazenovia, NY [Redacted]

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu 3GNKG23G30 [Redacted] 1-188158419

[Redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu 3GNKG23G30 [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 Chevrolet customer. Chevrolet will repurchase your vehicle for \$21,222.75. This offer is calculated by using the following figures:

Purchase Price	\$20,470.00
Plus tax	\$1,498.50
Plus title, license fees	\$32.75
Plus clear coat	\$199.00
Plus waste tire fee/inspection fee	\$22.50
Less incentives	<u>\$1,000.00</u>
TOTAL REPURCHASE PRICE	\$21,222.75
TOTAL AMOUNT TO CUSTOMER	\$21,222.75

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

General Motors will repurchase VIN #3GNKG23G30 [Redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-234-3035 by February 18, 2004. The conditions of the straight repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

No. 7231 P. 3



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. Upon receipt of your signed acceptance, a check will be processed and forwarded to Sun 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. 57172 if you have any questions or concerns.

Sincerely,

Janae Bennett
Business Resource Center

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

X [Redacted Signature] 17 FEB 04

Signature and Date

Feb. 17. 2004 2:16PM

NEW YORK STATE REGISTRATION DOCUMENT

PAS

2004 CHEVY NONTANSFERABLE
40SD RD 1G1ZTS484F

REGISTRATION FEE \$ 6
SALES TAX \$ 19.50
TOTAL \$ 25.50

EXPIRES 01/04/05

CLASSIFICATION NY
20.75

NO FURTHER DUESY FOR INTEREST 19.50



CERTIFICATE OF TITLE

NEW YORK STATE



www.dmv.ny.gov

Title and Identification No.

121M54544

Year

2004

Make

CHEVR

Model Code

EM1

Body/Full

4DSD

Document No.

[Redacted]

Color

White Agn.

Fuel

GAS

Cap/Prop

5

New or Used

NEW

Type of Title

VEHICLE

Date Issued*

1/26/03

Name and Address of Owner(s)

[Redacted]

SCHEMATTERGE

[Redacted]

CAVENDISH

This document is the property of the State of New York. It is loaned to you for your use only. It is not to be used for any other purpose. If you wish to transfer the title to another person, you must apply for a new title. The Department of Motor Vehicles will issue a new title and a new certificate of title. The Department of Motor Vehicles will not issue a new title and a new certificate of title if the document is altered in any way. If you alter this document in any way, it will be void and you will be liable for any damages. The Department of Motor Vehicles will not be responsible for any damages resulting from the use of this document.

NO TIENS RECORRID

NO TIENS RECORRID



NO TIENS RECORRID

NO TIENS RECORRID

NO TIENS RECORRID

NO TIENS RECORRID

NO TIENS RECORRID

DEPARTMENT OF MOTOR VEHICLES



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 23, 2004

[REDACTED]
Cazenovia, NY [REDACTED]

RE: 1G1ZT54844F [REDACTED] 2004, Chevrolet, Malibu

CLOSING CONFIRMATION LETTER

Dear Ms. [REDACTED]:

The following parties, [REDACTED] and Joe Caputo, have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for **February 26, 2004**.

Thank you for your cooperation

Sincerely,

Janae Bennett
Repurchase Specialist
1-800-231-1841 ext. 57172

cc: Joe Caputo
Sun Chevrolet Inc.

General Motors Division
5701 East Hillsborough Avenue, Suite #2300, Tampa, FL 33610



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 22, 2004

Cazenovia, NY

**STRAIGHT SETTLEMENT OFFER
ADDENDUM**

Subject: Repurchase of 2004 Chevrolet Malibu 1G1ZT54844F, 1-188158419

Dear Ms.

We regret that you are dissatisfied with your 2004 Chevrolet Malibu 1G1ZT54844F 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 \$21,222.75. This offer is calculated by using the following figures:

Purchase Price	\$20,470.00
Plus tax	\$1,498.50
Plus title, license fees	\$32.75
Plus clear coat	\$199.00
Plus waste tire fee/inspection fee	\$22.50
Less incentives	<u>\$1,000.00</u>
TOTAL REPURCHASE PRICE	\$21,222.75
TOTAL AMOUNT TO CUSTOMER	\$21,222.75

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

General Motors will repurchase VIN #3GNGK23GX3G in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 1-866-234-3035 by February 18, 2004. The conditions of the straight repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)



GMC

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Sun 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. 57172 if you have any questions or concerns.

Sincerely,

Janae Bennett
Business Resource Center

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

Signature and Date



104 West Genesee Street • Chittenango, NY 13037
Phone: (315) 687-7231 • EMAIL: SUN CHEVY @ AOL • COM

FAX COVER SHEET

DATE: 2/17/04

DELIVER TO:

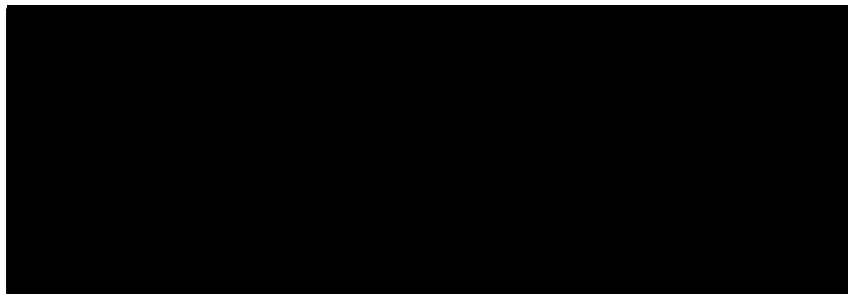
FROM: 866. 234. 3035

RE:

IF THERE IS A PROBLEM WITH THIS TRANSMISSION PLEASE CALL US 315-687-7231

NUMBER OF PAGES FAXED IS: 2

Re:



PAS

2004 CHEVR NONTRANSFERABLE
4DSD RD 1G1ZT54844F

OCT 18 2003

Wt/Seats Fuel/Cyl

Expires 01/04/05

20.75

CAZENOVIA NY

ANNUAL CHG
AMT PAID UNCL ADD CHG

VOID IF ALTERED EXCEPT FOR ADDRESS

19.50



NEW YORK STATE DRIVER LICENSE

Department of Motor Vehicles

ID



CAZENOVIA NY
SEX: F EYES: BL HT: 5-03 CLASS: D
E R B
ISSUED: 09-10-02 EXPIRES: 10-02-10

Margaret A. Callaghan

30253220



104 West Genesee Street • Chittenango, NY 13037
Phone: (315) 687-7231 • EMAIL: SUN CHEVY @ AOL • COM



FAX COVER SHEET

DATE: 2/16/04
DELIVER TO: Seanenne
FROM: Lori
RE: [Redacted]

IF THERE IS A PROBLEM WITH THIS TRANSMISSION PLEASE CALL US 315-687-7231

NUMBER OF PAGES FAXED IS: 2

21613

104-108 W. Genesee St.
 CHITTENANGO, N.Y. 13037
 Phone 687-7231
 www.sun-chevy.com

DEAL # 27677

REPAIR SHOP NO. R 427-0209

SOLD TO [REDACTED]
 ADDRESS CAZENOVIA NY [REDACTED]

SALESMAN
 SALESMAN NO. 340
 SCOTT R

DATE	STOCK NO.	CUST. NO.	HOME PHONE	BUS. PHONE	
10/18/03	4013	N/A	[REDACTED]	[REDACTED]	
YEAR	MAKE	MODEL	NEW USED	IGN. KEY	TRUNK KEY
2004	CHEVROLET	MALIBU	NEW	[REDACTED]	[REDACTED]

VINS. NO. 1G1ZT54844F [REDACTED]
 BUYER'S DOB: [REDACTED]
 CO-BUYER'S DOB: [REDACTED]
 MV50#: [REDACTED]
 MILES: 709
 INSP.#: [REDACTED]
 10/18/03
 PLATE NO. [REDACTED]

"If this motor vehicle is classified as a used motor vehicle, SUN CHEVROLET, INC. certifies that the entire vehicle is in condition and repair to render, under normal use, satisfactory and adequate service upon the public highway at the time of delivery."

Any warranties on the products sold hereby are those made by the manufacturer. SUN CHEVROLET, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.

DESCRIPTION	AC/NO. 71353	SALE P. 2
2004 CHEVROLET MALIBU		20470.00
		199.00
		N/A
		N/A
		N/A
NYS WASTE TIRE MANAGEMENT FEE		
2.50 X 5 TIRES		12.50
CENTRAL		
TAXABLE AMOUNT	20467.00	
REGISTRATION		12.75
SALE TAX MADISON 7.25 %	3 2 4	1478.50
NYS INSPECTION FEE	9 0 5	10.00
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE *	9 0 5	20.00

*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 CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

TOTAL SALES PRICE		22222.75
USED CAR ALLOWANCE		N/A
LESS BALANCE OWING		N/A
REBATE	CASH DIFFERENCE	22222.75
DEPOSIT	2 2 0	1000.00 +
CASH ON DELIV.		20712.50 +
CASH ON DEPOSIT	2 2 0	510.25
BALANCE TO FINANCE	2 0 5	N/A
1 \$	N/A	
TOTAL		N/A
YR	MODEL	STOCK NO.
		2 4 0
		2 4 1

(SELLER) 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, SUN CHEVROLET, INC. (transferor's name, Print)

state that the odometer now reads 5 (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.

MAKE	MODEL	BODY TYPE
CHEVROLET	MALIBU	4DR
VEHICLE IDENTIFICATION NUMBER	YEAR	
1G1ZT54844F [REDACTED]	2004	

X TRANSFEROR'S SIGNATURE
SUN CHEVROLET, INC.
 PRINTED NAME
 104-108 W. Genesee St.
 TRANSFEROR'S ADDRESS (STREET)
CHITTENANGO N.Y. 13037
 CITY STATE ZIP CODE
 10/18/03
 DATE OF STATEMENT

X TRANSFEREE'S SIGNATURE
 PRINTED NAME
 TRAN [REDACTED]
 TRAN [REDACTED]
 TRAN [REDACTED]
CAZENOVIA NY
 CITY STATE ZIP CODE

(BUYER) ODOMETER DISCLOSURE STATEMENT

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

I, _____ (transferor's name, Print)

state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage.

MAKE	MODEL	BODY TYPE
VEHICLE IDENTIFICATION NUMBER	YEAR	

X TRANSFEROR'S SIGNATURE
 PRINTED NAME
 TRANSFEROR'S ADDRESS (STREET)
 CITY STATE ZIP CODE
 DATE OF STATEMENT

X TRANSFEREE'S SIGNATURE
 PRINTED NAME
SUN CHEVROLET, INC.
 TRANSFEREE'S NAME
 104-108 W. Genesee St.
 TRANSFEREE'S ADDRESS (STREET)
CHITTENANGO N.Y. 13037
 CITY STATE ZIP CODE

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

CUSTOMER NAME: _____
 VIN: 1G12T54844F _____ (or see attached list*)

CUSTOMER INCENTIVE(:

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

Incentive Program Reference	Amount	GM Incentive Code
<u>Cons. cash rebate</u>	<u>\$ 1,000.-</u>	<u>CWF</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
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 _____
 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 10/17/03. I acknowledge receipt of incentive(s) as described in Item # _____ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [Signature] Date: 10/17/03

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: [Signature] Date: 10/17/03
 Dealership Name: Sum Chevy Inc. Dealer Code: 15056

* List must include VIN, Delivery Date and Program Reference

August 4, 2011

[REDACTED]
Cleveland, OH [REDACTED]

Service Request: 1-184356309
Customer Relationship Manager: Sandra Taylor

Dear Ms. [REDACTED]:

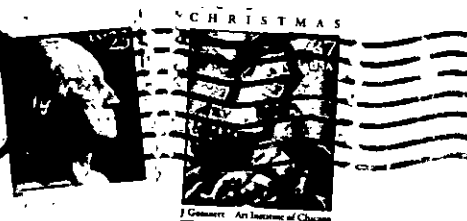
We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

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

Staten Island, NY



Chevrolet Customer Services
P.O. Box 33170
Detroit, MI 48232
ATT: Nicholas Wood

FEB 06 2004

48232+3170 51



February 2, 2004

Chevrolet Customer Services
P.O. Box 33170
Detroit, MI 48232
ATT: Nicholas Wood

Re: File #1-184363329
Malibu 2004

Dear Mr. [REDACTED]

Further to our telecom, I write this letter with much frustration and anger.

To provide some background, my husband and I own a 2002 Chevy Malibu, lease a 2003 Malibu and in October, 2003 purchased the newly remodeled 2004.

Up until December, we were quite ecstatic with our new 2004 vehicle. In fact, mention was made to it in our Christmas newsletter.

In early December, 12/3 to be exact, after having an enjoyable holiday dinner with friends, I experienced my first problem with the new Malibu—losing complete use of its power steering. After a nerve-racking 20-minute ride home, my intention was first thing next morning to bring my vehicle in for service. When I started the car up the next morning, power steering had been restored but regardless of that fact, I took it to HL Chevrolet for servicing.

Upon arrival, they immediately secured a rental vehicle, as I had to make my way to work, traveling from Staten Island to Parsippany (60 miles RT).

After several days, I received a call that they could not find the cause of the problem but said it might be a glitch. So, I picked the car up and drove it for another week or so, when experiencing the problem again. This time, my husband and I were on our way to my office party and we were not happy campers, as I had taken the day off for this occasion.

Because the problem occurred late in the day on a Friday, 12/12, the rental car we got was not adequate, to say the least—it was a Sunfire and smelled badly of cigarette smoke and had a broken mirror. Anyhow, on Monday I called to tell HL of my situation and they advised me to come in that evening, that they would have a new Malibu for my use. I would drive this vehicle for the next few weeks, picking up my own Malibu on New Years Eve, 12/29. They identified the problem with the steering wheel and I was told that the part needed to be ordered and because of the holiday season, this would take longer than usual.

The New Year came and continued until I experienced yet another problem. While driving to work in a *snowstorm*, I went to use my horn but found it was not functioning. After referring to the owner's manual to see if I could figure out the cause, I again needed to call the service center. They told me to call back for a sooner appointment (which I was not happy about) but I duly followed their instructions and called back to see if I could get an appointment for the next day.

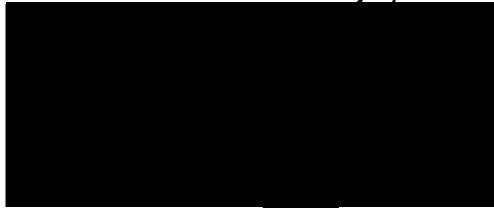
I brought the car in as suggested but had to get up much earlier than normal to make the trek across Staten Island so that I could be close to the front of the line. I was told they would work on my vehicle first thing and they were true to their word, however, I was still there one hour and I would be late once again for work. My employer has been putting up with my lateness out of sympathy but they are not happy about my lateness.

The issue this time was a blown fuse, the reason for the horn not working. I was asked by Charlie whether or not I charge my cell phone and my reply was yes, but very limited use. Nonetheless, I was told not to use the charger as this may cause another blown fuse. I was not happy about this comment; however, not wanting to make a return visit (my patience is wearing thin), I followed his instructions. My feeling is that I should be able to use every feature in my Malibu and not based on contingencies.

This past Saturday, 1/31 while driving my husband to work, the warning bells went off once again—the message indicated that my auto lights were off. Again, I referred to the manual but couldn't find any reference that would make sense to me. I checked to see if my lights worked and they did, but only manually. I once again called service and was told that it was probably the "sensor" this time—the earliest they could take me was Wednesday, 2/4. I told Pat that I am extremely displeased about the entire ordeal and that my employee would not be happy about this either. His answer to that was that they'd get me another rental so that I could drop off the car and immediately begin my journey to work, but that I should call back on 2/2 to remind him! I don't feel that I should've had to call back, but would do so anyway to ensure that I have a rental waiting for me.

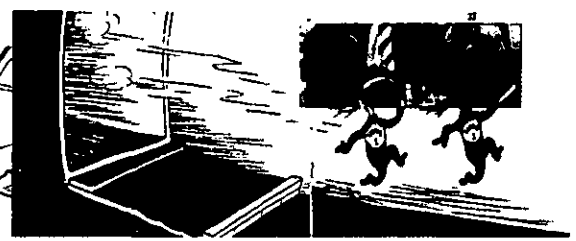
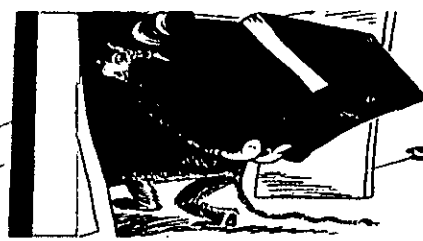
You may ask why not drive the 2002 or 2003 to work—I cannot, as my children need to get to school and work and must have access to a vehicle as well. We cannot all be running around town and then some (to Parippany, etc.)

My husband and I are totally disgusted and wish to document our displeasure in writing. We feel we have been inconvenienced above and beyond. If issues continue to persist week after week, we would like to go on record stating that we will make our grievances known to the BBB AutoLine.



Staten Island, NY [redacted]
[redacted] (evening)
[redacted] (daytime)

Encl.



The sun did not shine
 It was too wet to play
 So we moved to our new house
 Almost a year to the day!

So when you visit the Contrino's
 Don't be surprised to see
 Parked in their driveway,
 Malibu's, years '02, '04 and '03!

We went back and forth
 And back we four
 And I said, "How I wish we were thru,
 I can't take it no more!

As we approach year end
 We reflect on all that's transpired
 And thank God we got thru it
 You'll be sympathetic to why we're tired!

But finally we settled in
 And the days went by fast
 When our money pit house
 Became "Home Sweet Home" at last!

Nonetheless we're gearing up
 With Thing One and Thing Two for more
 New challenges and memory-making
 In the coming year 2004!

It was a cold, long winter
 There was... March, April and May
 When Thing One's life took off
 With senior prom and graduation day!

Now I'm sure by the time
 This newsletter makes it to your door
 "Things" in our household could change
 Of this I can be sure.

Now I would be remiss
 If I weren't to tout
 Thing Two left Blockbuster
 He's @ Starbuck's, making coffee no
 doubt!

'Cause you see life's funny that way
 When we think "things" are normal
 they're not
 But I wouldn't change it for the world
 I'm grateful for these "things" I've got!

I can state with much certainty
 It hasn't been a smooth year by far
 With refinancing, remodeling, new
 tenants
 Dorm-moving and buying a new car!

Now this is where wishes
 For happiness and peace come into play
 Best of every "thing" to you and yours
 During this blessed holiday.

For you see Thing One
 Has put to bed car number two
 It was a Pontiac Grande Prix
 Now he owns our old Malibu!

With love and best wishes for a blessed
 holiday season and a Happy New Year!

Valarie, Anthony, Thing One & Thing Two

Callen

7614846

80497



CHEVROLET

MOTORS, INC.

2519 Hylan Blvd.

718-351-4200 FAX #: 718-979-0891

S.I., N.Y. 10306

COPY

INVOICE

PAGE 1

SERVICE ADVISOR: 32 PAT EVANGELISTA

S.I., NY
HOME: [REDACTED]

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4F [REDACTED]	[REDACTED]	4255/4255	T682
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	PAYMENT
08OCT2003			17:30 03DEC03		88.75	CASH
R.O. OPENED	READY	OPTIONS: STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO				
03DEC03	04DEC03	<i>[Signature]</i>				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					OWNER SAID SHE HAD NO POWER STEERING LAST NIGHT [LIGHT CAME ON]	SEE	
					PAT		

CAUSE: NO CODES
 06 NO CODES CK AND CLEANED ALL CONNECTIONS AT
 MODULES AND COLUMN [CASE #6974815]
 36 WC94 0.50 (N/C)

 B CK ON AUTO START IF IT HAS A TIMMER ADJUSTMENT
 01 WORKING NORMAL
 99 CPC 0.00 0.00 0.00

C 2 DAYS RENTAL
 CAUSE: GOODWILL FOR LINE A
 Z7902 2 DAYS RENTAL
 99 WC94 0.00 (N/C)

SUBL ENTERPRISE
 WC94 (N/C)

 **** WE NOW OFFER FREE TRANSPORTATION ****

 ***** SEE ADVISOR *****
 **** EXTENDED SERVICE AND PARTS HOURS ****
 MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM
 ** WEDNESDAY & FRIDAY TO 5:00 SAT 8 TO 12:00*

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.

STATEMENT OF DISCLAIMER
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

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

Thank You!

x

Called
12/30/03

7614846

80750



CHEVROLET

INVOICE

MOTORS, INC.

2519 HYLAN BLVD.

718-351-4200 FAX #: 718-979-0891

S.I., N.Y. 10306

PAGE 1

BUS: 973-463-6079

SERVICE ADVISOR: 32 PAT EVANGELISTA

S.I., NY
HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4F		4735/4746	T902
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
08OCT2003			17:30 12DEC03		88.75	CASH
R.O. OPENED	READY	OPTIONS: STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO				
12DEC03	31DEC03					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
OWNER SAID SHE HAD NO POWER STEERING 2X TIME THIS HAS HAPPEN							
CAUSE: NO POWER STEERING AT TIMES							
E7680 COLUMN ASSEMBLY, STEERING - REPLACE							
				36 WC94 5.00			(N/C)
1				22687709 F-COLUMN KI			(N/C)

NO POWER STEERING AT TIMES .SECOND TIME IN FOR SAME CONDITION .CALLED TECH ASSISTANCE ON 12.13 CASE #6974815 TALKED TO GORDON HE SAID TO HE WO ULD ORDER STEERING COLUMN FOR US .TALKED TO DSM BOB HE SAID TO PUT OWNER IN RENTAL TILL PARTS CAME IN PART CAME IN ON 12.29.03 TECH #36 INSTA LLED PART STRIGHT TIME 5.0 HRS .ROAD TESTED CAR 10 MILES BY SERVICE MGR .OK AT THIS TIME .CALL ~~FOR~~ OWNER TO RETURN RENTAL AND PICK UP CAR

B** 4 DAYS' RENTAL							
CAUSE: WAITING FOR PARTS TO COME IN							
				Z7904 18DAYS RENTAL			
				99 WC94 0.00			(N/C)

SUBL				WC94			(N/C)
------	--	--	--	------	--	--	-------

***** WE NOW OFFER FREE TRANSPORTATION *****
 ***** SEE ADVISOR *****
 ***** EXTENDED SERVICE AND PARTS HOURS *****
 MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM
 ** WEDNESDAY & FRIDAY TO 5:00 SAT 8: TO 12:00*

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.

STATEMENT OF DISCLAIMER
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

DESCRIPTION	TOTALS
ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
TERMS: STRICTLY CASH OR ACCEPTABLE CREDIT CARD	
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

Thank You!

7614846

81758

COPY

INVOICE



MOTORS, INC.

2519 HYLAN BLVD.

718-351-4200 FAX #: 718-979-089

S.I., N.Y. 10306

S.I., NY
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 32 PAT EVANGELISTA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT		
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4F [REDACTED]		6106/6106 T		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08OCT2003			17:30 29JAN04		91.00	CASH	29JAN2004
R.O. OPENED	READY	OPTIONS: STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO					
29JAN04	29JAN04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A		OWNER SAID	HORN	INOP			
		CAUSE:	BLOWN				
		N1720	FUSE	REPLACE			(N/C)
			36	WC94	0.30		(N/C)
		1	12004009	F-FUSE			(N/C)

***** WE NOW OFFER FREE TRANSPORTATION *****
 ***** SEE ADVISOR *****
 ***** EXTENDED SERVICE AND PARTS HOURS *****
 MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM
 ** WEDNESDAY & FRIDAY TO 5:00 SAT 8 TO 12:00*

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.

STATEMENT OF DISCLAIMER

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING

TERMS:
STRICTLY CASH OR ACCEPTABLE CREDIT CARD

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

Thank You!

x

August 4, 2011

[REDACTED]
[REDACTED]
Staten Island, NY [REDACTED]

Service Request: 1-184363329
Customer Relationship Manager: Katie Guthrie

Dear Mrs. [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

Overallowance/Incentives/Negative Equity Form
Maxine Durant

Customer: [REDACTED] **Request #:** 1-1843633629 **BBB#:** CHV0438932

This form may be used to identify possible over allowance 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)	\$ 21,374.60
MSRP (from BARS Invoice)	\$ 22,695.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$ -1,320.40

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

Payoff or Lien amount from Bill of Sale	\$
Actual Cash Value Statement	\$
Difference (if possible, this is the negative equity)	\$

<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.)	\$ 21,374.60
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit, dealer incentives)	\$ 250.00
Overallowance and/or Negative Equity minus	\$ -0-
Actual price of Vehicle that should be presented to BBB for ATA	\$ 21,124.60



5886 William Flynn Highway
Bakerstown, Pa 15007

Dealer Code: 13-389

FAX MESSAGE SHEET

DATE: 6-2-04

**PLEASE DELIVER THE FOLLOWING PAGES TO:

NAME: MAXINE DURANTE

DEPARTMENT: _____

FAX NUMBER: 800-439-3822

FROM: CORY HOLLAND
TOM HENRY CHEVROLET, INC.

WE ARE SENDING 21 PAGES (INCLUDING THIS PAGE)

TO SEND A FAX MESSAGE TO US, FAX:

724-443-5080

TO TALK TO US, CALL:

724-443-1575

** IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL BACK ASAP **

GM VEHICLE PURCHASE CENTER
P.O. BOX 5134
SOUTHFIELD, MI 48086-5134



**GM NEW VEHICLE PURCHASE PROGRAM (GMO/GMS)
AGREEMENT AND PURCHASE CERTIFICATE (CERTIFICATE)**

Issued To:



213

FAIRPORT NY

Model Year of Vehicle: 2002

Issue Date: 10/25/01

Authorization Number:



CISCO: 55930

**To: Employee, Retiree, or
Surviving Spouse:**

If you did not request this Certificate, please report this error as soon as possible by calling the GM Vehicle Center at 1-800-235-4646.

PROGRAM VIOLATIONS

The Rules and Guidelines of the General Motors New Vehicle Purchase Program (the "Program") specifically prohibit the sale or transfer of Certificates to persons other than eligible purchasers. GM employees, retirees, or surviving spouses (as defined in Sections 1 and 2 of Program Rules and Guidelines), who violate this provision, or sponsor an eligible purchaser, who violates this provision, will be suspended from the Program for five years per violation, upon their first offense of the same (i.e., five years for each certificate). Subsequent violations of this rule will result in permanent suspension from the program.

This Certificate is to be used for the purchase or lease of a vehicle under either the **GMO (GM Order)** option or the **GMS (GM Out-of-Stock)** option of the *GM New Vehicle Purchase Program* (the Program). It is valid for one year from its issue date for the purchase or lease of the vehicle bearing the model year printed above, provided the employee, retiree, or surviving spouse to whom it has been issued is eligible to purchase or lease vehicles under the Program on the date he or she (or an eligible family member) takes delivery of the vehicle.

The provisions of the Program are detailed in the document entitled *GM New Vehicle Purchase Program Rules and Guidelines* which purchasers/lessees are **required** to read before purchasing or leasing a vehicle under the Program. As one of the Program provisions, the purchaser/lessee must agree that he or she will not bring a lawsuit for any dispute involving warranty repairs made to the vehicle or regarding the extent to which warranty coverage is provided on the vehicle. Instead, he or she must agree to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both the purchaser/lessee and GM.

Purchases/leases are subject to regular review to ensure compliance with all Program rules, such as those regarding family member eligibility, six month minimum retention period for purchased vehicles, one year minimum retention period for leased vehicles, restrictions on vehicle title and use, etc. Violations of rules by any purchaser/lessee will result in sanctions against the employee, retiree, or surviving spouse to whom this Certificate has been issued. Sanctions may include, but are not limited to, loss of privileges, repayment of monies, termination of employment, and/or legal action.⁽¹⁾

Employees, retirees, and surviving spouses must write the name of the purchaser/lessee in the space provided on the reverse side of this page (i.e., print or type their own name or the name of their eligible family member). If sponsoring the purchase/lease of an eligible family member, the employee, retiree, or surviving spouse also must check the appropriate box to identify the family relationship which qualifies that person for purchase/lease eligibility under the Program. In all cases, the employee, retiree, or surviving spouse to whom this Certificate has been issued must sign the *Agreement*. When this Certificate is assigned to an eligible family member, the family member also must sign the *Agreement*.

The purchaser/lessee must deliver this Certificate, completed and signed, to the selling dealer when he or she takes delivery of the vehicle. (Please do not mail it back to the GM Vehicle Center.)

⁽¹⁾ GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to 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.

Be Sure To Complete and Sign the Reverse Side Before Giving This Certificate to Your Dealer



REQUIRED INFORMATION (To be completed by the Employee, Retiree, or Surviving Spouse):

(✓ Please check one) I am a/an: Eligible employee Unremarried surviving spouse
 Eligible retiree Remarried surviving spouse

Please print the name of the Purchaser/Lessee: ROB ROY ROCK

If the above named purchaser/lessee is an eligible family member, the employee, retiree, or surviving spouse to whom this Certificate has been issued must check the appropriate box below to identify that family member's relationship to the living or deceased eligible employee or retiree from whom the family member's eligibility to purchase/lease emanates (i.e., not the family member's relationship to a surviving spouse):

(✓ Please check one)
THE ABOVE NAMED FAMILY MEMBER is the living or deceased eligible employee's or retiree's:
 Spouse Son or daughter Grandchild
 Step-son or step-daughter Step-grandchild Parent Step-Parent
 Brother-in-law or sister-in-law Full/half/step-brother or full/half/step-sister
 Mother-in-law or father-in-law Son-in-law or daughter-in-law

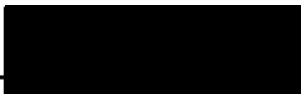

AGREEMENT:

I HAVE READ the document entitled *General Motors New Vehicle Purchase Program Rules and Guidelines* and I UNDERSTAND and AGREE to abide by all provisions of the Program stated in those Rules and Guidelines.

If I am the employee, retiree, or surviving spouse to whom this Certificate has been issued, I certify the information provided above to be true and correct to the best of my knowledge. If I am sponsoring a family member, I understand that I may be asked to furnish documentation substantiating the eligibility of that person under the Program. In the event of violation of the Program *Rules and Guidelines*, I understand that I may be responsible for repaying monies paid to the dealer by GM, as well as incurring other sanctions as referenced on the reverse side of this page. I acknowledge that final authority to determine eligibility rests with the General Motors Corporation.

If I am an eligible family member, I confirm the relationship identified above to the living or deceased General Motors employee or retiree from whom my eligibility to purchase/lease a vehicle under this Program emanates.

In addition, if I am the purchaser/lessee, I understand that, in consideration of the discount I receive on the purchase or lease of the vehicle, I will not be able to bring a 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 Certificate 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.

 11/2/01  12-22-01
Signature of Employee, Retiree, or Surviving Spouse - Required In All Cases Date Signature of Eligible Family Member - If Applicable Date

PURCHASER: Please give this Certificate to your dealer when you take delivery of the vehicle

DEALER SECTION:

Authorized Dealer Signature 

ATTENTION DEALER: Please retain this properly completed and signed Certificate in the purchaser's/lessee's file for audit purposes. On a selected basis, the GM Vehicle Center may require you to provide this document, along with other purchase information.

RETAIL ORDER FOR A MOTOR VEHICLE



5886 ROUTE 8 • BAKERSTOWN, PA 15007
M,T, TH 9-9:00; W-F 9-5; SAT. 9-3

PHONE: 443-1575 DEAL # 9888
www.tomhenrychevy.com

12/21/01

DATE

ALLISON PARK, PA

STREET ADDRESS

ZIP

BUS. PHONE

SOCIAL SEC. #

DRIVER'S #

PLEASE ENTER MY ORDER FOR THE FOLLOWING DEMO NEW CAR

SALESMAN MYROS, JOHN E USED TRUCK YEAR 2002 MAKE CHEVROLET

MODEL 2500 PICKUP BODY TYPE PICKUP COLOR BLACK TRIM MILEAGE 21

TO BE DELIVERED ON OR ABOUT

19

STOCK NO. 1926

VIN

1GCHK29U12E

USED VEHICLE TRADED-IN

YEAR	MAKE	MODEL	TYPE	COLOR
TRIM	VIN			
TITLE NO.	PLATE NO.	EXP. DATE		
	YGM-4970	11/30/02		

TRADE-IN PAY-OFF VERIFICATION

OWED TO: PHONE:

ADDRESS:

AMOUNT \$ GOOD UNTIL

VERIFIED BY: DATE: TIME:

INSURANCE CO. RIF INSURANCE EXCHA. EFF. DATE 10/18/2001

POLICY NO. EXP. DATE 10/18/2002

AGENT RILEY AGCY PHONE NUMBER 412-487-4004

AGENT ADDRESS 1284 RT8 SUITE 200

ALLISON PARK, PA, 15101

WARRANTY INFORMATION

FACTORY WARRANTY - 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 expressed 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.

USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document.

AS IS - This motor vehicle is sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire risk of loss that may occur in the future.

PURCHASER'S SIGNATURE

USED CAR CONTRACTUAL DISCLOSURE STATEMENT

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 THE SALE.

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby.

DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS.

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

and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

12/22/01 DATE

ACCEPTED BY

DEALER OR HIS AUTHORIZED REPRESENTATIVE

LIST PRICE OF VEHICLE	\$ 29227.37
DEALER INSTALLED ITEMS:	
GM REBATE	6298.46
MECHANICAL AGREEMENT	
M72 MILES 75000	1735.00
SERVICE CONTRACT	
TOTAL	\$ 24663.91
TRADE ALLOW. AND/OR DISCOUNTS/REBATE	
TAXABLE AMOUNT	\$ 24663.91
SALES TAX	1726.47
LUXURY TAX	N/A
REGISTRATION 153.00 TITLE 22.50 TRANSFER ENCUMBRANCE 5.00	180.50
DOCUMENTARY FEE	50.00
MESSENGER FEE	5.00
NOTARY FEE	8.00
TIRE TAX 5.00 PLATE FEE 10.00	15.00
PAYOFF ON TRADE	
TOTAL	\$ 26648.88
DEPOSIT	500.00
CASH DUE ON DELIVERY	
UNPAID BALANCE DUE	\$ 26148.88

"THANK YOU - WE APPRECIATE YOUR BUSINESS"

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____
 VIN: 1G-CAR29U1ZE _____ (or 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, or b) _____ where permissible by law, as a price reduction. (Bill of Sale/Buyer's Order indicates pre-rebate price, amount of rebate and final price with rebate applied) or c) _____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ _____	_____

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 0.070 APR for 36 mos.

0000 CUSTOMER AND DEALER ACKNOWLEDGMENT 0000

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 12/21/01. I acknowledge receipt of incentive(s) as described in Item # 26 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: _____ Date: 12/21/01

The undersigned person as Dealer representative, certifies that the information on this application is true and correct and that the incentive(s) described in Item # 26 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 (Division).

Authorized Dealer Signature: _____ Date: 12/21/01
 Dealership Name: TOM HENRY CHEV INC Dealer Code: 13389

* You must include VIN, Delivery Date and Program Reference.
 Copy #1 - Dealer Copy Copy #2 - Customer

TOM HENRY
CHEVROLET
 5886 WILLIAM FLYNN Hwy.
 BAKERSTOWN, PA 15007
 (724) 443-1575
 (412) 961-0588
 www.tomhenrychevy.com

ALLISON PARK, PA

SERVICE ADVISOR **GARY J JEFFREY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
06MAY02	06MAY02	1926	1GCHK29U12E [REDACTED]	44577			06MAY02	79273
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
12:48	13:32	02	CHEVROLET 2500 PICKU	[REDACTED]	0.00	21DEC01	44	44
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
2930	2930							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	DRAW	SALC	COMP.
A LUBE, OIL, AND OIL FILTER CHANGE (MOBIL 1 OIL)								
FLOFM LUBE, OIL, AND OIL FILTER CHANGE (MOBIL 1 OIL)								
64 PORTER, JON K LIC#: 5230								
		CMT 0.15		9.00	9.00	255	900	0
1	25014748	FILTER	5.95	5.95	5.95	319	595	0
6	12346184	OIL 10W30S	7.90	7.90	47.40	2586	4740	0
						3160	6235	0

** PRE-INVOICE **			DESCRIPTION	TOTALS
46100	900	255	LABOR AMOUNT	9.00
46800	5335	2905	PARTS AMOUNT	53.35
32401	436	0	GAS, OIL, LUBE	0.00
22500	6671	*****	SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	62.35
			LESS INSURANCE	0.00
			SALES TAX	4.36
			PLEASE PAY THIS AMOUNT	66.71

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

PP Disc
5-6-02
closed

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 AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) **FILE COPY** DEALER, GENERAL, MANAGER OR AUTHORIZED PERSON DATE

MER #:44577

79273



WORKORDER

PAGE 1

5886 WILLIAM FLYNN Hwy.
BAKERSTOWN, PA 15007
(724) 443-1575 (412) 961-0588

LLISON PARK, PA

HOME

SERVICE ADVISOR: 44 JEFFREY, GARY J

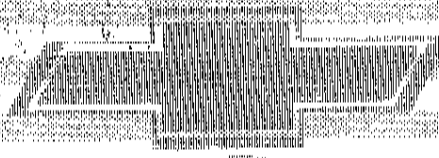
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	02	CHEVROLET 2500 PICKUP	1GCHK29U12E		2930 / 72900	2930	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21DEC2001			WORK 20:00-06MAY02		0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:1926 DLR:13389					
06MAY2002 12:48							

LINE OF CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A FLOFM	64	LUBE, OIL, AND OIL FILTER CHANGE (MOBIL 1 OIL)

6 QTS

12 96

1 26



GENUINE CHEVROLET

EXCLUSION OF WARRANTIES

PRELIMINARY ESTIMATE \$

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED BY X	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY AS NOTIFIED & GAVE ORAL APPROVAL
OF T
X

TECHNICIAN COPY

DUPLICATE 1 PAGE 1

TOM HENRY
CHEVROLET
 5886 WILLIAM FLYNN Hwy.
 BAKERSTOWN, PA 15007
 (724) 443-1575
 (412) 961-0588
 www.tomhenrychevy.com

ALLISON PARK, PA

SERVICE ADVISOR **RONALD MEDER**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
13MAY02	13MAY02	1926	1GCHK29U12E	44577			13MAY02	79453
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
14:40	16:13	02	CHEVROLET 2500 PICKU		0.00	21DEC01	38	38
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
3142	3142							

DESCRIPTION	QTY	UNIT PRICE	TOTAL	COST	SALE	COMP.
A USE 5W-30						
FLOPM LUBE, OIL, AND OIL FILTER CHANGE (MOBIL 1 OIL)						
39 IMCS	0.00	0.00	0.00	0	0	0
1 25014748 FILTER	3.19	3.19	3.19	319	319	0
6 NPN MOBILE 1 5W30	4.89	4.89	29.34	2934	2934	0
				3253	3253	0

** PRE-INVOICE **	DESCRIPTION	TOTALS
46300 0 0	LABOR AMOUNT	0.00
48100 3253 3253	PARTS AMOUNT	0.00
6704 3253 *****	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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

closed 5/03/02

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

(SIGNED) **FILE COPY** DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

COMER #:44577

*Key Start
vehicle*

79453

WORKORDER

PAGE 1



5886 WILLIAM FLYNN Hwy.
BAKERSTOWN, PA 15007
(724) 443-1575 (412) 961-0588

ALLISON PARK, PA
HOME

BUS:

SERVICE ADVISOR: 38 RONALD MEDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	02	CHEVROLET 2500 PICKUP	1GCHK29U12E		3142 17		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21DEC2001			** WALTER **		0.00	CASH	
R.O OPENED	READY	OPTIONS: STK:1926 DLR:13389					
13MAY2002 14:40							

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	FLOEM		CMT	USE 5W-30 (IN PARTS)

CHECK PRESSURE

*TAKE STICKER OUT OF
WINDSHIELD DONOT
Replace it*

39 LOP

39 Check + Top Fluid

39 Inflate tires

2 46

4 09



GENUINE CHEVROLET

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)

REVISED ESTIMATE (2)

REVISED ESTIMATE (3)

DATE

TIME

BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL

TECHNICIAN COPY

DUPLICATE 3 PAGE 1

[REDACTED]
ALLISON PARK, PA [REDACTED]

TOM HENRY
CHEVROLET
5886 WILLIAM FLYNN Hwy.
BAKERSTOWN, PA 15007
(724) 443-1575
(412) 961-0588
www.tomhenrychevy.com

SERVICE ADVISOR SARAH GUERRE

REPAIR ORDER WRITTEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20OCT03	26NOV03	1926	1GCHK29U12E [REDACTED]	44577			26NOV03	92430
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
19:41	12:41	02	CHEVROLET 2500 PICKU	[REDACTED]	0.00	21DEC01	34	24
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
12304	12313	[REDACTED]						

TECH.	TYN.	HOURS	ESTIMATE	DETAILS	TOTAL	COST	SALE	GMPT.
A				CLIENT STATES STEERING WHEEL IS NOT STRAIGHT CAUSE: MISALIGNED ZZZ LOCATE TIRE PRESSURE IN RIGHT TIRE LOWER THAN LEFT FRONT TIRE 19 DAVID M TRESKY LIC#: 19 CMT 0.00 0.00 0.00 0 0 E2020 WHEEL ALIGNMENT CHECK AND/OR ADJUST 3 GORDON C YODER LIC#: 1111 WMC4 1.10 63.80 63.80 2310 6380 FC: 3A PART#: COUNT: 0 CLAIM TYPE: AUTO CODE: A VP				
						2310	6380	TPARTS TLABOR
B				CLIENT STATES DRIVER'S SIDE DOOR DOES NOT SHUT PROPERLY ZZZ NEEDS TO BE SCHEDULED WITH BODY SHOP 19 DAVID M TRESKY LIC#: 19 CMT 0.00 0.00 0.00 0 0				
C				CLIENT STATES MASTER CYLINDER IS LEAKING CAUSE: RUPTURED H1320 BOOSTER ASSEMBLY, HYDRAULIC POWER BRAKE REPLACE				

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

[REDACTED]

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

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

FILE COPY

DUPLICATE 3 PAGE 2

[REDACTED]
ALLISON PARK, PA [REDACTED]

TOM HENRY
CHEVROLET
5886 WILLIAM FLYNN Hwy.
BAKERSTOWN, PA 15007
(724) 443-1575
(412) 961-0588
www.tomhenrychevy.com

SERVICE ADVISOR SARAH GUERRE

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAE NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20OCT03	26NOV03	1926	1GCHK29U12E [REDACTED]	44577			26NOV03	92430
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	B/A
19:41	12:41	02	CHEVROLET 2500 PICKUP	[REDACTED]	0.00	21DEC01	34	24

MILEAGE IN	MILEAGE OUT	LICENSE NO.
12304	12313	[REDACTED]

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL	COST	SALE	COMP.
19 DAVID M TRESKY LIC#: 19								
	WMC4	1.80		104.40	104.40	3330	10440	
1	15190585	BOOSTER	474.41	332.09	332.09	23721	33209	0
1	8902066	FLUID	6.19	4.94	4.94	353	494	0
FC: 3Z								
PART#: 15190585								
COUNT: 2								
CLAIM TYPE:								
AUTH CODE:								
VN								
						24074	33703	TPARTS
						3330	10440	TLABOR
D CLIENT STATES HEADLINER IS FALLING DOWN								
CAUSE: IMPROPERLY CUT								
C3122 HEADLINING ASSEMBLY FRONT REPLACE								
19 DAVID M TRESKY LIC#: 19								
	WMC4	1.80		104.40	104.40	3330	10440	
1	15071385	F-PNL HDLNG	386.50	308.43	308.43	22031	30843	0
FC: 2G								
PART#: 15071385								
COUNT: 1								
CLAIM TYPE:								
AUTH CODE:								
VK								

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

(SIGNED) **FILE COPY** DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

DUPLICATE 3 PAGE 3

TOM HENRY
CHEVROLET
 5886 WILLIAM FLYNN Hwy.
 BAKERSTOWN, PA 15007
 (724) 443-1575
 (412) 961-0588
 www.tomhenrychevy.com

SERVICE ADVISOR **SARAH GUERRE**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20OCT03	26NOV03	1926	1GCHK29U12E	44577			26NOV03	92430
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	R/A
19:41	12:41	02	CHEVROLET 2500 PICKU		0.00	21DEC01	34	24
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
12304	12313							

TECH	TYPE	HOURL	DISBURSE	LABOR	TOTAL	COST	SALN	CHRG
E CLIENT STATES PAINT IS BUBBLING ON DRIVER'S SIDE REAR DOOR AND PASSENGER SIDE QUARTER PANEL IN FRONT OF WHEEL WELL ZZZ NEEDS TO BE SCHEDULED IN BODY SHOP 19 DAVID M TRESKY LIC#: 19 CMT 0.00 0.00 0.00 0 0						22031 3330	30843 10440	TPARTS TLABOR
F CLIENT STATES RIGHT FRONT TIRE IS LOSING AIR TRPR TIRE REPAIR 19 DAVID M TRESKY LIC#: 19 CMT 0.30 18.30 18.30 555 1830 1 NPN PLUG;TIRE 1.88 1.88 1.88 50 188 0								
G CLIENT STATES BOWTIE EMBLEM ON GRILL IS CRACKING CAUSE: CRACKED B7010 EMBLEM AND/OR NAMEPLATE ONE REPLACE 19 DAVID M TRESKY LIC#: 19 WMC4 0.20 11.60 11.60 370 1160 1 88892713 EMBLEM 19.69 16.27 16.27 1162 1627 0 FC: 1K PART#: 88892713 COUNT: 1 CLAIM TYPE:								

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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.

(SIGN KD) **FILE COPY** DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

DUPLICATE 3 PAGE 4

[REDACTED]
ALLISON PARK, PA [REDACTED]

TOM HENRY
CHEVROLET
5886 WILLIAM FLYNN Hwy.
BAKERSTOWN, PA 15007
(724) 443-1575
(412) 961-0588
www.tomhenrychevy.com

SERVICE ADVISOR SARAH GUERRE

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20OCT03	26NOV03	1926	1GCHK29U12E177189	44577			26NOV03	92430
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
19:41	12:41	02	CHEVROLET 2500 PICKU	[REDACTED]	0.00	21DEC01	34	24
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
12304	12313	[REDACTED]						

AUTH CODE:	TPCH	TPPS	HOURS	LIST/INT	NET/INT	TOTAL	CST	SALE	Comp.
VE									
H CLIENT STATES BLACK MOLDING AROUND WHEEL WELLS IS FADING ZZZ CLEAN MOLDINGS AND APPLY TRIM CONDITIONER							1162	1627	TPARTS
108 FABIAN, STEVE LIC#: 1236							370	1160	TLABOR
I STATE INSPECTION									
SIII STATE INSPECTION (NOVEMBER)									
19 DAVID M TRESKY LIC#: 19									
J EMISSION INSPECTION									
SEM EMISSION INSPECTION									
19 DAVID M TRESKY LIC#: 19									

** PRE-INVOICE **	DESCRIPTION	TOTALS	57860	98511	0
46100 3730 1203	LABOR AMOUNT	37.30			
46200 28420 9340	PARTS AMOUNT	1.88			
48000 66173 47267	GAS, OIL, LUBE	0.00			
46800 188 50	SUBLET AMOUNT	0.00			
32401 274 0	MISC. CHARGES	0.00			
22500 4192 *****	TOTAL CHARGES	39.18			
26300 94593 *****	LESS INSURANCE	0.00			
	SALES TAX	2.74			
	PLEASE PAY THIS AMOUNT	41.92			

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

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.

BODY SHOP
STAVE
CUSTOMER #: 44577

12306

92430
WORKORDER
PAGE 1



5886 WILLIAM FLYNN Hwy
BAKERSTOWN, PA 15007
(724) 443-1575 (412) 961-0588

ALLISON PARK, PA
HOME: [REDACTED]

SERVICE ADVISOR: 24 SARAH GUERRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	02	CHEVROLET 2500 PICKU	1GCHK29U12E [REDACTED]		12306 / 12717		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
21DEC2001			20:00 20OCT03		0.00	CASH	
R.O. OPENED		READY		OPTIONS: STK:1926 DLR:13389 1)ERIE INS. 2)POL.# Q10 1807397 P 3)EXP. 4/18/03 4)11/03			
20OCT2003 19:41							

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

A 19 CMT CLIENT STATES STEERING WHEEL IS NOT STRAIGHT
 - RIGHT FRONT TIRE LOW ON AIR. 42 LBS COMPARED TO
 OVER 50 LBS LEFT SIDE. NAIL IN RF TIRE. *8ail* *3 10*
 91 11:5 AM
 60 21:5
 3 - CENTER STEERING WHEEL. - ADJUST TOE.
 Reset front toe. *70*
RR 76

B CMT CLIENT STATES DRIVER'S SIDE DOOR DOES NOT SHUT PROPERLY
 OPERATING WITHIN SPECS. *4 51*

C 19 CMT CLIENT STATES MASTER CYLINDER IS LEAKING *8 06*
 - MINOR SEEPAGE FROM HYDRO BOOST UNIT.
Ordered Hydro boost
 48 replaced hydro boost unit

D 19 CMT CLIENT STATES HEADLINER IS FALLING DOWN *8 19*
 - HEADLINER WARPED/DISTORTED, LEFT SIDE, FRONT
 AND REAR. AT EDGE.
 - ORDERED HEADLINER C3172 1.8
 48 replaced headliner

E CMT CLIENT STATES PAINT IS BUBBLING ON DRIVER'S SIDE REAR
 DOOR AND PASSENGER SIDE QUARTER PANEL IN FRONT OF WHEEL
 WELL

F 19 CMT CLIENT STATES RIGHT FRONT TIRE IS LOSING AIR AS 311 5751
Nail in tire - unable to remove hub to dismount tire to remove - Balance + Plus Tire

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE [REDACTED] X



MER #:44577

9 2 4 3 0

WORKORDER

PAGE 2

5886 WILLIAM FLYNN Hwy.
BAKERSTOWN, PA 15007
(724) 443-1575 (412) 961-0588

ALLISON PARK, PA
HOME:

SERVICE ADVISOR: 24 SARAH GUERRE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	02	CHEVROLET 2500 PICKUP	1GCHK29U12E		12300/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21DEC2001			20:00:20OCT03		0.00	CASH	

R.O. OPENED: 20OCT2003 19:41
 READY: []
 OPTIONS: STK:1926 DLR:13389 1)ERIE INS. 2)POL.# Q10 1807397 P 3)EXP. 4/18/03 4)11/03

LINE OP CODE TECH TYPE DESCRIPTION/INSTRUCTIONS
 # G 19 CMT CLIENT STATES BOWTIE EMBLEM ON GRILL IS CRACKING

Ordered B 7010
 48 replaced emblem

H CMT CLIENT STATES BLACK MOLDING AROUND WHEEL WELLS IS FADING
- wheel opening moldings comparable to like vehicles. recommend cleaning/care product

I SI 19 CMT STATE INSPECTION
B3 3500/24

J SEM CMT EMISSION INSPECTION
Over 9,000 GVW

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

Name _____
 Address _____
 Telephone _____
 Vehicle (VIN) _____
 License _____
 Technician _____
 Mileage _____
 Time Printed 11/26/03 12:01 PM

Chevrolet Truck & Rear Wheel Drive Van : K Series/Silverado (4X4) 1963-2003 Pickup : 2001-03 : Silverado 2500 Heavy Duty

Front : Left

Actual	Before	Specified Range	
0.3°	0.3°	-0.3°	0.8°
2.3°*	2.3°*	3.0°	5.0°
0.03°	-0.32°*	-0.05°	0.15°
.....
.....
.....

Front : Right

Actual	Before	Specified Range	
-0.1°	-0.1°	-0.3°	0.8°
2.9°*	2.9°*	3.8°	5.8°
0.04°	0.38°*	-0.05°	0.15°
.....
.....
.....

Camber
 Caster
 Toe
 SAI
 Included Angle
 Turning Angle Diff.

Front

Gross Camber
 Gross Caster
 Total Toe

Actual	Before	Specified Range	
0.4°	0.4°	-0.5°	0.5°
-0.5°	-0.5°	-1.3°	-0.3°
0.07°	0.06°	-0.10°	0.30°

Rear : Left

Actual	Before	Specified Range	
-0.1°	-0.1°
-0.10°	-0.10°

Rear : Right

Actual	Before	Specified Range	
-0.2°	-0.2°
0.07°	0.07°

Camber
 Toe

Rear

Total Toe
 Thrust Angle

Actual	Before	Specified Range	
-0.03°	-0.03°
-0.09°	-0.09°

**TOM HENRY
CHEVROLET**

5886 WILLIAM FLYNN Hwy.
BAKERSTOWN, PA 15007
(724) 443-1575
(412) 961-0588

www.tomhenrychevy.com

ALLISON PARK, PA

SERVICE ADVISOR **RICK GANTER**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO	VEHICLE IDENTIFICATION	CUST. NO	TAG NO	P.O. NO	INVOICE PRINTED	INVOICE NO
19NOV03	25NOV03	1926	1GCHK29U12E	44577			25NOV03	93168
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:06	15:43	02	CHEVROLET 2500 PICKU		0.00	21DEC01	34	53
MILEAGE IN	MILEAGE OUT	LICENSE NO						
12313	12313							

TECH	TYPE	HOURS	LISTING	DETAIL	TOTAL	COST	RATE	LABOR
A CUSTOMER STATES, PAINT IS BUBBLING ON DRIVERS SIDE REAR DOOR AND RIGHT AND LEFT BEDSIDE PANELS								
CAUSE: CORROSSION								
A1531 DOOR, REAR REFINISH/CLEAR COAT LEFT								
56 SCOTT, ROBERT LIC#: 6232								
	WBC4	4.00		232.00	232.00	9976	23200	
FC: SW PART#: COUNT: 0								
CLAIM TYPE:								
AUTH CODE: EP								
VD								
						0	0	TPARTS
						9976	23200	TLABOR

** PRE-INVOICE **			DESCRIPTION	TOTALS	9976	23200	0
47200	23200	9976	LABOR AMOUNT	0.00			
26300	23200	*****	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			

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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.



93168

WORKORDER

PAGE 1

5886 WILLIAM FLYNN Hwy.
BAKERSTOWN, PA 15007
(724) 443-1575 (412) 961-0588

CUSTOMER #: 44577

ALLISON PARK, PA
HOME: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 53 RICK GANTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	02	CHEVROLET 2500 PICKU	1GCHK29U12E	[REDACTED]	12313/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21DEC2001			20:00 21NOV03		0.00	CASH	
R.O. OPENED		READY		OPTIONS: STK:1926 DLR:13389 1)ERIE INS. 2)POL.#			
19NOV2003 10:06				Q10 1807397 P 3)EXP. 4/18/03 4)11/03			

LINE OF CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	WBC4	CUSTOMER STATES, PAINT IS BUBBLING ON DRIVERS SIDE REAR DOOR AND RIGHT AND LEFT BEDSIDE PANELS

56 Bob
 Repair Rusted Areas and Re-finish

20.2	4	54.02	206
101	03	30.04	1.4
		90.06	4.0

- RUST FOUND AT LOWER INSIDE SLAM OF LEFT REAR DOOR. REMOVE CORROSION, REFINISH AND CRACK INSIDE OF DOOR.

- RUST FOUND IN CRACK FRONT OF RIGHT BEDSIDE PANEL - BREAK OF GALVANIZATION. FROM FOLDING MATERIAL. REMOVE + REFINISH.

GENUINE CHEVROLET

DEALER AUTHORIZATION
 Code 90 EP
 Date 11-19-03
 Signature [Signature]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF [REDACTED]

TECHNICIAN COPY

DUPLICATE 1 PAGE 1

ALLISON PARK, PA

TOM HENRY
CHEVROLET
5886 WILLIAM FLYNN Hwy.
BAKERSTOWN, PA 15007
(724) 443-1575
(412) 961-0588
www.tomhenrychevy.com

SERVICE ADV. Gary Jeffrey

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25NOV02	27NOV02	1926	1GCHK29U12E	44577			27NOV02	84423
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
18:53	14:39	02	CHEVROLET 2500 PICKU		0.00	21DEC01	44	44
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8120	8120							

TECH.	TYP.	QTY	UNIT	AMOUNT	TOTAL	COR.	SALE	COM.
A STATE INSPECTION (NOVEMBER)								
S111 STATE INSPECTION (NOVEMBER)								
				18 CAMPBELL, KEITH LIC#: 0000				
				CMT 0.35	19.00	19.00	0	19.00
ZZZ LOCATE BLOWN FUSE FOR TRAILER PARKING LIGHTS								
				18 CAMPBELL, KEITH LIC#: 0000				
				CMT 0.00	0.00	0.00	0	0
				1 12092078 F-FUSE ASM-	2.76	2.76	131	276
B CHECK TIRE PRESSURE								
TRP CHECK TIRE PRESSURE								
				18 CAMPBELL, KEITH LIC#: 0000				
				CMT 0.00	0.00	0.00	0	0
C CUSTOMER STATES DRIVERS DOOR DOES NOT CLOSE PROPERLY								
CAUSE: MISALIGNED								
B4241 STRIKER, FRONT DOOR LOCK - REPLACE LEFT								
				18 CAMPBELL, KEITH LIC#: 0000				
				WMC4 0.20	11.10	11.10	0	11.10
FC: 3A PART#: COUNT: 0								
CLAIM TYPE:								
AUTH CODE:								
VK								

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

POM-C
11-29-02
closed

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.

DUPLICATE 1 PAGE 2

ALLISON PARK, PA

TOM HENRY
CHEVROLET
 5886 WILLIAM FLYNN Hwy.
 BAKERSTOWN, PA 15007
 (724) 443-1575
 (412) 961-0588
 www.tomhenrychevy.com

SERVICE ADVISOR Gary Jeffrey

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25NOV02	27NOV02	1926	1GCHK29U12E	44577			27NOV02	84423
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
18:53	14:39	02	CHEVROLET 2500 PICKU		0.00	21DEC01	44	44
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8120	8120							

TECH	TIME	HOURS	LIN ITEM	AMOUNT	TOTAL	COST	DATE	DEPT.
			D CUSTOMER STATE STEERING WHEEL IS OFF TO THE RIGHT			0	0	TPARTS
			ZVOS OPERATING WITHIN MFG. SPECIFICATIONS			0	1110	LABOR
			18 CAMPBELL, KEITH LIC#: 0000					
			CMT 0.00	0.00	0.00	0	0	

** PRE-INVOICE **			DESCRIPTION	TOTALS	131	3286	0
46100	1900	0	LABOR AMOUNT	19.00			
46800	276	131	PARTS AMOUNT	2.76			
46200	1110	0	GAS, OIL, LUBE	0.00			
32401	152	0	SUBLET AMOUNT	0.00			
22500	2328	*****	MISC. CHARGES	0.00			
26300	1110	*****	TOTAL CHARGES	21.76			
			LESS INSURANCE	0.00			
			SALES TAX	1.52			
			PLEASE PAY THIS AMOUNT	23.28			

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

BRAKES 15/32B RF, 13/32B LR
 TIRES 12/32
 AI31255151

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.

CUSTOMER #: 44577

84423

WORKORDER

PAGE 1



5886 WILLIAM FLYNN Hwy. BAKERSTOWN, PA 15007 (724) 443-1575 (412) 961-0588

ALLISON PARK, PA HOME: [REDACTED]

SERVICE ADVISOR: 44 Jeffrey, Gary

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	02	CHEVROLET 2500 PICKUP	1GCHK29U12E [REDACTED]		8100 / 8120		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21DEC2001			20:00 25NOV02		0.00	CASH	
F.O. OPENED		READY		OPTIONS: STK:1926 DLR:13389 1)ERIE INS. 2)POL.# Q10 1807397 P 3)EXP. 4/18/03 4)11/03			
25NOV2002 18:53							

LINE OF CODE	TECH TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	SI11	18 CMT STATE INSPECTION (NOVEMBER)

AI3 1255151
Note R level

Brakes	Tires
15B	12/12
13B	12/12

# B	TRE	18 CMT CHECK TIRE PRESSURE
-----	-----	----------------------------

# C		18 CMT CUSTOMER STATES DRIVERS DOOR DOES NOT CLOSE PROPERLY - unable to diagnose NEEDS ADJUSTED STICKS OUT 3/4 OF AN IN. ADJUST DRIVERS DOOR STRIKER.
-----	--	---

# D		18 CMT CUSTOMER STATE STEERING WHEEL IS OFF TO THE RIGHT - Steering is within manufacturer spec.
-----	--	--

# E		18 CMT CUSTOMER STATE THERE IS A BLEMISH IN PAINT ON ROOF BEHIND THIRD BRAKE LIGHT AND RIGHT QUARTER PANEL
-----	--	--

CLIENT STATES RUNNING LIGHTS ON TRAILER DO NOT WORK WHEN ATTACHED TO VEHICLE
17. - REPLACE 15 MINI FUSE FOR TRAILER LIGHTS.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that, in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF REPAIRS:

X [REDACTED]

TECHNICIAN COPY

AFTER HOURS DROP + P.O.

Account Identifier: XXXXXXXXXX

1st Payment Due Date: 11/7/2003
 Contract Date: 10/8/2003
 APR: 1.90%
 Principal Balance: 22980.66
 Term: 60

Payment Amount: 401.79
 Final Payment Amount: 401.79
 Finance Charge: 1126.74
 Calculated Finance Charge: 1126.77
 Difference: -0.03

Payment Date	Term	Declining OSB	Beginning Principal	Periodic Interest	Rule of 78s Decimal	Actuarial Decimal
Add'l Days		24107.40	22980.66	0.00	1.0000	1.0000
11/7/2003	1	24107.40	22980.66	36.38	0.9672	0.9677
12/7/2003	2	23705.61	22615.25	35.80	0.9349	0.9359
1/7/2004	3	23303.82	22249.26	35.22	0.9032	0.9046
2/7/2004	4	22902.03	21882.69	34.64	0.8721	0.8739
3/7/2004	5	22500.24	21515.54	34.06	0.8415	0.8437
4/7/2004	6	22098.45	21147.81	33.48	0.8114	0.8140
5/7/2004	7	21696.66	20779.50	32.90	0.7819	0.7848
6/7/2004	8	21294.87	20410.61	32.31	0.7530	0.7561
7/7/2004	9	20893.08	20041.13	31.73	0.7245	0.7279
8/7/2004	10	20491.29	19671.07	31.14	0.6967	0.7003
9/7/2004	11	20089.50	19300.42	30.55	0.6693	0.6732
10/7/2004	12	19687.71	18929.18	29.97	0.6426	0.6466
11/7/2004	13	19285.92	18557.36	29.38	0.6163	0.6205
12/7/2004	14	18884.13	18184.95	28.79	0.5907	0.5950
1/7/2005	15	18482.34	17811.95	28.20	0.5655	0.5700
2/7/2005	16	18080.55	17438.36	27.61	0.5409	0.5455
3/7/2005	17	17678.76	17064.18	27.01	0.5169	0.5215
4/7/2005	18	17276.97	16689.40	26.42	0.4934	0.4980
5/7/2005	19	16875.18	16314.03	25.83	0.4704	0.4751
6/7/2005	20	16473.39	15938.07	25.23	0.4480	0.4527
7/7/2005	21	16071.60	15561.51	24.63	0.4262	0.4309
8/7/2005	22	15669.81	15184.35	24.04	0.4049	0.4095
9/7/2005	23	15268.02	14806.60	23.44	0.3841	0.3887
10/7/2005	24	14866.23	14428.25	22.84	0.3639	0.3685
11/7/2005	25	14464.44	14049.30	22.24	0.3442	0.3487
12/7/2005	26	14062.65	13669.75	21.64	0.3251	0.3295
1/7/2006	27	13660.86	13289.60	21.04	0.3065	0.3108
2/7/2006	28	13259.07	12908.85	20.43	0.2885	0.2927
3/7/2006	29	12857.28	12527.49	19.83	0.2710	0.2751
4/7/2006	30	12455.49	12145.53	19.23	0.2540	0.2581
5/7/2006	31	12053.70	11762.97	18.62	0.2377	0.2415
6/7/2006	32	11651.91	11379.80	18.01	0.2218	0.2255
7/7/2006	33	11250.12	10996.02	17.41	0.2065	0.2101
8/7/2006	34	10848.33	10611.64	16.80	0.1918	0.1952
9/7/2006	35	10446.54	10226.65	16.19	0.1775	0.1808
10/7/2006	36	10044.75	9841.05	15.58	0.1639	0.1670
11/7/2006	37	9642.96	9454.84	14.97	0.1508	0.1537
12/7/2006	38	9241.17	9068.02	14.35	0.1382	0.1410
1/7/2007	39	8839.38	8680.58	13.74	0.1262	0.1288

Payment Date	Term	Declining OSB	Beginning Principal	Periodic Interest	Rule of 78s Decimal	Actuarial Decimal
2/7/2007	40	8437.59	8292.53	13.12	0.1147	0.1171
3/7/2007	41	8035.80	7903.86	12.51	0.1038	0.1060
4/7/2007	42	7634.01	7514.58	11.89	0.0934	0.0955
5/7/2007	43	7232.22	7124.68	11.28	0.0836	0.0855
6/7/2007	44	6830.43	6734.17	10.66	0.0743	0.0760
7/7/2007	45	6428.64	6343.04	10.04	0.0655	0.0671
8/7/2007	46	6026.85	5951.29	9.42	0.0573	0.0587
9/7/2007	47	5625.06	5558.92	8.80	0.0497	0.0509
10/7/2007	48	5223.27	5165.93	8.17	0.0426	0.0437
11/7/2007	49	4821.48	4772.31	7.55	0.0360	0.0370
12/7/2007	50	4419.69	4378.07	6.93	0.0300	0.0308
1/7/2008	51	4017.90	3983.21	6.30	0.0245	0.0252
2/7/2008	52	3616.11	3587.72	5.68	0.0196	0.0202
3/7/2008	53	3214.32	3191.61	5.05	0.0153	0.0157
4/7/2008	54	2812.53	2794.87	4.42	0.0114	0.0118
5/7/2008	55	2410.74	2397.50	3.79	0.0081	0.0084
6/7/2008	56	2008.95	1999.50	3.16	0.0054	0.0056
7/7/2008	57	1607.16	1600.87	2.53	0.0032	0.0033
8/7/2008	58	1205.37	1201.61	1.90	0.0016	0.0016
9/7/2008	59	803.58	801.72	1.26	0.0005	0.0005
10/7/2008	60	401.79	401.19	0.63	0.0000	0.0000

BRC REPURCHASE WORKSHEET

File Number

1-184363329

Customer Name

[REDACTED]

Worksheet filled out by :

Allen Bowen

Old Vehicle VIN :

1G1ZT548X4F [REDACTED]

New Vehicle VIN :

1G1ZT54844F [REDACTED]

Date:

7/13/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. [REDACTED] Vehicle Costs	20,485.45	G	Purchase Price (New Unit)	20,485.45
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	34.60
Tax	34.60	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	52.50	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	52.50
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	20,572.55			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	20,572.55
Reg./Lic./Title Fees (opt)		P		
Additional Aftermarket Items	0.00	O	Trade In	20,085.45
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00	I		
Upgrade	400.00	B	Net Allowance	20,085.45
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	87.10
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	400.00
Total Customer Cost	400.00			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	20,172.55			
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU mm/dd/yy				
Dealer Due to GM	NA			
GM Due to Dealer	20,172.55			
Estimated Auction Price	18,520.93		**This is a "work in process" until signed	
Projected Loss	(1,651.62)		by a GM Authorized Representative**	



GENERAL MOTORS BUSINESS RESOURCE CENTER

6-01-04

[REDACTED]

Staten Island, NY [REDACTED]

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevy Malibu VIN #1G1ZT548X4F [REDACTED] 1-184363329

Dear [REDACTED]

We regret that you are dissatisfied with your 2004, Chevrolet Malibu, VIN #1G1ZT548X4F [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 Chevrolet. Chevrolet will repurchase your vehicle for **\$23,373.14**. This offer is calculated by using the following figures:

Purchase Price	\$21,374.60
Plus Tire Fee	\$ 12.50
Plus Sales Tax	\$ 1,843.56
Plus Ny State Inspection Fee	\$ 10.00
Plus Lic and Title Fee	\$ 140.00
Plus Finance Charges	\$242.48
Less incentives	\$ 250.00
TOTAL REPURCHASE PRICE	\$ 23,373.14
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 6-23-04	\$ 20,465.72
TOTAL AMOUNT TO CUSTOMER	\$ 2,907.42

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

General Motors will repurchase VIN #1G1ZT548X4F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 6-3-04. The conditions of the straight 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)**

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. Upon receipt of your signed acceptance, a check will be processed and forwarded to H-L Motors. 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 58310 if you have any questions or concerns.

Sincerely,

Allen Bowen
Business Resource Center

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

Signature and Date

**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

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION: 1-184363329

Name	[REDACTED]
VIN#	1G17T548X4H [REDACTED]
Year-Make and Model:	2004 Chevrolet Malibu

LIENHOLDER INFORMATION: GMAC

Lienholder Name:	GMAC
Lender Contact Person and Date:	Jennifer 7-12-04
Physical Address:	500 Enterprise Drive
City/State/Zip	Rocky Hill, CT 06067
Phone:	800-200-4622
Account Number:	[REDACTED]
Dealer Buyout/Payoff Amount:	\$19,696.30 19,755.70
Buyout/Payoff Expiration Date:	Aug 7, 2004 AUG 31, 2004
Per Diem:	\$1.98



RVDC Case# 86747

BRC Case Number	1184363329	Vehicle Is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Y	Issue Release	N	This vehicle was repurchased as a result of a Voluntary settlement of a GM alternative dispute resolution program	
Original VIN	1G1ZT548X4F	Retrieve Sales Tax?	N	Title brand?	Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE		
BAC	206359	Original Sales Tax Paid in State:	NY	Repurchased Under Laws of State:	NY		
Dealership Name	ISLAND CHEVROLET, INC.	Vehicle Meets Presumption of LEMON LAW?	Y	Closing Schedule:	2004-08-16		
Dealer	Austin Brown, Sales Manager	Established on:	2004-08-05				
Dealer Contact/Title		If no, where: BAC: IS 0					
Dealer Phone	7183514200	Location Site Name:					
Dealer Fax		Contact Name:					
Delivery Date	2003 10-08	Address 1:					
Buyback Mileage	13000	Address 2:					
Transmission	A	City:	State:	Zip:	Phone #:		
UCC Code(s)	M0105 R1002	Fax #:					
MSRP	22695.00	Comment: Collateral Trade; LIEN HOLDER: GMAC, 500 Enterprise Drive, Rocky Hill, CT 06067. Acct# 1039-0400-7241, Phone #800-200-4622.					
Est. Auction Value	18520.93	GM Legal Case Number:					
Case Number	86747	GM Counsel Name: N/A					
IAC Case Number		GM Counsel Contact Name: N/A					
Type of Transaction	CR	Address 1:					
Replacement VIN	1G1ZT54814F	Address 2:					
Repurchase type	AVM Voluntary	City:	State:	Zip:	Phone #:		
Repurchase Source	PRA ADR AVM John Silva	Fax #:					
Reason for Repurchase: Steering and headlamps are inoperative							
Lien Payoff							
Lien Payoff Amount: 20537.95		Lien Payoff Expires on: 2004-08-31		Per Diem: 0.00		Dealer Due GM: 0.00	
Customer Due to GM: 0.00							
Check Information							
Customer		Lienholder		Plaintiff's Attorney			
Check Amt:	0.00	Payee1:	Island Chevrolet, Inc.	Payee1:	0.00		
Payee1:	[REDACTED]	Payee2:		Payee2:			
Payee2:	and Island Chevrolet Inc	Address1:	2519 Hylan Blvd	Address1:			
Address1:	[REDACTED]	Address2:		Address2:			
Address2:		City:	Staten Island	City:			
City:	Staten Island	State:	NY	State:			
State:	NY	Zip:	10306-4343	Zip:			
Zip:	[REDACTED]	Phone #:	(718) 351 4200	Phone #:			
Phone #:	[REDACTED]	Fax #:		Fax #:			
Fax #:	[REDACTED]	Attention:	Austin Brown	Attention:			
		Account #:	[REDACTED]	Account #:			
				Firm Name:			

Case ID: 86747 | Initiator: hnw1214

Austin Brown

AUG 11 2004

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 11, 2004

RE: Repurchase for [REDACTED]

Dear Mr. Brown:

Customer will not be responsible for \$52.50. This amount will be included along with the \$20,537.95 check that will be sent to the dealer.

If there are any questions, please call me at 1-800-231-1841 x 58310. M-F from 8 AM - 4:30 PM EST.

Sincerely,

Allen Bowen
General Motors Business Resource Center
Repurchase Department
1-800-231-1841 x 58310

08/02/2004 09:09 FAX 17189790881

H L MOTORS INC

003

42557

New Build of Date



ISLAND CHEVROLET, INC.
 2505-2519 Hylan Blvd.
 Staten Island, N.Y. 10306
 718-351-4200
 Fax 718-979-0881



25259

08/02/04

[REDACTED]
 S.I. NY [REDACTED]

7614846

SALESMAN: <u>ROMEO HENRY</u>		<u>100</u>		STOCK # <u>4C6348</u>			
YEAR	MAKE	MODEL	COLOR	NEW OR USED	MILEAGE	VEH. IDENT. NO.	KEY NUMBERS
04	CHEV	MALI	TAN	NEW	6	1G1ZT54844F [REDACTED]	63172
					PRIOR OF VEHICLE		20485.45
					SALES TAX	324	
					TITLE FEE	32400-	12.50
					<small>DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE AND FOR SECURING SPECIAL OR DISTINCTIVE PLATES (IF APPLICABLE) THAT IS NOT A PART OF THE MSRP.</small>		90501
					N.Y. STATE INSPECTION FEE	90500	10.00
					SINGLE INTEREST INS		
					LICENSE AND TITLE	30005	30.00
					TOTAL CASH PRICE		20537.95
					TOTAL PRICE		
					SETTLEMENT:		
					DEPOSIT	22001	
					CASH ON DELIVERY	22001	
					TRADE-IN	24.00	
					LESS TIEN	30701	
					TYPE		
					VIN		
					FINANCE CONTRACT	261	
					STOCK NO.	2050	20537.95
					VALUE OF TRADE-IN		
					TOTAL		20537.95

\$15.00 FUEL

DEALER'S MODEL # 111

*THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$45.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$5.00 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 OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE.

NYS • DLR, LIC. NO. R-7097149 / NYC • DCA LIC. 1166791

NEW VEHICLE DISCLAIMER OF WARRANTIES: ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HENRY EXPRESSLY DISCLAIMS ALL WARRANTIES WITHIN THIS DISCLOSURE OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.

OK WITH LETTER FROM TO DEALER EXPLAINING THE SYSTEMS QUOTES

AK gholoy

06/02/2004 09:09 FAX 17189780981

H L MOTORS INC

003

42557



ISLAND CHEVROLET, INC.

2505-2519 Hylan Blvd.
STATEN ISLAND, N.Y. 10306
718-351-1200
Fax 718-979-0981



25259
08/02/04

S.I. NY

7514846

YEAR	MAKE	MODEL	COLOR	NEW OR USED	MILEAGE	VEH. IDENT. NO.	KEY NUMBERS
04	CHEV	MALI	TAN	NEW	6	1G17T54844F	63172
PRICE OF VEHICLE							20485.45
SALES TAX							324
TIRE FEE							32400
SPECIALIZED OPTIONAL FEE FOR FINANCING APPLICATION FOR REFINANCING PURCHASE CONTINGENT UP TO \$1000 FEE FOR SCHEDULED PAYMENTS UP TO DISTINCTIVE PLATES (IF AVAILABLE THIS IS NOT A Dealer Fee)							90501
N.Y. BASIC INSPECTION FEE							90500
SINGLE INTEREST INS							12.50
LICENSE AND TITLE							30005
TOTAL CASH PRICE							20537.95
INSURANCE							
TOTAL PRICE							
SETTLEMENT:							
DEPOSIT							22001
CASH ON DELIVERY							22001
TRADE-IN							24.00
LESS LIEN							30101
TYPE							
VIN							
FINANCE CONTRACT							261
VALUE OF TRADE							2050
TOTAL							20537.95

\$15.00 FUEL DEALER INSTALLED

*THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$45.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$6.00 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 OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE.

Buyer's and Seller's Signature (Required)

NYS - DLR. LIC. NO. R-7087148 / NYC - DCA LIC. 1166791

NEW VEHICLE DISCLAIMER OF WARRANTIES: ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY TITLE OR DESCRIPTION TO ASSUME FOR ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IS THE SELLER'S ACCEPTANCE OF THE TERMS OF THE MANUFACTURER'S WARRANTY.

2004 MALIBU LS SEDAN
 33U LIGHT DRIFTWOOD METALLIC
 52C NEUTRAL

New
 /V6G

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE IAD34184811

ORDER NO. GXJZOV/TRE STOCK NO.
 VIN 1G1ZT54 84 4E [REDACTED]

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20770.00	19004.55	INVOICE 02/10/04
CF5 POWER SUNROOF	725.00	652.50	SHIPPED 02/10/04
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 02/25/04
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 02/25/04
NEL 50-STATE EMISSIONS	N/C	N/C	PRC EFF 02/10/04
T43 REAR DECKLID SPOILER	175.00	157.50	KEYS G3172 G3172
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFP-F QTR OPT-1
1SR MALIBU PREFERRED EQUIP GRP 1SB	800.00	720.00	BANK: GMAC - 103
* FLOOR MATS, FRONT & REAR			CHG-TO 02-234
* DRIVER SEAT 6-WAY POWER			
* HEAD CURTAIN SIDE AIR BAGS			
* REMOTE VEHICLE START SYSTEM			

SHIP WT: 3206
 HP: 32.9
 GMS: 20560.45
 SUPPLR: 21485.67
 MRM: 23095.00
 DAN: LS
 MEMO 1048.50

TOTAL MODEL & OPTIONS	22470.00	20534.55	ACT 231	20485.45
DESTINATION CHARGE	625.00	625.00	H/D 261	674.10
LAM DEALER CONTRIBUTION		224.70	ADV 261	224.70
LAM GROUP CONTRIBUTION		112.35	EXP 65A	112.35

TOTAL 23095.00 21496.60 PAY 310 21496.60
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20510.95

 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.

MAJOR CHEVROLET, INC.

REMIT TO GMAC NO. 103
 VIN 1G1ZT54844E [REDACTED]
 \$ 21496.60 INV IAD34184811
 DUE 02/25/04 DEALER 02-234

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): 06/04/2004
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Staten Island, Ny [REDACTED]
 5.Primary Customer Phone #: [REDACTED]
 6.Additional Customer Phone #: [REDACTED]
 7.Customer fax #: [REDACTED]
 8. Cust Drivers Licenses # [REDACTED]
 9. State tax % rate [REDACTED]

Sub of collateral
*GMAC*Revised +
Proposed
6/22/04
Bousen
2:50**Customer Vehicle Information**

- 10.Year/Make/Model: 2004 Chevrolet Malibu ✓
 11.VIN (17 Digits): 1G1ZT548X4F [REDACTED]
 12.Current Mileage: 13,000
 13.Purchased: NEW

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

- Dealership that will handle entire transaction: Island Chevrolet Inc
 14.Dealership Name: H-L Motors, Inc.
 15.Dealership Phone #: 718-351-4200
 16.Dealership Contact Name and TITLE: Austin Brown - Sales Mgr
 17.Dealership Contact Phone # (if different than Dealership #):
 18.Dealership Contact Fax #: (718) 979-0891
 19.Dealership BAC: 118998 Region: Northeast
 206359

8.65%
97.001
45.00 Doc
10.00 Ins/Fact
30.00 APfe Trans
12.50 Tax20. What **GOODWILL TOOLS** were offered?

- Component Coverage Letter
 Maintenance Letter
 Owner Loyalty Certificate
 GM SmartCare
 GMPP

- Miscellaneous Reimbursement
 American Express Check
 Other
 NOTHING OFFERED

per car
030521. 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: 1-184363329

24. TAC Case Number:

25. If no TAC number, Explain:

26. Reason for Repurchase (Include specific mechanical failure): Steering-Inoperative, headlamps inoperative

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): Customer responsible for vehicle damage outside of normal wear and tear

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1G1ZT54844F [REDACTED]

33. New Vehicle Year/Make/Model: 2004 Chev Malibu

34. Upgrade Downgrade Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): 400**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: Waived

I agree 7/23/04 waive for cust. goodwill.

\$19,690.30
Ave 7, 2004
Net Service

36. Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):

37. Lease Termination Terms: N/A

38. Who will be responsible for the Taxes and/or Fees? General Motors

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

Explain: Tire Fee, Sales Tax from NY State, License/Title Fee, Finance Charges, NY Inspection Fee

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: BBB Case

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 06/02/2004

42. Authorizer Name: John Silva / Maxine Durant

43. GM Position: AVM/CRM 973-902-5593

44. VoiceMail Node: 914055 Mailbox Number: 8434

45. Email Address:

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

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

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

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

electronic Preliminary Repurchase Authorization (ePRA)

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

BMAC

- 1.Date (mm/dd/yyyy): 05/24/2004
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Staten Island, Ny [REDACTED]
 5.Primary Customer Phone #: [REDACTED] Work
 6.Additional Customer Phone #: [REDACTED] Home
 7.Additional Customer Phone #: [REDACTED] Click here for pull-down:

Customer Vehicle Information

- 8.Year/Make/Model: 2004 Chevrolet Malibu
 9.VIN (17 Digits): 1G1ZT548X4F [REDACTED]
 10.Current Mileage: 13,000
 11.Purchased: Click here for pull-down:

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

- 12.CAC Case Number: 1-184363329
 13.TAC Case Number: 6974815
 14.Explanation: _____

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

Dealership that will handle entire transaction:

- 15.Dealership Name: H-L Motors, Inc
 16.Dealership Phone #: (718) 351-4200
 17.Dealership Contact Name: Charles Kinahan *svc Director*
 18.Dealership Contact Phone # (if different than Dealership #): _____
 19.Dealership BAC: 116938 Region: Northeast

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

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

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

22. If this will not be a Trade Repurchase, Please explain Why?: Dealership is being sold, unable to find another dealer for trade

23. Reason for Repurchase (Include specific mechanical failure): Steering - inoperative, headlamps inoperative

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

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? STRAIGHT REPURCHASE

28. Vehicle Damage (explain what damage is present and who is responsible): customer is responsible for vehicle damage

29. If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits): NA

30. New Vehicle Year/Make/Model: NA

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

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: na

Bower
5/25/04
Jun 23 2004
Payoff: 20,465.72
Per Item: 0/0
ACCT: [REDACTED]
Title:
Rep: Amy
Austin Brown

Ver.2-7/12/2001

electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 05/24/2004
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Staten Island, Ny [REDACTED]
 5.Primary Customer Phone #: [REDACTED] Work
 6.Additional Customer Phone #: [REDACTED] Home
 7 Additional Customer Phone #: _____ [Click here for pull-down:](#)

Customer Vehicle Information

- 8.Year/Make/Model: 2004 Chevrolet Malibu
 9.VIN (17 Digits): 1G1ZT548X4F [REDACTED]
 10.Current Mileage: 13,000
 11.Purchased: [Click here for pull-down:](#)

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

- 12.CAC Case Number: 1-184363329
 13.TAC Case Number: 6974816
 14.Explanation: _____

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

Dealership that will handle entire transaction:

- 15.Dealership Name: H-L Motors, Inc
 16.Dealership Phone #: (718) 351-4200
 17.Dealership Contact Name: Charles Kinahan
 18.Dealership Contact Phone # (if different than Dealership #): _____
 19.Dealership BAC: 116938 Region: Northeast

20.What GOODWILL TOOLS were offered?

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

- 21.Was a TRADE Repurchase offered? YES
 22.If this will not be a Trade Repurchase, Please explain Why?: Dealership is being sold, unable to find another dealer for trade

23.Reason for Repurchase (Include specific mechanical failure): Steering - inoperative, headlamps inoperative

- 24.This case was resolved by: Field Decision working with open case in Tampa ADR
 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? STRAIGHT REPURCHASE
 28.Vehicle Damage (explain what damage is present and who is responsible): customer is responsible for vehicle damage

29.If a Trade Repurchase, New VIN (17 Digits) or Order Number (8 Digits): NA

- 30.New Vehicle Year/Make/Model: Na
 31.Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): _____

32.Usage/Depreciation Amount:

(Standard Usage Formula - Current mileage/100,000 multiplied by purchase price; **NOTE: This may vary by individual State Lemon Law) (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: na

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: tire fee, sales tax from NY state, license/title fee, finance charges, NY inspection fee

36. I have reviewed with the customer what is **Negative Equity/Ovcrallowance** 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**

***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: BBB Case

38. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy) _____

39. Authorizer Name: John Silva/Maxine Durant

40. GM Position: AVM

41. VoiceMail Node: 914055 Mailbox Number: 8434

42. Email Address: _____

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

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

Forward any supporting documentation to FAX- 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: Allen Bowen
DEPARTMENT: Business Resource Center
CUSTOMER NAME: [REDACTED]
FILE NUMBER: 1-181363329
OLD VEHICLE VIN: 1G1ZT548X4F [REDACTED]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 116938

BRAND: Oldsmobile (15) Cadillac (12) **Chevrolet (13)** Buick (11) GMC (48) Pontiac (16) Hummer (69/14)
Circle one

NEW VEHICLE VIN: 1G1ZT54844F [REDACTED]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

07/12/2004

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME: Allen Bowen
 DEPARTMENT: Business Resource Center
 CUSTOMER NAME: [REDACTED]
 FILE NUMBER: 1-184363329
 OLD VEHICLE VIN: 1G1ZT548X4F [REDACTED]

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 02132

BRAND: Oldsmobile (15) Cadillac (12) **Chevrolet (13)** Buick (11) GMC (48) Pontiac (16) Hummer (69/14)
Circle one

NEW VEHICLE VIN: 1G1ZT54844F [REDACTED]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

JUL-14-2004 09:43

NON EXECUTIVE

1 973 463 6133 P.04/04



STATEN ISLAND NY



000628

CERTIFICATE OF TITLE

NEW YORK STATE

Year	2003	Make	CHEVR	Model Code	MPL	Body Multi	4DR
Color	GY	Wt/Ss/Lgh.	3207	Fuel	GAS	Cyl/Prop.	6
New or Used	NEW	Type of Title	VEHICLE				

ODOMETER READING: [REDACTED]


ACTUAL MILEAGE: [REDACTED]

LIENS

Document No. [REDACTED]

Date Issued: 07-14-04

Name and Address of Owner(s):
 [REDACTED]
 STATEN ISLAND NY [REDACTED]



This document is a receipt for the title of the vehicle, boat or manufactured home. Keep it in a safe place with your license, registration or in your vehicle or boat. To dispose of your vehicle or manufactured home, to sell, the transfer agent on the back and give this title to the new owner.

Lienholder: [REDACTED] Lienholder: [REDACTED]

County: [REDACTED] ONE LIEN RECORDED

County/Village AD: [REDACTED]

Lienholder: [REDACTED] Lienholder: [REDACTED]

ONE LIEN RECORDED ONE LIEN RECORDED

NY-600 (7/03)

DEPARTMENT OF MOTOR VEHICLES

VOID IF ALTERED

VOID IF ALTERED

15/12

APR-29-2004 16:22

ACN

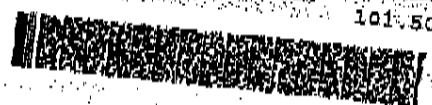
1 973 004 8808 P.4

NEW YORK STATE REGISTRATION DOCUMENT

2004 CHEVY NONTRANSFERABLE
 4D5B 6Y 1G127548X4F
 003307 G 5
 W/2004 FWD/04
 OCT 08 2003
 EXPIRES 10/07/05
 NYMA
 20.75
 STATE ISLAND NY
 101.50

NO IF ALTERED SCRIPT FOR ADDRESS

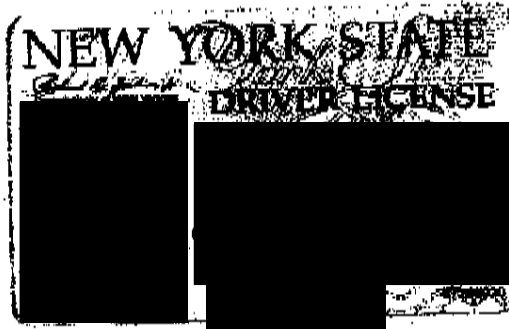
ANNUAL FEE
 AND FWD REGISTRATION



JUL-14-2004 09:43

NON EXECUTIVE

1 973 463 6133 P.03/04



NEW YORK STATE REGISTRATION DOCUMENT

2004 CHEVR. NONTRANSFERABLE
4D8D GY 1C1ZT548X4F
003207 G 6 OCT 08 2003
GMM PTMADE

STATEN ISLAND NY
ANNUAL FEE 20.75
101.50

#26550E PAGE: 2/2

TEL NO: 1800-202-4522

LE:32 JUL 15, 2004

1 10400

New York State Department of Motor Vehicles

00340

121003

NOTICE OF RECORDED LIEN

ID Number	Year	Make
1B1ZT548X4F103G27	2004	CHEVY

207	GAN	b	40SD	BY
Weight	Fuel	OW/Tru.	Dist/Hul.	Color

GHAC
PO BOX 8137
COCKEYSVILLE MD 21030

Owner: If you have moved and have not yet notified the Department of your new address, cross out the address shown and print your new address in its place.

OWNER

[REDACTED]
STATEN ISLAND, NY

ADDITIONAL LIENHOLDERS

The following information applies only to the lienholder shown in the box above:

- Our security interest in the vehicle or boat described in this notice has been satisfied.
- We have assumed ownership of the vehicle or boat. We are transferring ownership to:
- We have assigned our security interest in this vehicle or boat to:

Lien Filing Code

Name

Date of Assignment

No. and Street

City

State

Zip

Authorized Signature

Date

If you are the owner named on the notice, you can keep this notice with the Certificate of Title and when you sell the vehicle or boat, give the transferred Title AND this notice to the new owner. If you should choose a lien free title before then, return your current title, this lien notice, and a \$10 processing fee to the DMV Title Bureau, Empire State Plaza, Albany NY 12228-0330. (Check or money order should be made payable to the Commissioner of Motor Vehicles.)

If you cannot locate the title for the vehicle or boat, you must apply for a duplicate. You may apply for a duplicate title by completing form MV-902 (available at DMV office) and mailing it with a \$10 check or money order, along with the lien release, to the DMV Title Bureau at the above address.

MV 001 (700)

U/L0

2004 MALIBU LS SEDAN
80U MEDIUM GRAY METALLIC
14C GRAY

/V6G

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD22632052

ORDER NO. CKJRX1/TRE STOCK NO.
VIN 1G1ZT548X4F

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 08/27/03
CF5 POWER SUNROOF	725.00	652.50	SHIPPED 08/27/03
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 09/08/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 09/08/03
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 08/27/03
T43 REAR DECKLID SPOILER	175.00	157.50	KEYS G2050 G2050
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WEP-S QTR OPT-1
18B MALIBU PREFERRED EQUIP GRP 18B	300.00	720.00	BANK: GMAC - 103
* FLOOR MATS, FRONT & REAR			CHG-TO 02-131
* DRIVER SEAT 6-WAY POWER			
* HEAD CURTAIN SIDE AIR BAGS			
* REMOTE VEHICLE START SYSTEM			

SHIP WT: 3207
HP: 32.9
CMS: 20156.45
SUPPLR: 20962.71
MRM: 22695.00
MEMO 1078.50

TOTAL MODEL & OPTIONS	22070.00	20168.55	ACT 231	20131.45
DESTINATION CHARGE	625.00	625.00	H/B 261	662.10
LAM DEALER CONTRIBUTION		220.70	ADV 261	220.70
LAM GROUP CONTRIBUTION		110.35	EXP 65A	110.35

TOTAL 22695.00 21124.60 PAY 310 21124.60

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20156.95

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.

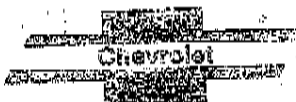
H-L MOTORS, INC

REMIT TO GMAC NO. 103
VIN 1G1ZT548X4F
\$ 21124.60 INV 1AD22632052
DUE 09/08/03 DEALER 02-131

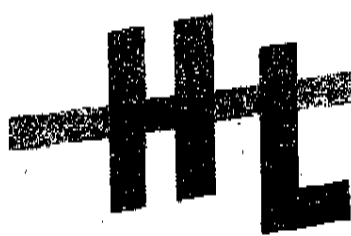
FROM :

FAX NO. :

Apr. 20 2004 12:22PM P9



37240



2519 Hylan Blvd., S.I., N.Y. 10308
718 • 351-4200

10/08/03

16704

S. I. NY

7614846

SALESMAN		MODEL			NEW OR USED	MILEAGE	VEH IDENT. NO.	KEY NUMBERS
ROMEO HENRY		MALI			NEW	14	1G1ZT548X4F	S2050
YEAR	MAKE	MODEL	COLOR	NEW OR USED	MILEAGE	VEH IDENT. NO.	KEY NUMBERS	
04	CHEV	MALI	GRAY	NEW	14	1G1ZT548X4F	S2050	
PRICE OF VEHICLE							21374.60	
SALES TAX							1843.56	
TIRE FEE							12.50	
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE *\$20.00							20.00	
N.Y. STATE INSPECTION FEE							10.00	
SINGLE INTEREST INS							120.00	
LICENSE AND TITLE							23380.66	
TOTAL CASH PRICE							23380.66	
INSURANCE								
TOTAL PRICE								
SETTLEMENT:								
CASH ON DELIVERY							150.00	
TRADE-IN								
LESS LIEN								
TYPE								
VIN								
REBATE							250.00	
FINANCE CONTRACT GMAC							22980.66	
VALUE OF TRADE								
STOCK NO.								
TOTAL							23380.66	

GMAC
FINANCE COMPANY
INTEREST \$404.00

\$15.00 FULL

SPECIAL RATE 1.9%
EMP VSD \$250.00

**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.

Version 10/03/03 10/03/03 0.140

NYS • DLR. LIC. NO. R-6430054 / NYC • C/A LIC. 426285

NEW VEHICLE DISCLOSURE OF WARRANTIES: "ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES

JUL-26-2004 15:16

ADM EXECUTIVE

1 973 463 6133 P.01/02



GM

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 26, 2004

[REDACTED]
Staten Island, NY [REDACTED]

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F [REDACTED]
Case Number: 1-184363329

Dear Valaris Contrino:

We regret that you are dissatisfied with your 2004 Chevrolet Malibu VIN #1G1ZT548X4F [REDACTED] 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 1G1ZT54844F [REDACTED] 2004 Chevrolet Malibu. 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 8-7-04	\$19,696.30
Plus Upgrade	\$ 400.00
Plus Usage	\$ 0.00
Plus Taxes	\$ 34.60
Plus registration, tag, title fees	\$ 52.50
TOTAL RESPONSIBILITY OF CUSTOMER	\$ 0.00

PAYOFF WILL BE SATISFIED THROUGH THE SUBSTITUTION OF COLLATERAL

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

General Motors will repurchase VIN #1G1ZT548X4F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 7-27-04. The conditions of the trade-repurchase are as follows:

- R the vehicle is free from any abnormal damage or alterations which impair its resale value
- B all factory installed equipment are intact and functional
- B a free and clear title is provided at the time of repurchase (payoff original loan)
- B a Power of Attorney form is signed at the time of repurchase - used only for title corrections, if needed (supplied by General Motors)

Valaris Contrino

JUL-26-2004 15:16

ACN EXECUTIVE

1 973 463 6133 P.02/02



GM

- 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 and a copy of the current registration on the vehicle. If there is no lien on the vehicle a copy of the title will be needed in order to complete the repurchase process.

Upon receipt of your signed acceptance, a check will be processed and forwarded to Island 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58310 if you have any questions or concerns.

Sincerely,
Allen Bowen
Business Resource Center

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

Signature and Date

Dealer Confirmation Letter- Collateral Exchange
General Motors
 5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevrolet and its dealer partner Island Chevrolet, Inc.

Customer's Name: [REDACTED]
 Case Number: 1-184363329

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$ 20,537.95 made payable to Island Chevrolet, 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:	1G1ZT54044F [REDACTED]
New Vehicle Sales Price:	\$20,485.48
Used Vehicle Trade Value:	\$20,085.48
Trade Difference:	\$
Taxes:	\$
Rebates:	(Not Applicable)
Miscellaneous State Fees:	\$52.50
Document Fees:	(Not paid by either party)
Dealer Processing Fee:	(\$200 applied as warranty credit via W.I.M.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 of the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax =	\$
Miscellaneous Fees =	\$[]
Usage / depreciation =	\$[]
Upgrade =	\$
Total Customer Contribution =	\$

Island 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. ~~The fee will be received as a fee and credited 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 #866-440-5933.

Island Chevrolet, Inc. 206359

[Dealership Name BAC] Management Agent's Signature and Title.

Island Chevrolet, Inc. 206359

[Dealership Name BAC] Management Agent's Printed Name and Title.

Allen Bowen

Authorized General Motors BRC Representative Signature

Allen Bowen

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting General Motors in this collateral exchange transaction for our mutual customer.

Dealer Confirmation Letter- Collateral Exchange
General Motors
 5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevrolet and its dealer partner Island Chevrolet, Inc.

Customer Name: [REDACTED]
 Case Number: 1-18430329

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$ 20,597.65 made payable to Island Chevrolet, 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:	1G1ZT5444F [REDACTED]
New Vehicle Sales Price:	\$20,438.45
Used Vehicle Trade Value:	\$20,085.45
Trade Difference:	\$
Taxes:	\$
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$27.50
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 =	\$
Miscellaneous Fees =	\$()
Usage / depreciation =	\$()
Upgrade =	\$
Total Customer Contribution =	\$

Island Chevrolet, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referred customer lending institution on the Dealer's behalf. Island Chevrolet, Inc. is not responsible for any fees and charges 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 #888-440-8633.

Island Chevrolet, Inc. 206359 Allen Bowen GM
 [Dealership Name BAC] Management Agents, Signature and Title.

Island Chevrolet, Inc. 206359 Allen Bowen GM
 [Dealership Name BAC] Management Agents, Printed Name and Title.

Allen Bowen
 Authorized General Motors BRC Representative Signature

Allen Bowen
 Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting General Motors in this collateral exchange transaction for our mutual customer.



RVDC Case# 86747

BRC Case Number	1184363329	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name		Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZT548X4	This vehicle was repurchased as a result of a Voluntary settlement of a GM alternative dispute resolution program					
EAC	20R359	Retrieve Sales Tax?	N	Title Brand?			
Dealership Name	ISLAND CHEVROLET, INC.	Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE					
Dealer Contact/Title	Austin Brown, Sales Manager	Original Sales Tax Paid In State:	NY	Repurchased Under Laws of State:	NY		
Dealer Phone	7183514200	Vehicle Meets Presumption of Lemon Law? Y					
Dealer Fax		Closing Schedule:	2004-08-10	Established on:	2004-08-03		
Delivery Date	2003-10-05	If no, where: DAC is 0					
Buyback Mileage	13000	Location Site Name:					
Transmission	A	Contact Name:					
UCC Code(s)	M0105 R1002	Address 1:					
MSRP	22695.00	Address 2:					
Est. Auction Value	18520.93	City:		State:		Zip:	
Case Number	86747	Phone #:					
TAC Case Number		Fax #:					
Type of Transaction	CR	Comment: Collateral Trade: LIEN HOLDER: GMAC, 500 Enterprise Drive, Rocky Hill, CT 06067. Acct# 1039-0400-7241, Phone #800-200 4622.					
Replacement VIN	1G1ZT54044	GM Legal Case Number:					
Repurchase Type	AVM Voluntary	GM Counsel Name: N/A					
Repurchase Source	PRA ADR AVM John Silva	Gm Counsel Contact Name: N/A					
Reason for Repurchase: Steering and headlamps are inoperative		Address 1:					
		Address 2:					
		City:		State:		Zip:	
		Phone #:					
		Fax #:					
Lien Payoff							
Lien Payoff Amount: 20537.95			Lien Payoff Expires on: 2004-08-31			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			Check Amt:	0.00		
Payee 1:				Payee 1:	Island Chevrolet, Inc.		
Payee 2:	and Island Chevrolet Inc			Payee 2:			
Address 1:				Address 1:	2519 Hylan Blvd		
Address 2:				Address 2:			
City:	Staten Island			City:	Staten Island		
State:	NY			State:	NY		
Zip:				Zip:	10306-4343		
Phone #:				Phone #:	(718) 351-4200		
Fax #:				Fax #:			
				Attention:	Austin Brown		
				Account #:			
				Fed Tax ID:			
				Firm Name:			

Case ID: 86747 Initiator: bowcna

AUG 11 2004

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 11, 2004

RE: Repurchase for [REDACTED]

Dear Mr. Brown:

Customer will not be responsible for \$52.50. This amount will be included along with the \$20,537.95 check that will be sent to the dealer.

If there are any questions, please call me at 1-800-231-1841 x 58310, M-F from 8 AM - 4:30 PM EST.

Sincerely,

Allen Bowen
General Motors Business Resource Center
Repurchase Department
1-800-231-1841 x 58310

08/02/2004 09:09 FAX 17188790891

H L MOTORS INC

0003

42557



ISLAND CHEVROLET, INC.

2505-2519 Hylan Blvd.
STATEN ISLAND, N.Y. 10306
718-951-4200
Fax 718-979-0981



25259

08/02/04

S.I. NY

7614846

YEAR	MAKE	MODEL	COLOR	NEW OR USED	MILEAGE	VCH. IDENT. NO.	KEY NUMBER
04	CHEV	MALI	TAN	NEW	6	1G1ZT54844F [REDACTED]	63172
PRICE OF VEHICLE							20485.45
SALES TAX							324
TIRE FEE							32400T- 12.50
*LOCALS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE AND FOR REQUIRING SPECIAL OR DISTINCTIVE PLATE (IF APPLICABLE, FEE IS NOT A SERVICE FEE)							90501-
N.Y. STATE INSPECTION FEE							90500- 10.00
SINGLE INTEREST IN'S							
LICENSE AND TITLE							30005- 30.00
TOTAL CASH PRICE							20537.95
INSURANCE							
TOTAL PRICE							
SETTLEMENT:							
DEPOSIT							20001 +
CASH ON DELIVERY							22001 +
TRADE-IN							24.00
LEASE LIEN							30101 -
TOTAL							20537.95
FINANCE CONTRACT							261 -
VALUE OF TRADE							2050
TOTAL							20537.95

SALESMAN: ROMEO, HENRY 109 STOCK # 4C634B

\$15.00 FUEL DEALER INSTALLED

THIS OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$45.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$5.00 MAXIMUM) ARE NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLE FEES. UNLESS A LIEN IS BEING RECORDED ON THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE.

NYS - D.L.R. LIC. NO. R-7097149 / NYC - DCA LIC. 1166791

NEW VEHICLE DISCLAIMER OF WARRANTIES: "ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THIS DISCLAIMER BY THE SELLER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY."

OK WITH LETTER (LFA) TO DEALER
EXPLAINING THE CUSTOMER CHARGES
NOTHING

AK stroy

1800 2-31 1841
-2310
All
Bm

Please return this document to fax number 866-440-5933 by 7-13-04. The conditions of the trade-repurchase are as follows:
B the vehicle is free from any abnormal damage or alterations which impair its resale value
B all factory installed equipment are intact and functional
B a free and clear title is provided at the time of repurchase (payoff original loan)

General Motors will repurchase VIN #1G1ZT548X4F [redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

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

PAYOFF WILL BE SATISFIED THROUGH THE SUBSTITUTION OF COLLATERAL

TOTAL RESPONSIBILITY OF CUSTOMER \$ 400.00

Payoff of original Vehicle good until 8-7-04	\$ 19,696.30
Plus Upgrade	\$ 400.00
Plus Usage	\$ 0.00
Plus Taxes	\$ 34.60
Plus registration, tag, title fees	\$ 52.50

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 1G1ZT5484F 2004 Chevrolet Malibu. 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:

We regret that you are dissatisfied with your 2004 Chevrolet Malibu VIN #1G1ZT548X4F [redacted] and that our attempts to resolve your concerns have not met your expectations.

Dear Valarie Continio:

Case Number: 1-184363329

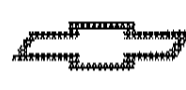
Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F [redacted]

TRADE SETTLEMENT OFFER

[redacted] Staten Island, NY

July 19, 2004

GENERAL MOTORS BUSINESS RESOURCE CENTER



Dealer Confirmation Letter- Collateral Exchange

General Motors
 5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevrolet and its dealer partner Island Chevrolet Inc.

Customer Name: [Redacted]
 Case Number: 1-184363329

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$ 20,172.55 made payable to Island Chevrolet 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: 1G1ZT5484F [Redacted]
 New Vehicle Sales Price: \$20,485.45
 Used Vehicle Trade Value: \$20,085.45
 Trade Difference: \$400.00
 Taxes: \$34.60
 Rebates: [Not Applicable]
 Miscellaneous State Fees: [Not 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 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 = \$
 Miscellaneous Fees = \$1
 Usage / depreciation = \$1
 Upgrade = \$400.00
 Total Customer Contribution = \$ 400.00

Island Chevrolet, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referred customer ending title on the Dealer behalf to facilitate receiving a fee and transfer 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 #866-440-5933.

Island Chevrolet Inc. 206359 [Signature] GM
 [Dealership Name BAC] Management Agents Signature and Title.
 Island Chevrolet Inc. 206359 [Signature] GM
 [Dealership Name BAC] Management Agents Printed Name and Title.

Allen Bowen
 Authorized General Motors BRC Representative Signature
 Allen Bowen
 Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting General Motors in this collateral exchange transaction for our mutual customer!

BRC PURCHASE WORKSHEET

File Number
1-184363329

Customer Name
New Vehicle VIN: [Redacted]

Workshop filled out by:
Allen Bowen

Date:
7/19/04

DEALER'S SAMPLE PURCHASE ORDER

MOCK BILL OF SALE

IG 1ZT548X4F [Redacted]

IG 1ZT54844F [Redacted]

Code	Description	Amount	Code	Description	Amount
G	ACT 23/237 Vehicle Costs	20,485.45	M	Adjustment to line 1	0.00
	Conversion Cost	0.00			
R	Tax	34.60			
E	Luxury Tax	0.00			
S	Reg./Lic./Title Fees (opt)	52.50			
P	Miscellaneous	0.00			
O	Other	0.00			
N	State Fees	0.00			
S	Cost to generate item market	0.00			
I	State Fees	0.00			
B	Service Contracts/GMP	0.00			
I	Admny's Fees	0.00			
T	Transportation Fees	0.00			
Y	Other	0.00			
TOTAL REPACHM ENTERPRISE 20,572.55					
R	Tax	0.00			
E	Luxury Tax	0.00			
S	Reg./Lic./Title Fees (opt)	0.00			
P	Additional Aftermarket Items	0.00			
O	Trade In	20,085.45			
N	Usage/expectation	0.00			
S	Damage	0.00			
I	Upgrade	400.00			
B	Downgrade (deducted)	0.00			
I	Reimburse entol/Item atkms	0.00			
T	Other	0.00			
Y	Dealer Contribution (deducted)	0.00			
Total Customer Cost 400.00					
	Amount to Dealer for additional Fees	0.00			
	Trade In	20,085.45			
	Payoff	0.00			
	Net Advance	20,085.45			
	Cash on Delivery (Paid by GM)	87.10			
	Total Advance Due	400.00			
	Total Customer Cost	400.00			
	Dealer Purchase Amount	20,172.55			
	Total Payoff Amount	0.00			
	GM Due to Dealer	20,172.55			
	Dealer Due to GM	NA			
	GM Due to Dealer	20,172.55			
	Estimated Auction Price	18,520.93			
	Projected Loss	(1,651.62)			
	*This is a "work in process" until signed by a GM Authorized Representative				
	GM Authorized Signature				
	Date				

CHECKLIST

DEADLINE FOR RETURN OF DOCUMENTS:

Please complete the following:

For Questions Call (800) 231-1841, 58310

Fax#:

- 1). Use the Repurchase Worksheet to Draft the New Vehicle sBill of Sale. (Numbers have to match exactly or the Repurchase will be delayed). Sign and fax the New Vehicle sBill of Sale(no customer signature is needed.)
- 2). Sign & fax the Dealer Confirmation Letter

"Financing!!!"

- ñ Collateral Exchanges:
PLEASE SECURE THE COLLATERAL EXCHANGE WITH
LIENHOLDER
- ñ

NOTE: Upon my receipt of the above signed documents, I will process the repurchase check packet for delivery within 5 business days(*PENDING CUSTOMER COOPERATION*)

(DO NOT DELIVER THE VEHICLE TO THE CUSTOMER UNTIL YOU RECEIVE THE RVDC CHECK PACKET !! NO EXCEPTIONS.



GENERAL MOTORS BUSINESS RESOURCE CENTER

July 19, 2004

Staten Island, NY

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F

Case Number: 1-184363329

Dear

We regret that you are dissatisfied with your 2004 Chevrolet Malibu VIN #1G1ZT548X4F 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 1G1ZT54844F 2004 Chevrolet Malibu. 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 8-7-04	\$19,696.30
Plus Upgrade	\$ 400.00
Plus Usage	\$ 0.00
Plus Taxes	\$ 34.60
Plus registration, tag, title fees	\$ 52.50

TOTAL RESPONSIBILITY OF CUSTOMER \$ 400.00

PAYOFF WILL BE SATISFIED THROUGH THE SUBSTITUTION OF COLLATERAL

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

General Motors will repurchase VIN #1G1ZT548X4F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 7-13-04. 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)**



GM

- B a Power of Attorney form is signed at the time of repurchase *used only for title corrections, if needed (supplied by General Motors)***
- B an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)**
- B this offer is contingent upon the approval of your lending/leasing institution**
- B no cash back rebates or incentives of any kind are applicable towards this transaction**

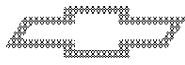
If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver s license and a copy of the current registration on the vehicle. If there is no lien on the vehicle a copy of the title will be needed in order to complete the repurchase process.

Upon receipt of your signed acceptance, a check will be processed and forwarded to Island 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58310 if you have any questions or concerns.

Sincerely,
Allen Bowen
Business Resource Center

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

Signature and Date



GENERAL MOTORS BUSINESS RESOURCE CENTER

July 26, 2004

[Redacted]
Staten Island, NY [Redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F [Redacted]**
Case Number: **1-184363329**

Dear Valarie Contrino:

We regret that you are dissatisfied with your **2004 Chevrolet Malibu VIN #1G1ZT548X4F [Redacted]** 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 **1G1ZT54844F [Redacted], 2004 Chevrolet Malibu**. 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 8-7-04	\$19,696.30
Plus Upgrade	\$ 400.00
Plus Usage	\$ 0.00
Plus Taxes	\$ 34.60
Plus registration, tag, title fees	\$ 52.50

TOTAL RESPONSIBILITY OF CUSTOMER \$ 20537.95

PAYOFF WILL BE SATISFIED THROUGH THE SUBSTITUTION OF COLLATERAL

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

General Motors will repurchase **VIN #1G1ZT548X4F [Redacted]** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 7-27-04. 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)**



GM

- B a Power of Attorney form is signed at the time of repurchase *used only for title corrections, if needed (supplied by General Motors)***
- B an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)**
- B this offer is contingent upon the approval of your lending/leasing institution**
- B 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 and a copy of the current registration on the vehicle. If there is no lien on the vehicle a copy of the title will be needed in order to complete the repurchase process.

Upon receipt of your signed acceptance, a check will be processed and forwarded to Island 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58310 if you have any questions or concerns.

Sincerely,
Allen Bowen
Business Resource Center

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

Signature and Date



Re: Contrino vs Chevrolet Motor Division # CHV0438932 VIN: 1G1ZT548X4F [REDACTED]

May 25, 2004

[REDACTED]
Staten Island, NY [REDACTED]

Dear Mrs. [REDACTED]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Anne Corbett of GM has offered and [REDACTED] has accepted the following to resolve case CHV0438932. GM will repurchase Mrs. [REDACTED] 2004 Chevrolet Malibu. Mrs. [REDACTED] will obtain her sales tax from the State of New York. The GM Vehicle Repurchasing Department will refund Mrs. [REDACTED] her money including interest, NY State inspection and any other state required fees. There will not be a usage charge. This transaction will be completed by July 8, 2004.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, we will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

John Ryan at Extension 529

cc: Adrienne Durant



GENERAL MOTORS BUSINESS RESOURCE CENTER

July 26, 2004

[Redacted]

Staten Island, NY [Redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F [Redacted]**

Case Number: **1-184363329**

Dear [Redacted]

We regret that you are dissatisfied with your **2004 Chevrolet Malibu VIN #1G1ZT548X4F [Redacted]** 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 **1G1ZT54844F [Redacted]**, **2004 Chevrolet Malibu**. 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 8-7-04	\$19,696.30
Plus Upgrade	\$ 400.00
Plus Usage	\$ 0.00
Plus Taxes	\$ 34.60
Plus registration, tag, title fees	\$ 52.50
TOTAL RESPONSIBILITY OF CUSTOMER	\$ 0.00

PAYOFF WILL BE SATISFIED THROUGH THE SUBSTITUTION OF COLLATERAL

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

General Motors will repurchase **VIN #1G1ZT548X4F [Redacted]** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 7-27-04. The conditions of the trade-repurchase are as follows:

- B the vehicle is free from any abnormal damage or alterations which impair its resale value**
- B all factory installed equipment are intact and functional**
- B a free and clear title is provided at the time of repurchase (payoff original loan)**
- B a Power of Attorney form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)**



GM

- B an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)**
- B this offer is contingent upon the approval of your lending/leasing institution**
- B 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 and a copy of the current registration on the vehicle. If there is no lien on the vehicle a copy of the title will be needed in order to complete the repurchase process.

Upon receipt of your signed acceptance, a check will be processed and forwarded to Island 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58310 if you have any questions or concerns.

Sincerely,
Allen Bowen
Business Resource Center

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

Signature and Date

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

- 1.Date (mm/dd/yyyy): 05/24/2004
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Staten Island, Ny [REDACTED]
 5.Primary Customer Phone #: [REDACTED] Work
 6.Additional Customer Phone #: [REDACTED] Home
 7.Additional Customer Phone #: _____ Click here for pull-down:

Customer Vehicle Information

- 8.Year/Make/Model: 2004 Chevrolet Malibu
 9.VIN (17 Digits): 1G1ZT548X4F [REDACTED] 10.Current Mileage: 13,000
 11.Purchased: Click here for pull-down:

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

- 12.CAC Case Number: 1-184363329 13.TAC Case Number: 6974815
 14.Explanation: _____

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

Dealership that will handle entire transaction:

- 15.Dealership Name: H-L Motors, Inc
 16.Dealership Phone #: (718) 351-4200
 17.Dealership Contact Name: Charles Kinahan
 18.Dealership Contact Phone # (if different than Dealership #): _____
 19.Dealership BAC: 116938 Region: Northeast

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?: Dealership is being sold, unable to find another dealer for trade23.**Reason for Repurchase (Include specific mechanical failure):** Steering - inoperative, headlamps inoperative

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

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

26.Recommended Disposition of Repurchased Vehicle: AUCTION27.Type of TRANSACTION? STRAIGHT REPURCHASE28.Vehicle Damage (explain what damage is present and who is responsible): customer is responsible for vehicle damage29.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits): NA30.New Vehicle Year/Make/Model: Na31.Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): _____**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: na

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: tire fee, sales tax from NY state, license/title fee, finance charges, NY inspection fee

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): YES

**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: BBB Case

38. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): _____

39. Authorizer Name: John Silva/Maxine Durant

40. GM Position: AVM

41. VoiceMail Node: 914055 Mailbox Number: 8434

42. Email Address: _____

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

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

Forward any supporting documentation to FAX- 813-635-4282

Any questions please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2

Dealer Confirmation Letter- Collateral Exchange
General Motors
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevrolet and its dealer partner Island Chevrolet, Inc.

Customer's Name: [REDACTED]
Case Number: 1-184363329

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **\$ 20,172.55** made payable to Island Chevrolet, 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:	1G1ZT54844F [REDACTED]
New Vehicle Sales Price:	\$20,485.45
Used Vehicle Trade Value:	\$20,085.45
Trade Difference:	\$400.00
Taxes:	\$34.60
Rebates:	[Not Applicable]
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 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=	\$
Miscellaneous Fees =	[\$ []
Usage / depreciation =	[\$ []
Upgrade =	\$400.00
Total Customer Contribution =	\$ 400.00

Island Chevrolet, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above ~~referenced customer lending institution on the Dealers 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 #866-440-5933.

Island Chevrolet, Inc. 206359

[Dealership Name BAC] Management Agent's Signature and Title.

Island Chevrolet, Inc. 206359

[Dealership Name BAC] Management Agent's Printed Name and Title.

Allen Bowen

Authorized General Motors BRC Representative Signature

Allen Bowen

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **General Motors** in this collateral exchange transaction for our mutual customer!

Fax history

4F 103627

866-439-3822

ATT MAXINE 800-231-1841 X55136

Stiles Inven

Bdl of Sale ✓

Insurance Form ✓

AC ✓ For Trade X NO TRADE

83190

82027

80750

80497

79705

78588

7614846

83190



CHEVROLET

INVOICE

MOTORS, INC.

DUPLICATE 1
PAGE 1

2519 HYLAN BLVD.
718-351-4200 FAX #: 718-979-0891
S.I., N.Y. 10306

S.I., NY
HOME:

BUS:

SERVICE ADVISOR: 42 KEITH ZIRPOLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4F		9659/9659	T844	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08OCT2003			17:30 23MAR04		91.00	CASH	14APR2004
R.O. OPENED	READY	OPTIONS: STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO					
23MAR04	23MAR04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES CHIME WARNING COMES & AUTO LIGHTS OFF LIGHT COMES							
CAUSE: CASE#7126515							
N4800 MODULE, COMPUTER (CONTROL) BODY - REPROGRAM							
36 WC94 0.30 (N/C)							

B CUSTOMER STATES ON SHARP TURNS THERE IS A BANGING FELT IN STEERING							
VO VEHICLE OPERATING AS MANUFACTURE DESIGNED							
INTENDED							
36 CPC 0.00 0.00 0.00							

 ***** WE NOW OFFER FREE TRANSPORTATION *****
 ***** SEE ADVISOR *****
 ***** EXTENDED SERVICE AND PARTS HOURS *****
 MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM
 ** WEDNESDAY & FRIDAY TO 5:00 SAT 8 TO 12:00*

CUSTOMER COPY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED. STATEMENT OF DISCLAIMER ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.	ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING TERMS: STRICTLY CASH OR ACCEPTABLE CREDIT CARD	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

Thank You!

7614846

82027



CHEVROLET

INVOICE

MOTORS, INC.

2519 HYLAN BLVD.

DUPLICATE 2

718-351-4200 FAX #: 718-979-0891

PAGE 1

S.I., N.Y. 10306

SERVICE ADVISOR: 32 PAT EVANGELISTA

S.I., NY

HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4F		6784/6784	T894	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
08OCT2003			17:30 09FEB04		91.00	CASH	14APR2004
R.O. OPENED	READY	OPTIONS: STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO					
09FEB04	09FEB04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A OWNER SAID AUTO LIGHTS WENT OFF AND BELL RANG CK OPERATION OF AUTO LIGHTS							
CAUSE: CODES B1380 AND 3100 CALLED TECH LINE CASE # 7126515 CK IGN SWITCH OHM WOIRING							
N6604 WIRING AND/OR CONNECTOR IGNITION SYSTEM REPAIR OR REPLACE							
				36 WC94	0.50		(N/C)
N2320 SWITCH IGNITION REPLACE							
				36 WC94	0.50		(N/C)

SUSPECT AFTERMARKET PHONE CHARGER

 ***** WE NOW OFFER FREE TRANSPORTATION *****
 ***** SEE ADVISOR *****
 ***** EXTENDED SERVICE AND PARTS HOURS *****
 MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM
 ** WEDNESDAY & FRIDAY TO 5:00 SAT 8 TO 12:00*

CUSTOMER COPY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.

STATEMENT OF DISCLAIMER

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING

TERMS:
 STRICTLY CASH
 OR ACCEPTABLE
 CREDIT CARD

Thank You!

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

7614846

80750



CHEVROLET

MOTORS, INC.

2519 HYLAN BLVD.

718-351-4200 FAX #: 718-979-0891

S.I., N.Y. 10306

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 32 PAT EVANGELISTA

S.I., NY

HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4F		4735/4746	T902
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
08OCT2003			17:30 12DEC03		91.00	CASH
R.O. OPENED	READY	OPTIONS: STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO				
12DEC03	31DEC03					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A OWNER SAID SHE HAD NO POWER STEERING 2X TIME THIS HAS HAPPEN							
CAUSE: NO POWER STEERING AT TIMES							
E7680 COLUMN ASSEMBLY, STEERING - REPLACE							
				36 WC94 5.00			(N/C)
				1 22687709 F COLUMN KI			(N/C)

NO POWER STEERING AT TIMES .SECOND TIME IN FOR SAME CONDITION .CALLED TECH ASSISTANCE ON 12.13 CASE #6974815 TALKED TO GORDON HE SAID TO HE WO UL D ORDER STEERING COLUMN FOR US .TALKED TO DSM BOB HE SAID TO PUT OWNER IN RENTAL TILL PARTS CAME IN PART CAME IN ON 12.29.03 TECH #36 INSTA LLED PART STRIGHT TIME 5.0 HRS .ROAD TESTED CAR 10 MILES BY SERVICE MGR .OK AT THIS TIME .CALL ED OWNER TO RETURN RENTAL AND PICK UP CAR

B** 4 DAYS RENTAL

CAUSE: WAITING FOR PARTS TO COME IN

Z7904 18DAYS RENTAL

99 WC94 0.00

(N/C)

SUBL ENTERPRISE RENTAL

WC94

(N/C)

***** WE NOW OFFER FREE TRANSPORTATION *****

***** SEE ADVISOR *****

***** EXTENDED SERVICE AND PARTS HOURS *****

MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM

** WEDNESDAY & FRIDAY TO 5:00 SAT 8 TO 12:00*

CUSTOMER COPY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.

STATEMENT OF DISCLAIMER

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING

TERMS:
STRICTLY CASH
OR ACCEPTABLE
CREDIT CARD

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

Thank You!

7614846

80497



INVOICE

MOTORS, INC.

2519 Hylan Blvd.

718-351-4200 FAX #: 718-979-0891

S.I., N.Y. 10306

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 32 PAT EVANGELISTA

S.I., NY
HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4F		4255/4255	T682	
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08OCT2003			17:30 03DEC03		91.00	CASH	14APR2004
R.O. OPENED	READY	OPTIONS:					
03DEC03	04DEC03	STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
OWNER SAID SHE HAD NO POWER STEERING LAST NIGHT [LIGHT CAME ON] SEE PAT							
CAUSE: NO CODES							
06 NO CODES CK AND CLEANED ALL CONNECTIONS AT MODULES AND COLUMN [CASE #6974815]							
				36	WC94	0.50	(N/C)

B CK ON AUTO START IF IT HAS A TIMMER ADJUSTMENT							
01 WORKING NORMAL							
				99	CPC	0.00	0.00 0.00

C 2 DAYS RENTAL							
CAUSE: GOODWILL FOR LINE A							
Z7902 2 DAYS RENTAL							
				99	WC94	0.00	(N/C)

SUBL ENTERPRISE							
					WC94		(N/C)

***** WE NOW OFFER FREE TRANSPORTATION *****

***** SEE ADVISOR *****

***** EXTENDED SERVICE AND PARTS HOURS *****

MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM

** WEDNESDAY & FRIDAY TO 5:00 SAT 8 TO 12:00*

CUSTOMER COPY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.

STATEMENT OF DISCLAIMER

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING

TERMS:
STRICTLY CASH OR ACCEPTABLE CREDIT CARD

Thank You!

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

7614846

79709



CHEVROLET

INVOICE

MOTORS, INC.

2519 HYLAN BLVD.

718-351-4200 FAX #: 718-979-0891

S.I., N.Y. 10306

S.I., NY
HOME:

PAGE 1

SERVICE ADVISOR: 42 KEITH ZIRPOLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4F		2258/2258		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08OCT2003			17:30 31OCT03		91.00	CASH	14APR2004
R.O. OPENED	READY	OPTIONS: STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO					
30OCT03	30OCT03						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A		CHANGE OIL, REPLACE OIL FILTER, CHASSIS LUBE, CHECK ALL FLUIDS, INSPECT BELT AND HOSES, SET TIRE PRESSURE					
		LOFSP CHANGE OIL, REPLACE OIL FILTER, CHASSIS LUBE, CHECK ALL FLUIDS, INSPECT BELT AND HOSES, SET TIRE PRESSURE					
		60 CPC 0.30				7.00	7.00
		1 25171377 FILTER AS			4.95	4.95	4.95
		LUBE 5 QTS OF OIL AND GREASE CPC				6.00	6.00

 ***** WE NOW OFFER FREE TRANSPORTATION *****

 ***** SEE ADVISOR *****
 ***** EXTENDED SERVICE AND PARTS HOURS *****
 MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM
 ** WEDNESDAY & FRIDAY TO 5:00 SAT 8 TO 12:00*

CUSTOMER COPY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.

STATEMENT OF DISCLAIMER
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING

TERMS:
 STRICTLY CASH OR ACCEPTABLE CREDIT CARD

Thank You!

DESCRIPTION	TOTALS
LABOR AMOUNT	7.00
PARTS AMOUNT	4.95
GAS, OIL, LUBE	6.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	17.95
LESS INSURANCE	0.00
SALES TAX	1.55
PLEASE PAY THIS AMOUNT	19.50

7614846

7 8 9 8 8



CHEVROLET

MOTORS, INC.

2519 HYLANT BLVD.

718-351-4200 FAX #: 718-979-0891

S.I., N.Y. 10306

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 47 CHARLES KINAHAN

S.I., NY
HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4F		12/12	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
08OCT2003			17:30 07OCT03		91.00	CASH
R.O. OPENED	READY	OPTIONS: STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO				
06OCT03	07OCT03					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A NEW CAR PREP							
PREP NEW CAR PREP							
				59	ICP	1.20	(N/C)

B							
B PREP "SAFTEY ONLY" STATE INSPECTION							
ISI PREP "SAFTEY ONLY" STATE INSPECTION							
				54	ISI	0.30	(N/C)

C							
C \$15.00 OF GAS							
GAS \$15.00 OF GAS							
				59	ICP	0.00	(N/C)

 **** WE NOW OFFER FREE TRANSPORTATION ****

 ***** SEE ADVISOR *****
 **** EXTENDED SERVICE AND PARTS HOURS ***
 MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM
 ** WEDNESDAY & FRIDAY TO 5:00 SAT 8 TO 12:00*

CUSTOMER COPY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.

STATEMENT OF DISCLAIMER
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING	DESCRIPTION	TOTALS
	LABOR AMOUNT	0.00
TERMS: STRICTLY CASH OR ACCEPTABLE CREDIT CARD	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
<i>Thank You!</i>	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
		0.00

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

CUSTOMER NAME

VIN: _____ (or see attached list*)

1G1ZT548X4F

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
Special Rate 1.9	\$ _____	_____
EMP.V.S.D	\$ 250.00	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ _____	_____

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 1/1. 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: 10/8/04

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

Authorized Dealer Signature: _____

Date: 10/8/04

Dealership Name: The Motors

Dealer Code: _____

* List must include VIN, Delivery Date and Program Reference



37240

2519 HYLAN BLVD., S.I., N.Y. 10306
718 • 351-4200

15704
10/08/03

S.I. NY

7614846

SALESMAN: **ROMEO, HENRY** 109 STOCK # **4C176**

YEAR	MAKE	MODEL	COLOR	NEW OR USED	MILEAGE	VEH. IDENT. NO.	KEY NUMBERS
04	CHEV	MALI	GRAY	NEW	14	1G1ZT548X4F [REDACTED]	S2050
					PRICE OF VEHICLE		21374.60
					8.625		
					SALES TAX	32400	1843.56
					TIRE FEE		12.50
					DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE. *\$20.00	90501	20.00
					N.Y. STATE INSPECTION FEE	90500	10.00
					SINGLE INTEREST INS		
					LICENSE AND TITLE	90501	120.00
					TOTAL CASH PRICE		23380.66
					INSURANCE		
					TOTAL PRICE		
					SETTLEMENT:		
					DEPOSIT	22001	
					CASH ON DELIVERY	22001	150.00
					TRADE-IN		
					LESS LIEN		
					TYPE		
					VIN		
					REBATE		250.00
					FINANCE CONTRACT GMAC	2050	22980.66
					VALUE OF TRADE	20400	
					TOTAL		23380.66

\$15.00 FUEL

DEALER INSTALLED

SPECIAL RATE 1.9%
EMP VSD \$250.00

*"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."

NYS • DLR. LIC. NO. R-6430054 / NYC • C/A LIC. 426285

NEW VEHICLE DISCLAIMER OF WARRANTIES. "ALL WARRANTIES ON THIS VEHICLE ARE THE MANUFACTURER'S. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME SUCH A WARRANTY."

**GM**

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 26, 2004

Staten Island, NY [REDACTED]

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F [REDACTED]

Case Number: 1-184363329

Dear [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu VIN #1G1ZT548X4F [REDACTED] 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 1G1ZT54844F [REDACTED], 2004 Chevrolet Malibu. 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 8-7-04	\$19,696.30
Plus Upgrade	\$ 400.00
Plus Usage	\$ 0.00
Plus Taxes	\$ 34.60
Plus registration, tag, title fees	\$ 52.50
TOTAL RESPONSIBILITY OF CUSTOMER	\$ 0.00

PAYOFF WILL BE SATISFIED THROUGH THE SUBSTITUTION OF COLLATERAL

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

General Motors will repurchase VIN #1G1ZT548X4F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 7-27-04. The conditions of the trade-repurchase are as follows:

- B** the vehicle is free from any abnormal damage or alterations which impair its resale value
- B** all factory installed equipment are intact and functional
- B** a free and clear title is provided at the time of repurchase (payoff original loan)
- B** a Power of Attorney form is signed at the time of repurchase *used only for title corrections, if needed* (supplied by General Motors)

**GM**

-
- B an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)**
 - B this offer is contingent upon the approval of your lending/leasing institution**
 - B 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 and a copy of the current registration on the vehicle. If there is no lien on the vehicle a copy of the title will be needed in order to complete the repurchase process.

Upon receipt of your signed acceptance, a check will be processed and forwarded to Island 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58310 if you have any questions or concerns.

Sincerely,
Allen Bowen
Business Resource Center

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

Signature and Date



GENERAL MOTORS BUSINESS RESOURCE CENTER

July 19, 2004

[Redacted]
Staten Island, NY [Redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F [Redacted]**
Case Number: **1-184363329**

Dear [Redacted]

We regret that you are dissatisfied with your **2004 Chevrolet Malibu VIN #1G1ZT548X4F [Redacted]** 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 **1G1ZT54844F [Redacted], 2004 Chevrolet Malibu**. 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 8-7-04	\$19,696.30
Plus Upgrade	\$ 400.00
Plus Usage	\$ 0.00
Plus Taxes	\$ 34.60
Plus registration, tag, title fees	\$ 52.50

TOTAL RESPONSIBILITY OF CUSTOMER \$ 400.00

PAYOFF WILL BE SATISFIED THROUGH THE SUBSTITUTION OF COLLATERAL

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

General Motors will repurchase **VIN #1G1ZT548X4F [Redacted]** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 7-13-04. 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)**



GM

- B a Power of Attorney form is signed at the time of repurchase *used only for title corrections, if needed* (supplied by General Motors)**
- B an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)**
- B this offer is contingent upon the approval of your lending/leasing institution**
- B 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 and a copy of the current registration on the vehicle. If there is no lien on the vehicle a copy of the title will be needed in order to complete the repurchase process.

Upon receipt of your signed acceptance, a check will be processed and forwarded to Island 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58310 if you have any questions or concerns.

Sincerely,
Allen Bowen
Business Resource Center

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

Signature and Date

BRC REPURCHASE WORKSHEET

File Number

1-184363329

Customer Name

████████████████████

Worksheet filled out by :

Allen Bowen

Old Vehicle VIN :

1G1ZT548X4F████████

New Vehicle VIN :

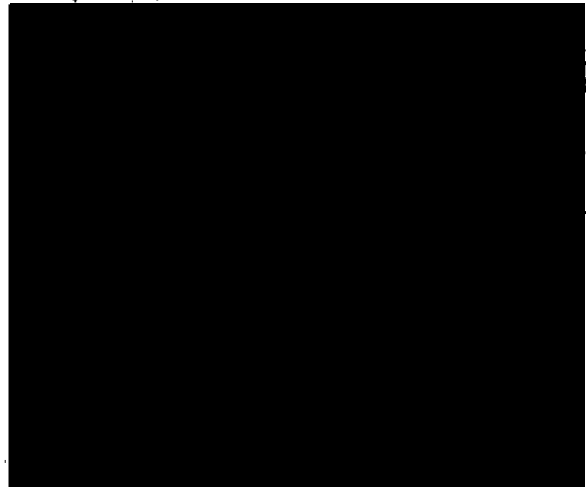
1G1ZT54844F████████

Date:

7/26/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	20,485.45	G	Purchase Price (New Unit)	20,485.45
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	0.00
Tax		R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	52.50	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	52.50
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	20,537.95			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	20,537.95
Reg./Lic./Title Fees (opt)		P		
Additional Aftermarket Items	0.00	O	Trade In	20,485.45
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00	I		
Upgrade		B	Net Allowance	20,485.45
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	52.50
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	0.00
Total Customer Cost	0.00			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	20,537.95			
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU mm/dd/yy				
Dealer Due to GM	NA			
GM Due to Dealer	20,537.95			
Estimated Auction Price	18,520.93		**This is a "work in process" until signed	
Projected Loss	(2,017.02)		by a GM Authorized Representative**	





GM

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

8-11-04

[REDACTED]
Staten Island, NY [REDACTED]

RE: Repurchase for 2004 Chevrolet Malibu

Dear [REDACTED]

The following parties, [REDACTED] and Island Chevrolet, 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 8-16-04. 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,
Allen Bowen
Repurchase Specialist
1-800-231-1841 ext. 58310

CC: <<Dealer>>
<<Name>>

**GM**

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 13, 2004

Staten Island, NY [REDACTED]

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F [REDACTED]

Case Number: 1-184363329

Dear [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu VIN #1G1ZT548X4F [REDACTED] 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 1G1ZT54844F [REDACTED] 2004 Chevrolet Malibu. 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 8-7-04	\$19,696.30
Plus Upgrade	\$ 400.00
Plus Usage	\$ 0.00
Plus Taxes	\$ 34.60
Plus registration, tag, title fees	\$ 52.50

TOTAL RESPONSIBILITY OF CUSTOMER \$ 400.00

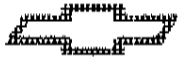
PAYOFF WILL BE SATISFIED THROUGH THE SUBSTITUTION OF COLLATERAL

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

General Motors will repurchase VIN #1G1ZT548X4F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 7-13-04. 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) ✓



GM

- B a Power of Attorney form is signed at the time of repurchase *used only for title corrections, if needed* (supplied by General Motors)
- B an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)
- B this offer is contingent upon the approval of your lending/leasing institution
- B 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 and a copy of the current registration on the vehicle. If there is no lien on the vehicle a copy of the title will be needed in order to complete the repurchase process.

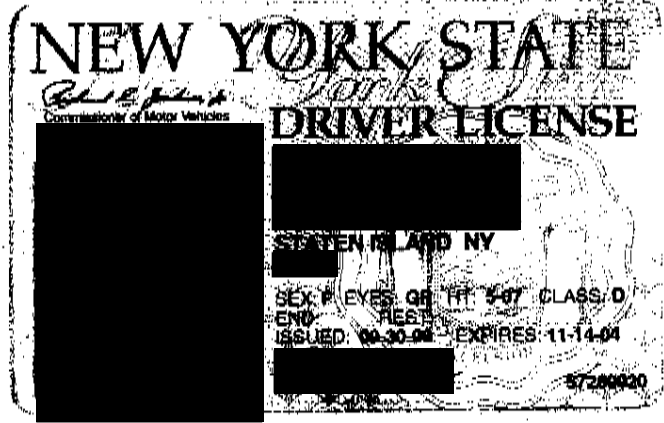
Upon receipt of your signed acceptance, a check will be processed and forwarded to H-L Motors. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58310 if you have any questions or concerns.

Sincerely,
 Allen Bowen
 Business Resource Center

This letter [redacted] signing.

7/14/04

Signature and Date



MV-897R (8/02) NEW YORK STATE REGISTRATION DOCUMENT

PAS

2004 CHEVR NONTRANSFERABLE
4DSD GY 1G1ZT548X4F [REDACTED]

[REDACTED] OCT 08 2003

Wt/Seats Fuel/Cyl GMM PTMADE

Expires 10/07/05

NYMA

20.75

STATEN ISLAND NY [REDACTED]

ANNUAL CHG
AMT PAID (INCL ADD CHG)

VOID IF ALTERED EXCEPT FOR ADDRESS

101.50



STATEN ISLAND NY [REDACTED]

CERTIFICATE OF TITLE

NEW YORK STATE



*** * LIENS * ***
Document No. [REDACTED]

Title and Identification No. [REDACTED] 1G1ZT548X4P		Year 2004	Make CHEVR	Model Code MAL	Body/Full 4DSD
Color GY	Wt./Sts./Lgth. 3207	Fuel GAS	Cyl./Prop. 6	New or Used NEW	Type of Title VEHICLE

Date Issued
12/10/03

Name and Address of Owner(s)
[REDACTED]
STATEN ISLAND NY [REDACTED]

ODOMETER READING: 00014
ACTUAL MILEAGE 00014

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 _____ Lienholder _____

GMAC
PO BOX 8137
COCKEYSVILLE MD 21030

*** ONE LIEN RECORDED ***

Lienholder _____ Lienholder _____

*** ONE LIEN RECORDED ***

*** ONE LIEN RECORDED ***

MV-999 (7/03)

VOID IF ALTERED

VOID IF ALTERED



GENERAL MOTORS BUSINESS RESOURCE CENTER

July 13, 2004

[Redacted]

Staten Island, NY [Redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F [Redacted]**

Case Number: **1-184363329**

Dear Valarie Contrino:

We regret that you are dissatisfied with your **2004 Chevrolet Malibu VIN #1G1ZT548X4F103627** 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 **1G1ZT54844F [Redacted], 2004 Chevrolet Malibu**. 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 8-7-04	\$19,696.30
Plus Upgrade	\$ 400.00
Plus Usage	\$ 0.00
Plus Taxes	\$ 34.60
Plus registration, tag, title fees	\$ 52.50

TOTAL RESPONSIBILITY OF CUSTOMER \$ 400.00

PAYOFF WILL BE SATISFIED THROUGH THE SUBSTITUTION OF COLLATERAL

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

General Motors will repurchase **VIN #1G1ZT548X4F [Redacted]** in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 7-13-04. 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)**



GM

- B a Power of Attorney form is signed at the time of repurchase *used only for title corrections, if needed* (supplied by General Motors)**
- B an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)**
- B this offer is contingent upon the approval of your lending/leasing institution**
- B 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 and a copy of the current registration on the vehicle. If there is no lien on the vehicle a copy of the title will be needed in order to complete the repurchase process.

Upon receipt of your signed acceptance, a check will be processed and forwarded to **H-L Motors**. 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. 58310 if you have any questions or concerns.

Sincerely,
Allen Bowen
Business Resource Center

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

Signature and Date

2004 MALIBU LS SEDAN
88U MEDIUM GRAY METALLIC /V6G
14C GRAY

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114

ORDER NO. GKJRXT/TRE STOCK NO.
VIN 1G1 ZT54 8X 4F [REDACTED]

VEHICLE INVOICE 1AD22632052
*****13*02131S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 08/27/03
CF5 POWER SUNROOF	725.00	652.50	SHIPPED 08/27/03
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 09/08/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 09/08/03
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 08/27/03
T43 REAR DECKLID SPOILER	175.00	157.50	KEYS G2050 G2050
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFP-S QTR OPT-1
1SB MALIBU PREFERRED EQUIP GRP 1SB	800.00	720.00	BANK: GMAC - 103
* FLOOR MATS, FRONT & REAR			CHG-TO 02-131
* DRIVER SEAT 6-WAY POWER			
* HEAD CURTAIN SIDE AIR BAGS			SHIP WT: 3207
* REMOTE VEHICLE START SYSTEM			HP: 32.9

GMS: 20156.45
SUPPLR: 20962.71
MRM: 22695.00
MEMO 1078.50

TOTAL MODEL & OPTIONS	22070.00	20168.55	ACT 231	20131.45
DESTINATION CHARGE	625.00	625.00	H/B 261	662.10
LAM DEALER CONTRIBUTION		220.70	ADV 261	220.70
LAM GROUP CONTRIBUTION		110.35	EXP 65A	110.35

TOTAL 22695.00 21124.60 PAY 310 21124.60
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20156.95

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.

H-L MOTORS, INC

REMIT TO GMAC NO. 103
VIN 1G1ZT548X4F [REDACTED]
\$ 21124.60 INV 1AD22632052
DUE 09/08/03 DEALER 02-131

Dealer Confirmation Letter- Collateral Exchange
General Motors
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevrolet and its dealer partner H-L Motors, INC

Customer's Name: [REDACTED]
Case Number: 1-184363329

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **\$ 20,172.55** made payable to H-L Motors 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:	1G1ZT54844F [REDACTED]
New Vehicle Sales Price:	\$20,485.45
Used Vehicle Trade Value:	\$20,085.45
Trade Difference:	\$400.00
Taxes:	\$34.60
Rebates:	[Not Applicable]
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 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=	\$
Miscellaneous Fees =	[\$ []
Usage / depreciation =	[\$ []
Upgrade =	\$400.00
Total Customer Contribution =	\$ 400.00

H-L Motors 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 Dealers 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 #866-440-5933.

H-L Motors 116938

[Dealership Name BAC] Management Agent's Signature and Title.

H-L Motors 116938

[Dealership Name BAC] Management Agent's Printed Name and Title.

Allen Bowen

Authorized General Motors BRC Representative Signature

Allen Bowen

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **General Motors** in this collateral exchange transaction for our mutual customer!

Dealer Confirmation Letter- Collateral Exchange
General Motors
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevrolet and its dealer partner Island Chevrolet, Inc.

Customer's Name: [REDACTED]
Case Number: 1-184363329

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **\$ 20,537.95** made payable to Island Chevrolet, 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:	1G1ZT54844F [REDACTED]
New Vehicle Sales Price:	\$20,485.45
Used Vehicle Trade Value:	\$20,085.45
Trade Difference:	\$
Taxes:	\$
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$52.50
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=	\$
Miscellaneous Fees =	[\$ []
Usage / depreciation =	[\$ []
Upgrade =	\$
Total Customer Contribution =	\$

Island Chevrolet, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above ~~referenced customer lending institution on the Dealers 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 #866-440-5933.

Island Chevrolet, Inc. 206359

[Dealership Name BAC] Management Agent's Signature and Title.

Island Chevrolet, Inc. 206359

[Dealership Name BAC] Management Agent's Printed Name and Title.

Allen Bowen

Authorized General Motors BRC Representative Signature

Allen Bowen

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **General Motors** in this collateral exchange transaction for our mutual customer!

Confidential Information

CASE ASSESSMENT BY: Maxine Durant

CARS Request No: 1-184363329

Customer Name: [REDACTED]

Year of Vehicle: 2004 Make: Chev Model: Malibu Current Mileage: 11,500

Vehicle ID No.: 1G1ZT548X4F [REDACTED] In Service Date: 10-08-03 Purchased: New

What is customer seeking: Replacement What is customer eligible for: Replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Power Steering / Lights

Date	Mileage	Days Out	Description of Repair
12-03-03	4,255	2	Steering: No power steering, Light came on: No Codes, Check and cleaned all connections at modules And column (TAC #: 6974815)
12-12-03	4,735	20	Steering: No power steering: Column assembly, steering replaced (TAC#: 5974815)
02-09-04	6,784	1	Lights: Auto lights went off and bell rang, check operation: Codes B1380 & 3100 called TAC #7126515, ignition Switch, ohm wiring – wiring &or connector ignition System, ignition switch replaced.
03-23-04	9,659	1	Lights: Auto lights off: (TAC #7126515) Reprogrammed Body Control Module (BCM) Steering: On sharp turns, banging felt: Vehicle operating As designed intended
05-05-04	12,890	1	Steering: Power steering cut out while driving – Case # 7126515 – Column Assembly, steering replaced

OTHER SYMPTOM / COMPLAINT: Auto Start / Chimes

Date	Mileage	Days Out	Description of Repair
12-03-03	4,255	2	Auto Start: Check if it has a timer adjustment: Working normal

Total Days Reported Out of Service: 25

VEHICLE MEETS PRESUMPTION: YES: NO:

Arbitrate case: Settle case:

Case Recommendation for Customer Satisfaction (based on a review of documentation):
CRM does not feel claim should be arbitrated. CRM offered the customer a GMPP Value Guard for an addition 2yrs, up to 60,000 miles.

Field Rep and/or DEALER RECOMMENDATION:
Bob Heintz-AVM was notified of claim. CRM faxed case assessment.

Team Manager Approval:

Date:

Confidential Information

CASE ASSESSMENT BY: Maxine Durant

CARS Request No: 1-184363329

Customer Name: [REDACTED]

Year of Vehicle: 2004 Make: Chev Model: Malibu Current Mileage: 11,500

Vehicle ID No.: 1G1ZT548X4F [REDACTED] In Service Date: 10-08-03 Purchased: New

What is customer seeking: Replacement What is customer eligible for: Replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Power Steering / Lights

Date	Mileage	Days Out	Description of Repair
12-03-03	4,255	2	Steering: No power steering, Light came on: No Codes, Check and cleaned all connections at modules And column (TAC #: 6974815)
12-12-03	4,735	20	Steering: No power steering: Column assembly, steering replaced (TAC#: 5974815)
02-09-04	6,784	1	Lights: Auto lights went off and bell rang, check operation: Codes B1380 & 3100 called TAC #7126515, ignition Switch, ohm wiring – wiring &or connector ignition System, ignition switch replaced.
03-23-04	9,659	1	Lights: Auto lights off: (TAC #7126515) Reprogrammed Body Control Module (BCM) Steering: On sharp turns, banging felt: Vehicle operating As designed intended
05-05-04	12,890	1	Steering: Power steering cut out while driving – Case # 7126515 – Column Assembly, steering replaced

OTHER SYMPTOM / COMPLAINT: Auto Start / Chimes

Date	Mileage	Days Out	Description of Repair
12-03-03	4,255	2	Auto Start: Check if it has a timer adjustment: Working normal

Total Days Reported Out of Service: 25

VEHICLE MEETS PRESUMPTION: YES: NO:

Arbitrate case: Settle case:

Case Recommendation for Customer Satisfaction (based on a review of documentation):
CRM does not feel claim should be arbitrated. CRM offered the customer a GMPP Value Guard for an addition 2yrs, up to 60,000 miles.

Field Rep and/or DEALER RECOMMENDATION:
Bob Heintz-AVM was notified of claim. CRM faxed case assessment.

Team Manager Approval:

Date:

Dealer Confirmation Letter- Collateral Exchange
General Motors
 5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevrolet and its dealer partner Island Chevrolet, Inc.

Customer Name: [REDACTED]
 Case Number: 1-184363329

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$ 20,537.95 made payable to Island Chevrolet, 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:	1G1ZT54844F [REDACTED]
New Vehicle Sales Price:	\$20,485.45
Used Vehicle Trade Value:	\$20,085.45
Trade Difference:	\$
Taxes:	\$
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$52.50
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=	\$
Miscellaneous Fees =	\$([])
Usage / depreciation =	\$([])
Upgrade =	\$
Total Customer Contribution =	\$

Island Chevrolet, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customers lending institution on the Dealers 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 #866-440-5933.

Island Chevrolet, Inc. 206359 Allen Bowen GSM
 [Dealership Name BAC] Management Agents Signature and Title.

Island Chevrolet, Inc. 206359 Allen Bowen GSM
 [Dealership Name BAC] Management Agents Printed Name and Title.

Allen Bowen
 Authorized General Motors BRC Representative Signature

Allen Bowen
 Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting General Motors in this collateral exchange transaction for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number
1-184363329

Customer Name

Worksheet filled out by:
Allen Bowen

Old Vehicle VIN:

1G1ZT548X4F

New Vehicle VIN:

1G1ZT54844F

Date:

7/26/04

DEALER'S SAMPLE PURCHASE ORDER

			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	20,485.45	G	Purchase Price (New Unit)	20,485.45
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	0.00
Tax		R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	52.50	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	52.50
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/GMP	0.00	B		
Attorney's Fees	0.00	I	Miscellaneous	0.00
Transportation Fees	0.00	T		
		Y	Other	0.00
Total Replacement Price	20,537.95			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	20,537.95
Reg./Lic./Title Fees (opt)		P		
Additional Aftermarket Items	0.00	O	Trade In	20,485.45
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00	I		
Upgrade		B	Net Allowance	20,485.45
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	52.50
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	0.00
Total Customer Cost	0.00			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	20,537.95			
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU (m/d/yy)				
Dealer Due to GM	NA			
GM Due to Dealer	20,537.95			
Estimated Auction Price	18,520.93		**This is a "work in process" until signed	
Projected Loss	(2,017.02)		by a GM Authorized Representative**	

TO:M Durant COMPANY:

To: M Durant
Fax#: 18664393822
From: John Ryan
Jun 02, 2004

Re: /CHV0438932
TotalPages: 2



Re: Contrino vs Chevrolet Motor Division # CHV0438932 VIN: 1G1ZT548X4F [REDACTED]

June 2, 2004

[REDACTED] no
Staten Island, NY [REDACTED]

Dear Mrs. [REDACTED]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

REVISED 6/2/04

Maxine Durant of GM has offered and [REDACTED] has accepted the following to resolve case CHV0438932. GM will trade replace Mrs. [REDACTED] 2004 Chevrolet Malibu. This will be MSRP to MSRP and Mrs. [REDACTED] will be responsible for any increase in price and tax on the increase. There will not be a usage charge. This transaction will be completed by July 16, 2004.

REVISED 6/2/04

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, we will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

John Ryan at Extension 529

cc: Adrienne Durant

7614846

8 4 3 1 8



MOTORS, INC.

2519 Hylan Blvd.

718-351-4200 FAX #: 718-979-0891

S.I., N.Y. 10306

INVOICE

DUPLICATE 1
PAGE 1

BUS: 973-463-6079

SERVICE ADVISOR: 42 KEITH ZIRPOLI

S.I., NY
HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4F		12890/12890	T696	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08OCT2003			17:30 05MAY04		91.00	CASH	14MAY2004
R.O. OPENED	READY	OPTIONS: STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO					
05MAY04	05MAY04						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES POWER STEERING CUT OUT WHILE DRIVING
 CAUSE: CASE#7126515 CODE C0545
 E7680 COLUMN ASSEMBLY, STEERING REPLACE (N/C)
 53 WC94 5.00 (N/C)
 1 22687709 F-COLUMN KI

B** 1 DAY RENTAL
 CAUSE: RENTAL
 Z7901 1 DAY RENTAL (N/C)
 99 WC94 0.00

SUBL ENTERPRISE PO#60960 (N/C)
 WC94

 ***** WE NOW OFFER FREE TRANSPORTATION *****
 ***** SEE ADVISOR *****
 ***** EXTENDED SERVICE AND PARTS HOURS *****
 MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM
 ** WEDNESDAY & FRIDAY TO 5:00 SAT 8 TO 12:00*

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.

STATEMENT OF DISCLAIMER
 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING

TERMS:
 STRICTLY CASH OR ACCEPTABLE CREDIT CARD

Thank You!

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

7614846

8 4 3 8 4



CHEVROLET

INVOICE

MOTORS, INC.

DUPLICATE 1
PAGE 1

2519 HYLAN BLVD.
718-351-4200 FAX #: 718-979-0891
S.I., N.Y. 10306

S.I., NY
HOME:

BUS:

SERVICE ADVISOR: 42 KEITH ZIRPOLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT548X4E		12890/12890		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08OCT2003			17:30 06MAY04		91.00	CASH	14MAY2004
R.O. OPENED	READY	OPTIONS: STK:4C176 DLR:H-L ENG:LX9 TRN:AUTO					
06MAY04	06MAY04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	1	DAY RENTAL					
CAUSE: RENTAL							
Z7901 1 DAY RENTAL							(N/C)
99 WC94 0.00							

SUBL ENTERPRISE PO#60968 WC94 (N/C)

REFER TO RO#84318

 ***** WE NOW OFFER FREE TRANSPORTATION *****

 ***** SEE ADVISOR *****

 ***** EXTENDED SERVICE AND PARTS HOURS *****
 MONDAY - TUESDAY & THURSDAY 7:30AM TO 8:00PM
 ** WEDNESDAY & FRIDAY TO 5:00 SAT 8 TO 12:00*

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.

STATEMENT OF DISCLAIMER
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. THOSE PARTS AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER. ASK YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT FOR THE VEHICLE UNLESS OTHERWISE STATED IN WRITING

TERMS:
STRICTLY CASH OR ACCEPTABLE CREDIT CARD

Thank You!

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

electronic Preliminary Repurchase Authorization (ePRA)

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

1.Date (mm/dd/yyyy): 06/04/2004
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Staten Island, Ny [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): 1G1ZT548X4F [REDACTED] 12.Current Mileage: 13,000
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

14.Dealership Name: H-L Motors, Inc
 15.Dealership Phone #: 718-351-4200
 16.Dealership Contact Name and **TITLE**: Austin Brown - Sales Mgr
 17.Dealership Contact Phone # (if different than Dealership #): _____
 18.Dealership Contact Fax #: _____
 19.Dealership BAC: 116938 Region: Northeast

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

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

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

22.If this will not be a Trade Repurchase, Please explain Why? _____

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

23.CAC Case Number: 1-184363329 24.TAC Case Number: _____

25.If no TAC number, Explain: _____

26.Reason for Repurchase (Include specific mechanical failure): Steering-Inoperative, headlamps inoperative

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 REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): Customer responsible for vehicle damage outside of normal wear and tear**32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:** 1G1ZT54844F [REDACTED]

33.New Vehicle Year/Make/Model: 2004 Chev Malibu

34..Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 400**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: Waived

36. Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): _____

37. Lease Termination Terms: N/A

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

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

Explain: Tire Fee, Sales Tax from NY State, License/Title Fee, Finance Charges, NY Inspection Fee

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: BBB Case

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 06/02/2004

42. Authorizer Name: John Silva / Maxine Durant

43. GM Position: AVM / CRM

44. VoiceMail Node: 914055 Mailbox Number: 8434

45. Email Address: _____

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

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

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

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

GMAC

To: Alan

Company :

Fax Number : **9,1,8664405933**

Phone Number :

From : Melanie X. Jackson

Phone Number 1-800-200-4622

Time Sent : **Tuesday, Jul 13, 2004 04:37PM**

Pages : **2**

Description :

COPY OF TITLE

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at the above number.

Thank you.....GMAC.

1 10400

New York State Department of Motor Vehicles

00340

121003

NOTICE OF RECORDED LIEN

I.D. Number
1G1ZT548X4F103627

Year
2004

Make
CHEVY

GMAC
PO BOX 8137
COCKEYSVILLE MD 21030

3207 Wgt./Glb
GAS Fuel
6 Cyl/Prop.
4DSD Body/Hull
GY Color

Owner: If you have moved and have not yet notified this Department of your new address, cross out the address shown and print your new address in its place

OWNER

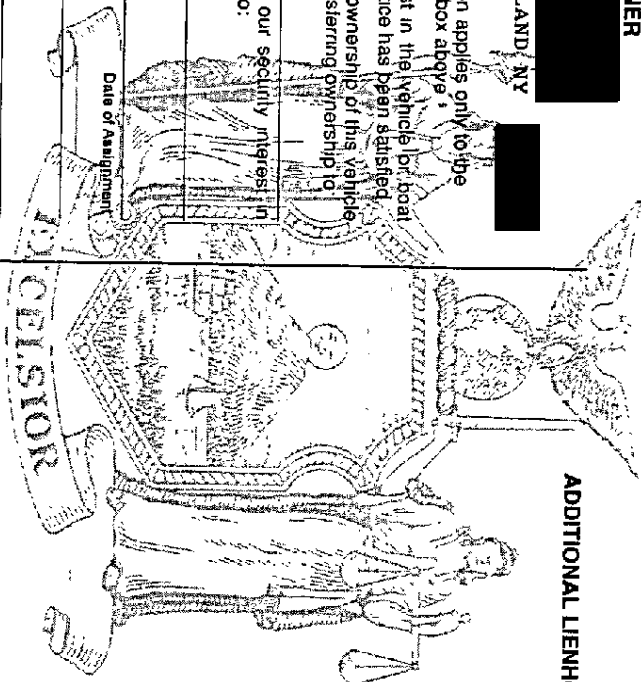
STATEN ISLAND NY

ADDITIONAL LIENHOLDERS

The following information applies only to the lienholder shown in the box above:

- Our security interest in the vehicle or boat described in this notice has been satisfied.
- We have assumed ownership of this vehicle or boat. We are transferring ownership to:
- We have assigned our security interest in this vehicle or boat to:

Lien Filing Code _____
 Name _____ Date of Assignment _____
 No. and Street _____
 City _____ State _____ Zip _____
 Authorized Signature _____ Date _____



If you are the owner named on this notice, you can keep this notice with the Certificate of Title and when you sell the vehicle or boat, give the transferred Title AND this notice to the new owner. If you should choose a lien free title before then, return your current title, this lien notice, and a \$10 processing fee to the DMV Title Bureau, Empire State Plaza, Albany NY 12228-0330. (Check or money order should be made payable to the Commissioner of Motor Vehicles.)

If you cannot locate the title for the vehicle or boat, you must apply for a duplicate. You may apply for a duplicate title by completing form MV-902 (available at DMV office) and mailing it with a \$10 check or money order, along with the lien release, to the DMV Title Bureau at the above address.

Dealer Confirmation Letter- Collateral Exchange**General Motors**

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevrolet and its dealer partner Island Chevrolet, Inc.

Customer's Name: [REDACTED]

Case Number: 1-184363329

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$ 20,172.55 made payable to Island Chevrolet, 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:	1G1ZT54844F [REDACTED]
New Vehicle Sales Price:	\$20,485.45
Used Vehicle Trade Value:	\$20,085.45
Trade Difference:	\$400.00
Taxes:	\$34.60
Rebates:	[Not Applicable]
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.]

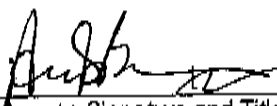
As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax=	\$
Miscellaneous Fees =	[\$]
Usage / depreciation =	[\$]
<u>Upgrade =</u>	<u>\$400.00</u>
Total Customer Contribution =	\$ 400.00

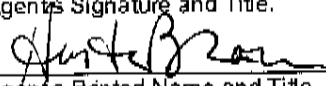
Island Chevrolet, Inc. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution, on the Dealers behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax #866-440-5933.

Island Chevrolet, Inc. 206359

[Dealership Name BAC] Management Agents Signature and Title.  GM

Island Chevrolet, Inc. 206359

[Dealership Name BAC] Management Agent's Printed Name and Title.  GM

Allen Bowen

Authorized General Motors BRC Representative Signature

Allen Bowen

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting General Motors in this collateral exchange transaction for our mutual customer!

BRC REPURCHASE WORKSHEET

File Number

1-184363329

Customer Name

[REDACTED]

Worksheet filled out by :

Allen Bowen

Old Vehicle VIN :

1G1ZT548X4F [REDACTED]

New Vehicle VIN :

1G1ZT54844F [REDACTED]

Date:

7/19/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	20,485.45	G	Purchase Price (New Unit)	20,485.45
Adjustment to line 1	0.00	M		
Conversion Cost	0.00		State Sales Tax	34.60
Tax	34.60	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	52.50	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	52.50
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	20,572.55			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	20,572.55
Reg./Lic./Title Fees (opt)		P		
Additional Aftermarket Items	0.00	O	Trade In	20,085.45
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00	I		
Upgrade	400.00	B	Net Allowance	20,085.45
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	87.10
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	400.00
Total Customer Cost	400.00			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	20,172.55			
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU mm/dd/yy				
Dealer Due to GM	NA			
GM Due to Dealer	20,172.55			
Estimated Auction Price	18,520.93		**This is a "work in process" until signed	
Projected Loss	(1,651.62)		by a GM Authorized Representative**	

August 4, 2011

[REDACTED]
Paterson, NJ [REDACTED]

Service Request: 1-184366543
Customer Relationship Manager: Brianne Mosher

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.: 1-186476087

Customer Name: Theresa Diebold

Product Purchased?: New Used

Vehicle Identification Number: 1G1ZT52824F [REDACTED]

Model: Malibu

Make: Chevrolet

Year: 2004

Mileage: 3200

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]
Sandusky, OH [REDACTED]

Service Request: 1-186957118
Customer Relationship Manager: Yvonne Morgan

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]
Sandusky, OH [REDACTED]

Service Request: 1-186957118
Customer Relationship Manager: Yvonne Morgan

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



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 16, 2004

[REDACTED]

Littleton, CO [REDACTED]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu, VIN 1G1ZU54854F [REDACTED]**

Dear Mr. [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZU54854F [REDACTED] 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 2004 Chevrolet Malibu, VIN 1G1ZU54854F [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:

Plus registration, tag, title fees	PAID AT DMV
Reimbursement of original taxes	\$1,025.77
Reimbursement of fees	\$49.92
Downgrade	\$695.00
TOTAL RESPONSIBILITY OF CUSTOMER	Registration, tag, title fees
TOTAL CREDIT TO CUSTOMER	\$1,770.69

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

General Motors will repurchase VIN 1G1ZU54854F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-213-4645 by 2/25/04. 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 Burt Chevrolet, Inc. Please allow up to 7 business days for check processing. I will



GMC

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. 57161 if you have any questions or concerns.

Sincerely,
Tiffany King
Business Resource Center

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

Signature and Date



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 25, 2004

Burt Chevrolet, Inc.
5200 S Broadway
Englewood, CO 80110-6793

RE: [REDACTED] 2004 Chevrolet Malibu, VIN 1G1ZU54854F [REDACTED]

CLOSING CONFIRMATION LETTER

Dear Paul Maggorie:

The following parties, Mr. & Mrs. [REDACTED] and Paul Maggorie, have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for **March 2, 2004.**

Thank you for your cooperation

Sincerely,

Tiffany King
Repurchase Specialist
1-800-231-1841 ext. 57161

General Motors Division
5701 East Hillsborough Avenue, Suite #2300, Tampa, FL 33610

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

February ²⁴ 16, 2004

Littleton, CO [REDACTED]

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN 1G1ZU54854F [REDACTED]

Dear Mr [REDACTED]:

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZU54854F [REDACTED] 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 2004 Chevrolet Malibu, VIN 1G1ZU54854F [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:

Plus registration, tag, title fees	PAID AT DMV
Reimbursement of original taxes	\$1,025.77
Reimbursement of fees	\$49.92
Downgrade	\$695.00
TOTAL RESPONSIBILITY OF CUSTOMER	Registration, tag, title fees
TOTAL CREDIT TO CUSTOMER	\$1,770.69

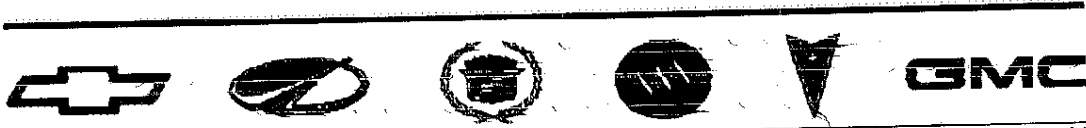
****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

General Motors will repurchase VIN 1G1ZU54854F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-213-4645 by 2/25/04. 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 Burt 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 57161 if you have any questions or concerns.

Sincerely,
Tiffany King
Business Resource Center

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

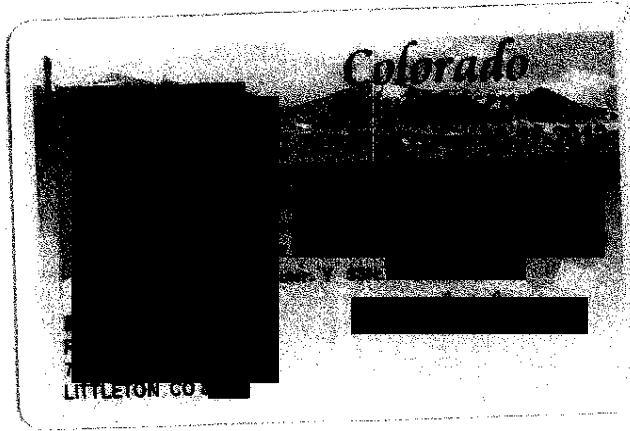
[Redacted]

2-24-04

Signature and Date

[Redacted]

2/24/04



February 19, 2004

To: Tiffany King
General Motors

From: [REDACTED]

Re: 2004 Malibu

Tel: | 1-866-213-4645

Attached is copy of registration which shows the
taxes paid on the 2004 Malibu.

Also is the title for the 2004 Malibu.

Let me know if you need anything else.

[REDACTED]

DO NOT ACCEPT WITHOUT VERIFYING EAGLE WATERMARK IN PAPER

STATE OF COLORADO
CERTIFICATE OF TITLE

TITLE NUMBER

VIN

****MOTOR VEHICLE****

YEAR MAKE BODY CWT/CAP/SIZE

ODOMETER

1G1ZU54854F [REDACTED]

2004 CHE

SD

33

87 A

TAXABLE VALUE

PREVIOUS TITLE

FUEL

21,330

MSO

G

DATE PURCHASED

DATE ACCEPTED

DATE ISSUED

0/25/2003

12/02/2003

12/02/2003

ODOMETER LEGEND:

- A - Actual Mileage
- E - In excess of mechanical limits
- N - Not actual mileage. WARNING
- ODOMETER DISCREPANCY

MAIL TO

OWNER

JTWROS

LITTLETON

CO

LITTLETON

CO

FIRST LIENHOLDER

FILE NUMBER

Signature below certifies under penalty of perjury in the second degree the release of the first lienholder's interest in the vehicle.

Lienholder's Name

DATE FILED

AMOUNT OF LIEN

LIEN EXTENDED TO

CO. NO.

MATURITY DATE

Authorized Agent Signature

Date

SECOND LIENHOLDER

FILE NUMBER

Signature below certifies under penalty of perjury in the second degree the release of the second lienholder's interest in the vehicle.

Lienholder's Name

DATE FILED

AMOUNT OF LIEN

LIEN EXTENDED TO

CO. NO.

MATURITY DATE

Authorized Agent Signature

Date

THE APPLICANT HAS BEEN DULY REGISTERED IN THIS OFFICE AS THE OWNER OF THE MOTOR VEHICLE DESCRIBED, SUBJECT TO LIENS AND ENCUMBRANCES IN THE ORDER SHOWN.

M. MICHAEL COOKE

EXECUTIVE DIRECTOR, COLORADO DEPARTMENT OF REVENUE

DATE DUPLICATE ISSUED

KEEP IN SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

DR-2001 (600)

VOID IF ALTERED

COLORADO REGISTRATION/ OWNERSHIP TAX RECEIPT									
TYPE	PLATE	VIN	EXPIRE						
PAS-REG	B+C1ZE	1G1ZU54854F	12/2004						
TITLE	YR	MAKE	BODY	DELIVERED	CWT/PASS	T/C	FLEET#	PREV EXP	
OR653449	2004	CHE	SD						
PUR. DATE	PUR. PRICE	ORIGINAL TAXABLE VALUE	BOS. DATE	CO.#	U/R CODE				
0/25/2003	13019.00	21,320	12/02/2003	10	U0001				
EM. FEE	PRIOR O.T.	OWN. TAX	LIC. FEE	TITLE FEE	OTHER FEE				
0.00	74.66	410.54	40.42	E	9.50	0.00			
RTD. TAX	COUNTY TAX	CITY TAX	STATE TAX	SPECIAL FEE	PLATE				
0.00	0.00	340.57	0.00	0.00	0.00				
UNIT#	GVW	MILES	HI GVW	HC DATE					
MOTOR VEHICLE INSURANCE IS COMPULSORY IN COLORADO, NON-COMPLIANCE IS A MISDEMEANOR TRAFFIC OFFENSE									
OWNER NAME MAILING ADDRESS									
[REDACTED]									
LITTLETON CO [REDACTED]									
VALIDATION	RAID	ARAPAHOE	12/02/2003	160615DRB	B03YA	1079769	PL		

**Dealer Confirmation Letter- Trade Repurchase
Chevrolet**

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Tiffany King @ (800) 231-1841 Ext. 57161

Trade Repurchase Agreement between Chevrolet and its dealer partner Burt Chevrolet, Inc.

Customer's Name: [Redacted]
File Number: 1-187329640

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

General Motors will issue a check in the amount of \$22,196.05 to Richard Watkins & Burt Chevrolet, Inc. Remember that both parties need to endorse the back of the check. When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1ZU54S24F [Redacted]
New Vehicle Sales Price:	\$22,196.05
Used Vehicle Trade Value:	\$22,196.05
Trade Difference:	\$0.00
Taxes:	\$0.00
Rebates:	[Not Applicable]
Registration, Title, License, and Other Fees:	PAID AT DMV 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.

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 866-213-4645



Burt Chevrolet, Inc. Management Agent's Signature and Title. **SERVICE MANAGER**

PAUL V MAGGIORE **SERVICE MANAGER**

Burt Chevrolet, Inc. Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Tiffany King

Authorized General Motors BRC Representative Printed Name

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



BUYER'S ORDER AND INVOICE

BURT CHEVROLET, INC.
 AUTOMOTIVE NETWORK
 5200 SOUTH BROADWAY
 ENGLEWOOD, CO 80110

DEAL NO. 221006
 SALESMAN BATTAGLIA, JAMES
 DATE 25 OCT 2003
 Name & Address Verified By

PERMIT NO. 1482518
 PURCHASER [REDACTED]
 CO-BUYER [REDACTED]
 ADDRESS [REDACTED]
 CITY LITTLETON COUNTY ARAPAHO STATE CO ZIP 80120

STOCK NO. 43013 YEAR 2004 MAKE CHEV MODEL NAME MALI MODEL NO. LZU69 BODY STYLE SD
 IDENTIFICATION NO. 1G1ZU54854F EXTERIOR COLOR [REDACTED] INTERIOR TRIM GRAY MILEAGE AT TIME OF DELIVERY 87

DELIVERY OF THIS VEHICLE PURCHASE IS TO BE MADE ON OR ABOUT 10/25 2003 OR AS SOON AS POSSIBLE. IT IS AGREED, HOWEVER THAT NEITHER THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY.

MANUFACTURERS SUGGESTED RETAIL PRICE	\$	
AGREED SELLING PRICE		25720.00
DEALER INSTALLED OPTIONS		

"THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE, AND SAID ALSO STATES THAT HE/SHE HAS, IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2) COLORADO REVISED STATUTES, 1973, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT."

THIS VEH TO BE TITLED TO:
RICHARD L. WATKINS
SUSAN J. WATKINS

READ CAREFULLY BEFORE SIGNING
CONSUMER PAPER - SUBJECT TO APPROVAL

NOTE: The finance terms of the Note, Security Agreement and disclosure if any, executed pursuant to this Order are subject to approval by the lending institutions named herein. If not so approved, this sale shall be cancelled. Buyer hereby grants to Secured Party (Seller) the right to negotiate with said lending institutions for a reasonable variation in terms. The Buyer to have five (5) days after receipt of notice of any variation of terms in which to give notice of rejection. Buyer shall execute new financing agreements required by the lender.

CUSTOMER SIG [REDACTED]

In the event the vehicle is delivered to Buyer and this sale is cancelled due to financing not being approved, Buyer will immediately return the vehicle to Seller and agree to pay Seller a rental charge of \$ 50 dollars per day and 50 cents per mile plus the cost of repairing any damage sustained by the vehicle while in Buyer's possession, and costs of Seller in regaining possession of the vehicle. Any such charges or costs may be deducted from any deposit given by Buyer.

FINANCING ARRANGED BY
 FINANCING TO BE ARRANGED BY Cash
 DEALER SIG [REDACTED]
 CUSTOMER SIG [REDACTED]

DISCLAIMER OF WARRANTIES

ALL VEHICLES ARE SOLD WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS BY SELLER.

I understand the above statement.

X [REDACTED]
 CUSTOMER SIGNATURE

CUSTOMER GUARANTEES TAXES NOT TO EXCEED <u>5.1%</u>		
CUSTOMER SIG [REDACTED]		
SUB TOTAL		25720.00
DELIVERY & HANDLING * See Definition		299.00
TOTAL PRICE OF UNIT		26019.00
STATE SALES TAX	2.9000	522.66
CITY SALES TAX	3.0000	540.57
REGIONAL TRANSPORTATION DISTRICT TAX	8.0000	144.15
COUNTY TAX		N/A
LUXURY TAX 6.0%		
TOTAL CASH DELIVERED PRICE	\$	27246.27

* DELIVERY AND HANDLING REPRESENTS COST AND ADDITIONAL PROFIT TO THE DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.

Buyer hereby acknowledges and agrees that all disputes and controversies of every kind and nature asserted by Buyer arising out of or in connection with the sale of this vehicle shall be resolved by arbitration in accordance with the procedure set forth on the reverse side of this Order.

MADE IN MAKE BUIC MODEL-BODY LENT YEAR 1999 COLOR TAN
 SIP NO. 2G4WY52N4X
 USED VEHICLE ALLOWANCE 6300.00 8000.00
 APPROX. BALANCE OWED ON VEHICLE [REDACTED] N/A

BUYER'S SIGNATURE [REDACTED]

NOTICE: "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."

YOUR SIGNATURE BELOW IS AN ADMISSION THAT YOU HAVE READ AND UNDERSTAND THE DISCLAIMERS OF WARRANTY, AND CONDITIONS OF SALE ABOVE AND ON THE REVERSE SIDE OF THIS FORM. IF THIS BUYER'S ORDER AND INVOICE INVOLVES THE SALE OF A NEW VEHICLE THE UNDERSIGNED HEREBY ACKNOWLEDGES RECEIPT OF THE MANUFACTURER'S NEW VEHICLE WARRANTY.

CUSTOMER IS RESPONSIBLE FOR AN [REDACTED]
 NET EQUITY 8000.00
 DEPOSIT N/A
 DEPOSIT DUE REC # 1000.00
 TOTAL DOWN PAYMENT 9000.00
 BALANCE DUE ON UNIT 18246.27
 SERVICE CONTRACT PREMIUM (INITIAL)
 SERVICE CONTRACT NO.
 SERVICE CONTRACT WAIVED (INITIAL)
 GRAND TOTAL BALANCE DUE 18246.27

BUYER'S SIGNATURE [REDACTED]

BUYER'S SIGNATURE [REDACTED]

This Order is not binding until accepted by the management of the above named Seller and such acceptance is subject to subsequent verification of representations as to credit and employment made by Purchaser as well as acceptance of financing terms by a bank or finance company acceptable, in turn, to the above named Seller.

LOGGED [REDACTED] REFERRED BY [REDACTED]

ACCEPTED [REDACTED] SELLER/DEALER OR HIS AUTHORIZED REPRESENTATIVE

R.O. NO. [REDACTED] R.O. NO. [REDACTED]

MANAGER'S APPROVAL [REDACTED] 22964.70
 MANAGER'S APPROVAL [REDACTED]



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 16, 2004

[Redacted]

Littleton, CO [Redacted]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu, VIN 1G1ZU54854F [Redacted]**

Dear Mr. [Redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZU54854F [Redacted] 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 2004 Chevrolet Malibu, VIN 1G1ZU54854F [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:

Plus registration, tag, title fees	PAID AT DMV
Reimbursement of original taxes	\$1,025.77
Reimbursement of fees	\$49.92
TOTAL RESPONSIBILITY OF CUSTOMER	Registration, tag, title fees
TOTAL CREDIT TO CUSTOMER	\$1,075.69

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

General Motors will repurchase VIN 1G1ZU54854F [Redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-213-4645 by 2/25/04. 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 Burt 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 or this transaction will be voided. I can be reached at (800) 231-1841 ext. 57161 if you have any questions or concerns.



GMC

Sincerely,
Tiffany King
Business Resource Center

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

Signature and Date

Dealer Confirmation Letter- Trade Repurchase
Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Tiffany King @ (800) 231-1841 Ext. 57161

Trade Repurchase Agreement between Chevrolet and its dealer partner Burt Chevrolet, Inc.

Customer's Name: [Redacted]
File Number: 1-187329640

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

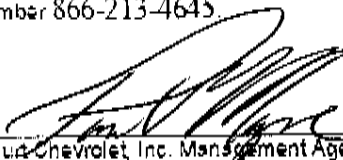
General Motors will issue a check in the amount of \$23,966.74 to Richard Watkins & Burt Chevrolet, Inc. Remember that both parties need to endorse the back of the check. When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1ZU54824F [Redacted]
New Vehicle Sales Price:	\$22,196.05
Used Vehicle Trade Value:	\$23,966.74
Trade Difference:	-\$1,770.69
Taxes:	\$0.00
Rebates:	[Not Applicable]
Registration, Title, License, and Other Fees:	PAID AT DMV 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.

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 866-213-4645


Burt Chevrolet, Inc. Management Agent's Signature and Title. *Service Manager*


Burt Chevrolet, Inc. Management Agent's Printed Name and Title. *SRV Mgr.*

Authorized General Motors BRC Representative Signature

Tiffany King

Authorized General Motors BRC Representative Printed Name

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



AUTOMOTIVE NETWORK

BURT CHEVROLET, INC.
5200 SOUTH BROADWAY
ENGLEWOOD, CO 80113

NEW BUYER'S ORDER AND INVOICE

DEAL NO. 223155

SALESMAN STEVENS, PAUL
DATE 6 FEB 2004
Name & Address Verified By

PERMIT NO. PURCHASER CO-BUYER ADDRESS CITY COUNTY STATE ZIP
LITTLETON ARAP CO SD

HOME PH.# S.S.# WORK PH.# DRIVERS LICENSE # STOCK NO. YEAR MAKE
43047 2004 CHEV

DELIVERY OF THIS VEHICLE PURCHASE IS TO BE MADE ON OR ABOUT 20 04 OR AS SOON AS POSSIBLE. IT IS AGREED, HOWEVER THAT NEITHER THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY.

Table with columns for price and options. Rows include: MANUFACTURERS SUGGESTED RETAIL PRICE, AGREED SELLING PRICE (22196.05), DEALER INSTALLED OPTIONS, CUSTOMER SIG.

"THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE, AND SAID ALSO STATES THAT HE/SHE HAS, IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2) COLORADO REVISED STATUTES, 1973, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT."
X

READ CAREFULLY BEFORE SIGNING
CONSUMER PAPER - SUBJECT TO APPROVAL
NOTE: The finance terms of the Note, Security Agreement and disclosure if any, executed pursuant to this Order are subject to approval by the lending institutions named herein. If not so approved, this sale shall be cancelled. Buyer hereby grants to Secured Party (Seller) the right to negotiate with said lending institutions for a reasonable variation in terms. The Buyer to have five (5) days after receipt of notice of any variation of terms in which to give notice of rejection. Buyer shall execute new financing agreements required by the lender.
In the event the vehicle is delivered to Buyer and this sale is cancelled due to financing not being approved, Buyer will immediately return the vehicle to Seller and agrees to pay Seller a rental charge of \$ _____ dollars per day and _____ cents per mile plus the cost of repairing any damage sustained by the vehicle while in Buyer's possession, and costs of Seller in regaining possession of the vehicle. Any such charges or costs may be deducted from any deposit given by Buyer.

FINANCING ARRANGED BY DEALER SIG. CUSTOMER SIG. CUSTOMER GUARANTEES TAXES NOT TO EXCEED 6.7% CUSTOMER SIG.

DISCLAIMER OF WARRANTIES
ALL VEHICLES ARE SOLD WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS BY SELLER.
I understand the above statement.
X CUSTOMER SIGNATURE

Table with columns for price and taxes. Rows include: SUB TOTAL (22196.05), DELIVERY & HANDLING (299.00), TOTAL PRICE OF UNIT (22196.05), STATE SALES TAX (2.9000), CITY SALES TAX (3.5000), REGIONAL TRANSPORTATION DISTRICT TAX (0.8000), COUNTY TAX (0.2500), LUXURY TAX 6.0%, TOTAL CASH DELIVERED PRICE (\$ 22196.05)

* DELIVERY AND HANDLING REPRESENTS COST AND ADDITIONAL PROFIT TO THE DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.
Buyer hereby acknowledges and agrees that all disputes and controversies of every kind and nature asserted by Buyer arising out of or in connection with the sale of this vehicle shall be resolved by arbitration in accordance with the procedure set forth on the reverse side of this Order.
BUYER'S SIGNATURE
NOTICE: "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."

TRADE IN MAKE CHEV MODEL BODY MALI YEAR 2004 COLOR N/A I.D. NO. SD 1G1ZU54854F USED VEHICLE ALLOWANCE 23966.74 APPROX. BALANCE OWED ON VEHICLE 22196.05

YOUR SIGNATURE BELOW IS AN ADMISSION THAT YOU HAVE READ AND UNDERSTAND THE DISCLAIMERS OF WARRANTY, AND CONDITIONS OF SALE ABOVE AND ON THE REVERSE SIDE OF THIS FORM. IF THIS BUYER'S ORDER AND INVOICE INVOLVES THE SALE OF A NEW VEHICLE THE UNDERSIGNED HEREBY ACKNOWLEDGES RECEIPT OF THE MANUFACTURER'S NEW VEHICLE WARRANTY.
BUYER'S SIGNATURE
BUYER'S SIGNATURE

CUSTOMER IS RESPONSIBLE FOR ANY ADDITIONAL PAYOFF X NET EQUITY 1770.69 DEPOSIT 22196.05 TOTAL DOWN PAYMENT 23966.74 BALANCE DUE ON UNIT -1770.69 SERVICE CONTRACT PREMIUM (INITIAL) SERVICE CONTRACT NO. SERVICE CONTRACT WAIVED (INITIAL) GRAND TOTAL BALANCE DUE -1770.69

This Order is not binding until accepted by the management of the above named Seller and such acceptance is subject to subsequent verification of representations as to credit and employment made by Purchaser as well as acceptance of financing terms by a bank or finance company acceptable, in turn, to the above-named Seller.
LOGGED REFERRED BY
ACCEPTED BY SELLER/DEALER OR HIS AUTHORIZED REPRESENTATIVE
R.O. NO. R.O. NO.
MANAGER'S APPROVAL MANAGER'S APPROVAL



RVDC Case# 82573

BRC Case Number	1187329640	Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 10997
Customer Name	[REDACTED]	Dealer Admin Fee Applies? Y	Issue Release N	
Original VIN	1G1ZU54854F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase		
BAC	113019	Retrieve Sales Tax? N	Title Brand?	
Dealership Name	BURT CHEVROLET, INC.	Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE		
Dealer Contact/Title	Paul Maggorie, Service Manager	Original Sales Tax Paid in State: CO	Repurchased Under Laws of State: CO	
Dealer Phone	3037610333	Vehicle Meets Presumption of LEMON LAW? Y		
Dealer Fax	3037896395	Closing Schedule: 2004-03-02	Established on: 2004-02-25	
Delivery Date	2003-10-25	If no, where: BAC is 0		
Buyback Mileage	1603	Location Site Name:		
Transmission	A	Contact Name:		
UCC Code(s)	M0105	Address 1:		
MSRP	25720.00	Address 2:		
NADA	20661.04	City:	State:	Zip:
Case Number	82573	Phone #:		
TAC Case Number	7092193	Fax #:		
Type of Transaction	TR	Comment:		
Replacement VIN	1G1ZU54824F	GM Legal Case Number:		
Repurchase Type	AVM Voluntary	GM Counsel Name: N/A		
Repurchase Source	PRA AVM Terry Henson	Gm Counsel Contact Name: N/A		
Reason for Repurchase: Power electric steering module failure		Address1:		
		Address2:		
		City:	State:	Zip:
		Phone #:		
		Fax #:		
Lien Payoff				
Lien Payoff Amount: 0.00		Lien Payoff Expires on:		Per Diem: 0.00
Customer Due to GM: 0.00		Dealer Due GM: 0.00		
Check Information				
Customer		Lienholder		Plaintiff's Attorney
Check Amt:	23966.74	Payee1:	Payee1:	Check Amt: 0.00
Payee1:	[REDACTED]	Payee2:	Payee2:	Payee1:
Payee2:	& Burt Chevrolet, Inc.	Address1:	Address1:	Payee2:
Address1:	[REDACTED]	Address2:	Address2:	Address1:
Address2:	[REDACTED]	City:	City:	Address2:
City:	Littleton	State:	State:	City:
State:	CO	Zip:	Zip:	State:
Zip:	[REDACTED]	Phone #:	Phone #:	Zip:
Phone #:	[REDACTED]	Fax #:	Fax #:	Phone #:
Fax #:	[REDACTED]	Attention:	Attention:	Fax #:
		Account #:	Fed Tax ID:	Attention:
			Firm Name:	Account #:

Case ID: 82573 Initiator: rudolph

Sheldon B...

FEB 26 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#	1G1ZU54854F _____
Year-Make and Model:	2004 Chevrolet Malibu

LIENHOLDER INFORMATION:

Lienholder Name:	NO LOAN
Lender Contact Person and Date:	
Physical Address:	
City/State/Zip	
Phone:	
Fax Number:	
Account Number:	
Dealer Buyout/Payoff Amount:	
Buyout/Payoff Expiration Date:	
Per Diem:	

Additional Information

BRC REPURCHASE WORKSHEET

File Number
1-187329640

Customer Name
[REDACTED]

Worksheet filled out by:
Tiffany King

Old Vehicle VIN:
1G1ZU54854F [REDACTED]

New Vehicle VIN:
1G1ZU54824F [REDACTED]

Date:
2/16/04

DEALER'S SAMPLE PURCHASE ORDER

Acct. 231/237 Vehicle Costs	22,196.05	G
Adjustment to line 1	0.00	M
Conversion Cost	0.00	
Tax	0.00	R
Luxury Tax	0.00	E
Reg./Lic./Title Fees (opt)	0.00	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
Miscellaneous	0.00	I
Transportation Fees	0.00	T
		Y

Total Replacement Price 22,196.05

CUSTOMER'S		
State Sales Tax	0.00	R
City Sales Tax	0.00	E
Regional Trans. District Tax	0.00	S
Additional Aftermarket Items	0.00	P
		O
		N
Usage/Depreciation	0.00	S
Damage	0.00	I
Upgrade	0.00	B
Downgrade (deducted)	0.00	I
Reimbursement of Aftermarkets	0.00	T
Other	0.00	Y
Dealer Contribution (deducted)	0.00	

Total Customer Cost 0.00

Trade Repurchase Amount 22,196.05

Total Payoff Amount 0.00

PAYOFF GOOD THRU(mm/dd/y)

Dealer Due to GM NA

GM Due to Dealer 22,196.05

Estimated Auction Price 20,661.04

Projected (Loss) (1,535.01)

MOCK BILL OF SALE

Purchase Price (New Unit)	22,196.05
State Sales Tax	0.00
Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00
Additional Aftermarket Items	0.00
State Fees	0.00
Miscellaneous	0.00
Other	0.00
Less Dealer Contribution	0.00
Subtotal	22,196.05
Trade In	22,196.05
Payoff	0.00
Net Allowance	22,196.05
Cash on Delivery (Paid by GM)	0.00
Total Balance Due	0.00

Amount to Dealer for additional Fees 0.00

Tiffany King 2/16/04
GM Authorized Signature Date

****This is a "work in process" until signed by a GM Authorized Representative****

New



BURT CHEVROLET, INC.
5200 SOUTH BROADWAY
ENGLEWOOD, CO. 80113

NEW BUYER'S ORDER AND INVOICE

DEAL NO. 223155

SALESMAN STEVENS, PAUL
DATE 6 FEB 2004

PERMIT NO. [REDACTED]
 PURCHASE [REDACTED]
 CO-BUYER [REDACTED]
 ADDRESS [REDACTED]
 CITY LITTLETON COUNTY ARAP STATE CO ZIP [REDACTED]
 MODEL NO. [REDACTED] BODY STYLE [REDACTED]
 YEAR 2004 MAKE CHEV EXTERIOR COLOR GRAY INTERIOR TRIM GRAY MILEAGE AT TIME OF DELIVERY 25

HOME PLY [REDACTED] A.S.P. [REDACTED]
 WORK PLY [REDACTED] DRIVER LICENSE # [REDACTED]
 STOCK NO. 43047 YEAR 2004 MAKE CHEV
 EXTERIOR COLOR GRAY INTERIOR TRIM GRAY MILEAGE AT TIME OF DELIVERY 25

DELIVERY OF THIS VEHICLE PURCHASE IS TO BE MADE ON OR ABOUT 20 04 OR AS SOON AS POSSIBLE. IT IS AGREED, HOWEVER THAT NEITHER THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY.

MANUFACTURER'S SUGGESTED RETAIL PRICE	\$	
AGREED SELLING PRICE	22196.05	
DEALER INSTALLED OPTIONS		
CUSTOMER SIG.		
FINANCING ARRANGED BY		
DEALER SIG.		
CUSTOMER SIG.		
CUSTOMER GUARANTEES TAXES NOT TO EXCEED 6.7%		
CUSTOMER SIG.		
SUB TOTAL	22196.05	
DELIVERY & HANDLING - See Definition	299.00	
TOTAL PRICE OF UNIT	22196.05	
STATE SALES TAX	2.9000	N/A
CITY SALES TAX	3.5000	N/A
REGIONAL TRANSPORTATION DISTRICT TAX	0.8600	N/A
COUNTY TAX	0.2500	N/A
LUXURY TAX 5.0%		
TOTAL CASH DELIVERED PRICE	\$ 22196.05	
TRADE IN MAKE CHEV MODEL BODY MALI YEAR 2004 COLOR N/A		
USED VEHICLE ALLOWANCE	23966.74	
APPROX BALANCE OWED ON VEHICLE	22196.05	

"THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE, AND SAID ALSO STATES THAT HE/SHE HAS, IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2) COLORADO REVISED STATUTES, 1973, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT."

READ CAREFULLY BEFORE SIGNING CONSUMER PAPER - SUBJECT TO APPROVAL

NOTE: The finance terms of the Note, Security Agreement and disclosure if any, executed pursuant to this Order are subject to approval by the lending institutions named herein. If not so approved, this sale shall be cancelled. Buyer hereby grants to Secured Party (Seller) the right to negotiate with said lending institutions for a reasonable variation in terms. The Buyer to have five (5) days after receipt of notice of any variation of terms in which to give notice of rejection. Buyer shall execute new financing agreements required by the lender.

In the event the vehicle is delivered to Buyer and this sale is cancelled due to financing not being approved, Buyer will immediately return the vehicle to Seller and agree to pay Seller a rental charge of \$ _____ dollars per day and _____ cents per mile plus the cost of repairing any damage sustained by the vehicle while in Buyer's possession, and costs of Seller in regaining possession of the vehicle. Any such charges or costs may be deducted from any deposit given by Buyer.

DISCLAIMER OF WARRANTIES ALL VEHICLES ARE SOLD WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS BY SELLER.

I understand the above statement. X CUSTOMER SIGNATURE

* DELIVERY AND HANDLING REPRESENTS COST AND ADDITIONAL PROFIT TO THE DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE. Buyer hereby acknowledges and agrees that all disputes and controversies of every kind and nature asserted by Buyer arising out of or in connection with the sale of this vehicle shall be resolved by arbitration in accordance with the procedure set forth on the reverse side of this Order.

BUYER'S SIGNATURE NOTICE: "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."

YOUR SIGNATURE BELOW IS AN ADMISSION THAT YOU HAVE READ AND UNDERSTAND THE DISCLAIMERS OF WARRANTY, AND CONDITIONS OF SALE ABOVE AND ON THE REVERSE SIDE OF THIS FORM. IF THIS BUYER'S ORDER AND INVOICE INVOLVES THE SALE OF A NEW VEHICLE THE UNDERSIGNED HEREBY ACKNOWLEDGES RECEIPT OF THE MANUFACTURER'S NEW VEHICLE WARRANTY.

BUYER'S SIGNATURE BUYER'S SIGNATURE

This Order is not binding until accepted by the management of the above named Seller and such acceptance is subject to subsequent verification of representations as to credit and employment made by Purchaser as well as acceptance of financing terms by a bank or finance company acceptable, in turn, to the above-named Seller.

LOGGED REFERRED BY ACCEPTED BY SELLER/DEALER OR HIS AUTHORIZED REPRESENTATIVE R.O. NO. P.O. NO.

MANAGER'S APPROVAL MANAGER'S APPROVAL

CUSTOMER IS RESPONSIBLE FOR ANY ADDITIONAL PAYOFF X
 NET EQUITY 1770.69
 DEPOSIT DUE REC. # 22196.05
 DEPOSIT
 TOTAL DOWN PAYMENT 23966.74
 BALANCE DUE ON UNIT 1770.69
 SERVICE CONTRACT PREMIUM (INITIAL)
 SERVICE CONTRACT NO.
 SERVICE CONTRACT WAIVED (INITIAL)
 GRAND TOTAL BALANCE DUE 1770.69

New

2004 MALIBU LT SEDAN
 88U MEDIUM GRAY METALLIC /V6G
 142 GRAY
 ORDER NO. GTHSFF/TRE STOCK NO.
 VIN 1G1ZU54 82 4F

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD32099862
 *****13*10177S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU69 MALIBU LT SEDAN	22870.00	20926.05	INVOICE 01/09/04
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 01/09/04
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 01/19/04
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 01/09/04
U2K XM SATELLITE RADIO-100 CHANNELS OF GO ANYWHERE ENTERTAINMENT SERVICE FEE EXTRA.1ST 3MOS.INCL	325.00	292.50	KEYS G2897 G2897 WFP-S QTR OPT-1 BANK: GMAC - 021 CHG-TO 10-177
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	
1SB MALIBU PREFERRED EQUIP GRP 1SB * AUTO-DIMMING INSIDE MIRROR * HOMELINK TRANSMITTER * POWER SUNROOF	905.00	814.50	SHIP WT: 3233 HP: 32.9 GMS: 22271.05 SUPPLR: 23273.25 MRM: 25025.00 DAN: 1SB-5 MEMO 1145.00

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		244.00	EXP 65A	244.00

TOTAL	25025.00	23416.05	PAY 310	23416.05
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		22341.00		

 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.

REMIT TO GMAC NO. 021
 VIN 1G1ZU54824F
 \$ 23416.05 INV 1AD32099862
 DUE 01/20/04 DEALER 10-177

EDVED CHEVROLET, INC.

2/13/04
Ver. 3-8/1/2002

electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 02/11/2004
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Littleton, Co
- 5.Primary Customer Phone #: [REDACTED] Home
- 6.Additional Customer Phone #: [REDACTED] Work
- 7.Customer fax #: [REDACTED]
- 8. Cust Drivers Licenses #: [REDACTED]
- 9. State tax % rate: 6.7%

Susy
- owned vehicle -

King
2/13/04
11AM

Customer Vehicle Information

- 10.Year/Make/Model: 2004 Chevrolet Malibu
- 11.VIN (17 Digits): 1G1ZU54864F [REDACTED]
- 12.Current Mileage: 1,603
- 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Burt Chevrolet
- 15.Dealership Phone #: 303 761 0333
- 16.Dealership Contact Name and TITLE: Paul Maggorie Service Manger
- 17.Dealership Contact Phone # (if different than Dealership #): 303 789 6337
- 18.Dealership Contact Fax #: 303 789 6398
- 19.Dealership BAC: 113019 Region: Western

see Ted to Paul

20.What GOODWILL TOOLS were offered?

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

- 21.Was a TRADE Repurchase offered? YES
- 22.If this will not be a Trade Repurchase, Please explain Why?

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

- 23.CAC Case Number: 1-18732 [REDACTED] 9040
- 24.TAC Case Number: 7092193
- 25.If no TAC number, Explain:

26.Reason for Repurchase (Include specific mechanical failure): Steering module failure for power electric steering, initial part delay and days out of service meets presumption

- 27.This case was resolved by: Field Voluntary Decision
- 28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
- 29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
- 30.Type of TRANSACTION? TRADE REPURCHASE
- 31.Vehicle Damage (explain what damage is present and who is responsible): none noted

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1G1ZU54824F [REDACTED]

- 33.New Vehicle Year/Make/Model: 2004 Chevrolet Malibu
- 34..Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 695

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: None : due to low miles

- 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**? *Customer GM 2/19/04 Per AVM*

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

Explain:

39. I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): [Click here for pull-down:](#)

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

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

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

40. General Comments/Special Instructions: vehicle has been repaired and is ready for auction : customer is driving his old vehicle until trade repurchase completed : customer did not want to stay in this vehicle.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/06/2004

42. Authorizer Name: Terry L. Henson

43. GM Position: Area Vehicle Manager

44. VoiceMail Node: 80509 Mailbox Number: 58769

45. Email Address: terry.l.henson@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.

INCENTIVE SHUT-OFF NOTICE

CUSTOMER' S NAME:

[REDACTED]

SPECIALIST NAME:

Tiffany King

DEPARTMENT:

Business Resource Center

FILE NUMBER:

1-187329640

OLD VEHICLE VIN:

___ 1G1ZU54854F [REDACTED]

REASON: TRADE REPURCHASE**THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"**

DEALER CODE:

10-075

BRAND *(circle one)*:

Chevrolet--13

NEW VEHICLE VIN:

1G1ZU54824F [REDACTED]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

DO NOT ACCEPT WITHOUT VERIFYING RAIBLE WATERMARK IN PAPER

DATE OF TITLE	STANDARD NUMBER
VEHICLE MAKE	ORANGE 149
VEHICLE BODY (W/IN CAR SIZE)	COOPER
VEHICLE MAKE	SD
VEHICLE FUEL	33
VEHICLE G	67 A
DATE RECEIVED	DATE ISSUED
12/22/03	12/02/2003

MAIL TO	OWNER	JTWIGS
LITTLETON CO	LITTLETON CO	

FILE NUMBER	Signature below certifies
DATE FILED	possession of property in the
	degree of release of the
	interest in the
	property
	Liendora's Name
ISSUED TO	CO NO MATURITY DATE
	Authorized Agent Signature

FILE NUMBER	Signature below certifies
DATE FILED	possession of property in the
	degree of release of the
	interest in the
	property
	Liendora's Name
ISSUED TO	CO NO MATURITY DATE
	Authorized Agent Signature

DATE DUPLICATE ISSUED	

NEED IN BACK PLACE ANY ALTERATION OR ERASURE VOID THIS TITLE

VOID IF ALTERED

2004 MALIBU LT SEDAN
88U MEDIUM GRAY METALLIC /V6G
142 GRAY
ORDER NO. GKZJ01/TSE STOCK NO.
VIN 1G1 ZU54 85 4F

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1ID09783563
*****13*31015S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	P.E.P./SPL EVENT
1ZU69 MALIBU LT SEDAN	22870.00	19896.90	INVOICE 08/28/03
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 08/28/03
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 09/07/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 09/08/03
UC6 AM/FM 6 DISC CD PLAYER (REPLACES STD/OPT RADIO)	300.00	261.00	PRC EFF 07/11/03
UE1 ONSTAR SYSTEM	695.00	604.65	KEYS G3296 G3296 QTR
INCLUDES 1 YR SAFE & SOUND			CHG-TO 31-015
U2K XM SATELLITE RADIO-100 CHANNEL COAST TO COAST DIGITAL SOUND (SUBSCRIPTION CHARGES EXTRA)	325.00	282.75	SHIP-TO CO-AUC DENVER AUTO AUCTION AURORA CO
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	
1SB MALIBU PREFERRED EQUIP GRP 1SB * AUTO-DIMMING INSIDE MIRROR * HOMELINK TRANSMITTER * POWER SUNROOF	905.00	787.35	SHIP WT: 3234 HP: 32.9 MRM: 25720.00 AUTH: P081838 DAN: ASIMD MEMO 1254.75 PEP1 21771.55 PEP2 21085.45 PEP3 20399.35 PEP4 19255.85 PAST MDL 1143.50

TOTAL MODEL & OPTIONS 25095.00 21832.65 ACT 231 22457.65
DESTINATION CHARGE 625.00 625.00

TOTAL 25720.00 22457.65 PAY 310 22457.65

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.

WESTERN REGION
100 RENAISSANCE CTR/482-A25-D35
DETROIT MI 48265-1000

Feb 11 04 11:31a

T. Henson RVM MAT 1420

3037852058

P.4

old



BURT CHEVROLET, INC.
5200 SOUTH BROADWAY
ENGLEWOOD, CO 80110

BUYER'S ORDER AND INVOICE

DEAL. NO. 21096

SALESMAN BATTAGLIA, JAMES
DATE 25 OCT 2003

Name & Address Verified By

PERMIT NO. 1482518

PURCHASER [REDACTED]

CO-BUYER [REDACTED]

ADDRESS [REDACTED]

CITY LITTLETON COUNTY ARAPAHO STATE CO ZIP [REDACTED]

IDENTIFICATION NO. 1G1ZUG4864F
YEAR 2004 MAKE CHEV MODEL NAME MALI EXTERIOR COLOR 1ZUG3 INTERIOR TRIM SD TAIRLAGE AT TIME OF DELIVERY 87

DELIVERY OF THIS VEHICLE PURCHASE IS TO BE MADE ON OR ABOUT 10/25 20 03 OR AS SOON AS POSSIBLE. IT IS AGREED, HOWEVER THAT NEITHER THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY. MANUFACTURERS SUGGESTED RETAIL PRICE \$

"THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE, AND SAID ALSO STATES THAT HE/SHE HAS, IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2) COLORADO REVISED STATUTES, 1973, ON [REDACTED] ACT."

READ CAREFULLY BEFORE SIGNING CONSUMER PAPER - SUBJECT TO APPROVAL.

NOTE: The finance terms of the Note, Security Agreement and disclosure if any, executed pursuant to this Order are subject to approval by the lending institutions named herein. If not so approved, this sale shall be cancelled. Buyer hereby grants to Secured Party (Seller) the right to negotiate with said lending institutions for a reasonable variation in terms. The Buyer to have five (5) days after receipt of notice of any variation of terms in which to give notice of rejection. Buyer shall execute new financing agreements required by the lender.

In the event the vehicle is delivered to Buyer and this sale is cancelled due to financing not being approved, Buyer will immediately return the vehicle to Seller and agree to pay Seller a rental charge of \$ 30 dollars per day and [REDACTED] cents per mile plus the cost of repairing any damage sustained by the vehicle while in Buyer's possession, and costs of Seller in regaining possession of the vehicle. Any such charges or costs may be deducted from any deposit given by Buyer.

DISCLAIMER OF WARRANTIES

ALL VEHICLES ARE SOLD WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS BY SELLER.

I understand the above statement.

X [REDACTED] CUSTOMER SIGNATURE

* DELIVERY AND HANDLING REPRESENTS COST AND ADDITIONAL PROFIT TO THE DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.

Buyer hereby acknowledges and agrees that all disputes and controversies of every kind and nature asserted by Buyer arising out of or in connection with the sale of this vehicle shall be resolved by arbitration in accordance with the procedure set forth on the enclosed [REDACTED]

BUYER'S SIGNATURE [REDACTED]

NOTICE: "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."

YOUR SIGNATURE BELOW IS AN ADMISSION THAT YOU HAVE READ AND UNDERSTAND THE DISCLAIMERS OF WARRANTY, AND CONDITIONS OF SALE ABOVE AND ON THE REVERSE SIDE OF THIS FORM. IF THIS BUYER'S ORDER AND INVOICE INVOLVES THE SALE OF A NEW VEHICLE THE UNDERSIGNED HEREBY ACKNOWLEDGES RECEIPT OF THE MANUFACTURER'S NEW VEHICLE [REDACTED]

BUYER'S SIGNATURE [REDACTED]

FINANCING ARRANGED BY		
FINANCING TO BE ARRANGED BY	Cost	
DEALER SIG.	[REDACTED]	
CUSTOMER SIG.	[REDACTED]	
CUSTOMER GUARANTEES TAXES NOT TO EXCEED		
CUSTOMER \$	[REDACTED]	
DELIVERY & HANDLING * See Definition	25720.00	00
TOTAL PRICE OF UNIT		299.00
STATE SALES TAX		26019.00
CITY SALES TAX	2 9000	522.05
REGIONAL TRANSPORTATION DISTRICT TAX	2 0000	440.57
COUNTY TAX	2000	144.15
LUXURY TAX 6.0%		N/A
TOTAL CASH DELIVERED PRICE		\$ 27246.27
USED VEHICLE ALLOWANCE	8000.00	
APPROX. BALANCE OWED ON VEHICLE	6300.00	

Feb 11 04 11:31a

T. Henson RVM MAT 1420

3037952058

P.5

AGREED SELLING PRICE	26720.00
DEALER INSTALLED OPTIONS	
THIS VEH TO BE TITLED TO:	
RICHARD L. WATKINS	
SUSAN J. WATKINS	
CUSTOMER SIG.	<i>Richard L. Watkins</i>
FINANCING ARRANGED BY	
FINANCING TO BE ARRANGED BY <i>East</i>	
DEALER SIG.	
CUSTOMER SIG.	
CUSTOMER GUARANTEES TAXES NOT TO EXCEED	
CUSTOMER SIG.	
SUB TOTAL	
DELIVERY & HANDLING * See Definition	26720.00
TOTAL PRICE OF UNIT	28900.00
STATE SALES TAX	26019.00
CITY SALES TAX	122.75
REGIONAL TRANSPORTATION DISTRICT TAX	420.00
COUNTY TAX	144.00
LUXURY TAX 6.0%	N/A
TOTAL GASH DELIVERED PRICE	29246.75
USED VEHICLE ALLOWANCE	6300.00
APPROX. BALANCE OWED ON VEHICLE	N/A
NET EQUITY	8000.00
DEPOSIT	N/A
REPORT OUL REC #	1000.00
TOTAL DOWN PAYMENT	9000.00
BALANCE DUE ON UNIT	18246.75
SERVICE CONTRACT PREMIUM	(INITIAL)
SERVICE CONTRACT NO.	
SERVICE CONTRACT WAIVED	(INITIAL)
GRAND TOTAL BALANCE DUE	18246.75

HAS, IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2) COLORADO REVISED STATUTES, 1973, ON [REDACTED] FACT"

X [REDACTED]

READ CAREFULLY BEFORE SIGNING
CONSUMER PAPER - SUBJECT TO APPROVAL

NOTE: The finance terms of the Note, Security Agreement and disclosure if any executed pursuant to this Order are subject to approval by the lending institutions named herein. If not so approved, this sale shall be cancelled. Buyer hereby grants to Secured Party (Seller) the right to negotiate with said lending institutions for a reasonable variation in terms. The Buyer to have five (5) days after receipt of notice of any variation of terms in which to give notice of rejection. Buyer shall execute new financing agreements required by the lender.

In the event the vehicle is delivered to Buyer and this sale is cancelled due to financing not being approved, Buyer will immediately return the vehicle to Seller and agree to pay Seller a rental charge of \$ 50 dollars per day and 50 cents per mile plus the cost of repairing any damage sustained by the vehicle while in Buyer's possession, and costs of Seller in regaining possession of the vehicle. Any such charges or costs may be deducted from any deposit given by Buyer.

DISCLAIMER OF WARRANTIES

ALL VEHICLES ARE SOLD WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS BY SELLER.

I understand the above statement.

X [REDACTED]
 CUSTOMER SIGNATURE

* DELIVERY AND HANDLING REPRESENTS COST AND ADDITIONAL PROFIT TO THE DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.

Buyer hereby acknowledges and agrees that all disputes and controversies of every kind and nature asserted by Buyer arising out of or in connection with the sale of this vehicle shall be resolved by arbitration in accordance with the procedure set forth on the reverse side of this form.

BUYER'S SIGNATURE [REDACTED]

NOTICE: "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."

YOUR SIGNATURE BELOW IS AN ADMISSION THAT YOU HAVE READ AND UNDERSTAND THE DISCLAIMERS OF WARRANTIES AND CONDITIONS OF SALE ABOVE AND ON THE REVERSE SIDE OF THIS FORM. IF THE BUYER'S ORDER AND INVOICE INVOLVES THE SALE OF A NEW VEHICLE THE UNDERSIGNED HEREBY ACKNOWLEDGES RECEIPT OF THE MANUFACTURER'S NEW VEHICLE WARRANTY.

BUYER'S SIGNATURE [REDACTED]

BUYER'S SIGNATURE [REDACTED]

This Order is not binding until accepted by the management of the above named Seller and such acceptance is subject to subsequent verification of representations as to credit and employment made by Purchaser as well as acceptance of financing terms by a bank or finance company acceptable, in turn, to the above named Seller.

LOGGED [REDACTED] RECEIVED BY [REDACTED]

ACCEPTED [REDACTED] AUTHORIZED REPRESENTATIVE

R.O. NO. [REDACTED] R.O. NO. [REDACTED]

MANAGER'S APPROVAL [REDACTED] 20904.70
 MANAGER'S APPROVAL

Revised and Republished (02/2004) (1/2004)

WHITE - ACCOUNTING COPY YELLOW - FILE COPY PINK - CUSTOMER COPY BLUE - SALESMAN

RECEIVED OCT 2 3 2003

Feb 24 04 04:00p

Littleton YMCA-Broadway

3037940659

p. 1



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 24,
February 16, 2004

Littleton, CO

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, VIN 1G1ZU54854F

Dear Mr.

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZU54854F 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 2004 Chevrolet Malibu, VIN 1G1ZU54854F. 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:

Plus registration, tag, title fees	PAID AT DMV
Reimbursement of original taxes	\$1,025.77
Reimbursement of fees	\$49.92
Downgrade	\$695.00
TOTAL RESPONSIBILITY OF CUSTOMER	Registration, tag, title fees
TOTAL CREDIT TO CUSTOMER	\$1,770.69

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

General Motors will repurchase VIN 1G1ZU54854F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-213-4645 by 2/25/04. 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 Buick Chevrolet, Inc. Please allow up to 7 business days for check processing. I will

Feb 24 04 04:00p

Littleton YMCA-Broadway

3037940659

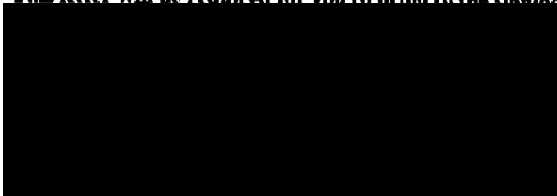
P.2



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. 57161 if you have any questions or concerns.

Sincerely,
 Tiffany King
 Business Resource Center

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



2-24-04

2/24/04

**Dealer Confirmation Letter- Trade Repurchase
Chevrolet**

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Tiffany King @ (800) 231-1841 Ext. 57161

Trade Repurchase Agreement between Chevrolet and its dealer partner Burt Chevrolet, Inc.

Customer's Name: [Redacted]
File Number: 1-187329540

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

General Motors will issue a check in the amount of \$23,866.74 to Richard Watkins & Burt Chevrolet, Inc. Remember that both parties need to endorse the back of the check. When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1ZU54324F [Redacted]
New Vehicle Sales Price:	\$22,196.05
Used Vehicle Trade Value:	\$23,866.74
Trade Difference:	-\$1,770.69
Taxes:	\$0.00
Rebate:	[Not Applicable]
Registration, Title, License, and Other Fees:	PAID AT DMV 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.

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 866-213-4645.

 Service Manager
Burt Chevrolet, Inc. Management Agent's Signature and Title.

 SRV MGR.
Burt Chevrolet, Inc. Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Tiffany King
Authorized General Motors BRC Representative Printed Name

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

Feb 11 04 11:31a

T. Henson RVM MART 1420

3037952058

p.6

COLORADO AUTOMOBILE INSURANCE IDENTIFICATION CARD
(STATE) COVERAGES: BI, PD, PIP

COMPANY NUMBER [REDACTED] COMPANY HARTFORD UNDERWRITERS INS CO
 POLICY NUMBER [REDACTED] EFFECTIVE DATE 11-15-02 EXPIRATION DATE 11-15-03
 YEAR 1999 MAKE/MODEL BUICK CENTURY LI VEHICLE IDENTIFICATION NUMBER 2G4WY52M4X1 [REDACTED]

INSURED

[REDACTED]
 [REDACTED]
 LITTLETON

CO [REDACTED]

SEE IMPORTANT NOTICE ON REVERSE SIDE

Colorado
 Driver License
 Expires: 10-27-2012
 Rest: [REDACTED] Previous Types: [REDACTED]
 Ht: 5'6" Wt: 175 Eyes: BRO Sex: M
 Veter: Y SSN: [REDACTED]
 LITTLETON CO [REDACTED]

BURT CHEVROLET, INC.

5200 S. BROADWAY, ENGLEWOOD, CO 80110

Fax

To: Tiffany King From: Paul Moore

Fax: 806 213 4645 Page # 3

Phone: _____ Date: _____

Re: _____ CC: _____

Urgent For Review Please Comment Please Reply Please Recycle

FOLLOW UP TO THIS TRANSMISSION

IF YOU EXPERIENCE ANY PROBLEMS IN RECEIVING
THESE PAGES, PLEASE CALL:

(303) 761-0333

●Comments: _____

_____ - 545 WARR -
_____ 800 231 1841 EX 57161

GMPP

MAJOR GUARD

5yr / 75,000mi

\$ 100 deductible

\$ 1270⁰⁰

5/yr 100,000

1765⁰⁰

100⁰⁰
Deduct



AUTOMOTIVE NETWORK

BURT CHEVROLET, INC.
5200 SOUTH BROADWAY
ENGLEWOOD, CO 80113

NEW BUYER'S ORDER AND INVOICE

DEAL NO. 223155

SALESMAN STEVENS, PAUL

DATE 6 FEB 2004

Name & Address Verified By

PERMIT NO.

PURCHASER

CO-BUYER

ADDRESS

CITY LITTLETON

COUNTY ARAP

STATE CO

ZIP

HOME PH. #

S.S.#

WORK PH. #

DRIVERS LICENSE #

STOCK NO. 43047

YEAR 2004

MAKE CHEV

MODEL NAME MALI

MODEL NO. 1ZU69

INTERIOR TRIM SD

BODY STYLE LT

IDENTIFICATION NO. 1G1ZU54824F

EXTERIOR COLOR GRAY

INTERIOR TRIM GRAY

MILEAGE AT TIME OF DELIVERY 26

DELIVERY OF THIS VEHICLE PURCHASE IS TO BE MADE ON OR ABOUT 20 04 OR AS SOON AS POSSIBLE. IT IS AGREED, HOWEVER THAT NEITHER THE DEALER NOR THE MANUFACTURER WILL BE LIABLE FOR FAILURE TO EFFECT DELIVERY.

MANUFACTURERS SUGGESTED RETAIL PRICE \$

AGREED SELLING PRICE 22196.05

DEALER INSTALLED OPTIONS

CUSTOMER SIG.

FINANCING ARRANGED BY

DEALER SIG.

CUSTOMER SIG.

CUSTOMER GUARANTEES TAXES NOT TO EXCEED %

CUSTOMER SIG.

SUB TOTAL

DELIVERY & HANDLING * See Definition 22196.05

TOTAL PRICE OF UNIT 22196.05

STATE SALES TAX 2.9000

CITY SALES TAX 3.5000

REGIONAL TRANSPORTATION DISTRICT TAX 0.8000

COUNTY TAX 0.2500

LUXURY TAX 6.0%

TOTAL CASH DELIVERED PRICE \$ 22196.05

TRADE IN MAKE CHEV

MODEL BODY MALI

YEAR 2004

COLOR N/A

I.D. NO. SD

1G1ZU54854

USED VEHICLE ALLOWANCE

22196.05

ACV

APPROX. BALANCE OWED ON VEHICLE

22196.05

CUSTOMER IS RESPONSIBLE FOR ANY ADDITIONAL PAYOFF

X

NET EQUITY

DEPOSIT CASH DUE REC.# 22196.05

DEPOSIT

TOTAL DOWN PAYMENT

22196.05

BALANCE DUE ON UNIT

00.00

SERVICE CONTRACT PREMIUM (INITIAL)

SERVICE CONTRACT NO.

SERVICE CONTRACT WAIVED (INITIAL)

GRAND TOTAL BALANCE DUE

-0-

"THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE, AND SAID ALSO STATES THAT HE/SHE HAS, IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2) COLORADO REVISED STATUTES, 1973, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT."

X

READ CAREFULLY BEFORE SIGNING

CONSUMER PAPER -- SUBJECT TO APPROVAL

NOTE: The finance terms of the Note, Security Agreement and disclosure if any, executed pursuant to this Order are subject to approval by the lending institutions named herein. If not so approved, this sale shall be cancelled. Buyer hereby grants to Secured Party (Seller) the right to negotiate with said lending institutions for a reasonable variation in terms. The Buyer to have five (5) days after receipt of notice of any variation of terms in which to give notice of rejection. Buyer shall execute new financing agreements required by the lender.

In the event the vehicle is delivered to Buyer and this sale is cancelled due to financing not being approved, Buyer will immediately return the vehicle to Seller and agrees to pay Seller a rental charge of \$ _____ dollars per day and _____ cents per mile plus the cost of repairing any damage sustained by the vehicle while in Buyer's possession, and costs of Seller in regaining possession of the vehicle. Any such charges or costs may be deducted from any deposit given by Buyer.

DISCLAIMER OF WARRANTIES

ALL VEHICLES ARE SOLD WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS BY SELLER.

I understand the above statement.

X

CUSTOMER SIGNATURE

* DELIVERY AND HANDLING REPRESENTS COST AND ADDITIONAL PROFIT TO THE DEALER FOR ITEMS SUCH AS INSPECTING, CLEANING AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE.

Buyer hereby acknowledges and agrees that all disputes and controversies of every kind and nature asserted by Buyer arising out of or in connection with the sale of this vehicle shall be resolved by arbitration in accordance with the procedure set forth on the reverse side of this Order.

BUYER'S SIGNATURE

NOTICE: "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."

YOUR SIGNATURE BELOW IS AN ADMISSION THAT YOU HAVE READ AND UNDERSTAND THE DISCLAIMERS OF WARRANTY, AND CONDITIONS OF SALE ABOVE AND ON THE REVERSE SIDE OF THIS FORM. IF THIS BUYER'S ORDER AND INVOICE INVOLVES THE SALE OF A NEW VEHICLE THE UNDERSIGNED HEREBY ACKNOWLEDGES RECEIPT OF THE MANUFACTURER'S NEW VEHICLE WARRANTY.

BUYER'S SIGNATURE

BUYER'S SIGNATURE

This Order is not binding until accepted by the management of the above named Seller and such acceptance is subject to subsequent verification of representations as to credit and employment made by Purchaser as well as acceptance of financing terms by a bank or finance company acceptable, in turn, to the above-named Seller.

LOGGED _____ REFERRED BY _____

ACCEPTED BY _____ SELLER/DEALER OR HIS AUTHORIZED REPRESENTATIVE

R.O. NO. _____ R.O. NO. _____

MANAGER'S APPROVAL

MANAGER'S APPROVAL

August 4, 2011

[REDACTED]
Plymouth Meeting, PA [REDACTED]

Service Request: 1-187522832
Customer Relationship Manager: Andrew Mills

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



GM

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

3-29-04

[REDACTED]
Paramount, CA [REDACTED]

RE: Repurchase for 2004 Chevrolet Malibu

Dear [REDACTED]

The following parties, Esther Gasporra and S&J, 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,
Allen Bowen
Repurchase Specialist
1-800-231-1841 ext. 58310

LAW OFFICES OF CHARLES R. WELDON
12749 NORWALK BOULEVARD, STE 104
NORWALK, CA 90651-1110
(562) 864-3737 PHONE (562) 863-9962 FAX

FACSIMILE TRANSMITTAL SHEET

TO: ALLEN BOWEN FROM: CHARLES WELDON
COMPANY: BUSINESS RESOURCE DATE: 3-22-04
FAX NUMBER: 866-440-5933 TOTAL NO. OF PAGES INCLUDING COVER: 4
PHONE NUMBER: SENDER'S REFERENCE NUMBER:
RE: REPURCHASE OF CHEVY 1-187776283

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

NOTES/COMMENTS:

NOTICE: The information contained in this facsimile message is confidential information and contains information protected by the attorney-client privilege according to the laws of the State of California. This transmission is for the intended receiver noted above ONLY. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination or distribution of this material to anyone other than the intended recipient is strictly prohibited by law.

IF YOU DO NOT RECEIVE ALL PAGES
PLEASE CALL AND ASK FOR KARINA



GM

GENERAL MOTORS BUSINESS RESOURCE CENTER

3-18-04

[Redacted]

Paramount, CA [Redacted]

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, 1-187776283

Dear [Redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu #1G1ZT52874F [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 Chevrolet customer. Chevrolet will repurchase your vehicle for **\$23,319.85**. This offer is calculated by using the following figures:

Purchase Price	\$ 20,875.00
Plus Document Fee	\$ 45.00
Plus sales Tax	\$ 1,742.40
Plus License Fees	\$ 182.00
Plus After market/Tire Fees	\$ 205.00
Plus Finance Charges	\$ 270.45
TOTAL REPURCHASE PRICE	\$ 23,319.85
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 4-16-04	\$ 13,088.41
TOTAL AMOUNT TO CUSTOMER	\$ 10,231.44

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

General Motors will repurchase VIN #1G1ZT52874F [Redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 3-20-04. 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. Upon receipt of your signed acceptance, a check will be processed and forwarded to S&J 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 58310 if you have any questions or concerns.



GM

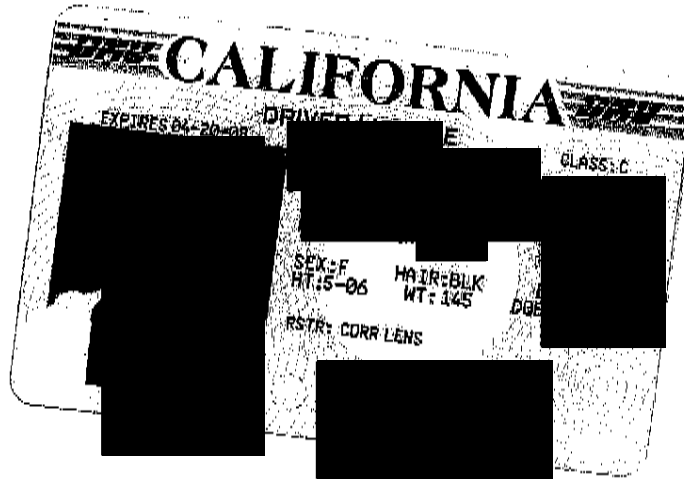
Sincerely,

Alicia Bowen
Business Resource Center

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



- 03-22-04



AUTO 10/02/2003 TO 10/02/2004 11 [REDACTED]

VEHICLE IDENTIFICATION NUMBER 1G1ZT52874F [REDACTED]	CYCS. 00	DATE FIRST SOLD 00/00/2003	CLASS EH	MAKE CHEV	Yr. Model 2004
BODY TYPE MODEL 4D	TYPE VEH. 011	MP G	AX 0	WC 0	(UNLADEN/G/CSW) 00000
DATE ISSUED 10/19/2003	TOTAL FEES PAID \$182			1900 4	

REGISTERED OWNER
LIENHOLDERS



PARAMOUNT CA [REDACTED]

CHASE MANHATTAN BK
PO BX 5210
NEW HYDE PARK
NY



STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CA
READ REVERSE SIDE - IMPORTANT INSTRUM

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

APP		APP	
_____	GM CARD EARNING ON BUYBACK FORM (I.A.)	_____ <u>✓</u>	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____	COPY OF TITLE OR REGISTRATION	_____	
_____ <u>✓</u>	WARRANTY HISTORY	_____	ACV ON TRADE-IN DOCUMENTATION (I.A.)
_____ <u>✓</u>	INCENTIVES FROM R028 IN BARS	_____	BBB/LEMON LAW RULING (I.A.)
_____ <u>✓</u>	DESCRIPTIONS OF INCENTIVES F071 IN BARS	_____	RECEIPTS FOR ANY AFTER-MARKET ITEMS (I.A.)
_____	CHECK REQUEST FORM	_____	SIGNED SETTLEMENT OFFER LETTER
_____	RVDC SPECIAL INSTRUCTIONS FORM (I.A.)	_____	SIGNED RELEASE AGREEMENT
_____ <u>✓</u>	RVDC CALCULATION WORKSHEET	_____	SIGNED DEALER CONFIRMATION LETTER
_____ <u>✓</u>	PRA FORM	_____	GM CARD EARNINGS ON BUYBACK FORM (I.A.)
_____ <u>✓</u>	INVOICE ON ORIGINAL VEHICLE	_____	STATEMENT OF FINANCE CHARGES FROM BANK
_____	INVOICE FOR CONVERSION PACKAGE (I.A.)	_____	INVOICE FOR ATTORNEY FEES (I.A.)
	<i>(I.A.) MEANS IF APPLICABLE</i>	_____	REPAIR ORDERS FOR REASON FOR REPURCHASE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION: 1-187776283

Name	██████████
VIN#	1G1ZT52874F ██████████
Year-Make and Model:	2004 Chevrolet Malibu

LIENHOLDER INFORMATION: CHASE AUTOMOTIVE FINANCE

Lienholder Name:	CHASE AUTOMOTIVE FINANCE
Lender Contact Person and Date:	Marian 3-18-04
Physical Address:	900 Stewart Ave
City/State/Zip	Garden City, NY 11530
Phone:	800-336-6675
Fax Number:	
Account Number:	██████████
Dealer Buyout/Payoff Amount:	\$13,088.41
Buyout/Payoff Expiration Date:	April 16, 2004
Per Diem:	\$1.77



RVDC Case# 83259

BRC Case Number	1187776283	Vehicle Is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZT52874F [REDACTED]	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	114575	Retrieve Sales Tax? Y		Title Brand?			
Dealership Name	S & J CHEVROLET	Reason for not Retrieving Sales Tax:					
Dealer Contact/Title	Mike McDonald, Service Manager	Original Sales Tax Paid In State: CA		Repurchased Under Laws of State: CA			
Dealer Phone	5629241676	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	5628091309	Closing Schedule:	2004-03-30	Established on:	2004-03-24		
Delivery Date	2003-09-30						
Buyback Mileage	750	If no, where: BAC is 0					
Transmission	A	Location Site Name:					
UCC Code(s)	M0105	Contact Name:					
MSRP	21075.00	Address 1:					
Est. Auction Value	17224.29	Address 2:					
Case Number	83259	City: State: Zip:					
TAC Case Number		Phone #:					
Type of Transaction	SR	Fax #:					
Replacement VIN		Comment: BRC CASE 1-187776283. Please accept registration in lieu of Title per General Motors Manager Sheldon Bright. <i>ELECTRON TITLE</i>					
Repurchase Type	AVM Voluntary	GM Legal Case Number:					
Repurchase Source	PRA AVM Art Davis	GM Counsel Name: N/A					
Reason for Repurchase: Steering is Inoperative - parts are not available		Gm Counsel Contact Name: N/A					
		Address1:					
		Address2:					
		City: State: Zip:					
		Phone #:					
		Fax #:					
Lien Payoff							
Lien Payoff Amount: 13088.41				Lien Payoff Expires on: 2004-04-16		Per Diem: 1.77	
Customer Due to GM: 0.00				Dealer Due GM: 0.00			
Check Information							
Customer		Lienholder			Plaintiff's Attorney		
Check Amt:	10231.44	Payee1:	Chase Automotive Finance	Check Amt:	0.00	Payee1:	
Payee1:	[REDACTED]	Payee2:	[REDACTED]	Payee2:		Payee2:	
Payee2:	and S & J Chevrolet	Address1:	900 Stewart Ave	Address1:		Address1:	
Address1:	[REDACTED]	Address2:		Address2:		Address2:	
Address2:		City:	Garden City	City:		City:	
City:	Paramount	State:	NY	State:		State:	
State:	CA	Zip	11530	Zip		Zip	
Zip	[REDACTED]	Phone #:	800-336-6675	Phone #:		Phone #:	
Phone #:	[REDACTED]	Fax #:		Fax #:		Fax #:	
Fax #:	[REDACTED]	Attention:	Loan Payoff Dept	Attention:		Attention:	
		Account #:	[REDACTED]	Fed Tax ID:		Fed Tax ID:	
				Firm Name:		Firm Name:	

Case ID: 83259 Initiator: bowena

Sheldon Bright

MAR 24 2004

BRC REPURCHASE WORKSHEET

File Number

1-187776283

Customer Name

[REDACTED]

Worksheet filled out by:

Allen Bowen

Old Vehicle VIN:

1G1ZT52874F [REDACTED]

New Vehicle VIN:

Date:

3/18/04

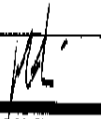
TO 9186644065933 P. 03-16

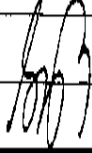
MAR 2004 08:47 FR 51 TEL

		SALE PRICE ADJUSTMENTS		LEASE ADJUSTMENTS	
				Lease Terms MO __ MI __	Lease Usage Mo __ MI __
1		1	Base Price \$20,875.00	1	Dealer Buyout Price
2		2	Document Fee \$45.00	2	Payments (opt)
3		3	Sales Tax \$1,742.40	3	Pre-Payment(s) (Pro-rate)
4		4	License Fees \$182.00	4	Cap Cost Reduction
5		5	After Market/Tire fees \$205.00	5	Tax
6		6	Finance Charges \$270.45	6	Reg./Lic./Title (opt)
7		7	Incentives (deduct)	7	Other
8		8	Total Purchase Price \$23,319.85	8	Total Additions \$0.00
9		9		9	
10		10	Usage/Depreciation	10	Usage/Depreciation
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 \$0.00
17		17		17	
18		18	Total Repurchase Amount \$23,319.85	18	Total Repurchase Amount \$0.00
19		19		19	
20		20	Total Payoff Amount \$13,088.41	20	Dealer Buyout Price (From Line 1) \$0.00
21		21		21	
22		22	Total Refund to Customer \$10,231.44	22	Total Refund to Customer \$0.00
23		23		23	
24		24		24	
25		25	Estimated Auction Price \$17,224.29	25	Estimated Auction Price
26		26	Projected Loss (\$6,095.56)	26	Projected Loss \$0.00

PAYMENT METHOD

	Payee(s)	Amount	Contact(s)		
A	Credit to Dealership			BAC Code	90701
B	Check to Customer			Dealer Name	S&J Chevrolet
C	Check to Lienholder & Customer				
D	Check to Lienholder				
E	Check to Attorney (1099 info)			G.M. Signature	Date
F	Check to Other				

 3/18/04
 G.M. Signature Date

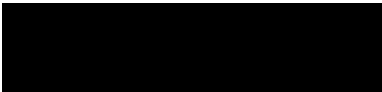




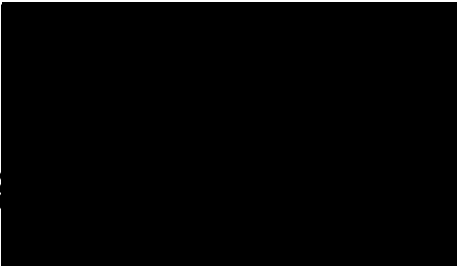
AUTO REGISTRATION VALID FROM 10/02/2003 TO 10/02/2004 TYPE 11 LICENSE NUMBER [REDACTED]

VEHICLE IDENTIFICATION NUMBER 1G1ZT52874F	DATE FIRST SOLD 00/00/2003	CLASS EH	MAKE CHEV	Yr. Model 2004
BODY TYPE MODEL 4D	TYPE VEH. MP AK WC	INCLASH/CL/SW	TOTAL FEES PAID	
DATE ISSUED 10/19/2003	011 G 0	00000	\$182 1900 4	

RECEIVED 1-22-04



PARAMOUNT, CA
 CHASE MANHATTAN BK
 PO BOX 5210
 NEW HYDE PARK
 NY



STATE OF CALIFORNIA
 DEPARTMENT OF MOTOR VEHICLES
 VALIDATED REGISTRATION
 READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

OK BB

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 03/05/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 09:23:51
 INCENTIVE CODE/LVL: CWE _____ PAGE NO: 1

FN	INCTV				START	END	ST	LAST ACTIVITY	
CD	CD	LVL	DESCRIPTION		DATE	DATE	CD	DATE /	VOLUME
(S)									
—	CWE	144	REG 04 WSR CONSUMER CASH PGM		07/08/03	06/30/04	P	03/05/04	388
—	CWE	139	REG 03 WSR CONSUMER CASH PGM		07/02/02	09/30/04	P	03/05/04	35
—	CWE	105	REG 02 WSR CONSUMER CASH PGM		06/01/01	04/02/03	P	03/03/04	1
—	CXE	003	REG 04 *** INCREM* BONUS CASH		10/01/03	01/15/04	P	01/13/04	1
—	CXE	002	REG 03 *** INCREM* BONUS CASH		10/01/03	01/15/04	P	11/27/03	6
—	C4C	015	LATE IN-TRANSIT INTEREST CREDIT		01/01/90		P	03/05/04	3
—	C6V	040	DEMO 02 DLR EARLY TERMINATION		06/26/01	03/31/03	P	12/27/02	1
—	DCB	005	FLT 03 COMM CELEBRATE DLR CASH		10/01/02	07/02/03	P	01/13/04	7
—	DCB	002	FLT 02 COMM CELEBRATE DLR CASH		10/01/02	04/02/03	P	12/05/03	1
—	DCG	002	FLT COMMERCIAL KICKOFF DLR CASH		01/03/03	06/30/03	P	03/05/04	1
—	DCI	002	FLT 03 LIGHT DUTY DLR CASH SLS		08/26/02	12/04/02	P	05/01/03	2
—	DCN	003	REG 02 SER INCREM CONSUMER CASH		08/10/01	12/31/01	P	02/18/03	1

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN
 PF07=PGUP 08=PGDN

P/W:

electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 02/25/2004
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Paramount, Ca [REDACTED]
- 5.Primary Customer Phone #: [REDACTED] Home
- 6.Additional Customer Phone #: Work
- 7.Customer fax #: _____
- 8. Cust Drivers Licenses # _____
- 9. State tax % rate 8.25 %

*Revised
Reopened 3/9/04
Bowen 11:45
AMERICAN FINANCIAL*

Customer Vehicle Information

- 10.Year/Make/Model: 2004 Chevrolet Malibu ✓
- 11.VIN (17 Digits): 1G1ZT52874F [REDACTED]
- 12.Current Mileage: 750
- 13.Purchased: NEW

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

- Dealership that will handle entire transaction: 4.16.04
- 14.Dealership Name: S&J Chevrolet
- 15.Dealership Phone #: 562-924-1676
- 16.Dealership Contact Name and TITLE: Mke McDonald (Sm)
- 17.Dealership Contact Phone # (if different than Dealership #): _____
- 18.Dealership Contact Fax # 562-809-1309
- 19.Dealership BAC: 90701 Region: Western

*30 day: \$13,088.41
Per Diem: \$1.77
Title: electronic
Rep: MARIAN
Address: 900 STEWART AVE
Staten City, NY 11520*

20. What **GOODWILL TOOLS** were offered? 114575

- Component Coverage Letter
- Maintenance Letter
- Owner Loyalty Certificate
- GM SmartCare
- GMPP

- Miscellaneous Reimbursement
- American Express Check
- Other
- NOTHING OFFERED

*FINANCE: \$270.45
\$1325.35*

21. Was a **TRADE** Repurchase offered? No

22. If this will not be a Trade Repurchase, Please explain Why? The vehicle was tied-up in the dealership in excess of thirty days waiting for steering parts the customer would not agree to a trade repurchase.

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

23. CAC Case Number: 1-187776283 24. TAC Case Number: _____

25. If no TAC number, Explain: N/A

26. Reason for Repurchase (Include specific mechanical failure): 2004 Chevrolet Malibu Steering parts not available for the repair. The customers was provided a rental for 32 days and offered two vehicle payment to no avail both were declined.

27. This case was resolved by: Field Voluntary Decision

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

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

30. Type of TRANSACTION? STRAIGHT REPURCHASE

31. Vehicle Damage (explain what damage is present and who is responsible): Customer is responsible for any vehicle damage.

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)

electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 02/25/2004
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Paramount Ca [REDACTED]
- 5.Primary Customer Phone #: [REDACTED] - Home
- 6.Additional Customer Phone #: [REDACTED] - Work
- 7.Customer fax #: [REDACTED]
- 8. Cust Drivers Licenses #: [REDACTED]
- 9. State tax % rate: 8.25 %

Customer Vehicle Information

- 10.Year/Make/Model: 2004 Chevrolet Malibu
- 11.VIN (17 Digits): 1G1ZT52874F [REDACTED]
- 12.Current Mileage: 2,349
- 13.Purchased: NEW

W Rong ePRA
Bowen
11:00
3-5-04

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

- Dealership that will handle entire transaction:
- 14.Dealership Name: S&J Chevrolet
- 15.Dealership Phone #: 562-294-1676 - 562-924-1676
- 16.Dealership Contact Name and TITLE: Mike McDonald (S.M.)
- 17.Dealership Contact Phone # (if different than Dealership #):
- 18.Dealership Contact Fax #: 562-809-1309
- 19.Dealership BAC: 114575 Region: Western

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

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

- 21.Was a **TRADE** Repurchase offered? YES
- 22.If this will not be a Trade Repurchase, Please explain Why? Safety concern with 2004 Malibu steering.

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

- 23.CAC Case Number: 1-187776283
- 24.TAC Case Number: 7057099
- 25.If no TAC number, Explain: N/A

26.Reason for Repurchase (Include specific mechanical failure): 2004 Chevrolet Malibu Steering parts not available for repair. The customer was provided a rental for 34 days, and she was offered two vehicle payment to no avail all offers were declined.

- 27.This case was resolved by: Field Voluntary Decision
- 28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
- 29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please Include 26 digit account # or 10 authorization code).
- 30.Type of TRANSACTION? STRAIGHT REPURCHASE
- 31.Vehicle Damage (explain what damage is present and who is responsible): Customer is responsible for any vehicle damage.

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: The mileage was waved because GM could not supply the parts in a timely manner, and the vehicle has very low miles.

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**? Customer

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

Explain:All, because of inconvenience to the customer

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

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

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

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

40.General Comments/Special Instructions: Please contact the writer if there are questions or concerns regarding this matter.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/25/2004

42.Authorizer Name: Art Davis

43.GM Position: ASM

44.VoiceMail Node: 80509 Mailbox Number: 58725

45.Email Address: art.davis@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 LS SEDAN
12U GALAXY SILVER METALLIC /L4G
14C GRAY

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD22055734

ORDER NO. GKCG0K/TRE STOCK NO.
VIN 1G1 ZT52 87 4F

*****13*20455S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 08/20/03
B37 FLOOR MATS, FRONT & REAR	80.00	72.00	SHIPPED 08/20/03
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 09/02/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 09/02/03
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 08/18/03
YF5 50-STATE EMISSIONS	N/C	N/C	KEYS G1796 G1796
			WFP-S QTR OPT-1
			BANK: GMAC - 085
			CHG-TO 20-455

SHIP WT: 3168
HP: 18.4
GMS: 18747.05
SUPPLR: 19496.93
MRM: 21075.00
DAN: 6LS02
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.

S & J CHEVROLET

REMIT TO GMAC NO. 085
VIN 1G1ZT52874F
\$ 19642.30 INV 1AD22055734
DUE 09/02/03 DEALER 20-455

S&JCHEVROLET

03/17/2004 15:01 5628091309

DUK B/OLK

RETAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

Stock Number **041118**

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

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)
PARAMOUNT CA LOS ANGELES

Creditor - Seller (Name and Address)
**S & J CHEVROLET, INC.
 18605 STUDEBAKER RD
 CERRITOS CA 90701**

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEV MALIBU	8	161ZT52874F	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
4.99 %	\$ 1854.00 (e)	\$ 14049.40	\$ 25229.20 (e)	\$ 26229.20 (e)
<small>The cost of your credit as a yearly rate. The dollar amount the credit will cost you. The amount of credit provided to you or on your behalf. The amount you will have paid after you have made all payments as scheduled. The total cost of your purchase on credit, including your down payment of \$10325.00 is \$26229.20 (e)</small>				

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
93	\$ 265.07	10/02/2003
One Payment of	N/A	
One Payment of	265.07	Monthly, Beginning 10/30/2003
59 Payments	265.07	DUE ON 09/30/2008
One Final Payment		

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

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

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

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

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price	\$ 21075.00 (A)
A. Cash Price of Motor Vehicle and Accessories	\$ 20875.00
1. Cash Price Vehicle	\$ 200.00
2. Cash Price Accessories	\$ 45.00 (B)
B. Document Preparation Fee (not a governmental fee)	\$ N/A (C)
C. Smog Fee Paid to Seller	\$ 1742.40 (D)
D. Sales Tax (on A + B + C)	\$ N/A (E)
E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee*	\$ 1325.00 (F)
F. (Optional) Service Contract	\$ N/A (G)
G. Prior Credit or Lease Balance paid by Seller to:	\$ N/A (H)
(see downpayment and trade-in calculation)	\$ N/A (I)
H. (Optional) Gap Contract (to whom paid):	\$ N/A
I. Other (to whom paid):	\$ N/A
For	\$ 24187.40 (1)
Total Cash Price (A through I)	\$ 21075.00
2. Amounts Paid to Public Officials	\$ 182.00 (A)
A. License Fees	\$ N/A (B)
B. Registration/Transfer/Titling Fees	\$ 5.00 (C)
C. California Title Fees*	\$ N/A (D)
D. Other	\$ N/A (E)
E. Other	\$ 187.00 (2)
Total Official Fees (A through E)	\$ 182.00
3. Amount Paid to Insurance Companies	
(Total premiums from Statement of Insurance)	

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

Vehicle Insurance	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	Mos. \$	N/A
\$ N/A Ded. Collision	Mos. \$	N/A
Bodily Injury \$ N/A Limits	Mos. \$	N/A
Property Damage \$ N/A Limits	Mos. \$	N/A
Medical	Mos. \$	N/A

Total Vehicle Insurance Premiums \$

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

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

Buyer **X**

Co-Buyer **X**

Seller **X**

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

Application for Optional Credit Insurance

Credit Life: Buyer Co-Buyer Spouse

Credit Disability (Buyer Only)

Term	Exp.	Premium
Credit Life N/A Mos.		\$ N/A
Credit Disability N/A Mos.		\$ N/A

Total Credit Insurance Premiums \$

Insurance Company Name _____

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below indicates that you agree that: (1) You are not eligible for insurance if you have reached your birthday. (2) You are eligible for disability insurance if you are under 65 years of age.

S&JCHEVROLET

03/17/2004 15:01 5628891309

A. License Fees \$ N/A (A)
 B. Registration/Transfer/Titling Fees \$ 5.00 (B)
 C. California Title Fees \$ N/A (C)
 D. Other \$ N/A (D)
 E. Other \$ N/A (E)

Total Official Fees (A through E) \$ 187.00 (2)
 3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b) \$ N/A (3)
 4. Smog Certification Fee Paid to State \$ N/A (4)
 5. Subtotal (1 through 4) \$ 24374.40 (5)
 6. Total Downpayment \$ N/A (A)
 A. Agreed Trade-In Value \$ N/A (B)
 Model _____ Yr _____ Make _____
 Odor _____
 VIN _____
 B. Less Prior Credit or Lease Balance \$ 9325.00 (D)
 C. Net Trade-In (A less B) (Indicate if a negative number) \$ 1000.00 (E)
 D. Deferred Downpayment \$ N/A (F)
 E. Manufacturer's Rebate \$ N/A (G)
 F. Other \$ 10325.00 (9)
 G. Cash \$ 14049.40 (7)
 Total Downpayment (C through G) \$ _____
 7. Amount Financed (5 less 6) (If negative, enter zero on line 8 and enter the amount less than zero as a positive number on line 1G above) \$ _____
 *Seller may keep part of these amounts.

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

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

OPTIONAL GAP CONTRACT A gap contract (debit cancel contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the cost. If you choose to buy a gap contract, the cost is as it provides. See your gap contract for details on the protection it provides.
 Term _____ Mos _____ Year _____
 Name of Gap Contract _____

OPTIONAL SERVICE CONTRACT You want to purchase a service contract written with the following terms: the term shown below for the price shown in item 10.
 Company _____
 Term _____
 Buyer X _____

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

Repre
 You ref
 6.B as
 item 6.B.
 Buyer X
 Notice to b
 Do not
 1) Do not
 copy of h
 your oblig
 indebtedness
 you have a compl
 plaints concern
 Motor Vehicle, or
 this contract is
 is an unfair or de
 Signature X

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

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
 Name of autobroker receiving fee, if applicable:
 N/A

Proceeds of Loan From:
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable in _____
 Installments of \$ _____
 from this Loan is shown in item 8D.

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

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____
 THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED BY LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE VISUALLY IMPAIRED, YOU SHOULD CONTACT YOUR INSURANCE AGENT FOR MORE INFORMATION.
 WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE. BEHNS MURCHIN CO. INC. HOWEVER, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THAT FULL LIABILITY LIMITS AND CONDITIONS.

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

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to sign this contract if you do not agree to the practices of the seller.
 Buyer Signature X _____ Co-Buyer Signature X _____

Signature X
 and Other Owners - A
 ve to pay the debt. The co
 Signature X
 Signature X
 NO. 953-CA (REV. 10/1) U.S. PATENT AND TRADEMARK OFFICE. THIS CONTRACT IS A LEGAL INSTRUMENT. IF YOU HAVE ANY QUESTIONS, PLEASE CONSULT A LAWYER OR NOTARY PUBLIC.

**GM****GENERAL MOTORS BUSINESS RESOURCE CENTER**

3-18-04

Paramount, CA

STRAIGHT SETTLEMENT OFFER**Subject: Repurchase of 2004 Chevrolet Malibu, 1-187776283**

Dear Ester Gasparra:

We regret that you are dissatisfied with your 2004 Chevrolet Malibu #1G1ZT52874F [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 Chevrolet customer. Chevrolet will repurchase your vehicle for \$23,319.85. This offer is calculated by using the following figures:

Purchase Price	\$ 20,875.00
Plus Document Fee	\$ 45.00
Plus sales Tax	\$ 1,742.40
Plus License Fees	\$ 182.00
Plus After market/Thru Fees	\$ 205.00
Plus Finance Charges	\$ 270.45
TOTAL REPURCHASE PRICE	\$ 23,319.85
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 4-16-04	\$ 13,088.41
TOTAL AMOUNT TO CUSTOMER	\$ 10,231.44

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

General Motors will repurchase VIN #1G1ZT52874F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5933 by 3-20-04. The conditions of the straight 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)

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. Upon receipt of your signed acceptance, a check will be processed and forwarded to S&J 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 58310 if you have any questions or concerns.

LAW OFFICES OF CHARLES R. WELDON
12749 NORWALK BOULEVARD, STE 104
NORWALK, CA 90651-1110
(562) 864-3737 PHONE (562) 863-9962 FAX

FACSIMILE TRANSMITTAL SHEET

TO: ALLEN BOWEN FROM: CHARLES WELDON

COMPANY: BUSINESS RESOURCE DATE: 3-22-04

FAX NUMBER: 866-440-5933 TOTAL NO. OF PAGES INCLUDING COVER: 4

PHONE NUMBER: SENDER'S REFERENCE NUMBER:

YOUR REFERENCE NUMBER:
REPURCHASE OF Chevy 1-187776283

URGENT FOR REVIEW PLEASE COMMENT PLEASE REPLY PLEASE RECYCLE

NOTES/COMMENTS:

NOTICE: The information contained in this facsimile message is confidential information and contains information protected by the attorney-client privilege according to the laws of the State of California. This transmission is for the intended receiver noted above ONLY. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination or distribution of this material to anyone other than the intended recipient is strictly prohibited by law.

IF YOU DO NOT RECEIVE ALL PAGES
PLEASE CALL AND ASK FOR KARINA



Sincerely,

Alicia Bowen
Business Resource Center

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



~ 03-22-04

Signature and Date

03/17/2004 15:01 5628091309

S&JCHEVROLET

NOTICE OF RESCISSION RIGHTS

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

change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

X _____ X _____
Buyer Initials Co-Buyer Initials

Buyer _____ Co-Buyer X _____
OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year _____ SELLER'S INITIALS _____

WARRANTY
The Seller warrants that the vehicle is free from defects in material and workmanship at the time of sale. The Seller warrants that the vehicle is free from defects in material and workmanship at the time of sale. The Seller warrants that the vehicle is free from defects in material and workmanship at the time of sale.

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

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

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

THERE IS NO COOLING OFF PERIOD
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.
YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X _____ Date 03/30/2003 Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X J-CHEVROLET, INC. Address _____
Seller Signature X _____ Date 03/30/03 By _____ Title _____

LAW FORM NO. 553-CA (REV. 03) U.S. PATENT NO. 6480797
©2003 Reynolds and Reynolds TO ORDER: www.yourcar.com; 1-800-344-2666; or 1-800-431-3053
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSES OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.



GENERAL MOTORS BUSINESS RESOURCE CENTER

3-18-04

Paramount, CA

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, 1-187776283

Dear

We regret that you are dissatisfied with your 2004 Chevrolet Malibu #1G1ZT52874F 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 \$23,319.85. This offer is calculated by using the following figures:

Purchase Price	\$ 20,875.00
Plus Document Fee	\$ 45.00
Plus sales Tax	\$ 1,742.40
Plus License Fees	\$ 182.00
Plus After market/Tire Fees	\$ 205.00
Plus Finance Charges	\$ 270.45
TOTAL REPURCHASE PRICE	\$ 23,319.85
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 4-16-04	\$ 13,088.41
TOTAL AMOUNT TO CUSTOMER	\$ 10,231.44

****TOTAL AMOUNT TO CUSTOMER 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 866-440-5933 by 3-20-04. The conditions of the straight 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)**

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. Upon receipt of your signed acceptance, a check will be processed and forwarded to S&J 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 58310 if you have any questions or concerns.



Sincerely,

Allen Bowen
Business Resource Center

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

Signature and Date



GM

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

3-29-04

[REDACTED]
Paramount, CA [REDACTED]

RE: Repurchase for 2004 Chevrolet Malibu

Dear [REDACTED]

The following parties, Esther Gasporra and S&J, 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,
Allen Bowen
Repurchase Specialist
1-800-231-1841 ext. 58310

BUY BACK

**RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE**

866 440-5933

Dealer Num. _____ Contract Number _____ R.O.S. Number _____ Stock Number 041118

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)
 [Redacted] **PARAMOUNT CA [Redacted] LOS ANGELES**

Creditor - Seller (Name and Address)
**S & J CHEVROLET, INC.
 18605 STUDEBAKER RD
 CERRITOS CA 90701**

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEV MALIBU	5	1G1ZT52874F [Redacted]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$10325.00
4.99 %	\$ 1854.80 (e)	\$ 14049.40	\$ 25229.20 (e)	\$ 26229.20 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	9325.00	10/02/2003
One Payment of	N/A	
59 Payments	265.07	Monthly, Beginning 10/30/2003
One Final Payment	265.07	DUE ON 09/30/2008

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ 21075.00 (A)
1. Cash Price Vehicle	\$ 20875.00
2. Cash Price Accessories	\$ 200.00
B. Document Preparation Fee (not a governmental fee)	\$ 45.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. Sales Tax (on A + B + C)	\$ 1742.40 (D)
E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee*	\$ N/A (E)
F. (Optional) Service Contract*	\$ 1325.00 (F)
G. Prior Credit or Lease Balance paid by Seller to [Redacted]	\$ N/A (G)
(see downpayment and trade-in calculation)	
H. (Optional) Gap Contract (to whom paid) [Redacted]	\$ N/A (H)
I. Other (to whom paid)* [Redacted]	\$ N/A (I)
For _____	
Total Cash Price (A through I)	\$ 24187.40 (1)

2. Amounts Paid to Public Officials **ESTIMATED**

A. License Fees	\$ 182.00 (A)
B. Registration/Transfer/Titling Fees	\$ N/A (B)
C. California Title Fees*	\$ 5.00 (C)
D. Other [Redacted]	\$ N/A (D)
E. Other [Redacted]	\$ N/A (E)
Total Official Fees (A through E)	\$ 187.00 (2)

3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	___ Mos.	\$ N/A
\$ N/A Ded. Collision	___ Mos.	\$ N/A
Bodily Injury \$ N/A Limits	___ Mos.	\$ N/A
Property Damage \$ N/A Limits	___ Mos.	\$ N/A
Medical	___ Mos.	\$ N/A
	___ Mos.	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A (b)

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

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

Buyer [Redacted]
 Co-Buyer
 Seller

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

Application for Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.	___	\$ N/A
Credit Disability	N/A Mos.	___	\$ N/A
Total Credit Insurance Premiums			\$ N/A (b)

Insurance Company Name _____

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance.

A. License Fees	\$ 102.00 (A)
B. Registration/Transfer/Titling Fees	\$ N/A (B)
C. California Tire Fees	\$ 5.00 (C)
D. Other	\$ N/A (D)
E. Other	\$ N/A (E)
Total Official Fees (A through E)	\$ 187.00 (2)
3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b)	\$ N/A (3)
4. Smog Certification Fee Paid to State	\$ N/A (4)
5. Subtotal (1 through 4)	\$ 24374.40 (5)
6. Total Downpayment	
A. Agreed Trade-In Value Yr _____ Make _____ Model _____ Odom _____ VIN _____	\$ N/A (A)
B. Less Prior Credit or Lease Balance	\$ N/A (B)
C. Net Trade-In (A less B) (Indicate if a negative number)	\$ N/A (C)
D. Deferred Downpayment	\$ 9325.00 (D)
E. Manufacturer's Rebate	\$ 1000.00 (E)
F. Other	\$ N/A (F)
G. Cash	\$ N/A (G)
Total Downpayment (C through G)	\$ 10325.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above)	\$ 14049.40 (7)
7. Amount Financed (5 less 6)	\$ _____ (7)

*Seller may keep part of these amounts.

payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

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

Date X Buyer Signature _____ Age _____

Date X Co-Buyer Signature _____ Age _____

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

Term _____ Mos _____ Name of Gap Contract _____

Buyer X _____

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

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

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

Name of autobroker receiving fee, if applicable:
N/A

OPTIONAL SERVICE CONTRACT You want to purchase a service contract written with the following company for the term shown below for the price shown in item 1F.

Company GNPT
Term 72 Mos, or 60000 Miles
Buyer X _____

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

Buyer X _____ Co-Buyer X _____

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

X _____ X _____
Buyer Initials Co-Buyer Initials

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

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

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

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

S/S X _____

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

Buyer X _____ Co-Buyer X _____

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

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

Buyer Signature X _____ Co-Buyer Signature X _____

NOTICE OF RESCISSION RIGHTS

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

Buyer X

Co-Buyer X

change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

X

Buyer Initials

X

Co-Buyer Initials

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year _____

SELLER'S INITIALS _____

WARNING
Buyer and Co-Buyer are hereby notified that this contract is subject to the provisions of the Rescission Rights section on the back of this contract. If Seller is unable to assign this contract to a financial institution, Seller may rescind this contract and refund the amount paid by Buyer and Co-Buyer. Buyer and Co-Buyer agree to pay Seller the amount of the refund plus finance charges and other costs. If Buyer and Co-Buyer do not agree to these terms, they should not sign this contract. Buyer and Co-Buyer agree to pay Seller the amount of the refund plus finance charges and other costs. If Buyer and Co-Buyer do not agree to these terms, they should not sign this contract.

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

Buyer X

Co-Buyer X

Notice to buyer:

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

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

Buyer Signature X

Co-Buyer Signature X

THERE IS NO COOLING OFF PERIOD

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

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW. YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X

Date

09/30/03

Co-Buyer Signature X

Date

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X J CHEVROLET, INC.

Date 09/30/03

Address

Seller Signature X

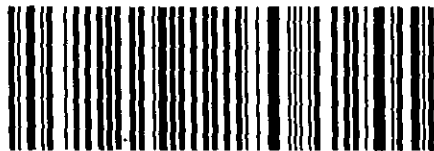
Date

By

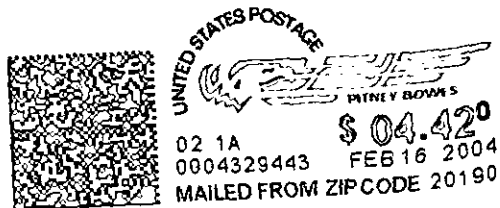
Title

[Redacted]
Reston, VA

CERTIFIED MAIL™



7002 3150 0000 3962 6501



02 1A
0004329443 FEB 16 2004
MAILED FROM ZIP CODE 20190

Chevrolet - General Motors
Attn: Customer Service Department
P.O. Box 33170
Detroit, Michigan 48232

homer

FEB 18 2004

48232+5170 51



Washington, DC

Monday, February 16, 2004

Chevrolet – General Motors
Attn: Customer Service Department
P.O. Box 33170
Detroit, Michigan 48232

Dear Customer Service Representative:

In accordance with the required process for reporting complaints under the State of Maryland Lemon Law; I am writing to make you aware of the defects of my 2004 Chevy Malibu, which was purchased on January 6, 2004 at Ourisman Chevrolet in Marlow Heights, MD (Mr. Abbas Kademe/Manager). *[Sections 14-1501 through 14-1504 of the Commercial Law Article of the Annotated Code of Maryland.]*

After a week of driving the vehicle I heard a knocking sound and thought nothing of it. I then spoke with my daughter, Carla Carraway, regarding the payments I am making on my vehicle – I went from paying \$300 a month to over \$600 with the financing received at Ourisman. She became very alarmed and spoke extensively with Mr. Kedeme to report what appeared to be suspect and fraudulent practices within their dealership. What really alarmed her was that fact that I was told by the financing agent, Cynthia Williams, to sign the papers and then go to a credit union and get it refinanced; which statement she later denied. Unfortunately, I was not able to get the vehicle refinanced due to this new \$620 monthly payment, eventhough I have exceptional credit.

During the time my daughter was trying to work with Mr. Kademe regarding the financing of this vehicle, she also informed him that the car was making a noise. To my shock and horror, on January 15, 2004, upon returning home my power steering went out on my brand new 2004 Chevy Malibu. I live at the top of the hill and I could have been killed. I barely made it down that hill and it took me fifteen minutes to park my vehicle. I tried to contact the dealership but no one answered – I assumed they were closed on Sunday. The following morning, Monday, February 16th, I contacted the dealership and I spoke with Marvin from the service department, to let him know the situation and that my vehicle needed to be towed. When the tow truck arrived, my vehicle would not even start!

My daughter was advised by the dealership that the car could not be returned and I needed to speak with Chevrolet and Mr. Abbas Kademe gave her the number. Both she and I conferred with Jim Morgan, Chevy Cusomter Asstistant, and was given the following reference number: **1-188779230**. Mr. Morgan informed us that we needed to speak to someone at the Better Business Bureau and the State's Attorney Office, since I insisted that I do not want that vehicle returned to me with the threat of the problem re-occurring and also the possibility of my being injured or worse. Please note that both offices will be contacted, they were closed for the holiday on February 16, 2004.

The hassle with the dealership and now this most unfortunate incident has left me very frustrated, and I would like nothing more than to be done with the dealerships financing as well as that defective vehicle. I sincerely hope a resolution can be reached which will benefit all involved. Thank you for your prompt attention to this matter.

Sincerely,

August 4, 2011

[REDACTED]
Washington, DC [REDACTED]

Service Request: 1-188779230
Customer Relationship Manager: Sissy Medina

Dear Mrs. [REDACTED]

We sincerely regret that you experienced a concern with your 2004 Chevrolet Malibu, which resulted in an unexpected repair visit for 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 in the interest of customer satisfaction. We have enclosed a check in the amount of \$ 498.06. 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 Business Resource Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

General Motors Corporation

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

North American Operations

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



CHECK **No. 900607021**

50-21

DATE
03/08/04

*****498 DOLLARS

****06 CENTS

AMOUNT
*****498.06

PAY
TO THE
ORDER
OF

[REDACTED]
 WASHINGTON DC [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Richard C. [Signature]
 SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
 DUNS NO. BB 000000066

1

CHECK NO. 900607021

VENDOR NAME [REDACTED]

PAYMENT
 DATE 03/08/04

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G12T54844F [REDACTED]	03/05/04 1-188779230.1-3818NS	VM 1-3818NS 1-3818NS	00.0000	498.06	.00	498.06
TOTAL				498.06	.00	498.06

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

Overallowance / Incentives / Negative Equity Form

Customer [REDACTED] Request # 1-188779230 BBB # CHVD433989

Straight _____ Trade _____ Mandated _____ Mediated _____

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

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

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)	\$ <u>28977</u>
MSRP (from BARS Invoice)	minus \$ <u>22295</u>
Difference	\$ <u>6682</u>
(If positive, look for Overallowance)	

Trade Allowance (from dealer Bill of Sale)	\$ <u>14221.86</u>
*ACV Amount (from the dealer's ACV form) -- (from dealer)	\$ <u>7000</u>
Difference	minus \$ <u>7221.86</u>
(If positive, this is the Overallowance amount)	

If Overallowance 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.)	\$ <u>28977</u>
Incentives not included in Purchase Price (from BARS) (Do not include fuel fill credit, dealer incentives or GM card credited back to customer)	minus \$ <u>1500.00</u>
Overallowance (difference between Trade Allowance & ACV)	minus \$ <u>7221.86</u>

\$ 20255.14

RCMPR029 FORMATTED INVOICE DATA INQUIRY 02/23/04
13:32:53 PROCESSING SOURCE: BARS PAGE NO: 01

2004 MALIBU LS SEDAN CHEVROLET MOTOR DIVISION
88U MEDIUM GRAY METALLIC /L4G GENERAL MOTORS CORPORATION
14C GRAY 100 RENAISSANCE CENTER
ORDER NO. GKFPJ9/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1G1 ZT54 84 4F [REDACTED] VEHICLE INVOICE 10D70767545

*****S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 08/20/03
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 08/19/03
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 08/29/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 08/29/03
T43 REAR DECKLID SPOILER	175.00	157.50	PRC EFF 08/19/03
U2K XM SATELLITE RADIO-100 CHANNELS	325.00	292.50	KEYS SECURED
OF GO ANYWHERE ENTERTAINMENT			WFP-S QTR OPT-1
SERVICE FEE EXTRA.1ST 3MOS.INCL			BANK: WACHOVIA BA
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	CHG-TO 14-459
1SB MALIBU PREFERRED EQUIP GRP 1SB	800.00	720.00	
* FLOOR MATS, FRONT & REAR			SHIP WT: 3187

COMMAND ==> MORE RECORDS
PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT
PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPRO29

FORMATTED INVOICE DATA INQUIRY

02/23/04

13:32:59

PROCESSING SOURCE: BARS

PAGE NO: 02

- * DRIVER SEAT 6-WAY POWER
- * HEAD CURTAIN SIDE AIR BAGS
- * REMOTE VEHICLE START SYSTEM

HP: 18.4
 GMS: 19808.45
 SUPPLR: 20699.83
 MRM: 22295.00
 DAN: ZTLSE
 MEMO 1058.50

COMMAND ==> _____

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT
 PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT

MORE RECORDS

06=AR EVENT

P/W:

RCMPRO29
13:33:04

FORMATTED INVOICE DATA INQUIRY
PROCESSING SOURCE: BARS

02/23/04
PAGE NO: 03

TOTAL MODEL & OPTIONS	21670.00	19808.55	ACT 231	19783.45
DESTINATION CHARGE	625.00	625.00	H/B 261	650.10
LAM DEALER CONTRIBUTION		108.35	ADV 261	108.35
LAM GROUP CONTRIBUTION		162.53	EXP 65A	162.53

TOTAL	22295.00	20704.43	PAY 310	20704.43
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19748.78		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO

COMMAND ==> _____ MORE RECORDS
 PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT
 PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPR028

VEHICLE EVENT SELECTION
 PROCESSING SOURCE: BARS

02/23/04

13:33:18

PAGE NO: 1

VIN: 1G1ZT5484 4E [REDACTED] OR

SELLING SOURCE(#): 13 MODEL YEAR(#): 04 ORDER NUMBER: GKFPJ9

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC		M BL
L EVENT DESC	SITE CD	NUMBER	S	EVENT DT CD	AMOUNT	R RN
_ INCENTIVE MEMO	13 14443	00025186791		01/22/04 BKW	500.00	
_ INCTV PAYMENT	13 14443	00025186791		01/22/04 BKW	500.00	
_ INCTV APPLICATN	13 14443	00025186791		01/08/04 BKW	500.00	
_ INCENTIVE MEMO	13 14443	00025104540		01/08/04 CNE	1,000.00	
_ INCTV PAYMENT	13 14443	00025104540		01/08/04 CNE	1,000.00	
_ INCTV APPLICATN	13 14443	00025104540		01/08/04 CNE	1,000.00	
_ INCENTIVE MEMO	13 14443	00025104540		01/08/04 FFC	19.26	
_ INCTV PAYMENT	13 14443	00025104540		01/08/04 FFC	19.26	
_ INCTV APPLICATN	13 14443	00025104540		01/08/04 FFC	19.26	
_ DELIVERY D.O.E.	13 14443			01/07/04	0.00	
_ DELIVERY TO CUS	13 14443			01/06/04	0.00	

COMMAND ==> _____

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

MORE RECORDS

P/W:

RCMPR028

VEHICLE EVENT SELECTION
 PROCESSING SOURCE: BARS

02/23/04

13:33:30

PAGE NO: 2

VIN: 1G1ZT5484 4F [REDACTED] OR
 SELLING SOURCE(#): 13 MODEL YEAR(#): 04 ORDER NUMBER: GKFPJ9

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC		M BL
L	SITE CD	NUMBER	S	EVENT DT CD	AMOUNT	R RN
-	DLR TRADE D.O.E 13	14443		11/14/03	0.00	
-	DEALER TRADE (P 13	14443		11/13/03	0.00	
-	INCENTIVE MEMO 13	14459 00024513201		10/04/03 C4C	34.51	
-	INCTV PAYMENT 13	14459 00024513201		10/04/03 C4C	34.51	
-	INCTV APPLICATN 13	14459 00024513201		10/04/03 C4C	34.51	
-	EXPIRATION TRAN 13	14459 1OD70767545		08/29/03	0.00	
-	SETTLEMENT DATE 13	14459 1OD70767545		08/28/03	20,704.43	CR
-	ORIGINAL INVOIC 13	14459 1OD70767545		08/20/03	20,704.43	
-	COV/NVIS DATE 13	14459 1OD70767545		08/20/03	0.00	
-	BAILMENT RELEAS 13	14459 1OC04054341 B		08/20/03	20,704.43	CR
-	CATCH UP LABEL 13	14459		08/20/03	22,295.00	

COMMAND ==>

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

MORE RECORDS

P/W:

RCMPR028

VEHICLE EVENT SELECTION
 PROCESSING SOURCE: BARS

02/23/04
 13:33:38
 PAGE NO: 3

VIN: 1G1ZT5484 4F [REDACTED] OR
 SELLING SOURCE(#): 13 MODEL YEAR(#): 04 ORDER NUMBER: GKFPJ9

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC		M BL
L	SITE CD	NUMBER	S	EVENT DT	CD	R RN
						AMOUNT
_	BAILMENT DATE	13 14459	10D70743702	B	08/19/03	20,704.43
_	SHIPMENT DATE	13 14459			08/19/03	0.00
_	PRODUCTION (BUI	13 14459			08/19/03	0.00
_	PREFERENCE TO P	13 14459			06/17/03	0.00
_	GM ORDER ACCEPT	13 14459			06/14/03	0.00
_	GM ORDER ACCEPT	48 51044			06/14/03	0.00
_	GM ORDER ACCEPT	48 51044			06/14/03	0.00

COMMAND ==> _____

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

NO MORE RECORDS

P/W:

RCMPRO10 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 02/23/04
 PROCESSING SOURCE: BARS 13:32:35

VIN: 1G1ZT5484 4F [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GKFPJ9 PAGE NO: 1
 ODATE: 06/14/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 14443
 DDATE: 01/06/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
 DLVY DOE: 01/07/04 ORDER BY:

CANC:
 CANC DOE:

TRADE: 11/13/03 DLVY TO: D SHEPARD
 TRD DOE: 11/14/03 5320 JAY ST NE
 SRVC IN: WASHINGTON DC 20019
 SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BKW	01	13 14443	00025186791	01/22/04	500.00	OA		0.00	9
CNE	01	13 14443	00025104540	01/08/04	1,000.00	OA		0.00	9
C4C	01	13 14459	00024513201	10/04/03	34.51	OA		0.00	9
FFC	01	13 14443	00025104540	01/08/04	19.26	OA		0.00	9

COMMAND ==>

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP NO MORE RECORDS
 PF09=CURR OPT 10=SPL INST 11=CURR ORD 08=PGDN
 P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/23/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 13:34:45
 INCENTIVE CODE/LVL: BKW PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
-	BKW 003 REG 04 *** INCREM* BONUS CASH	12/26/03	04/15/04	P	02/21/04	5
-	BKW 002 REG 03 *** INCREM* BONUS CASH	12/26/03	04/15/04	P	02/21/04	1
-	BLA 002 DIR* 03 GM/SPO BEDLINER PGM	10/01/02	01/31/03	P	06/21/03	1
-	BLA 001 DIR* 02 GM/SPO BEDLINER PGM	10/01/02	01/31/03	P	12/21/02	1
-	BLB 003 DIR* 03 \$10/SILVERADO BEDLINER	02/01/03	05/28/03	P	04/15/03	1
-	BLB 002 DIR* 02 \$10/SILVERADO BEDLINER	02/01/03	05/28/03	P		0
-	BLG 002 BILLING POLICY	01/01/89		P	02/19/04	3
-	BLI 005 DIR* 03 SPO BEDLINER PROMOTION	09/16/02	01/31/03	P	08/13/03	1
-	BLI 004 DIR* 02 SPO BEDLINER PROMOTION	09/16/02	01/31/03	P	12/31/02	3
-	BLP 003 REG 04 *** INCREM* BONUS CASH	01/16/04	04/29/04	P	02/21/04	4
-	BLP 002 REG 03 *** INCREM* BONUS CASH	01/16/04	04/29/04	P	02/07/04	1
-	BLZ 002 RDC SER TRAILBLAZER CAP COST	05/19/01	10/31/01	P	09/19/02	1

COMMAND ==> _____
 PF01=HELP 03=PRV SCRN
 PF07=PGUP 08=PGDN

MORE RECORDS

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/23/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 13:34:56
 INCENTIVE CODE/LVL: CNE PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
-	CNE 154 REG 04 NER CONSUMER CASH PGM	07/08/03	06/30/04	P	02/21/04	813
-	CNE 149 REG 03 NER CONSUMER CASH PGM	07/02/02	09/30/04	P	02/21/04	10
-	CNE 113 REG 02 NER CONSUMER CASH PGM	06/01/01	04/02/03	P	02/17/04	1
-	CNI 002 REG 02 NCR INCREM* BONUS CASH	10/02/01	01/31/02	P	11/21/02	1
-	CNR 006 REG 03 NCR CONSUMER INCREM* PGM	11/04/03	03/01/04	P	02/21/04	1
-	CNR 005 REG 04 NCR CONSUMER INCREM* PGM	11/04/03	04/02/04	P	02/20/04	4
-	CPG 005 REG 02 NER INCREM* BONUS CASH	01/07/03	05/31/03	P		0
-	CPG 004 REG 03 NER INCREM* BONUS CASH	01/07/03	05/31/03	P	04/03/03	1
-	CPT 004 DIR 02 TAHOE/SUBURBAN CERT PGM	07/01/01	12/31/01	P	07/23/02	1
-	CRA 001 REP REPURCHASE EXPOSURE PRGRAM	09/01/03		H		0
-	CRB 001 REP REPURCHASE EXPOSURE PRGRAM	09/01/97		N		0
-	CRD 001 REP REPURCHASE EXPOSURE PRGRAM	09/01/03		P	02/21/04	7

COMMAND ==>

PF01=HELP 03=PRV SCRN
 PF07=PGUP 08=PGDN

MORE RECORDS

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/23/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 13:35:12
 INCENTIVE CODE/LVL: C4C PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME
(S)					
-	C4C 015 LATE IN-TRANSIT INTEREST CREDIT	01/01/90		P	02/21/04 20,271
-	C6V 040 DEMO 02 DLR EARLY TERMINATION	06/26/01	03/31/03	P	12/27/02 1
-	DCB 005 FLT 03 COMM CELEBRATE DLR CASH	10/01/02	07/02/03	P	01/13/04 7
-	DCB 002 FLT 02 COMM CELEBRATE DLR CASH	10/01/02	04/02/03	P	12/05/03 1
-	DCG 002 FLT COMMERCIAL KICKOFF DLR CASH	01/03/03	06/30/03	P	02/21/04 1
-	DCI 002 FLT 03 LIGHT DUTY DLR CASH SLS	08/26/02	12/04/02	P	05/01/03 2
-	DCN 003 REG 02 SER INCREM CONSUMER CASH	08/10/01	12/31/01	P	02/18/03 1
-	DCS 033 RDC 03 SER DEALER CASH PR/VI	09/06/02	06/30/04	P	02/18/04 3
-	DCS 029 RDC 02 SER DEALER CASH PR/VI	08/30/01	12/31/02	P	04/15/03 1
-	DCU 003 DIR* 02 REAR SEAT VIDEO CASSETT	06/20/02	10/08/02	P	10/24/02 1
-	DCZ 007 RDC 03 *** DLR CASH PGM	01/15/03	05/01/03	P	02/21/04 3
-	DCZ 006 RDC 02 *** DLR CASH PGM	01/15/03	05/01/03	P	10/31/03 1

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN
 PF07=PGUP 08=PGDN

P/W:

To: Cissy Medina/GM

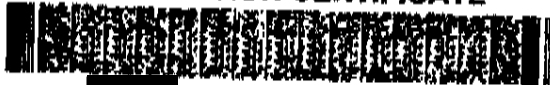
Fax: 866-214-0876

Re: [REDACTED]

Repayment \$498.06

Pages: 3 (including cover)

DC DEPARTMENT OF MOTOR VEHICLES
REGISTRATION CERTIFICATE



Tag No: [REDACTED]
CHEVROLET 2004 P4D
VIN: 1G1ZT54844F [REDACTED]

Expires: 04/12/05
Wt: 3187 Fee: 0

Title: [REDACTED]

WASHINGTON DC [REDACTED]



M&T CREDIT CORPORATION

LE INTEREST

FORM NDS23SLC-13 (Rev. 4/01)

LAND
 IR VEHICLE SALE CONTRACT,

Dated 02/01/2004

Account # _____

ANNUAL PERCENTAGE RATE The cost of your credit as yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all scheduled payments.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ <u>2000.00</u>
8.69 %	\$ 10892.42	\$ 30944.62	\$ 41837.04	\$ 43837.04

or Payment Schedule will be:

No. of Payments	Amount of Payments	When Payments Are Due
84	\$ 499.06	Monthly, beginning <u>03/17/2004</u>
	\$	

Security: You are giving a security interest in the motor vehicle being purchased.
 Late Charge: If a payment is more than 10 days late, you will be charged 5% of the full payment amount.
 Prepayment: If you pay off early, you will not have to pay a penalty.

Orig Fees: \$ N/A

See below and any other Contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date and prepayment refunds or penalties. e means estimate

is Contract, the SELLER, **OURISMAN CHEVROLET CO., INC.**
4400 BRANCH AVE MARLON HEIGHTS MD 20748-

This Contract is between Seller and Buyer. All disclosures have been made by Seller. Seller intends to assign this Contract to the Assignee.

BUYER(S) [REDACTED] **WASHINGTON DC** [REDACTED]

Cash Price, Downpayment and Trade-In	
Cash Price (including accessories, services and taxes)	\$ 30715.62
Cash Downpayment	\$ 2000.00
Value of Trade-In	\$ 14221.86
Lien Payoff	\$ 14221.86
Lien Payoff to:	SUNTRUST BAN

There is more than one Buyer, each promises, separately and together, to pay all sums due us and to perform all agreements in this contract.

TITLE: You have agreed to purchase, under the terms of this Contract, the following motor vehicle and its extra equipment, which is called "Vehicle" in this Contract. The Vehicle is more fully described in the Purchase Order which you have been separately given and which is incorporated by reference as a part of this Contract.

Y/D Year and Make Model Body Style No. Cyl. Truck Ton Capacity Vehicle Identification No.
NEW 2004 CHEVROLET MALIBU 4 DR 1G1ZT54844F [REDACTED]

TRADE-IN:
 I have traded in the following vehicle: **2002 CHEVROLET MALIBU**

Itemization of Amount Financed	
Unpaid Cash Price Balance	\$ 28715.62
Amounts Paid to Others on Your Behalf**	
License, Tags and Registration	\$ 80.00
Lien Fees	\$ 15.00
To Credit Insurance Company	\$ N/A
To VSI Insurance Company**	\$ 35.00
To Property Insurance Company	\$ N/A
To:	\$ N/A
To:	\$ N/A
To:	\$ N/A
To:	\$ FIDELITY WARRANTY SERV
To:	\$ 1504.00

balance is still owing on the vehicle you have traded in, the Seller will pay off this amount on your behalf. You warrant and represent to us that any trade-in is free from liens, claims, encumbrances or security interests, except as shown in the "Cash Price, Downpayment and Trade-in" section as the amount of the "Lien Payoff".

PROPERTY INSURANCE: You may choose the person through whom insurance is obtained against loss or damage to the Vehicle and against liability arising out of use or ownership of the Vehicle. In this Contract, you are promising to insure the Vehicle and keep it insured and to name us as "loss-payee" on the policy.

ABILITY INSURANCE COVERAGE FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

NON-DONOR'S SINGLE INTEREST INSURANCE: If box is checked, we require Vendor's Single Interest Insurance. You may choose the person through whom Vendor's Single Interest Insurance is to be obtained. This insurance is for the sole protection of the Assignee and your interest not covered. If obtained through us, the cost of such insurance is shown in the "Itemization of Amount Financed" in the box labeled "To VSI Insurance Company**". The insurer will have no right of subrogation under this policy.

EDUY INSURANCE IS NOT REQUIRED: Credit Life Insurance, Credit Disability Insurance and Credit Involuntary Unemployment Insurance are not required to obtain credit and will not be provided unless you sign below and agree to pay the additional cost(s). Your insurance certificate policy will tell you the MAXIMUM amount of insurance available. All insurance purchased will be for the term of the credit.

By signing, you select Single Credit Life Insurance, which costs \$ N/A What is your age? _____ Yrs.

By signing, you select Single Credit Disability Insurance, which costs \$ N/A What is your age? _____ Yrs.

Signature of Buyer to be insured for Single Credit Life Insurance
 Insurer: N/A

Signature of Buyer to be insured for Single Credit Disability Insurance
 Insurer: N/A

By signing, you both select Joint Credit Life Insurance, which costs \$ N/A What are your ages? _____ Yrs.

By signing, you both select Joint Credit Disability Insurance, which costs \$ N/A What are your ages? _____ Yrs.

Other Amounts Financed	
To Seller for GAP Coverage ***	\$ 495.00
To Seller for Documentary Fee	\$ 100.00
For: <u>N/A</u>	\$



4400 BRANCH AVENUE, MARLOW HEIGHTS, MARYLAND 20748
 (301) 423-4000

CUSTOMER NO. 117027	NAME MARVIN RILEY	0807 TAG NO. 1574	INVOICE DATE 02/24/04	INVOICE NO. CVCS278403
	LABOR RATE	LICENSE NO.	MILEAGE 2,569	COLOR MED GRAY MT
WASHINGTON, DC	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR		DELIVERY DATE 01/06/04	DELIVERY MILES 1,740
	VEHICLE I.D. NO. 1G1ZT54844F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	02/16/04	
	COMMENTS			MO: 2569

COMMENTS
 DELETED OPERATION(S)
 00CVZ GM ON A ROLL

TOTALS

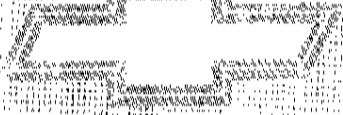
THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
 PARTS DESIGNATED WITH AN ASTERISK (*), CARRY A LIFETIME
 WARRANTY, INCLUDING LABOR. THIS WARRANTY WILL REMAIN
 IN EFFECT, AS LONG AS THE ORIGINAL PURCHASER OWNS THE
 GM PASSENGER CAR OR LIGHT DUTY TRUCK ON WHICH THE PART
 WAS ORIGINALLY INSTALLED.
 THIS WARRANTY APPLIES ONLY TO CUSTOMER RETAIL SALES
 OUR INTENT IS TO PROVIDE OUR CUSTOMERS WITH THE BEST SERVICE
 POSSIBLE. [YOUR TRUST IS OUR REPUTATION]
 ***** NO RETURNS ON SPECIAL ORDER PARTS *****

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

ALL BODY REPAIRS AND PAINT REPAIRS PERFORMED BY OUR
 BODY SHOP ARE WARRANTIED FOR ONE YEAR FROM DATE OF REPAIR

CUSTOMER SIGNATURE *****

 DUPLICATE INVOICE *****



Copyright © 1998 The Reynolds and Reynolds Company SPARTAN® 02815303 11/01/02

Confidential Information

CASE ASSESSMENT BY: Sissy Medina CARS Request No:1-188779230

Customer Name: [REDACTED]

Year of Vehicle: 2004 Make: Chevrolet Model: Malibu Current Mileage: 2569

Vehicle ID No.: 1G1ZT54844F [REDACTED] In Service Date: 01/06/04 Purchased: New

What is customer seeking: Repurchase/Replacement What is customer eligible for: All remedies

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Steering failed on top of hill

Date: 02/16/04 Mileage: 2569 Days: 9 Steering tight- replace steering wheel assembly and module for coil due to an issue with airbag light coming on after assembly replaced

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Knocking in vehicle

Date: [REDACTED] Mileage: [REDACTED] Days: [REDACTED] No repairs for this concern

CUSTOMER'S PRIMARY SYMPTOM / COMPLAINT: Vehicle would not start

Date: 02/16/04 Mileage: 2569 Days: 9 Car wouldn't start- reprogram transponder key

Total Days Reported Out of Service: 9

VEHICLE MEETS PRESUMPTION: YES: NO:

Arbitrate case: Settle case:

Case Recommendation for Customer Satisfaction (based on a review of documentation):
Crm recommends offering a reimbursement of 1 mth pymt for the inconvenience cust has endured and issue which involved her loosing the power steering on a hill.

AVM and/or DEALER RECOMMENDATION:
AVM James Parks has been notified but there is no response at this time.

Team Manager Approval:

Date:

Revised by A. Allen Payne 050203



Ourisman

CHEVROLET CO., INC.
2400 BRANCH AVENUE, MARLOW HEIGHTS, MARYLAND 20748
423-4000

X NO. STOCK NO.
4101632

PURCHASER'S FULL NAME
FIRST MIDDLE LAST

SOCIAL SECURITY NO.
SOCIAL SECURITY NO.

DATE 01/06/2004

PURCHASER'S FULL NAME
(PRINT OR TYPE)
WASHINGTON DC

RES. PHONE
BUS. PHONE

PLEASE ENTER MY ORDER FOR THE FOLLOWING NEW - DEMO - USED - CAR OR TRUCK AS FOLLOWS:

YEAR	MAKE	MODEL	DRIVE TYPE	COLOR	TRADE IN
2004	CHEVROLET	MALIBU	4DR	MED GRAY HTL	GRAY CUSTO
MVI OR SERIAL NO.	1612154844F		MILEAGE	1740	TO BE DELIVERED ON OR ABOUT
					JANUARY 06 04

CASH PRICE OF VEHICLE:	28977.00
LIST PRICE	28977.00
SALES TAX	N/A
REGISTRATION	N/A
TITLE	N/A
SALES	N/A
DEALER PROCESSING CHARGE	495.00
TOTAL ADDS 495.00	
SUB TOTAL 29472.00	
DISCOUNT N/A	
TOTAL 29472.00	
6 % TAX 1738.62	
DEALER PROCESSING CHARGE (not required by law) 100.00	
TAG & TITLE FEES: 95.00	
TOTAL CASH DELIVERED PRICE 31405.62	

"ATTENTION PURCHASER"
BE SURE YOU RECEIVE A COPY OF THE OURISHMAN DISCLOSURE OF PRIOR USE AND A FTC BUYERS GUIDE. ALSO, BE AWARE THAT YOU HAVE THE OPTION OF DESIGNATING THIS VEHICLE AS "USED" ON YOUR CONTRACT.

sales price includes negative trade equity

6 A P Plus

IT IS AGREED AND UNDERSTOOD, THAT THE CUSTOMER WILL SURRENDER HIS TRADE-IN IN THE SAME CONDITION AS WHEN APPRAISED, WITH THE SAME EQUIPMENT AS WHEN APPRAISED, UNLESS OTHERWISE NOTED IN THIS CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE 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.

INSURANCE COMPANY	GEICO
AGENT NAME	DIRECT
AGENT'S ADDRESS	GEICO PLAZA WASHINGTON DC 20036
POLICY NO.	
EFF. DATE	

DESCRIPTION OF TRADE-IN	NET EQUITY TRADE
CHEVROLET MALIBU 2002	N/A
161ND52J92M	N/A
TRADE MILE 13746	29495.40
TITLE NO.	
DRIVERS LICENSE NO.	
D.O.B.	1504.00

"Purchaser acknowledges that pursuant to Section 15-313, Transportation Article, Annotated Code of Maryland, the insignia, logo or other plate advertising the name of the dealer (seller) may only be placed on the vehicle with the consent of Purchaser or by agreement with the Purchaser. Purchaser hereby expressly consents to the placement of dealer's (seller's) insignia, logo or other name plate on the vehicle and waives any rights to the contrary under said Section 15-313."

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or 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.

ABDORASOOL SHADMAN
CYNTHIA WILLIAMS

APPROVED
SIGNED: (1) [Signature] PURCHASER
SIGNED: (2) [Signature] PURCHASER

THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY SALES MGR. ON APPROVED CREDIT



CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____

VIN: 6 1 Z T 5 4 8 4 4 F _____ (or see attached list*)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) to the down payment ~~of~~ ^{XX} 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
<i>[Signature]</i>	\$ <u>1000.00</u>	_____
<i>[Signature]</i>	\$ <u>500.00</u>	_____
Total Incentive Amount Received:	\$ <u>1500.00</u>	_____

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

a. I elect to receive _____
in lieu of _____
and/or _____

b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 1/1. 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: 01 06 04

01 06 04

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

Authorized Dealer Signature: _____

Date: / /

Dealership Name: _____

Dealer Code: 01 06 04

OURISMAN CHEVROLET CO., INC.

14443

* List must include VIN, Delivery Date and Program Reference

02/23/2004 15:10 FAX 301 423 5725
OURISMAN CHEVROLET
210003

CONTACT REPORT

(Please Print)
 Mr. New Up Out
 Mr. Be-Back Phone
 Mr. Be-Back Phone
Address: [Redacted] Date: 10/20/04
City: _____ Apt. No. _____
State: _____ Zip: _____
Res. Phone: _____ Bus. Phone: _____ Ext. _____

PRESENT VEHICLE: Car Truck RV
Year: 02 Make: Chevy Model: Malibu No. Cyl: 4 Mileage: 13746
 Sharp Clean Average Rough Appraisal \$: _____

WANTED VEHICLE: Car Truck RV
Year: 04 Make: Chevy Model: Malibu No. Cyl: 4 Price \$: _____
Color & Equipment: _____

SOURCE: Location Solicitation Service Repeat
 Referral by _____
Ad: Yellow Pages Newspaper Magazine Radio TV

ACTIONS: Demonstration Write-Up T.O. To _____

RESULTS: Deposit Order Delivery No Close
Reason if no close: _____

SALES (301) 423-5725 Reynolds + Reynolds Salesman: Ross

August 4, 2011

[REDACTED]
Mansfield, OH [REDACTED]

Service Request: 1-189616649
Customer Relationship Manager: Daniel Hamilton

Dear Miss [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]
Muncie, IN [REDACTED] 0

Service Request: 1-189630106
Customer Relationship Manager: Brianne Mosher

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
1-866-952-4368 Extension 57722

August 4, 2011

[REDACTED]
Gary, IN [REDACTED]

Service Request: 1-190081497
Customer Relationship Manager: Thomas Green

Dear Mrs. [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

BRC REPURCHASE WORKSHEET

File Number
1-190339119

Customer Name
[REDACTED]

Worksheet filled out by:
Kathy Meszaros

Old Vehicle VIN:
1G1ZS52F54F [REDACTED]

New Vehicle VIN:
1G1ZS52F44F [REDACTED]

Date:
3/31/04

DEALER'S SAMPLE PURCHASE ORDER

TRADE REPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	17,608.90	G	Purchase Price (New Unit)	17,608.90
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)	36.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	36.00
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	17,644.90			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	E		
Luxury Tax	0.00	S	Subtotal	17,644.90
Reg./Lic./Title Fees (opt)	0.00	P		
Additional Aftermarket Items	0.00	O	Trade In	17,608.90
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00	I		
Upgrade	0.00	B	Net Allowance	17,608.90
Downgrade (deducted)	0.00	I		
Reimbursement of Aftermarkets	0.00	T	Cash on Delivery (Paid by GM)	36.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	0.00
Total Customer Cost	0.00			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	17,644.90			
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/yy)				
Dealer Due to GM	NA			
GM Due to Dealer	17,644.90			

Estimated Auction Price	16,200.00			**This is a "work in process" until signed
Projected (Loss)	(1,444.90)			by a GM Authorized Representative**
				Rev 1/6/04

Dealer Confirmation Letter- Collateral Exchange
Chevrolet
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610
Phone (800) 231-1841 x57098, Kathy Meszaros

Collateral Exchange Agreement between Chevrolet and its dealer partner Thomas Chevrolet

Customer's Name: [REDACTED]
Case Number: 1-190339119

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **\$17,644.90** 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:	1G1ZS52F44F [REDACTED]
New Vehicle Sales Price:	\$17,608.90
Used Vehicle Trade Value:	\$17,608.90
Trade Difference:	None
Taxes:	None
Rebates:	[Not Applicable]
Plus title and license fees:	\$36.00
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 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:

Total customer responsibility: None

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 # 866-233-7026.

Thomas Chevrolet, BAC 113796 Management Agent's Signature and Title.

Thomas Chevrolet, BAC 113796 Management Agent's Printed Name and Title.

Kathy Meszaros
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

CLOSING CONFIRMATION LETTER

April 19, 2004

Mr. Richard Bernadini
THOMAS CHEVROLET, INC.

RE: Repurchase of 2004 Chevrolet Malibu
Case Number 1-190339119

Dear Rich:

The following parties, Thomas Chevrolet and [REDACTED] have a closing date outlined below as the date that the Repurchase is to be completed. This is the date the *final package* will arrive. Please make sure the customer completes the repurchase on this day and that you return the documents to the RVDC immediately after for completion of the repurchase.

The closing date has been set for April 23, 2004. Once you are in receipt of the packet, please contact the customer. The customer will be notified to coordinate the time with you. *Once the transaction has been completed, please call me at the number listed below so that the customers file can be closed.*

Thank you for your cooperation

Sincerely,
Kathy Meszaros
Repurchase Specialist
1-800-231-1841 ext. 57098



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

March 31, 2004

Boothwyn, Pennsylvania

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2004 Chevrolet Malibu**
Case Number: **1-190339119**

Dear Mr. [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 Malibu, vehicle 1G1ZS52F44F [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:

Payoff of original Vehicle good until 04/15/04	\$15,328.28
Plus Upgrade	\$ 0.00
Plus Usage	\$ 0.00
TOTAL RESPONSIBILTY OF CUSTOMER	\$15,328.28

Payoff will be handled by substitution of collateral.

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

General Motors will repurchase vehicle 1G1ZS52F54F [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 by April 2, 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 **Thomas 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



RVDC Case# 83668

BRC Case Number	1190339119	Vehicle is going to: Auction	Is Vehicle Drivable? Y	Issue 10997	
Customer Name	[REDACTED]	Dealer Admin Fee Applies? Y	Issue Release N		
Original VIN	1G1ZS52F54F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase			
BAC	113796	Retrieve Sales Tax? N	Title Brand?		
Dealership Name	THOMAS CHEVROLET INC	Reason for not Retrieving Sales Tax: TRADE REPURCHASE			
Dealer Contact/Title	Richard Bernadini, Service Manager	Original Sales Tax Paid In State: PA	Repurchased Under Laws of State: PA		
Dealer Phone	6105668600	Vehicle Meets Presumption of LEMON LAW? Y			
Dealer Fax	6105662088	Closing Schedule: 2004-04-23	Established on: 2004-04-07		
Delivery Date	2003-12-15	If no, where: BAC is 0			
Buyback Mileage	3895	Location Site Name:			
Transmission	A	Contact Name:			
UCC Code(s)	M0105 N3404 J5311 R5502	Address 1:			
MSRP	19830.00	Address 2:			
Est. Auction Value	16200.00	City:	State:	Zip:	
Case Number	83668	Phone #:			
TAC Case Number	7118119	Fax #:			
Type of Transaction	CR	Comment: BRC Case Number 1-190339119. Collateral Trade - Lienholder: GMAC, 800-200-4622, 555 Business Center Drive, Horsham, PA 19044. Acct Number 020-9042-54505.			
Replacement VIN	1G1ZS52F44F	GM Legal Case Number:			
Repurchase Type	AVM Voluntary	GM Counsel Name: N/A			
Repurchase Source	PRA AVM Seth T. Young	GM Counsel Contact Name: N/A			
Reason for Repurchase: Steering locks up, instrument cluster and CD inoperative, no start condition.		Address1:			
		Address2:			
		City:	State:	Zip:	
		Phone #:			
		Fax #:			
Lien Payoff					
Lien Payoff Amount: 17644.90		Lien Payoff Expires on: 2004-04-30		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:	Thomas Chevrolet, Inc.	Check Amt:	0.00
Payee1:	[REDACTED]	Payee2:		Payee1:	
Payee2:	[REDACTED] & Thomas Chevrolet	Payee2:		Payee2:	
Address1:	[REDACTED]	Address1:	1263 West Baltimore Pike	Address1:	
Address2:		Address2:		Address2:	
City:	Boothwyn	City:	Media	City:	
State:	PA	State:	PA	State:	
Zip:	[REDACTED]	Zip:	19063	Zip:	
Phone #:	[REDACTED]	Phone #:	610-566-8600	Phone #:	
Fax #:	[REDACTED]	Fax #:		Fax #:	
		Attention:	Richard Bernadini	Attention:	
		Account #:	[REDACTED]	Fed Tax ID:	
				Firm Name:	

Case ID: 83668 Initiator: meszarok

Sheldon B. [Signature]

APR 16 2004

BRC REPURCHASE WORKSHEET

File Number
1-190339119

Customer Name
[REDACTED]

Worksheet filled out by:
Kathy Meszaros

Old Vehicle VIN:
1G1ZS52F54F [REDACTED]

New Vehicle VIN:
1G1ZS52F44F [REDACTED]

Date:
3/31/04

DEALER'S SAMPLE PURCHASE ORDER

			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	17,608.90	G	Purchase Price (New Unit)	17,608.90
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)	36.00	S	Reg./Lic./Title Fees (opt)	36.00
Miscellaneous	0.00	P		
Other	0.00	O	Additional Aftermarket Items	0.00
State Fees	0.00	N		
		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	17,644.90		Less Dealer Contribution	0.00
CUSTOMER'S		R		
Tax	0.00	E	Subtotal	17,644.90
Luxury Tax	0.00	S		
Reg./Lic./Title Fees (opt)	0.00	P	Trade In	17,608.90
Additional Aftermarket Items	0.00	O		
		N	Payoff	0.00
Usage/Depreciation	0.00	S		
Damage	0.00	I	Net Allowance	17,608.90
Upgrade	0.00	B		
Downgrade (deducted)	0.00	I	Cash on Delivery (Paid by GM)	36.00
Reimbursement of Aftermarkets	0.00	T	Total Balance Due	0.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00			
Total Customer Cost	0.00			
			Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	17,644.90			
Total Payoff Amount	0.00			
PAYOFF GOOD THRU(mm/dd/yy)			GM Authorized Signature	Date
Dealer Due to GM	NA			
GM Due to Dealer	17,644.90			
Estimated Auction Price	16,200.00			
Projected (Loss)	(1,444.90)			

****This is a "work in process" until signed by a GM Authorized Representative****

Apr-02-04 04:09P Thomas Chevrolet

610 566 2088

P.02



THOMAS CHEVROLET, Inc.
 1263 W. Baltimore Pike - P.O. Box 1909
 MEDIA, PA 19063
 (610) 566-8600
 http://www.thomaschevy.com

DEAL # 19593

PLEASE ENTER MY ORDER FOR THE FOLLOWING <input checked="" type="checkbox"/> NEW or <input type="checkbox"/> USED <input type="checkbox"/> DEMO <input checked="" type="checkbox"/> CAR <input type="checkbox"/> TRUCK PRIORITY USE:			NAME	DATE
YR. MAKE MODEL TYPE 2004 CHEVROLET MALIBU 4DR SDN			ST	03/31/04
COLOR	TRIM	MILEAGE	CITY	STATE
GALAXY SILV	MET		LINWOOD PA	
VIN	SALES MAN	TO BE DELIVERED ON OR ABOUT	PHONE	BUS.
1G1ZS52E44E	HOUSE	03/31/04		65
STOCK NO.	SALES MAN	TO BE DELIVERED ON OR ABOUT	AGE	
40581X	HOUSE	03/31/04	65	
DESCRIPTION OF TRADE IN			PRICE OF VEHICLE	17608.90
YR. MAKE MODEL TYPE 2004 CHEVROLET MALIBU SEDAN			ADJUSTED PRICE	
COLOR	TRIM	MILEAGE	17608.90	
SILVER				
VIN	EXPIRE DATE			
161ZS52F54F	11/30/04			
LIENHOLDER	PHONE			
SUBSTITUTION OF COLLATERAL				
ADDRESS	SPOKE WITH			
WITH GMAC				
AMOUNT	GOOD TILL	VERIFIED BY		
N/A				
COLLISION / COVERAGE			EXTENDED WARRANTY TYPE	N/A
NAME OF AGENT	PHONE		MONTHS	MILES
ESURANCE INS SERVICES	(800) 926-6013			
ADDRESS			Cash Price of Vehicle & Accessories	
P08 5290 STOUX FALLS			17608.90	
POLICY NUMBER			Sales Tax	N/A
PAPA001234044			REGISTRATION	33.50
INSURANCE CO.	SPOKE WITH		TITLE	22.50
ESURANCE INS CO			TRANSFER	6.00
EFFECTIVE DATE	EXPIRE DATE	VERIFIED BY	ENCUMBRANCE	5.00
12/15/03	07/15/04		Documentary Fee	N/A
WARRANTY INFORMATION			Messenger Fee	N/A
FACTORY WARRANTY - The factory warranty constitutes all of the warranties with respect to the sale of this item(s). 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 warrants nor authorizes any other person to assume for it any liability in connection with the sale of this item(s).			Notary Fee	N/A
<input type="checkbox"/> USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document.			OTHER CHARGES	
<input type="checkbox"/> AS IS - This motor vehicle is sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle.			TIRE FEE	
PURCHASER'S SIGNATURE X			5.00	
USED CAR CONTRACTUAL DISCLOSURE STATEMENT 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.			Total Price	
If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law you shall, at our option, forfeit as damages the amount of \$			17647.40	
PURCHASER'S SIGNATURE X			TOTAL CREDIT	
Purchaser hereby acknowledges the above clause.			Trade-In	
			17608.90	
			Less Payoff	
			N/A	
			Net Trade-In	
			17608.90	
			Deposit	
			N/A	
			Cash on Delivery	
			38.50	
			Total Down Payment	
			17647.40	
			Unpaid Balance of Total Price	
			N/A	
Purchaser agrees that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supercedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of agreement relating to the subject matters covered hereby. This order shall not become binding until accepted by the dealer or his authorized representative. You, the buyer may cancel this contract and receive a full refund any time before receipt of a copy of this contract signed by an authorized dealer representative by giving written notice of cancellation to the dealer. Purchaser by his execution of this order acknowledges that he has read its terms and conditions and has received a true copy of this order.			PAID by GM	
PURCHASER'S SIGNATURE X			ACCEPTED BY	
			DATE 03/31/04	
			DATE 03/31/04	

(GMAC)

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): 03/18/2004
 2.Customer Name: [REDACTED]
 3.Customer Address: [REDACTED]
 4.Customer City, State, and Zip: Boothwyn, Pa. 19061
 5.Primary Customer Phone #: [REDACTED] Mobile
 6.Additional Customer Phone #: [REDACTED] Home
 7.Customer fax #: [REDACTED]
 8. Cust Drivers Licenses #: [REDACTED]
 9. State tax % rate: 6

Meszaros
3/25/04
9.00
3/30 - Rochelle
4/15/04 - 15,328.93
Trade

Customer Vehicle Information

10.Year/Make/Model: 2004/Chevrolet/Malibu
 11.VIN (17 Digits): 1G1ZS52F54F [REDACTED]
 12.Current Mileage: 3,800
 13.Purchased: NEW

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

Dealership that will handle entire transaction:
 14.Dealership Name: Thomas Chevrolet
 15.Dealership Phone #: 610-566-8600
 16.Dealership Contact Name and TITLE: Richard Bernardini
 17.Dealership Contact Phone # (if different than Dealership #): SAME
 18.Dealership Contact Fax #: 610-566-2088
 19.Dealership BAC: 113796 Region: Northeast

36.00
DIC code 15020

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? n/a

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

23.CAC Case Number: 1-190339119 24.TAC Case Number: 7118119

25.If no TAC number, Explain:

26.Reason for Repurchase (Include specific mechanical failure): Customer concerned with the steering locking, no start condition not verified, electrical concerns with dash and CD player. *T53, N34, R55 M01*

27.This case was resolved by: Field Voluntary Decision

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

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

30.Type of TRANSACTION? TRADE REPURCHASE

31.Vehicle Damage (explain what damage is present and who is responsible): none

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1G1ZS52F44F [REDACTED]

33.New Vehicle Year/Make/Model: 2004/Chevrolet/Malibu

34..Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 0

35.Usage/Depreciation Amount:

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

-Please show how you arrived at this usage amount: waived

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% concerns present since purchased.

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

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

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

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

40. General Comments/Special Instructions: Expidite, customer currently in rental vehicle

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 03/24/2004

42. Authorizer Name: Seth T. Young

43. GM Position: Area Service Manager

44. VoiceMail Node: 914055 Mailbox Number: 8027

45. Email Address: seth.t.young

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: Kathy Meszaros
DEPARTMENT: Business Resource Center
FILE NUMBER: 1-190339119
FILE NAME: [REDACTED]
OLD VEHICLE VIN: 1G1ZS52F54F [REDACTED]
REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 15020

BRAND *(circle one)*: Oldsmobile (15) Cadillac (12) Chevrolet (13) Buick (11) GMC (48) Pontiac (16)

NEW VEHICLE VIN: 1G1ZS52F44F [REDACTED]

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

COMMONWEALTH OF PENNSYLVANIA CERTIFICATE OF TITLE FOR A VEHICLE

066

1612S52F54F		2004	CHEVROLET	[REDACTED]	
VEHICLE IDENTIFICATION NUMBER		YEAR	MAKE OF VEHICLE	TITLE NUMBER	
SDN	0	0	12/22/03	000030	0
BODY TYPE	DUP	SEAT CAP	PRIOR TITLE STATE	ODOM PROCD DATE	ODOM MILES
12/22/03	12/22/03				
DATE PA TITLED	DATE OF ISSUE	UNLADEN WEIGHT	GWR	GCWR	TITLE BRANDS

ODOMETER STATUS

0 - ACTUAL MILEAGE
 1 - MILEAGE EXCEEDS THE MECHANICAL LIMITS
 2 - NOT THE ACTUAL MILEAGE
 3 - NOT THE ACTUAL MILEAGE-ODOMETER TAMPERING SUSPECT
 4 - EXEMPT FROM ODOMETER DISCLOSURE

TITLE BRANDS

A - ANYONE VEHICLE
 C - CLASSIC VEHICLE
 D - COLLECTIBLE VEHICLE
 F - OUT OF COUNTRY
 G - ORIGINALLY BUILT FOR NON-U.S. DISTRIBUTION
 H - AGRICULTURAL VEHICLE
 L - LICENSED VEHICLE
 P - SCHOOL & POLICE VEHICLE
 R - RECONSTRUCTED
 S - STREET ROD
 T - RECOVERED THEFT VEHICLE
 V - VEHICLE CONTAINS REPAIRS FOR
 W - FLOOD VEHICLE
 X - BUILT A TRUCK

JOINT OWNERSHIP WITH RIGHT OF SURVIVORSHIP
(MULTIPLE OWNERS)

INWOOD PA [REDACTED]

Address
 Boothwyn, PA

FIRST LIEN FAVOR OF: GMAC

SECOND LIEN RELEASED: _____ DATE: _____

BY: _____ AUTHORIZED REPRESENTATIVE

BY: _____ AUTHORIZED REPRESENTATIVE

MAILING ADDRESS: GMAC
 PO BOX 8140
 COCKEYSVILLE MD 21030

ALLEN D BIEHLER
Secretary of Transportation

I certify as of the date of issue the official records of the Pennsylvania Department of Transportation reflect that the personal or company record herein is the lawful owner of the said vehicle.

D. APPLICATION FOR TITLE AND LIEN INFORMATION

APPROVED AND INVOICED: _____ NO. _____ DAY _____ YEAR _____

SIGNATURE OF PERSON ADMINISTERING DATA: _____

STREET: _____

CITY: _____ STATE: _____ ZIP: _____

FINANCIAL INSTITUTION NUMBER: _____

1ST LIEN DATE: _____ IF NO LIEN, CHECK

1ST LIENHOLDER: _____

2ND LIEN DATE: _____ IF NO LIEN, CHECK

2ND LIENHOLDER: _____

STREET: _____

CITY: _____ STATE: _____ ZIP: _____

FINANCIAL INSTITUTION NUMBER: _____

If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner) CHECK HERE Otherwise, title will be issued as "Tenants In Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate)

The individual hereby makes application for CHANGE of title to the vehicle described herein, subject to the conditions and other legal charges set forth herein.

SIGNATURE OF APPLICANT OR AUTHORIZED SIGNER: _____

SIGNATURE OF CO-APPLICANT/TITLEE OR AUTHORIZED SIGNER: _____

STAMP OR A SEAL PLEASE. IF LOST APPLY FOR A DUPLICATE. ANY ALTERATION OR FALSIFICATION OF THIS TITLE IS VOID.

DO NOT ACCEPT DOCUMENT WITHOUT VERIFYING THE PRESENCE OF THE LIBERTY BELL WATERMARK

04/11/2004

09:46

LINWOOD DISTRICT COURT → 818662337026

NO. 772

002



GENERAL MOTORS BUSINESS RESOURCE CENTER

March 31, 2004

Boothwyn, Pennsylvania

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu
Case Number: 1-190339119

Dear Mr. Gaspari:

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 Malibu, vehicle 1G1ZS52F44F. 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 04/15/04	\$15,328.28
Plus Upgrade	\$ 0.00
Plus Usage	\$ 0.00
TOTAL RESPONSIBILITY OF CUSTOMER	\$15,328.28

Payoff will be handled by substitution of collateral.

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

General Motors will repurchase vehicle 1G1ZS52F54F 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 by April 2, 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

04/11/2004

09:46

LINWOOD DISTRICT COURT -> 818662337026

NO.772

003

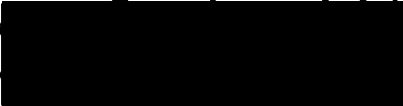


GMC

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 Thomas 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



to the signing.

4-12-04

Signature and Date

**Dealer Confirmation Letter- Collateral Exchange
Chevrolet**

**5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610
Phone (800) 231-1841 x57098, Kathy Meszaros**

Collateral Exchange Agreement between Chevrolet and its dealer partner Thomas Chevrolet

Customer's Name: Mr. [REDACTED]
Case Number: 1-190338119

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$17,644.90 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:	1G1ZS52F44F [REDACTED]
New Vehicle Sales Price:	\$17,608.90
Used Vehicle Trade Value:	\$17,008.90
Trade Difference:	None
Taxes:	None
Rebates:	[Not Applicable]
Plus title and license fees:	\$36.00
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 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:

Total customer responsibility: None

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 # 866-233-7026.

[Signature]
Thomas Chevrolet, BAC 113796 Management Agent's Signature and Title.

THOMAS J. ERCOLANI, MANAGER
Thomas Chevrolet, BAC 113796 Management Agent's Printed Name and Title.

Kathy Meszaros
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!

PAR Case Assessment Form

Siebel Request No.: 1-191637023

Customer Name: [REDACTED]

Product Purchased?: New Used

Vehicle Identification Number: 1G1ZU54894F [REDACTED]

Model: Malibu

Make: Chevrolet

Year: 2004

Mileage: 7,689

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)

x **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

x **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**
 - x 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(cust is not seeking to f/u at this time)

ARNOLD CHEVROLET LLC



20 Merrick Rd ♦ Amityville, NY 11701 ♦ Suffolk
Phone 631-264-0909 ♦ Fax 631-264-1046

FAX TRANSMITTAL

DATE: 3-25-04

PAGES SENT(INCLUDING COVER SHEET) 3

TO: YOLONDA

RE: MR. [REDACTED]

FROM: LARRY LAMBERT

PRIVACY NOTICE: THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHOM IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL, OR EXEMPT FROM DISCLOSURE UNDER APPLICABLE FEDERAL OR STATE LAW. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OR THE EMPLOYEE OR AGENT RESPONSIBLE FOR DELIVERING THE MESSAGE TO THE INTENDED RECIPIENT YOU ARE HEREBY NOTIFIED THAT ANY DISTRIBUTION, OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY AND RETURN THE ORIGINAL TO US VIA REGULAR U.S. MAIL AT

ARNOLD CHEVROLET LLC
20 MERRICK ROAD
AMITYVILLE, N.Y 11701

ARNOLD CHEVROLET LLC

20 MERRICK ROAD
AMITYVILLE, NEW YORK 11701
(631)-264-0909
NYS MV R/S 7075968
www.ArnoldAutos.com



CVWS97278

02011CVWS97278

CUSTOMER NO. 33787	ADVISOR LAWRENCE LAMBERT	9828	HAT NO.	INVOICE DATE 02/10/04	INVOICE NO. CVWS97278
	LABOR RATE 85.57	LICENSE NO.	MILEAGE IN 6,185	COLOR /	SEQUENCE 46781
BELLMORE, NY	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LT SDN			DELIVERY DATE 09/17/03	DELIVERY MILES 10
	VEHICLE ID. NO. 1G1ZU54894F			DEALER CODE	IN SERVICE DATE
	F. T. E. NO.	P. O. NO.		DATE 02/05/04	RENTAL
	COMMENTS / SERVICE CONTRACT			MILEAGE OUT	SHUTTLER NO: 6222 <input type="checkbox"/> YES <input type="checkbox"/> NO

LABOR & PARTS
 #1110CVZCCC... LIGHT ON...
 CUSTOMER STATES SERVICE ENGINE SOON LIGHT COMES ON
 P.C.M. NOT UPDATED
 REPROGRAMMED P.C.M. WITH UPDATE-NEC. TO PROGRAM WITH VCI# AS
 PER TECHLINE CASE #1027083
 JOB # 1 TOTAL LABOR & PARTS 188.25

#2700CVZ... CAMPAIGNS...
 CAMP. 03048
 PERFORMED CAMP.
 V1061
 JOB # 2 TOTAL LABOR & PARTS 42.79

#5770CVZ... SUBLET...
 1 DAY RENTAL
 JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
DOB # 3	25489	D15950	02/10/04	1 DAY CAR RENTAL	37.00
TOTAL - SUBLET					37.00
R/O TAX					0.00
R/O TOTALS					268.04

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
97278	268.04
CLAIM TOTALS	268.04

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

GENERAL MOTORS PARTS COVERED AGAINST DEFECTS FOR 12 MONTHS OR 12000 MILES.
 NO GUARANTEE ON WORK PERFORMED
 30 DAYS OR 1,000 MILES WHICHEVER OCCURS FIRST
 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST
 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST
ALL PARTS NEW UNLESS OTHERWISE NOTED.

NYS R/S NUMBER 7075968

- CASH CHECK MC VISA
- AM. EX. DISCOVER

CUSTOMER ACKNOWLEDGES REC. OF COPY X

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

THANK YOU

APPROVED BY SIGNATURE

Copyright © 1998 The Reynolds and Reynolds Company. EST/IN/VE 00512822 (5/01)

ARNOLD CHEVROLET LLC

CVCS98084

CVCS98084

20 MERRICK ROAD
AMITYVILLE, NEW YORK 11701
(631)-264-0909
NYS MV R/S 7075968
www.ArnoldAutos.com



MAR 11 2004

02011CVCS98084

CUSTOMER NO. 33787	ADVISOR GENE ARENA	HAT NO. 7777	INVOICE DATE 03/09/04	INVOICE NO. CVCS98084
	LABOR RATE 90.00	LICENSE NO.	MILEAGE IN 7,699	COLOR /
	YEAR / MAKE / MODEL 04 / CHEVROLET / MALIBU / MALIBU LT SDN		DELIVERY DATE 09/17/03	DELIVERY MILES 10
BELLMORE, NY	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 9 4 F		DEALER CODE	IN SERVICE DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/08/04	RENTAL REPRINT# 1
	COMMENTS / SERVICE CONTRACT		MILEAGE OUT	SHUTTLE MOVES 76100

LABOR & PARTS

~~WARRANTY~~

C/S SERVICE ENGINE LIGHT ON
SCANNED CODE P0572 . B3903 SHORT TO GROUND , BRAKE
POSITION SENSOR CALLED TACS CASE # 7199341 CHECKED
BULLETIN 03 08 47 002 . WIRES OPEN TO REAR TOP BRAKE
LIGHT . FOUND SHORT WIRE IN TRUNK PASS THROUGH BRACKET
TO REAR FUSE PANEL , REMOVE CARPET AND REAR SEAT AND REPAIR
WIRE LOOM REPLACED CARPET N6620 15 OLN 1.5

JOB # 1 TOTAL LABOR & PARTS 0.00

~~WARRANTY~~

C/S POWER STEERING LIGHT ON LCD ALSO SERVICE LIGHT ON AT
TIMES -6 TIMES -STEERING BECOMES HARD
COULD NOT VERIFY COMPLAINT AT THIS TIME WORKING
AS PER DESIGNED

JOB # 2 TOTAL LABOR & PARTS 0.00

C/R RENTAL VEHICLE

JOB # 3 TOTAL LABOR & PARTS 0.00

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

GENERAL MOTORS PARTS COVERED AGAINST DEFECTS FOR 12 MONTHS OR 12000 MILES.

NO GUARANTEE ON WORK PERFORMED

30 DAYS OR 1,000 MILES WHICHEVER OCCURS FIRST

90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST

12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

ALL PARTS NEW UNLESS OTHERWISE NOTED.

NYS R/S NUMBER 7075968

CASH CHECK MC VISA

AM. EX. DISCOVER

CUSTOMER ACKNOWLEDGES REC. OF COPY X

TOTALS

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

THANK YOU FOR YOUR BUSINESS
YOUR COMPLETE SATISFACTION IS OUR MAIN GOAL!

THANK YOU! ED, LARRY, GENE, FRED, & SUE

VISIT US ON THE WEB AT WWW.ARNOLD-CHEVROLET.COM

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

THANK YOU

CUSTOMER SIGNATURE: _____

Copyright © 1995 The Borgmolds and Reynolds Company

09/30/2004 at 09:46 AM
46550

Job Number:

Att: Yolanda Kelley
Fax: 866-4302710
Case: 1-191637023
Pages: 3

RICHMOND AUTO BODY LTD.
License #:7030699
"Established 1951"
91 Merrick Road
Amityville, NY 11701
(631)264-3442 Fax: (631)264-3449

PRELIMINARY ESTIMATE

Written By: Peter Litvinoff #IA-949539
Adjuster:

Insured:
Owner:
Address:
Day:

[Redacted]
[Redacted]
BELLMORE, NY [Redacted]
[Redacted]

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact: 4. Right Qtr Post

Inspect
Location:

Insurance
Company:

Days to Repair

2004 CHEV MALIBU LT 6-3.5L-FI 4D SED TAN Int:

VIN: 1G1ZU54894F [Redacted] Lic: [Redacted] NY Prod Date: Odometer:

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Telescopic Wheel	Intermittent Wipers
Keyless Entry	Steering Wheel Controls	Body Side Moldings
Dual Mirrors	Traction Control	Fog Lamps
Rear Spoiler	Clear Coat Paint	Metallic Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Driver Seat	Power Mirrors
Power Trunk/Tailgate	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	4 Wheel Disc Brakes	Leather Seats
Bucket Seats	Heated Seats	Automatic Transmission
Overdrive	Aluminum/Alloy Wheels	

NO.	QTY	EXT.	PRICE	LABOR	PAINT
1					
2	1	183.24	5.0	2.0	
3	0	0.00	0.0	0.8	
4	0	0.00	0.0	0.5	
5	0	0.00	0.0	0.1	
6	0	0.00	0.0	0.5	
7	0	0.00	0.0	0.1	
8*	0	0.00	1.5	Incl.	
9	0	0.00	0.5	0.0	
10#	1	6.00 T	0.3	0.0	
11#	1	35.00	0.2	0.0	
12	1	53.60	0.3	0.3	

09/30/2004 at 09:46 AM
46550

Job Number:

PRELIMINARY ESTIMATE

2004 CHEV MALIBU LT 6-3.5L-FI 4D SED TAN Int:

NO.	CP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
13		QUARTER PANEL					
14*	Rpr	LT Quarter panel	0		0.00	5.0	2.0
15		Overlap Major Non-Adj. Panel	0		0.00	0.0	-0.2
16		Add for Clear Coat	0		0.00	0.0	0.4
17		FRONT DOOR					
18	Blr.d	RT Door shell	0		0.00	0.0	1.0
19	Repl	RT Body side mldg LS & LT	1		54.40	0.3	0.4
20		Overlap Minor Panel	0		0.00	0.0	-0.2
21		Add for Clear Coat	0		0.00	0.0	0.1
22	R&l	RT Mirror assy w/heated	0		0.00	0.3	0.0
23	R&l	RT Handle, outside	0		0.00	0.4	0.0
24	R&l	RT R&I trim panel	0		0.00	0.4	0.0
25#		Hazardous materials removal	1		3.00	T 0.0	0.0
26#		Cover vehicle for over-spray	1		8.00	T 0.3	0.0
27#		Tint to color match	1		0.00	T 0.0	1.0
28#		Remove two sided tape or glue	1		0.00	0.3	0.0
29#		Seam Sealer	1		12.00	T 0.3	0.0
30#		Color sand & buff	1		0.00	T 1.0	0.0
31#		Clips/fasteners hardware	1		10.00	0.0	0.0

Subtotals ==> 365.24 16.1 8.8

Parts		336.24
Body Labor	16.1 hrs @ \$ 45.00/hr	724.50
Paint Labor	8.8 hrs @ \$ 45.00/hr	396.00
Paint Supplies	8.8 hrs @ \$ 22.00/hr	193.60
Body Supplies	6.5 hrs @ \$ 2.00/hr	13.00
Sublet/Misc.		29.00

SUBTOTAL \$ 1692.34
Sales Tax \$ 1692.34 @ 8.7500% 148.08

GRAND TOTAL \$ 1840.42

ADJUSTMENTS:
Deductible 0.00

CUSTOMER PAY \$ 0.00
INSURANCE PAY \$ 1840.42

09/30/2004 at 09:46 AM
46550

Job Number:

PRELIMINARY ESTIMATE

2004 CHEV MALIBU LT 6-3.5L-FI 4D SED TAN Int:

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CP04 Database Date 09/2004, CCC Data Date 09/2004, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. Asterisk (*) or Double Asterisk (***) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USFD. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some parts that are described as Recon. may be OE Surplus parts or other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the appraiser or estimator.

CCC Pathways - A product of CCC Information Services Inc.

ATT YOLANDA

From ARNOLD Chev.
ATT JOHN HILL

6 PAGES

Please see all Attached Paper
For WARRANTY CODE. VEH HAS
Been Completed & Cust will Plu
LATE 3-23-04 OR 3-24-05.

631 264 0944 FAX.

Thanks John



RENTAL TYPE **D** SOURCE **CH2407** 10 * **999** NO **D** 16817*

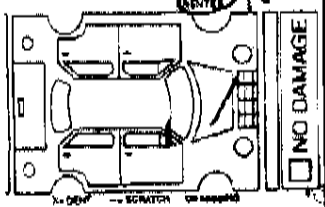
0820 AM 3/15/05

DAY = 24 HOUR PERIOD
MILES @ .30/MI AFTER 150 MI FREE/DAY

ORIGINAL VEHICLE
COLOR **Blue** LICENSE **CV 4354**
MODEL **Cam** EDAGE
MILE-AGE IN **14576**
OUT
DRIVEN
CONDITION ASSESSED TO **IP**

CITY **BELLMORE NY** OFFICE PHONE
DOB **9/28/88** NY RES **9/28/13**
DRIVER
BILL TO **ARNOLD CHEVY-07****
ATTN: **UNKNOWN**** PHONE
REFERENCE **SALE FOR RO**

HOURS @ 10.00/HOUR
DAYS @ 37.00/DAY
37.00 = 333



ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY PARAGRAPH 11 WITHOUT OWNER'S WRITTEN APPROVAL I REQUEST OWNER'S PERMISSION TO ALLOW:
NAME **48 RIVERSIDE 108999695** STATE **NY** EXP **7/14/10**
WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR VIOLATING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT WHICH WILL AFFECT MY RENTERS PERMITS

OUT E 1 1/4 3/4 1/2 3/8 3/4 7/8 F
IN E 1 1/4 3/4 1/2 3/8 3/4 7/8 F

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

OPTIONAL PRODUCTS NOTICE: OUR CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, OPTIONAL PRODUCTS INCLUDING DAMAGE WAIVER, PERSONAL ACCIDENT LIABILITY PROTECTION, BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 4, PARAGRAPH 5. RENTER: X	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 5, PARAGRAPH 15. DW IS NOT INSURANCE. RENTER: X
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) RENTER: X	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 5, PARAGRAPH 17. RENTER: X
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 6. RENTER: X	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18. RENTER: X

~~DW 8.75/DAY~~
~~PAI 10.95/DAY~~
~~SL 10.95/DAY~~
FUEL @ **2.15/GALLON**

REPLACEMENT VEHICLE
COLOR **Wh. k**
MODEL **A100**
MILE-AGE IN **9154**
OUT
DRIVEN
CONDITION ASSESSED TO **IP**

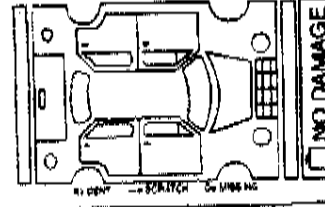
RENTAL PERIOD: 3/15/05 - 3/15/05
10862

TAX **13.75 %**
4570

I WILL RETURN CAR BY:
DATE **3/15/05 07:30 AM** TIME
DEPOSIT(S):
AMOUNT **250.00** PAID BY **CC AUTH 1005** DATE PAID **3/15/05**

ATTENTION: Enterprise purchases no third-party insurance covering this rental, but provides its renters and authorized drivers with minimum liability coverage, as required by the New York Vehicle and Traffic Law. Those coverages are: \$25,000 per accident for bodily injury to one individual/\$50,000 per accident for bodily injury to more than one individual; \$50,000 per accident for the death of one individual/\$100,000 per accident for the death of more than one individual; \$10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, Enterprise will defend the renter and authorized drivers from all claims of third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired you may purchase Supplemental Liability Coverage from Enterprise at an additional cost.

TOTAL CHARGES **37870**
DEPOSITS
REFUNDS
AMOUNT DUE **33300**



RENTAL PERIOD: 3/15/05 - 3/15/05
10862

CLOSED BY
PAID BY CASH CHECK CHARGE
RECEIPT OF DATE AMOUNT RECEIVED

RICHMOND AUTO BODY LTD.

License #:7030699
"Established 1951"
91 Merrick Road
Amityville, NY 11701
(631)264-3442 Fax: (631)264-3449

ESTIMATE OF RECORD

Written By: Peter Litvinoff #IA-949539 03/18/2005 04:50 PM
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
AMITYVILLE, NY [REDACTED]
Day:
Evening:

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

2004 CHEV MALIBU LT 6-3.5L-FI 4D SED PEWTER Int:

VIN: 1G1ZU54894F [REDACTED] Lic: Prod Date: Odometer:

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Telescopic Wheel	Intermittent Wipers
Keyless Entry	Steering Wheel Controls	Body Side Moldings
Dual Mirrors	Traction Control	Fog Lamps
Rear Spoiler	Clear Coat Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Driver Seat	Power Mirrors	Power Trunk/Tailgate
Anti-Lock Brakes (4)	Driver Air Bag	Passenger Air Bag
4 Wheel Disc Brakes	Leather Seats	Bucket Seats
Heated Seats	Aluminum/Alloy Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		REAR BUMPER				
2*	R&I	R&I bumper cover	0	0.00	<u>0.5</u>	0.0
3		REAR LAMPS				
4	R&I	RT Tail lamp assy	0	0.00	0.3	0.0
5		QUARTER PANEL				
6*	Rpr	RT Quarter panel	0	0.00	<u>4.0</u>	2.0
7		Add for Clear Coat	0	0.00	<u>0.0</u>	0.8
8	Refn	Fuel door	0	0.00	0.0	0.3
9		Overlap Minor Panel	0	0.00	0.0	-0.2
10		Add for Clear Coat	0	0.00	0.0	0.1
11		REAR DOOR				
12*	Rpr	RT Door shell	0	0.00	<u>7.0</u>	2.0
13		Overlap Major Adj. Panel	0	0.00	0.0	-0.4

ESTIMATE OF RECORD
2004 CHEV MALIBU LT 6-3.5L-FI 4D SED PEWTER Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
14		Add for Clear Coat	0	0.00	0.0	0.3
15	R&I	RT Belt molding	0	0.00	0.2	0.0
16*	R&I	RT Body side mldg paint to match	0	0.00	<u>0.3</u>	0.0
17	R&I	RT Handle, outside	0	0.00	0.4	0.0
18	R&I	RT R&I trim panel	0	0.00	0.4	0.0
19		FRONT DOOR				
20	Blnd	RT Door shell	0	0.00	0.0	1.0
21	R&I	RT Belt molding	0	0.00	0.2	0.0
22*	R&I	RT Body side mldg paint to match	0	0.00	<u>0.3</u>	0.0
23	R&I	RT Mirror assy w/o heated	0	0.00	0.3	0.0
24	R&I	RT Handle, outside	0	0.00	0.4	0.0
25	R&I	RT R&I trim panel	0	0.00	0.4	0.0
26#		Hazardous materials removal	1	3.00 T	0.0	0.0
27#		Cover vehicle for over-spray	1	5.00 T	0.3	0.0
28#		Color sand & buff	1	0.00 T	1.0	0.0
29#		Two sided adhesive tape	1	15.00	0.3	0.0
30#		Remove two sided tape or glue	1	0.00	0.3	0.0

Subtotals ==> 23.00 16.6 5.9

Parts		15.00
Body Labor	16.6 hrs @ \$ 45.00/hr	747.00
Paint Labor	5.9 hrs @ \$ 45.00/hr	265.50
Paint Supplies	5.9 hrs @ \$ 22.00/hr	129.80
Sublet/Misc.		8.00

SUBTOTAL \$ 1165.30

GRAND TOTAL \$ 1165.30

ADJUSTMENTS:
Deductible 0.00

CUSTOMER PAY \$ 0.00
INSURANCE PAY \$ 1165.30

ESTIMATE OF RECORD

2004 CHEV MALIBU LT 6-3.5L-FI 4D SED PEWTER Int:

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CP04 Database Date 03/2005, CCC Data Date 03/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries. Some parts that are described as AM, Qual Repl Parts or Comp Repl Parts may be OE Surplus parts or other OE parts offered at a special pricing discount. For further clarification please review the Suppliers List attached to this estimate, or consult the appraiser or estimator.

CCC Pathways - A product of CCC Information Services Inc.

ARNOLD CHEVROLET LLC

20 MERRICK ROAD
 AMITYVILLE, NEW YORK 11701
 (631)-264-0909
 NYS MV R/S 7075968

Chevrolet

Chevrolet

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ 01CVZ18 01CVZSAFE	LUBE OIL FILTER 18000 MILE SERVICE SAFETY ONLY	MI MO MO		01CVMIN 01CVZNY5I	MINOR TUNE UP NYSI	MI MO	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/30/04	103497	14670	817	1118 1118 1118	W C W	70CVCCAMP3 78CVZWRECK 70CVZ	RECALLS BODY REPAIR CAMPAIGNS
06/09/04	100537	10691	7777	16 16	W W	27CVZD 77CVZ	DIAGNOSE STEERING SUBLET
03/08/04	98084	7699	7777	16	W	10CVZCCC	CCC LIGHT ON

S E R V I C E

STATE REG# R7075968

SALES ORDER NO. 1122 1G1ZU54894F	SALES M. MITCHELL 04/CHEVROLET/MALIBU/MALIBU LT SDN	PRODUCTION DATE 46781	STOCK NO. 46781	LICENSE NO.	R. O. NO. 107687
CUSTOMER NO. 33787	SERVICE CONTRACT	DELIVERY DATE 09/17/03	DELIVERY MILES 10	SELLING DEALER NO.	R. O. DATE 03/15/05
COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
TURBO	MMG CVZZ	AIR COND.	P. S.	TRANS	MILEAGE 20,279
ADVISOR NO. 1224	ADVISOR JOHN HILL				

ROAD TESTED
 WAITING
 Yes
 No
 TIME RECEIVED 08:05am DATE/TIME PROMISED 03/15/05 09:00pm PRIORITY
 APPOINTMENT
 Yes
 No
 LABOR RATE 95.00
 JOB

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

SUBLET
 PERFORM BODY WORK TO PASS SIDE REAR DOOR AND 1/4 ATT FILE
 1 191637023 ATT YOLANDA 1 800 231 1841 X57092

STEERING
 CUST STATES WITH VEH RUNNING CLICK NOISE IN STEERING WHEEL
 TURNING BACK AND FORTH

WARRANTY TOWING
 RRE4NTAL SEE LINE B

NEW YORK STATE REPAIR SHOP NO. 7075968		
PRE INSPECTION ESTIMATE	ADDITIONAL WORK	CALLED BY
PARTS \$	\$	<input type="checkbox"/> PHONE <input type="checkbox"/> IN PERSON
LABOR \$	DATE	OWN'D BY
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED		
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED		
SAVE REPLACED PARTS YES <input type="checkbox"/> NO <input type="checkbox"/>		INITIALS
NO GUARANTEE ON WORK PERFORMED 30 DAYS OR 1,000 MILES WHICHEVER OCCURS FIRST 90 DAYS OR 1,000 MILES WHICHEVER OCCURS FIRST 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST		
DISCLAIMER OF WARRANTIES ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE SAID PRODUCTS.		
CASH, CREDIT CARD & CERTIFIED CHECK <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AM. EX. <input type="checkbox"/> DISCOVER		
I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.		
X _____ VEHICLES LEFT FOR WORK MUST BE PICKED UP BY 6 P.M.		

Copyright 1998 The Reynolds and Reynolds Company, Dayton, Ohio 45424-1100

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information

Date	3/24/2005	Service Request #	1-191637023
Customer Name	[REDACTED]		
VIN	1G1ZU54894F	[REDACTED]	
In-Service Date	9/17/2003	Service Contract?	N
Current Mileage	20,279	Purchased New/Used?	
Warranty Blocked?	N		
Branded Title?	N	Mileage at Purchase	

Dealer and Claim Information

Dealer Name	Arnold Chevrolet		
Dealer Svc Mgr	John Hill	Dir Warranty Admin:	Richie Dahlgren
Dealer Phone	6312640909	Dealer Fax	6312640944
Dealer BAC	158516		
Dealer Division and Code	Divisions (15-Olds, 16-Pont, 48-GMC, 13-Chev, 12-Cad, 11-Bui, 10-Izusu) 13-02018		
Repair Order Number	107687		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	\$1,498.30	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	DO NOT PUT IN HOURS
Parts and Labor Costs:	DO NOT PUT IN COSTS
Net Amount:	\$1,498.30

DO NOT ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Cmnts for Dir:	

**IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO**

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:	steering
Cause:	
Correction:	repairs
Justification:	GOODWILL GESTURE FOR CUSTOMER SATISFACTION
PAR CRM	Yolanda Kelsey
FTT CRM	
Date Entered/Forwarded	
IF Forwarded to who?	

August 4, 2011

[REDACTED]
Athens, AL [REDACTED]

Service Request: 1-191682928
Customer Relationship Manager: Amy Preziosi

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]
Sugar Land, TX [REDACTED]

Service Request: 1-192380624
Customer Relationship Manager: Sarah Bradley

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]
Sugar Land, TX [REDACTED]

Service Request: 1-192380624
Customer Relationship Manager: Sarah Bradley

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

May 3, 2004

[REDACTED]
Sugar Land, TX [REDACTED]

Service Request: 1-192380624
Customer Relationship Manager: Katherine Stafford

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 Business Resource Center 1-800-231-1841, ext. 57758 Monday through Friday between 8:00 am to 4:45 pm EST. 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



RVDC Case# 84677

BRC Case Number	1192380624	Vehicle Is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZT52814F	This vehicle was repurchased as a result of a: Voluntary settlement of a GM alternative dispute resolution program					
BAC	114885	Retrieve Sales Tax? Y		Title Brand?			
Dealership Name	BILL HEARD CHEVROLET	Reason for not Retrieving Sales Tax:					
Dealer Contact/Title	Mike Sutton, Operations Manager	Original Sales Tax Paid In State: TX		Repurchased Under Laws of State: TX			
Dealer Phone	2814919000	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	2812691829	Closing Schedule:	2004-05-24	Established on:	2004-05-18		
Delivery Date	2003-09-12	If no, where: BAC is 0					
Buyback Mileage	11882	Location Site Name:					
Transmission	A	Contact Name:					
UCC Code(s)	M0105	Address 1:					
MSRP	21400.00	Address 2:					
Est. Auction Value	17484.42	City:		State:		Zip:	
Case Number	84677	Phone #:					
TAC Case Number	7240809	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 Bill Elbert	Gm Counsel Contact Name: N/A					
Reason for Repurchase: Steering locks up during operation.		Address1:					
		Address2:					
		City:		State:		Zip:	
		Phone #:					
		Fax #:					
Lien Payoff							
Lien Payoff Amount: 21794.77		Lien Payoff Expires on: 2004-06-05			Per Diem: 8.13		
Customer Due to GM: 0.00				Dealer Due GM: 0.00			
Check Information							
Customer				Lienholder		Plaintiff's Attorney	
Check Amt:	635.91	Payee1:	Auto One Acceptance Corp.	Check Amt:	0.00		
Payee1:	[REDACTED]	Payee2:	[REDACTED]	Payee1:			
Payee2:	Chevrolet Corp.	Address1:	Pymnt Mailing Opening Dept	Payee2:			
Address1:	[REDACTED]	Address2:	111 Sylvan Avenue	Address1:			
Address2:	[REDACTED]	City:	Englewood Cliffs	Address2:			
City:	Sugar Land	State:	NJ	City:			
State:	TX	Zip:	07632	State:			
Zip:	[REDACTED]	Phone #:	8008261518	Zip:			
Phone #:	[REDACTED]	Fax #:		Phone #:			
Fax #:	[REDACTED]	Attention:	Payment Mailing Dept	Fax #:			
		Account #:	[REDACTED]	Attention:			
				Fed Tax ID:			
				Firm Name:			

Case ID: 84677 Initiator: anloague

Sheldon B...

MAY 19 2004

File Number
1-192380624

BRC REPURCHASE WORKSHEET

Customer Name
Ramos

Worksheet filled out by:
Sharon Antoaque

Old Vehicle VIN:
1G1ZT52814F

New Vehicle VIN:

Date:
5/18/04

1	Base Price	\$22,378.54	1	Lease Terms	MO	MI	Lease Usage Mo	MI
2	Inventory Tax	\$45.43	2	Dealer Buyout Price				
3	Tax	\$1,336.16	3	Payments (opt)				
4	Reg./Lic./Title (opt)	\$170.55	4	Pre-Payment(s) (Pro-rate)				
5	Aftermarket Items		5	Cap Cost Reduction				
6	Finance Charges	\$0.00	6	Tax				
7	Incentives (deduct)	\$1,000.00	7	Reg./Lic./Title (opt)				
8	Total Purchase Price	\$22,930.68	8	Other				
9			9	Total Additions				\$0.00
10	Usage/Depreciation	\$500.00	10	Usage/Depreciation				
11	Damage		11	Damage				
12	Over Allowance		12	Over Allowance				
13	Negative Equity		13	Negative Equity				
14			14	Security Deposit				
15	Total Deductions	\$500.00	15	Incentives				
16			16	Total Deductions				\$0.00
17			17					
18	Total Repurchase Amount	\$22,430.68	18	Total Repurchase Amount				\$0.00
19			19					
20	Total Payoff Amount	\$21,794.77	20	Dealer Buyout Price (From Line 1)				\$0.00
21			21					
22	Total Refund to Customer	\$635.91	22	Total Refund to Customer				\$0.00
23			23					
24			24					
25	Estimated Auction Price	\$17,484.42	25	Estimated Auction Price				
26	Projected Loss	(\$4,946.26)	26	Projected Loss				\$0.00

PAYMENT METHOD

A	Payee(s)	Amount	Contact(s)	BAC Code	Dealer Name
A	Credit to Dealership				
B	Check to Customer				
C	Check to Lienholder & Customer				
D	Check to Lienholder				
E	Check to Attorney (1099 Info)				
F	Check to Other				

G.M. Signature

Date

SB

5/18/04

May 06 04 01:53p

Bill Elbert

281-419-9360

P. 8

From: Mike Sutton To: BILL ELBERT

Date: 4/23/2004 Time: 8:58:58 AM

Page 9 of 9

TAX AND TITLE APPLICATION / REGISTRATION / MOTOR VEHICLE TAX

1. DATE OF RECEIPT: 10/05/2003

2. LICENSE NUMBER: [REDACTED]

3. EXPIRES LAST DAY OF: MONTH 9 YEAR 2004

4. TRANSFER OF CURRENT REGISTRATION: REGISTRATION FEE PAID: \$2,004

5. OLD PLATE NUMBER: [REDACTED]

6. OLD TEXAS LICENSE PLATE NO.:

7. [REDACTED]

8. OLD TEXAS LICENSE PLATE NO.:

9. LICENSE HOLDER (NAME AND MAILING ADDRESS):
 Sugar Land, TX [REDACTED]
 ALTO ONE ACCOUNTANCE (CORP)
 P O BOX 3449
 CORPELL, TX 75019

10. LICENSE HOLDER (NAME AND MAILING ADDRESS):
 [REDACTED]

11. SELLER (NAME OF PREVIOUS OWNER AND MAILING ADDRESS):
 Bill Beard (Charitable LTD)
 Sugar Land, TX

12. DATE OF USE: 09/12/2003

13. REG. CLASS: 2.5

14. TONNAGE: 0

15. CARRYING CAPACITY: 0

16. GROSS WEIGHT: 0

17. GROSS WEIGHT: 0

18. GROSS WEIGHT: 0

19. YEAR: 2004

20. MAKE: CHEV

21. MODEL: MAL

22. BODY STYLE: 4D

23. VEHICLE IDENTIFICATION NUMBER (VIN): 1G1Z15214141

24. ODOMETER: 00

25. MAKE: MAL

26. SALES PRICE: 22,378.54

27. TAXABLE VALUE: 21,378.54

28. TAX: 1,336.16

29. PENALTY: 0.00

30. TOTAL REGISTRATION FEE: 59.80

31. TAX LEVY: 1,336.16

32. COUNTY: TARRANT COUNTY

33. TOTAL REGISTRATION FEE: 59.80

34. COUNTY: TARRANT COUNTY

35. TOTAL REGISTRATION FEE: 59.80

36. COUNTY: TARRANT COUNTY

37. TOTAL REGISTRATION FEE: 59.80

38. COUNTY: TARRANT COUNTY

39. TOTAL REGISTRATION FEE: 59.80

40. COUNTY: TARRANT COUNTY

41. TOTAL REGISTRATION FEE: 59.80

42. COUNTY: TARRANT COUNTY

43. TOTAL REGISTRATION FEE: 59.80

44. COUNTY: TARRANT COUNTY

45. TOTAL REGISTRATION FEE: 59.80

46. COUNTY: TARRANT COUNTY

47. TOTAL REGISTRATION FEE: 59.80

48. COUNTY: TARRANT COUNTY

49. TOTAL REGISTRATION FEE: 59.80

50. COUNTY: TARRANT COUNTY

51. TOTAL REGISTRATION FEE: 59.80

52. COUNTY: TARRANT COUNTY

53. TOTAL REGISTRATION FEE: 59.80

54. COUNTY: TARRANT COUNTY

55. TOTAL REGISTRATION FEE: 59.80

56. COUNTY: TARRANT COUNTY

57. TOTAL REGISTRATION FEE: 59.80

58. COUNTY: TARRANT COUNTY

59. TOTAL REGISTRATION FEE: 59.80

60. COUNTY: TARRANT COUNTY

61. TOTAL REGISTRATION FEE: 59.80

62. COUNTY: TARRANT COUNTY

63. TOTAL REGISTRATION FEE: 59.80

64. COUNTY: TARRANT COUNTY

65. TOTAL REGISTRATION FEE: 59.80

66. COUNTY: TARRANT COUNTY

67. TOTAL REGISTRATION FEE: 59.80

68. COUNTY: TARRANT COUNTY

69. TOTAL REGISTRATION FEE: 59.80

70. COUNTY: TARRANT COUNTY

71. TOTAL REGISTRATION FEE: 59.80

72. COUNTY: TARRANT COUNTY

73. TOTAL REGISTRATION FEE: 59.80

74. COUNTY: TARRANT COUNTY

75. TOTAL REGISTRATION FEE: 59.80

76. COUNTY: TARRANT COUNTY

77. TOTAL REGISTRATION FEE: 59.80

78. COUNTY: TARRANT COUNTY

79. TOTAL REGISTRATION FEE: 59.80

80. COUNTY: TARRANT COUNTY

81. TOTAL REGISTRATION FEE: 59.80

82. COUNTY: TARRANT COUNTY

83. TOTAL REGISTRATION FEE: 59.80

84. COUNTY: TARRANT COUNTY

85. TOTAL REGISTRATION FEE: 59.80

86. COUNTY: TARRANT COUNTY

87. TOTAL REGISTRATION FEE: 59.80

88. COUNTY: TARRANT COUNTY

89. TOTAL REGISTRATION FEE: 59.80

90. COUNTY: TARRANT COUNTY

91. TOTAL REGISTRATION FEE: 59.80

92. COUNTY: TARRANT COUNTY

93. TOTAL REGISTRATION FEE: 59.80

94. COUNTY: TARRANT COUNTY

95. TOTAL REGISTRATION FEE: 59.80

96. COUNTY: TARRANT COUNTY

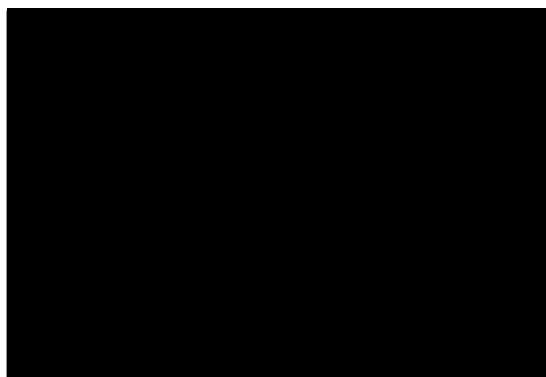
97. TOTAL REGISTRATION FEE: 59.80

98. COUNTY: TARRANT COUNTY

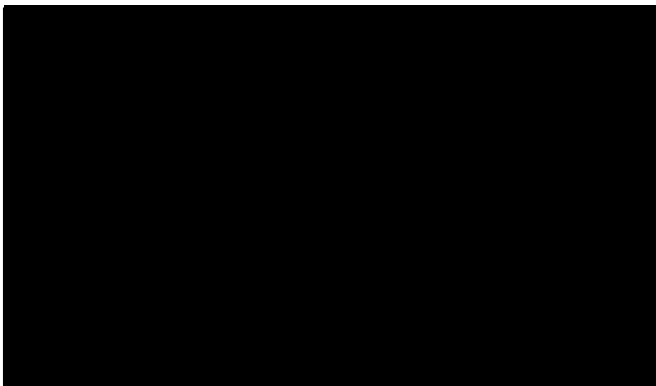
99. TOTAL REGISTRATION FEE: 59.80

100. COUNTY: TARRANT COUNTY

TAX AND TITLE COPY 1



FROM: MANDUON TO: BILL EIBERT



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

273240

CUSTOMER NAME: _____
 VIN: 1G1ZT52914F _____ (or see attached list*)

CUSTOMER INCENTIVE(S)

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

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ <u>1000</u>	<u>car</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ <u>1000</u>	_____

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

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

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 12 SEP 04. I acknowledge receipt of incentive(s) as described in Item # ___ and release the GM obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: _____ Date: 12 SEP 2004

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

Authorized Dealer Signature: [Signature] Date: 12 SEP 2004
 Dealership Name: BILL HEARD CHEVROLET Dealer Code: 30636

* 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 99GMACK2/GM-3795 (9/99)

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 05/11/04
PROCESSING SOURCE: BARS 07:21:29

VIN: 1G1ZT5281 4F [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GKJHRK PAGE NO: 1
ODATE: 06/19/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 30636
DDATE: 09/12/03 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
DLVY DOE: 09/19/03 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: [REDACTED]

TRD DOE:

SRVC IN: SUGARLAND TX [REDACTED]

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CSR	01	13 30636	00024411764	09/20/03	1,000.00	OA	0.00	9
FFC	01	13 30636	00024411764	09/20/03	19.26	OA	0.00	9

COMMAND ==> _____

NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD

P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 05/10/04
 START BROWSE PROCESSING SOURCE: CHEVROLET 11:53:42
 INCENTIVE CODE/LVL: CSR _____ PAGE NO: 1

FN	INCTV		START	END	ST	LAST ACTIVITY	
CD	CD	LVL DESCRIPTION	DATE	DATE	CD	DATE /	VOLUME
(S)							
_	CSR	167 REG 04 SCR CONSUMER CASH PGM	07/08/03	09/01/04	P	05/08/04	916
_	CSR	165 REG 03 SCR CONSUMER CASH PGM	07/02/02	09/30/04	P	05/08/04	3
_	CSR	116 REG 02 SCR CONSUMER CASH PGM	06/01/01	04/02/03	P	05/06/04	1
_	CST	003 DIR 02 SUBURBAN/TAHOE CONQUEST	07/03/01	01/01/02	P	08/27/02	1
_	CTR	001 MSC ** CUSTMR TRD REPURCH BLOCK	07/01/98		P	05/08/04	37
_	CTS	001 MSC ** PROMO VEHICLE FILE BLOCK	04/22/04		P	05/08/04	26
_	CVC	001 NATL \$500 INSTANT VALUE CERTIFI	05/06/04		N		0
_	CVE	006 FLT 03 COMMERCIAL SPEC DLR CASH	01/03/04	06/30/04	P	05/08/04	1
_	CVM	026 DEMO 02 COMM TRUCK PROGRAM	06/26/01	03/31/03	P	12/23/03	1
_	CWE	150 REG 04 WSR CONSUMER CASH PGM	07/08/03	09/01/04	P	05/08/04	686
_	CWE	147 REG 03 WSR CONSUMER CASH PGM	07/02/02	09/30/04	P	05/08/04	2
_	CWE	105 REG 02 WSR CONSUMER CASH PGM	06/01/01	04/02/03	P	05/05/04	10

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN

P/W:

electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 05/10/2004
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Sugarland, Tx [REDACTED]
- 5.Primary Customer Phone #: [REDACTED]
- 6.Additional Customer Phone #: [REDACTED] Home Mobile *unk*
- 7.Customer fax #: [REDACTED]
- 8. Cust Drivers Licenses #: [REDACTED]
- 9. State tax % rate: 6.25

*An loague
5/11/04
10:35*

Customer Vehicle Information

- 10.Year/Make/Model: 2004 Chevrolet Malibu
- 11.VIN (17 Digits): 1G1ZT52814E [REDACTED]
- 12.Current Mileage: 11,882
- 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Bill Heard Chevrolet
- 15.Dealership Phone #: 281-491-9000
- 16.Dealership Contact Name and TITLE: Mike Sutton / *operations manager*
- 17.Dealership Contact Phone # (if different than Dealership #): 281-798-5607
- 18.Dealership Contact Fax #: 281-243-1180
- 19.Dealership BAC: 114885 Region: Southeast

20.What GOODWILL TOOLS were offered?

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

21.Was a TRADE Repurchase offered? YES

22.If this will not be a Trade Repurchase, Please explain Why? customer could no get financed with their credit history. dealer states can get customer financed if GM does straight repurchase and customer can utilize rebates. Dealer has customer in new malibu waiting on staight repurchase from GM. AVM explained to Ms. Ramos, GM will buy vehicle back at agreed price, but GM will not be able to get involved in new transaction, this is up to her and dir.

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

- 23.CAC Case Number: 1-192380624
- 24.TAC Case Number: 7240809

25.If no TAC number, Explain:

26.Reason for Repurchase (Include specific mechanical failure): 4 repair attempts to steering (locks up during operation). customer lost faith in vehicle refused to drive. customer notified local TV consumer activist Marvin Zindler, who has an open case on this file.

27.This case was resolved by: Field Voluntary Decision

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

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

30.Type of TRANSACTION? STRAIGHT REPURCHASE

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

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: \$500.00, negotiated with owner, due to low mileage and high visibility case.

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:GM will pay for taxes figured in to repurchase calculations

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: Please process ASAP, this is a high visibility case. Dealer has customer in bailment unit. The total amount of repurchase is \$22439.68. Pay off is approx \$21664. avm explained to cust GM will payoff vehicle and difference will go to customer.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy):05/05/2004.

42.Authorizer Name: Bill Elbert

43.GM Position: AVM

44.VoiceMail Node: 800-211-3611 Mailbox Number: 8000 972075-8000

45.Email Address: bill.elbert@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 LS SEDAN
 41U BLACK /V6G
 14C GRAY
 ORDER NO. GKJHRK/TRE STOCK NO.
 VIN 1G1 ZT52 81 4F [REDACTED]

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD22487309

*****13*30636S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 08/26/03
B37 FLOOR MATS, FRONT & REAR	80.00	72.00	SHIPPED 08/26/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 09/08/03
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 09/08/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 08/25/03
U2K XM SATELLITE RADIO-100 CHANNEL	325.00	292.50	KEYS G2207 G2207
COAST TO COAST DIGITAL SOUND (SUBSCRIPTION CHARGES EXTRA)			WFP-F QTR OPT-1
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	BANK: GMAC - 084 CHG-TO 30-636

SHIP WT: 3171
 HP: 32.9
 GMS: 19029.80
 SUPPLR: 19790.99
 MRM: 21400.00
 DAN: LS1SA
 MEMO 1013.75

TOTAL MODEL & OPTIONS	20775.00	19003.05	ACT 231	19004.80
DESTINATION CHARGE	625.00	625.00	H/B 261	623.25
LAM DEALER CONTRIBUTION		207.75	ADV 261	207.75
LAM GROUP CONTRIBUTION		103.88	EXP 65A	103.88

TOTAL 21400.00 19939.68 PAY 310 19939.68
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 19010.88

 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.

BILL HEARD CHEVROLET

REMIT TO GMAC NO. 084
 VIN 1G1ZT52814F [REDACTED]
 \$ 19939.68 INV 1AD22487309
 DUE 09/08/03 DEALER 30-636

LAW 333 LA 1101

Fig. 603

**RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE**

Dealer Number _____ Contract Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller Name and Address
[Redacted]	TEXAS TRUCK CENTER, INC. 10000 DORTCHER ROAD MCKINNEY, TX 75069

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

New/Used/Demo	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET MALIBU	0	1G1JG528020000000	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. 14.99%	The dollar amount the credit will cost you. \$ 1,095.04	The amount of credit provided to you or on your behalf. \$ 2,530.65	The amount you will have paid after you have made all payments as scheduled. \$ 3,625.69	The total cost of your purchase on credit, including your down payment. \$ 3,625.69

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
48	\$ 75.12	Monthly beginning 05/19/04

Or As Follows:

Late Charge: If payment is not received in full within 15 days after it is due, you will pay a late charge equal to 2% of the amount of the installment.

Prepayment: If you pay off all your debt early, you will not have to pay a penalty.

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

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled final term security interest.

ITEMIZATION OF AMOUNT FINANCED	
1 Cash Price (including any accessories, services, and sales tax)	\$ 3,625.69 (1)
2 Total Downpayment =	\$ 0.00
Trade-in (Year) (Make) (Model)	
Minus Trade-in Allowance	\$ 0.00
Less Pay Off Made By Seller	\$ 0.00
Equals Net Trade In	\$ 0.00
+ Cash	\$ 0.00
+ Other (describe)	\$ 0.00
(If total downpayment is negative, enter "0" and see 4.A below)	\$ 0.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 3,625.69 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf	
(Seller may keep part of these amounts):	
A Prior Credit or Lease Balance to	\$ 0.00
B Cost of Optional Credit Insurance Paid to the Insurance Company of COMPANY:	
Life	\$ 0.00
Disability	\$ 0.00
C Other Insurance Paid to the Insurance Company	\$ 0.00
D Official Fees Paid to Government Agencies	\$ 0.00
1) to for	\$ 0.00
2) to for	\$ 0.00

INSURANCE. Physical damage insurance on the vehicle is REQUIRED until you have paid all you owe under this contract. You may obtain the physical damage insurance from any insurance company you choose that is authorized to do business in Texas. You may also furnish the required coverage through an existing policy that is not required to buy any other insurance to obtain credit.

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

Check the insurance you want and sign below:

Optional Credit Life and Credit Disability Insurance

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4B of the Itemization of Amount Financed.

Credit Life: Buyer Co-Buyer Both

Credit Disability: Buyer Co-Buyer Both

Premium and Term:

Credit Life \$ 0.00 Term 48 Months

Credit Disability \$ 0.00 Term 48 Months

Insurance Company Name _____

Home Office Address _____

Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If this box is checked, the premium for the insurance coverage(s) included above is not filed or approved by the Texas Insurance Commissioner.

I want the optional credit insurance checked above.

(Buyer's signature) _____ Date _____

(Co-Buyer's signature) _____ Date _____

Other Optional Insurance Coverages

The insurance described below is not required to obtain credit. It will not be provided unless you sign and agree to pay the extra cost.

Coverage	Term in Months	Premium
_____	_____	_____



544629

INVOICE

13115 S.W. FREEWAY AT HWY 90A P.O. BOX 530
SUGARLAND, TEXAS 77478-0530
(281) 491-9000
www.billheardchevrolet.com

PAGE 1

FAX #'S: SERVICE - (281) 243-1168
GENERAL - (281) 263-1347

HOME:	BUS:	SERVICE ADVISOR:		902 MAKE READY			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	04	CHEVROLET MALIBU	1G1ZT52814F		2/2	T096	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
			09:36 10SEP03		93.00	CASH	11SEP2003
R.O. OPENED		READY	OPTIONS:		STK: 4T52103096 DLR: B. HEARD ENG: LX9		
09:36 10SEP03		09:31 11SEP03	PRN: MXO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A PRE DELIVERY INSPECTION							
Z7000 PRE DELIVERY INSPECTION BASE TIME							
				4240 IPDI	1.00		
				902 IPDI	0.20		
					1.20		

B INSTALL STARTER INTERRUPT SYSTEM							
SIS INSTALL STARTER INTERRUPT SYSTEM							
				4240 INT	0.50	64.00	64.00
				1 142 RELAY /GENERIC	3.79	2.81	2.81
				1 143 KILL SWITCH SYSTEM	45.00	33.19	33.19
				14 NPNFC TERMINAL	1.00	0.58	8.12

C 2 YEAR INSPECTION STICKER (NEW VEH ONLY)							
				N20 2 YEAR INSPECTION STICKER (NEW VEH ONLY)		7.00	7.00
				4240 IST	0.20		

MISC STATE							
				PO#544629		14.75	14.75

D VIN ETCH NEW CAR AND TRUCK							
				VIN VIN ETCH NEW CAR AND TRUCK		11.00	11.00
				1626 INT	0.20		

E CLEAN FOR STOCK, ADD PAINT SEALANT							
				CPS2 CLEAN FOR STOCK, ADD PAINT SEALANT		60.88	60.88
				4700 INT	1.00		

MISC SEALANT							
				PO#544629		10.00	10.00
				INT			

300.17

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

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

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

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
THIS PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT, I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BOLOS TEXAS FITNESS AND COMMERCIAL CODE IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR CAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.
CUSTOMER SIGNATURE

Over Allowance / Incentives / Negative Equity Form
INTERNAL WORK PRODUCT – PRIVILEGED AND CONFIDENTIAL INFORMATION

Customer [REDACTED]

Request # 1-192380624

Straight _____

Trade _____

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.)		\$ <u>22379.54</u>
MSRP (From BARS Invoice)	minus	\$ <u>21400.00</u>
DIFFERENCE (If positive, look for Over Allowance on vehicle)		\$ <u>979.54</u> <i>allowance</i>
Trade Allowance from Dealer Bill of Sale		\$ _____
ACV of Trade from Dealer's ACV Form	minus	\$ - _____
DIFFERENCE (If positive, this is Over Allowance on vehicle)		\$ _____
Trade Allowance		\$ _____
Actual Payoff amount of traded vehicle	minus	\$ - _____
DIFFERENCE <i>If Negative is Negative Equity on vehicle</i>		\$ _____
<i>If Over allowance and/or Incentives (not included in Purchase Price) are found VERIFY before presenting to TM</i>		
Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)		\$ <u>22379.54</u>
Incentives NOT INCLUDED in Purchase Price (from BARS)	minus	\$ <u>1000.00</u>
<i>(DO NOT INCLUDE FUEL-FILL CREDIT) INCLUDE GM CARD CREDITS-credited back to customer card</i>		
Over Allowance (difference between Trade Allowance & ACV of trade)	minus	\$ - _____
ACTUAL PRICE OF VEHICLE that should be Presented as Repurchase		\$ <u>21379.54</u>

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 11, 2004

Sugarland, Tx. [REDACTED]

STRAIGHT SETTLEMENT OFFER**Subject: Repurchase of 2004 Chevrolet Malibu 1-192380624**

Dear Mr. And M [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, 1G1ZT52814F [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 Chevrolet customer. Chevrolet will repurchase your vehicle for **\$22,430.68**. This offer is calculated by using the following figures:

Purchase Price	\$22,378.54
Inventory Tax	\$ 45.43
Plus Tax	\$ 1,336.16
Less usage	\$ 500.00
Less incentives	\$ 1,000.00
TOTAL REPURCHASE PRICE	\$22,430.68 ✓
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL May 31, 2004	\$21,754.12 ✓
TOTAL AMOUNT TO CUSTOMER	\$676.56 ✓

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

General Motors will repurchase VIN 1G1ZT52814F [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5934 by May 14, 2004. The conditions of the straight repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used *only for title corrections, if needed* (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

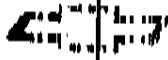
If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license and current registration. Upon receipt of your signed acceptance, a check will be processed and forwarded to Bill Heard Chevrolet Corporation. 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. 58279 if you have any questions or concerns.

05/14/2004 15:20

713-776-5006

SW BUSINESS OFFICE

PAGE 03



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 14, 2004

[Redacted]

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu 1-192380624

Dear Mr. [Redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, 1G1ZT52814F [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 Chevrolet customer. Chevrolet will repurchase your vehicle for \$22,430.68. This offer is calculated by using the following figures:

Trade-in Price	
Inventory Tax	\$22,378.54
Title Fees	\$ 45.43
License Usage	\$ 1,336.16
License Incentives	\$ 500.00
	\$ 1,600.00
NETTED REPURCHASE PRICE	\$22,430.68
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL May 31, 2004	\$21,754.12
TOTAL AMOUNT TO CUSTOMER	\$576.56

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

General Motors will repurchase VIN 1G1ZT52814F [Redacted] in exchange for the release of liability stemming from warranties against this vehicle.

Please respond to this offer by fax number 866-440-5934 by May 14, 2004. The conditions of the straight settlement offer are as follows:

- the vehicle has not been 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 (pay off original loan)
- a "Buyer's Responsibility" form is signed at the time of repurchase - used only for title corrections, if needed (supplied by General Motors)
- a "Consumer 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 Tallentire Chevrolet Corporation. Please allow up to 7 business days for check processing. I will contact you to see

05/14/2004 15:20

713-776-5006

SW BUSINESS OFFICE

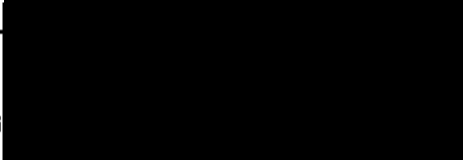
PAGE 02



05/14/2004 15:20
 201-114...
 You will be required to complete the transaction on the signing date. I can be reached at (608) 776-5006 if you have any questions or concerns.

Sincerely,

Sharon Anloaga
 Business Resource Center



the signing.

5-14-04



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 14, 2004

[Redacted]

Sugarland, Tx. [Redacted]

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu 1-192380624

Dear [Redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, 1G1ZT52814F [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 Chevrolet customer. Chevrolet will repurchase your vehicle for **\$22,430.68**. This offer is calculated by using the following figures:

Purchase Price	\$22,378.54
Inventory Tax	\$ 45.43
Plus Tax	\$ 1,336.16
Less usage	\$ 500.00
Less incentives	\$ 1,000.00
TOTAL REPURCHASE PRICE	\$22,430.68
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL May 31, 2004	\$21,754.12
TOTAL AMOUNT TO CUSTOMER	\$676.56

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

General Motors will repurchase VIN 1G1ZT52814F [Redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5934 by May 14, 2004. The conditions of the straight repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

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 Bill Heard Chevrolet Corporation. Please allow up to 7 business days for check processing. I will contact you to set



GMC

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. 58279 if you have any questions or concerns.

Sincerely,

Sharon Anloague
Business Resource Center

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

Signature and Date



GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 11, 2004

[Redacted] os
Sugarland, Tx [Redacted]

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu 1-192380624

Dear Mr. And Mrs. [Redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, 1G1ZT52814F [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 Chevrolet customer. Chevrolet will repurchase your vehicle for **\$22,430.68**. This offer is calculated by using the following figures:

Purchase Price	\$22,378.54
Inventory Tax	\$ 45.43
Plus Tax	\$ 1,336.16
Less usage	\$ 500.00
Less incentives	\$ 1,000.00
TOTAL REPURCHASE PRICE	\$22,430.68
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL May 31, 2004	\$21,754.12
TOTAL AMOUNT TO CUSTOMER	\$676.56

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

General Motors will repurchase VIN 1G1ZT52814F [Redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-440-5934 by May 14, 2004. The conditions of the straight repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

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 Bill Heard Chevrolet Corporation. Please allow up to 7 business days for check processing. I will contact you to set



GMC

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. 58279 if you have any questions or concerns.

Sincerely,

Sharon Anloague
Business Resource Center

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

Signature and Date

MEMORIAL HERMANN
HEALTHCARE SYSTEM



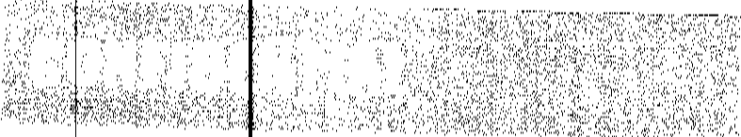
To: Sharon Ambrose Fax: 866-440-5934
 From: [Redacted] Date: 5-14-04
 Re: [Redacted] Pages: 3
 CC: 2004 Malibu Repurchase

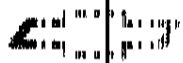
Urgent For Review Please Comment Please Reply Please Recycle



Confidentiality Notice:

WARNING: Unauthorized interception of this fax communication could be a violation of federal and state law. The documents accompanying this fax transmission may contain information that is legally privileged. The information is intended only for use by the recipient. You are hereby notified that any disclosure, copying, distribution, or taking of any action on the contents of this faxed information is strictly prohibited. If you have received this information in error, please immediately notify sender by telephone to arrange for the return of the original documents.



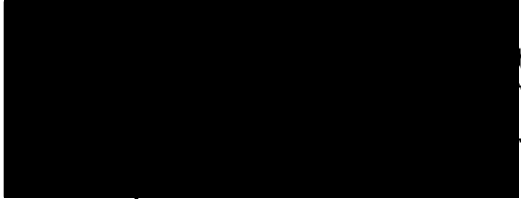


CBMC

By signing this document you will be required to complete the transaction on the signing date. I can be reached at (800) 231-1444 or (502) 776-5006 if you have any questions or concerns.

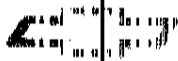
Sincerely,

Sharon Anloague
Business Resource Center



the signing.

5-14-04



GENERAL MOTORS BUSINESS RESOURCE CENTER

May 14, 2004

[Redacted]

General Motors

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu 1-192380624

Dear Mr. [Redacted]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, 1G1ZT52814E [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 Chevrolet customer. Chevrolet will repurchase your vehicle for \$22,430.68. This offer is calculated by using the following figures:

Purchase Price	\$22,378.54
Inventory Tax	\$ 45.43
Plus Tax	\$ 1,336.16
Less usage	\$ 500.00
Less Incentives	\$ 1,000.00
TOTAL REPURCHASE PRICE	\$22,430.68
PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL May 31, 2004	\$21,754.12
TOTAL AMOUNT TO CUSTOMER	\$676.56

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

General Motors will repurchase VIN 1G1ZT52814E [Redacted] in exchange for the release of liability stemming from warranties expressly provided, covering this vehicle.

Please return this document to fax number 866-440-5934 by May 14, 2004. The conditions of the straight repurchase are as follows:

- the vehicle is free from any abnormal damage or alterations which impair its resale value
- all factory installed equipment are intact and functional
- a lease end declaration is provided at the time of repurchase (payoff original loan)
- a "Lease End Declaration" form is signed at the time of repurchase - used only for title corrections, if needed (supplied by General Motors)
- an "Consumer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)

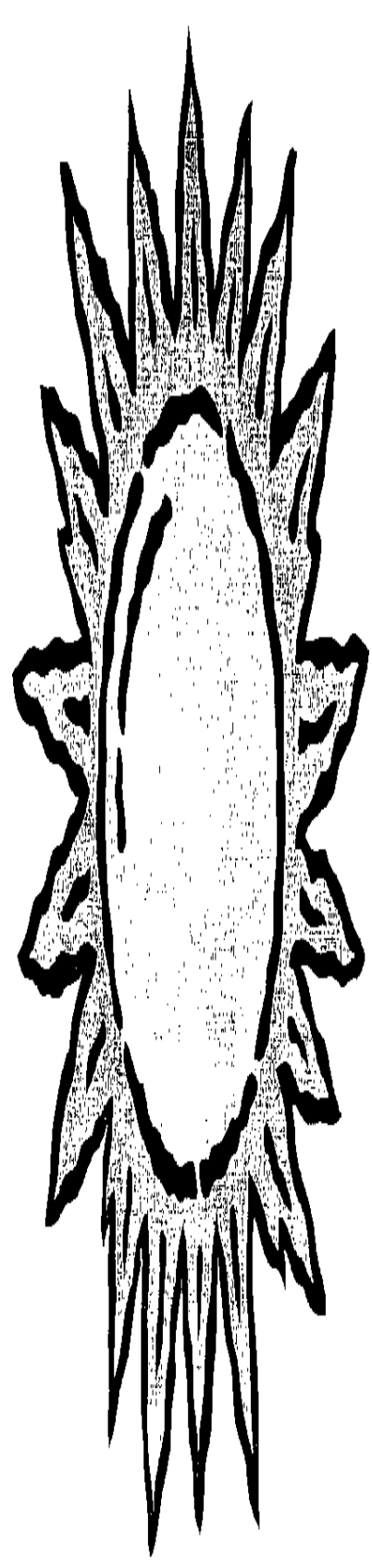
If this straight repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license and current registration. Upon receipt of your signed acceptance, a check will be processed and forwarded to BARR Group, The General Motors Corporation. Please allow up to 7 business days for check processing. I will contact you to see

To: SHARON ANLOAGUE

From: Bryana

• Pages: 3

• Auto One
Acceptance
Corporation



BILL HEARD CHEVROLET, INC.

13115 SOUTHWEST FRWY

SUGARLAND, TX

77487

phone: 713 491 9000

fax:

FAX COVER SHEET

From: Mike Sutton
To: Sharon Anloague
Subject: [REDACTED]

Message:

Sharon,

Please call to confirm receipt of this fax.

Thank you,
Mike Sutton
281-263-1368



544629

INVOICE

13115 S.W. FREEWAY AT HWY 90A P.O. BOX 530
SUGARLAND, TEXAS 77478-0530
(281) 491-9000
www.billheardchevrolet.com

PAGE 1

FAX #'S: SERVICE - (281) 243-1168
GENERAL - (281) 263-1347

HOME: BUS: SERVICE ADVISOR: 902 MAKE READY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: BLACK, 04, CHEVROLET MALIBU, 1G1ZT52814F, 2/2, T096. Row 2: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: 09:36 10SEP03, 93.00, CASH, 11SEP2003.

Table with columns: R.O. OPENED, READY, OPTIONS, LIST, NET, TOTAL. Row 1: 09:36 10SEP03, 09:31 11SEP03, STK: 4T52103096 DLR: B. HEARD ENG: LX9, TRN: MXO. Row 2: A PRE DELIVERY INSPECTION, Z7000 PRE DELIVERY INSPECTION BASE TIME, 4240 IPDI 1.00, 902 IPDI 0.20, 1.20, 88.42, 88.42.

Table with columns: B INSTALL STARTER INTERRUPT SYSTEM, SIS INSTALL STARTER INTERRUPT SYSTEM, 4240 INT 0.50, 1 142 RELAY /GENERIC, 1 143 KILL SWITCH SYSTEM, 14 NPNFC TERMINAL, 64.00, 3.79, 45.00, 1.00, 2.81, 33.19, 0.58, 8.12.

Table with columns: C 2 YEAR INSPECTION STICKER (NEW VEH ONLY), N20 2 YEAR INSPECTION STICKER (NEW VEH ONLY), 4240 IST 0.20, 7.00, 7.00.

Table with columns: MISC STATE, PO#544629, IST, 14.75, 14.75.

Table with columns: D VIN ETCH NEW CAR AND TRUCK, VIN VIN ETCH NEW CAR AND TRUCK, 1626 INT 0.20, 11.00, 11.00.

Table with columns: E CLEAN FOR STOCK, ADD PAINT SEALANT, CFS2 CLEAN FOR STOCK, ADD PAINT SEALANT, 4700 INT 1.00, 60.88, 60.88.

Table with columns: MISC SEALANT, PO#544629, INT, 10.00, 10.00.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM 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.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, TEXAS FITNESS AND COMMERCE CODE. IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS OR CAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.
CUSTOMER SIGNATURE



544629

INVOICE

13115 S.W. FREEWAY AT HWY 90A P.O. BOX 530
 SUGARLAND, TEXAS 77478-0530
 (281) 491-9000
 www.billheardchevrolet.com

PAGE 2

FAX #'S: SERVICE - (281) 243-1168
 GENERAL - (281) 263-1347

HOME:

BUS:

SERVICE ADVISOR: 902 MAKE READY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	04	CHEVROLET MALIBU	1G1ZT52814F [REDACTED]		2/2	T096

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			09:36 10SEP03		93.00	CASH	11SEP2003

R.O. OPENED	READY	OPTIONS:	STK: 4T52103096	DLR: B. HEARD	ENG: LX9
09:36 10SEP03	09:31 11SEP03	TRN: MXO			

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

HOURS M-F, 7-7 & SAT, 9-2 FOR QUICK SERVICE!
 ****LIFETIME GUARANTEE ON CUSTOMER PURCHASED
 PARTS INCLUDING... AC ACCUMULATOR/COMPRESSOR/
 CONDENSOR; CV JOINT/BOOT SEAL; T. B. INJECTORS;
 IGNITION MODULE/WIRES/COIL; EGR VALVE; SHOCKS
 STRUTS; FUEL INJECTORS/PUMP; WATER PUMP;
 O2 SENSOR; NEW/REMAN. STARTER OR GENERATOR!

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 ARE
 AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING
 DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
 NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY THE REPAIR
 OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS
 SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609 TEXAS FITNESS AND COMMERCE CODE. IF
 A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE STOPPED, DISHONORED BECAUSE OF
 INSUFFICIENT FUNDS, NO FUNDS OR CAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO
 ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

CUSTOMER SIGNATURE