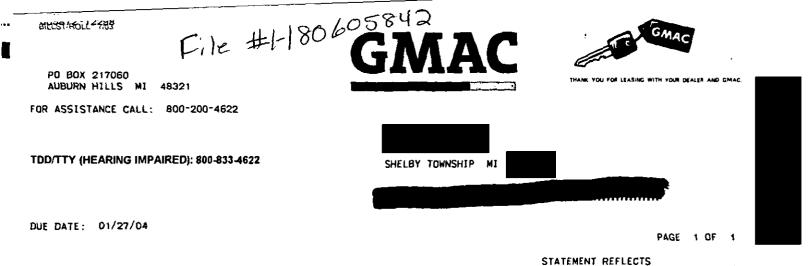
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129945								THE ONLY WARRANTIES AP ARE THOSE WHICH MAY MANUFACTURER. THE SE EXPRESSLY DISCLAIMS AL EXPRESS OR IMPLIED. IN WARRANTIES OF MERCHA FOR A PARTICULAR PUR ASSUMES NOR AUTHORIZ TO ASSUME FOR IT ANY LI	BE OFFERED BY THE LLING DEALER HERBBY L WARRANTIES, EITHER CLUDING ANY IMPLIED INTABILITY OR FITNESS POSE, AND NEITHER ES ANY OTHER PERSON ABILITY IN CONNECTION
C. • (उाउ) 563-90								WITH THE SALE OF THIS PA BUYER SHALL NOT BE E FROM SELLING DEALER DAMAGES, DAMAGES TO PF LOSS OF USE, LOSS OF TH INCOME, OR ANY OTHER IN	NTITLED TO RECOVER ANY CONSEQUENTIAL ROPERTY, DAMAGES FOR KE, LOSS OF PROFIT, OR
GEMINI FORMS & SYSTEMS, INC. + (313) 563-9026								ALL PARTS NE EQUIPMEN OTHERWISE	UNLESS
8			(OPY)	IMPOR You May Receive From General M In The Next Few D Reason You Canon COMPLETELY SATISF OUR SERVICE	Questionnaire Aotors Corp. Days. If For Any not Grade US A TED" Please Contact
FORM #5003-C REV. 8/01	PAGE 2 OF 2	2	CUSTOMER COPY		[END C	DF INVOICE]0	3:59pm	Our Goal is "COMPLE Thank BILL CHEVR	TELY SATISFIED"

"Thank You for Your Business"

STATE FACILITY NO. F-101815



PAYMENT(S) RECEIVED THROUGH:

01/05/04

ACCOUNT SUMMARY

24 - 4

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

ACCOUNT NUMBER DESCRIPTION	NEXT PAYMENT	DUE	PAST DUE PAYME REMIT IMMEDIAT		TOTAL DUE
04 CHEV MALIBU 1G12T54884F102556	Base Payment Sales/Use Tax Per. Prop. Tax Other Scheduled	366.60 22.00	Due Date A	nount Late Charge Extension Fee Summons Registration Fee Miscellaneous	
33					1
# REM PMTS: MATURITY: 10/26/06	TOTALS	388.60			388.60



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

Dear Ms.

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 <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



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

Dear Ms.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54864F

- 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 <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



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

:

Dear Ms.

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52854F

- 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.

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Thank you for allowing us the opportunity to assist you.

Sincerely,



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

Dear Mrs.

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,



Service Request: 1-181550840 Customer Relationship Manager: Lorrain RaginsYoung

Dear Ms.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,



:

Service Request: 1-181757233 Customer Relationship Manager: Yvonne Morgan

Dear Mr.

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,



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

ADR

JAN 2 3 2004

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

ORIGINAL

(1/98)

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.

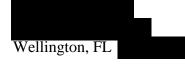
3 or more repair attempts have been made to repair the **same** substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s)	VEHICLE	15	STILL	IN THE	REPAIR	SHOP
FOR THE POWER STEER	ING.					

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

Vehicle Make <u>CHEVROLET</u>	Model MALIBU Year 2004
VIN 1/G/1/Z/T/5/2/8/2/4/F/	Date of Delivery <i>O9/20/2003</i>
Name and City/State of selling dealer or leasing company (if a	oplicable) MAROONE CHEVROLET OF GREEN ACRES
GREEN ACRES, FLORIDA	
Name and City/State of authorized service agent(s) attempting	previous repairs MAROONE CHEVROLET & GREEN ACRES
Consume	Home phone
Address	Work phone
WELLINGTON, FL	Signature
- -	Date Mailed 20/2004
White-manufacturer's copy, send by registered (return receipt r	equested) or express mail. Yellow-consumer's copy, keep for your records.

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



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

Dear Mr.

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.

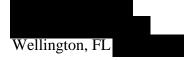
As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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,



Service request: 1-182093480

Dear Mr.

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







GENERAL MOTORS BUSINESS RESOURCE CENTER

March 31, 2004

Wellington, Fl.

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT52824F Case Number: 1-182093480

Dear Mr.

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# 1G1ZU54874F 2004 Chevrolet Malibu. Your responsibilities may be, <u>but not limited to</u>, 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 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:

- \Rightarrow the vehicle is free from any abnormal damage or alterations which impair its resale value
- \Rightarrow all factory installed equipment are intact and functional
- \Rightarrow 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)
- \Rightarrow this offer is contingent upon the approval of your lending/leasing institution
- \Rightarrow no cash back rebates or incentives of any kind are applicable towards this transaction
- \Rightarrow 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.









Sincerely, Frank R. Unisko Business Resource Center

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

Signature and Date

<u>Overallowance / Incentives / Negative Equity Form</u> <u>Hollis Simmons</u>

Customer		Request # <u>1-1820934</u>	80 BBB # <u>C</u>	HV0434473
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.

*<u>PLEASE NOTE</u>: 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.
	0.
Payoff	
NADA Retail Value	\$ 16400.
(B) Negative Equity (If positive)	\$ 0.

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

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5757 Lake Worth Road Greenacres, FL 33463 Phone: (561) 434-5205 Fax (561) 434-5259	Maroone Chevrolet of Greenacres
ax	
To: Hollis	From: John
Fax: 866-440-5941	Date: 2/1/04
Phone: 800-55 231-184)	Pages: 4
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•Comments:

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Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File Copy #1 - Dealer Copy #2 - Gustomer CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

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MODEL & FACTORY OPTIONS 1ZT69 MALIBU LS SEDAN B37 FLOOR MATS, FRONT & REAR	MSRP 20370.00 80.00 N/C 0.00	INV AMT 18638.55 72.00 N/C	RETAIL -	STOCK 08/20/03 08/18/03 09/01/03 09/02/03 08/14/03 58 G0558 R OPT-1 AC - 029 26-343 3167 18.4 18747.05
			SUPPLR: MRM: MEMO	19496.93 21075.00 997.50

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

MAROONE CHEVROLET OF GREENACRES \$ 19642.30 INV 1AD22054653 DUE 09/02/03 DEALER 26-343

	CASE ASSES	SMENT BY:	HOLLIS SIN	MONS	Siebel Request No: 1-182093480
Customer N	Name:				
Year of Vehic	le: 2004	Make: C	Chevrolet	Model: Malib	u Current Mileage: 5900k
Vehicle ID No	.: 1G1ZT52824	ŀF	In Ser	vice Date: 09/2	0/03 Purchased: New If used:
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			VEHICLE RE	PAIR HISTORY	
CUSTOMER'S	PRIMARY SYMF	PTOM / COM	IPI AINT: Steer	ina	
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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.

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Maroone O Chevrolet

Maroone Chevrolet of Greenacres 5757 Lake Worth Road, P.O. Box 9500 Greenacres, FL 33466-9500 (561) 433-5757 (800) 2\$8-5757 www.AutoNation.com

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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



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MAROONE CHEVROLET OF GREENACRES

TELECOPIER MESSAGE OF	PAGES INCLUDING THIS COVER
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TO: FRANK UNISKO	FAXNO: J&G 2140877 NNIE BRUCE
FROM: FIL HUNTEL	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

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Mar 31 04 11:26a Steve Moore Cheverolet 561-434-5262

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Purchaser is encouraged to review this Parel and Conditions set forth on the reverse side i professional advice if Purchaser has a y ques Guide displayed in the window of the rotor w Purchase Agreement. Intermation on the Buy time Purchase Agreement. EXCEPT AS MAY BE OTHERWISE SPI SEPARATE WRITING WHICH IS SIGNI REPRESENTATIVE OF DEALER AND F PURCHASER, DEALER MEREBY EXPF WARRANTIES, EITHER EXPRESS or WARRANTIES, EITHER EXPRESS or WARRANTIES OF MERCHANTALILITY PURPOSE. Dealer nether assumes nor authorizes my off hability in connection with the value of the moti makes no representations as to warran tos. If may apply to the motor vehicle purchased here nochowledges that Dealor has made av liable described in the warranty bindors pursus in to Damages For LOSS OF USE, LOSS OF UNCHASER SHALL NOT BE EN 'ITLEI ANY CONSEQUENTIAL DAMAGE 5, DA DAMAGES FOR LOSS OF USE, LOSS OF INCIDENTAL DAMAGES.	Aske Agroement (including the Additional terms Aske Agroement (including the Additional terms Atoms concerning this transmotion. The Buy And the Additional terms Asket Additional terms Additional additional terms Asket Additional Terms And Additional Terms Asket Additional Terms And Additional Additional Additional Additiona	Pris VEHICLE PURC A Accessories + Dealer Handling I (This for represents con- dealer for items such as and adjusting vehicles a decuments related to the + Lead Acid Battery TOTAL PURCHAS Trade in Purchase + Sales tax + Tag and Title Fees I Trade in Payoff NET AMOUNT DI Factory Robate	Fee stand profit to the simplectory, cleaning and preparing re-value, and Tire Disposal Fees SE PRICE Price DIFFERENCE	499 95 $ $
Purchaser is encouraged to review this Purch and Conditions set forth on the reverse side is professional advice if Purchaser has a ly ques Guide displayed in the window of the reverse Guide displayed in the window of the reverse Purchase Agreement. EXCEPT AS MAY BE OTHERWISE SPI SEPARATE WRITING WHICH IS SIGNI REPRESENTATIVE OF DEALER AND FF PURCHASER, DEALER MEREBY EXP WARRANTIES, EITHER EXPRES 3 OR WARRANTIES, EITHER EXPRES 3, OR Dealer memore assumes nor authorizes my off hability in doonection with the sale of 1 is and makes no representations us to warran (ss. if may apply to the motor vehicle purchas do her- achinowledges that Dealer has made av illable described in the warranty binders pusc. Int US ANY CONSEQUENTIAL DAMAGE 3, DA DAMAGES FOR LOSS OF USE, LISS OF INCIDENTAL DAMAGES. Minimum insurance requirements may r uply to Purchaser is unstue which or on Purchaser is unstance acquirement shall not be bialing or representative of Dealer. Dealer has estimated that the vehicle will ken you the Aphresimate sum of \$	have Agroement (including the Additional tendered) carefully and sock Independent ations concerning this transaction. The Buy, onlice purchased horounder is part of this or in Guide overnetes any contrary provisions and the Burk Additional The Buy, onlice purchased any contrary provisions are accounted by an AUTHORIZED in A ED BY AN AUTHORIZED in MA ED BY AN AUTHORIZED in MPLIED, INCLUDING ANY IMPLIED (OR FITNESS FOR A PARTICULAR or Person to assume for it any or vehicle purchased horeunder. Doaler any, issued by the manufacturor which counder, Purchaser hereby "Warranty pro-sale information" as the Magnuson Moss Warranty Act. D TO RECOVER FROM DEALER MAGES TO PROPERTY, DF INCOME, OR ANY OTHER Section of the under vehicle purchaser hereby "Warranty act. D TO RECOVER FROM DEALER MAGES TO PROPERTY, DF INCOME, OR ANY OTHER Section of the under vehicle purchaser of the motor vehicle purchaser is an encouraged to contact Purchaser's antices signed and accepted by an authorize the lien. Purchaser that any motified by dealer, and buyer further agrees to pay notified by dealer, and buyer further agrees to pay notified by dealer, and buyer further agrees to pay notified by dealer, and buyer further agrees to pay notified by dealer, and buyer further agrees to pay notified by dealer, and buyer further agrees to pay notified by dealer, and buyer further agrees to pay notified by dealer, and buyer further agrees to pay notified by dealer, and buyer further agrees to pay notified by dealer and the additional terms and there of the additional terms and the additional the rescinded the purchase Agreement may be rescinded the Purchase Agreement may be rescinded the purchase Agreement may be rescinded and the Purchase Agreement may be rescinded the purchase Agreement may be rescinded the function and subject to noceptance and false or inaccurate and agreement may be rescinded the function agreement may be rescinded the functional terms agreement to agreement to additional terms and the functions set for the agreement to the ter	Pris VEHICLE PURC 4 Accessories 4 Accessories	Fee stand profit to the simplectory, cleaning and preparing re-value, and Tire Disposal Fees SE PRICE Price DIFFERENCE	499 95 $499 95$ $2(726 76)$ $17462 63$ $3764 73$ $3764 73$ $375 85$ $145 00$ $4135 00$

Dealer Confi.mation Letter- Trade Repurchase (Non-Customer Participation) Chevrolet 5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 Name/Extension (Namc/#)

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

Customer's Name: Case Number:



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

General Motors will issue a check in the amount of \$ 17,816.13 to 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:	
New Vehicle Sales Price;	1G1ZU54874F
Used Vehicle Trade Value:	\$21,218.95
Trade Difference:	\$17,462.63
Taxos:	\$3,756.32
Rebates:	\$225.38
Lien on old vehicle, good only until [date]:	[Not Applicable]
Miscellaneous State Fees:	n/a
Document Fees:	\$153.50
Dealer Processing Fee:	[Not paid by either party]
- total i load sang red,	[\$200 applied as warranty credit via W.I.N.S.]
As always, the customer is a bilented to make a	
do not take into consideration any over allowing to	e financial arrangements for the replacement vehicle. Please note we
A service and any over allowance, h	inancial arrangements for the replacement vehicle. Please note we inance rates, rebates, negative equity, etc. on the original vehicle.
Maroone/Chevrolet of Graona concentration of	
With the above referenced customode landing back	Power Of Attomety to enable GM to make the necessary arrangements
old vehicle.	Power Of Attorney to enable GM to make the necessary arrangements ition on the Dealer's behalf to facilitate receiving a free and clear title to the
If you are in addressment with this offer allocation	
number 866-244-0877	nd date below and return a copy to my attention at the following fax
	Α
MALL Sola	
Maroune Chevrolutor Green Langor Lango	5 MAUACES_
Maroone Chevroler of Green icres 114697 Manage	ment Agent's Signature and Title.
H ALLA Sita	f\\\
Mamono Chavelat (Carter)	IVALLACE C/
Maroone Chevrolet of Green Jures 114697 Manage	ment Agent's Printed Name and Title.
Authorized General Meters B 20 B	
Authorized General Motors BRC Representative Sig	gnature

Authorized General Motors BRC Representative Printed Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customert

	BRC REPURCH	HASE WO	ORKSHEET	
File Number	Customer		Worksheet filled out by:	
1-182093480	-			
1-1020/3400			Frank R Unisko	
			TTURK A URISKO	
Old Vehicle VIN:	New Vehicl	o VIN-	Date:	
			3/31/04	
1G1ZT52824F	1G1ZU54874	ſ		
ananananananananan ing turunan tagi turunan turunan turuna turuna turuna tari ana tari tagi turuna tari ana tur		*****	DEALER'S SAMPLE PURCHASE ORDER MOCK BILL OF SALE	
	24 240 05			04 040 05
Acct. 231/237 Vehicle Costs	21,218.95	G	Purchase Price (New Unit)	21,218.95
Adjustment to line 1	0.00	м	State Sales Tax	225.38
Conversion Cost	0.00			223.38
		R		0.00
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	153.50	S		450.50
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	153.50
Other	0.00	0		0.00
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		
Cost to transfer Aftermarket Items	0.00		State Fees	0.00
Service Contracts/GMPP	0.00	В		
Attorney's Fees	0.00	<u> </u>	Miscellaneous	0.00
Transportation Fees	0.00	Т		
		Y	Other	0.00
Total Replacement Price	21,372.45			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Тах	225.38	E		
Luxury Tax	0.00	S	Subtotal	21,597.83
Reg./Lic./Title Fees (opt)	0.00	Р		
Additional Aftermarket Items	0.00	0	Trade In	17,462.63
		Ν		
Usage/Depreciation	936.32	S	Payoff	0.00
Damage	0.00	1		
Upgrade	2,820.00	в	Net Allowance	17,462.63
	2,020.00	P	I VOLV (II OWALLOG	11,102.00
Downgrade (deducted)	0.00			11,102.00
Downgrade (deducted) Reimbursement of Aftermarkets	,	I T	Cash on Delivery (Paid by GM)	153.50
	0.00	1		
Reimbursement of Aftermarkets	0.00	I T		
Reimbursement of Aftermarkets Other	0.00 0.00 0.00	I T	Cash on Delivery (Paid by GM)	153.50
Reimbursement of Aftermarkets Other	0.00 0.00 0.00	I T	Cash on Delivery (Paid by GM)	153.50
Reimbursement of Aftermarkets Other Dealer Contribution (deducted)	0.00 0.00 0.00 0.00	I T	Cash on Delivery (Paid by GM)	153.50
Reimbursement of Aftermarkets Other Dealer Contribution (deducted)	0.00 0.00 0.00 0.00	I T	Cash on Delivery (Paid by GM) Total Balance Due	153.50 3,981.70
Reimbursement of Aftermarkets Other Dealer Contribution (deducted)	0.00 0.00 0.00 0.00	I T	Cash on Delivery (Paid by GM) Total Balance Due	153.50 3,981.70
Reimbursement of Aftermarkets Other Dealer Contribution (deducted) Total Customer Cost	0.00 0.00 0.00 0.00 3,981.70	I T	Cash on Delivery (Paid by GM) Total Balance Due	153.50 3,981.70
Reimbursement of Aftermarkets Other Dealer Contribution (deducted) Total Customer Cost	0.00 0.00 0.00 0.00 3,981.70	I T	Cash on Delivery (Paid by GM) Total Balance Due	153.50 3,981.70
Reimbursement of Aftermarkets Other Dealer Contribution (deducted) Total Customer Cost Trade Repurchase Amount	0.00 0.00 0.00 0.00 3,981.70	I T	Cash on Delivery (Paid by GM) Total Balance Due Amount to Dealer for additional Fees	153.50 3,981.70
Reimbursement of Aftermarkets Other Dealer Contribution (deducted) Total Customer Cost Trade Repurchase Amount Total Payoff Amount	0.00 0.00 0.00 3,981.70 17,616.13 0.00	I T	Cash on Delivery (Paid by GM) Total Balance Due	153.50 3,981.70 0.00
Reimbursement of Aftermarkets Other Dealer Contribution (deducted) Total Customer Cost Trade Repurchase Amount	0.00 0.00 0.00 3,981.70 17,616.13 0.00	I T	Cash on Delivery (Paid by GM) Total Balance Due Amount to Dealer for additional Fees	153.50 3,981.70 0.00
Reimbursement of Aftermarkets Other Dealer Contribution (deducted) Total Customer Cost Trade Repurchase Amount Total Payoff Amount	0.00 0.00 0.00 3,981.70 17,616.13 0.00	I T	Cash on Delivery (Paid by GM) Total Balance Due Amount to Dealer for additional Fees	153.50 3,981.70 0.00
Reimbursement of Aftermarkets Other Dealer Contribution (deducted) Total Customer Cost Trade Repurchase Amount Total Payoff Amount PAYOFF GOOD THRU(mm/dd/y)	0.00 0.00 0.00 3,981.70 17,616.13 0.00	I T	Cash on Delivery (Paid by GM) Total Balance Due Amount to Dealer for additional Fees	153.50 3,981.70 0.00

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 F1 33610 Phone (800) 231-1841 Name/Extension (Name/#)

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

Customer's	Name:
Case Numb	er:

1-182093480

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

General Motors will issue a check in the amount of \$ 17,616.13 to **an experimental** & 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:

1G1ZU54874F
\$21,218.95
\$17,462.63
\$3,756.32
\$225.38
[Not Applicable]
n/a
\$153.50
[Not paid by either party]
[\$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.

Marcone 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!









GENERAL MOTORS BUSINESS RESOURCE CENTER

April 2, 2004

Maroone Chevrolet of Greenacres Al Hunter

RE: VIN#1G1ZT52824F, 2004 Chevrolet Malibu

CLOSING CONFIRMATION LETTER

Dear Mr. Hunter:

The following parties, **set to be completed** 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

APR 02 2004 12:49 FR SITEL

TO 918662140877

P.01/13 Page 1 of 1

RVDC Active Case # 83499



RVDC Case# 83499

BRC Case	1182093480	Vehicle is going to: Auction	Is Vehicle Driv	able? Issue	e 1099?
lumber		Dealer Admin Fee Applies?		e Release	
lustomer Name		Vegier Admin Fee Applies:		N	
riginal VIN	1G1ZT52824F	This vehicle was re	ourchased as a r	esult of a:	
BAC	114697	Voluntary settlement of a	GM alternative (dispute resolu	ution
Dealership	MAROONE CHEVROLET OF GREENACRES		program		
Name		Retrieve Sales Tax? N		e Brand?	
Dealer Contact/Title	Al Hunter, Mgr.	Reason for not	Retrieving Sales	s Tax:	
Dealer Phone	5614335757		REPURCHASE		· P
Dealer Fax	5614345262	Original Sales Tax Paid in		ed Under Lav	VS OF
Delivery Date	2003-09-20	State: FL Vehicle Meets Presu		tate: FL	
Buyback				blished on:	
Mileage	5900	Closing Schedule: 2004-04-07		04-04-01	
Transmission	Α	2004-04-07	20	04 04 04	
UCC Code(s)	M0105	If no. w	here: BAC is 0		
MSRP	21075.00		n Site Name:		
Est. Auction	17224.29		act Name:		
Value			dress 1:		
Case Number	83499		dress 2:		
TAC Case	7045800	City:	State:		Zip:
Number	10.0000		none #:		•
Type of	TR		Fax #:		-
Transaction	····	Comment: BRC case # 1-18		accept title	In lieu o
Replacement	1G1ZU54874F	registration per Team Manag	er Tracey Kizzia	h. Florida vo	luntary
VIN Repurchase		compilar	ice date 4/24/04		-
Type	ADR Mediated - BBB or State				
Repurchase			I Case Number:		
Source	PRA ADR AVM Carl Cook		nsel Name: N/A		
Reason for Rep	urchase: Steering inoperative,		Contact Name:	N/A	
		Ad	dress1:		
			dress2:		
		Ad	State:	Z	Zip:
		Ad City: P	State:	Z	Zip:
		Ad City: P	State:		Zip:
		Ad City: P	State:		
	ayoff Amount: 0.00	Ad City: P	State:	Per Diem: 0	
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	Customer Due to GM: 0.00	Ad City: P Lien Payoff	State: hone #: Fax #:	Per Diem: 0	
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Lien Pa Check Amt: Payee1: Payee2: Address1: Address2:	Customer Due to GM: 0.00 Customer 17616.13 Maroone Chevrolet of C	Ad City: Pl Lien Payoff Lien Payoff Expires on: Check Information Lienhold and Payee1: Greenacre Payee2: Address1 Address2 City: State:	State: hone #: Fax #: Dealer Due G er Plain Chea Chea Pa Pa : Add : Add : Add	Per Diem: C M: 0.00 ntiff's Attor ck Amt: yee1: yee2; iress1: iress2: City: tate;).00 ney
Lien Pa Check Amt: Payee1: Payee2: Address1: Address2: City: State:	Customer Due to GM: 0.00 Customer 17616.13 Maroone Chevrolet of C Wellington	Ad City: P Lien Payoff Lien Payoff Expires on: Check Information Check Information	State: hone #: Fax #: Dealer Due G er Plain Chea Chea Pa Pa : Add ; Add ; Add	Per Diem: 0 M: 0.00 mtiff's Attor ck Amt: yee1: yee2: lress1: lress2: lty: tate: Zip).00 ney
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Case ID: 83499 Initiator: uniskof

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https://www.gmrvdchq.com/rvdc/Display.jsp?strRVDCNum=83499

4/1/04

GENERAL MOTORS BUSINESS RESOURCE CENTER <u>TRADE</u> REPURCHASE CHECKLIST

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

(FLORIDA ONLY)

•••

Substitution of Collateral

New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

ĺ	Name	
	VIN#	1G1ZT52824F
	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:		

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	SRC REPURCH		Worksheet filled out by:	
File Number	<u>Customer N</u>	<u>lame</u>	Worksneet mied out My.	
1-182093480				
			Frank R Unisko	
			D -4	
Old Vehicle VIN:	<u>New Vehicle</u>		Date:	
1G1ZT52824F	1G1ZU54874	F	3/31/04	
			DEALER'S SAMPLE PURCHASE ORDER	, and the state of
NARA ARABAHAN PERSONA ARAWAN ANA ARAWAN A	يېدىرىيى بىلىدىنى دىرى. ئۇسلىرىيە بەركى دىرىي		MOCK BILL OF SALE	21,218.95
cct. 231/237 Vehicle Costs	21,218.95	G	Purchase Price (New Unit)	21,210.95
djustment to line 1	0.00	M		225.38
Conversion Cost	0.00		State Sales Tax	220.00
ax	0.00	R		0.00
uxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	153.50	S		153.50
Aiscellaneous	0.00	Р	Reg./Lic./Title Fees (opt)	100.00
Dther	0.00	0		0.00 -
State Fees	0.00	N	Additional Aftermarket Items	0.00
		S		0.00
Cost to transfer Aftermarket Items	0.00		State Fees	0.00
Service Contracts/GMPP	0.00	В		0.00
Attorney's Fees	0.00		Miscellaneous	<u> </u>
Fransportation Fees	0.00	T		0.00
		Y	Other	0.00
Total Replacement Price	21,372.45			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	225.38	E		01 507 92
Luxury Tax	0.00	S	Subtotal	21,597.83
Reg./Lic./Title Fees (opt)	0.00	P		4 - 400 00
Additional Aftermarket Items	0.00	0	Trade In	17,462.63
		N		· · · · · · ·
Usage/Depreciation	936.32	S	Payoff	0.00
Damage	0.00	l		
Upgrade	2,820.00	В	Net Allowance	17,462.63
Downgrade (deducted)	0.00			
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		······································	
				- 1
			pilet-	3/31/01
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/y	· · · · · · · · · · · · · · · · ·			
	····			
Dealer Due to GM	NA			
GM Due to Dealer	17,616.13	· 	1 SIT	
	·			
Estimated Auction Price	17,224.29		**This is a "work in process" until si	gned

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			13 New	Doal Number:		
			Dises Dises	Transection Number:	·	1
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	Stock No. Your	Mahy	Model	Body Style Colur_		-
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	TRADE-IN VEHICLE					
	Your Make		Body Style	Calor CR.	Cylinders	
	VIN T	<u>ev</u> MA		neter Reading State	/Tag No.	-
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	ZND TRADE-IN VEH		Body Style		Cylindyrs	-
	VIN #					
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	TRADE-IN LIEN INFO	ORMATION				
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	Telephone Number		Loan Account Number		· · · ·	
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electronic Preliminary Repurchase Authorization (ePRA)

electronic Preliminary Reputchase Administration
(**To go from field to field, use the TAB KEY)
1.Date (mm/dd/yyyy): 03/25/2004
2. Customer Name: DP (
3.Customer Address: 4.Customer City, State, and Zip; Wellington, Fl. 5.Primary Customer Phone #: 6.Additional Customer Phone # 7.Customer fax #: 7.Customer fax #:
5.Primary Customer Phone #: obile
6.Additional Customer Phone # oblie
7. Customer fax #: $2 \sqrt{2}$
8. Cust Drivers Licenses #
9. State tax % rate
Customer Vehicle Information 10.Year/Make/Model: 2004 Chevrolet Malibu 11.VIN (17 Digits): 1G1ZT52824F 13.Purchased: NEW
the present with the Dealer and Customer on the following items:
Detail your agreement with the Dealer and Customer on the following items:
Dealership that will handle entire transaction: 14 Dealership Name: Maroone Chevrolet of Greenacres
14 Dealership reams. 561-433-5757
17. Dealership Contact Phone # (if different than Dealership #)
18.Dealership Contact Fax # (301) *04-0202
19.Dealership BAC: <u>114697</u> Region; Southeast
20.What GOODWILL TOOLS were offered?
Maintenance Letter
Owner Loyalty Certificate Owner Loyalty Certificate NOTHING OFFERED
GM SmartCare
GMPP
YES
21.Was a TRADE Repurchase offered? YES 22.If this will not be a Trade Repurchase, Please explain Why? <u>n/a</u>
TAC case number is required and if not available, Please explain why not?
23 CAC Case Number: 1-182093480 24,170 Case Hamber
25.16 no TAC number, Explain: <u>N/a</u>
25.If no TAC number, Explain: <u>N/a</u> 26.Reason for Repurchase (Include specific mechanical failure): power steering wheel inoperative
Field Decision working with open case in Tampa ADR
27. This case was resolved by: Freid Decision Working that applicable state? YES 28. Does this vehicle meet the presumption of Lemon Law in applicable state? YES
28.Does this vehicle meet the presumption of Lemon Law in applicable state? TLO 28.Recommended Disposition of Repurchased Vehicle: <u>AUCTION (ready for sale)</u> (If Rebill, please include 26 digit 29.Recommended Disposition of Repurchased Vehicle: <u>AUCTION (ready for sale)</u> (If Rebill, please include 26 digit
r_{r}
30. Type of TRANSACTION? TRADE REPURCHASE
31 Vehicle Damage (explain what damage is present and who is responsiblely
bevond normal wear and tear
32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE
33.New Vehicle Year/Make/Model: 2004 Chevrolet Malibu Lt 33.New Vehicle Year/Make/Model: 2004 Chevrolet Malibu Lt
33.New Vehicle Year/Make/Model: 2004 Chevrolet Malibu Lt 34Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 2.820
35. <u>Usage/Depreciation Amount:</u>
(or a dead blood Formula = Current mileage/100.000 multiplied by paronace process
(Standard Usage Formula – Schreider and State Lemon Laws) (If waived, please explain Why) individual State Lemon Laws) (If waived, please explain Why)
individual State Lemon Laws) (If waived, please explain why) -Please show how you arrived at this usage amount: <u>5900k/100k*\$15869.86=\$936.32</u>

37.Lease Termination 1	sponsible, please supply detail of the items and cost (transfer cost or other): n/a
38.Who will be responsi	erms: n/a
-If GM will be re	ible for the Taxes and/or Fees ? Customer $P^a \mathcal{G} = Tatcs \mathcal{G} = Fee \mathcal{G}$
Explain: <u>n/a</u>	ible for the Taxes and/or Fees , How much (All, % of them, \$ Amount, etc.)
will negatively impact the *NO Rebates are to be	the customer what is Negative Equity/Overallowance and if it was in their contract that it ne numbers presented to them (BRC Repurchase will get detail): No applied to the replacement vehicle only refunded back to the card; Current points may be applied to replacement vehicle DELIVER replacement unit until Final Transaction Documents are Completed
40.General Comments	
41.1 personally reviewe	ed all the above items with the Customer and Dealer on (mm/dd/yyyy): <u>03/08/2004</u>
42.Authorizer Name:	<u>Carl Cook, Epra completed by ADR Hollis Simmons</u>
43.GM Position:	Area Service Manager

404082 Mailbox Number: 8064 44.VoiceMail Node:

carl.cook@gm.com 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.

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME:

DEPARTMENT:

CUSTOMER NAME:

FILE NUMBER:

OLD VEHICLE VIN:

Frank R. Unisko Business Resource Center

1-182093480

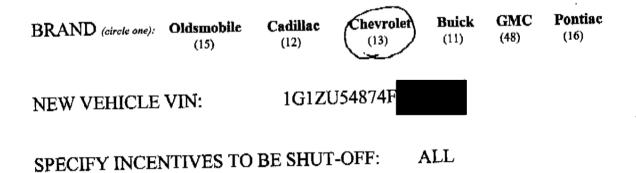
1G1ZT52824F

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE:

26343



03/29/2004

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TO 918662140877 P.09/13

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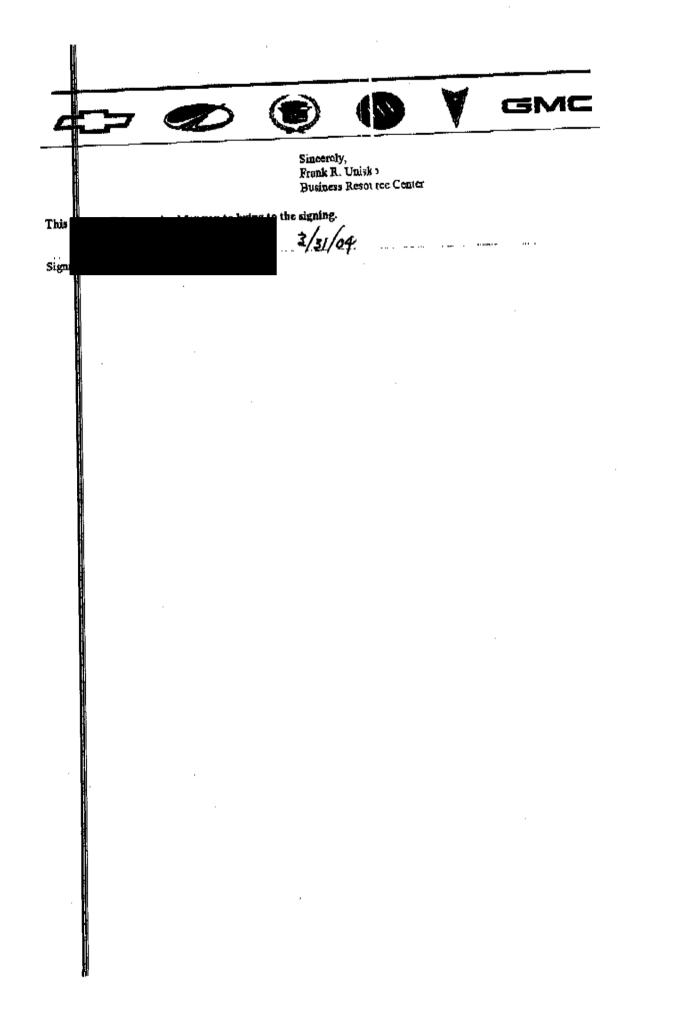
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questions or concer-	ps.				
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561-434-5262

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Mar 31 04 11:22a

Steve Moore Cheverolet

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 Marcone Chevrolet of Greenacres

Customer's Name: Case Number:

1-182093460

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 applicable. Remember that t of parties need to enderse the back of the check. General Motors will issue a check in the & Marcone Chevrolet of Greenwores If amount of [5 Dollar Amount] made payable to flien holder) and will be sent diractly 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

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

Replacement VIN:	
New Vehicle Sales Price:	10
Used Vehicle Trade Value:	\$3
Trade Difference:	\$1
Taxes:	\$3
Rebates:	\$2
	IN
Lien on old vehicle, good only until [date];	n/.
Miscellanoous Stato Foos	51
Document Fees:	[N
Dealor Processing Fee:	15

G1ZU54874F 21,218.95 7,462.63 3,756.32 225.38 lot Applicable) 53.50 lot paid by either party) [\$200 applied as warranty credit via W.L.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.

Marcone/Chevrolec of Greenauros agrees to sign a Power Of Attorney to enable GM to make the necessary arranguments with the above referenced curnomer's lending institution on the Dealer's behalf to theilitate receiving a free and clear title to the

rement with this offer, please sign and date below and return a copy to my attention at the following fax If you a ro in number 866 4-0877.

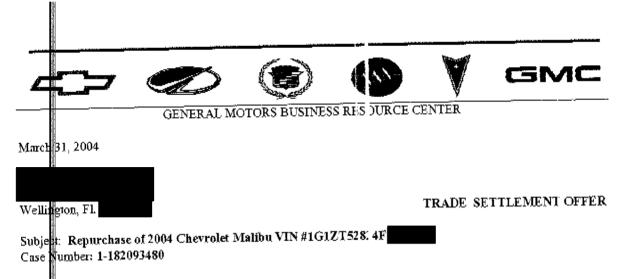
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Authorized General Motors FIRC Representativo Signaturo

Authorized General Motors ERC Representative Printied Name

Thank you for assisting Chevrolet in this trade repurchase for our mutual customent

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Dear Mr.

We regret that you are dissatisfied with your 2004 Chevrolet Mal bu, 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 : s 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 ip 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) BELOW

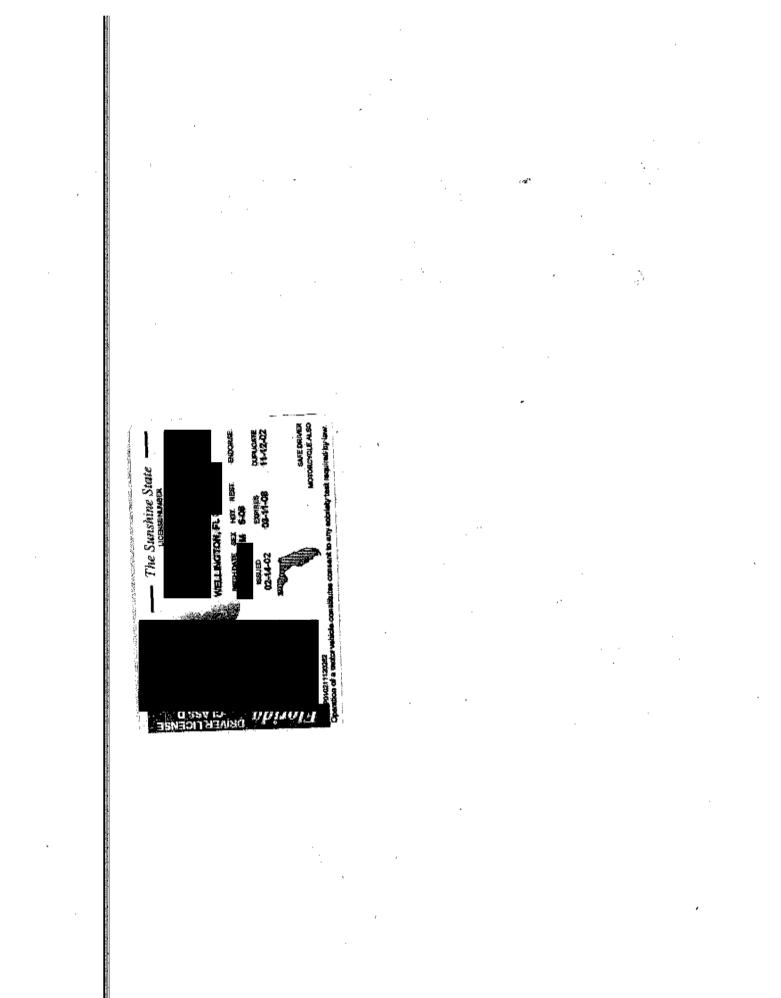
General Motors will repurchase VIN # 1G1ZT52824F in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-214-0877 by 4/1/(4. The conditions of the trade-repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- \Rightarrow all factory installed equipment are intact and functional
- \Rightarrow free and clear title is provided at the time of repurchase (p: yoff original loan)
- \Rightarrow "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)
- in the approval of your lending/lea ing institution
- \Rightarrow no cash back rebates or incentives of any kind are applicable towards this transaction
- \Rightarrow 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.

65 GMC <u>A</u> Sincerely, Frank R. Unisko Business Resource Center d for you to bring to the signing. Th 3/31/04 Sign





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 <u>New Bill of Sale</u>. 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 REPURCH	ASE W	ORKSHEET	
File Number	Customer		Worksheet filled out by:	
1-182093480	-			
1-1020/5400			Frank R Unisko	
Old Vehicle VIN:	<u>New Vehicl</u>	-	Date:	
1G1ZT52824F	1G1ZU54874	F	3/30/04	
			DEALER'S SAMPLE PURCHASE ORDER	
n dava balan kalan ka			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	М		
Conversion Cost	0.00		State Sales Tax	225.38
Тах	0.00	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	S		
Miscellaneous	0.00	Р	Reg./Lic./Title Fees (opt)	153.50
Other	0.00	0		
State Fees	0.00	N	Additional Aftermarket Items	0.00
		s		
Cost to transfer Aftermarket Items	0.00	1	State Fees	0.00
Service Contracts/GMPP	0.00	в		
Attorney's Fees	0.00		Miscellaneous	0.00
Transportation Fees	0.00	Т		
		Y	Other	0.00
Total Replacement Price	21,218.95			
CUSTOMER'S		R	Less Dealer Contribution	0.00
Тах	225.38	E		
Luxury Tax	0.00	s	Subtotal	21,597.83
Reg./Lic./Title Fees (opt)	153.50	Р		
Additional Aftermarket Items	0.00	-iol	Trade In	17,462.63
		N		,
Usage/Depreciation	936.32	s	Payoff	0.00
Damage	0.00			0.00
Upgrade	2,820.00	в	Net Allowance	17,462.63
Downgrade (deducted)	0.00			
Reimbursement of Aftermarkets	0.00	 	Cash on Delivery (Paid by GM)	0.00
Other	0.00	- <u> </u> γ		0.00
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/y	/			
Dealer Due to GM	NA			
GM Due to Dealer	17,462.63	-1 -		

Estimated Auction Price	17,224.29		**This is a "work in process" until signed
Projected (Loss)	(238.34)		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 F1 33610 Phone (800) 231-1841 Name/Extension (Name/#)

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

Customer's	Name:
Case Numbe	er:

1-182093480

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

General Motors will issue a check in the amount of \$ 17,462.63 to **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:

1G1ZU54874F
\$21,218.95
\$17,462.63
\$3,756.32
\$225.38
[Not Applicable]
n/a
[153.50
[Not paid by either party]
[\$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.

Marcone 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!

· \$7

MAROONE CHEVROLET OF GREENACRES

TELECOPIER MESSAGE OF	PAGES INCLUDING THIS COVER
DATE: 3/26 10 4	TIME: 3 PM
TO: FRANK LUISKO	FAX NO: 866 214 -0877
FROM: AZ BLACZ	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

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Steve Moore Cheverolet

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_B©UCE,BONITA_S.,	r	⊡yNew ≌`Uaod © Demo		Deal Number:	6349 4E100	021
DRAZIC, NANCY E				Date of Delivery;	09/20/20	
faroone 🙃	5757 La	ke Worth Rd xes, FL 33466	G	Maleis salan anna a	a a constant	ini na s
PURCHASER		,			نۇ تورۇ بىلەر تۈچەر بېزى	1 1664) <u>s</u> vé
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Addrong		···				
01	_					
WFILTNGTON		<u></u>	Zip."			
PURCHASED VEHICLE						
Stock No. Year 4F100921 2004	CHEVRO	Model LET MALTRU	Body Style SD	Color BI UE	Trio	
VIN # 1G1ZT52824F	x,x,y,5 	as Diexei	Odometer Read		Cylinders	
TRADE-IN VEHICLE			103		6	
Year Make	Model	Body Style	Color	Tơm	Cylinders	
2000 CHEVROLET	<u>\$ILVE</u>		BURG noter Roading	State/	Tag No.	
<u>26¢EC19T0Y1</u>			1962			
2ND TRADE-IN VEHICLE	- Modal					
VIN #		Body Style	Color	Trim	Cylinders	
		Odon	neter Reading	State/	Ta <u>s</u> No.	
TRADE-IN LIEN INFORM	ATION					
Uen Holder Name Address	Checked State	s of Title (Salvage/Rebuilt	t/Rood/Damage/Ma	Nifecturer Buyback)	Yes	
Telephona Number		an Account Number	·		.	
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March 29, 2004

Wellington, Fl.

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT528: 4F100921 Case Number: 1-182093480

Dear Mr.

We regret that you are dissatisfied with your 2004 Chevrolet Malbu, 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 :s an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into New VIN# 1G1ZU54: 74F 2004 Chevrolet Malibu. Your responsibilities may be, but not limited to, taxes, state fees, dealerst ip fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figure:

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 (.) ANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINE) BELOW

General Motors will repurchase VIN # 1G1ZT52824F in esc lange 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/(4. The conditions of the trade-repurchase are as follows:

- \Rightarrow the vehicle is free from any abnormal damage or alterations which impair its resale value
- \Rightarrow all factory installed equipment are intact and functional
- \Rightarrow afree and clear title is provided at the time of repurchase (ps yoff 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)
- \Rightarrow this offer is contingent upon the approval of your lending/lea ing institution
- \Rightarrow no cash back rebates or incentives of any kind are applicable towards this transaction
- \Rightarrow 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 'cceipt of your signed acceptance, a check will be processed and forwarded to Marcone 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 it (800) 231-1841 ext. 57249 if you have any questions or concerns.

Sincerely, Frank R. Unisko Business Resource Center

huing to the signing.

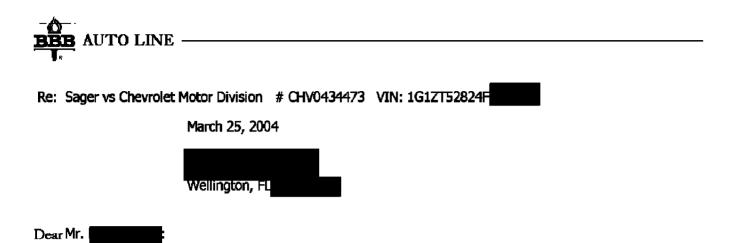
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Signature and Pate

Tb



Re: /CHV0434473 TotalPages: 2



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

4200 Wilson Blvd., Suite 800, Arlington, VA 22203

Maroone O. Chevrolet

Marcone 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 <u>10</u> pages Including Cover Sheet DATE: TIME: 866-440-5941 FAX #: TO: **OUR REF:** FROM:

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



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			THIS AMOUNT	120.00

· .		Marcone Chevrolet of Greenac	:105
CUSTOMER #:3046125	64007	5757 Leke Worth Roud, P.O. Box 9 Greenecres, FL 33466-9500 (561) 433-3742	1500
	• REPRINT	Service Hours MonFri. 7:00 AM to 7:00 PM Sat. 8:00 AM to 3:00 PM	
WELLINGTON, FL	PAGE 2	Body Shop (561) 433-3782 MonFri, 8:00 AM to 5:00 PM	1
HOME:	SERVICE ADVISOR	MV-06666 www.marcone.co 4331 <u>GALLAHER, DENTESE (</u>	om
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MAROONE

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3046125		63846	Maroone Chevro 5757 Lake Worth R	let of Greenacres oad, P.O. Box 9500
	ŕ	WARRANTY*	(561) 4: Service	L 33466-9500 33-3742 > Hours
			MonFri. 7:00 Sat. 8:00 AN	AM to 7:00 PM 4 to 3:00 PM
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BLUE 04 CHEVROLET MALTBU	<u></u>			
		52824F		03/4003 <u>12476</u>
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	are guar	on of the compliant, Parts and labor inceal for 12 months or 12,000 miles, ar comes limit.	LESS INSURANCE	0.00
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CUSTOMER #:304	6195	· ,	6384	6	5757 Lake V	Nevrolet of Great Vorth Road, P.O., creit, FL 33466-9	Box 9500
COBIOMER #:304	0125		WORKORI	DER	ſ	561) 433-3742 Servi ce Hoùrs	-
			PAGE 2		Sat. 8 Body 5	. 7:00 AM to 7:00 1:00 AM to 3:00 F Shop (561) 433-37	'M 782
WELLINGTON, FL HOME:				D. //0.00	MonFri MV-0666	. 8:00 AM to 5:00 6 • www.maroot) PM ne.com
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 Construction and State State State (1995) 	*** #13.80000000000000 #C 0.0011556	Silon, Alexandra Andre Silonda N. N. Martin and S. S. Salar S. S. Salar	and a set of a set of a				
This charge représents cos shop supplies or waste disp	sts and profits to the mo	tor vehicle repair fa dates a \$1.00 fee f	cility for miscellaneous or each new the sold in	s Save Old Parts	: 🛄 Yes 🦲 No	(rough wat a mind) can be	n nay be an additional n le tha catlanith.
the state of Florida. ***FS battery sold in the State of I	anga vilop mangaras a si	.50 fee for each ne	ew or remanufacturered	ESTIMATE +	NAL REPAINS AUTHORIZED: OF AN INCREASE IN 1	I ACKNOWLEGGE NOTICE AND HE ORIGINAL ESTIMATED PRO	опа, автяриа, Е.
Additional parson to authori. person	aed services performed, If Phone:	' the customer desin	es to designato such Date:	Activitànal " Total 1 Sustonela Signature X		0=-0	······································
PLEASE READ	CAREFULLY	, CHECK	ONE OF		VAREABITY; The only wat in may be affered by the elister express or implied.	randos opplying to this parti- manutachaige. The salier t inclusing any implied warrang	s) installed in accordance are analy approasily disclations all y of marchemability or limeso
STATEMENTS E	BELOW AND S	ENTITLED	TO A WRI		tain purpose, and notion a connection with the sale of a not guarantee this file we m positived on the detailed 12.000 miles, whichever bo	selfings for suprising the second sold in products or pervise sold in second sol performed in second sold in the sol of the compliant. Perus at most first, tackeling tune-ups	3) Instanted in accordance re- eredity expressiv disclations all y of marchemability or limeso- the pertaint to adapte for it any or the terminal or that express with this estimate will correct all labor are purarrased for 12 and wheel alignments.
ESTIMATE, IF M		ESTIMATE.	D \$100.00.	CANCELL/ shall be n weives re- for the ce	ATION OF REPAIR: In the exceeded to a condition mountly or the meanwhile of featiown, the condition	event that the align't concells reasonably similar as wire ad vehicle would be unaria. I parts and labor to regime	the repair work, the vehicle is received unloss the client The repair shop may charge items descroyed by compoun
	COSTS DO N		STIMATE AS I		y responsively the vertices, will be certified upon a protectic work encantery to fragmer, or if the security ch	mptenion STORAGE CHARE Batimine accrue or be due Inges will working days the	ES: No storage charges shall and payed for a period of 3 in the data you are notified
SHOP MAY NO		HIS AMOUI		MY additional	a sufficient additions inclu- sufficiency charges by \$10 is greater, not to exceed whorked the month want	ding ony that the work of 10% completed, after t 160.00, stange di your wi considente on forth on be d	ES: No storage charges shall and payebre for 6 powed of 3 in the data your and notified on your which we has been fur dete. The daily charge for which will be \$20.00 per day. one show with the necessary.
	REQUEST A V		TIMATE.	moteriał a vchiete in unavnitebi grant, you	d agree that you are not case of fire, theft or any try of parts or delays in enciror your amployees	expension for loss or dering other cause beyond your on parts elignments by the sup permission to operate the	one along with the nocessity to a vertice or articles left in mixel or for delays caused by allow or conseponers. I hareby whitele nemain desenaed on al inspection at my disk. An he amount of receins thereto.
SIGNED:		DA1		-	gawaya, or deexiters for A is hereby selatowicklyrd	the purples of testing and on above vehicle to taking a	ar mapesting at my dist. An he amount of receips (herato,
			TECHNICIA	dr-COPY	· 4		

	Marooneo Chevrolet			
3046125	Maroone Chevrolet of Greenacres 5 6 7 9 0 5757 Lake Worth Road, P.O. Box 950 Greenacres, FL 33466-9500			
	WARRANTY	(561) 43 Service MonFri, 7:00 /	Hours	
WELLINGTON, FL	PAGE 1	Sat. 8:00 AM Body Shop (50 MonFri. 8:00 / MV-06666 • wy	1 to 3:00 PM 51) 433-3782 4M to 5:00 PM	
HOME :		4331 DENIESE	C GALLAHER	
COLDE YEAD MAKENNODEL		HEENSE CONTE		
BLUE (04 CHEVROLET MALIBU]	G1ZT52824F	RATE PAYNEN		
20SEP2003 17:00 07NC	V 03	0.00 CASH	07NOV2003	
COPTIONS	STK:4F100921 DLR:	26343 ENG:V4		
07:48 07NOV03 09:12 07NOV03		LIST N	et total	
B CUST SAYS COVER FOR MANITY MIRROR ON	RIGHT SUNSHADE LO			
CAUSE: LOOSE C2620 SUNSHADE AND/OR SUPPORT RIG	HT RER OR WE DESIG			
	geges je gliga de sta		99:	
1 22689422 F-SUNSHADE FC: 20		58.40 46.	61 46.6 1	
PART#: 22689422		ar de Aseach	a de la companya de l	
CLAIM TYPE: AUTH CODE:				
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4 Physical and the marking of the Physical States of the S	1399 TTABOR			
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			an a suid miseris dis permité de 1990. An an an an antipi di la comparisone	
e rector care a la participa de la constant				
stocompletelles populations des fanslatisses				
	744 6060 O			
ON REMAKE OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	LINITED WARRANTY; The only warranties applying in this percis) installed in accordance		13,99	
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS UNLERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO DURING THERE WAS NO INDUCATION EROM THE APPEARANCE OF THE	menufacturer. The solid hamby expressly disclaims all warranties, either express or lastical industry territory atthe of the solid s	PARTS AMOUNT	46.61	
VENICLE OR OTHERWISE, THAT ANY PART REPARED OR REFLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT NEGLICENCE OR MISLISE, RECORDS SUPPORTING THIS	is conserving with the sale of official of	SUBLET AMOUNT	0.00	
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	service sold under the terms of this documente. Seller does not guarantee that the work partement is presentance with this estimate will	MISC. CHARGES	<u> </u>	
MATURACIONEN O NECHODIA UTE.	cancer any protom specificat on the description at the compliant. Parts and labor an guaranteed for 12 members to 12,000 miles. whiching comparing first.	LESS INSURANCE SALES TAX	0.00	
(SIGNED) DEALER, GEMERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	60. 60	

WARRANTY COPY

- ·	Marooneo Chevrolet				
CUSTOMER #:3046125	56790	Marcone Chettolet 97 Greenacras 5757 Lake Worth Road, P.O. Box 9500 Greenacras, FL 33466-95 69			
CODICIENT #	WORKORDER	(561) 433-3742 Service Hours MonFri. 7:00 AM to 7:00 PM			
	PAGE 2	Set. 8:00 AM to 3:00 PM Body Shop (561) 433-3782			
WELLINGTON, FL HOME:	· ·	MonFri. 8:00 AM to 5:00 PM MV-06666 www.marcone.com			
COLOR		4331 GALLAHER, DENTESE C			
BLUE 04 CHEVROLET MALIBU	J 1G1ZT52824F	<u>1901/</u> T2708			
DEL DATE PROD DATE WARE DO		RATE PAYMENT SUDDY DATE			
20SEP2003 17:	00 07NOV03 OPTIONS: STK:4F100921 DL	0.00 CASH R:26343 ENG:V4			
07NOV2003 07:48					
LINE OF CODE TECH. TYPE DESCR	RIPTIONS/INSTRUCTIONS				
7 6700 4761	SAYS CENTER CONSOL IS B	CRATCHED SOP HERE			
#ABV CUST		IRROR ON RIGHT SUNSHADE			
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	ana an	CHARGES ARE SASED ON FLAT RATE AND HOURLY UMLESS OTHERWISE INDICATED.			
"This charge represents costs and profits to the moter vehic shop supplies or waste disposal." FS403 718 mandates at the state of floride. ** FS403 7186 mandates a \$1.50 fee	te repair tacinty for miscenations by OO for for each pain tire sold in Save Ok	The markets are unservice on the and moder. The markets and indicates of the markets and t			
battery sold in the State of Florida. Additional person to authorized services performed, if the cust	PSTMATE				
personPhone:	Date: Customer	андаранан аланан алан			
PLEASE READ CAREFULLY, C STATEMENTS BELOW AND SIGN:	HECK ONE OF THE	TED WARRANTY: The only warrandas applying to this perints! Installed in programme and a which may be attend by the meruinsturer. The same here's expressly disclosing at entits, either express or projection, including any heritad warranty of meruinstation of the perindular purpose, and relitive assumes for relitinguist periods of parts of the perindular purpose, and relitive assumes to relitinguist periods of the same of the same of the same of the same of the of open not guarantee (while work period multi a same at the same of the period of the same and the same of the openies and the same of the same as the same of the period of the same of the same of the period of the same of the same of the same of the same of the period of the same of the same of the same of the same of same of the same of the same of same of			
	ITLED TO A WRITTEN	er does not guerentos d'en lles work performent en accordance with this astreats with provide problem specified on the obscription of the complem. Parts and labor are guerantes for 12 the or 13,000 milles, whichever cances first, excluding targetos and wheel algorishits. Parts 14,000 Milles Parts and a super labor targetos concentrations are the webbit			
I REQUEST A WRITTEN ESTI		REFLIATION OF REPAIR: In the event like the them cancels the mount work, the value he reasented in a condition researcher simpler as when received unlike the client received or the researcher would be uncertaint. The repair and any of the the cost of teerdown, the dwel of places and tabor to replace terms distinged by tearbourd cost to receive the vehicle.			
AS THE REPAIR COSTS DO NOT E	XCEED \$ THE AMOUNT WITHOUT MY	Tryp will be setting upon completion storadit CHARCES the storage changes rule or demonstration of the storage storage rule and the storage storage rule and the storage storage rule storage storage rule storage storage rule and the storage storage rule storage storage rule storage storage rule storage rule and the storage rule sto			
WRITTEN OR ORAL APPROVAL.	AMOUNT WITHOUT MY	ucreal mannaments charges by a U griU's spongeries. After that uses, the state, single charge of the state of			
		why authorized the repair work hereinative set forth to be done along with the necessary real and agree that you are not responsible for loss or damagn is verticed or article act and set in case at the, that or any other cause bayout one donated in a vertice of a statest watability of parts or delays in ports altoments by the member or manpoints. I handlo t, you and/or out employees commassion to polymp the whether are transported. I to the provide statest of the particle of the whether are transported. In the two fields a constraints of the particle of the whether are transported at the tas highways, or denote the particle of a statest of the whether are transported at the statest is finged vacchmentaged on above which to statest the structure of engine transport			
SIGNED:					



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 <u>New Bill of Sale</u>. 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 F1 33610 Phone (800) 231-1841 Name/Extension (Name/#)

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

Customer's	Name:
Case Numb	er:

1-182093480

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

General Motors will issue a check in the amount of \$ 17,462.63 to **Construct of Second Second** & 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
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 REPURCH	ASE W	ORKSHEET	
File Number	Customer Name		Worksheet filled out by:	
1-182093480	-			
1-1020/3400			Frank R Unisko	
			-	
Old Vehicle VIN:	New Vehicl	e VIN:	Date:	
1G1ZT52824F	1G1ZU54874		3/30/04	
10121320241	1012031071	- L	DEALER'S SAMPLE PURCHASE ORDER	
			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	м		21,210.00
Conversion Cost	0.00		State Sales Tax	225.38
Tax	0.00	R		220.00
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	S		0.00
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	153.50
Other	0.00	0		100.00
State Fees	0.00	N	Additional Aftermarket Items	0.00
	0.00	s		0.00
Cost to transfer Aftermarket Items	0.00		State Fees	0.00
Service Contracts/GMPP	0.00	в		0.00
	0.00		Miscellaneous	0.00
Attorney's Fees	0.00	┤┼┤─		0.00
Transportation Fees	0.00	- Y -	Other	0.00
Total Daula comont Drice	24.240.05	<u> </u>		0.00
Total Replacement Price	21,218.95			
CUSTOMER'S	005.00	R	Less Dealer Contribution	0.00
Tax	225.38	E		24 507 00
Luxury Tax	0.00	S	Subtotal	21,597.83
Reg./Lic./Title Fees (opt)	153.50	Р		
Additional Aftermarket Items	0.00	0	Trade In	17,462.63
		N		
Usage/Depreciation	936.32	S	Payoff	0.00
Damage	0.00	1		
Upgrade	2,820.00	в	Net Allowance	17,462.63
Downgrade (deducted)	0.00			
Reimbursement of Aftermarkets	0.00	Т	Cash on Delivery (Paid by GM)	0.00
Other	0.00	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	4,135.20
	4 4 9 7 9 9	_		
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/y	Y			
Dealer Due to GM	NA			
	17,462.63			

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

August 4, 2011



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

Dear Mr.

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,

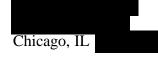
General Motors Corporation

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



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

Dear Ms.

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	CHECK REQUEST FORM (CIF) RVDC CALCULATION WORKSHEET		SIGNED BILL OF SALE ON ORIGINAL VEHICLE SIGNED SETTLÉMENT OFFER LETTER
	SIGNED BILL OF SALE ON NEW VEHICLE		SIGNED RELEASE AGREEMENT
	INVOICE ON REPLACEMENT VEHICLE		SIGNED DEALER CONFIRMATION LETTER
	FRA FORM INCENTIVE SHIT-OFF REQUEST		DEALER PROFIT OTHER THAN ADMIN FRE
	COPY OF TITLE OR REGISTRATION	. -	INVOICE FOR ATTORNEY FEES (If Applicable)
۰ <u>۰</u>	WARKANTY HISTORY INVOICE ON ORIGINAL VEHICLE	_ <u></u>	REPAIR ORDERS FOR REASON FOR REPURCHASE (FLORIDA ONLY)

Substitution of Collateral

New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION: 1-182178652

Namo		
VIN#	IGIZU548X4F	
Ycar-Make and Model:	2004 Chevrolet Malibu	

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	GH-2/13/04 L-15a 2/23/04
Physical Address:	900 N Equine Road Scute 200
City/State/Zip	Auburn Hills, MI 48326
Phone:	800-200-4622
Fax Number:	800-249-2307
Account Number:	
Dealer Buyout/Payoff Amount:	21022.32 21022-32-
Buyout/Payoff Expiration Date:	375704 415184
Per Diem:	0.00
Payment amount:	637.04 Duc 3/5/04

Additional Information



RVDC Case# 82591

RC Case Number	1102178652	Vehic	e is going to:	ts Vehicle Drivab Y	ie? Issue	1099?
Customer Name			Auction	Issue F		
riginal VIN	1G17U548X4F	Desler Ad	Imin Fee Applies7		N	
BAC	113186		his vehicle was repa			
Deolership Name	Z FRANK LLC	- Volu	ntary mediated cus	tomer satisfaction	epurchase	2
Dealer	Scott Yassinger- Fleet	Retriev	e Sales Tax7 N	Title B	rand?	
Contact/Title	Manager	_		Retricving Sales Ta	Xi	
Dealer Phone	7734652000		NOT AVAILA	LE IN THIS STATE		
Dealer Fax	77350B4228	Original	Sales Tex Poid in	Repurchased		/s 01
Dolivery Date	2003-10-21		State: 1		e: IL	
Buyback Mileage			ehicle Meets Presur	nption of LEMON U	<u>\W? Y</u>	
Transmission	A		ng Schedule:		ined on:	
UCC Code(s)	M0105 24400.00	2	004-00-02	2004	-02-25	
MSKP	19920.12		The aut	ere: BAC is U		
NADA	19920.12		tring, wr	Site Name:		
Case Number TAC Case Number	7054046			ct Neme:		
TAC Case Number				ress 1:		
Type of Transaction	TR		1.110	ress 2:		
Replacement VIN	2G1WP521049175247	-ll	City:	State:		lip:
Repurchase Type				one #:		
Repurchase				ax #:		
Source	PRA AVM George Bell			nment:		
Reason for Re	purchase: Steering failure					
			GM Legal	Case Number:		
				sel Namo: N/A		
				ontact Name: N/	A	
				iressi:		
			Add	ress2:		
			City:	State:	Ž	tp:
				one #:		
			F	ax #:		
		Lien Pay	off			
Line Daviel	Amount: 21022.32		off Expires on: 2004	-04-05	Per Diem:	0.00
Live Payon	Customer Due to GM: 0	00	<u> </u>	Dealer Due GM:		
		Check Infor	mation			
	ustomer		Lienholder	Plaint	iff's Atto	rnev
Check Amt:	0.00				(Amt;	0.00
Payee1:	0.00	Payce1:	GMAC		eel:	
Payee1:	Z, Frank, L.L.C.	Payee2:			ee2:	
Address1:		Address1:	900 N Squirrei		ess1:	
Address2:		Address2:	Suite 300		ess2:	
City:	Skokie	City:	Auburn Hill		ty:	
State:	IL.	State:	MI		nte:	
Zip		Zip	48326		ip	
Phone #:		Phone #:	800-200-46		ne #1	1
Far #:		Fex #	600-249-20		<#:	
-712 W.	, uu	Attention:	Payoft Dept		ntion:	T
		Account #1		Fed T	ax ID;	

Case ID: 82591 Initiator: nortona

10-12-0,L

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	RC REPURCH		April Norton	
<u>File Number</u>	Customer N	ame	<u>April Herton</u>	
1-182178652				
	New Vehicle	VIN	Date:	· · · · ·
Old Vehicle VIN:			2/23/04	
1G1ZU548X4F	G1WP521049	·	DEALER'S SAMPLE PURCHASE ORDE	R
	يستسرقها فالترقي الروروم وأتنا	1	MOCK BILL OF SALE	. <u>884</u> 773.
			Purchasc Price (New Unit)	27,262.01
ct. 231/237 Vehicle Costs	27,262.01	G M	Furchase Fride (New Only	·····
justment to line 1	0.00	M	State Sales Tax	501.04
onversion Cost	0.00	R		}
IX	0.00	Ê	County Tax	15.00
IXUITY Tax	0.00			
eg./Llc./Title Fees (opt)	0.00	S P	Reg./Lic./Title Fees (opt)	80.00
ounty tax	57.67	듕		
ther	0.00	1ăl —	Additional Aftermarket Items	0.00
tato Fees	0.00	s		
	0.00	17-	State Fees	0.00
ost to transfer Aftermarket Items	0.00	B		
ervice Contracts/GMPP	0.00		Miscellancous	0.00
Itorney's Fecs	0.00	╅╪╂┈╶┈		
ransportation Fees		┨╈╢┈┈─	Other	57.67
Tetal Basissoment Bride	27,319.68			
Total Replacement Price CUSTOMER'S	21,010.00	R	Less Dealer Contribution	0.00
	501.04	E		
ax ounty Tax	15.00		Subtotal	27,915.72
	80.00	S P		
teg./Lic./Title Focs (opt) dditional Aftermarket Items	0.00	10	Trade In	20,797.01
Gomonal Attermarket tions		-t <u>ñ</u> t -		
Les (Descelation	0.00	s T	Payoff	21,022.32
Isage/Depreciation	0.00	ĭ		
Damage Jpgrade	6,465.00		Net Allowance	(225.31)
Downgrade (deducted)	0.00	-171		
Reimbursement of Aftermarkets	0,00	- -	Cash on Delivery (Paid by GM)	57.67
Other	0.00	Ý		
Dealer Contribution (deducted)	0.00		Total Balance Due	28,083.36
ealer communicit (deddoled)				
Total Customer Cost	7,061.04			
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INCLUDES 1 YEAR SAFE & SOUND

* ONSTAR SYSTEM

41U BLACK

CHEVROLET MOTOR DIVISION 2004 IMPALA SS SEDAN GENERAL MOTORS CORPORATION /V6G 100 RENALSSANCE CENTER DETROIT MI 48243-1114 923 MEDIUM GRAY ORDER NO. GKJQ2X/TRE STOCK NO. VEHICLE INVOICE 1AD24278524 VIN 2G1 WP52 10 49 MERP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS 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 SUPERCHARGERD 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 UP0 AM/FM STEREO W/CD & CASSETTE 100.00 89.00 KEYS S131A S131A WFP-S OTR OPT-1 & 200 WATT PREM SOUND SYS DANK: GMAC - 154 WO1 COMPORT SEATING PACKAGE INCL: 445.00 396.05 CHG TO 11-223 * 5-WAY POWER PASSENGER SEAT SHIP WT: 3548 A HEATED PASE & DRIVER SEAT SHIP WT: 1SC IMPALA SS PREFERRED EQUIP 1425.00 1268.25 HP: 34.7 27344.68 GMS : GROUP ISC INCLUDES: SUPPLR: 28438.47 * CARGO NET 30865.00 MRM : * AM/FM STEREO W/ CD IMP08 DAN : & 200 WATT PREM SOUND SYS MEMO 1485.25 * MIRROR GROUP HEATED OUTSIDE MIRRORS

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30865.00 28678.91 PAY 310 28678.91 TOTAL 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.

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

Z. FRANK, L.L.C.

P.05/14

TO 918665893990

Ver.4-9/25/2002 electronic Preliminary Repurchase Authorization (ePRA) (**To go from field to field, use the TAB KEY) 02/05/2004 1.Date (mm/dd/yyyy): 2. Customer Name: 3.Customer Address: 4, Customer Cily, State, and Zip: Skokle, II. Home 5.Primary Customer Phone #: Mobile 6.Additional Customer Phone #: 7.Customer fax #: 8. Cust Drivers Licenses # 141 9. State tax % rate 141.93 .75 Customer Vehicle Information 2004 Chevrolet Melibu 10.Year/Make/Model: 2,993 12.Current Mileage: 1G1ZU548X4F 11.VIN (17 Digits): NEW 13.Purchased: Detail your agreement with the Dealer and Customer on the following items: Dealership that will handle entire transaction: Z. Frank chevrolet 14.Dealership Name: 773-465-2000 15.Dealership Phone #: 16.Dealership Contact Name and TITLE: Mike Ammer Service Director /73-508-4100 17.Dealership Contact Phone # (if different than Dealership #): 18.Dealership Contact Fax # 773-5084108 or 773-509-1123 19 Dealership BAC: 11 Region: Click here for pull-down 19 Dealership BAC: **~^** 20.What GOODWILL TOOLS were offered? Miscollaneous Relmbursen Comparient Coverage Lotter \mathbb{X} American Express Check Maintenance Lottor \Box Other Owner Lovaity Cortificate NOTHING OFFFRED GM SmartCare GMPP YES. 21.Was a TRADE Repurchase offered? 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? 24.TAC Case Number: 7054046 23.CAC Case Number: 1-182178652 25.If no TAC number, Explain: AND CASE #7088372 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, picase include 26 digit account # or 10 authorization code). TRADE REPURCHASE 30. Type of TRANSACTION? 31. Vchicle 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: «PRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 2G1WP521049 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): <u>N/A</u> 37.Lease Termination Forms: N/A

38.Who will be responsible for the Taxes and/or Foos? 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 sown as a trade.

39.1 have reviewed with the customer what is Negetive 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 Rebutes 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

Please work directly with the Service Director Maike Ammer 40.General Commonts/Special Instructions:

41.1 personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/03/2004

George Bell 42 Authorizer Name:

AVM 43.GM Position:

44 VolceMail Node:

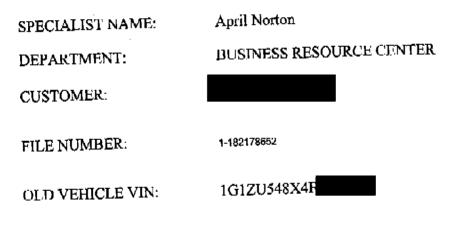
63092 Mailbox Number: 8144 aeorac.bell@am.com

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.

Gabl 21022.32 New 437.04. 154-9048-24163.

INCENTIVE SHUT-OFF NOTICE



REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

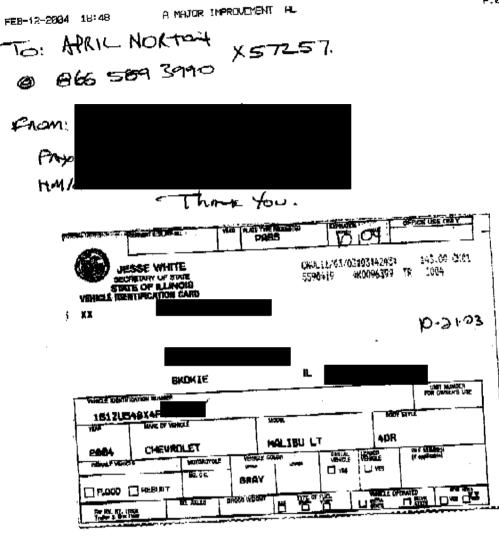
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BRAND: 13- Chevrolet

NEW VEHICLE VIN: 2G1WP521049

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

02/16/2004



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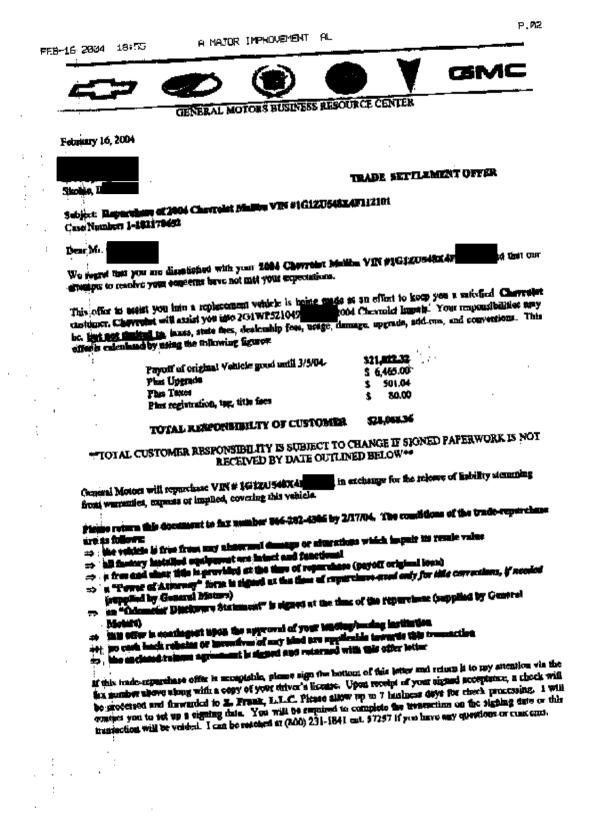
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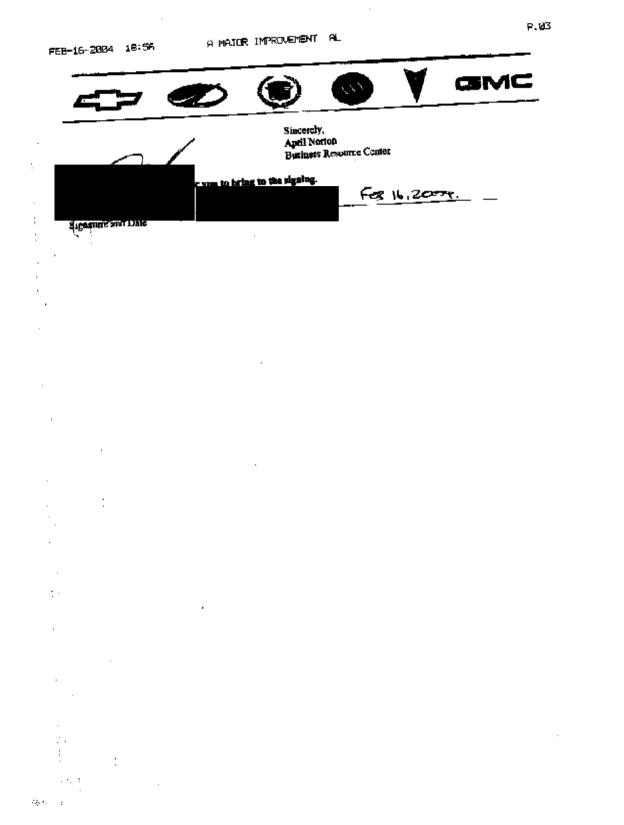
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P.11/14





FEB 25 2004 16:58 FR SITEL

TO 918665893990 Feb. 24 2004 09:45AM P2 T0 917735034123

P.14/14

FAX NO. : 773 5084123

FROM : Z FRANK FLEEI S YARSINDER

758 24 2004 08:17 PH SITEL

Dealer Confirmation Letter- Trade Repurchase (Dealer Participation)

Chovrolet

5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610

Phone (800) 231-1841 x 57257

Trade Repurchases Agreement between Chevroat and its dealer pertner Z. Frank, L.L.C.

Customer's Name: Case Number: 1-182178652

Thank you for easisting Chevrolet in the trade repurchèse transaction for our musual exerciser.

The desire will issue a check in the amount of \$167.66 to General Motion Corporation in order to obtain free and close title of original which was not a war in the ansate to a second a second a contract water a contract of the second second we can be a contract of the second second vehicle Disposition of the second second vehicle Disposition of the second second vehicle bisposition of the second vehicle bisposition of the second vehicle a check in the amount of \$21,022.32 to GMAC.

When writing the salar agreement for the trade reputeinate, picase use the members below;

201WP511049 Replacement VIN: \$27,262.01 New Vehicle Sales Price: \$20,854.68 Used Vehicle Trade Value \$6,465,00 Customer cost: \$501.04 Not Applicable \$21,022.73 Taxes Rebates: Lien ou old vehicle, good only until 3/5/04: \$80.00 Physicile and license forest \$15.00 MinorDenenio State Foot \$\$7.67 State vegatived danker dog for \$87.67 [Net paid by either pury] \$200 applies as upwarty areas via W.I.N.S. Gash on Delivery (provided by G&1) Docupent Ferd Tamler Promoting Feet

As always, the management is chilicated to make the flag asial arrandoments for the real-second vehicle. Flags note we do not take into some densities any over allowance flags on thes, returns, require equity, one on the original vehicle. Also remember, so such back incentives are to be used on the replacement which. Using the figures above, the sustemer is responsible for:

Payoff af Original Vehicle Miséelisteous Suns Pots	\$21,012.53 \$95.07
	\$501.)4 \$6.461.00
Upgundo	56.461.90 528,013.35

2. Frank, L. L.C. agrees to sign a Pervar Of Aronney to comble GM to make no necessary managements with the above referenced contrarts is funding institution on the Design's which to facilitans readying a free and clear this us the aid vehicle.

, please des and date being and cours this exception slong with a signed Sill of Sile to my

If you are in surrought with mix other, parses	
If your are in agreement with this corner, parameters and a supervision at the following the second states and the second states and the second states are supervised at the second states and the second states are supervised at the second states a	Hat sales director
MARK GIL	
2. Freeffelder BAC 114/86 Magazarmat Assa	Contract The Contract of Contract
Z. Prank Lake. Die. 1 Jacky manual and	PITTER OFFICIALES SECOND
"C. Laskan	
I I A TTO I CALL THE	

Z. Frank, LL.C. BAC 113186. Management Agent's Printed Name and Title.

Automated Commit Motors BRC Representative Standard April Norton

Authorized General Meures BEC Represents ive Printed Name

Thank you for assisting Chevrydes in this teads topatchase for our mutual customeri



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 <u>New Bill of Sale</u>. 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 F1 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

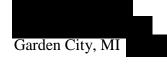
Thank you for assisting [GM Division Name] in this trade repurchase for our mutual customer!

	BRC REPURC	HASE W	ORKSHEET	
File Number	<u>Customer</u>	<u>Name</u>	<u>April Norton</u>	
1-182178652				
Old Vehicle VIN:	New Vehic	le VIN:	Date:	
1G1ZU548X4F	2G1WP52104	49	2/16/04	
			DEALER'S SAMPLE PURCHASE ORDER	
nizanda rathur(grave			MOCK BILL OF SALE	
Acct. Vehicle Costs	27,262.01	G	Purchase Price (New Unit)	27,262.01
Adjustment to line 1	0.00	М		27,202.01
Conversion Cost	0.00		State Sales Tax	501.04
Tax	0.00	R		001101
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	s		0.00
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	80.00
Other	57.67	0		00.00
State Fees	0.00	N	Additional Aftermarket Items	0.00
	0.00	s		5.00
Cost to transfer Aftermarket Items	0.00	\parallel	State Fees	0.00
Service Contracts/GMPP	0.00	в		0.00
Attorney's Fees	0.00		Miscellaneous	0.00
Transportation Fees	0.00	┨┯┨		0.00
	0.00	- y -	Other	57.67
Total Replacement Price	27,319.68	╺┩╹┩		07.07
CUSTOMER'S	27,515.00	R	Less Dealer Contribution	0.00
Tax	501.04	E		0.00
Luxury Tax	0.00	s	Subtotal	27,900.72
	80.00	P		27,300.72
Reg./Lic./Title Fees (opt) Additional Aftermarket Items	0.00	0	Trade In	20,797.01
Additional Altermarket items	0.00			20,797.01
Usage/Depreciation	0.00	S	Payoff	21,022.32
Damage	0.00	- -		21,022.32
Upgrade	6,465.00	в	Net Allowance	(225.31)
Downgrade (deducted)	0,403.00			(223.31)
Reimbursement of Aftermarkets	0.00	┤┯┨	Cash on Delivery (Paid by GM)	57.67
Other	0.00	- ′ ▼		57.07
Dealer Contribution (deducted)	0.00		Total Balance Due	28,068.36
	0.00	┛┫		28,008.30
Total Customer Cost	7,046.04			
	7,040.04	_		0.00
			Amount to Dealer for additional Fees	0.00
Trodo Donurchoso Amorrat	20.054.00	_		
Trade Repurchase Amount	20,854.68	-		
Total Payoff Amount	21,022.32	_	GM Authorized Signature	Date
PAYOFF GOOD THRU 3/5/04				
	4.0= 0.1			
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**

FROM : Z FRANK FLEET S YASSINGER	FAX NO.	: 773 5084123 Fel	o. 25 2004	09:15AM P1
What promoted you to buy your car at "Z" Frank?	"Z" FRA	NK before you buy!!	DATE OF BUITTH	132304
Newspeper A Friend Location	6060 Ch	North Western Avenue	<u>~_/ / _ / </u>	NER LIC NO
Mailings Previous Owner		773-465-2000	4	
Other			DATE	2-12-04
PUR		<u></u>	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	
		$\Lambda_{o} K \not\in \underline{st}$	ATE	
ADD:			STK. # _/	1029 <u>7</u>
PHONE: RES		LESPERSON YA GUINA CA	0	1.40
204	CHEVROLE	Im AUA SER. # Jac61	<u>Wrse</u>	
ENTER MY ORDER FOR ONE 2054		at the second read	HER MOI	DEL 1(NP17
TO BE DELIVERED ON OR ABOUT	COLOF			
In order to avoid any potential misunderstandings concern	i 1g vour vehicle		MENT	
purchase from Z Frank Chevrolet, your signature below thin	confirm that the			
following has been explained to you.	to the manufac-			
MANAGER. The dealership will not be able to honor as verbal promises. In my own best interest, I fully				
i have a second be in writing				
The above is being done to promote a mutually satisfyin which all parties concorned understand what is provided in	the warranty of a		_	
which all parties concorned uncerstand what is provided in new whicle.			_	
This vehicle is a new vehicle			_	
This vehicle has been used as a Chevrolet Compa	ry			
car or dealer owned demonstrator.				
In service date		ADDED OPTION		T
Mileage			\$	\$
PLEASE SEE WARRAN	REVERSE SIDE			
FOR WARRANTY INFO				
SIGNATURE OF BUYER				
		SIGNATURE OF BUYER: X		
This vehicle equipped with General Motors engine		CASH SALE PRICE OF		122221201
		DESCRIBED MOTOR VEHICLE	\$	- X A HA
USED VEHICLE TRADE-IN AND/OR OTHER C		SALES TAXES		
MAKE OF TRADE-IN CHEVKOLET		COUNTY TAXES		5762
YEAR 200 MODEL MALIPUL MILEAG	E.	DOCUMENTARY SERVICE FEE LICENSE PLATES AND CERTIFICATE		8
MVI OR SERIAL NO. 16 124 548 X41				
BALANCE OWED TO		1. TOTAL PRICE OF UNIT	\$	\$ 27 9/54
ADDRESS		· · · · · · · · · · · · · · · · · · ·	<u>z/h</u>	
USED TRADE IN ALLOWANCE	11160252/2			
CUSTOMER DECLARATION OF BALANCE OWED	210dex 3	R consisting of \$	_ in	
NET CUSTOMER BALANCE		cash and/or \$n	et	
ACTUAL BALANCE OWED ON TRADE-IN		trade-in allowance on trade-in; see		
ACTUAL NET ALLOWANCE ON TRADE-IN	\$225-	statements in left hand column and	s	\$ 167 6
DEPOSIT OR CREDIT BALANCE		below for details	<u>→</u>	
ADDTL. PAYMENT DUE		3. UNPAID CASH BALANCE DUE		قراب – بد ا
and the second		ON DELIVERY		along 1
TOTAL DOWN PAYMENT	\$	(difference between Items 1 and 2.)		BE CHARGED TO BUYERS FO
TOTAL DOWN PAYMENT DOCUMENTARY FEE, A DOCUMENTARY FEE IS NOT HANDLING DOCUMENTS AND PERFORMING SERVIC THE MAXIMUM AMOUNT THAT MAY BE CHARGED THE MAXIMUM AMOUNT THAT MAY BE CHARGED	TAN OFFICIAL FEI	E. A DOCUMENTARY FEETS NOT REQUIRED C CLOSING OF A SALE. THE BASE DOCUMENT	ARY FEE ENDIN	G JANUARY 1, 1992 WAS \$40.0
THE MAXIMUM AMOUNT THAT MAY BE CHARGED ANNUAL ADJUSTMENT EQUAL TO THE PERCENTAG	FOR DOCUMENT	ARY FEE IS THE BASE DOCUMENTARY FEE		DEX.
ANNUAL ADJUSTMENT EQUAL TO THE TEROCHTAN	1 accepted by S	ELLER, it is a fully binding contract. If I should	d tail to turnin my	ate as amount equal to the to
down payment or \$500, whichever is less. For this p vehicle less the reasonable costs of sale at wholesa	ale. If balance due	on the car I am trading in is an amount greater of trade in at time of delivery. If the b		
This order is subject to factory once increase and in	santiansen or rear	Shi watante et transfer a	y mainerbalical e	and by seases of orace personal
I certify that I am 18 years of age or older.	ERSTAN	THE TERMS OF THIS ORDER AND T	HAT LHAVE F	RECEIVED A COPY OF TH
L ORDER, I HAVE RE		S ORDER AND AGREE TO IT AS PARTO	MEAN ?	1/1
PRINTED ABOVE N		//	11 4 4	//
SIGNATURE OF BUYE		APPROVED AND ACCEPTED BY:	ESS SIGNED &	ACCEPTED BY SELLER

August 4, 2011



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

Dear Ms.

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.

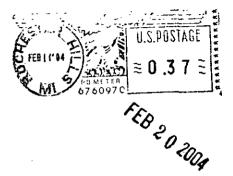
Sincerely,

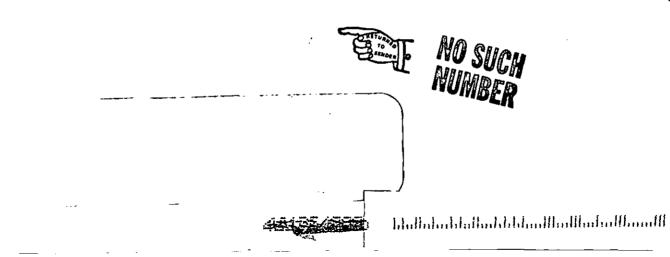
General Motors Corporation



Customer Assistance Center

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





CHEVROLET

Customer Assistance Center

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

February 6, 2004

Garden City, MI

CUSTOMER DID NOT RECEIVE THIS FROM GMC

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

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Sincerely,

General Motors Corporation

August 4, 2011



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

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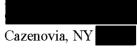
Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

GENERAL MOTORS BUSINESS RESOURCE CENTER

February 17, 2004



STRAIGHT SETTLEMENT OFFER

GN

Subject: Repurchase of 2004 Chevrolet Malibu 3GNGK23GX3G

Dear Ms.

We regret that you are dissatisfied with your 2004 Chevrolet Malibu 3GNGK23GX3G 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 \$1,408.50
Plus tax Plus title, license fees	\$1,498.50 \$32.75
Plus clear coat Plus waste tire fee/inspection fee	\$199.00 \$22.50
Less incentives	\$1,000.00
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 February18, 2004. The conditions of the straight repurchase are as follows:

- \Rightarrow the vehicle is free from any abnormal damage or alterations which impair its resale value
- \Rightarrow all factory installed equipment are intact and functional
- \Rightarrow 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 **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

APP		4.00	
	GM CARD EARING ON BUYBACK FORM (I.A.)	APP	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
	COPY OF TITLE OR REGISTRATION		STATED BLEE OF SALE ON ORIGINAL VEHICLE
	WARRANTY HISTORY	-	ACV ON TRADE-IN DOCUMENTATION (I.A.)
	INCENTIVES FROM <u>R028</u> IN BARS		BBB/LEMON LAW RULING (I.A.)
	DESCRIPTIONS OF INCENTIVES <u>F071</u> IN BARS		RECEIPTS FOR ANY AFTER-MARKET ITEMS (I.A.)
	CHECK REQUEST FORM		SIGNED SETTLEMENT OFFER LETTER
	RVDC SPECIAL INSTRUCTIONS FORM (I.A.)		
	RVDC CALCULATION WORKSHEET		SIGNED RELEASE AGREEMENT
	PRA FORM		SIGNED DEALER CONFIRMATION LETTER
	INVOICE ON ORIGINAL VEHICLE		GM CARD EARNINGS ON BUYBACK FORM (LA.)
	INVOICE FOR CONVERSION PACKAGE (I.A.)		STATEMENT OF FINANCE CHARGES FROM BANK
	(LA.) MEANS IF APPLICABLE		INVOICE FOR ATTORNEY FEES (I.A.)
			REPAIR ORDERS FOR REASON FOR REPURCHASE

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION:

Name	
VIN#	1G1ZT54844F
Year-Make and Model:	2004 CHEVROLET MALIBU
L	

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:	

FEB 23 2004 17:44 FR SITEL

RVDC Active Case # 82461

Page 1 of 1



RVDC Case# 82461

BRC Case				
<u>Number</u>	1182738017	Vehicle is going to:	Is Vehicle Drivat	le? Issue 1000
Customer Nam	ie .	Auction		
Original VIN	1G1ZT54844F	Dealer Admin Fee Applies	s? Issue F	lelease
BAC	115305	This webiels		
Dealership Nam	SUN CHEVROLET INC	Voluntary mediated	repurchased as a resul	tofa:
Dealer	JOE CAPUTO, DEALER	Retrieve Sales Tax? N	costomer satisfaction r	epurchase
Contact/Title	PRINCIPLE	Reason for a	Title Br	and?
Dealer Phone	3156877231	NOT AVAT	ot Retrieving Sales Tax LABLE IN THIS STATE	
Dealer Fax	3156877918	Original Sales Tax Paid in	BADLE IN THIS STATE	
Delivery Date	2003-10-18	State: NY		B 11 -
Buyback Mileage	e 950	Vehicle Meets Pres	sumption of LEMON LA	
Transmission	A		Establish	
UCC Code(s)	M0112	2004-02-26		eg on: 12-10
MSRP	21970.00			2-19
NADA	17940.00	If no, y	where: BAC is 0	
Case Number	82461	Location Location	on Site Name:	
TAC Case	7056423	Con	tact Name:	
<u>Number</u>	7036423		dress 1:	
Type of Transaction	SR	Ac	Idress 2:	
Replacement VIN		City:	State:	Zip:
epurchase Type			hone #:	<u> </u>
Repurchase	AVM Voluntary		Fax #:	
Source	PRA AVM DAVID CHEEK	Comment: SI	BEL SR 1-182738017.	
Reason for Repu	chase: ELECTRONIC POWER		Case Number:	
STEER	ING CUTTING OUT	GM Ceur	Case Number:	
		Grit Coursel	isel Name: N/A	
			Contact Name: N/A	
			dress1:	
		City:		
			State:	Zip:
		Lien Payoff	ax #:	
<u>Lien Payo</u>	ff Amount: 0.00	Lien Payoff Expires on:		
	Customer Due to GM: 0.00	Den rayon Expires on:	Per Die	m: 0.00
		eck Information	Dealer Due GM: 0.00	
	Customer			
Check Amt:	21222.75	Lienholder	Plaintiff's At	torney
Payee1:			Check Amt:	0.00
Payee2;	AND SUN CHEVROLET T	Payee1:	Payee1:	
Address1:		rayeez:	Payee2:	
Address2:		Address1:	Address1:	
City:	CAZENOVIA	Address2;	Address2:	
State:	NY	City;	City:	
Zip		State:	State:	
Phone #:		Zip	Zip	
Fax #:		Phone #:	Phone #:	
		Fax #:	Fax #:	
		Attention: Account #:	Attention:	
		E Account #1	Fed Tax ID: Firm Name:	

Case ID: 82461 Initiator: bennjan

A 2-230/

https://www.gmrvdchq.com/rvdc/Display.isp?strRVDCNume?2464

			M.								\$0.00								\$0.00		\$0.00	¢0.00	00'00	60 QQ	00:0¢			\$0.00	103		2	- milt		MCBU	Date /			
<u>Worksheet filled out by:</u> JANAE BENNETT			Post- Providence - Post-	Lealer Buyout Price	Payments (opt)	Concernation (Pro-rate)	Cap Cost Reduction		rey.ric./1 lite (opt)	Total Additions	STICTION INTO A	Usade/Denraciation	Damane	Over Allowance	Necative Fourth	Security Denneit	Incentivas.	Total Deductione	01000000	Total Repurchase Amount		Dealer Buyout Price (From (ine 1)		Total Refund to Customer			Estimated Auction Price	Projected Loss		18 C	115305 // (1)	SUN CHEVROKET V	01-7H	G M Sinnaturo	City, Olyraure			
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			\$20.470.00	\$199.00	\$1.498.50	\$32.75	\$22.50		\$1,000.00	\$21,222.75							\$0.00			\$21,222.75				\$21,222.75		011 010 D0	\$17,940.00	(C)722'ce)				L'Edier Name						
BRC REPURCHASE WORKSHEET Customer Name	<u>New Vehicle VIN:</u>		Base Price	Clear Coat	Tax	Reg./Lic./Title (opt)	Waste Tire Fee/Inspection Fee	Finance Charges	Incentives (deduct)	I Utal Furchase Price	leave (Daren 1	Usayer Lepreciation	Damage			Total Dada	I VIAI LEQUCTIONS		Total Baumula -	i viai repurchase Amount	Total Donald Land	IUNOILY INA Labor	Total Refund to Conte-			Estimated Auction Price	Projected Loss	PAYMENT METHOD	Contactic	(elionuico								
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<u>File Number</u> 1-182738017 Old Vehicle VIN.	1G1ZT54844F109973																												rayee(s)	Check to Cealership		Check to Lienholder & Customer	Check to Attorney (1099 info)	Check to Other			0002/#1/8 pesiner	
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TO 918662343035

P.03/14

electronic Preliminary Repurchase Authorization (ePRA) (**To go from field to field, use the TAB KEY) 1.Date (mm/dd/yyyy): 02/10/2004 2.Customer Name: 3.Customer Address;	1-9/25/2002
4.Customer City, State, and Zip: <u>Cazenovia, Ny</u> 5.Primary Customer Phone #: <u>Home</u> 6.Additional Customer Phone #: <u>Click here for pull-down:</u> 7.Customer fax #: 8. Cust Drivers Licenses # 9. State tax % rate <u>7.25</u> <u>Customer Vehicle Information</u> 10.Year/Make/Model: <u>2004 Chevrolet Malibu</u> 11.VIN (17 Digits): <u>101775 to 445</u>	10-1 201
13.Purchased: <u>NEW</u> 12.Current Mileage: <u>950</u>	ر کړ.
Detail your agreement with the Dealer and Customer on the following items: Dealership that will handle entire transaction: CC(1- 14.Dealership Name: Sun Chevrolet 15.Dealership Phone #: 315-687-7231 16.Dealership Contact Name and TITLE: Joe Caputo Dis Principic 17.Dealership Contact Phone # (if different than Dealership #): 315-687-7918 19.Dealership BAC: 115305 Region: Northeast	
20.What GOODWILL TOOLS were offered? Image: Component Coverage Letter Image: Miscellaneous Reimbursement Image: Maintenance Letter Image: American Express Check Image: Owner Loyalty Certificate Image: Other Image: GM SmartCare Image: Other Image: GMPP Image: NOTHING OFFERED	
21.Was a TRADE Repurchase offered? YES 22.If this will not be a Trade Repurchase, Please explain Why? <u>This is not a trade repurchase</u> . The customer is afraid of the new electronic steering in the 04 Malibu. The steering cut out on her twice, putting her life in dange The Impala was too big for her and the cavalier too small. She wanted an 04 Malibu without the electronic power steering.	<u>er.</u>
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: 24.TAC Case Number: 7056423 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 due to the set up. Dealer could not duplicate. Customers electronic power steering then cut out on her again putting her life	<u>/aş</u> 8 in
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: <u>AUCTION (ready for sale)</u> (If Rebill, please include 26 d account # or 10 authorization code). 30.Type of TRANSACTION? <u>STRAIGHT REPURCHASE</u> 31.Vehicle Damage (explain what damage is present and who is responsible): <u>No exterior damage. Power steeri</u>	
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: 34Upgrade 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

David Cheek 43.GM Position:

ASM/AVM RCC 44.VoiceMail Node:

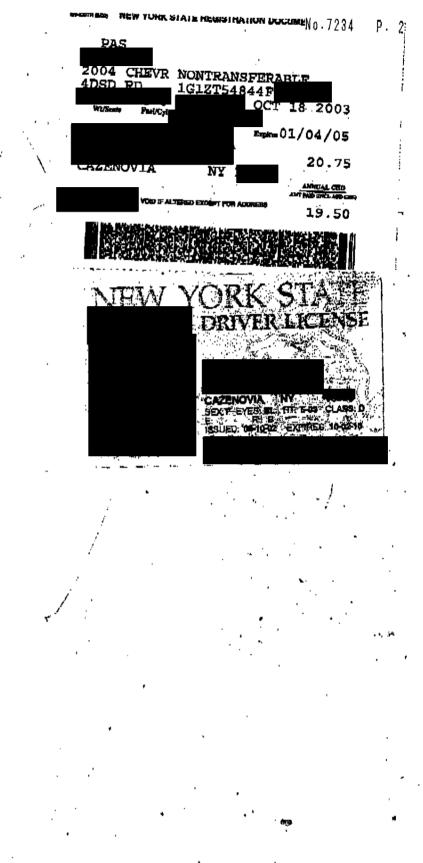
914-701-6918 Mailbox Number: 45.Email Address:

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.

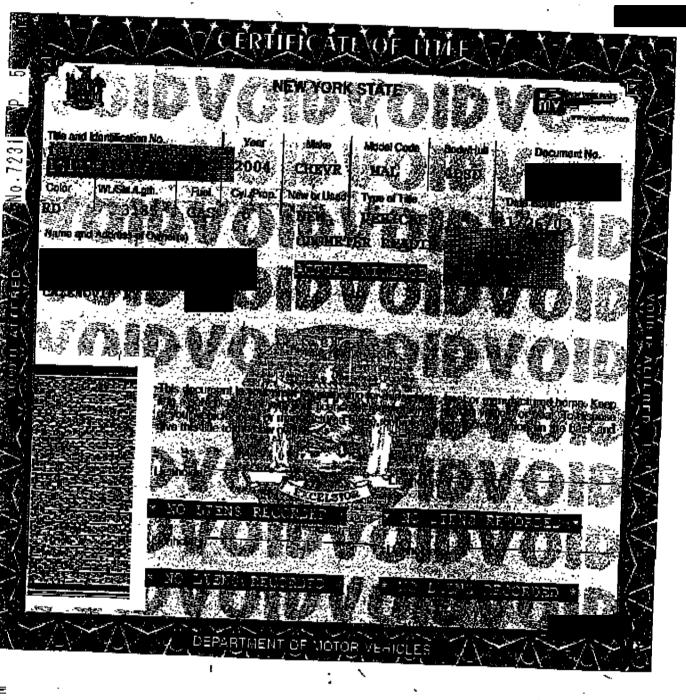
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Feb.16. 2004 1:45PM

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No.7135 P. 3

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

VIN	: <u> </u>	16-12-7-9-99446		<u> </u>	or see attached lis
ດປະ	TOME	R INCENTIVE(:			
1.	i ass the s wher incer	re permissible by law, as a price red	ppijea: •(a) uction (Bill a	to the d f Sale india	dealer named below and request the town payment on this vehicle, (b) cates pre-incentive price, amount of tok be issued in my name by Dealer
		Incentive Program Reference		Amount	GM Incentive Code
		Cong. cash reb	ate s	1000	CWE.
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nd must be available in the Deal File 99GMACK2/GM-3795 (6/99) Copy #1 - Dealer Copy ы тоғылу (Copy #2 - Customer .

2004 MALIBU LS SEDAN 63U SPORT RED METALLIC 52C NEUTRAL ORDER NO. GNKJ70/TDC STOCK NO VIN 1G1 ZT54 84 4F	D.	GENERAL M 100 RENAI DETROIT VEHICLE 1	ISSANCE CI MI 4 INVOICE 12	RPORATION ENTER 48243-1114 AD24414640
MODEL & FACTORY OPTIONS 1ZT69 MALIBU LS SEDAN LX9 3.5L V6 ENGINE MX0 4-SPEED AUTO TRANSMISSION NE1 50-STATE EMISSIONS T43 REAR DECKLID SPOILER VK3 FRONT LICENSE PLATE BRACKET 1SB MALIBU PREFERRED EQUIP GRP 1SE * FLOOR MATS, FRONT & REAR * DRIVER SEAT 6-WAY POWER * HEAD CURTAIN SIDE AIR BAGS * REMOTE VEHICLE START SYSTEM	20370.00 0.00 0.00 N/C 175.00 0.00	18638.55 0.00 0.00 N/C	RETAIL - INVOICE SHIPPED EXP I/T INT COM PRC EFF KEYS G15 WFP-F QT BANK: GM CHG-TO SHIP WT: HP: GMS: SUPPLR:	- STOCK 09/18/03 09/29/03 09/29/03 09/29/03 09/17/03 58 G1558 TR OPT-1 IAC - 004 15-056 3185 32.9 19525.70 20306.73 21970.00

TOTAL MODEL & OPTIONS 21345.00 19516.05 ACT 231 19500.70 DESTINATION CHARGE 625.00 H/B 261 640.35 625.00

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

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L ± 0 ± 0 CHITTENANGO, N.Y. 13037 Phone 687-7231 WWW.sun-chevy.com DEAL # 27677 SOLDTO SALESMAN	20476. 197. N N V 12.5	00 /A /A /A
ZLOIS CHITTENANGO, N.Y. 13037 Phone 687-7231 WWW.BUD-Chevy.com DEAL * 27677 REPAIR SHOP NO. R 427-0209 SOLD TO SALEBMAN SALEBMAN <t< td=""><td>V 199. N N V 12.5 V 12.7</td><td>00 /A /A /A</td></t<>	V 199. N N V 12.5 V 12.7	00 /A /A /A
Phone 687-7231 WWW.sun-chevy.com DEAL # 27677 REPAIR SHOP NO. R 427-0209 SOLD TO SALESMAN SOLD TO DATE STOCK NO. COULT PARTE STOCK NO. COULT N/A IC WEAR MARCE MODEL UBED KEY REGISTRATION SOLD TO N/A IC VEAR MARCE MODEL UBED KEY REGISTRATION <td>N N V 12.5</td> <td>7A 7A 7A</td>	N N V 12.5	7A 7A 7A
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normal use, satisfactory and adequate service upon the public highway at the M ALANCETO FINANCE 205	510-25 N/A	
		' †-∣
turer, SUN CHEVROLET, INC., hereby expressly disclosins all warranties,		
or titleas for a particular summer and warranty or marchantability	- N/A	
other person to assume for it any liability in connection with the sale of said	•	+
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GENERAL MOTORS BUSINESS RESOURCE CENTER

February 22, 2004



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 Plus tax Plus title, license fees Plus clear coat Plus waste tire fee/inspection fee Less incentives	\$20,470.00 \$1,498.50 \$32.75 \$199.00 \$22.50 <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:

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

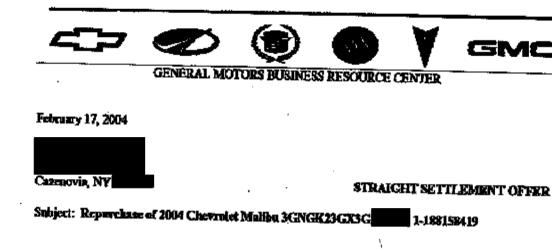
Sincerely,

Janae Bennett Business Resource Center

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

Signature and Date

\$



Deat Ms.

We regret that you are distatisfied with your 2004 Chevrolet Malibu 3GNGK23GX3G and that our attempts to resolve your concerns have not met your expectations.

This offer to reporchase your vehicle is being made as an effort to keep you a satisfied Chevrolet contours. Chevrolet will repurchase your vehicle for \$21,222.75. This offer is calculated by using the following figures:

Purchase Price	\$20,470.00
Plus <u>tax</u>	51,498.50
Plus tifle, license focs	\$32.75
Plus clear coat	\$1,99.00
Plus waste the feelinspection fee	\$22.50
Les incentives	St.,000.00
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 copurchase VIN #3GNGK23GX3G in exchange for the release of liability stemming from warranties, express or implied, covaring this vehicle.

Please return this document to fax number 1-866-234-3035 by February18, 2014. The conditions of the straight repurchase are as follows:

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

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** TOTAL PAGE 14 **

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,

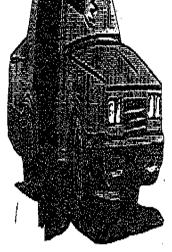
James Bennett Business Resource Center

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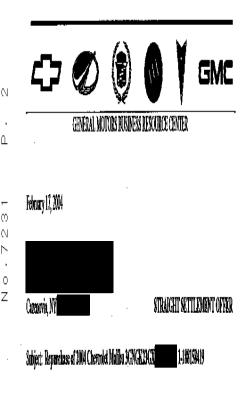
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104 Wex Genese St. Chinesep, NY 1907 Phone: (315) 687-7231 EMAIL: SIN CHETY & AOL.COM Ke: (315) 687-731



We reget that you are classificied with your 2004 Chevrolet Mailou JCNNR23CC **Control** and that our attempts to resolve your concerns have not net your expectitions.

This offer to reporchase your vehicle is being made as an effort to keep you a satisfied Cherrolet costman. Cherrolet will reporchase your vehicle for \$21,222.75. This offer is calculated by using the following figures:

Purchase Price	\$20,470.00
Pistu	\$1,498.50
Plus title, license fees	\$32,75
Plus clear cont	\$199.00
Plus waste tire feetinspection fee	\$22.50
Less incentres	<u>\$1,000.00</u>
TOTAL REPURCHASE PRICE	\$21,222.75
TOTAL AMOUNT TO CUSTOMER	\$21,222.1 5

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

General Motors will repurchase VIN FOOWKEXCEX **Commun** exchange for the release of liability stemming from warranics, copress or implied, covering this vehicle.

- Please reiers diu document is far mostor 1.466 214-2055 by February 18, 2004. The conditions of the straight reportance are as follows:
 - ightarrow the vehicle is free from any abnormal damage or alterations which impair its result value
- \sim \Rightarrow all factory installed equipment are intact and functional

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- \Rightarrow a free and clear tille is provided at the time of repurchase (payoff original loan)
- ⇒ a "Poner of Attorney" term is signed at the time of reparchase-used only for talk corrections, if needed (supplied by General Motors)
 -) an "Coundar Dischwar: Statement" is signed at the time of the reportbase (supplied by General Notors)



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If this straight-report has 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 locanse. 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. Team to reached at (900) 231–1641 ext. 57172 if you have any questions or concerns.

Socerly,

Junae Bennett Business Resource Center

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

Signature autDale

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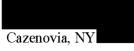
GENERAL MOTORS BUSINESS RESOURCE CENTER
February 23, 2004
Cazenovia, NY
RE: 1G1ZT54844F 2004, Chevrolet, Malibu CLOSING CONFIRMATION LETTER
Dear Ms.
The following parties, and the second secon
The closing date has been set for February 26, 2004.
Thank you for your cooperation
Sincerely,
Janae Bennett Repurchase Specialist 1-800-231-1841 ext. 57172

cc: Joe Caputo Sun Chevrolet Inc.



GENERAL MOTORS BUSINESS RESOURCE CENTER

February 22, 2004



STRAIGHT SETTLEMENT OFFER ADDENDUM

Subject: Repurchase of 2004 Chevrolet Malibu 1G1ZT54844F

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 \$22,75
Plus title, license fees Plus clear coat	\$32.75 \$199.00
Plus waste tire fee/inspection fee	\$22.50
Less incentives	\$1,000.00
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 February18, 2004. The conditions of the straight repurchase are as follows:

- \Rightarrow the vehicle is free from any abnormal damage or alterations which impair its resale value
- \Rightarrow all factory installed equipment are intact and functional
- \Rightarrow 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 **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

Feb.17. 2004 2:27PM

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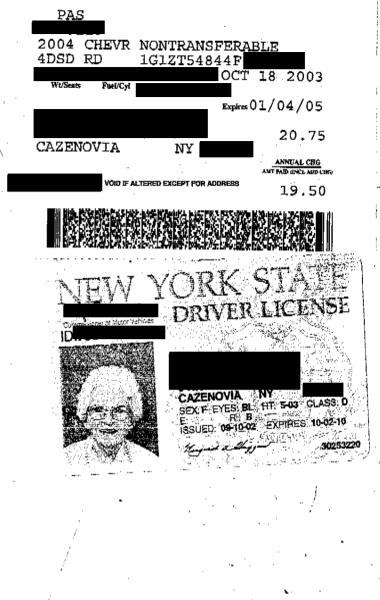
104 West Genesee Street • Chittenango, NY 13037 Phone: (315) 687-7231 • EMAIL: SUN CHEVY @ AOL • COM

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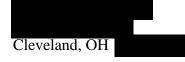
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General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

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August 4, 2011



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

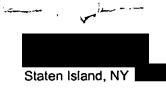
Dear Ms.

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



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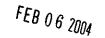


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Chevrolet Customer Services P.O. Box 33170 Detroit, MI 48232 ATT: Nicholas Wood

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February 2, 2004

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

Re: File #1-184363329 Malibu 2004

Dear Mr.

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.

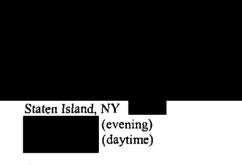
The New Year came and continued until I experienced yet another problem. While driving to work in a snowstorm, I went to use my horn but found it was not functioning. After referring to the owner's manual to see if I could figure out the cause, I again needed to call the service center. They told me 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.

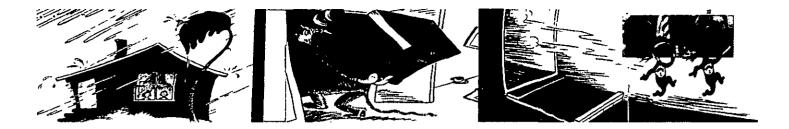
You may ask why not drive the 2002 or 2003 to work—I cannot, as my children need to get to school and work and must have access to a vehicle as well. We cannot all be running around town and then some (to Parippany, etc.)

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.





3



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!

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

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

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 carl

For you see Thing One Has put to bed car number two It was a Pontiac Grande Prix Now he owns our old Malibul As we approach year end We reflect on all that's transpired

the second

And thank God we got thru it You libe sympathetic to why we're tired!

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

Now I'm sure by the time This newslefter makes it to your door "Things, in dyr household could change Of this I can be sure i

'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!

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

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

Valarie, Anthony, Thing One & Thing Two

7614846 PT	80497	CHEVROLET	
	INVOICE		RS, INC.
S.I., NY			AN BLVD. X #: 718-979-0891
HOME: BUS:	PAGE 1	S.I., N.Y	[′] . 10306
	SERVICE ADVISOR:	32 PAT EVANGEL	ISTA
GRAY 04 CHEVROLET MALIBU 1G	1ZT548X4F		5/4255 T682
	PO No.		5/4255 T682 INV. DATE
080CT2003 17:30 03DEC	03	88.75 CASH	04DEC2003
R.O. OPENED READY OPTIONS:	STK:4C176 DLR:H-I	ENG:LX9 TRN:AU	
03DEC03 04DEC03	<u>.</u>		
LINE OPCODE TECH TYPE HOURS	LAST NIGHT [LIGHT	LIST NET CAME ON] SEE	
PAT CAUSE: NO CODES			see an
06 NO CODES CK AND CLEANED ALL CON	NECTIONS AT		
MODULES AND COLUMN [CASE #697 36 WC94 0.50	4815 <u>]</u>	487781.2 274 87748	(N/C)
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C 2 DAYS RENTAL			
CAUSE: GOODWILL FOR LINE A Z7902 ·2 DAYS RENTAL			
99 WC94 0.00			(N/C)
SUBL ENTERPRISE			
WC94	-1999		(N/C)
	**************************************		*****
. *****	WE NOW OFFER FR	EE TRANSPORTATI	ON ****
*************************************	********* SEE AD	VISOR ********	****
**** MONDA	EXTENDED SERVICE Y - TUESDAY & THU		
an a			
and the foregoing and the second s			
THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS 90	ALL PARTS ARE NEW	DESCRIPTION	TOTALS
DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARGED AT	ORIGINAL EQUIPMENT		0.00
\$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED. STATEMENT OF DISCLAIMER	OTHERWISE STATED	GAS, OIL, LUBE	0.00
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	TERMS:	SUBLET AMOUNT MISC, CHARGES	0.00
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	STRICTLY CASH OR ACCEPTABLE	TOTAL CHARGES	0.00
AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM ARE NOT WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE SELLING DEALER, ASK	CREDIT CARD	LESS INSURANCE	0.00
YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATION ON THESE PRODUCTS.	Thank You!	PLEASE PAY	
×		THIS AMOUNT	0.00 C/A LIC. NO. 4262

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CUSTOMER COPY

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Appled .				
17/30/03				L y
7	614846	1 80750	CHEVRO	
	1/201P			
		INVOICE		ORS, INC.
				HYLAN BLVD. FAX #: 718-979-0891
S.I., NY HOME:	BUS: 973-463-6079	PAGE 1		N.Y. 10306
		SERVICE ADVISOR:	32 PAT EVANG	
	MAKE/MODEL	VIN	LICENSE	LEAGE IN/ OUT
GRAY 04 CHE		G1ZT548X4F	A'	735/4746 T902
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UP CAR	THIS TIME CALL ENTON	OWNER TO RETURN RE	NTAL AND PICK	
*****	*****	*****	****	
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	**** ****	*********** SEE AD EXTENDED SERVICE		
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	** WE	EDNESDAY & FRIDAY	TO 5:00 SAT	TO 12:00*
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DAYS OR 4,000 MILES, WHICHEVER	MITED WARRANTY, LABOR AND PARTS 90 COMES FIRST. SELLER HEREBY LIMITS	OBIGINAL FOUIPMENT		TOTALS
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STATEMENT O ANY WARRANTIES ON THE PRODUCTS	SOLD HEREBY ARE THOSE MADE BY THE		GAS, OIL, LUBE SUBLET AMOUNT	0.00
EXPRESS OR IMPLIED INCLUDI	BY DISCLAIMS ALL WARRANTIES EITHER NG ANY IMPLIED WARRANTY OF A PARTICULAR PURPOSE, AND NEITHER	I CRIVIO:	MISC. CHARGES	0.00
ASSUMES NOR AUTHORIZES ANY O LIABILITY IN CONNECTION WITH THE	FIND THE PERSON TO ASSUME FOR IT ANY SALE OF SAID PRODUCTS. THOSE PARTS	OR ACCEPTABLE	TOTAL CHARGES	0.00
AND ACCESSORIES THAT ARE NOT S WARRANTED BY GM, NOR ARE THEY V	UPPLIED OR MARKETED BY GM ARE NOT VARRANTED BY THE SELLING DEALER, ASK SPECIFIC WARRANTY INFORMATION ON		LESS INSURANCE	0.00
THESE PRODUCTS,	GEORIG WARRANTT INFORMATION ON	Thank You!	PLEASE PAY	
<u>x</u>			THIS AMOUNT	0.00

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	7	614846		81758			CHEVROLET	
			» MP	*INVOICE*	:		MOTOR	-
a T 1997				PAGE 1		718-3	2519 HYL 351-4200 FA	AN BLVD. X #: 718-979-089
S.I., <u>NY</u> HOME:		BUS:		SERVICE ADV		20 030	S.I., N.Y	
COLOR	YEAR	MAREMODEL				LICENSE	EVANGEL	GE IN/ OUT
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				IN MRITH		GAS, OIL,	LUBE	0.00
MANUFACTURERS.	THE SELLER HE	REBY DISCLAIMS	RE THOSE MADE BY LL WARRANTIES EITH LIED WARRANTY	HER TERMS	:	SUBLET A		0.00

ANY WARRANTIES ON THE PHODUCTS SOLD HEREBY ARE INDESEMADE BY THE MANUFACTURERS. THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABLITY 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.

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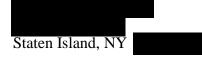
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Thank You!	PLEASE PAY THIS AMOUNT	0.00
DI IA. 1	SALES TAX	0.00
CREDIT CARD	LESS INSURANCE	0.00
OR ACCEPTABLE	TOTAL CHARGES	0.00
STRICTLY CASH	MISC. CHARGES	0.00
	SUBLET AMOUNT	0.00
IN WRITING	GAS, OIL, LUBE	0.00
FOR THE VEHICLE UNLESS OTHERWISE STATED	PARTS AMOUNT	0.00
ORIGINAL EQUIPMENT	LABOR AMOUNT	0.00
ACC FRITE FRIE HOT		

CUSTOMER * MIV.B/S REG. NO. 6430054 / NYC * C/A LIC. NO. 42

August 4, 2011



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

Dear Mrs.

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

Revised 2/27/04

Overallowance/Incentives/Negative Equity Form Maxine Durant

Customer:

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.

*<u>PLEASE NOTE</u>: 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)	\$

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

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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: 866-439-3822
FROM: CHEVROLET, INC.
WE ARE SENDING 21 FAGES (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 **

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M VEHICLE PURCHASE CENTER D. BOX 5134 DUTHFIELD, MI 48086-5134	BUICK		Oldamobile		SATURN
	NEW VEHICLE PURCHAS MENT AND PURCHASE (•	-	,	· ·
Issued To: FAIRPORT NY Model Year of Vehicle: 2002 Authorization Number:		To: <u>Employee, Reti</u> <u>Surviving Spou</u> If you did not request i this error as soon as p Vehicle Center at 1-800 <u>PROGRA</u> The Rules and Guideli Vehicle Purchase Prog specifically prohibit th Certificates to persons purchasers. GM empl- spouses (as defined in Rules and Guidelines), sponsor an eligible pu provision. will be susp five years per violations same (i.e., five years for Subsequent violations permanent suspension	se: this Certifica ossible by C 0-235-4646. <u>AM VIOLAT</u> nes of the Ge pram (the "Pr e sale or trans other than e oyees, retired Sections 1 a who violate rchaser, who ended from 1 h, upon their or each certifi of this rule v	alling the Gf IONS eneral Motor ogram") nsfer of eligible es, or surviv and 2 of Prog this provisi o violates thi the Program first offense ficate). will result in	M rs New gram on, or s for of the

This Certificate is to be used for the purchase or lease of a vehicle under either the **GMO** (<u>GM</u> <u>O</u>rder) option of the <u>GM</u> 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 menies, 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.

REQUIRED INFORMATION (To be completed b	y the Employee, Retiree, or Surviving Spouse):
(√ Please check one) I am a/an: ⊡Éligible em	ployee Unremarried surviving spouse
Eligible ret	
Please print the name of the Purchaser/Lessee:	
whom this Certificate has been issued must check the	nily member, the employee, retiree, or surviving spouse to ne appropriate box below to identify that family member's ee or retiree from whom the family member's eligibility to s relationship to a surviving spouse):
(√ <i>Please check one</i>) THE ABOVE NAMED FAMILY MEMBER is the livin	g or deceased eligible employee's or retiree's:
Step-son or step-daughter	n or daughter Grandchild p-grandchild Parent Step-Parent I/half/step-brother or full/half/step-sister n-in-law or daughter-in-law

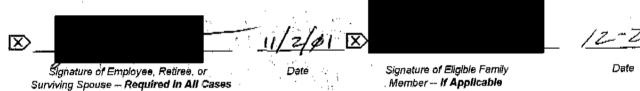
AGREEMENT:

I HAVE READ the document entitled General Motors New Vehicle Purchase Program Rules and Guidelines and L 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 of 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. { 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.



12-22-01

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.

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RETAIL ORDER FOR A MOTOR VEHICLE

JM DENKY	1	2/21/01
CHEVROLET		DATE
	167'S	
A	LLISON PARK, PA	· · · · · · · · · · · · · · · · · · ·
5886 ROUTE 8 • BAKERSTOWN, PA 15007 M,T, TH 9-9:00; W-F 9-5; SAT, 9-3		ZIP
	BUS, F	HÖNE
PHONE: 443-1575 DEAL # 9888 -	SOCIAL SEC. # ORIVE	R'S.#
MYROS.JOHN E	□CAR □TRUCK YEAR 2002 MAKE C	HEVROLET
MODEL2500 PICKUP BODY TYPE PICKUP COLORBL		21
ON OR ABOUT 19 STOCK NO. 1926		
USED VEHICLE TRADED-IN	LIST PRICE OF VEHICLE	\$ 29227.37
YEAR MAKE MODEL TYPE COLOR	DEALER INSTALLED ITEMS:	
		·
	·	
TITLE NO. PLATE NO. EXP. DATE YGM-4970 11/30/02		
TRADE-IN PAY-OFF VERIFICATION	·	
OWED TO: PHONE;		· · · · · · · · · · · · · · · · · · ·
ADDRESS:	GM REBATE	6200 40
AMOUNT \$ GOOD UNTIL		6298.46
VERIFIED BY: DATE: TIME:	MECHANICAL AGREEMENT	· · · · · · · · · · · · · · · · · · ·
	more miles 75000	1735.00
INSURANCE CERTE INSURANCE EXCHA EFE. DATEO/18/2001	SERVICE CONTRACT	
POLICY NO EXP. DATEO/18/2002	TOTAL	\$ 24663.91
AGEINGILE I AGU NUMBER 412-487-4004	THADE ALLOW. AND/OR DISCOUNTS/REBATE	
AGENTADDRES 284 RT8 SUITE 200	TAXABLE AMOUNT	\$ 24663.91
ALLISON PARK, PA, 15101	SALES TAX	1726.47
	LUXURY TAX	N/A
	REALSTRATION 22.50 TRANSFER ENCUMBRANCE 5.00	180.50
WARRANTY INFORMATION	DOCUMENTARY FEE	<u>59.88</u>
EFACTORY WARRANTY - The factory warranty constitutes all of the warranties with respect to the sale of this item/tems. The seller heraby expressly disclaims all warranties, either expressed or implied including.	MESSENGER FEE	
any implied warrently of merchanizability of finess for a particular purpose, and the selfer nather assumes nor authorized any ther person to assume for it any liability in connection with the selfer the item/items.	NOTARY FEE	8.00
USED CAR WARRANTY - Used cet 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	TIRE TAX 5.00 PLATE FEE 10.00	15.00
will beer the entire that may occur in t		
PURCHASER'S SIGNATURE		\$ 26648.88
		500.00
THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVER-		•
		\$ 26148.88
Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side the complete and exclusive statement of the terms of the agreement retailing to the subject matters covered a DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN RETAYLED THE PARTIES HEREOF DACARD ON A DRIVE APPROVAL OF THE TERMS HEREOF IS GIVEN	nereby.	
ALL WARRANTIES IE ANY BY A MANUEACTIONS OF PURPLIER OTHER THAN DEALER AND THE		
DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIES	PARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DE	
COBBAND BEAMOES SOLD BT BEACER AND (B) ON ALL OSED XEHICLES WHICH AND HEREBY SC	DLD AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED, as read its terms and conditions and has received a frue copy of this Order.	
12/22/01.	ACCEPTED BY	
DATE	DEALER OR HIS AUTHORIZE	O REPRESENTATIVE

- 1 13	ISTOMER NAME:
	N:(or attached list*)
· ,	
	STOMER INCENTIVE(S)
17.	Custhiner Incentive
l a av: per	sign the total amount of customer incentive(s) listed to the dealer named below and request that the itable customer incentive(s) be applied; a) to the down payment on this vehicle, or b) where the price indicates pre-rebate price, amount missible by law; as a price reduction. (Bill of Sale/Buyer's Order indicates pre-rebate price, amount and final price with rebate applied) or c) a check be issued in my name by Dealer named Incentive Program Reference Amount GM Incentive Code
	Total Incentive Amount Received
	Other Program Selection (Which may or may not be in lieu of customer incentive programs, for ple. Division supported financing/leasing, etc.)
	l elect to receive
	elect to receive 0.0.70 APR For 36 mos.
	elect to receive 0.070 APR For 36 mos. 0000CUSTOMER AND DEALER ACKNOWLEDGMENT 0000
t an V fric pers ackn	elect to receive 0.070 APR For 36 mos.
f and whic pers ackn any The true	elect to receive 0.070 APR for 36 mos. 0000CUSTOMER AND DEALER ACKNOWLEDGMENT $0000the altimate retail purchaser or lessee of the vehicle bearing this vehicle identification numberis was sold/leased to me by the Dealer named below. This vehicle was purchased/leased formal/misiness use and not resale and 1 took delivery of this vehicle on 1024101. Iowledge receipt of incentive(s) as described in Item # ond release the GM Divisionatome claim or obligation for incentive(s) on this well.$

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06/02/	2004 10:2	2 FAX 724	<u>443</u> 5080	Т	OM HENRY C	HEV			2006
9 <u></u>							-	PAGE 1 OM HENI CHEVROLET	
ALLISO	N PARK,						ваке	WILLIAM FLY RSTOWN, PA (724) 443-15 (412) 961-05 /.tomhenryche	、15007 75 、 88
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06/02/2004 10:23 FAX 724 443 5080	TOM HENRY CHEV	<u>a</u> (007
	79273	TOM HEN	RY
MER #:44577	WORKORDER	CHEVROLET	
· · ·	PAGE 1	5886 WILLIAM FLYNN Hwy	y.
JLISON PARK, PA jome		BAKERSTOWN, PA 150 (724) 443-1575 (412) 961	-0588
COLOR YEAR MAKE/MODEL	SERVICE ADVISOR:	44 JEFFREY, GARY J LICENSE MILEAGE IN/ OUT	TAG
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EXCLUSION OF WARRANTIES

EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturar. 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 or commercial lesses arising out of such purchase. The undersigned purchaser further agrees that the warranties and that in ne 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

AUTHORIZATION FOR REPAIRS I hereby authorize the ropain work herein sat 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 at fire, thoff 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 end/ar your employees permission to operate the vehicle berein described on streets, highways or elsewhere far the purpose of texting and/or inspection. An express mechanic's lien is hereby schowledged on above vehicle to secure the smouth of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$ _____

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REVISED ESTIMATE (1)	DATE	TIME	BY
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VENSIN	79453	CHEVROLET	4
COMER #: 44577 Key SIM	WORKORDER		S and a second
	PAGE 1	5886 WILLIAM FLYNN HWY. BAKERSTOWN, PA 15007	
ALLISON PARK, PA		(724) 443-1575 (412) 961-05	188
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EXCLUSION OF WARRANTIES

EXCLUSION OF WARRANTIES Any warranties on the parts and accessories acid hereby are made by the manufacturer. The undersigned purchaser understands and egrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of mechantability or fitness for a periodiar purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential demages or commercial lesses arising event shall dealer be liable for incidental or consequential demages or commercial esses arising out of such purchase. The undersigned purchaser further agrees that the warranties accluded 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

AUTHORIZATION FOR REPAIRS

PRELIMINARY	ESTIMATE	7
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	DUPLI	CATE 3 PAGE 1
		TOM HENRY
		CHEVROLET
		5886 WILLIAM FLYNN Hwy.
ALLISON PARK, PA		BAKERSTOWN, PA 15007 (724) 443-1575
ERVICE ADVISOR SARAH GUERRE		(412) 961-0588
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BRAKE REPLACE	DESCRIPTION TOTALS	
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	PARTS AMOUNT GAS,OIL, LUBE	I haraby authorize the repair work harain set forth to be done along with the necessary material and agree that you are not responsible for loss or demage to vehicle or articles left in
	* SUBLET AMOUNT	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 supplior or transporter.
	MISC. CHARGES	hereby graht you and/or your employee's permission to operate the vehicle herein described on streats, highways or elsewhere for the purpose of testing and/or inspection. An express
		machanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.
	SALES TAX	I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.
· · · · · · · · · · · · · · · · · · ·	PLEASE PAY THIS AMOUNT	X
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	SHOWN, SERVICES LESCHIED WERE FERFORMED AT NU CHAR THE VEHICLE OR OTHERWISE, THAT ANY PART REPARED DR REP ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING TH NOTIEICATION AT THE SERVICE OF CONSTRUCTION.	GE TO OWNER, THERE WAS NO INCLATION FROM THE APPEARANCE O LACED UNDER THIS CLAIM HAD BEEN CONNECTION THE APPEARANCE O IS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMEN IANUFACTURER'S REPRESENTATIVE.
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	(GIGNED) FILE COPYDEALER, GENERAL MANA	Ger or Authonized Person Date

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TOM HENRY CHEV

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ALLISON PARK, PA	PAGE		5886 WILLIAM BAKERSTOW	/N, PA 1500	D7
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Any warranties on the parts and accessories sold hereby are made by th undersigned purchaser understands and agrees that design makes no we express or implied, and disclaims all warranties, including warranties of mei for a particular purpose, with regard to the parts and/or accessories purci-	rranties of any kind, chantability or fitness	AUTHORIZED BY X	· · · · · · · · · · · · · · · · · · ·		
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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 vahicle herein described on streets,
highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's (ien is
hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is
net responsible for damagas from freezing due to lack of antifreeze.
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	WORKORDER	
ALLISON PARK, PA HOME	PAGE 2	5886 WILLIAM FLYNN Hwy. BAKERSTOWN, PA 15097
	SERVICE ADVISOR: 24	(724) 443-1575 (412) 961-0588 4 SARAH GUERRE
COLOR YEAR MAKE/MODEL	VIN	LICENSE MILEAGE IN/ OUT TAG
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EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the inenufacturer. The undersigned purchaser understands and agrees that dealer makes no warrenties of any kind, eXpress or implied, and diaclaims all warranties, including warranties of marchantebility or fitness for a particular purchase. With regard to the parts and/or accessories purchased; and that in no evant shall dealer be liable for incidents) or consequential damages in commercial losses arising out of such purchase. The undersigned purchaser further agrees that warranties a reacting dealer, include, but are not limited to any warranties that such parts and/or accessories are effort and reacting out of such purchase, the undersigned purchaser further agrees that the warranties excluded by dealor, include, but are not limited to any warranties that such parts and/or accessories are effort.

AUTHORIZATION FOR REPAIRS

PRELIMINARY ESTIMATE \$___

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE ·	TIME	BY
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Chevrolet Truck & Rear Wheel Drive Van : K Beries/Bilverado (4X4) 1963-2003 Pickup : 2001-03 : Silverado 2500 Beavy Duty

Front : Left

Actual	Before	Specified	Range	
0.3° 2.3"* 0.03°	0.3° 2.3°* -0.32°*	-0.3° 3.0° -0.05°	0.8° 5.0° 0.15°	
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	Front	5	Right
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Actual	Before	Specified	Range
-0.1° 2.9°* 0.04°	-0.1° 2.9** 0.38**	-0.3° 3.8° -0.05°	0.8° 5.0° 0.15°

Rear : Right

Front

Camber Caster Toe SAI Included Angle Turning Angle Diff.

	Actual	Before	Specified Range
Cross Camber	0.4°	0.4°	-0.5° 0.5°
Cross Caster	-0.5°	-0.5°	-1.3° -0.3°
Total Toe	0.07°	0.06°	-0.10° 0.30°

Rear : Left

Before

-0.10*

٩,

Actual

-0.1*

-0.10°

Specified

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Range	· .	Actual	Before	Specified Range
	Camber Toe	-0.2° 0.07°	-0.2° 0.07°	

Rear

4. 		Actual	Before	Specified Range
Total Toe	1. 4.	-0_03*	-0.03°	·····
Thrust Angle	D	-0_09°	-0.09°	

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46200	1110	Ö		GAS, OIL, LUBE		0.00	responsil vehicle t	ple for los n cese of 1	s or doma line, their.	ige to vehic	Free that you are no to or articles left h in cause beyond you
<u>32401</u> 22500	<u>152</u> 2328	· 0 · · · · · · · · ·		SUBLET AMOL MISC. CHARGI		0.00	delays in	pritorany parts sh	delays cau ipments b pri/or your	read by una V the suppl	vailability of parts o ler or transporter, perminnier to second
26300	111.0	******		TOTAL CHARG	ES	21.76	for the mechanic	te herein e purpose ç ⊁* Nen is	escribed o f testing hereby aci	n streets, hi and/or insp knowledged	ghways er sleawhard rection. An express on above vehicle to
				LESS INSURAN SALES TAX	ICE .	0.00	secure (r	e amount (of ropairs t	hareto,	COPY HEREOF.
				PLEASE PAY THIS AMOUNT							
				BRAKES 15/		<u>23.28</u> 3/328		-			
					2	-,	artesi ito ito				
		· · · · ·		AI31255151							
				ON BEMALE OF SERVICING SHOWN, SERVICES DESCEN	DRALER, I MEREBY CE JED WERE PERFORMAN	RTIFY THAT T			INED HENCO		TE UNGES OTHERWIS
				ON BEMALF OF SERVICING SHOWN, SERVICING DESCRI, THE VEHICLE OR OTHERWIG ACCIDENT, NEGLIGENCE O NOTIFICATION AT THE SERV	E. THAT ANY PART RE MISUSE. RECORDS ! ICING DEALER FOR IN	PAINED OR REI BUIPPORTING T SPECTION BY I	NIS CLAIM A	R THIS CLA! RE AVAILAS ER'S REPRIS	M HAD BEEN	YEAR FROM	THE DATE OF PAYMEN

i

06/02/2004 10:4	40 FAX	724 443 508	80	TOM HENRY C	HEV			Ø 021	
JIOMER #:44	577			844 WORKO	23 DRDER	TO	CHEVR		Y
ALLISON PARK, HOME:	PA		,	PAGE	1 ADVISOR:	BA (724)	5886 WILLIAM AKERSTOWN 443-1575 (l, PA 15003 412) 961-0	
color yea	8	MAKE/MODEL				UCENSE	MILEA	CEIN/ OUT	TAG
BLACK 02 DEL DATE PRO		VROLET 25 WABB EXP	00 PICKU PROMIS	1GCHK29U	12E FONO	FATE	8100 PAYMENT	1 8120	Ane nciaeuria
21DEC2001 R:0 OPENED 25NOV2002 18:	5 2	READY		s: STK:19:	26 DLR:133)EXP- 4/18			2)POL.#	
<u>ZSNOVZ002 - 6.</u> LINE O <u>P CODE</u> # A SI11	TECH	CMT ST AI3		S/INSTRUC CTION (NO				-144 15B <u>.</u> 15	
		l							
# B IRP	18	C. MILL.				ngalanan nanganan panaga Mata - Arangan panagan a	ennennen hen hannen	RENELE STORAT	an arang arang ar
			GRENN: CONTROL			n general (Alexandri)	na ina na shekara ina na en alle en alle en alle L'house en alle	an sur sur s Santano (1 - o attaine	
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# E			ISTOMER S CHIND THIE	ד סאגסס חכ	IS A BLEN IGHT AND F	TCHT OD	IARTER PAI	ŬĒΪ.	anaine e l Anaise e l
		NOT	T WORK	LUHER	WING LIG ATTACHE	$\Delta \pi \nu$ v	(EHICLE		
		$\frac{7}{100000000000000000000000000000000000$		5 mills F4	se roe				
Any warranties on th undersigned purchase express or implied, any for a particular purpor	e parts and understand: disclaims al	accessories aold here) s and agrees that de werrentles, including we to the parts and/o	by are made by the aler makes no warra warranties of merchi r accessories purches	nties of any kind, antability of fithese ad: and that, is he	P	RELIMINARY E	STIMATE \$		<u></u>
ovent shell dealer be l out of such purchese.	iable for incl The undersig • per limited	dental or consequentiz gned purchaser further to any warranties th	al damages or comme agrees that the warr liat such parts and/or	anties excluded by accessories are of	REVISED ESTIMATE (1)			TIME	₽Y
merchantable quality of reasonable safety, efficiency of the safety of t	or that they '	will enable any vehi¢li	e or any of its system	ns to perform with	REVISED ESTIMATE (2)				

AUTHORIZATION FOR REPAIRS

AUTORIZATION FOR REFAINS i hereby authorize the repole work horoln set forth to be done along with the necessary material and agree that you are not responsible for loss or damege to vehicle or articles left in vehicle in case of file, 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 trateporter, i haraby great you and/or your employees permission to operate the vehicle herein described on streets, highways or alsowhara for the purpose of testing and/or inspection. An express machanic's lien is hereby exchanged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

d that in he	A01110112E0 01 A									
excluded by acries are of	REVISED ESTIMATE (1)	DATE	TIME	₽Y						
erform with	REVISED									
sary material in vehicle in	REVISED ESTIMATE (3)	·								
causod by heraby grant on streets, hanic's lian is dealership IX	TAN COPY									
TECHNIC	CIAN COPY	AFTER NOU	RS DROP	* P.O.						

GMAC

To:	ALAN
Company :	103-9040-07241
Fax Number :	9,1,8664405933
Phone Number :	
From :	Angie M. Shearer
Phone Number	1-800-200-4622
Time Sent :	Monday, May 24, 2004 11:21AM
Pages :	5
Description :	

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.

Payment Date

12/7/2006

1/7/2007

38

39

9241.17

8839.38

1st Payment Due Date: 11/7/2003 Contract Date: 10/8/2003 APR: 1.90% Principal Balance: 22980.66 Term: 60

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

Payment Amount: 401.79 **Final Payment Amount:** 401.79 Finance Charge: 1126.74 Calculated Finance Charge: 1126.77 Difference: -0.03

Rule of 78s

Decimal

Actuarial

Decimal

Beginning

Principal

Declining OSB

Term

Periodic

Interest

14.35

13.74

9068.02

8680.58

0.1382

0.1262

0.1410

0.1288

11:22 MAY 24, 2004

Account Identifier:

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

11:23 MAY 24, 2004

TEL NO: 1800-200-4622

11:23 MAY 24, 2004

TEL NO: 1800-200-4622

	BRC REPURCH	IASE WO	ORKSHEET	
File Num ber	Customer		Worksh eet filled out by:	
1-184363329		Allen Bowen		
T-T04303327			Alleli böweli	
oldvehiclevn:	New Vehicle	eVIN:	Date:	
1G 1ZT 548X 4F	1G 1Z T 548441		7/13/04	
IG IZ I 546A 4F	IG IZ T 548441			
TRADEREPURCHASE		00000000	DEALER'S SAMPLE PURCHASE ORDER MOCK BILL OF SALE	
	30 402 42	2		00 495 45
	20,485.45	G M	Purchase Price (New Unit)	20,485.45
Adjustment to line 1 Conversion Cost	00.0	1•1	State Sales Tax	34.60
Tax	34.60	R		34.00
Luxury Tax	0.00	E	Типанатон	0.00
Reg./Lic./Title Fees (opt)	52.50	S	Luxury Tax	0.00
Miscelaneous	0.00	P	Reg./Lic./Tible Fees (opt)	52.50
M BCellaneous Othe r	00.0	0		52.50
State Fees	00.0	N	AdditionalAfferm arket Item s	0.00
5 uii 1 0 0 5	9.9V	S	Addimination arconem 2	0.00
Costto tansferAfferm arketliem s	00.0	I	State Fees	0.00
Service Contracts/GMPP	00.0	B		5.00
Attomey's Fees	00.0	I	M iscellaneous	0.00
Transportation Fees	00.0	T		
		Ŷ	other	0.00
TotalR & lac & Art Price	20,572.55			
CUSTOMER 'S	,	R	Less Dealer Contribution	0.00
Tax	06.0	E		0.00
Luxury TaX	0.00	S	Subtal	20,572.55
Reg./Lic./Title Fees (opt)		Р		
Additional Aftermarket Items	00.0	0	Trade In	20,085.45
	0.000	Ň		20,000.10
Usage/Depreciation	0.0	S	Payoff	0.00
Damage	0.00	I		0.00
Upgrade	400.00	В	NetAlbwance	20,085.45
Downgrade (deducted)	06.6	I		,
Rein bursem entofAfferm arkets	00.0	Т	Cashon Delivery (Paid by GM)	87.10
Other	00.0	Y		
DealerContribution (deducted)	0.0		TotalBalanceDue	400.00
Total Custom & Cost	400.00			
			Am ount to Dealer for additional Fees	0.00
TradeRepurchaseAmount	20 ,172 .55			
TotalPayoffAm ount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU (m m /dd/Y	Υ			
D CalOr Du C to G M	NА			
GM Due to Dealer	20 ,172 .55			
		=		
Estimated Auction Price	18,520.93		**This is a "work in process" until sig	n Əd
Pro jected (Loss)	(1,651.62)		by a GM Authorized R epresentative**	
		╕┼─		



GENERAL MOTORS BUSINESS RESOURCE CENTER

6-01-04

Staten Island, NY

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevy Malibu VIN #1G1ZT548X4F

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 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 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:

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

Confidential Information

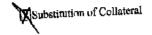
	CASE ASSESS	MENT BY: Ma	xine Durant	CARS Reques	st No: 1-184363329
Customer N	ame:				
Year of Vehicle	e: 2004	Make: Ch	ev Mod	lel: Malibu	Current Mileage: 11,500
Vehicle ID No.	: 1G1ZT548X4F		In Service D	ate: 10-08-03	Purchased: New
What is custor	mer seeking: Re	eplacement	What is c	ustomer eligible	for: Replacement
		v	EHICLE REPAIR H	IISTORY	
CUSTOMER'S P	RIMARY SYMPT	OM / COMPL/	AINT: Power Steer	ing / Lights	
DateM 12-03-03	fileage Day: 4,255	s (ul.: 2	Čŀ		Light came on: No Codes, all connections at modules : 6974815)
12-12-03	4,735	20	Steering: N		: Column assembly, steering
02-09-04	6,784	1	Lights: Auto Cod Swit	b lights went off a les B1380 & 3100 (nd bell rang, check operation: called TAC #7126515, ignition wiring ∨ connector ignition
03-23-04	9,659	1	Lights: Aut Boo Steering: C	o lights off: (TAC by Control Module	#7126515) Reprogrammed e (BCM) Inging felt: Vehicle operating
OTHER SYMPT	OM / COMPLAIN	T: Auto Star	t / Chimes		
Date: M 12-03-03	1eage Day 4,255	s Out	Description Auto Start:	Check if it has a f	timer adjustment: Working
	· ,			normal	
Total Days Re	ported Out of S	ervice: _24	·_		
VEHICLE MEE	TS PRESUMPT	ION: YE	S:XX	NO:	
Arbitrate case	:	Settle case	:: XX		
CRM does not		uld be arbitr			<u>w of documentation):</u> GMPP Value Guard for an

Field Rep and/or DEALER RECOMMENDATION: Bob Heintz-AVM was notified of claim.

. . .

GENERAL MOTORS BUSINESS RESOURCE CENTER TRADE REPURCHASE CHECKLIST

 CHECK REQUEST FORM (CIF) RVDC CALCULATION WORKSHEET SIGNED BILL OF SALE ON NEW VEHICLE INVOICE ON REPLACEMENT VEHICLE PRA FORM	SIGNE SIGNE SIGNE SIGNE SIGNE	D BILL OF SALE ON ORIGINAL VEHICLE D SETTLEMENT OFFER LEITER D RELEASE AGREEMENT ED DEALER CONFIRMATION LETTER SMECIAL INSTRUCTIONS FORM LEK PROFIT OTHER THAN ADMIN FEE
	 DEAI	ER PROFIT OTHER THAN ADMIN FEE
COPY OF TITLE OR REGISTRATION WARRANTY HISTORY	 NV/	NCE FOR ATTORNEY PEES (If Applicable) AIR ORDERS FOR REASON FOR REPURCHASE (FLORIDA ONLY)
INVOICE ON ORIGINAL VEHICLE		



REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION: 1-184363329

COMIN		
Name		
VIN#		1G17T548X41
		2004 Chevrolet Malibu
Year-Ma	tke and Model:	

LIENHOLDER INFORMATION: GMAC

Licnholder 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:	
Dealer Buyout/Payoff Amount:	\$19,696.30 19,755.70
Buyout/Payoff Expiration Date:	AUG 31 2004
Per Diem:	\$1.98

AUG 11 2004 16:47 FR SITEL RVDC Active Case # 86747



RVDC Case# 86747

RC Case	1184363329	Vehicle is yo Auctio	n	Is Vehicle Driva Y			
umber		Deater Admin Fee Applies? Issue Release			1		
ustomer Name		Y	<u> </u>	rchased as a re		(a:	
Inginal VIN	161ZT548X46	This ve	nicle was repu	M alternative d	isoute	resolutio	0 E
BAC	206359	Voluntary 640	pro-	30.640.0			
Dealership	ISLAND CHEVROLET, INC.	Retrieve Sale	Tav7 N	Title	Brank	17	
Name		Re	acon for not B	etrieving Sales	Tax:		
Dealer	Austin Brown, Sales Manager		NOT AVAILAB	LE IN THIS STA Repurchase		lor Lovel Z	vf.
Contact/Title	7183514200	Original Sales	ax Paid in	Repurchase	ate: <u>N</u>	iei Lawa 4 iY	″
Dealer Fax		State:	NY Recsult	ption of LEMOR	V LAW	? Y	
Delivery Date	2003 10-08	Closing Sch	wiects ricson	Estab	lishco	on:	_
Suyback Mileage	13000	2004-02	3-16	<u> 20</u>	04-0 <u>8</u>	-05	
Transmission	<u>A</u>			_	_		
UCC Code(s)	M0105 R1002			are: BAI <u>is D</u>			
MSRP	22695.00			Site Name:			
Est. Auction	18520.93			ct Name:			_
Value	86747	· · · · · · · · · · · · · · · · · · ·		ress 2:			
Case Number		 		State:		710	
Number		City:		one #:	_		
	<u> </u>		E				
Transaction	<u> </u>	Comment: Colla		TEN HOLDER (MAC,	500 Fule	rprise
Keplacement VIN	1G12T54844F	Comment: Colla Drive, Rocky Hill	, CT 06067. A	rct# 1039-0400	0-724	1, Phone	#800-
Repurchase Lype	AVM Voluntary		GM Lucal	Case Number:			
Repurchase	PRA ADR AVM John Silva	⊩ ———	CM Cour	sel Name N/A			
Source			Gin Counsel (mulact Name:	N/A		
Reason for	Repurchace: Steering and iamps are inoperative	Address1:					
head	amps are moperative	- <u> </u>	Äd	dress2;			
		Çity		State:		<u></u>):
				onc #:			
I				ax #:			_
		Lien Payoff					
Line David	off Amount: 20537.95	Lien Payoff D	pires on: 200	4-08-3 <u>1</u>	P	er Diem:	0.00
Lien Payo	Customer Due to GM: 0.0			Dealer Due	GM: (0.00	
		Check Informat	lon				
	Customer		lenholder			iff's Atto	0.00
Uneck Amt:	0.00					cAmt:	0.00
Payce1:		Payec1:	Island Chev	olet, Inc.		ee2:	
Payee2:	and Island Chevrolet Inc	Payee2:		an Rite of		ress1:	+
Address1:	-	Address1:	2519 Hyl			ess2;	+
Address2:		Address2;	Staten	(sland		iry:	
City:	Staten Island	City:	Staten			ate;	
Stale:	NY .	State: Zip	10305-			Žip	
Zip		2)p Phone #:	(710).35		Pho	ne #:	
Phone #:		FdX #	1, 10, 00		Fa	x #;	
Fax #:		Attention:	Austin	Brown		ntion:	
		Account #:				i'ax ID:	4-
1						Name:	

AUG 1 L 2004

8/9/04



GENERAL MOTORS BUSINESS RESOURCE CENTER

August 11, 2004

RE: Repurchase for

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 1718979 	9891 HLMOTOR	S INC	(EUS)	gle	-	••• 2557
	ISLAND CHEV 2505-2519 H SIATEN ISLAN 718-351 Fax 718-979	YLAN BL 10, N.Y. 1 1-4200	VD.	. 2		
				08/0	2/04	5259
7614846	5.I. NY			STOCK	# 4	<u>C6348</u>
VEAR MAKE MODIFIL	COLOM	NEW OF	MILEACE	VEH. IOENT. N	<u>o. </u>	KEY NUMPERS
04 CHEV MALI	TAN	NEW	6	161ZT54844	e de la compañía de la	G3172
			PRICE OF VEHICLE		I	20485-45
			LICOTON I DA HALANTINO OF TITLE AND FOR SEC TITLESTY'S PLATED DF AMALONE SECTOR	RING SPECIAL ON DIS- GACCARE, The A ANT A		12.50 10.00
			LICENSE AND TITLE		30005 -	30.00
\$15.00 FUEL	uscrat) (F) i)NRURANCE	TOTAL CACH	_	20537 95
			SETTLEMENT	1904	1	
			GEPOSIT OAQUI ON DELIVERY TRADE IN LESSITIEN TYPA VIN	······································	22001 + 22001 + 24_00 30701 -	
THE OPTIONAL DEALER REGISTINATION FRE (\$45.00 MAXIMUM) AND SPECIAL PL ARIE NOT NEW YORK STATE OR DEPARTM A LIÊN IS BEING RECORDED OR I ME DEA SUBMIT YOUR OWN APPLICATION FOR A TITLE OR FOR A SPECIAL OR DISTINCTIVE	ATE PROCESSING FEE (\$5.00 MA LINT OF MOTOR VEHICLE FEES, 1 LEAIISSUED NUMBER PLATES, 7 ISGISTRATION AND/OH CERTIFIL	XIMUM) UNLESS OU MAY JATE OF	PINANAG VONTRADI VALUE STOCK NO		261 2050 -	20537.95
OFFICE.					IDTAL	20537-96
NY NEW VENSIE DISCUMENTED INDERANCES, "ALL INTERNATIONAL SEE OF INDER ON INDERANCES, "ALL INTERNATIONAL SEE OF INFORMATION AND AND ANY OTHER PERSON TO ASSUME FOR IT ANY LIADE THE MANUFACTURER'D WARRANTS: OIL WITCH AND INFORMATIC OVER LAINTING TIME. TIME	B • DLR, LIC. NO. R-7037140 VARAANTES ON THIS VENCLE ARE THI JED WARRANT OF NERCHANTABILTY I'V NI COMMECTION WITH THE SALE OF I CTMP) TO I SUSSIONS	E MANUFACY	UNER'S. THE BELLING OR A PARTICULAR PL	HENERY EXPRESS	y disclames L/OLUY	ALL WARRANTIPS NOR AUTHORIZES THE THERMS OF

.

<u>File Number</u> 1-184363329	BRC REPURCHA	<u>ame</u>	Allen Bowen	
Old Vehicle VIN:	New Vehicle	VIN:	Date:	
1G1ZT548X4F	1G1ZT54844H		7/26/04	
JG121346A4F			DEALER'S SAMPLE PURCHASE ORDER	
			MOCK BILL OF SALE	00.105.45
Acct Vehicle Costs	20,485.45	G	Purchase Price (New Unit)	20,485.45
Adjustment to line 1	0.00	M		0.00
Conversion Cost	0,00		State Sales Tax	- 0.00
		R		0.00
Luxury Tax	0,00	E		<u> </u>
Reg./Lic./Title Feas (opl)	62.60	S P	Reg./Lic./Title Fees (opt)	52.60
Miscellanooue	0.00			
Other	0.00	<u> </u>	Additional Aftermarket Items	0.00
State Fees	0.00	- <u> </u> 5		
······	0.00		State Fees	0.00
Cost to transfer Aftermarket Items	0.00	B		
Service Contracts/GMPP	0.00	171	Miscellaneous	0.00
Attorney's Fees	0.00	┥╤╢┈╴		0.00
Transportation Fees		Ϋ́Υ.	Other	0.00
Total Replacement Price	20,537.95			0.00
CUSTOMER'S		R	Less Dealer Contribution	0.00
Tax	0.00	E		20,537.95
Luxury Tax	0.00	5	Subtotal	20,007.00
Reg./Lic./Tille Fees (opt)		Ρ		20,485.45
Additional Aftermarket Items	0.00	0	Trade In	20,400.40
		N		0.00
Usage/Depreciation	0.00	S	Payott	
Damage	0.00	<u> </u>	Net Allowance	20,485.45
Upgrade		В		
Downgrade (deducted)	0.00		Cash on Delivery (Pald by GM)	52.50
Reimbursement of Aftermarkets	- 0.00			
Other Dealer Contribution (deducted)	0.00	-11	Total Balance Due	0.00
Dealer Contribution (democled)	0.00	━╇━┦		
Total Customer Cost	0.00	╴┈╋╾┥╴╹		
		 ·	Amount to Dealer for additional Fee	s <u>0.00</u>
		.		
Trade Repurchase Amount	20,537.95			
I CAN SALAN				-+-1-
	·		ha.	7/36/51
Tutal Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/	<u>v</u>			·
			· · · · · · · · · · · · · · · · ·	
Dealer Duc to GM	<u>NA</u>		······································	· · · ·
GM Due to Dealer	20,537.95			- - ·
		\		·
			"Thie is a "work in process" until t	igned
Estimated Auction Price	18,520.93		by a GM Authorized Representative	**
Projected (Loss)	(2,017.02)		DA d Ant Man Antima Color	· ·

OFFICE.

ite and ffrynalds "mitauge y gang

Q1003

20537-95

TOTAL

06/02/2004 US:09 FAX 17189790691 42557 1.1 ISLAND CHEVROLET, INC. 2505-2519 HYLAN BLVD. STATEN (SLAND, N.Y. 10306 718-351-4200 Fax 718-979-0981 25259 06/02/04 S.I. NY 7614846 STOCK # 4C634B SAI ESMAN ROMEO, HENRY 109 NEW OR KEY NUMBERS COLOR MILEAGE VEH. (DENT. NO. MCM24-1 VEAR MAKE G3172 NEW 6 1617T54844F TAN 04 CHEV MALI PRICE OF VENICLE 20485.45 BALLED TAX 324 32400T TIRE FEE 12.50 TRANSFER OF SERVER FBF TON PRODUCTIONS APP-(Interior) CONTRACTOR SERVICE 90501 OF 10 MAY AND THE STORE AND A CONTRACT OF AND A CONTRACT AND A CON 90500 N.T. BIALC INSPECTION FEE 10.00 SINGLE INTEREST INS LICENSE AND TITLE 30005 -30.QQ TOTAL CASH PRICE 20537-95 **DEALES MISTALLER** INBURANCE \$15.00 FUEL TOTAL PRICE SETTLEMENT: OPPOSIT 22001 CASH ON DELIVERY 22001 24.00TPADG-IN UNSE LIEN 30101 TYPE VIN *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 FRES. UNLESS A LIEN IS BEING RECORDED OR THE DEALEH ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE ON FOR A SPECIAL OR DISTINGTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE. 261 20537.95 2050 FINANCE CONTRACT STOCK ND VALUE TRADE

H L MOTORS INC

NYS - DLR. LIC. NO. R-7097149 / NYC - DCA LIC. 1166791

NEW MEHRLE DISCLAIMER OF WARRANTIES, THE WARRANTIES ON THIS VENICE F ARE THE MANUFACTURER'S. THE SELLER MEREBY EXPRESSLY DISCLAIMS ALL WARRANTES THE SELLER MEREBY EXPRESSLY DISCLAIMS ALL WARRANTES THE SELLER MEREBY EXPRESSLY DISCLAIMS ALL WARRANTES THE SELLER MEREBY EXPRESSLY DISCLAIMS ALL WARRANTES THE SELLER MEREBY EXPRESSLY DISCLAIMS ALL WARRANTES THE SELLER MEREBY EXPRESSLY DISCLAIMS ALL WARRANTES THE SELLER MEREBY EXPRESSLY DISCLAIMS AND MEREBY AND MENTAL TO AN INTERPOLATION AND MENTAL THE MEREBY THE MANUFACTURER'S WARRANTY.

WILLEY AND ALTER LS SEDAN IN CONTRACT MOTORS CORPORATION	TEL TO 918664405933
2004 MALING TORIFINCOD METALLICV /V6GCEMERAL MOTOR33U LIGHT DRIFTWOOD METALLICV /V6G100 RENAISSANCE CENTER52C NEUTRAL0RD RENAISSANCE CENTER0RDER NO. GXJZ0V/TRESTOCK NO.VIN 1G1 %T54 84 4FDETROITVIN 1G1 %T54 84 4FMSRP***********************************	LIC NUM V6G CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION LUO RENAISSANCE CENTER DETROIT MI 48243-1114 VEHICLE INVOICE LAD34184811 VEHICLE INVOICE LAD34184811 VEHICLE INVOICE LAD34184811 VEHICLE INVOICE DO2/10/04 725.00 652.50 SHIPPED 02/10/04 725.00 652.50 SHIPPED 02/10/04 0.00 0.00 EXP I/T 02/25/04 0.00 0.00 INT COM 02/25/04 N/C N/C PRC EFF 02/10/04 175.00 157.50 KEYS G3172 G3172 RACKET 0.00 0.00 WFP-F QIR OPT-1 P CRP 1SB 800.00 720.00 KEYS G3172 G3172 REAR OWEM IR BAGS HP: 32.9 CMS: 20560.45 SUPPLR: 21485.67 MRM: 23095.00 DAN: LS

P.07/28

TOTAL	21496.60 PAY 310 21496.60
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLEBALE FINANCE CREDIT	20510.95
INVOICE DORS NOT REFLECT DEALER'S ULTIMATE CO	INANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WALCH	***********
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY	INTEREST MELD BY GMAC.

REMIT TO GMAC NO. 103 VIN 1G1ZT54844F \$ 21496.60 INV 1AD34184811 DUE 02/25/04 DEALER 02-234

MAJOR CHEVROLET, INC.

n. ÷. 2002

Vor.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:
electronic Preliminary Repurchase Authorization (and experimental of the experimental
(**Tu go from field to field, use the TAB KEY)
1.Date (mm/dd/yyyy): 06/04/2004 ¥ GMAC*
2. Customer Name:
3.Customer Address:
4.Customer City, State, and Zip: Staten Island, Ny
5. Primary Customer Phone #:
6. Additional Customer Phone #: $\frac{me}{2}$
6. Additional Customer Phone #. 7. Customer fax #: 8. Cust Drivers Licenses # Car Lighter partial
8. Cust Drivers Licenses # Car Light for for the form
9. State tax % rate
10.Year/Make/Model: 2004 Chevrolet Mallbu / 10.Year/Make/Model: 2004 Chevrolet Mallbu / 12.Current Mileage: 13.000
11.VIN (17 Digits): 1G1ZT548X4F 12 Current Mileage: 13.000
11.VIN (17 Digits):16.121548X4F13.Purchased:12.000 Here Innicoded:Detail your agreement with the Dealer and Customer on the following items:8.65%Dealership that will handle entire transaction:15.000 Mere:15.000 Mere:10.00114.Dealership Name:14Motership Amere:15.000 Mere:10.00Mere:16.Dealership Phone #:718-351-420010.0010.0010.0010.0016.Dealership Contact Name and TITLE: Austin Brown - Soles Mar10.0010.0010.0010.0017.Dealership Contact Phone # (if different than Dealership #):30.00April - Trim that18.Dealership Contact Fax #(113) 979 - 059112.50Tut19.Dealership BAC:116938 Region: Northeast12.50Tut
Detail your agreement with the Dealer and Customer on the following items: 8.65/0
Detail your agreement with the Usard to be detailed to be a construction of the second s
Dealership that will handle entire transaction: 1500nd Charolet INC 45.00 Doc 97.00
14. Dealership Name: H-L-Motors, Inc. 193.00 // Stock
15. Dealership Phone #: <u>718-351-4200</u> 16. Dealership Contact Name and TITLE: Austin Brown * Soles Mar 16. Dealership Contact Name and TITLE: Austin Brown * Soles Mar 30.000 Apje Trink #
16.Dealership Contact Name and Intel than Dealership #): 30.00 First that 17.Dealership Contact Phone # (if different than Dealership #): 12.50 Tors
17. Dealership Contact Finite # (in this area of the second seco
19. Dealership BAC: 116938 Region: Northeast
19. Dealership BAC. 9706359
Owner Loyalty Certificate Other Ot
□ Owner Loyalty Certificate □ Other □ GM SmartCare □ NOTHING OFFERED (.)~··· ⊠ GMPP □ ○○○ 21 Was a TRADE Repurchase offered? YES ○○○
New YES
21.Was a TRADE Repurchase offered? YES
21.Was a TRADE Reputchase only of a 22.If this will not be a Trade Reputchase, Please explain Why?
TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: <u>1-134363329</u> 24.TAC Case Number:
Z3.CAC Case Nomber. Throngeosole
25.If no TAC number, Explain: 26.Reason for Repurchase (Include specific mechanical failure); <u>Steering-Inoperative, headlamps</u>
26.Reason for Reputchese (include of const
inop <u>crative</u>
27.This case was resolved by: Field Decision working with open case in Tampa ADR
27. This case was resolved by: Fred Decision of Lemon Law in applicable state? YES 28. Does this vehicle meet the presumption of Lemon Law in applicable state? If Rebill, please include 26 digit
28.Does this vehicle meet the presumption of Lemon Law in applicable state? [1] 12. (If Rebill, please include 26 digit 29. Recommended Disposition of Repurchased Vehicle: <u>AUCTION (ready for sale)</u> (If Rebill, please include 26 digit
essourt # or 10 outborization (2008)
30. Type of 1 RANSACTION? TRADE REPURCHASE
31 Vohiole Damage (explain what damage is present and who is responsible).
damage outside of normal wear an <u>g toor</u>
32.1f a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: cPRA CANNOT BE
32.1f a Trade Repurchaso, New VIN (17 Digits) of Ordon value (0.0)
PROCESSED WITHOUT THIS INFORMATION, TO LETING THE
33.New Vehicle Yoar/Make/Model: 2004 Chev Malibu 34.Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY Old MSRP to New MSRP): 400
34. Upgrade
1/1 approximite Amount
35. Usage/Deprediation Functions (Construct Leave Computer Educed to a construct milesge/100,000 multiplied by purchase price, **NOTE: This may vary by
(Standard Usage Formula – Out of the wave explain Why) individual State Lomon Laws) (If walved, please explain Why)
-Please show how you arrived at this usage amount: Walved
(Standard Osade Politicia – Outroit Maived, please explain Why) -Please show how you arrived at this usage amount: Walved Ket Serve 1/

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): 36.Aftermarket items: No

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

39.1 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

41.1 personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 06/02/2004

John Silva / Maxine Durant 42.Authorizer Name:

902-5593 AVM / CRM 973-902 914055 Mailbox Number: 8434 43.GM Position:

44.VoiceMail Node:

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@CMExpert.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.

	Ver.2-7/12/2001
electronic Preliminary Repurchase Authorization (ePRA)	
2. Customer Name: 3. Customer Address:	r 10Mb
3. Customer Address: 4. Customer City, State, and Zip: Staten Island, Ny Work	SVI
5.Primary Customer Phone #: Home 6.Additional Customer Phone #: Click here for pull-down:	
1. Date (mm/dul/yyyy): 3007 Micour 2. Customer Name: 3. Customer Address: 3. Customer Address: 4. Customer City, State, and Zip: Staten Island, Ny 5. Primary Customer Phone #: Work 6. Additional Customer Phone #: Work 7. Additional Customer Phone #: Click here for pull-down: 7. Additional Customer Phone #: Click here for pull-down: 7. Additional Customer Phone #: Click here for pull-down: 8. Year/Make/Model: 2004 Chevrolet Malibu 9. VIN (17 Digits): 1612T548X4F 11. Purchased: Click here for pull-down:	1. 20,465.72
Customer Vehicle Information (Cocce) Mode	Sign: 0/0
8.Year/Make/Model: 2004 Chevrolet Malibu 9.VIN (17 Digits): 1G1ZT548X4F 10.Current Mileage: 13,000 ACCT	
9.VIN (17 Digits): 1012 lot of pull-down: ACCT	-
TAC case number is required and in not at an Alexandre 6974815	e .
	Amy
14.Explanation:	$\widehat{\boldsymbol{\Delta}}'$
Detail your agreement with the Dealer and Customer on the following items: Dealership that will handle entire transaction:	<i>)</i> / -
$\Pi = \Pi =$	
15. Dealership Name: 16. Dealership Phone #: 17. Dealership Contact Name: 17. Dealership Cont	
18. Dealership Contact Phone # (If interent interent Nathership w)	
18.Dealership Contact Phone W (116938 Region: Northeast 19.Dealership BAC: <u>116938</u> Region: Northeast	
20. What GOODWILL TOOLS were offered?	
Component Coverage Letter American Express Check	
	-
	nd anyther
21.Was a TRADE Repurchase offered? YFS 22.If this will not be a Trade Repurchase, Picase explain Why?: <u>Dealorchip is being sold, unable to fi</u>	No another
deplot for trace	
23.Reason for Repurchase (Include specific mechanical failure): Steering - inopere	ative, neadranips (
inoperative	
24.This case was resolved by: Field Decision working with open case in Tampa ADR	
24. This case was resolved by: Theid Decision working applicable state? YES 25. Does this vehicle meet the precumption of Lemon Law in applicable state? YES 26. Recommended Disposition of Repurchased Vehicle: <u>AUCTION</u> 26. Recommended Disposition of Repurchased Vehicle: <u>AUCTION</u>	
26.Recommended Disposition of Reputicities and the second statement is responsible to the second	ole for vehicle
27.Type of TRANSACTION? <u>STRAIGHT REPURCHASE</u> 28.Vehicle Damage (explain what damage is present and who is responsible); <u>customer is responsib</u>	
damage	
29.If a Trade Repurchase, New VIN (17 Digits) or Order Number (5 Digits): NA	
30.New Vehicle Year/Make/Model: Na 31.Upgrade 🔲 Downgrade 🗍 Difference Amount(PURCHASED NEW ONLY Old MSRP to New	MSKP)
32. <u>Usage/Depreciation_Amount</u> : (Standard Usage Formula = Current mileage/100.000 <i>multiplied</i> by purchase price: **NOTE: This m (Standard Usage Formula = Current mileage/200.000 <i>multiplied</i> by purchase price: **NOTE: This m	icy voly by
(Standarb Usage Formula – Curring a value of the second and the second 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)	/:
04.Logoc Termination Terms: na	

 * μ^{\prime}

c

Ver.2-7/12/2001

electronic Preliminary Repurchase	Authorization (ePRA))
alectropic Proliminary Repurchase	Authorization (errow	,

electronic Preliminary Repurchase Authorization (er too)
(***) o go from field to field, use the TAB KEY)
1.Date (mm/dd/yyyy): 05/24/2004
2.Customer Name:
2 Oustomer Address'
4 Customer City, State, and Zip: Staten Island, Ny
5 Primary Customer Phone #: Violation and Violation
6.Additional Customer Phone # Click here for pull-down:
Customer Vehicle Information
k Vaar/Make/Model: 2004 Chevrolet Malibu
9.VIN (17 Digits): <u>1G12134674P</u> 100000
11.Purchased: Click here for pull-down:
the state the state of the Plage explain why not?
TAC case number is required and if not available, Please explain why not?
12 CAC Case Number: 1-184363329 13,174 Case Report 14,174 Case
14.Explanation:
<u>Detail your agreement with the Dealer and Customer on the following items:</u>
Detail your garcoment with the Dealer and Guatemer of the
Dealership that will handle entire transaction.
15. Dealership Name: H-L. Motors, Inc 16. Dealership Hone #: (718) 351-4200
16.Dealcrohip Phone #: (718) 351-4200
17.Dealership Contact Name: Charles Kinghan
17.Dealership Contact Name <u>Different than Dealership</u> #): 18.Dealership Contact Phon e # (it different than Dealership #): 19.Dealership BAC <u>116938</u> Region: Northeast
19.Dealership BAC <u>116938</u> Region: Northeast
20.What GOODWILL TOOLS were offered?
Maintenance Letter Arrierican Express Chook
GMPP
21.Was a TRADE Repurchase offered? YES
21.Was a TRADE Repurchase offered? 22.If this will not be a Trade Repurchase, Please explain Why?: <u>Dealership is being sold, unable to find another</u>
dealer for trade
23.Reason for Repurchase (include specific mechanical failure): Steering - inoperative, headlampe
inoperative
24 This case was resolved by: Field Decision working with open case in Tampa ADR
25 Deep this volicie meet the presumption of Lemon Law in applicable state: 1,20
26 Recommended Disposition of Reputchased Venicie; AUCTION
27. Type of TRANSACTION? STRAIGHT REPURCHASE
27.Type of TRANSACTION? <u>STRAIGHT REPORCHASE</u> 28.Vehicle Damage (explain what damage is present and who is responsible): <u>customer is responsible</u> for vehicle
damage
29.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits); <u>NA</u>
29.If a Trade Repurchase, New Vin (17 Digits) of order Manuaer (5 Digits) (2014) (2014) 30.New Vehicle Year/Make/Model: Na

31.Upgrade 🔲 Downgrade 🔲 Difference Amount(PURCHASED NEW ONLY:Old M3RP to New MSRP): _____

32.<u>Usage/Deprectation Amount:</u> (Standard Usage Formula – Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by Individual State Lemon Lawa) (If waived, please explain Why)

-Please show how you arrived at this usage amount waived

33.Attermarket Items: No

-if GM will be responsible, please supply detail of the items and cost (transfer cost or other): 34.1 ease 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

36.1 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 Rebutes 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

BBB Case 37.Ceneral Comments/Special Instructions:

38.) personally reviewed all the above items with the Customer and Dealor on (mm/dd/yyyy)

John Silva/Maxine Durant 39.Authorizer Name:

40.GM Position:

AVM 914055 Mallbox Number: 8434 41.VoiceMail Node:

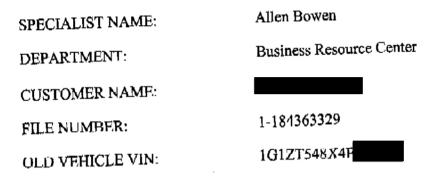
42 Email Address:

Save this document using the customers last name plue 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

۰.

INCENTIVE SHUT-OFF NOTICE



REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE:

116938

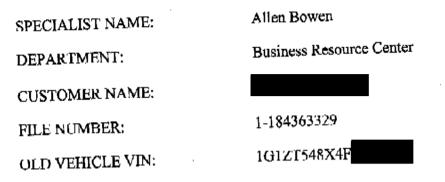
BRAND: Oldsmobile	Cadillae (12)	Chevrolet	Buick	GMC	Pontiac	Hummer
Circle and (15)		(13)	(11)	(48)	(16)	(69/14)
NEW VEHICLE VIN	J :	101	LZT5484	4F		

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

07/12/2004

.

INCENTIVE SHUT-OFF NOTICE



REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE:

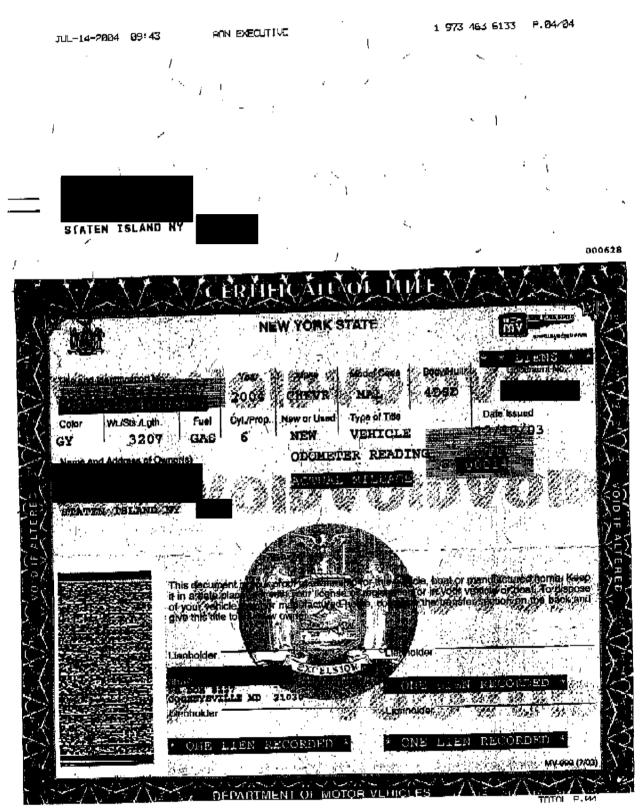
02132

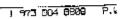
BRAND: Oldsmobile	Cadillac (12) Chevrolet (13)	Buick	GMC	Pontiac	Hummer
Circle ons (15)		(11)	(48)	(16)	(69/14)
NEW VEHICLE VIN	J: 1G	IZT5484	4F	Í	

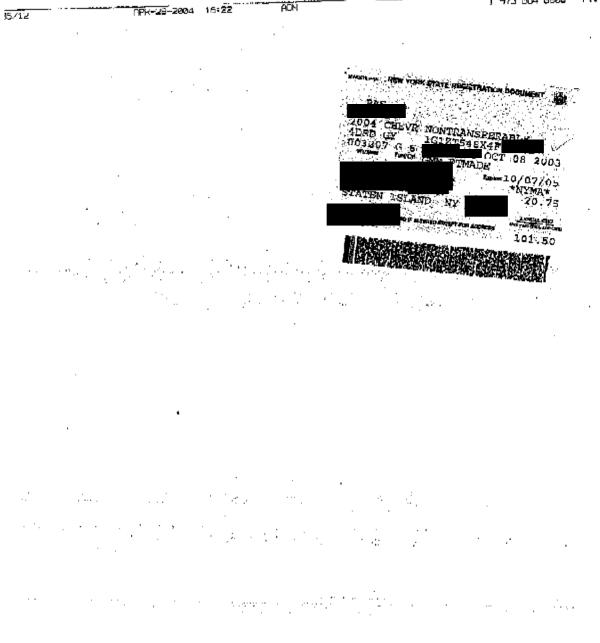
SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

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07/26/2004







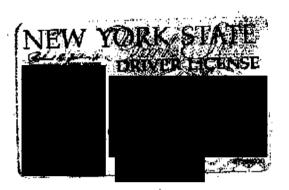
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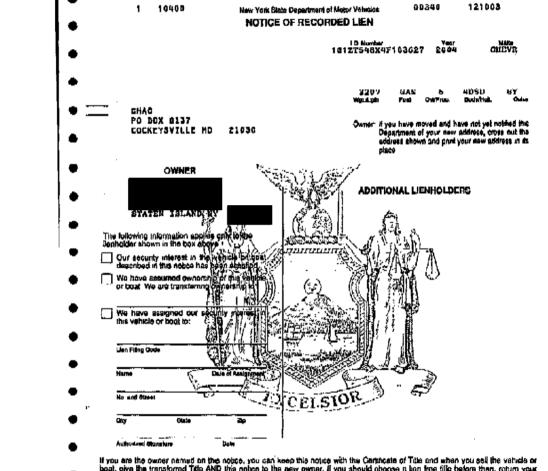
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₹Ň¥MA# 20.75	
STATEN ISLAND NY	
(2003 AT ALL TRATED EXCEPT FOR ADDRESS	

101.50



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If you are the owner named on the noise, you can keep this noise with the Carincate of Title and when you sell the valuels or boat, give the transformed fain AND this noise to the new owner. If you should shoese a lean free tills before then, rotum your surrent tills, this ten noises, and a \$10 presseng for to the DMV fitte Surasy. Empre State Plaza, Albany NY 12228-0330. (Check or money order should be made psyable to the Commissioner of Mater Vehicles).

If you cannot locate the line for the ventice or nonz, you must apply for a numerite. You may apply for a numerite wile by completing form MV-902 (available at DMV diffice) and maxing it with a \$10 check or memoy order, along with the line release, to the DMV This Dureau at the above address

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MV 001 (200)

ND: 1308-202-4622 #265505 PRGE:

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AUG 11 2004 16:52 FR SITEL	TO 918664405933
2004 MALIBU LS SEDAN /V6G 60U MEDIUM GRAY METALLIC /V6G 14C GRAY ORDER NO. GKJRXT/TRE STOCK NO. UNN 161 ZT54 8X 4F	CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER DETROIT MI 48243-1114 VEHICLE INVOICE 1AD22632052 ************************************

TOTAL MODEL & OPTIONS DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION	22070.00 625.00	625.00	ACT 231 2 H/B 261 ADV 261 EXP 65A	220.70
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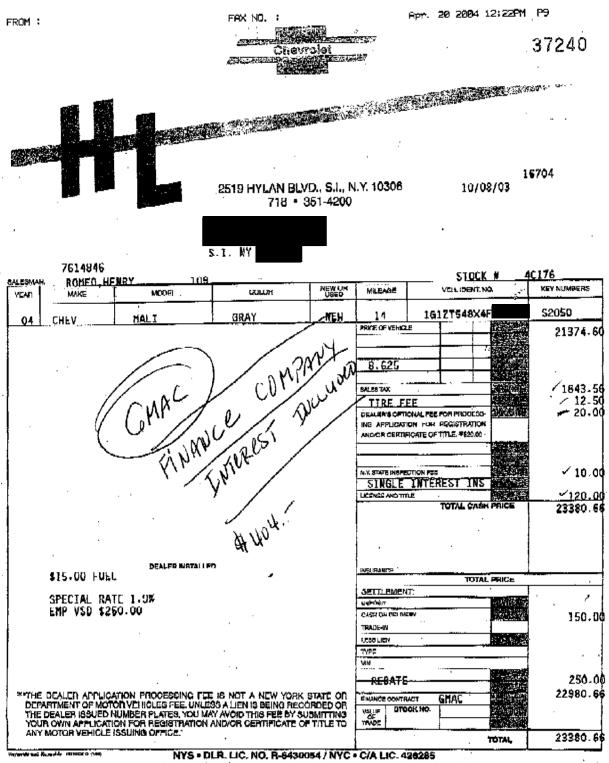
22695.00 21124.60 PAY 310 21124.60

TOTAL MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER INVOICE DOES NOT REFLECT TO A SECURITY INTEREST HELD BY GMAC. THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 103 VIN 1G12T548X4F \$ 21124.60 INV 1AD22632052 DUE 09/08/03 DEALER 02-131

H-L MOTORS, INC.

P.19/28



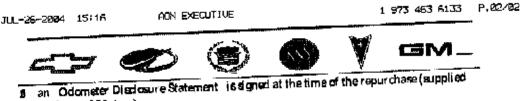
NEW VEHICLE DISCLAMENCE WARRANTES, "ALL WARRANTES ON THE VEHICLE ARE THE MANUTACTUREN'S, THE SELLENT LENGY EXPRESSIVE DISCLAME ALL WARRANTES ETHER EXPRESS OR IMPLED, WELLED, WARRANTES ON THE VEHICLE ARE THE MANUTACTUREN'S, THE SELLEN'S ERROR AND NETHER ADDINES NOR ALL WARRANTES

25 2004 15:16	ADN EXECUTIVE	1 073 463 6133 P.01/0
	20 3	• • • • • • • •
	GENERAL MOTORS BUSINESS RESOU	IRCE CENTER
uly 26, 2004		
)e settlement offer
itaten Island, NY		
Subject: Repurchase (Sase Number: 1-18436	of 2004 Chevrolet Malibu VIN #10 53329	G1 ZT548 X4F
Con Valarie Contrino:	, , ,	
	an are dissuitated with your	2004 Chevrolet Malibu VIN
AGIZT548X4F	and that out attempts to result	
#1G1ZT348X4F expectations. This offer to assist your satisfied General 1G1ZT54844F	ou into a replacement vehicle is be	ing made as an effort to keep you a Motors will assist you into commibilities may be, but not limited.
IGIZT348X4F expectations. This offer to assist yestisfied General IGIZT54844F to, taxes, state fees, of offer is calculated by the Payoff Plus Uj	and that our attempts to result ou into a replacement vehicle is be Motors customer. General 2004 Chevrolet Maliba. Your re- leatership fees, usage, damage, upg using the following figures: of onginal Vehicle good until 8-7-04 pgrade	sing made as an effort to keep you a Moters will assist you into sponsibilities may be, <u>but not limited</u> rade, add-ons, and conversions. This \$ \$19,696.30 \$ 400.00
1G1ZT348X4F expectations. This offer to assist yous satisfied General 1G1ZT54844F 10, taxes, state fees, of offer is calculated by u Payoff Plus Up Plus Up Plus Ta Plus Ta Plus Ta	and that our attempts to result ou into a replacement vehicle is be Motors customer. General 2004 Chevrolet Maliba. Your re- icalership fees, usage, damage, upgr using the following figures: fof original Vehicle good until 8-7-04 pgrade sage axes pristration, tag, title fees	sing made as an effort to keep you a Moters will assist you into sponsibilities may be, <u>but not limited</u> rade, add-ons, and conversions. This \$ \$19,696.30 \$ 400.00 \$ 0.00 \$ 34.60 \$ 52.50
11G1ZT548X4F expectations. This offer to assist yous satisfied General 1G1ZT54844F Mo, taxes, state fees, of offer is calculated by the Plus Us Plus Us Plus Ta Plus Ta Plus Ta Plus Ta	and that our attempts to result ou into a replacement vehicle is be Motors customer. General 2004 Chevrolet Maliba. Your re- leatership fees, usage, damage, upg using the following figures: of onginal Vehicle good until 8-7-04 pgrade sage axes	sing made as an effort to keep you a Motors will assist you into sponsibilities may be, <u>but not limited</u> rade, add-ons, and conversions. This s 19,696.30 S 400.00 S 34.60 S 52.50 MER S 0.00
#1G1ZT348X4F expectations. This offer to assist yestisfied General 1G1ZT54844F to, taxes, state fees, of offer is calculated by u Payoff Plus U: Plus U: Plus U: Plus Ta Plus Ta Plus Ta Pus re TOTA PAYOFF WILL RE S.	and that our attempts to result ou into a replacement vehicle is be Motors customer. General 2004 Chevrolet Maliba. Your re- icalership fees, usage, damage, upgr using the following figures: "of onginal Vehicle good until 8-7-04 pgrade sage axes gistration, tag, title fees t the provision TY OF CUSTON	sing made as an effort to keep you a Moters will assist you into sponsibilities may be, <u>but not limited</u> rade, add-ons, and conversions. This s 19,696.30 \$ 400.00 \$ 0.00 \$ 34.60 \$ 52.50 MER \$ 0.00 TITUTION OF COLLATERAL SJECT TO CHANGE IF SIGNED

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)
- fi a Priver of A lightery from is signed at the time of repurchase used only for tall corrections, if needed (supplied by Ceneral Motors)

97×



- by General Motors)
- B this offer is contingent upon the approval of your lending/leasing institution
- β no cash back rebates or incentives of any kind are applicable towards this transaction

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 a 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 (\$00) 231-1841 ext. 58310 if you have any questions or concerns.

2 in 21

Sincerely, Allen Bowen Business Resource Center

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

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٠. 1.

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 Chevroloet and its dealer partner Island Chevrolet, Inc.

Custum esta Name: Case Number:

1-164363329

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors, will leave a check in the amount of \$ 20,537.95 made payable to Island Chevrolet, Inc. after receiving a completed cullateral 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 MSRF-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below

Replacement MN:	1 G1ZT54044F
New Vehicle Sales Price:	\$20,465.45
Used Vehicle Trade Value:	\$20,085.45
Trade Difference:	£
Титек	3
Kabates:	[Not Applies bie]
Miscellaneoua State Fees:	\$52,50
Document Fees:	(Not paid by either party)
Desler Protocsing Fee:	\$200 approx as warranty croats via vv.1.N. 9]

As always, the ousterner is obligated to make an assuments to complete the collateral exchance paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the ilon holder extends no new lunds. The tunds must be brought to the dealership signing at the time of the transpotion. Using he figures obove, the customents required to bring:

Sales Tax= Miçaqilancous Feeg * £I Usage / depresation = 3 Total Customer Contribution = \$

Island Chevrolet, inc. agrees to sign a Power Of Attomey to enable GM to make the necessary arrangements with the above nëna set antan en brita infatin anta Dealms binilis falinje pasiring a fee ani deartik to the all white.

If you are in agreement with this offer, please sign and data below and return a copy to my attention at the following fax #865-440-5933. Δ ۸

island Chevrolet, Inc. 206359	Auston_	Bam	
[Dealership Name BAC] Managemer	ni Agenta Signaturgand Title.		
taland Chevrolet inc. 206359	fisto-	GSM	
[Dealership Name BAC] Managemer	t Agents Printed Name and Title.		
_Allen Sowen			
Authorized General Motors BRC Rep	oresentative Signature		
Allen Bowen	·		
Authorized General Motors BRC Rep	resentative Frinted Name		

Again, thank you for assisting General Motors in this collateral exchange transaction for our mutual oustomer,

Dealer Confirmation Letter- Collateral Exchange General Motors 5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevroloet and its dealer partner island Chevrolot, inc.

Cuairmer SName: Case Number:

1-184363329

Thank you for assisting General Motors in the collateral exchange for our mutual sustamer.

General Motors will issue a check in the amount of \$ 20,537.65 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 each, confiled check, or money order (usage or 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.		
New Vehicle Sales Frice:		
Bace Vehicle Trade Value:	•	
Trade Officience:		
¥ 2805:		
Rebates:		
Misuellaneous State Fees:		
()ocument Pees:		
Dealer Processing Fee:		

1 (5 1 Z 1 748444F \$20,488.45 \$20,085.45 \$ [Not Applicable] A32.50 [Not paid by either party] [\$200 opplied as werranty credit via W.I.N.S.]

As always, the <u>customer is obligated to make an angements to complete the colligional gaubouge generative the reception 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:</u>

Sales Tax= \$
Miscellanéeus Focc = \$[
Usage / depreciation + \$[
Unage / depreciation + \$[
Deprade = \$
Total Customer Contribution = \$

island Chevrolet, inc. agrees to sign a Power Of Attomey to enable GM to make the necessary arrangements with the above hefested custom are living individual on the Dealers behalfly faultate sections a fire and close the old valuae.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following tax #866-440-5633.

Island Chevrolet, Inc. 206359	Aus +Br-	Gom	
[Dealership Name BAC] Managemen	t Agents Signatum and Title.		
Island Chevrolet, Inc. 206359	d1940	<u>GSM</u>	
[Dealership Name BAC] Managemen	Agents Printed Name and Title.		
Allen Bowen			
Authorized General Motors BRC Rep	resentative Signatura		

Allen Bowen

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting Ceneral 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 Chevrologt and its dealer partner island Chevrolet, Inc.

CUST CENTRES 1-164363329 Case Number:

Thank you for assisting General Motors in the collideral exchange for our mutual customer.

General Motors we issue a check in the emport of \$ 20,537.95 made payable to Island Chevrolet, inc. after musiving a completed cullateral exchange form that has taken signed by the suctomer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any runds that might be required in each, gentified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to M3RP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below.

1G1ZT54844F Replacement VIN: \$20,485.45 New Vehicle Sales Price: \$20,085.45 Used Vehicle Trade Value: Trade Difference: Taxes: (Not Applica de) Rebates \$52.50 Miscellaneous State Fees: (Not paid by either party) Document Fees: [\$200 applied as warranty credit via W.I.N.S.] Dealer Processing Fee:

As always, the customer is obligated to make arrangements to complete the colleteral exchange paperwork for the replacement value. With the exception of the VIN, notifing in the financing contract changes because the lion heider extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customents required to bring:

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Miscellaneous Foos =	S(
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Total Customer Contribution	# S

Istand Chevrelet, inc. agrees to sign a Power Of Attumey to enable CM to make the necessary arrangements with the above where to stone a bring indiction on the Dealers being a first and charities the oblight the oblight the

If you are in agreement with this other, places sign and data below and return a copy to my attention at the following fax #800-440-5939. л

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Island Cherrolet ing. 200359 Aug 4/3m_ 3sm	
(Depleremp Name Raci) Management Agenta Bionaturgand Tild.	
taland Chevrolet inc. 205359 CLARKO GSM [Deplership Name BAC] Management Agentia Printed Name and 186.	
Allen Dowen Authorized General Motors BRC Representative Signeture	
Allen Buwen Autonzad General Motors GRC Representative Printed Name	

Again, thank you for assisting General Motors in this collateral exchange transaction for our mutual outpomert

AUG 11 2004 16:53 FR SITEL RVDC Active Case # 86/47 TO 918664405933

P.26/28

i.



RVDC Case# 86747

RC Cese lumber	1184363329	Au	s going to: ction	Y	Drivable7		10997
ustomer Name			n Fee Applies? Y		issue Relea N	ase	
Priginal VIN	1C1ZT548X4F	I hie	s vehicle was rep	purchased as	a result of	fa:	
BAC	206359	Voluntary	settlement of a		ve dispute	resolut	ion
Dealership Name	ISLAND CHEVROLET, INC.	program Retrieve Sales Tax? N Title Brand?				<u>17</u>	
Dealer			Reason for not	Retrieving \$	ales Tax:		
Contact/Tirle	Austin Brown, Sales Manager	NOT AVAILABLE IN THIS STATE					
Dealer Phone	7183514200	Uriginal Sales Tax Paid in Repurchased Under Laws of State: NY State: NY				, ul	
Dealer Fax		Vehicle Meets Presupption of LEMON LAW? Y					
Delivery Date	2003-10-08	Closing Schedule: Established on:					
uvback Milcage	13000		-05-16	-	2004-08-		
I ransmission	A	1004	- 40-10			~~	
UCC Cude(s)	M0105 R1002		If no. w	here: DAC is	0		
MERP	22695.00			i Site Name:			
Est. Auction	18520 93			act Name:			
Value				dress 1:			
Case Number	86747	Address 2:					
TAC Case		CI	ry:	State	a:	Zip);
Number Type of				one #:			
Trausaction	CR			ax #:			
Replacement VIN	1G1ZT54844P	Comment: Co Drive, Rocky F	Comment: Collateral Trade: LIEN HOLDER: GMAC, 500 Enterprise Drive, Rocky Hill, CT 05057. Acct# 1039-0400-7241, Phone #800-				
Repurchase Type	AVM Voluntary	200 4622,					
Repurchase			GM Legal	Case Numbe	er:		
Source	PRA ADR AVM John Silva			isel Name; (
	Repurchase: Steering and		Gm Counsel C	Contact Nam	e: N/A		
headla	mps are inoperative			dressl:			
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		Check Informa	tion				
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City:	Staten Island	City:	Staten Is	land	City:		
State:	NY	State:	NY		State	:	
Zip		Zip	10306-4	343	Zip		
Phone #:		Phone #:	(718) 351	4200	Phone -	#:	
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AUG 1 1 2004

https://www.gmrvdchq.com/rvdc/Display.jsp?strRVDCNum=86747



GENERAL MOTORS BUSINESS RESOURCE CENTER

August 11, 2004

RE: Repurchase for

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 net at 1-800-231- 1841 x 58310, M- F from 8 AM - 4-30 PM EST.

Sincerely,

Allen Bowen General Motors Business Resource Center

General Motors Business Resource Co Reporchase Department 1-800-231-1841 x 58310

08/02	1/2004 09:09	FAX 17188790891	н г мот	ORS INC	Sult	Dole	@000 42557
		IS:	LAND CHE 2505-2519 STATEN SLA 716-39 Fax 718-97	HYLAN BL NO, N.Y. 1 51-4200	VD,	тс. 🧲]>
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SALCEMAN YEAR	ROMEO, H	ENRY 10		NEW OR		STOCK #	4CG348
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04[<u>CHEV</u>	MALI	<u> </u>	NEW	6 PRICE OF VEHICL	1G1ZT54844F	<u> </u>
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OFFICE.	FOR A SPECIAL (DR DISTINCTIVE PLATE1	ATION AND/OH CERTIFIC TO ANY MOTOR VEHICLE		TRÃOS		20537-95
	nden ingenerer green	NYS - DL	1. LIC. NO. R-709714	JAYC+D	CALIC. 11e	101AL	
ETHER SEP	REAR OF IMPLIED, IN MENSON TO ASSLINE	CLUDING ANY IMPLIED WAR ECR 17 ANY LIABLITY IN CO	ies (in) his vanicle are th IANTY of Mer chantasility i Minection with the sale of	E MANUFACTUR OM FITNESS PC	nen's, this gell NR A RAAMCULAF This Place and	EA HEREBY IDEPRESSEY DISOLA A PURPOCE AND NEITHER ASSUM IN MY THE BELLER IN NO WAY AP	IMS ALL WARRANTIES
ole	WITT H	1. 6- 556.18 - 8	CAN) TO	nr-nr	- 74 <u>8</u> -	Al diala	
C X X V V	THING	G THE	ystorner Left	01-0 Q < - 1	5-752	- The stiolo	Υ (ΤΟΤΑΙ ΡΑGE 2

** TOTAL PAGE 28 **

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Staten Island, NY

CENERAL MOTORS BUSINESS RESOURCE CENTER

4002 '61 Aluf

LEVDE SELLTEMENT OFFER

Case Number: 1-184363329 Subject: Repurchase of 2004 Chevrolet Malibu VIN #1GIZT548X4F

Dear Valarie Contrino:

suousiosqxs and that our attempts to resolve your concerns have not met your #ICITLe48X4E We regret that you are disatisfied with your 2004 Chevrolet Mailbu NIA

effer is calculated by using the following figures: to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This ICIZT54844E 2004 Chevrolet Malibu. Your responsibilities may be, but not limited satisfied General Motors customer. General Motors will assist you ojui This offer to assist you into a replacement vehicle is being made as an effort to keep you a

25-20	\$ Plus registration, tag, title fees
34.60	\$ səxsT zulq
00.0	\$ Plus Usage
400.00	\$ Plus Upgrade
0£`969`61	\$ Payoff of original Vehicle good until 8-7-04

WXOEF WILL BE SATISFIED THROUGHT THE SUBSTITUTION OF COLLATERAL LOTAL RESPONSIBILITY OF CUSTOMER 8 400.00

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

liability stemming from warranties, express or implied, covering this vehicle. General Motors will repurchase VIN #IGIZT548X4F

:swollof as are asedoured as follows: Please return this document to fax number 866-440-5933 by 7-12-04. The conditions of the

- alse vehicle is free from any abnormal damage or alterations which impair its resale
- lanoitonut has tastati are interest and functional la a Suigv
- B a free and clear title is provided at the time of repurchase (payoff original loan)

H L MOTORS INC NC DIES→ (hol (E-CE, ME/ All Bu

Dealer Confirmation Letter- Collateral Exchange S701 East Hillsborough Ave, Suite 2300 Tampa FI 33610 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevroloet and its dealer partner laland Chevrolet, Inc.

Case Number: 1-164363329 Custom ere Name:

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).

woled zredmun ant eau essage, pleased for this exchange, please use the numbers below:

\$20,485,45 520,085,45 \$400.00 \$34,60 [[t applicable] [t applicable] [vot paid by either party] [s200 applied as warranty credit via W.I.V.S.]	New Vehicle Sales Price: Used Vehicle Trade Value: Taves:
161ZT54844F	Replacement MN:

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 tunds. 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:

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Allen Bowen

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CHECKLIST DEADLINE FOR RETURN OF DOCUMENTS:

<u>Please complete the following:</u> For Questions Call (800) 231-1841, 58310 Fax#:

1).Use the Repurchase W orksheet to D raft the New Vehicle sBillof Sale. (Numbers have to match exactly or the Repurchase will be delayed). <u>). Sign</u> and fax the New Vehicle sBillof Sale(*no customer signature is needed.*)

2). Sign & fax the Dealer Confirmation Letter



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 <u>5</u> 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



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, <u>but not limited</u> 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	9,696.30
Plus Upgrade	\$	400.00
Plus Usage	\$	0.00
Plus Taxes	\$	34.60
Plus registration, tag, title fees	\$	52.50

TOTAL RESPONSIBILTY OF CUSTOMER \$ 400.00 PAYOFF WILL BE SATISFIED THROUGHT 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:

- **B** the vehicle is free from any abnormal damage or alterations which impair its resale value
- ß all factory installed equipment are intact and functional
- ß 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)
- ß an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)
- ß this offer is contingent upon the approval of your lending/leasing institution
- ß 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



TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F Case Number: 1-184363329

Dear Valarie Contrino:

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, <u>but not limited</u> <u>to</u>, 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	9,696.30
Plus Upgrade	\$	400.00
Plus Usage	\$	0.00
Plus Taxes	\$	34.60
Plus registration, tag, title fees	\$	52.50

TOTAL RESPONSIBILTY OF CUSTOMER \$ 20537.95 PAYOFF WILL BE SATISFIED THROUGHT THE SUBSTITUTION OF COLLATERAL

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

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- **B** the vehicle is free from any abnormal damage or alterations which impair its resale value
- ß all factory installed equipment are intact and functional
- ß 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)
- ß an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)
- ß this offer is contingent upon the approval of your lending/leasing institution
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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

May 25, 2004



Dear Mrs.

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 the second has accepted the following to resolve case CHV0438932. GM will repurchase Mrs. How 2004 Chevrolet Malibu. Mrs. Will obtain her sales tax from the State of New York. The GM Vehicle Repurchasing Department will refund Mrs. The 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



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.

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Plus Upgrade	\$	400.00	
Plus Usage	\$	0.00	
Plus Taxes	\$	34.60	
Plus registration, tag, title fees	\$	52.50	
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PAYOFF WILL BE SATISFIED THROUGHT THE SUBSTITUTION OF COLLATERAL

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

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- **B** the vehicle is free from any abnormal damage or alterations which impair its resale value
- ß all factory installed equipment are intact and functional
- ß 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)



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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:	
3. Customer Address:	
4. Customer City, State, and Zip:	Staten Island, Ny
5.Primary Customer Phone #:	Work
6.Additional Customer Phone #:	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	10.Current Mileage:	13,000
11.Purchased:	Click here for pull-down	<u>:</u>	

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	e 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?

Component Coverage Letter	Miscellaneous Reimbursement
Maintenance Letter	American Express Check
Owner Loyalty Certificate	Other
GM SmartCare	NOTHING OFFERED
GMPP	

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

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 YES

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

26.Recommended Disposition of Repurchased Vehicle: AUCTION

STRAIGHT REPURCHASE 27. Type of TRANSACTION?

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

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

38.1 personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy):

John Silva/Maxine Durant 39.Authorizer Name: AVM

40.GM Position:

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 F1 33610 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevroloet and its dealer partner Island Chevrolet, Inc.

Customers Name: 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
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, <u>the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle</u>. 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 =	\$40	0.00
Total Customer Contribution =	\$ 40	0.00

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 the to the oblychicle.

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 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!

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HOME :	BUS:	SERVICE ADVISOR:	42 KEITH ZIRPO	
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GRAY 04	CHEVROLET MALIBU 1G	1ZT548X4F		<u>59/9659 T844</u>
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		INVOICE		IOTORS, INC.
		· · · · ·		519 HYLAN BLVD.
S.I., <u>N</u> Y		PAGE 1	718-351-4	200 FAX #: 718-979-0891
HOME :		SERVICE ADVISOR:	42 KEITH 2	S.I., N.Y. 10306
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THESE PRODUCTS.		Thank You!	PLEASE PAY THIS AMOUNT	
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FROM :	FAX	NO. :		Apr. 20 200	34 12:20PM P7	
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S.I., <u>NY</u>			PAGE 1	718-351-4	200 FAX #: 718-979-08	91
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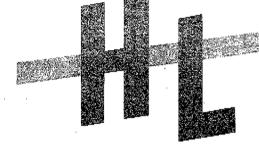
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2519 HYLAN BLVD., S.I., N.Y. 10306 718 • 351-4200

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7614846 STOCK # 4C176 SALESMAN ROMEO. HENRY 109 NEW OR MAKE MODEL , COLOR MILEAGE VEH. IDENT. NO. YEAR KEY NUMBERS 1G1ZT548X4F S2050 MALI GRAY NEW 14 04 CHEV PRICE OF VEHICLE 21374.60 8,625 SALES TAX 32400 1843-56 代告報の 12.50 TIRE FEE 905012 DEALER'S OPTIONAL FEE FOR PROCESS-20.00 ING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE, *\$20.00 N.Y. STATE INSPECTION FEE 305603 10.00 SINGLE INTEREST INS LICENSE AND TITLE 9950. 120.00 TOTAL CASH PRICE 23380.66 DEALER INSTALLED INSURANCE \$15.00 FUEL TOTAL PRICE SETTLEMENT: SPECIAL RATE 1.9% 1 DEPOSIT 22005EMP VSD \$250.00 CASH ON DELIVERY 22004 150.00 TRADE-IN **LESS LIEN** TYPE VIN REBATE 250,00 *"THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR 22980.66 FINANCE CONTRACT GMAC 2050. DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR STOCK NO. THE DEALER ISSUED NUMBER PLATES, YOU MAY AVOID THIS FEE BY SUBMITTING VALUE 20400 YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO TRADE ANY MOTOR VEHICLE ISSUING OFFICE."

Reynolds and Reynolds - SO16052 O (1/03)

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.



GENERAL MOTORS BUSINESS RESOURCE CENTER

July 26, 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, <u>but not limited</u> 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	9,696.30
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 THROUGHT 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 7-27-04. The conditions of the trade-repurchase are as follows:

- ß 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)



- 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
- ß 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

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GENERAL MOTORS BUSINESS RESOURCE CENTER

July 19, 2004



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, <u>but not limited</u> 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 RESPONSIBILTY OF CUSTOMER \$ 400.00 PAYOFF WILL BE SATISFIED THROUGHT 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:

- **B** the vehicle is free from any abnormal damage or alterations which impair its resale value
- ß all factory installed equipment are intact and functional
- ß 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)
- ß an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)
- ß this offer is contingent upon the approval of your lending/leasing institution
- ß 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 REPURCH	IASE WO	ORKSHEET	
FileNumber	Customer		Worksheet filled out by:	
1-184363329	Allen Bowen			
1-104303325			Allen bowen	
oldvehiclevn:	New Vehicle	eVIN:	Date:	
1G 1ZT 548X 4F	1G 1Z T 548441		7/26/04	
19 12 1 9404 41	16 12 1 546441		DEALER'S SAMPLE PURCHASE ORDER	
TRADEREPURCHASE			MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	20.485.45	2		00 495 45
	· · · · · · · · · · · · · · · · · · ·	G M	Purchase Price (New Unit)	20,485.45
Adjustment to line 1 Conversion Cost	00.0	1*1	State Sales Tax	0.00
Tax	0.00	R		0.00
Luxury Tax	00.0	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	52.50	S		0.00
Miscelaneous	0.00	P	Reg./Lic./Title Fees (opt)	52.50
Othe r	0.00	0		52.50
State Fees	0.00	N	AddifionalAfferm arket liem s	0.00
5 mile 1 0 0 5	0.000	S		0.00
Costto tansferAfferm arketItem s	00.0	I	State Fees	0.00
Service Contracts/GMPP	0.00	B		5.00
Attomey's Fees	06.0	I	M iscellaneous	0.00
Transportation Fees	0.00	T		
I		Y	other	0.00
TotalR & lac m & tPrice	20,537.95			
CUSTOMER 'S	,	R	Less Dealer Contribution	0.00
Tax	06.6	Е		
Luxury TaX	0.0.0	S	Subtotal	20,537.95
Reg./Lic./Title Fees (opt)		Р		
Additional Aftermarket Items	0.00	0	Trade In	20,485.45
	0.000	Ň		20,100.10
Usage/Depreciation	06.0	S	Payoff	0.00
Damage	0.00	I		
Upqrade		В	NetAlbwance	20,485.45
Downgrade (deducted)	06.0	I		
Rein bursen entofAfferm arkets	00.0	Т	Cashon Delivery (Paid by GM)	52.50
Other	00.0	Y		
DealerContribution (deducted)	0.0		TotalBalanceDue	0.00
Total Custom & Cost	0 .00			
			Am ount to Dealer for additional Fees	0.00
TradeRepurchaseAmount	20,537.95			
TotalPayoffAm ount	0.00		GM Authonized Signature	Date
PAYOFF GOOD THRU (m m /dd/Y	<i>!</i>			
D CalOr Du C to G M	NА			
GM Due to Dealer	95. 537, 20			
		=		
Estimated Auction Price	18,520.93		**This is a "work in process" until sig	n Əd
Pro jected (Loss)	(2,017.02)		by a GM Authorized Representative**	
		╕┼─		

APR-28-2004 16:22 AON

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GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

8-11-04



RE: Repurchase for 2004 Chevrolet Malibu

Dear

The following parties, **and the second secon**

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. <u>Once the</u> <u>transaction has been completed, please call me at the number listed below so that the</u> <u>customers file can be closed.</u>

<u>Note:</u> Do not payoff the customers lien, General Motors will handle that portion of the <u>transaction</u>.

Thank you for your cooperation

Sincerely, Allen Bowen Repurchase Specialist 1-800-231-1841 ext. 58310

CC: <<Dealer>> <<Name>>



GENERAL MOTORS BUSINESS RESOURCE CENTER

July 13, 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, <u>but not limited</u> 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 RESPONSIBILTY OF CUSTOMER \$ 400.00 PAYOFF WILL BE SATISFIED THROUGHT 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:

- ß all factory installed equipment are intact and functional
- β 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)
- ß an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)
- ß 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 1/14/04 igning. Signature and Date

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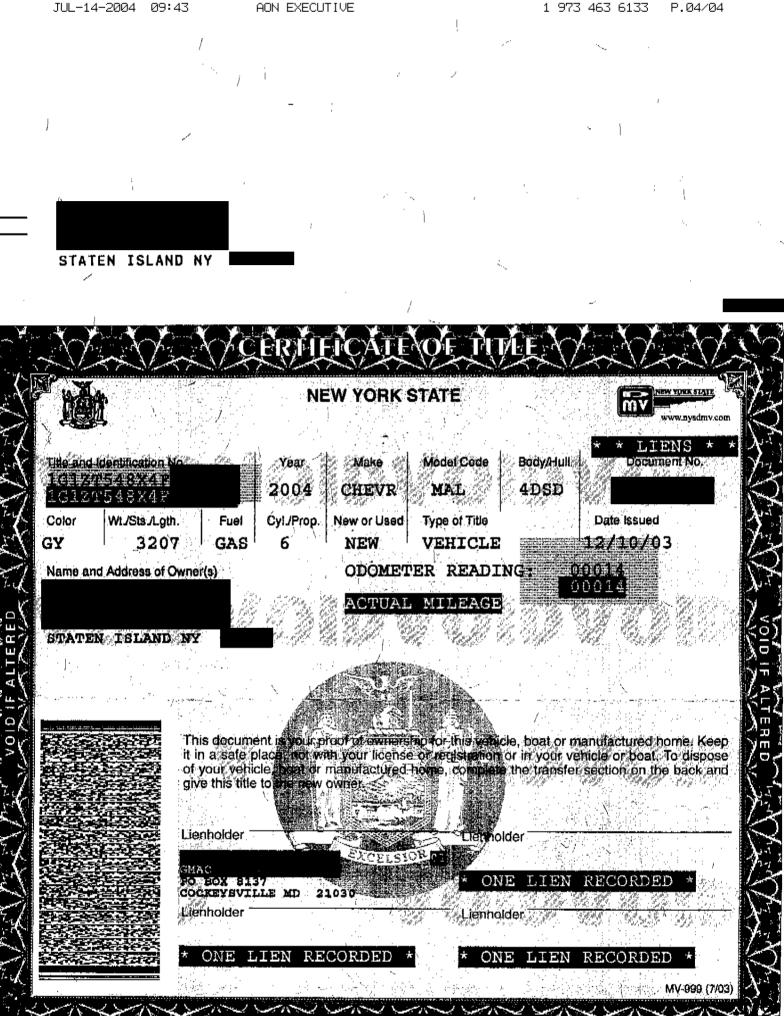
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NEW YORK STATE DRIVER EICENSE STATEN ALARD NY SEX P EVER OF TH FOT CLASS 0 END ESUED WARD OF EXPIRES 11.14.64 ST28020

NV 455TR (4/2) NEW YORK STATE REGISTRATION DOCUMENT PAS 2004 CHEVR NONTRANSFERABLE 4DSD GY 1G1ZT548X4F OCT 08 2003 WV/Seats FueV/Cyi GMM PTMADE Expires 10/07/05 *NYMA* 20.75 STATEN ISLAND NY CILIPIE IF ALTERED EXCEPT FOR ADDRESS

101.50

. **v**,



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GENERAL MOTORS BUSINESS RESOURCE CENTER

July 13, 2004

Staten Island, NY

TRADE SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu VIN #1G1ZT548X4F 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 2004, 2004 Chevrolet Malibu. Your responsibilities may be, <u>but not limited</u> 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	9,696.30
Plus Upgrade	\$	400.00
Plus Usage	\$	0.00
Plus Taxes	\$	34.60
Plus registration, tag, title fees	\$	52.50

TOTAL RESPONSIBILTY OF CUSTOMER \$ 400.00 PAYOFF WILL BE SATISFIED THROUGHT 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:

- **B** the vehicle is free from any abnormal damage or alterations which impair its resale value
- ß all factory installed equipment are intact and functional
- ß 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)
- ß an Odometer Disclosure Statement is signed at the time of the repurchase (supplied by General Motors)
- ß this offer is contingent upon the approval of your lending/leasing institution
- ß 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 14C GRAY ORDER NO. GKJRXT/TRE STOCK NO VIN 1G1 ZT54 8X 4F		GENERAL M 100 RENAI DETROIT VEHICLE I	SSANCE CE MI 4 NVOICE 1A	PORATION NTER 8243-1114 D22632052
MODEL & FACTORY OPTIONS 1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE	08/27/03
CF5 POWER SUNROOF LX9 3.5L V6 ENGINE	725.00	652.50	SHIPPED	08/27/03
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T	
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM	
MX0 4-SPEED AUTO TRANSMISSION NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF	08/27/03
T43 REAR DECKLID SPOILER	175.00	157.50	KEYS G20.	
VK3 FRONT LICENSE PLATE BRACKET				R OPT-1
1SB MALIBU PREFERRED EQUIP GRP 1S	B 800.00	720.00	BANK: GM	AC - 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:	
			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

TOTAL22695.0021124.60PAY 31021124.60MEMO: TOTAL LESS HOLDBACK AND20002000200020002000

APPROX WHOLESALE FINANCE CREDIT 20156.95

H-L MOTORS, INC

REMIT TO GMAC NO. 103 VIN 1G1ZT548X4F \$ 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 F1 33610 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevroloet and its dealer partner H-L Motors, INC

Customers Name: Case Number:



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:

1G1ZT54844F
\$20,485.45
\$20,085.45
\$400.00
\$34.60
[Not Applicable]
[If applicable]
[Not paid by either party]
[\$200 applied as warranty credit via W.I.N.S.]

As always, <u>the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle</u>. 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	0.00
Total Customer Contribution =	\$ 400	0.0C

H-L Motors agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced automers bridge institution on the Dealers behalf to facilitate receiving a five and clear the to the oblivehicle.

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 F1 33610 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevroloet and its dealer partner Island Chevrolet, Inc.

Customers Name: 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.

1G1ZT54844F
\$20,485.45
\$20,085.45
\$
\$
[Not Applicable]
\$52.50
[Not paid by either party]
[\$200 applied as warranty credit via W.I.N.S.]

As always, <u>the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle</u>. 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 and in institution on the Dealers behalf to facilitate receiving a free and chartle to the obvehicle.

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 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!

Confidential Information

	CASE ASS	ESSMENT BY: Ma	axine Durant	CARS Requ	uest No: 1-184363329
Customer N	Name:				
Year of Vehic	le: 2004	Make: Ch	ev N	lodel: Malibu	Current Mileage: 11,500
Vehicle ID No	.: 1G1ZT548	BX4F	In Servic	e Date: 10-08-03	Purchased: New
What is custo	omer seekin	g: Replacement	What i	is customer eligib	ble for: Replacement
		V	/EHICLE REPAI	R HISTORY	
	PRIMARY SY	(MPTOM / COMPL	*****		
Date 12-03-03	4,255	2			ng, Light came on: No Codes, ed all connections at modules
12-12-03	4,735	20	Steering:		ng: Column assembly, steering
02-09-04	6,784	1	C S	uto lights went of odes B1380 & 310 witch, ohm wiring	ff and bell rang, check operation: 00 called TAC #7126515, ignition g – wiring ∨ connector ignition
03-23-04	9,659	1	Lights: A	Body Control Mod On sharp turns,	AC #7126515) Reprogrammed lule (BCM) banging felt: Vehicle operating
05-05-04	12,890	1	Steering:		ended cut out while driving – Case # nn Assembly, steering replaced
OTHER SYMP	TOM / COMP	PLAINT: Auto Star	rt / Chimes		
12-03-03	4,255	Leys Cut 2	Auto Sta	rt: Check if it has normal	a timer adjustment: Working
Total Days Reported Out of Service: _25_					
VEHICLE ME	ETS PRESU	MPTION: YE	S:XX	NO	-
Arbitrate case	e: 🗌	Settle case	ə: XX		
Case Recommendation for Customer Satisfaction (based on a review of documentation):					

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.

<u>Field Rep and/or DEALER RECOMMENDATION:</u> Bob Heintz-AVM was notified of claim. CRM faxed case assessment.

Confidential Information

	CASE ASS	SESSMENT BY: Maxii	ne Durant CARS Requ	est No: 1-184363329	
Customer N	Name:				
Year of Vehic	le: 2004	Make: Chev	Model: Malibu	Current Mileage: 11,500	
Vehicle ID No	.: 1G1ZT54	BX4F	In Service Date: 10-08-03	Purchased: New	
What is custo	omer seekir	ıg: Replacement	What is customer eligible	le for: Replacement	
		VEH	ICLE REPAIR HISTORY		
CUSTOMER'S	PRIMARY S'	(MPTOM / COMPLAIN	T: Power Steering / Lights		
12-03-03	4,255	2		g, Light came on: No Codes, ed all connections at modules	
12-12-03	4,735	20		ng: Column assembly, steering	
02-09-04	6,784	1	Lights: Auto lights went of Codes B1380 & 310	f and bell rang, check operation: 0 called TAC #7126515, ignition – wiring ∨ connector ignition	
03-23-04	9,659	1	Lights: Auto lights off: (TA Body Control Mode Steering: On sharp turns, I	AC #7126515) Reprogrammed ule (BCM) banging felt: Vehicle operating	
05-05-04	12,890	1		ended eut out while driving – Case # in Assembly, steering replaced	
OTHER SYMP		PLAINT: Auto Start /	Chimes		
12-03-03	4,255	2	Auto Start: Check if it has normal	a timer adjustment: Working	
Total Days Reported Out of Service: _25_					
VEHICLE MEETS PRESUMPTION: YES:XX NO:					
Arbitrate case	e: 🗌	Settle case: X	X		
Case Recom	nmendatio	n for Customer Sa	atisfaction (based on a rev	iew of documentation):	

<u>Case Recommendation for Customer Satisfaction (based on a review of documentation):</u> 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.

<u>Field Rep and/or DEALER RECOMMENDATION:</u> Bob Heintz-AVM was notified of claim. CRM faxed case assessment.

Dealer Confirmation Letter- Collateral Exchange General Motors 5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevroloet and its dealer partner Island Chevrolet, Inc.

Customers Name: Case Number:



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
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, <u>the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle</u>. 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>[</u>	ī
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 customers leading institution on the Dealers behalf to facilitate receiving a free and clear the to the olivebride.

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.

	ALR	0-	
Island Chevrolet, Inc. 206359	Aus tron	Com	
[Dealership Name BAC] Management	Agents Signature and Title.		
Island Chevrolet, Inc. 206359	fitto-	GSM	
[Dealership Name BAC] Management	Agent's Printed Name and Title.		
Allen Bowen			
Authorized General Motors BRC Repr	esentative Signature		
Allen Bowen			
Authorized General Motors BRC Repr	esentative Printed Name		

Again, thank you for assisting General Motors in this collateral exchange transaction for our mutual customer!

	BRC REPURCE	IASE WO	ORKSH	RET	
<u>File Num ber</u>	BRC REPURCHASE WORKSHEET Custom & Name Workshea filled out by :				
1-184363329		Allen Bowen			
T-T04202222					· · · ·
o la Vehinle VIN :	New Vehicl	evīn :		Date:	
1G 1ZT 548X 4F	1G 1Z T 54844			7/26/04	
IG IZ I 948A 4F	19 12 1 54844	E	ከሮ ለ	LER'S SAMPLE PURCHASE ORDER	
				MOCK BILL OF SALE	
Acct 231/237 Vehicle Costs	20,485.45	G		uchase Price (New Unit)	20,485.45
Adjustment to line 1	0.00	 M			20,100.10
Conversion Cost	0.00		S	tate Sales Tax	0.00
Tax	10.11040	R	~		
Ілхигу Тах	0,00	Ē	L	uxuryTax	0.00
Reg./Lic./Title Fees (opt)	52.50	s			
Miscellaneous	0.00	Ē	R	eg.,Liz./Tille Fees (opt)	52.50
Other	0.00	- <u> </u>			
State Fees	0.00	N	A	ddionalAffem arketlen s	0.00
		s			
Costo tansferAfferm arketliem s	00.Ú	Ī	s	tate Fees	0.00
Service Contracts/GMPP	0.00	B			
Attomey's Fees	0.00		M	iscellaneous	0.00
Transportation Fees	0.00	- <u>T</u> - <u>Y</u>		• •	
		Y	0	ther	0.00
TotalR & lacen ent Price	20,537.95				
CUSTOMER 'S		R	Ľ	ess Deale Contribution	0.00
Tax	0.00	Ε			
Luxury TaX	0.0.0	S	S	ubtetal	20,537.95
Reg./Lic./Title Fees (opt)		Р			
Additional Aftermarket Items	0.00	- <u> </u>	Т	rade In	20,485.45
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Usage/Depreciation	0.00	_ <u>_</u>	P	ayoff	0.00
Damage	00.0	I			
Upgrade		В	<u> 1</u> 1	etAlbwance	20,485.45
Downgrade (deducted)	00.0	I			
Rein bursen entof Affem arkets	0.00	Т		ashon Delivey (Paid by GM)	52.50
Other	0.00	Y			0.00
DealerContribution (deducted)	0.00		T	otalBalanceDue	0.00
	0				
Total Customer Cost	00.0	=			0.00
			A	mount to Dealer for additional Fees	0.00
Tue do Donne bue o America				···· APPENDET FERTIE	
TradeRepurchaseAmount	20,537.95		+		
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TotalPayoffAm ount				M Authorized Signature	Date
PAYOFF GOOD THRU (mm /dd/)	<u> </u>	_			
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GM Due to Dealer	20,537.95			· · · · · · · · · · · · · · · · · · ·	
					- 21° NB V-1
Freingen Annellen Deine	1.62 4.73/3 23/3		leak	This is a "work in process" until sig	h Ad
Estimated Auction Price	18,520.93 (2,017.02)			y a GM Authorized Representative#	
Proj ficted (Loss)	(# 3917302)	╡┼─		yash Auubiza Kipizaida ye	

6/2/2004 11:34 PAGE 001/002 Fax Server

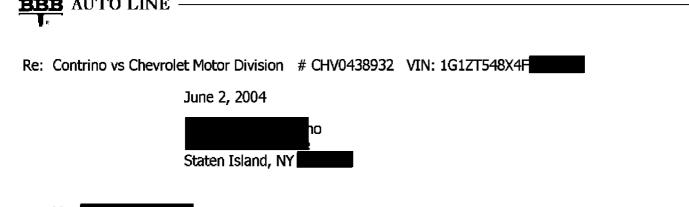
 To:
 M Durant

 Fax#:
 18664393822

 From:
 John Ryan

 Jun 02, 2004

Re: /CHV0438932 TotalPages: 2



Dear Mrs.

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 **Maximum** has accepted the following to resolve case CHV0438932. GM will trade replace Mrs. **Maximum** 2004 Chevrolet Malibu. This will be MSRP to MSRP and Mrs. **Maximum** 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	84318 INVOICE	CHEVROLET MOTORS 2519 HYLA	-
S.I., NY	DUPLICATE 1 PAGE 1	718-351-4200 FAX S.I., N.Y.	
HOME: BUS: 973-463-6079		2 KEITH ZIRPOL	L EIN/OUT TAG
COLOR YEAR MAKE/MODEL	1G1ZT548X4F	12890	/12890 T696
GRAY 04 CHEVROLET MALIBU DELIDATE PROD. DATE WARH EXP PROMISE	A second s	RATE PAYMENT	INV DATE
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SUBL ENTERPRISE PO#60960			(N/C)
₩C94 ************************************	************************	***************************************	***
	*** WE NOW OFFER FR	***********	*****
	************* SEE AD	VISOR ********* AND PARTS F	10URS ***
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THESE REPAIRS ARE COVERED BY A LIMITED WHICH THESE REPAIRS AND ANY OF ALORD MILES, WHICHEVER COMES FIRST. SELLER HEREBY IMPLIED WARRANTIES TO THE SAME PERIOD. STORAGE WILL BE CHARG \$25.00 PER DAY 48 HOURS AFTER REPAIRS ARE COMPLETED.	ED AT FOR THE VEHICLE UNLESS	PARTS AMOUNT	0.00
STATEMENT OF DISCLAIMER ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE		GAS, OIL, LUBE SUBLET AMOUNT	0.00
EXPRESS OR IMPLIED, INCLOSING A PARTICULAR PURPOSE, AND N MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND N		MISC. CHARGES TOTAL CHARGES	0.00
AND ACCESSORIES THAT ARE NOT SUPPLIED OR MARKETED BY GM AF	ARE NOT	LESS INSURANCE SALES TAX	0.00
WARRANTED BY GM, NOR ARE THEY WARRANTED BY THE DELING THE YOUR SERVICE REPRESENTATIVE FOR SPECIFIC WARRANTY INFORMATI THESE PRODUCT'S.	Thank You!	PLEASE PAY THIS AMOUNT	0,00

		7614846			34384			
					INVOICE		2519 HYL	
S.I., NY				DU	PLICATE 1 PAGE 1	718		X #: 718-979-0891
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06MA	<u>Y04</u>	06MAYO					<u>г</u> NE'	T TOTAL
A 1 DAY RE	INTAL	CH TYPE HOURS						
CAUSE: REN Z7901		AY RENTAL	Julian (1991					(N/C)
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SUBL ENTER	PRIS	E PO#60968						(N/C)
		WC94 ********	*******	****	******	******		
REFER TO) ROŧ	¦84318		****	E NOW OFFE	R FREE TR	ANSPORTAT	ION ****
			*	We do many second to the	·*************************************			****
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H L MOTORS INC

05/14/2004 07:32 FAX 17189790891

Thank You!	PLEASE PAY THIS AMOUNT	0.00
	SALES TAX	0_00
CREDIT CARD	LESS INSURANCE	0.00
OR ACCEPTABLE	TOTAL CHARGES	0.00
STRICTLY CASH	MISC. CHARGES	0.00
TERMS:	SUBLET AMOUNT	0.00
	GAS, OIL, LUBE	0.00
FOR THE VEHICLE UNLESS OTHERWISE STATED	PARTS AMOUNT	0.00
ORIGINAL EQUIPMENT	LABOR AMOUNT	0.00

Ø 002

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: 3.Customer Address: 4.Customer City, State, and Zip: Staten Island, Ny 5.Primary Customer Phone #: Work 6.Additional Customer Phone #: Work
7.Customer fax #: 8. Cust Drivers Licenses # 9. State tax % rate
Customer Vehicle Information
10.Year/Make/Model:2004 Chevrolet Malibu11.VIN (17 Digits):1G1ZT548X4F13.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? Component Coverage Letter Miscellaneous Reimbursement Maintenance Letter American Express Check Owner Loyalty Certificate Other GM SmartCare NOTHING OFFERED GMPP
21.Was a TRADE Repurchase offered? 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: 24.TAC Case Number: 25.If no TAC number, Explain: 24.TAC Case Number: 24.TAC Case Number: 26.Reason for Repurchase (Include specific mechanical failure): Steering-Inoperative, headlamps inoperative 1
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: <u>AUCTION (ready for sale)</u> (If Rebill, please include 26 digit account # or 10 authorization code). 30. Type of TRANSACTION? <u>TRADE REPURCHASE</u> 31. Vehicle Damage (explain what damage is present and who is responsible): <u>Customer responsible for vehicle</u> 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

33.New Vehicle Year/Make/Model: 2004 Chev Malibu

34..Upgrade 🛛 Downgrade 🗌 Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 400

35.<u>Usage/Depreciation Amount</u>:

(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

41.1 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 <u>ePRA@GMExpert.com</u> Forward any supporting documentation to FAX- 866-827-1129

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

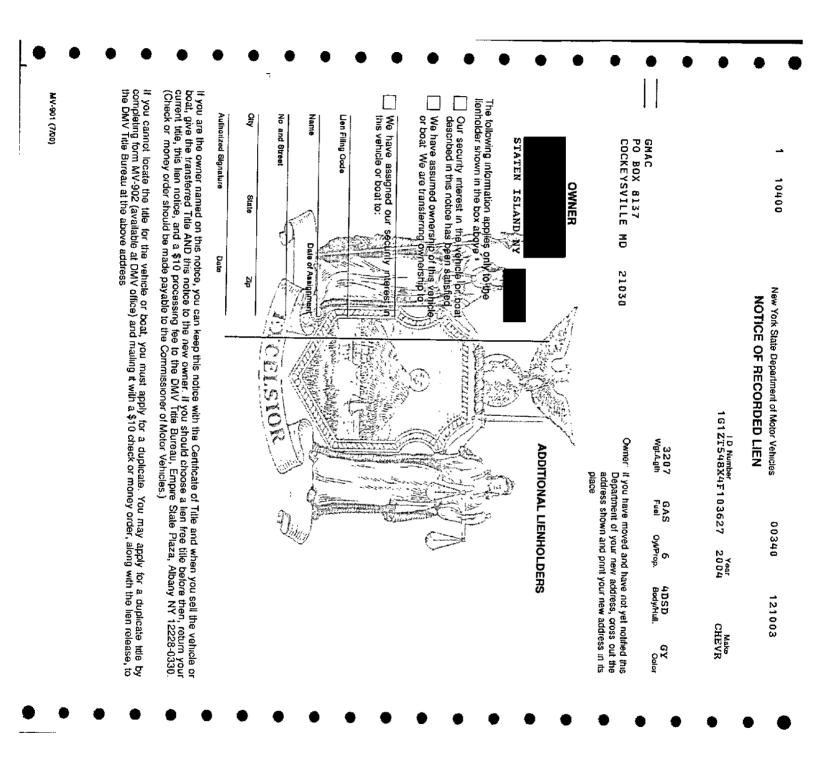
GMAC

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.



Dealer Confirmation Letter- Collateral Exchange General Motors 5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Phone (800) 231-1841 Ext. #58310

Collateral Exchange Agreement between Chevroloet and its dealer partner Island Chevrolet, Inc.

Cust	mersNane:
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
New Vehicle Sales Price:	\$20,435. 4 5
Used Vehicle Trade Value:	\$20,085.45
Trade Difference:	\$400.00
Taxes:	\$34.60
Rebates:	[Not Applicable]
Miscellaneous State Fees:	[fapplicable]
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	
Total Customer Contribution =	\$ 400	00.0

island Chevrolet, Inc. agrees to sign a Power Of Attomey to enable GM to make the necessary arrangements with the above referenced customers lending institution on the Dealers behalfto faciliate receiving a fice and cleart the 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, <u>Inc. 206359</u>	Author	6th	
[Dealership Name BAC] Management	Agentes Signature and Title.	`.	
island Chevrolet, Inc. 206359	Auster 2000	On Mr.	
[Dealership Name BAC] Management	Agents Printed Name and Title.		
Alien Bowen			
Authorized General Motors BRC Repr	esentative 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 REPURCH	IASE W	ORKSHEET	
FileNumber	Customer Name Worksheet filled out by:			
1-184363329	Allen Bowen			
1 104303329			Allen Dowen	
oldvehiclevn:	<u>New Vehicl</u>	eVN:	Date:	
1G 1ZT 548X 4F	1G 1Z T 54844		7/19/04	
19 12 1 9404 41	16 12 1 54644	C		
TRADE REPURCHASE			DEALER'S SAMPLE PURCHASE ORDER MOCK BILL OF SALE	
Acct.231/237 Vehicle Costs	20.485.45	G		20 495 45
Adjustment to line 1	20,485.45	M	Purchase Price (New Unit)	20,485.45
Conversion Cost	00.0	1*1	State Sales Tax	34.60
Tax	34.60	R		54.00
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	52.50	S		0.00
Miscelaneous	0,00	P	Reg.,Liz./Tille Fees (opt)	52.50
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State Fees	0.00	Ň	AdditionalAfferm arket Item s	0.00
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Service Contracts/GMPP	0.00	В		0100
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Transportation Fees	0.00	T		0.00
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TotalR & lac m & tPrice	20,572.55			
CUSTOMER 'S		R	Less Dealer Contribution	0.00
Tax	0.0	E		0.0 0
Luxury TaX	0.00	S	Subtotal	20,572.55
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Additional Aftermarket Items	0.00	0	Trade In	20,085.45
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Usage/Depreciation	00.0	S	Payoff	0.00
Damage	0.00	I		
Upgrade	400.00	В	NetAlbwance	20,085.45
Downgrade (deducted)	0.00	I		
Rein bursen entofAfferm arkets	00.0	Т	Cashon Delivery (Paid by GM)	87.10
Other	0.00	Y		
DealerContribution (deducted)	0.0		TotalBalanceDue	400.00
Total Custom & Cost	400.00			
			Am ount to Dealer for additional Fees	0.00
TradeRepurchaseAmount	20 ,172 .55			
TotalPayoffAm ount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU (m m /dd/Y	Y			
D CalOr Du C to G M	NА			
GM Due to Dealer	20 ,172 .55			
		1		
Estimated Auction Price	18,520.93		**This is a "work in proc⊖ss" until sig	
Projætæd (Loss)	(1,651.62)		by a GM Authorized R epresentative**	
		7		

August 4, 2011



Service Request: 1-184366543 Customer Relationship Manager: Brianne Mosher

:

Dear Ms.

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
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 <u>without</u> collision
Advised customer on basic airbag function
Dealer (Inspect under-carriage)
Forward file to EAA
Deployment <u>with</u> 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 <u>not</u> 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

August 4, 2011



Service Request: 1-186957118 Customer Relationship Manager: Yvonne Morgan

Dear Mr.

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



Service Request: 1-186957118 Customer Relationship Manager: Yvonne Morgan

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Sincerely,

General Motors Corporation







GENERAL MOTORS BUSINESS RESOURCE CENTER

February 16, 2004



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

Plus registration, tag, title fees	PAID AT DMV
Reimbursement of original taxes	\$1,025.77
Reimbursement of fees	\$49.92
Downgrade	\$695.00
TOTAL RESPONSIBILTY 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
- \Rightarrow 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
- \Rightarrow 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.

Signature and Date







GENERAL MOTORS BUSINESS RESOURCE CENTER

February 25, 2004

Burt Chevrolet, Inc. 5200 S Broadway Englewood, CO 80110-6793

RE:

, 2004 Chevrolet Malibu, VIN 1G1ZU54854F

CLOSING CONFIRMATION LETTER

Dear Paul Maggorie:

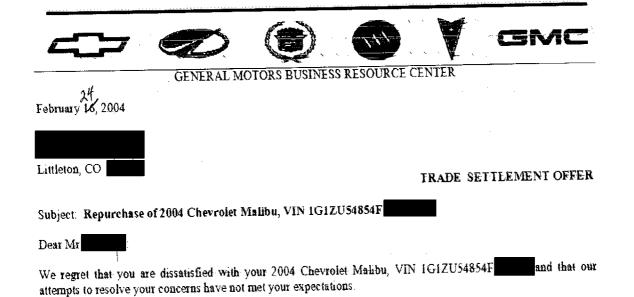
The following parties, Mr. & Mrs and Paul Maggorie, have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

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



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 RESPONSIBILTY 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)
- ⇒ 2 "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 heats. 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

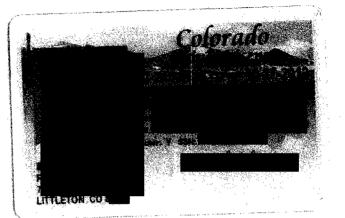


contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 57161 if you have any questions or concerns.

Sincerely, Tiffany King Business Resource Center

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

2-24-04 Signature and Date



February 19, 2004

To: Suffamy King General Motors

From:

Re: 2004 Malibu Juy: 1-866-213-4645 Attached is copy of registration which shows the tages paid on the 2004 Malibu. also is the title for the 2004 Maliba.

Let me know if you need anything else.

VIN

1G1ZU54854F

0/25/2003

LITTLETON

FIRST LIENHOLDER

MAIL TO

TAXABLE VALUE

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Authorized Agent Signature

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AMOUNT OF LIEN LIEN EXTENDED TO CO. NO. MATURITY DATE Authorized Agent Signature

CO

SECOND LIENHOLDER FILE NUMBER DATE FILED

AMOUNT OF LIEN LIEN EXTENDED TO CO. NO. MATURITY 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

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Comments:

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BURT CHEVROLET, INC. 5200 S. BROADWAY, ENGLEWOOD, CO 80110

Re:		CC:	•		
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Fax: 866 213	34645	Page #	3		
To: TIFTAny	King	From	Pri	MA	
ax	-	•			

🗆 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

Dealer Confirmation Letter- Trade Repurchase

Chevrolet

5701 East Hillsborough Ave, Suite 2300 Tampa F1 33610 Tiffany King @ (800) 231-1841 Ext. 57161

Trade Repurchase Agreement between Chevrolet and its dealer partner Burt Chevrolet, Inc.

Customer's Name: 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:	1G1ZU54324F
New Vehicle Sales Price:	\$22,196.05
Used Vehicle Trade Value:	\$22,196.05
Trade Difference:	S0.00
Takes:	\$0.00
Rebstes:	[Not Applicable]
Registration, Title, License, and Other Fees:	PAID ÁT DMV ÉY 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 Desler's behalf to facilitate receiving a free and clear the 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.

ent Agent's Signature and

SERUCE MANAGER vrolet Inc. Manage

Authorized General Motors BRC Representative Signature

Tiffany King

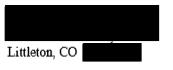
Authorized General Motors BRC Representative Printed Name

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

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<u></u>		†^^^		CAREFULLY BEFORE	
RICHARD L. WATKIN SUSAN J. WATKIN			1	R PAPER SUBJECT	
			any, executed pursuan	t to this Order are subjec	Agreement and disclosure if It to approval by the lending
CUSTOMER SIG			institutions named he Buyer hereby grants i	rein. If not so approved, t to Secured Party (Saller)	this sale shall be cencelled. the right to negotiate with
· · · · · · · · · · · · · · · · · · ·			said lending institution	ne for e reasonable varia	tion in terms. The Buyer to variation of terms in which
			to give notice of reject	ton. Buyer shall execute	new ilnancing agreements
······································			required by the lender		
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A			Seller and agrees to be	v Seller a rental charge o	of \$ dollars
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CITY SALES TAX 3.0000 REGIONAL TRANSPORTATION DISTRICT TAX 8000	<u> </u>		sale of this vehicle shi procedure set forth on th	all be resolved by arbitra he reverse side of this Orda	for in accordance with the
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CUSTOMER IS RESPONSIBLE			BUYER'S SIGNATURE		
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GENERAL MOTORS BUSINESS RESOURCE CENTER

February 16, 2004



TRADE SETTLEMENT OFFER

CENIC

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, <u>but not limited to</u>, 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 Reimbursement of original taxes Reimbursement of fees **PAID AT DMV** \$1,025.77 \$49.92

TOTAL RESPONSIBILTY OF CUSTOMER TOTAL CREDIT TO CUSTOMER Registration, tag, title fees \$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 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.

Signature and Date

Dealer Confirmation Letter- Trade Repurchase Chevrolet 5701 East Hillsborough Ave, Suite 2300 Tampa FI 33610 Tiffany King @ (800) 231-1841 Ext. 57161

Trade Repurchase Agreement between Chevrolet and its dealer partner Burt Chevrolet, Inc.

Customer's Name: 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: New Vehicle Sales Price: Used Vehicle Trade Value: Trade Difference: Tenes: Rebates: Registration, Title, License, and Other Fees: Document Feez: Dealer Processing Feet

1G1ZU54824F \$22,196.05 \$23,966.74 -\$1,770.69 \$0.00 [Not Applicable] PAID AT DMV BY CUSTOMER [Not paid by either party] [\$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

MANAGE R

ment Agents Signature and T Inc.

Managemen

Authorized General Motors BRC Representative Signature

Tiffany King

Authonized General Motors BRC Representative Printed Name

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

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Fax: 8106 21	34645 Page# =	
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CUSTOMER IS RESPONSIBLE									
The second second second second second second second second second second second second second second second s					This Order is not bindin named Seller and such	ng until ac accentence	cepted by th	te managemen to subserver	t of the above
X					representations as to cr	'edit and er	nplovment r	made by Purch	aser as well as
		69			acceptance of financing turn, to the above-name	i terms by a	a bank or fin	апсе сотралу	acceptable, in
DEPOSIT DUE REC. #	22196			İ			.		
TOTAL DOWN	PAYMENT		0000-	<u> </u>			REFERF	a≑08Y	
BALANCE DUE ON UNIT		-^	23966				R OR HIS A	IORIZED REPRESE	NTATIVE
SERVICE CONTRACT PREMIL	JM (INITIAL)	1	-1770	: 69	R.O. NO.		R.O. NO.		
SERVICE CONTRACT NO.				_					
SERVICE CONTRACT WAIVED) (INITIAL)								
GRAND TOTAL BA	LANCE DUE				MANAGER'S APPRO	VAL		MANAGER'S APP	PROVAL
would and Remain Common a second			-1770	EQ					-

FEB 26 2004 16:45 FR SITEL

TO 918662134645 F

P.01∕18

RVDC Active Case # 82573

Page 1 of 1



RVDC Case# 82573

1G1ZU54854F 113019 BURT CHEVROLET, INC. Paul Maggorie, Service Manager	Dealer Admin Fee Applies? Y This vehicle was re Voluntary mediated cu	N		
113019 BURT CHEVROLET, INC. Paul Maggorie, Service	<u>voluntary</u> mediated cu		N	
BURT CHEVROLET, INC. Paul Maggorie, Service	<u>voluntary</u> mediated cu		_	
Paul Maggorie, Service		stomer satisfaction repurchase	_	
Paul Maggorie, Service	Retrieve Sales Tax? N	Title Brand?	3	
Managér	Reason for not	Retrieving Sales Tax:		
		ABLE IN THIS STATE		
3037610333	Original Sales Tax Paid in	Repurchased Under Law		
3037896395	State: CO	State: CO	s or	
2003-10-25	Vehicle Meets Presu	mption of LEMON LAW? Y		
1603	Closing Schedule:	Established on:		
A	2004-03-02	2004-02-25	1	
M0105				
25720.00	If no, w	here:BAC is 0		
	Location	Site Name:		
TR	City:		_	
1G1ZU54824F		one #:	:	
ase: Power electric steering	GM Legal	Case Number:		
dule fallure				
	Gm Counsel C	Optact Name: N/A		
	City:			
			_	
		<u>^ #.</u>		
ustomer Due to GM: 0.00		Per Diem: 0.00		
Chi	ck Information	Deater Due GM: 0.00		
Customer				
23966.74	<u>Liennoider</u>	Plaintiff's Attorney		
			.00	
& Burt Chevrolet Too		Payee1:	_	
	· · · · · · · · · · · · · · · · · · ·	Payee2:		
Littleton		Address2:		
		City:		
		State:		
		Zip		
	Phone #:	Phone #:		
	<u>Fax #:</u>	Fax #;		
	Attention:			
Case ID: 8	2573 Toltlatory	L con name:		
		11 11 6)	
		SU. U.U. (22		
	/-	juldon D	 }	
	A M0105 25720.00 20661.04 82573 7092193 TR 1G12U54824F AVM Voluntary PRA AVM Terry Henson ase: Power electric steering dule failure Arnount: 0.00 Char Customer 23966.74 & Burt Chevrolet, Inc Littleton CO	1603 Closing Schedule: 2004-03-02 M0105 If no, w 25720.00 If no, w 20661.04 Location 82573 Contrain 7092193 Add TR City: 1G1ZU54824F Ph AVM Voluntary Fi PRA AVM Terry Henson Corr ase: Power electric steering GM Legal dule failure GM Counsel C Add Add City: Pho Fa City: City: Pho Same Power electric steering GM Counsel C Add Add City: Pho Fa City: Lien Payoff Fa Lien Payoff Add Add Add Customer Lienholder 23965.74 Payee1: & Burt Chevrolet, Inc. Payee2: Address1: Address1: Address2: Littleton City: Co State: Zip Phone #: Fax #;	1603 Cloging Schedule: Established on: 2004-03-02 2004-02-25 M0105 If no, where: BAC is 0 20661.04 Location Site Name: 2004-02-25 82573 Contact Name: 2014-02-25 7092193 Address 1: 2014-02-25 TR City: State: 2014 1G12U54824F Phone #: 2014-02-25 AVM Voluntary Fax #: 2014 PRA AVM Terry Henson Comment: 2014 ase: Power electric steering GM Legal Case Number: 2014 dule failure GM Counsel Name: N/A Address1: Address2: 210 Amount: 0.00 Lien Payoff State: Z10: Amount: 0.00 Lien Payoff Payee1: Payee1: 00 23966.74 Check Information Check Amt:: 0 23966.74 Payee2: Payee2: Payee2: Payee2: Address2: Address2: Address2: 210 Address2: Address2: 210 210 Address2: Address2: 210 210 Address2: Address2: 210 210 CO State: State: 210	

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https://www.gmrvdchq.com/rvdc/Display.jsp?strRVDCNum=82573

GENERAL MOTORS BUSINESS RÉSOURCE CENTER <u>TRADE</u> REPURCHASE CHECKLIST

APP		APP	
	CHECK REQUEST FORM (CIF)		SIGNED BILL OF SALE ON ORIGINAL VEHICLE
<u> </u>	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	n	DEALER PROFIT OTHER THAN ADMIN FEE
	COPY OF TITLE OR REGISTRATION	<u> </u>	INVOICE FOR ATTORNEY FEES (If Applicable)
· · · · · · · · · · · · · · · · · · ·	WARRANTY HISTORY	n	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#	IG1ZU54854F
Ycar-Make and Model:	2004 Chevrolet Malibu

LIENHOLDER INFORMATION:

Lienholder Name:	NOLOAN
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	

FEB 26 2004 16:46 FR SITEL

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<u>File Number</u> 1-187329640	BRC REPURCI		Worksheet filled out by: Tiffany King	
<u>Old Vehicle VIN:</u> 1G1ZU548541	<u>New Vehicle VIN:</u> 1G1ZU54824F		<u>Date:</u> 2/24/04	····
			DEALER'S SAMPLE PURCHASE ORDER MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	22,196.05		Purchase Price (New Unit)	22,196.0
Adjustment to line 1	0.00	G M		ZZ,190.0
Conversion Cost	0.00		State Sales Tax	0.00
Tax	0.00	R		0.00
Luxury Tax	0.00	Ē	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	S		0.00
Miscellaneous	0.00	- P	Reg./Lic./Title Fees (opt)	0.00
Other	0.00	lo –		0.00
State Fees	0.00		Extended Warranty	0.00
		-1s		0.00
Cost to transfer Aftermarket Items	0.00	Ī	State Fees	0.00
Service Contracts/GMPP	0.00	B		
Miscellaneous	0.00	- T	Miscellaneous	0.00
Transportation Fees	0.00	Τ.		
		Y	Other	0.00
Total Replacement Price	22,196.05			
CUSTOMER'S		R	Less Dealer Contribution	0.00
State Sales Tax	0.00	E		0.00
City Sales Tax	0.00	E	Subtotal	22,196.0
Regional Trans. District Tax	0.00	P		
Extended WarrantyGMPP	0.00	0	Trade In	23,966.7
		- N		20,000.7
Jsage/Depreciation	0.00	s	Payoff	0.00
Damage	0.00			0.00
Jpgrade	0.00	В	Net Allowance	23,966.7
Downgrade (deducted)	695.00			
Reimbursement of Taxes	1,025.77	T	Cash on Delivery (Paid by GM)	0.00
Reimbursement of Fees	(49.92)	Y		
Dealer Contribution (deducted)	0.00		Total Balance Due	(1,770.6
Total Customer Cost	(1,770.69)			
			Amount to Dealer for additional Fees	0.00
				0.00
Trade Repurchase Amount	23,966.74			
		-		
			Meter	huller
Total Payoff Amount	0.00		GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/y				
Dealer Due to GM	NA		· · · · · · · · · · · · · · · · · · ·	
GM Due to Dealer	23,966.74		<u>+// / </u>	
	20,000.74	┫──╎┈		
		····	<u>↓ </u>	
Estimated Auction Price	20,661.04		**This is a "work in process" until sign	ned
Projected (Loss)	(3,305.70)		by a GM Authorized Representative**	
		=		

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<u>File Number</u> 1-187329640	BRC REPURC Customer		RKSHEET <u>Worksheet filled out by:</u> <i>Tiffany King</i>	
<u>Old Vehicle VIN:</u> 1G1ZU548541	<u>New Vehicle VIN:</u> 1G1ZU54824F		Date: 2/16/04	
			DEALER'S SAMPLE PURCHASE ORDER MOCK BILL OF SALE	
Acct. 231/237 Vehicle Costs	22,196.05	G	Purchase Price (New Unit)	22,196.05
Adjustment to line 1	0.00			22,190.05
Conversion Cost	0.00		State Sales Tax	0.00
Tax	0.00	R		
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	0.00	S		
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	0.00
Other	0.00			
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		
Miscellaneous	0.00	1	Miscellaneous	0.00
Transportation Fees	0.00	Т		
		Y	Other	0.00
Total Replacement Price	22,196.05			
CUSTOMER'S		R	Less Dealer Contribution	0.00
State Sales Tax	0.00	E		
City Sales Tax	0.00	S	Subtotal	22,196.05
Regional Trans. District Tax	0.00	P		
Additional Aftermarket Items	0.00	0	Trade In	22,196.05
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00			
Upgrade	0.00	В	Net Allowance	22,196.05
Downgrade (deducted)	0.00			1
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	0.00
Total Customer Cost	0.00			
	0.00			
		·	Amount to Dealer for additional Fees	0.00
Trade Repurchase Amount	22,196.05			
			······································	<u></u>
				a 1.
Total Payoff Amount	0.00			ET I L'OA
PAYOFF GOOD THRU(mm/dd/y	0.00		GM Authorized Signature	Date
	····		· · · · · · · · · · · · · · · · · · ·	
Dealer Due to GM	NA		· · · · · · · · · · · · · · · · · · ·	
GM Due to Dealer				
	22,196.05			
· · · · · · · · · · · · · · · · · · ·				
Estimated Auction Price				
	20,661.04 (1,535.01)		**This is a "work in process" until sign	ned
Projected (Loss)			by a GM Authorized Representative**	

FEB 26 2004 16:47 FR SITEL			TO 918662134645 P.05/18
02-25-04 05:22 BURT CHEVRO	LET SER	VICE	ID-3637896398 P.62
			NEW
	BUY	ER'S	ORDER AND INVOICE
AUTOMOTIVE NETWORK			SALPSMAN
		_	DATES 2004 Vertical by
5200 SOUTH BROADNAY	MINCHARE		
	Alakamanggay, .		
WORK PVL # Dreverse Localities ()	╴ <u>┶┰</u> ┯	TON	COUNTY ADAD STATE CO. ZR
		MALI	
161ZU54824F		GRA	
AGREED, HOWEVER THAT NETTHER THE DE	TO BE MAD	EON	
MANUFACTURERS SUGGESTED RETAIL PRICE	S S	<u>- 115, 101</u>	THE ASTONEY WILL BE CABLE FOR FAILURE TO EFFECT DELIVERY.
			"THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE UABILITY INSURANCE, AND SAID ALSO STATES THAT HE/SHE
AGREED SELLING PRICE	22	196	AB INAD, IN EFFECT AN AUTOMOBILE I JARD ITY DOLLARY AS DESILIES
DEALER INSTALLED OPTIONS			IN SECTION 42-7-103(2) COLORADO REVISED STATUTES, 1973, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT."
			- X
			READ CAREFULLY BEFORE SKINING CONSUMER PAPER - SUBJECT TO APPROVAL
			NOTE: The finance terms of the Note. Security Agreement and disclosure M
······			any, executed purplet to this Order are sublext to enormal bushs in all
CUSTOMER SIG.			Institutions named harain. If not so approved, this sale shall be cancelled. Buyer hereby grants to Becurod Party (Sciler) the right to regotiate with
			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 invited lately return the vehicle to Beller and agrees to pay Seller a rental charge of \$doilars
		-	
·····			sustained by the vehicle while in Buyer's polysession, and outs of Saler in regaining possession of the vehicle. Any such charges or costs may be
		- <u> </u> -	deducted from any deposit given by Buyer.
			DISCLAIMER OF WARBANTIES
INANCING ARRANGED BY			ALL VEHICLES ARE BOLD WITHOUT ANY WARRANTY, EXPRESS
DEALER SIG.		<u>†</u>	OR IMPLIED, OF MERCHANTABILITY OR FITNESS BY SELLER.
USTOMER SIG.			
			i understand the above statement.
USTOMER GUARANTEES TAXES NOT TO EXCEED	*		x
SUB TOTAL	- -		GUATOMER BRANA () INTE
ELIVERY & HANDLING * See Definition	221	35 ()	* DELIVERY AND HANDLING REPRESENTS CORT AND ADDITIONAL PROFIT TO THE IDEALER FOR ITEMS SUCH AS INSPECTING, CLEANING AND ADJUSTING NEW AND USED VEHICLES AND PREPARING DOCUMENTS RELATED TO THE SALE
TOTAL PRICE OF UNIT	- 221		
TY SALES TAX 2:9000		-4//	tale of this while shall be seen and out of or in connection with the
EGIONAL TRANSPORTATION DISTRICT TAX			procedure set forth on the reverse side of this Order.
UNITY TAX 0.8000		-4//	BUYEA'S SIGNATURE
TOTAL CASH DELIVERED PRICE	*		NOTICE: "THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT, INFORMATION ON THE WINDOW SOURCE DEFENSION AND ADDRESS OF THE ADDRESS OF THE DEFENSION OF THE
12004 N/A)6 08	THE OTHER OTHER THE STATE OF TH
MA	4		YOUR SIGNATURE BELOW IS AN ADMISSION THAT YOU MAVE READ AND UNDERSTAND THE DISCLAMERS OF WARRANTY, AND CONDITIONS OF SALE ABOVE AND ON THE REVERSE SIDE OF THIS FORML IF THIS BUYER'S ORDER AND INVOICE INVOICES THE SALE OF A NEW VEHICLE THE UNDERSIGNED HEREY ACKNOWLED FOR ANY VEHICLE
			SALE ABOVE AND ON THE REVERSE SIDE OF THIS MORAL IF THIS
	7		THE UNDERSIGNED HEREBY ACKNOWLEDGEB RECEIPT OF THE MANUFACTURER'S NEW VEHICLE WARRANTY.
	, ł		I THE TAXABLE WARDANIT.
23966.74		1	
23966.74	-		BUYER'S SIGNATURE
23966,74	-		
23966,74	-		BUYER'S SIGNATURE
23966,74	-		BUYER'S SIGNATURE BUYER'S SIGNATURE This Order is not binding until accepted by the management of the shove nemed Selier and such acceptance is subject to subsequent vertification of
23966,74 22196,05 22196,05 Products at Autom District RAYT ADDITIONAL PROFE T BOUTTY 1770,69			BUYER'S SIGNATURE BUYER'S SIGNATURE This Order is not binding until accepted by the management of the shove remed Selier and such scoeptance is subject to subsequent writication of representations as to creat and employment made by Purchaser as well as acceptance of financing terms by a bark of finance.
23966,74 WASK BALANCE OWED ON VEHICLE 22196,05 RAVY ADDITIONAL PATORY TEQUITY 1770,69 POSIT			BUYER'S SIGNATURE BUYER'S SIGNATURE This Order is not binding until accepted by the management of the shove remed Seller and such acceptance is subject to subsequent verification of representations as to oracli 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.
23966,74 WASK BALANCE OWED ON VEHICLE 22196,05 MODMER ME INNEROMONIELE R AVY ADDITIONAL PROF. TEQUITY 1770,69 POSIT TOTAL DOWN PAYMENT		5 74	BUYER'S SIGNATURE
23966.74 22196.05 22196.05 22196.05 WTOMET IN INTERPONDUCE RANT ADDITIONAL PRIVAT IT EQUITY IT EQUITY IT EQUITY IT EQUITY IT OTAL DOWN PRYMENT VORUS DUE DUE ON UNIT	_2396		BUYER'S SIGNATURE
23966,74 22196,05 221	_2396		BUYER'S SIGNATURE
AND DE CONTRACT WAIVED (INITIAL)	_2396		BUYER'S SIGNATURE
23966,74 WHERE BALANCE OWED ON VEHICLE 22196,05 WITCHERE MENTONNELLE RAYT ADDITIONAL PAYOFT TEQUITY 1770,69 POSIT TOTAL DOWN PAYMENT LANCE DUE ON UNIT FWICE CONTRACT PREMIUM RWICE CONTRACT NO. RWICE CONTRACT NO. RWICE CONTRACT NO. GRAMD TOTAL BALANCE OUE	2396	•••!••	BUYER'S SIGNATURE

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2004 MALIBU LT SEDAN 88U MEDIUM GRAY METALLIC 142 GRAY ORDER NO. GTHSFF/TRE STOCK NO. VIN 1G1 ZU54 82 4F		CHEVROLET GENERAL M 100 RENAI DETROIT VEHICLE I	OTORS COR SSANCE CE MI 4	PORATION NTER 8243-1114
MODEL & FACTORY OPTIONS	MSRP	INV AMT		
1ZU69 MALIBU LT SEDAN 22	870 00	20926.05		
	N/C			
LX9 3.5L V6 ENGINE	0.00	N/C		
	0.00	0.00	EXP I/T	
	300.00	0.00 270.00	INT COM	
(REPLACES STD/OPT RADIO)	500.00	270.00	PRC EFF	
U2K XM SATELLITE RADIO-100 CHANNELS : OF GO ANYWHERE ENTERTAINMENT SERVICE FEE EXTRA.1ST 3MOS.INCL	325.00	292.50	KEYS G28 WFP-S QT BANK: GM CHG-TO	R OPT-1 AC - 021
	0.00	0.00	CHG-IQ	10-177
1SB MALIBU PREFERRED EQUIP GRP 1SB * AUTO-DIMMING INSIDE MIRROR * HOMELINK TRANSMITTER * POWER SUNROOF	905.00	814.50	GMS: SUPPLR: MRM: DAN:	32.9 22271.05 23273.25 25025.00

FOTAL MODEL & OPTIONS	24400.00	22303.05	ACT	231	22196.05
DESTINATION CHARGE	625.00				732.00
LAM DEALER CONTRIBUTION		244.00			
LAM GROUP CONTRIBUTION		244.00	EXP	65A	244.00

FOTAL25025.0023416.05PAY 31023416.054EMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT22341.00

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.

MEDVED CHEVROLET, INC.

REMIT TO GMAC NO. 021 VIN 1G1ZU54824F \$ 23416.05 INV 1AD32099862 DUE 01/20/04 DEALER 10-177 New

1



Ve	r.3-8/1/2002
11.VIN (17 Digits): 1G1ZU54854F 12.Current Mileage: 1,603	13101 113101 112m
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 Magree Fed	
20.What GOODWILL TOOLS were offered? Component Coverage Letter Maintenance Letter Owner Loyalty Certificate GM SmartCare GM SmartCare 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: 1-187328000 9040 24.TAC Case Number: 25.If no TAC number, Explain: 24.TAC Case Number: 26.Reason for Repurchase (Include specific mechanical failure): Steering module failure for electric steering, initial part delay and days out of service meets presumption	or power
 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: <u>AUCTION (ready for sale)</u> (If Rebill, please include account # or 10 authorization code). 30.Type of TRANSACTION? <u>TRADE REPURCHASE</u> 31.Vehicle Damage (explain what damage is present and who is responsible): <u>none noted</u> 	26 digit
32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: <u>1G1ZU54824F</u> 33.New Vehicle Year/Make/Model: <u>2004 Chevrolet Malibu</u> 34Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):	<u>695</u>
35.<u>Usage/Depreciation Amount</u>: (Standard Usage Formula = Current mileage/100,000 <i>multiplied</i> by purchase price; **NOTE: This may vary b individual State Lemon Laws) (If waived, please explain Why) -Please show how you arrived at this usage amount: <u>None : due to low miles</u>	у

-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 Det AUM -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: <u>vehicle has been repaired and is ready for auction : customer is</u> <u>driving his old vehicle until trade repurchase completed : customer did not want to stay in this vehicle.</u>

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/06/2004

- 42.Authorizer Name: <u>Terry L. Henson</u>
- 43.GM Position: <u>Area Vehicle Manager</u>

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 <u>ePRA@GMExpert.com</u> Forward any supporting documentation to FAX- 866-827-1129

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

INCENTIVE SHUT-OFF NOTICE

CUSTOMER'S NAME:Image: Customer is a state of the state of

REASON: <u>TRADE REPURCHASE</u>

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

10-075

DEALER CODE:

BRAND (circle one): Chevrolet--13

NEW VEHICLE VIN: 1

1G1ZU54824F

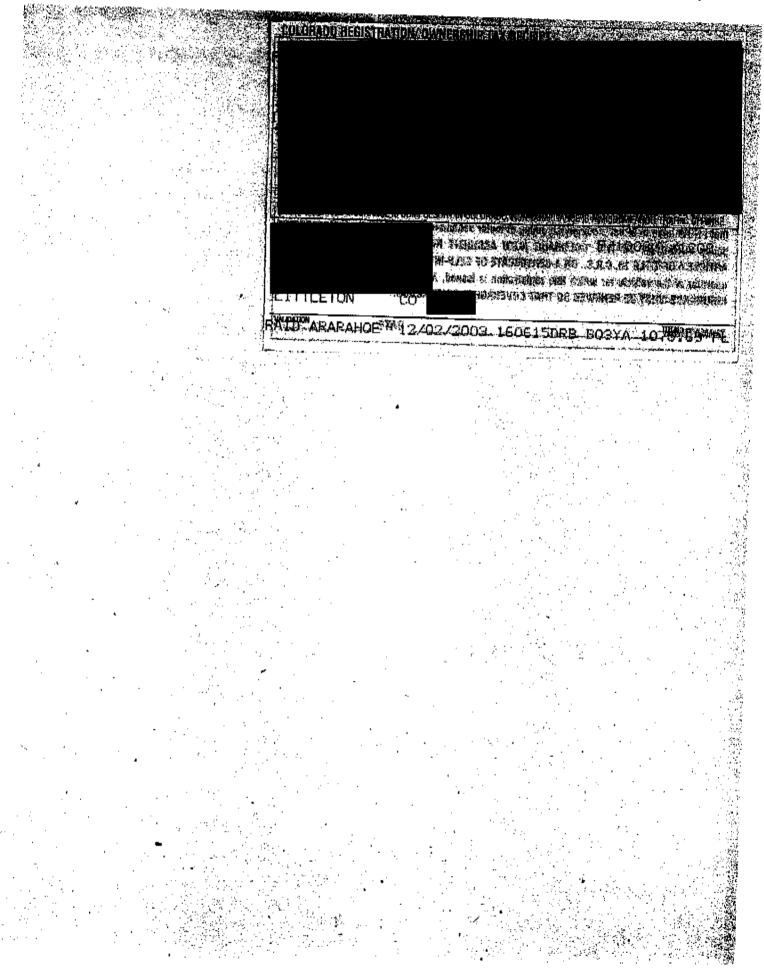
SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

02/25/2004

Feb 19 04 07:11a Littleton YMCA-Broadway

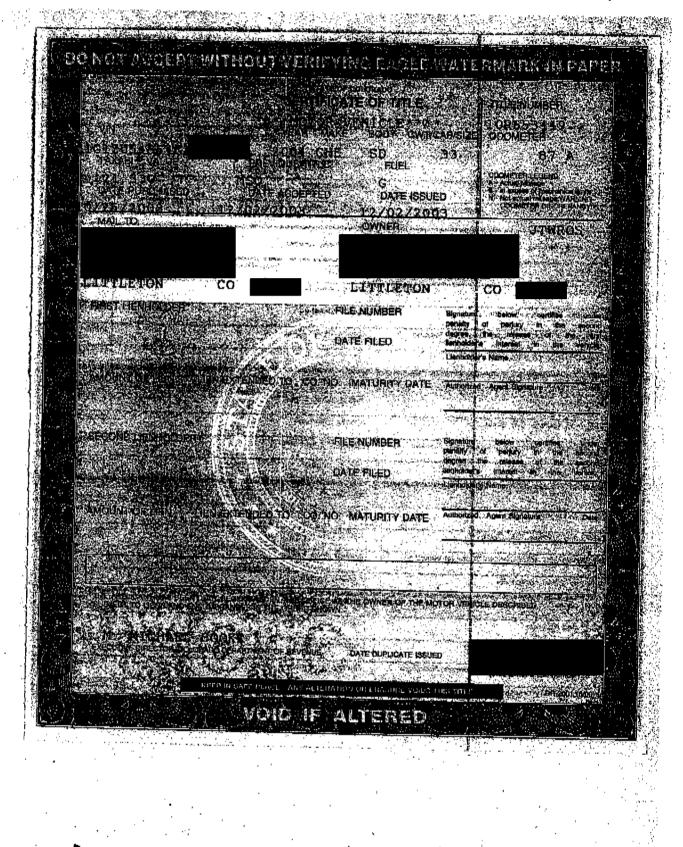
3037940659

P.3



Feb 19 04 07:08a Littleton YMCA-Broadway 3037940659

P.2



2004 MALIBU LT SEDAN 88U MEDIUM GRAY METALLIC 142 GRAY ORDER NO. GKZJ01/TSE STOCK NO VIN 1G1 ZU54 85 4F		GENERAL N 100 RENAL DETROIT	
VIN IGI 2054 85 4F ************************************	**************************************	VEHICLE 1 ********* INV AMT 19896.90 0.00 261.00 604.65 282.75 0.00 787.35	INVOICE 11D09783563 ********13*31015S P.E.P./SPL EVENT INVOICE 08/28/03 SHIPPED 08/28/03 EXP I/T 09/07/03 INT COM 09/08/03 PRC EFF 07/11/03 KEYS G3296 G3296 QTR CHG-TO 31-015 SHIP-TO CO-AUC DENVER AUTO AUCTI AURORA CO 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

WESTERN REGION LOO RENAISSANCE CTR/482-A25-D35 DETROIT MI 48265-1000

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 Phis registration, teg, title-fees
 PAID AT DMV

 Reimbursement of original taxes
 \$1,025.77

 Reimbursement of fees
 \$49.92

 Downgrade
 \$695.00

TOTAL RESPONSIBILITY OF CUSTOMER TOTAL CREDIT TO CUSTOMER

Registration, tag, title fees \$1,770.69

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUILINED 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 cepurchase-used only for title corrections, if needed (supplied by General Motors).
- => an "Odometer. Disclosure Statement" it signed at the time of the repurchase (supplied by General Motors)
- => this offer is contingent upon the approval of your leading/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 inter

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 beense. 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

Littleton YMCA-Broadway

3037940659



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, Fiffany King Business Resource Center

This letter will be required for you to being to the single-

2-254-04 2/24/04

02-24-04 94:13 BURT CHEVROLET SERVICE

ID-3037896398

Dealer Confirmation Letter- Trade Repurchase Chevrolet 5701 East Hillsborough Ave, Suite 2300 Tampa FI 33610 Tiffany King @ (800) 231-1841 Ext. 57161

 ${}^{\prime}$ Trade Repurchase Agreement between Chevrolet and its dealer partner Burt Chevrolet, Inc.

Customer's Name: File Number:

1-167329640

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

General Motors will issue a check in the amount of \$22,986.74 to Richard Watkins & Burt Chevrolat, Inc. Remember that both parties need to endorce the back of the check. When writing the sales agreement for the trade repurchase, please use the numbara below:

Replacement VIN: New Vehicle Sales Price: Used Vehicle Trade Value; Trade Difference: Takes: Rebate Registration, Title, License, and Other Foes: **Bocument** Fees Dealer Processing Foo:

1G1ZUS4324F \$22,196.05 -\$23,866.74 · -\$1,770.69/ \$0.00 Not Applicable] PAID AT OMV BY CUSTOMER [Not paid by either party] [\$200 applied at warranty credit via W.I.N.S.]

As slways, the customenic 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 vahicle.

Chevrolet agrees to sign a Power Of Atlomey to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Desler's behalf to tacilitate 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

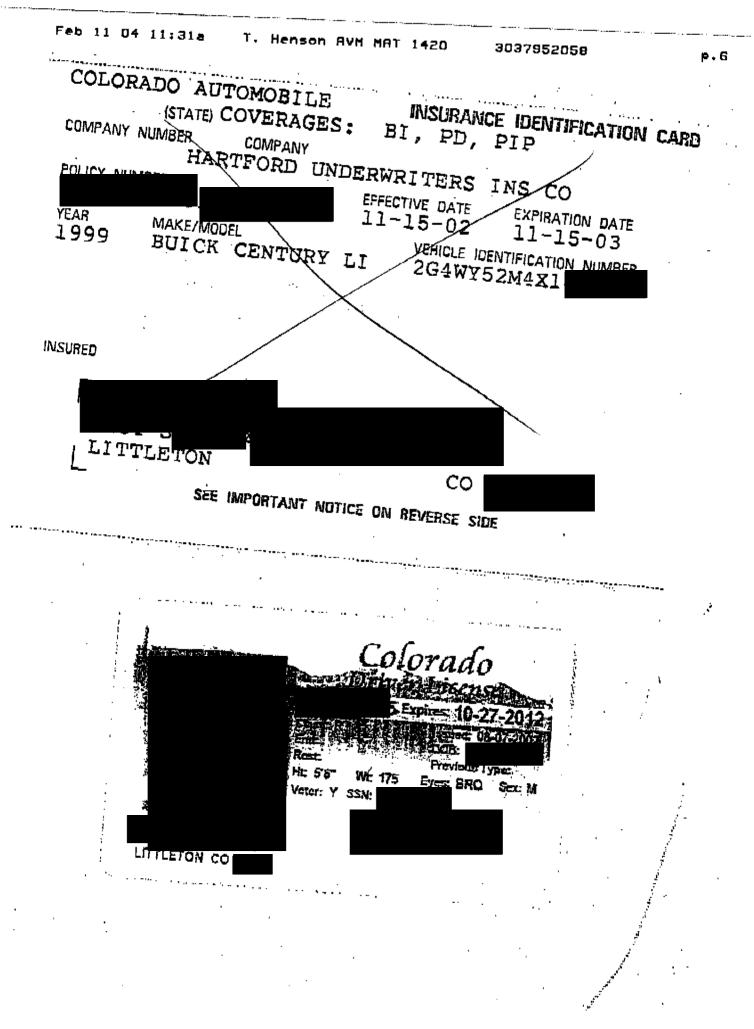
-- Sou Mg Bud Jee. Agents Signature and

Inč. Manageme

Authorized General Motors BRC Representative Signature

Tiffany King Authorized General Motors SRC Representative Printed Name

Thank you for azzisting Chevrolet in this trade repurchase for our mutual customert



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August 4, 2011

Plymouth Meeting, PA

Service Request: 1-187522832 Customer Relationship Manager: Andrew Mills

Dear Mr.

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,

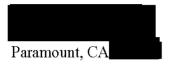
General Motors Corporation



GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

3-29-04



RE: Repurchase for 2004 Chevrolet Malibu

Dear

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. <u>Once the</u> <u>transaction has been completed, please call me at the number listed below so that the</u> <u>customers file can be closed.</u>

<u>Note:</u> Do not payoff the customers lien, General Motors will handle that portion of the <u>transaction</u>.

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) 864-3737PHONE (562)863-9962 FAX

FAC	SIMILE TRANSMITTA	L SHEET	
"ALLEN BOWE		HARles	WELDON
BUSINESS RES	BUR CE	3-22-0	
54X NUMBER: 366-440-	5933	OF PAGES INCLUDING C	OVER:
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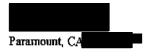
NOTES/COMMENTS:

NOTICE: The information contained in this facsimile message is confidential information and contains information protected by the attorncy-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.



GENERAL MOTORS BUSINESS RESOURCE CENTER

3-18-04



STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, 1-187776283

Dcar

We regret that you are dissatisfied with your 2004 Chevrolet Malibu #1G1ZT52874F and that our attempts to resolve your concerns have not met you; 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:

- ${f B}$ the vehicle is free from any abnormal damage or alterations which impair its resale value
- B all factory installed equipment are intact and functional.
- β a free and clear title is provided at the time of repurchase (payoff original loan)
- B a Power of Attomey 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 run ber 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.

_____ - 03-22-04





GENERAL MOTORS BUSINESS RESOURCE CENTER STRAIGHT REPURCHASE CHECKLIST

APP		APP	
<u> </u>	GM CARD EARING ON BUYBACK FORM (I.A.)	<u> </u>	SIGNED BILL OF SALE ON ORIGINAL VEHICLE
	COPY OF TITLE OR REGISTRATION		
	WARRANTY HISTORY		ACV ON TRADE-IN DOCUMENTATION (I.A.)
	INCENTIVES FROM R028 IN BARS	. 	BBB/LEMON LAW RULING (I.A.)
	DESCRIPTIONS OF INCENTIVES F071 IN BARS		RECEIPTS FOR ANY AFTER-MARKET ITEMS (LA.)
	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
`~	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.A.) MEANS IF APPLICABLE		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

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TO 918664405933

P.02/16 Page 1 of 1

RVDC Active Case # 83259



RVDC Case# 83259

BRC Case	1187776283		Vehicle is going to: Auction	Is Vehicle Dri Y		Issue 1099	17	
Customer Name		De	aler Admin Fee Applies?	· Iss	ue Relea: N	sė		
Original VIN	1G1ZT52874F		This vehicle was rep	urchaced as a		a:		
BAC	114575		Voluntary mediated cus	tomer satisfaci	tion repu	rchase		
Dealership Name			Retrieve Sales Tax? Y		le Brand			
Dealer Contact/Title	Mike McDonald, Ser Manager	vice	Reason for not					
Dealer Phone	5629241 <u>676</u>		riginal Sales Tax Paid In	Benurcha	ed Unde	r Laws of	_	
Dealer Fax	5628091309		State: CA		tate: CA			
Delivery Date	200 <u>3-09</u> -30		Vehicle Meets Presur	notion of LEMO	N LAW?	Y		
Buyback Mileage	750		Closing Schedule:	Esti	ablished	on:		
Transmission	Α		2004-03-30		004-03-2			
UCC Code(s)	M0105	·						
MSRP	21075.00		If no, wi	ere <u>: BAC is O</u>				
Est. Auction	17224.29			Site Name:				
Value	17224.23			ict Name:				
Case Number	83259			iress 1:				
TAC Case				iress 2:				
Number			City:	State:		Zip:		
Type of	SR		Ph	one #:				
Transaction				ax #:			_	
Replacement VIN			mment: BRC CASE 1-1877		accept r	edistration	in	
Repurchase Type	AVM Voluntary		lieu of Title per General M	Antors Manage	r Sheldor	Bright		ELECTRON
Repurchase Source	PRA AVM Art Dav			Case Number:			7	TITLE
Reason for Reput	chase: Steering is inop	erative		sel Name: N//				
- part	s are not available			Contact Name:				
				ress1:	<u> ny A</u>		-	
				iress2:				
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		E	Ph F ien Payoff	one #: ax #:				
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Case ID: 83259 Initiator: bowena

Sluldon Bright

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https://www.gmrvdchq.com/rvdc/Display.jsp?strRVDCNum=83259

3/24/04

<u>File Number</u> 1-187776283						<u>Worksheet filled out by:</u> Allen Bowen			
Old Vehicle VIN: 1G1ZT52874F				<u>Date:</u> 3/18/04					
			SEMERANS	h ya Anga sunonggongo gana sunong sunonggongo gana sunonggongongongongongongongongongongongon	((
				:	Lea	se Terms MO_NILease Usage Mo_N			
		1	Base Price	\$20,875.00	1	Dealer Buyout Price			
		2	Document Fee	\$45.00	2	Payments (opt)	:		
· · · · · · · · · · · · · · · · · · ·		3	Sales Tax	\$1,742.40	3	Pre-Payment(s) (Pro-rate)			
		4	License Fees	\$182.00	4	Cap Cost Reduction	<u></u>		
		5	After Markel/Tire fees	\$205.00	5				
		6	Finance Charges	\$270.45	6	Reg./Lic./Title (opt)			
		1	Incentives (deduct)	, ,	7	Other			
		8	Total Purchase Price	\$23,319,85	8	Total Additions	\$1.00		
		9			g	(# 1994 - 199 - 1994 - 199 - 1994 - 1995 - 1994 - 1995 -			
): 		10	Usage/Depreciation		10	Usage/Depreciation			
, <u></u>		11	Damage		11	Damage			
 		12	Over Allowance		12	Over Allowance	<u> </u>		
2 3		13	Negetive Equity		12 13	Negative Equity	<u> </u>		
		10 14	NGYCHYG LYUNY		10 14		<u> </u>		
4 C		<u> </u>	Taéal Naduatiano	<u> </u>	- ·	Security Deposit			
5		15 10	Total Deductions	\$0.00	15 10	Incentives			
6	i I	16			16	Total Deductions	\$0.00		
17		17			17	V. (.) M			
8		18	Total Repurchase Amount		18	Total Repurchase Amount	\$0,00		
19		19	.		19				
<u> </u>		20	Total Payoff Amount		20	Dealer Buyout Price (From Line 1)	\$1.0		
M		21			21				
2		22	Total Refund to Customer		22	Total Refund to Customer	\$0.0		
3		23			23	1111 June 10			
4		24			24				
5	:	25	Estimated Auction Price	· · ·	25	Estimated Auction Price			
16		26	Projected Loss	(\$6,095.56)	26	Projected Loss	\$0.0		
			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			<u> </u>				 		
D Check to Lienholder						M.	3/18/09		
E Check to Attorney (1099 info)						G.M. Signature	lat		
F Check to Other									
		 , !	- • ••••••••••••••••••••••••••••••••••						
revised 9/14/2000		╞					<u> </u>		

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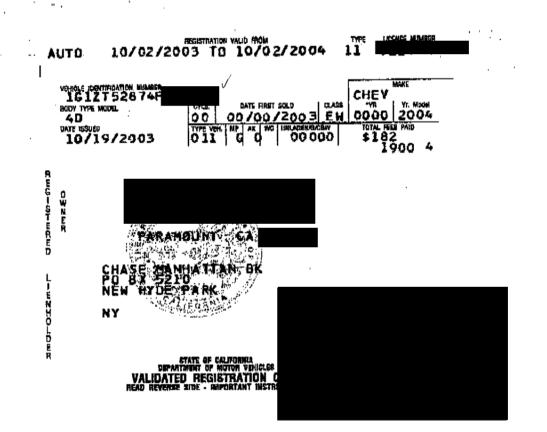
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MAR 25 2004 08:48 FR SITEL

RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 03/05/04 09:23:40 PROCESSING SOURCE: CHEVROLET VIN: 1G1ZT5287 4F SELLG SCE: 13 MDL YR: 04 ORD NO: GKCGOK PAGE NO: 1 OTYPE: 070 DLVY SS/SITE CD: 13 20455 ODATE: 06/12/03 ORDER FAN: DDATE: 09/30/03 DLVY FAN: DTYPE: 010 SRVC TYPE: 002 MILEAGE: DLVY DOE: 09/30/03 ORDER BY: CANC: CANC DOE: DLVY TO: E GASPORRA TRADE : 8331 E 3RD ST TRD DOE: PARAMOUNT CA 90723 SRVC IN: 09/17/03 CANC SRVC IN: 09/29/03 SRVC OUT: --INCENTIVES--CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT CWE 01 13 20455 00024486502 10/01/03 1,000.00 00.0 AO 9 01 13 20455 00024486502 10/01/03 22.40 OA 0.00 9 FFC

COMMAND ===>NO MORE RECORDSPF01=HELP02=CURR INV 03=PRV SCRNPF07=PGUP08=PGDNPF09=CURR OPT10=SPL INST11=CURR ORDP/W:

MAR 25 2004 08:48 FR SITEL

RINPF071 INCENTIVE PROGRAM CA	ALOG INQU	IRY	03	8/05/04				
START BROWSE PROCESSING SOURCE: CHEVROLET 09:2								
INCENTIVE CODE/LVL: CWE PAGE NO								
FN INCTV	START	end st	LAST AC	TIVITY				
CD CD LVL DESCRIPTION	DATE	DATE CD	DATE /	VOLUME				
(S)								
_ CWE 144 REG 04 WSR CONSUMER CASH PGM	07/08/03	06/30/04 F	03/05/04	388				
CWE 139 REG 03 WSR CONSUMER CASH PGM	07/02/02	09/30/04 F	03/05/04	35				
CWE 105 REG 02 WSR CONSUMER CASH PGM	06/01/01	04/02/03 F	03/03/04	1				
CXE 003 REG 04 *** INCREM* BONUS CASH	10/01/03	01/15/04 F	01/13/04	1				
CXE 002 REG 03 *** INCREM* BONUS CASH	10/01/03	01/15/04 F	11/27/03	6				
C4C 015 LATE IN-TRANSIT INTEREST CREDI	г 01/01/90	E	03/05/04	3				
C6V 040 DEMO 02 DLR EARLY TERMINATION	06/26/01	03/31/03 E	12/27/02	1				
DCB 005 FLT 03 COMM CELEBRATE DLR CASH	10/01/02	07/02/03 🗉	01/13/04	7				
_ DCB 002 FLT 02 COMM CELEBRATE DLR CASH	10/01/02	04/02/03 E	12/05/03	1				
DCG 002 FLT COMMERCIAL KICKOFF DLR CAS	H 01/03/03	06/30/03 E	03/05/04	1				
_ DCI 002 FLT 03 LIGHT DUTY DLR CASH SLS	08/26/02	12/04/02 E	05/01/03	2				
DCN 003 REG 02 SER INCREM CONSUMER CAS	H 08/10/01	12/31/01 E	02/18/03	1				

COMMAND ===>

MORE RECORDS

PF01=HELP	03=PRV SCRN
PF07=PGUP	08=PGDN

P/W;

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P.07/16

Ver.3-8/1/2002



(**To go from field to field, use the TAB KEY)	
1.Date (mm/dd/yyyy): 02/25/2004	Polos in 104
2.Customer Name:	Reopened 3/9/04 Reopened 3/9/04
3.Customer Address:	0 all anev
4.Customer City, State, and Zip: Paramount, Ca	Ke De
5.Primary Customer Phone #: <u>nome</u>	Dout serve 15
6.Additional Customer Phone #: Work	E D I'M
7.Customer fax #:	Ser Inde
8. Cust Drivers Licenses #	LIMMY
9. State tax % rate 8.25 %	A. To wall K.
Customer Vehicle Information	-
10.Year/Make/Model: 2004 Chevrolet Malibu	
	eage: 75 <u>0</u> A
13.Purchased: NEW	
Detail your agreement with the Dealer and Custon Dealership that will handle entire transaction:	mor on the following items:
Detail your agreement with the Dealer and Custon	
Dealership that will handle entire transaction:	4.16.04 300011 11/17
14 Dealership Name: Say Chevrolet	
15 Declarship Phone # 562-924-1676	TITLE: electonic
16 Deplerabin Contact Name and TITLE: Mke Mcdonald (Sm)	TITLE: Com
17.Dealership Contact Phone # (if different than Dealership #):	Rep: MANAR
18.Dealership Contact Fax # <u>562-809-1309</u>	
19.Dealership BAC: <u>90701</u> Region: Western	ALLANCE 900 STOWART HE
× 114575	Address: 900 STOWATT Are Sonder city, NY 11530
20.What GOODWILL TOOLS were offered?	Shide - II
Component Coverage Letter	Miscellaneous Reimbursement
Maintenance Letter	Miscellaneous Reimbursement American Express Check FIMMNO2' # 270.45
Owner Loyalty Certificate	Other
GM SmartCare	NOTHING OFFERED
21.Was a TRADE Repurchase offered? No	
21.Was a TRADE Repurchase offered? 22.If this will not be a Trade Repurchase, Please explain Why?	? The vehicle was tied-up in the dealership in excess of
22.If this will not be a Trade Reputchase, Flease explain very a thirty days waiting for steering parts the customer would not ac	ree to a trade repurchase.
thirty days waiting for steering parts the customer would not ac	
be a second second if not evaluable. Dis	area evolution why not?
TAC case number is required and if not available, Ple	Mumber
23.CAC Case Number: <u>1-187776283</u> 24.TAC Case) Number.
25.If no TAC number, Explain: <u>N/A</u>	the stand of the second of the second of Melibu Steering
26.Reason for Repurchase (Include specific med	:hanical failure): 2004 Chevrolet Mailbu Steening
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.	
to no avan obar were essance.	
27. This case was resolved by: Field Voluntary Decision	
	oplicable state? YES
28.Does this vehicle meet the presumption of Lemon Law in a 29.Recommended Disposition of Repurchased Vehicle: <u>AUC</u>	TION (ready for sale) (If Rebill, please include 26 digit
29.Recommended Disposition of Reparendede Vender, <u></u>	
account # or 10 authorization code).	
30.Type of TRANSACTION? <u>STRAIGHT REPURCHASE</u> 31.Vehicle Damage (explain what damage is present and who	s responsible): Customer is responsible for any
	19 (Obvillered) and a second of the second second
<u>vehicle damage.</u>	
	when (6 Digits) NOTE: aPRA CANNOT BE
32.If a Trade Repurchase, New VIN (17 Digits) or Order Nu	IMDer (o vigits) NOTE: OF ICA CARINOT DE
PROCESSED WITHOUT THIS INFORMATION:	
33.New Vehicle Year/Make/Model:	
33.New Vehicle Year/Make/Model. 34Upgrade D Downgrade D Difference Amount(PURCH	ASED NEW ONLY: OID MORE TO NEW MORE).

35.<u>Usage/Depreciation Amount</u>: (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) _

Ver.3-8/1/2002

electronic Preliminary Repurchase Authorization (ePRA)

Sicol on of the second s
(**To go from field to field, use the TAB KEY)
1.Date (mm/dd/yyyy): 02/25/2004
2.Customer Name:
3.Customer Address:
4.Customer City, State, and Zip: Paramount Ca
6.Additional Customer Phone #: <u>Work</u>
7.Customer fax #:
8. Cust Drivers Licenses #
9. State tax % rate 8.25 %
Anterna Vehicle Information
Customer Vehicle Information 10.Year/Make/Model: 2004 Chevrolet Malibu NKOW CPRA
T, VIA (T/ Digita).
Detail your agreement with the Dealer and Customer on the following items:
14.Dealership Name: <u>S&J Chevrolet</u> 15.Dealership Phone #: <u>562-294-1676</u>
16 Dealership Contact Name and TITLE: Mike McDonald (S.M.)
17.Dealership Contact Phone # (if different than Dealership #):
18.Dealership Contact Fax # <u>562-809-1309</u>
19.Dealership BAC: <u>114575</u> Region: Western
20.What GOODWILL TOOLS were offered?
Component Coverage Letter
Maintenance Letter American Express Check
Owner Loyalty Certificate Other
GM SmartCare INOTHING OFFERED
GMPP
21 More a TRADE Repurchase offered? YES
21.Was a TRADE Repurchase offered? YES 22.If this will not be a Trade Repurchase, Please explain Why? <u>Safety concern with 2004 Malibu steering.</u>
22.If this will not be a Trade Repurchase, Please explain why? Salety condent with 200 minute electrony
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: <u>N/A</u> 26.Reason for Repurchase (Include specific mechanical failure): 2004 Chevrolet Malibu Steering
26.Reason for Repurchase (include specific inscrint and include). <u>Above was offered two vehicle</u> parts not available for repair. The customer was provided a rental for 34 days, and she was offered two vehicle
parts not available for repair. The customer was provided a remained or during and one was grouped
payment to no avail all offers were declined.
27.This case was resolved by: Field Voluntary Decision
on presention which most the presumption of Lemon Law in applicable state? YES
28. Does this vehicle meet the presumption of Lenter Law an explosition (ready for sale) (If Rebill, please include 26 digit 29. Recommended Disposition of Repurchased Vehicle: <u>AUCTION (ready for sale)</u> (If Rebill, please include 26 digit
account # or 10 authorization code).
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:
22 New Vahiele Year/Make/Model:
33.New Venicle TeanMake/Model: 34Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):

35.<u>Usage/Depreciation Amount</u>: (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)

MAR 25 2004 08:49 FR SITEL

-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): 37.Lease Termination Terms: N/A <u>N/A</u>

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 inconvience 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 14C GRAY ORDER NO. GKCGOK/TRE STOCK VIN 1G1 ZT52 87 4F		CHEVROLET MOTOR DIVIS GENERAL MOTORS CORPOR 100 RENAISSANCE CENTR DETROIT MI 4824 VEHICLE INVOICE 1AD22	RATION ER 43-1114
MODEL & FACTORY OPTIONS 1ZT69 MALIBU LS SEDAN B37 FLOOR MATS, FRONT & REAR LX9 3.5L V6 ENGINE MX0 4-SPEED AUTO TRANSMISSION VK3 FRONT LICENSE PLATE BRACKET YF5 50-STATE EMISSIONS	MSRP 20370.00 80.00 0.00 0.00	INV AMT RETAIL - ST 18638.55 INVOICE 08/ 72.00 SHIPPED 08/ 0.00 EXP I/T 09/ 0.00 INT COM 09/ 0.00 PRC EFF 08/ N/C KEYS G1796 WFP-S QTR BANK: GMAC CHG-TO 2 SHIP WT: 3 HP: 1	TOCK /20/03 /02/03 /02/03 /02/03 /18/03 G1796 OPT-1 - 085 20-455 3168 .8.4 3747.05

19496.93
21075.00
6LS02
997.50

TOTAL MODEL & OPTIONS DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION	20450.00 625.00	625.00 204.50		613.50 204.50
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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

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7	Jor o	ACK		A.O.S	NUMBER	
1		Contra	ct Number		- Seller (Name and	Addrass)
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LOUVE	r (and Co-Buyad Ala	me and Address (Inc				
	,,				RR1T05 CA 90	0701 ract, you choose to buy the vehicle on credit under "us" in this contract) the Amount Financed and Fina -Lending Disclosures below are part of this contract. Primary Use For Which Purchased Primary Use For Which Purchased
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You,	the Buyer (and Co-t	and back of this cont	act. You agree to pay	inance charge on a or	iny basis.	Ear Which Purchased
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	ew .	Make and Model	Odometer	Venicia ident		
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	The cost of	emount the credit will	աստուն նք	you have made all payments as		S-H/A Ded Calleing / A Limits Mos S
	your credit as a yearly rate.	cost you	on your behalf.	scheduled.	10325.00 5 26229.20	10 Bouny story
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	YOUR PAYMENT SC			When	Payments Are Due:	Total Vehicle Insurance Premiume UNLESS A CHARGE IS INCLUDED IN THIS AGREEN PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE. PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE. POR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREE POR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREE
	Number of Par	ymenta:	Amount of Payments: 9325.00	10/1	1272003	
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	One Payment of		265.07			racuires (see pack) from anyono yes
	One Final Payment		263.07	e, you will pay a late chai	ge of 5% of the part of th	
	Lata Charge, if paym	pant is not received in full		anance charge.		Buyer X 2
	Pressivment, if you pa	ly off ell your debt certy, you	t in the vehicle being putchas	sed.	yment, defeuit, any requiri	red Co-Buyer X
	Additional informati	on: See this contract for	more information including with finance charges, and sec	curity interest.		Selliar X
	TOP BYTTEN A CTUT DOTO					IT DITY REALIZED TO COMPANY WILL DESCRIBE THE LETTES BITLE
	ITEMIZATION O	FTHE AMOUNT FINAN	CEU	, 21075,0	0 (A)	Application for Optional Credit Insu
	1. Total Cash F	e of Motor Vehicle and a	Accessories 2087			Credit Life: L) Buyer L) Coopulation
) Cash	Price Vehicle	\$ 20	U.U. 45.0	in	Tarm Exp. Pren N/A Mos S
	1	Price Accessories nt Preparation Fee (not a	a covernmental fee)		A (C)	Credit Life W7A Mos S
	B. Docume	e Paid to Seller		\$ D 1742.4		Credit Life MYA Mos \$ Credit Disability MYA Mos \$ Yote) Credit Insurance Premiums . \$
				e' \$N	TA_(E)	Insurance Company Name
	E. (Optional)	BPA New Vahicle Haport of	Sale of Renawal Transaction Fi	s <u>1325.</u> (<u>, 10 (</u> F)	
	F. (Option	al) Service Contract" redit or Lease Balance p	aid by Seller to	<u>е</u> Н.	/A_(G)	Home Office Address
	<u> 174</u>		<u> </u>	¥	/A	Credit itie Insurance and gredit disability insure
	l (see do	wnpayment and trade-in	Calénanén) (\$ *	7A (H) 7A (I)	Credit its Insurance and order will not be prov required to obtain arealt. They will not be prov you sign and agree to pay the extra cost. Cre ance is based on your original payment so ance is based on your original payment so
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TO 918664405933 disaction in the second MAR 25 2004 08:50 FR SITEL P.12/16 58JOHELIROLET last payment unless a different term for white the credit 104. UU (A) 5628091309 -WTA (B) **S**'__' 9.00 (C) 03/17/2004 15:01 LUIMALLY 5---A. License Fees 5 HIT. B. Registration/Transfer/Titling Fees 187 -00 (E) (2) Έ. C. California The Foods' N/A (3) 24374.40 w/W D. Other WITH Total Official Fees (A through E) E. Other Amount Peid to Insurance Companies (Total premiums from Statement of Insurance column a + b) Smog Centification Fee Paid to State N.N/A (A) N/A Buyer Signature Subtetal (1 through 4) N/A Co-Buyer Signature Total Downpayment Date ADE A. Agraed Trade-In Value Yr ... 5 Cate Concerns and the second s W/A (B) t, 2 ___Odom В. NTA (C) -9325.00 (0) Model B. Lass Prior Cracilitor Lasse Balance C. Net Trade-In (A lass B) (Indicate it a negative number) 1000.00 (E) \$ ATA (F) RTA (G) 10325.00 Mos --- Nyrogipi Gap Contrac D. Deferred Downpayment Total Downpayment (C through G) (If negative, entitizatio on time 6 and enter the amount less than zero as a positive number on line 16 above), 14049, 40, E. Manufagyars Hebate Term ----OPTIONAL BERVICE CONTRACT You years to p a service contract written with the following com the term angulation with the price shown in item Conversely F. Other Repre BUYER X -You rep G. Cash 6.B as AUTO BROKER FEE DISCLOSURE item 6.B 7. Amount Financed (5 loss 6) Soller may keep part of these amounts. If this contract reflects the retail sale of a Buyer X new motor vehicle; the sale is not subject Company 7Z Votice to b BUVER MAY BE RECORDED TO PLEGGE BEGINTLY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE NETALLINEAT FAVILIES ON BOTH THE NETAL INSTALLINEAT SALE CONTRACT AND THE LOAN. to a tee received by an autobrokar from us 1) Do not s Terni -HOW THIS CONTRACT CAN BE CI Buyer X unless the following box is checked: copy of h NOW THIS CONTRACT CAN BE ST This contract contains the entire a Name of autobroker receiving tee, if This contract contains one entire a between you and us relating to this con change to the contract must be in writin you and we must sign it. No oral ct birding your oblic debtedness u have a compi. Iplainte concern. applicable: Proceeds of Logo From: Finance Charge A/A otor Vehicles, or If Buyer and Co-Buyer sign hare, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind it Seller is unable to assign this contract to a financial institution will apply binding. this contract is is an unfair or de AMOUNTS ---x Co-B CUVER A CONTROL CLARINE IN the Amount Financed, Herr 7, Is paid in fun on or before CONTROL CLARINE IT WAS ANOTHER TO ANY LIGHT OF AN ACCIDENT YOU SHOULD CONTROL YOUR REGULATION OF AN ACCIDENT YOU REGULATION AND ANY UNKNOWN ACCIDENT YOUR REGULATION AND ANY UNKNOWN ACCIDENT YOUR REGULATION AND ANY UNKNOWN ACCIDENT YOUR REGULATION AND ANY UNKNOWN ACCIDENT YOUR REGULATION AND ANY UNKNOWN ACCIDENT AND ANY UNKNOWN ACCIDENT AND ANY UNKNOWN ACCIDENT AND ANY UNKNOWN ACCIDENT YOUR REGULATION AND ANY UNKNOWN ACCIDENT ANY UN Tobal \$ installments of \$ --Signature X THE MINIMUM PUBLIC LUBBILITY WEUMANNER LIBBIT FROM WEY ACTIVE WEINT OF AN ACCIDENT YOU SHOULD CONTACT YOUR REGULARION OF THIS TO YOUR THEME AND ACCIDENT YOU SHOULD CONTACT YOUR REGULARION OF THIS TO YOUR THEME AND ACCIDENT YOU SHOULD CONTACT YOUR REGULARION OF THIS TO YOUR THEME AND ACCIDENT YOU SHOULD CONTACT YOUR MEMORY OF THIS TO YOUR THEME AND ACCIDENT YOU SHOULD CONTACT YOUR MEMORY OF THIS TO YOU AND ACCIDENT YOU SHOULD CONTACT YOUR MEMORY OF THIS TO YOU AND ACCIDENT YOU SHOULD CONTACT YOUR MEMORY OF THIS TO YOU AND ACCIDENT YOU SHOULD CONTACT YOUR MEMORY OF THIS TO YOU AND ACCIDENT YOU SHOULD CONTACT YOUR MEMORY OF THE YOU ACCIDENT YOU SHOULD CONTACT YOUR MEMORY OF THE YOU ACCIDENT YOU AND YOU A nia iaw does not p bre, you cannot later costs too much, or s tool this contract with i ignature X بو الما المار and Other Owners - A ve to pay the debt. The co SVX Representations of Buyer: Seller has the payoff amount on the truth and accuracy of the Information provided by you in connection with the Representations of Buyer: Seller has the payoff amount on the vehicle traded in. If the payoff amount is less than the amount share the access on demand. If the payoff amount is less than the amount You as "Prior Credit or Lease Balance", Seller will refund the difference to you. N/A Buyer: Seller has the payoff amount is less than the amount the B.B. W/A Buyer: Seller has the payoff amount is less than the amount the B.B. W/A Buyer: Seller has the payoff amount is less than the amount the B.B. W/A Buyer: Seller has the payoff amount is less than the amount the B.B. W/A Buyer: Seller has the payoff amount is less than the amount the B.B. W/A Buyer: Seller has the payoff amount is less than the amount the B.B. W/A Buyer: Seller has the payoff amount is less than the amount Buyer: Seller has the amount is less than the amount Buyer: Seller has the payoff amount is less than the amount Buyer: Seller has the payoff amount is less than the amount Buyer: Seller has the payoff amount is less than the amount Buyer: Seller has the payoff amount is less than the amount Buyer: Seller has the payoff amount is less than the amount is less than the amount Buyer: Seller has the payoff amount is less than the amount is less tha · Signatgre & J-CHEV AND, 553-CA WEV, 2011 U.S. MTEL ANNIGL and R. Tranka TO MICH. I TER MARE TO MARANY, FRANKA FOR SURPOST OF THE FORM CONSULT Notice to buver. Burit X Notice to buyer: Notice to buyer: (1) Do not sign this agreement, (3) You can prepay the full amount due under this agreement at any time. (4) If you default in copy of this agreement, (3) You can prepay the full amount due under this agreement at any time. (4) If you default of your, obligations under this agreement, the vehicle may be reposseseed and you may be subject to suit and liab indebledness evidenced by this agreement. indebtedness evidenced by this agreement. If you have a comparing concerning this sale, you should try to recoive it with the saller, or any comparing unitar or deceptive precises or methods by the seller may be referred to the city attorney, the district atomicy, or an invest of alone vehicles, or any combination thereof. After this contract is signed, the celler may not change the financing or payment terms unless you agree in writing to the change. You do not have and it is an unitar or deceptive practice precises a unitateral change. and it is an unitar or deceptive practice practice precises a unitateral change. After this contract is signed, the celler may not change the financing of payment terms unless you agree in writing to the change. You do not have and it is an unitar or deceptive practice practice practice and unitateral change. Betwee finances of the change of the seller financing of the seller terms unless the practice of the seller financing of the seller financing of the seller terms unless the seller terms unless the practice of the seller may not change the financing of the seller terms unless the practice of the seller financing of the seller terms unless the practice of the seller financing of the seller terms unless the practice of the seller financing of the seller terms unless the practice of the seller financing of the seller financing of the seller financing of the seller terms unless the seller financing of th THERE IS NO OCCUPY Buyer Signature X



GENERAL MOTORS BUSINESS RESOURCE CENTER

3-18-04

Paramount, CA

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu, 1-187776283

Dear Ester Gasporra:

We regret that you are dissatisfied with your 2004 Chevrolet Malibu #1G1ZT52874F and that our attempts to resolve your concerns have not mat you; 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:

\$ 20,875.00 \$ 45.00 \$ 1,742.40 \$ 182.00 \$ 205.00 \$ 270.45
s 23,319. 8 5 🦯
\$ 13,088.41
\$ 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 #1G1ZT 528748 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:

- eta the vehicle is free from any abnormal damage or alterations which impair its resale value
- 6 all factory installed equipment are intact and functional
- β a free and clear title is provided at the time of reparchase (payoff original loan)
- β a Prover of A tuningy form is signed at the time of pepurcham-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)

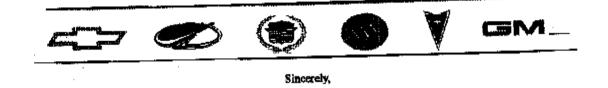
If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax man har above or the address halow along with a copy of your driver's license. Upon scoript of your exceed acceptance, a check will be processed and forwarded to S&J Chevrolet. 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) 864-3737PHONE (562)863-9962 FAX
	FACSIMILE TRANSMITTAL SHEET
т	"ALLEN BOWEN "MARIOS WELDON
عم	BUSINESS RESTURCE 3-22-04
_	TOTAL NO. OF PAGES INCLUDING COVER:
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Ē	REPURCHASE OF CHEVY 1-187776283
)	URGENT 🗆 FOR REVIEW 🔲 PLRASE COMMENT 💭 PLEASE REFLY 🔲 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 receiver noted above or distribution of this material to anyone other than the intended receivern tis strictly prohibited by law.

IF YOU DO NOT RECEIVE ALL PAGES PLEASE CALL AND ASK FOR KARINA



Allen Bowen Business Resource Center

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

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- 03-22-04 Signature and Date

MAR 25 2004 08:52 FR SITEL

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PAGE 03	PAGE	Ø3
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03/17/2004 15:01 5628091309 NOTICE OF RESCISSION RIGHTS If Buyer and Co-Buyer sign here, the provisions of the Resciss the back giving the Seller the right to rescind if Seller is unable to a financial institution will apply. Buyer		change to the contract you and we must sig binding. X Buyer initials	must be in writing and both o it. No oral changes are X Co-Buyer Initials
OPTION: TYou pay no finance charge if the Amount Financed, item 7, is paid in full	on or before N/A		ER'S INITIALS
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5.B as "Prior Credit or Lease Balance," you must pay Seller the exces item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference	traded in. If the payoff amo s on demand. If the payoff to you. N/A Co-Buyer X	unt is more than the am amount is less than the	ount shown above in item amount shown above in
Buyer X Notice to buyer: (1) Do not sign this agreement before you read it or if it contains a in copy of this agreement. (3) You can prepay the full emount due of your obligations under this agreement, the vehicle may be re- indebtedness evidenced by this agreement.	ny blank spaces to be fill	ed in. (2) You are entit	led to a completely filled
If you have a complaint concerning this sate, you should try to resolve it with the salle Complaints concerning untair or deceptive practices or methods by the seller may or Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment to and it is an unfair of the seller may not change the financing or payment to and it is an unfair of the seller may not change the financing change.		the district stiomey, or an ig to the change. You do no	Investigator for the Department It have to agree to any change,
Buyer Signature X THERE IS NO COOLING OFF PERIOD California inv does not provide for a "cooling off" or other cancellation perior Therefore, you cannot later cancel this contract simply because you ohange you vehicle costs too much, or wish you had acquired a different vehicle. After you s only cancel this contract with the accessment of the selier or for legal cause, such as the only cancel this contract with the accessment of the selier or for legal cause, such as the US7 SU7 ZU7 Buyer Signature X Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying does not have to pay the debt. The co-buyer or other owner knows that the Creditor has	i tor vehicle sales. Ir mind, decide the Ign below, you may aud. Co-Buyer Signature X	OF THIS CONTRACT BEF ACKNOWLEDGE RECEIP LY FILLED IN COPY OF T DOCUMENT THAT YOU NATIONS.	T OF A TRUE AND COM- HIS CONTRACT AND EVERY SIGNED OURING CONTRACT
Other Owner Signature & J CHEVROLET, INC. Date	- By	/	Title
FORM NO. 553-GA (אפע גםט עם איז איז איז איז איז איז איז איז איז איז	•	a da tanta da da da da da da da da da da da da da	



GENERAL MOTORS BUSINESS RESOURCE CENTER

3-18-04



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:

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









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Sincerely,

Allen Bowen Business Resource Center

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

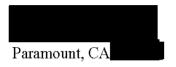
Signature and Date



GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

3-29-04



RE: Repurchase for 2004 Chevrolet Malibu

Dear

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. <u>Once the</u> <u>transaction has been completed, please call me at the number listed below so that the</u> <u>customers file can be closed.</u>

<u>Note:</u> Do not payoff the customers lien, General Motors will handle that portion of the <u>transaction</u>.

Thank you for your cooperation

Sincerely, Allen Bowen Repurchase Specialist 1-800-231-1841 ext. 58310

03/17/	2004	15:01	56280	091309		S&	JCHEUROLET		PAGE 01
-		5 K	JC	RET SI	AIL IN MPLE I	STALLMEN NTEREST F	T SALE CONTRA	аст 866 Зе	440.593
Dealer Nur	n	79.3	0						Stock Number041118
Quyer (an	d Co-Bu	yer) Name an	d Addres	(inclusing Goun	ty and Z				
							Creditor - Seiler (Nam		· · · ·
PARA	HOUNT	CA	LOS	ANGELES	\supset		S & J CHEVR 18605 STUDE CERRITOS'CA	BAKER RD	1
You, the Bu	yer (and	Co-Buyer, II	any), may	buy the vehicle	below to	r cash or on cre	dit By signing this a		······································
Charge acco	ording to	the payment s	of this co chedule b	ontract. You agree elow. We will flour	to pay t	he Creditor - Se	eller (sometimes "we"	or "us" in this cont	e to buy the vehicle on credit u ract) the Amount Financed and sures below are part of this cont
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ITEMIZATIO	DN OF TH	E AMOUNT FIN	ANCED					Seller <u>X</u>	
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2. Ci	ash Price	Accessories		\$ 200				Credit Life:	🖵 Buyer 🔲 Co-Buver 🗍 Bo
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E. (Option	nal) BPA Ne	v + 8 + C) w Vehicle Report of	Sala or Dear	wal Transaction Fee*	\$	742.40 (D) N7A (D)		Credit Disability	7A Mos\$N/A
F. (Optic	onal) Servi	ice Contract*			*	325.00 (E)		Total Credit Insura	nce Premiums \$N/A
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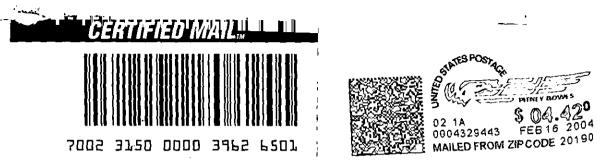
03/17/2004 15:01 5628091309 S&JCHEUROLET	PAGE 02
	disability insurance ends on the original due date for the
B. Registration/Transfer/Titling Fees \$	last payment unless a different term for the insurance is
	shown above.
C. California The Fees* \$	You are applying for the credit insurance marked above. Your signature below means
8/6 N/A	that you agree that: (1) You are not eligible
E. Other \$ (2) 187 00	for insurance if you have reached your 65th
sotar Official Fees (A through E)	birthday, (2) You are eligible for disability
3. Amount Paid to Insurance Companies	insurance only if you are working for wages
$(101a)$ premiums from statement of insurance column $a + b)^2$ $b = \frac{b}{b} (3)$	or profit 30 hours a week or more on the
4. Smog Certification Fee Paid to State \$-24374art- (4)	Effective Date. (3) Only the Primary Buyer is
	eligible for disability insurance. DISABILITY
6. Total Downpayment	A TIONS FOR WHICH YOU HAVE SEEN A
	DOCTOR OR CHIROPRACTOR IN THE
Model	LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
VIN	
B. Less Prior Credit or Lease Balance \$(B)	N/A
C. Net Trade-In (A less B) (Indicate if a negative number) \$	Date Buyer Signature Age
D. Deferred Downpayment 9325.00 (D)	in tu tu wa N∕A asa wa shi a sa sa T
E. Manufactwar's Rebate \$	Date Co-Buyer Signature Age
E Other (F)	OPTIONAL GAP CONTRACT A gap contract (debt cancelle-
G. Coop	1 tion contract) is not required to obtain credit and will not be
Total Downpayment (C through G)	provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1G above) 14049.40	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
7. Amount Financed (5 less 6) \$(7)	it provides. N /A Term Mos
"Seller may keep part of these amounts.	Name of Gap Contract
	Buyer X
SELLER ASSISTED LOAN	
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN AND [] AUTO BROKER FEE DISCLOSURE	OPTIONAL SERVICE CONTRACT You want to purchase
WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS 1. IT THIS CONTRACT reflects the retail sale of a	a service contract written with the following company for the term shown below for the price above is item 15
i inter interes the sale is not subject	the term shown below for the price shown in item 1F. Company 72 60000
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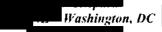
Chevrolet – General Motors Attn: Customer Service Department P.O. Box 33170 Detroit, Michigan 48232

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Monday, February 16, 2004

Chevrolet – General Motors Attn: Customer Service Department P.O. Box 33170 Detroit, Michigan 48232

Dear Customer Service Representative:

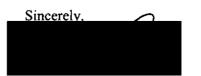
In accordance with the required process for reporting complaints under the State of Maryland Lemon Law; I am writing to make you aware of the defects of my 2004 Chevy Malibu, which was purchased on January 6, 2004 at Ourisman Chevrolet in Marlow Heights, MD (Mr. Abbas Kademe/Manager). [Sections 14-1501 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.



August 4, 2011



Service Request: 1-188779230 Customer Relationship Manager: Sissy Medina

Dear Mrs.

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 <u>www.mygmlink.com</u>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American O General Motors Corpora Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530		<u>GM</u>			CHECK NO	. 900607021	50- <u>9</u> 21
DATE 03/08/04		***********498 Dollars		****06 CENTS	AMO * * * * * *	JNT ******498	.06
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The Chase Manhattan Bank, N.A. Syracuse, New York		AUDIT	_				

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		b	PO Box 6 Phoenix.	52530 AZ 85082-2530	PAYMENT DATE	03/08/04
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Overallowance / Incentives / Negative Equity Form

Customer	Re	equest # <u>1-18877</u> 9	<u>230_{ввв} # <u>СН</u> 04339<i>0</i>9</u>					
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.								
* <u>PLEASE NOTE</u> : IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!								
Purchase Price (from deal (before tax, tag, etc)	ler Bill of Sale) (Selling Price)	s_28977					
MSRP (from BARS Invoi	ce)		minus \$ 22295					
Difference			s 6682					
		(If positiv	e, look for Overallowance)					
Trade Allowance (from d	ealer Bill of Sale)		s_14221.86					
*ACV Amount (from the	dealer's ACV form) – (from dealer)	s_7000					
Difference		(If positive,	minus $ \frac{7221.B0}{1.B0} $ 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 deale	π Bill of Sale) – (b	efore tax, tag, etc.)	s_28977					
Incentives not included in Purchase Price (from BARS) minus \$ 1500.00 (Do not include fuel fill credit, dealer incentives or GM card credited back to customer) Overallowance (difference between Trade Allowance & ACV) minus \$ 7221.84								
Overallowance (difference between Trade Allowance & ACV) minus \$ 7221.BL								

\$ 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 VEHICLE INVOICE 10070767545 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 12T69 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 CREELE TER 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:

RCMPR029 FORMATTED INVOICE DATA INQUIRY 13:32:59 PROCESSING SOURCE: BARS DRIVER SEAT 6-WAY POWER HEAD CURTAIN SIDE AIR BAGS REMOTE VEHICLE START SYSTEM	HP: GMS: SUPPLR: MRM: DAN: MEMO	02/23/04 PAGE NO: 02 18.4 19808.45 20699.83 22295.00 ZTLSB 1058.50
	MEMO	1058.50

COMMAND ===	>					MORE RECORDS
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PF07=PGUP	08=PGDN	09=inv		10=PRINT	00- M	P/W:

RCMPR029	FORMATTED INVOICE DATA INQUIRY	02/22/04
13:33:04		02/23/04
	PROCESSING SOURCE: BARS	PAGE NO: 03

TOTAL MODEL & OPTIONS	21670.00	19808.55	ACT 23	1 19783.45
DESTINATION CHARGE	625.00	625.00		
LAM DEALER CONTRIBUTION		108.35	ADV 26	1 108.35
LAM GROUP CONTRIBUTION		162.53	EXP 65	A 162.53

TOTAL MEMO: TOTAL LESS HOLDBACK AND	22295.00	20704.43	PAY 310 20704.43
APPROX WHOLESALE FINANCE CF		19746.78	
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INVOICE DOES NOT REFLECT DEALER'S REBATES, ALLOWANCES, INCENTIVES,	ULTIMATE C HOLDBACK, F	OST BECAUSE INANCE CREI	E OF MANUFACTURER
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RADLEY CHEVROLET 3670 JEFFERSON DAVIS HWY FREDERICKSBURG VA 22408-4160

COMMAND ===>

 NO 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	VEHIC	LE EVENT SELE	CTION		02/2	23/04
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_ INCTV PAYMENT		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		1,000.00	
_ INCTV PAYMENT	13 14443	00025104540	01/08/04		1,000.00	
_ INCTV APPLICATN	13 14443	00025104540	01/08/04		1,000.00	
_ INCENTIVE MEMO	13 14443	00025104540	01/08/04		19.26	
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_ INCTV APPLICATN	13 14443	00025104540			19.26	
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COMMAND ===>

MORE RECORDS PF01=HELP 03=PRV SCRN PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

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_ INCTV PAYMENT 13		1513201	10/04/03	C4Ç	34.51		
_ INCTV APPLICATN 13		513201	10/04/03	C4C	34.51		
_ EXPIRATION TRAN 13		0767545	08/29/03		0.00		
_ SETTLEMENT DATE 13		0767545	08/28/03		20,704.43 CR		
_ ORIGINAL INVOIC 13	14459 1 0D7	0767545	08/20/03		20,704.43		
_ COV/NVIS DATE 13	14459 10D7	0767545	08/20/03		0.00		
_ BAILMENT RELEAS 13	14459 1000	4054341 B	08/20/03		20,704.43 CR		
_ CATCH UP LABEL 13	14459		08/20/03		22,295.00		

COMMAND ===	>			
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COMMAND =-=>NO MORE RECORDSPF01=HELP03=PRV SCRNPF07=PGUP08=PGDN09=VEH HIST10=HISTSRCHP/W:

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RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 02/23/04 PROCESSING SOURCE: BARS 13:32:35 VIN: 1G1ZT5484 4F 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 ÓĄ 0.00 9 FFC 01 13 14443 00025104540 01/08/04 19.26 OA 0.00 9

COMMAND ===>

PFOl≕HELP			NO MORE RECORDS
		03=PRV SCRN	08-PGDN
PF09=CURR OPT	10=SPL INST		
		TI-ÇONK OKD	P/W:

RINPF071 INCENTIVE PROGRAM CATALOG INQUIRY 02/23/04								
SI	START BROWSE PROCESSING SOURCE, OUTWOALD							
	NCENTIVE CODE/LVL: BKW					3:34:45		
					PAGE	NO: 1		
F'N	N INCTV							
CI	CD LVL DESCRIPTION	START		ŞΤ	LAST ACT	TVITY		
		DATE	DATE	CD	DATE /	VOLUME		
(2								
_	BKW 003 REG 04 *** INCREM* BONUS CASH	12/26/03	04/15/04	Ρ	02/21/04	5		
_	BKW 002 REG 03 *** INCREM* BONUS CASH	12/26/03			02/21/04	1		
_	BLA 002 DIR* 03 GM/SPO BEDLINER FGM	10/01/02				1		
_	BLA 001 DIR* 02 GM/SPO BEDLINER FGM	10/01/02				1		
_	BLB 003 DIR* 03 S10/SILVERADO BEDLINER	02/01/03				- -		
_	BLB 002 DIR* 02 \$10/SILVERADO BEDLINER				04/10/00	I		
_	BLG 002 BILLING POLICY				00/00/0	0		
	BLI 005 DIR* 03 SPO BEDLINER PROMOTION	01/01/89				3		
_		=				1		
n-	BLI 004 DIR* 02 SPO BEDLINER PROMOTION	09/16/02	01/31/03	Ρ	12/31/02	3		
	BLP 003 REG 04 *** INCREM* BONUS CASH	01/16/04	04/29/04	Р	02/21/04	4		
-	BI,P 002 REG 03 *** INCREM* BONUS CASH	01/16/04				- 1		
_	BLZ 002 RDC SER TRAILBLAZER CAP COST	05/19/01			09/19/02	_		
			20/04/01	Ε,	09/19/02	1		

COMMAND ===>

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PF01=HELP 03=PRV SCRN PF07=PGUP 08=PGDN

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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 Ũ 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/								2/23/04
START BROWSE PROCESSING SOURCE: CHEVROLET								3:35:12
ΙN	CENTI	VE	CODE/LVL: C4C				PAGE	NO: 1
FN	INC	TV	S	START	END	ST	LAST ACT	IVITY
ĊD	CD	LVL	DESCRIPTION	DATE	DATE	ÇD	DATE /	VOLUME
(S)							
_	C4C	015	LATE IN-TRANSIT INTEREST CREDIT 03	1/01/90		P	02/21/04	20,271
-	Ċ6V	040	DEMO 02 DLR EARLY TERMINATION 00	6/26/01	03/31/03	₽	12/27/02	1
_	DCB	005	FLT 03 COMM CELEBRATE DLR CASH 10	01/02	07/02/03	Р	01/13/04	7
_	DCB (002	FLT 02 COMM CELEBRATE DLR CASH 10	0/01/02	04/02/03	₽	12/05/03	1
_	DCG (002	FLT COMMERCIAL KICKOFF DLR CASH 01	1/03/03	06/30/03	P	02/21/04	1
	DĊI (002	FLT 03 LIGHT DUTY DLR CASH SLS 08	3/26/02	12/04/02	Þ	05 / 01/03	2
_	DCN (003	REG 02 SER INCREM CONSUMER CASH 08	3/10/01	12/31/01	P	02/18/03	1
_				9/06/02	06/30/04	₽	02/18/04	3
<u> </u>	DCS (029	RDC 02 SER DEALER CASH PR/VI 08	3/30/01	12/31/02	Ρ	04/15/03	1
	DCŲ (003	DIR* 02 REAR SEAT VIDEO CASSETT 06	5/20/02	10/08/02	₽	10/24/02	1
_	DCZ (007	RDC 03 *** DLR CASH PGM 01	/15/03	05/01/03	Р	02/21/04	3
	DCZ (006	* *		05/01/03			1
								_

COMMAND ===> ____

PF01=HELP 03=PRV SCRN PF07=PGUP 08-PGDN MORE RECORDS

P/₩:

2028616489

To: Cissy Medina/64 Fox: 866-214-0876 Ra:

Repayment #498.06 Pages: 3 (including Cover)

DC DEPARTMENT OF	MOTOR VEHICLES
Tag No: CHEVROLET 2004 P4D VIN: 1G12T548444P	Expires: 04/12/05 Wt: 3167 Fee: 0
WASHINGTON DC :	

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PAGE

	2028616489	PMRW		PAGE
02/10/2004 23:03 	- 2022550927 + Markanianian		n an an an an an an an an an an an an an	PAGE 03/:
M&T CREDIT				FORM NDS23SLC-13 (Rev. 4/01)
IR VEHICLE SALE CONTRACT,	Dated 02/0	01/2004	Account N	· · · · · · · · · · · · · · · · · · ·
NNUAL FINANCE FERCENTAGE RATE the cost of your credit as yourly rate. FINANCE CHARGE The dollar ama credit will cost	You.	redit provided The amount y r behalf. have made al	yments ou will have paid after you schedeled payments,	Total Sale Price The total cost of your purchase on credit, including your dewopayment of \$
8.89 % \$ 1089	2.42 \$ 3094	14.62 s 4	1837.04	\$ 43837,04
		/17/2004 Late Chai Isin payon Prepayon	rge: If a payment is more than ent amount ent: If you pay off early, you	est in the motor vohicle being purchased. 10 days late, you will be charged 5% of the will not have to pay a penalty. e scheduled date and propayment refunds a means estimate
Contract, OURISMAN CHEVE LLER. 4400 BRANCH AN Name	IDLET CO., INC. FE MARLON HEIGH Address	75 PD 20748-	Zip Code	This Contract is between Selier and Buyer. All disclosures have been made by Selier. Selier Intends to assign this Contract to the Assignee.
e IYER(S) Name(s) e is more then one Buyer, each promises, s ct.		3) all sums due us and to parform af		Cash Price, Downpayment and Trade-In Cash Price (inclusing accessories, services and taxes) 3 30715.62 Cash Downpayment 3 2000.00
EW 2004 CHEVROLET MALI	ct. <u>Style No. Cyl. Truck</u>	Jan Ganacity Vehicle, Menlific		Value of Trade-In \$ 14221.86 Lien Payoff \$ 14221.85 Lien Payoff th: SUNTRUST BAK
re traded in 2002 CHEVRO	LET MALIBU			Itemization of Amount Financed
Year and Make ance is still owing on the vehicle you have y trade-in in free from liens, claints, encum for as the amount of the "Lien Payoff".	Mode traded in, the Solier will pay o brances or socurity interests,	if this emount on your behalf. You	warrant and represent to us a, Downpaynsent and Trade-	Unpais Cash Price Balance \$ 287,15,62 Amounts Paid to Others on Your Behalf?
TTY INSURANCE: You may choose the per erising out of use or ownership of the Vehi ass-payse" on the pailoy. ITY INSURANCE COVERAGE FOI	cle, in this Contract, you are p	romising to insure the Vehicle and I	keep it insured and to name	License, Tags and Registration
IDED IN THIS CONTRACT. I'S SINGLE INTEREST INSURANCE: CPM whom Vendor's Single Interest Insurance overed, if obtained through us, the cost of ce Company***. The insurar will have no i	is to be obtained. This insuran such insurance is shown in th ight of subrogetion under this	tce is for the mole protection of the e "Itemization of Amount Financed policy.	Assignee and your interest " in the box interest "To VSI	To Oredit Insurance Company 3 <u>N/A</u> To VSI insurance Company** 5 <u>∂</u> 5, 00
INSURANCE IS NOT REQUIRED: Credit th sing to obtain credit and will not be provi- y will tell you the MAXIMUM amount of ini- rig, you select Single Credit Life ce, which costs S N/A	b Insurance, Credit Disability ded unless you sign balow and surance available. All insurance What is you? By sig	marance and Cradit Involuntary U). Your insurance certificate I the credit. bility What is your	To: H/A To: H/A To: H/A
re of Boyer to be insured to: Single Ne insurance R/A		ure of Buyer to be insured for Sinj Disability insurance inN/A	gie	* N/A To: FIDELITY WARGANTY 5 F 1504 CG Other Amounts Financed
the, you both select Joint Gredit Life	What are your By sig ages? Insura Yrs. L. & Yrs. 2. X	ning, you both select Joint Credil Dis nace, which costs \$k	// your age to be ages? insured #///%	To Seller For GAP Coverage *** \$ 495 007 To Seller for Documentary Foc \$ 100 cft For N/C

03/04/2004 11:51			PMRW		PAGE 03
02/16/2004 23: 0 Involuntary Unstabloyment Insurance, which costs \$	3 2022650927	1 involuntary () n	MEDICAL both select Joint Credit employment	what are Percent-	PAGE 04/11 Inchase of these items.
X		Insurance, which is a second s	ch costs \$ HA	ages? insured	
Signature of Buyer to be insered Involuntary Unemployment Insu	i for Single Credit rance	2.x		<u> </u>	
Insurer: N/A		Signatures of Joint Credit J	i both Bayers to be insured for Avaluatery Unemployment Insura		· ·
				nce .	
in the "Nemization of Amount Fin	IE IS NOT REQUIRED: Debt Cancelli of a lotal loss of the Vehicle. This is MP Notice requesting GA? coverage. Lanced" in the box isbated "To Seller	If offered, and if you a	blain GAP coverage in connection	with this Contract, you sures	to cay the additional cost disclose
refers to such subsequent assign to Assignee.	nia Contract and Security Agreemen nee. After the assignment, all rights				
The Assignee's name and eddress	÷ 15:	M&T CREDIT	CORPORATION		
	Ope Fountain (- installmost i	non America		u
CO-SIGNER: Any person signing it	Confirmate Amount and Amount	1423, F.U. 80X	4005, Buffalo, New Y	ork 14240	
his Costract. Co-Signer will not a	he Co-Signer's Agreement below pro- be an Owner of the Vehicle.	mises separately and	together with all Co-Signer(s) and	Buyar(s), to pay all sums due	end to perform all agreements
b perform all agreements in the 3	te co-Owner's Security Agreement b	elow gives us a secur			with all Co-Generic) and Second
ERMS: The birms shown in the be	oxes above are part of this Contract.	te of this Contract exc	ept the "Promise to Pay" section.		HOL AN CO-OMISCICAL BIO BOYERS
ROMISE TO PAY YOU serve to an	Sta Jun 43-4 2-4-1 0-1				
terest at the Annual Passantana	and the county and beyond on the Wi	nount Financed blus	perfs (called 'Accessions') a	is Contract, you give us a sec- tiacted in the Vehicle et env	urity interest in the Vehicle, in a later time, and in any proceed
ame day of each month on the fire	to make paying	and an or before the		(IRCO DISCREDIS. "Proceedy"	BREAD MODAY OF SHARE AND A
bich may become due under the	Privatelit oder Date. Tou agree to m	ay all other amounts	on account of the Vehicle by	5010. Italied or disposed of in	any way, including money pair
is place of to send payments to th ic written natice to you.	nemis of the Contract. You agree to no address which the Assignee most	recently specifies in			CONTINUES ON THE REVERSE
ECURITY AGREEMENT: To secure	the payment of all sums due and the	national and at		ALL THE TERMS OF THE COM	VIRACT WHICH APPEAR ON THE
y signing below, we agree to sell t	he Vehicle to you under the terms o	f this Contract	TOORT AND REVERSE SIDES.		
			the time you signed it	and intend to be lega	opy of this Contract at Illy bound by its terms.
X CHEN	WROLET CD. INC.		BUYER		4) <u>07/03/</u> 20
Nº -		<u>02/01/200</u> 4 Date			Dete
O-SIGNER': YOU SHOULD READ A O-SIGNER'S AGREEMENT: You, the builtend to be legally bound by a ven though we will use the process courtly interest. You also acknowled o-Signer's Signature	ND SIGN THE NOTICE TO CO SIGN posson for persons) signing below in the terms of this Contract, septral ids only for the Buyer's benefit. You dge receiving a completed copy of t	ER. WHICH HAS BEEJ as "Co-Signer", prami laity and together, with Agree to pay even th his Contract. (SEAL)	I GIVEN TO YOU ON A SEPARATE ise to pay to us all sums due on th t the Buyer, You are making this ough we may not have made any	DOCUMENT, BEFORE SIGNI his Contract and to perform a promise to induce us to make prior demand for peyment o	NG BELOW. N agreements in this Contract this Contract with the Buyer on the Buyer or exercised our
			Address		Date
Signer's Signature		(SEAL)			
WEFE'S SECTION ADDRESS			Address		Dete
ide Identified above. You serve to i rest to induce us to make this Con ht be due after repossession and s wher's Signature	I: You, the person signing below as be bound by the terms of the Secard stract with the Buyer, and to secare late of the Vehicle. You also acknow	"Co-Owner", together by Agreement and all o the payment by the l edge receiving a com	with the Buyer(s) being all of th ther parts of this Contract except i Buyer of all sums due on this Con pieted copy of this Contract.	e Owners of the Vehicle, give the "Promise To Pay" section, tract. You will not be raspons	t us a security interest in the You are giving us the security lible far any deficiency which
Augl 2 Signative			Address		Date
		A5\$IGHN	IENT		
be deemed to be "without recours a Assignee and accepting payment ment to reflect the time to reflect	ovisions of this Contract. Also, for val itions of the dealer agreement con it agreement. Whether or not Seller se", pursuant to the dealer agreement for it, Seller authorizes the Assigne- t who purchased the Contract and/ i may exercise the power given in the given in this paragraph.	signs this Assignmen N, and made as of the 6 to not as the Seller's	t, and it Assignee takes essignme t date of the Contract. By signing a	nt of the Contract from the S and dating the Contract, as S	Seller, then such assignment effer, delivering the Contract
2/01/2004 N		co., 185, -		are and Title of Person signin;	ļ
ASSIMER FORM INDEPENDENT (Nev. 4/91)	- NOTICE: SEE WHITE - ORIGINAL TO MAY	REVERSE SIDE FOR (* FREEK * Buyer's Copy - D	MPORTANT INFORMATION, AMARY - Chi Signal's Capy - Pirk - Solar's C		g for Seller 2001 Banchusinern Service me

CUSTOMER NO.

CHARLAVE USESSARE 1202

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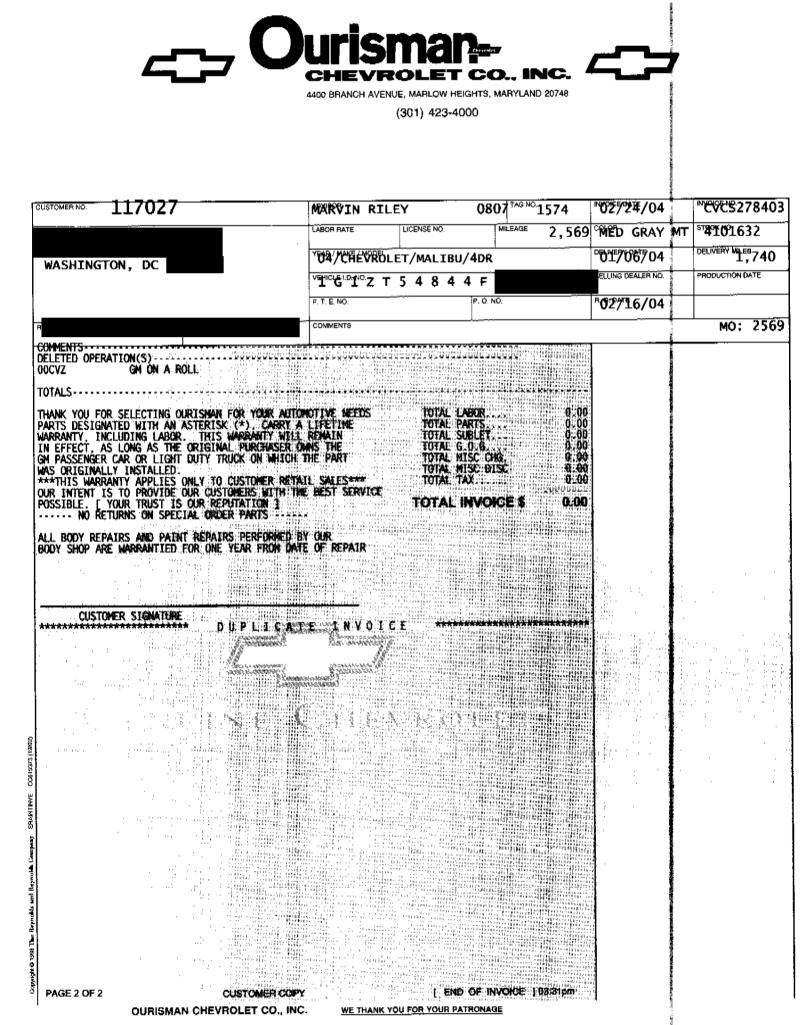
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	LABOR BATE LICENS	ENO, MILEAGE 🥱 🗖	COLOR.

CUSTOMER NO. 117027	MARVIN RILEY	0807 TAG NO. 1	574	NVC#CE/	24/04		[™] CVCS278403
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	COMMENTS	~~~	<u>,</u> I	×	_		MO: 2569
C/S STEERING IS TIGHT AND CAR HAM PERFROMED DIAGNOSTIC AND FOUND CO REPROGRAMMED TRANSPONDER KEY. PARTSOTYFP.NUMBER	IPTION JOB # 1 TOTAL LABOR JOB # 1 TOTAL LABOR STEERING COLLNERS FOUND SIR INDICATOR LIGHT 012 DRIVER FRONTAL N° CHART AND FOUND SHORTED REPLACE PTION UNIT 2.890 KT # 5185/0 JOB # 2 TOTAL LABOR JOB # 3 TOTAL LABOR JOB # 3 TOTAL LABOR JOB # 3 TOTAL LABOR JOB # 3 TOTAL LABOR TOTAL	MRICE PARTS PARTS PARTS PARTS PARTS SUBLET	STAALTY STAALT				

OURISMAN:



Confidential Information

CASE ASSE	SSMENT BY: Sissy Medina	CARS Requ	lest No:1-188779230
Customer Name:			
Year of Vehicle: 2004	Make: Chevrolet	Model: Malibu	Current Mileage: 2569
Vehicle ID No.: 1G1ZT548	44F	rvice Date: 01/06/04	Purchased: New
What is customer seeking		ent What is custom	er eligible for: All remedies
		EPAIR HISTORY	
CUSTOMER'S PRIMARY SY Date Milloace 02/16/04 2569	MPTOM / COMPLAINT: Stee 9 Steering tigh coil due to a replaced	Contraction of the second second second second second second second second second second second second second s	heel assembly and module for ght coming on after assembly
Date: No repairs for this conce			
CUSTOMER'S PRIMARY S Date: 02/16/04 2569	YMPTOM / COMPLAINT: Veh 9 Car wouldn	icle would not start Start- reprogram tra	ansponder key
Total Days Reported Ou	at of Service: 9		
VEHICLE MEETS PRES	UMPTION: YES:	NO:X	
Arbitrate case: 🔄	Settle case: 🗙		
	on for Customer Satisfa ing a reimbursement of 1 er loosing the power steel		eview of documentation): onvenience cust has endured and
<u>AVM and/or DEALER R</u> AVM James Parks has	ECOMMENDATION: been notified but there is	no response at this t	ime.

Team Manager Approval:

Date:

Revised by A. Allen Payne 050203

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CHASER'S L NAME	I-IHST `∴_	MIDDLE	LAST		SOCIAL SE	ECURITY NO.			
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A FTC BUYERS 6				<u>!</u>					
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YOUR CONTRACT.		$\overline{\mathbf{N}}$							2.00
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AGREED AND UNDERSTOOD SAME CONDITION AS WHEN	n Appraised, with th	IE SAME EQUIPM	HIS TRADE, IN	<u>}.</u>	<u> </u>		DISCOUN	T 2047	-
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AGREED AND UNDERSTOOD SAME CONDITION AS WHE RAISED, UNLESS OTHERWISE CONTRACTUAL DISCLO information you see on the wir	N APPRAISED, WITH TH NOTED IN THIS CONTRA OSURE STATEMENT FOR Indow form for this vehicle	IE SAME EQUIPM ACT. I USED VEHICLE O is part of this cont	HIS TRADE, IN ENT AS VHEN	DEALER	PROCESSI		DISCOUN TOTA	T L 2947 X 17 3	N/A
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02/23/2004 15:10 FAX 301 423 5725 OURIS	MAN CHEVROLET	2 002
CHEVROLET, PON	LAC-GMC. BUICK	
CUSTOMER INCENTIVE AC	KNOWLEDGMENT	
		AND/OH ASSIGNMENT
CUSTOMER NAME:		
		(or see attached list*)
		7
1. Customer Incentive		÷
l assign the total amount of customer incentive(s)	fisted to the dealer named I	below and request that the available
customer incentive(s) be applied: (a)to the	e down payment of this ve	hicle, (b) where permissible by
law, as a price reduction (Bill of Sale indicates	pre-incentive price, amou	nt of incentive and final price with
incentive applied), or (c) <u>a check be issued</u> i	n my name by Dealer nam	ed below:
Incentive Program Reference	Amount	GM Incentive Code
- Alm AA.	\$	
All Vallatt.	5}	
X qa peran		
Lula Morris	smar -	
	⊕ <u>⊸ uo, o-</u>	
i di anti anti anti anti anti anti anti ant	\$ 1500.00	
Total Incentive Amount Received	\$ <u>700-</u> 02	
2. Cther Program Selection (Which may or may	пот. be in 1600 Физtomer	incentive programs for example
Division supported financing/leasing, etc)		
a. I elect to receive		
in lieu of		
	nd/ar	
b. I elect to receive	·	· · ·
	· • • • • • • • • • • • • • • • • • • •	
	LER ACKNOWLEDGMENT	
I am the <u>ultimate retail purchaser or lessee</u> of the vehicle to me by the Dealer named below. This vehicle was purch delivery of this vehicle as	ased/leased for personal/bus	sinese use and not result and I task
delivery of this vehicle on <u></u> . 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.	01 06 04
Purchaser/Lessee Signature: 📈	<u> </u>	Date:/_/
The undersigned person as Dealer verse heteling		01 06 04
The undersigned person, as Dealer representative, certifies the incentive(s) described in Item have been provided	s that the information on this	s application is true and correct and
unit through this dealership and that properly completed and	Airate delivery deta has bee	n forwarded to General-Motors.
THAT AND A DECEMBER OF A DECEMBE OF A DECEMBER OF A DECEMB		
Authorized Dealer Signature:		
Dealership Name:		Dealer Code 01 06 04
	VROLET CO., INC.	14443
List <u>must</u> include VIN, Delivery Date and Program Reference		

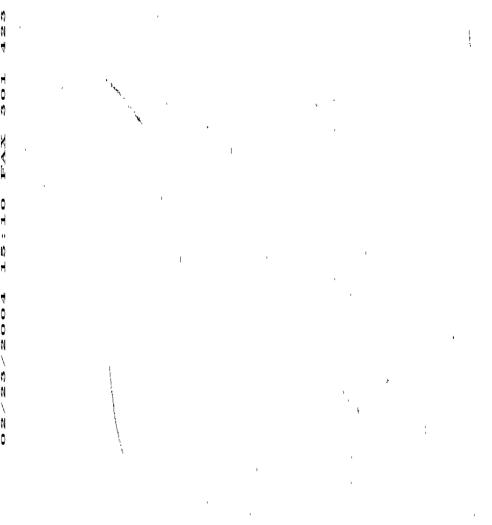
Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File Copy #1 - Dealer Copy #2 - Customer CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

(Please Print) CONTACT REDADT DM, O New Up () Our ŪW 08e-Back 0Phone DW .Dale_<u>UDMn D</u> Addie . Apl. No, Cily Slate Res. Phone Bus. Phone PRESENT VEHICLE: Ext.]Car Dînick l Dav fev/fr Year_//^ lŴ llake Nodel No. Cy 0 Shap Clean Average [] Aough Appraisaí WANTED VEHICLE:](a D Trupk y Year AL () Ry _ Make Mode Color & Equipment W . No. Cyl SOURCE: Location 0 Solicitation Diservice D Referral by [] Ren ₩**→** 🛛 Yellow Pages [] Newspaper 0 Magazine] Radi **ACTIONS:** Doemonstration DWinke-Up DT.O. To. RESULTS; [] Deposit [] Order 🛛 Deliyary O No Clos Reason il no close OX-157865 (F78005) Reynolds + Reynolds LOS) Salesmar

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OURISMAN CHEVROLET

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August 4, 2011



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Service Request: 1-189616649 Customer Relationship Manager: Daniel Hamilton

Dear Miss

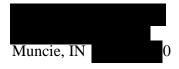
We would like to discuss your request for assistance regarding your 2004 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

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



Service Request: 1-189630106 Customer Relationship Manager: Brianne Mosher

Dear Ms.

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



Service Request: 1-190081497 Customer Relationship Manager: Thomas Green

Dear Mrs.

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 REPURCH	HASE W	ORKSHEET	
File Number	Customer		Worksheet filled out by:	
1-190339119			Kathy Meszaros	
Old Vehicle VIN:	New Vehicl	e VIN:	Date:	
1G1ZS52F54F	1G1ZS52F44		3/31/04	
			DEALER'S SAMPLE PURCHASE ORDER	
nizano zoruzonasio			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	м		17,000.00
Conversion Cost	0.00		State Sales Tax	0.00
Tax	0.00	R		0.00
Luxury Tax	0.00	E	Luxury Tax	0.00
Reg./Lic./Title Fees (opt)	36.00	s		0.00
Miscellaneous	0.00	P	Reg./Lic./Title Fees (opt)	36.00
Other	0.00	0		00.00
State Fees	0.00	N	Additional Aftermarket Items	0.00
	0.00	s		0.00
Cost to transfer Aftermarket Items	0.00	Ĭ	State Fees	0.00
Service Contracts/GMPP	0.00	В		0.00
Attorney's Fees	0.00		Miscellaneous	0.00
Transportation Fees	0.00	┤┤		0.00
	0.00	- Ý	Other	0.00
Total Replacement Price	17,644.90			0.00
CUSTOMER'S	17,044.50	R	Less Dealer Contribution	0.00
Tax	0.00	E		0.00
Luxury Tax	0.00	S	Subtotal	17,644.90
		P	Subtotal	17,044.90
Reg./Lic./Title Fees (opt)	0.00		Tue de la	47.000.00
Additional Aftermarket Items	0.00	O N	Trade In	17,608.90
Lise an Bernie disting	0.00	S	Payoff	0.00
Usage/Depreciation	0.00			0.00
Damage		в		17 609 00
Upgrade	0.00		Net Allowance	17,608.90
Downgrade (deducted) Reimbursement of Aftermarkets	0.00	┼┼	Coch on Dolivery (Boid by CM)	36.00
	0.00	- -	Cash on Delivery (Paid by GM)	30.00
Other Dealer Contribution (deducted)	0.00		Total Balance Due	0.00
Dealer Contribution (deducted)	0.00			0.00
Total Customer Cost	0.00			
	0.00	=		
			Amount to Dealer for additional Fees	0.00
Trodo Donurahaan Amarut	17 044 00	_		
Trade Repurchase Amount	17,644.90	┥┤		
	0.00			Data
Total Payoff Amount PAYOFF GOOD THRU(mm/dd/yy	0.00		GM Authorized Signature	Date
Dealer Due to GM	NA			
GM Due to Dealer	17,644.90	┛		
	,0	╺┥╴┼──		

Estimated Auction Price	16,200.00		**This is a "work in process" until sigi	ned
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 F1 33610 Phone (800) 231-1841 x57098, Kathy Meszaros

Collateral Exchange Agreement between Chevrolet and its dealer partner Thomas Chevrolet

Customer's	Name:
Case Numb	er:

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
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 <u>replacement vehicle</u>. 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!



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 **sectors** 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. <u>Once the transaction has been completed, please call me at the number listed below so that the customers file can be closed.</u>

Thank you for your cooperation

Sincerely, Kathy Meszaros Repurchase Specialist 1-800-231-1841 ext. 57098







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.

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, <u>but not limited to</u>, 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 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 traderepurchase are as follows:

- \Rightarrow the vehicle is free from any abnormal damage or alterations which impair its resale value
- \Rightarrow all factory installed equipment are intact and functional
- \Rightarrow 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)
- \Rightarrow this offer is contingent upon the approval of your lending/leasing institution
- \Rightarrow no cash back rebates or incentives of any kind are applicable towards this transaction



If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **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

Number	1190339119	Vehic	le is going to: Auction		Drivable? Y	Issue	10997	
Customer Name		Dealer Ad	r Admin Fee Applies? Issue Release Y N		așe			
Originai VIN	1G1ZS52F54F		This vehicle was rep	urchased a	s a result o	fa:		
BAC	113796	Vol	Voluntary mediated customer satisfaction repurchase					
Dealership Name	THOMAS CHEVROLET INC	Retrieve Sales Tax? N Title Brand?						
Dealer	Richard Bernadini, Service	Reason for not Retrieving Sales Tax:						
Contact/Title	Manager			REPURCHA				
Dealer Phone	6105668600	Original Sales Tax Paid In Repurchased Under Laws of					s of	
Dealer Fax	6105662088		State: PA					
Delivery Date	2003-12-15		Vehicle Meets Presur					
Buyback Mileage	3895		ng Schedule:		Established on:			
Transmission	A	<u> </u>	004-04-23		2004-04-07			
UCC Code(s)	M0105 N3404 J5311 R5502	1	If no, where: BAC is 0					
MSRP	19830.00			Site Name	:			
Est. Auction		1		ct Name:				
Value	16200.00			ress 1:				
Case Number	83668			ress 2:				
TAC Case	7119110	1	City:	Stat	e:	Zi	ip:	
Number	7118119	1		one #:				
Type of	CR			AX #:				
Transaction			t: BRC Case Numbe					
Replacement VIN	1G1ZS52F44F	Lienhold	er: GMAC, 800-200-	4622, 555	Business Co	enter C	>rive,	
Repurchase Type	AVM Voluntary	Hor	sham, PA 19044. Ac	ct Number	020-9042-	54505.		
Repurchase Source	PRA AVM Seth T. Young		GM Legal	Case Numb	er:			
Reason for Rep	urchase: Steering locks up,		GM Couns	el Name:	N/A			
	r and CD inoperative, no star		Gm Counsel C	ontact Narr	re: N/A			
	condition.		Add	ress1:				
			Add	ress2:				
			City:	Stat	e:	Zit	D:	
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			Pho	one#:				
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Case ID: 83668 Initiator: meszarok

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APR 1 6 2004

https://www.gmrvdchq.com/rvdc/Display.jsp?strRVDCNum=83668

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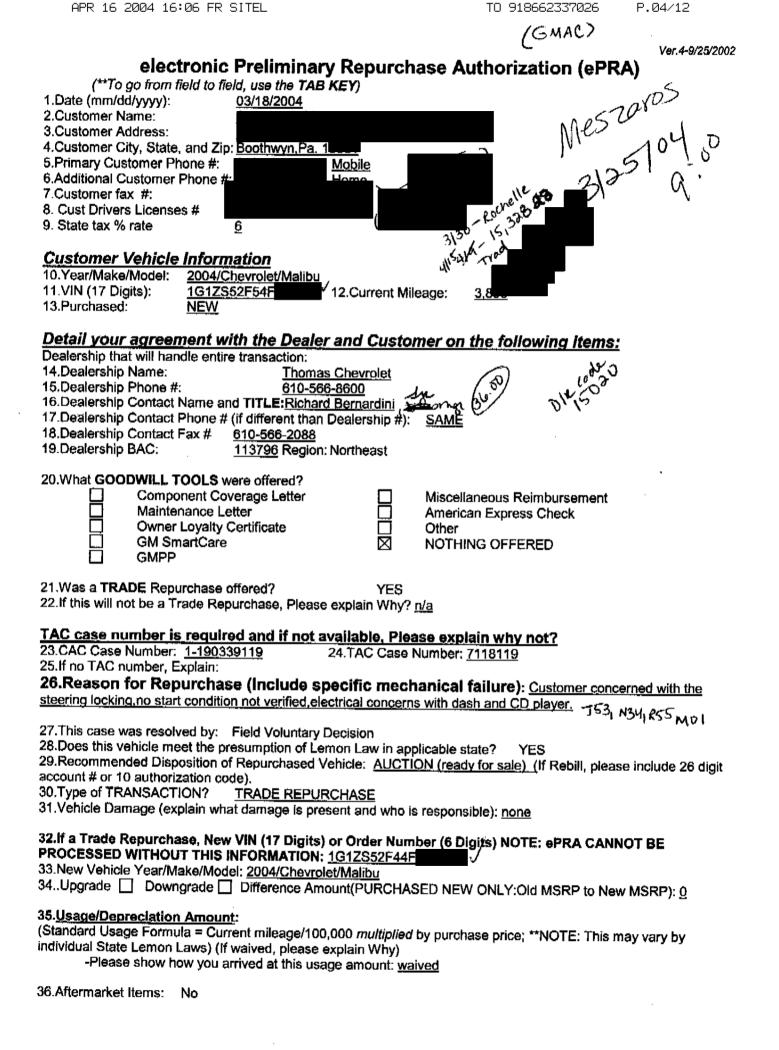
	BRC REPURCI	HASE W	ORKSHEET	
<u>File Number</u>	Customer	<u>Name</u>	Worksheet filled out by:	
1-190339119			Kathy Meszaros	
Old Vehicle VIN:	<u>New Vehicl</u>	e VIN:	Date:	
1G1ZS52F54F	1G1ZS52F44			
			DEALER'S SAMPLE PURCHASE ORDER	
ander V. The Bellin strategic to physical met	n an training an an an an an an an an an an an an an	the e	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	-IM		
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	-[히		00.00
State Fees	0.00	- M	Additional Aftermarket Items	0.00
	0.00	-s		0.00
Cost to transfer Aftermarket Items	0.00		State Fees	0.00
Service Contracts/GMPP	0.00	┤┢┤──		0.00
Attorney's Fees	0.00		Miscellaneous	0.00
Transportation Fees	0.00		IVIISCENAREOUS	0.00
mansponation rees	0.00		Other	0.00
	47.044.00	<u> </u>		0.00
Total Replacement Price	17,644.90	i		
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		1
Additional Aftermarket Items	0.00	0	Trade In	17,608.90
		N		
Usage/Depreciation	0.00	S	Payoff	0.00
Damage	0.00			
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
			Amount to Dealer for additional rees	V.00
Trade Repurchase Amount	17,644.90			
			· · · · · · · · · · · · · · · · · · ·	
		· · ··	+	2/2/1/
Total Davaff At	A 66		146	2151104
Total Payoff Amount	0.00	_	GM Authorized Signature	Date
PAYOFF GOOD THRU(mm/dd/y			······································	
Dealer Drug to Old				
Dealer Due to GM	NA		<u> </u>	
GM Due to Dealer	17,644.90		\square \square \square \square	
Estimated Auction Price	16,200.00		**This is a "work in process" until sig	ned
Projected (Loss)	(1,444.90)		by a GM Authorized Representative**	

Apr-02-04 04:09P Thomas Chevrolet 610 566 2088 P.02 THOMAS CHEVROLET. Inc. DEAL # 19593 1263 W. Baltimore Pike - P.O. Box 1909 MEDIA, PA 19063 (610) 566-8600 http://www.thomaschevy.com PLEASE ENTER MY ORDER FOR THE FOLLOWING OATE KNEW or 🗌 USED DEMO **KXCAR** 03/31/04 ŚП MODEL TYPE 2004 CHEVROLET MALIBU 4DR SON C I N STATE 710 MILFAGE THUM GALAXY SILV MET LINWOOD PA PHON BUS RE 161Z\$52E44E 🚓 🖗 🏭 na sa si ka ka sa and my the art has a fitting of a well 50 40581X BALCON ACIE TO BE DELIVERED ON ON ADOUT ār HOUSE 03/31/04 65 DESCRIPTION OF TRADE IN PAICE OF VEHICLE 17608.90 MAKT MÓDEL TYPE 2004 CHEVROLET MALIBU SEDAN там MIL FAGE SILVER the second second second second second second second second second second second second second second second se THE CAR AND A DESCRIPTION OF A ~1612552F54F 19 10 Sec. 19 11 EXP. DATE and the second second second second second second second second second second second second second second second 11/30/04 LOAN # ensi kini diamanya manjakan di kini di kini di kana kini di kana kini di kana kini di kana kini di kana kini di PHONE SUBSTITUTION OF COLLATERAL and the book of the state of the state of the state of the state of the state of the state of the state of the ADDHESS SPOKE WITH WITH GMAC areas in the second second states and the second second second second second second second second second second AMOUNT 600 TILL EBIDED BY ale and a state and the state of the N/A EXTENDED TYPE COLLISION COVERAGE N/A ESUBANCE INS. SERVI MONTHS PHONE MILES. 4+6800-1926-601/3 **Cash Price of Vehicle & Accossorios** P08"5250"STOUX"FA 1.2 64 Sales Tax REGUSTRATION N/A TRANSFER RANCE PAPA001234044 22.50 . 6.00 .5,00... 3.50 **Documentary Fee** ESURANCE INS CO 877 EXT DATE Messenger Fee YERIED BY N/A -12/15/03-commen Notary Fee N/A WAREZ NTY MEORIDATION OTHER ACTORY WARRANT T - The factory warranty considering all of the v 16515 in which is the second of the second of the second of the second second second second second second second seco the celler hereby expressly disclaims all v amina, aither andrasa or kurdir CHARGES TARE FEE 5.00 merchanizability of minese for a perficular purp 100.00 assume for it any tabling in memorian with sta ally of this iden/itera(s) TAKE, FEE UULD CAR WARRANTY - Used car is opygred w a limbod warmanty det · 医克尔特尔氏 医二氏病公司 At 18 - This water which is one "AC 10" mittake my warranty either expressed or implied. The party write aspanae of motorms or correcting any defect first presently edids or that may accur in the value. Total Price PURCHASER'S MARKENERS AND AND A CONTRACT OF Trade-in and 7698990 CREDIT 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. Terry mount Less Rayoff Versication Not Trade-In 17608, 80 TOTAL , PAID by If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law yoe shall, at our option, forfeit as damaged the amount of \$ Cash on Delivery 11 38,50 Nat Depesk Demon Total Down Payment 17647.40 PURCHASER'S : ショ 輝 しっけい ちたき きやっけ SIGNATURE X Unpaid Balance of Total Price N/A chaser hereby ackn Purchaser agrees that this order includes all of the terms and conditions on both the face and reverse alde 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 comract 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. 201111 DATE03/31/04 ACCEPTED BY

APR 16 2004 16:06 FR SITEL

P.03/12

TO 918662337026



-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: <u>100% concerns present since purchased.</u>

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: <u>Expidite, customer currently in rental vehicle</u>

41.1 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: <u>seth.t.voung</u>

Save this document using the customers last name plus the last 8 of the VIN as the Filename. Attach this saved file to a Lotus Notes document and E-mail this ePRA to <u>ePRA@GMExpert.com</u> Forward any supporting documentation to FAX- 866-827-1129

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

INCENTIVE SHUT-OFF NOTICE

SPECIALIST NAME:

Kathy Meszaros

1-190339119

Business Resource Center

FILE NUMBER:

DEPARTMENT:

FILE NAME;

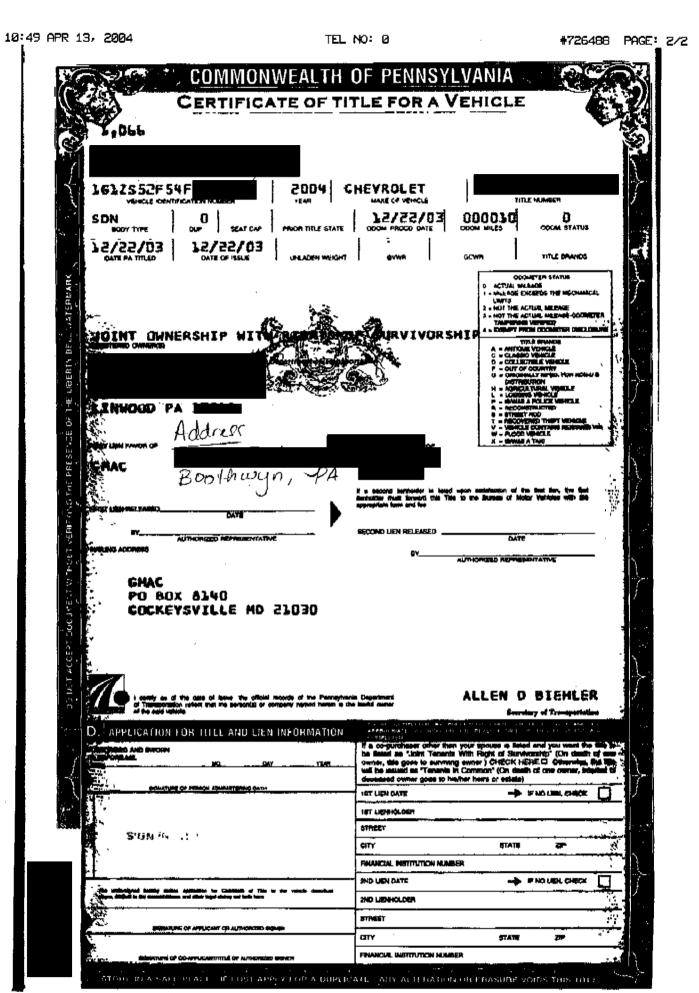
OLD VEHICLE VIN: 1G1ZS52F54F

REASON: TRADE REPURCHASE

THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"

DEALER CODE: 15020 BRAND (circle one): Oldsmobile Cadillac Chevrolet Buick GMC Pontiac (15) (12)(13)(11)(48) (16) 1G1ZS52F44F NEW VEHICLE VIN: SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

APR 16 2004 16:07 FR SITEL

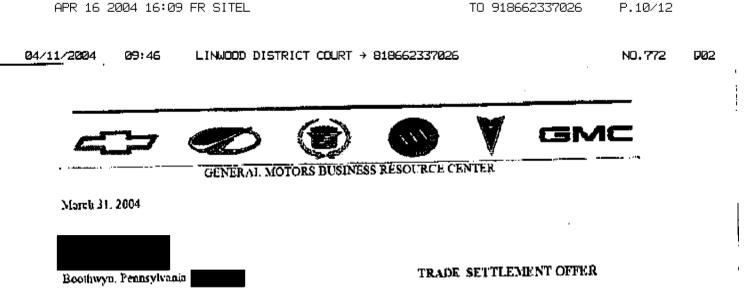


	APR 16 2004	4 16:08 FR SITEL		TO 91	8662337026	P.09∕12
		12 Carlos Vincento			UEAL	# 17857
j.	CHEVR		1263 W. Baltime MED	oro Pike - P.O. Box 1909 DIA, PA 19063		
		Kanadian	(61	0) 566-8600		
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] F	URCHARER'S		DATE 12/15/03	road its torms and conditions and	This received a true copy	of this order.
Ľ			DATE	ACCEPTED BY	2 lone Jun	
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I.q

305 382 IS20

470:50 40 45 18M



Subject: Repurchase of 2004 Chevrolet Maliba 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 1G12S52F44F

Payoff of original Vehicle good until 04/15/04	\$15,328.28
Plus Upgrade	\$ 0.00
Plus Usage	<u>s 0.00</u>
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 SELOW

General Motors will repurchase vehicle 1G1ZS52F54F in exchange for the release of liability stemming from warrantics, express or implied, covering this vehicle.

Please return this document to fax number \$66-233-7026 by April 2, 2004. The conditions of the traderepurchase are as follows:

- => the vehicle is free from any abnormal damage or alterations which impair its resule 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

TO 918662337026

P.11/12

PØ3

APR 16 2004 16:09 FR SITEL

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.
Signature and Date	<u>4-12-04</u>

Mar 31 04 05:23p Thomas ChevroletMedia PA 610-892-0474

p.2

Dealer Confirmation Letter- Collateral Exchange Chevrolet 5701 East Hillsborough Ave, Suite 2300 Tampa FI 33610 Phone (800) 231-1841 x57098, Kathy Meszaros

Collateral Exchange Agreement between Chevrolet and its dealer partner Thomas Chevrolet.

Mr 1-190339119

Thank you for assisting Chevrolet in the collateral exchange for our mutual customer.

General Motors will issue a chock 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 lunds 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: New Vehicle Sales Price: Used Vehicle Trade Value: Trade Difference: Taxes: Rebates: Plus tile and license fees: Miscellaneous State Fees: Document Fees: Dealer Processing Fee:

Customer's Name:

Case Number.

1G1ZS52F44F
\$17,608.90
\$17,608.90
None
None
[Not Applicable]
\$36.00
(If applicable)
[Not paid by either party]
[\$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 fion 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 agreen	COLT MAD BILL OF	ffer, please si	gn and dat	a below and return	a copy to my attenti-	on at the following fax #
866-233-70-26:	\mathbf{D}_{1}		-			on at the following lax #

Julleri, Dotter	
Thomas Chevrolet, BAC 113796 Management Agent's Signature and Title.	
THOMAS J. EACOLANI, - WALES	

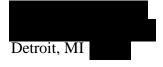
Thomas Chevrolet, BAC 113796 Management Agent's Printed Name and Tille.

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 customed



Service Request: 1-191191504 Customer Relationship Manager: Lorrain RaginsYoung

Dear Ms.

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,

PAR Case Assessment Form

Siebel Request No.: 1-191637023
Customer Name:
Product Purchased?: x New 🗋 Used
Vehicle Identification Number: 1G1ZU54894F
Service Request Detail Screen Reviewed and Updated Pre-PAR Form Reviewed and Updated
PAR Detail Form Reviewed and Updated
Allegation and / or Claim
Anegation and / or Claim
OnStar (Follow specialized procedure)
Credit / Rebill Process (Review Step-by-Step)
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.
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 <u>without</u> collision
Advised customer on basic airbag function
Dealer (Inspect under-carriage)
Forward file to EAA
Deployment <u>with</u> 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
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
x Inspection <u>not</u> 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
Trade Repurchase Law Enforcement Inquiry
GM declines responsibility

Give decimes 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



FAX TRANSMITTAL

DATE: 3-25-04

PAGES SENT(INCLUDING COVER SHEET) 3

TO: YOLONDA RE: MR

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 P. 1

3-25-2004 8:20AM



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CUSTOMEN NO. 33787	LAWRENCE L	AMBERT 98	28 MAT NO.	02710704	℃♥₩\$97278
	8150 517	LICENSE NO.	MILEAGE IN 6,185	CPLOR	46781
	04/CHEVRO	ET/MALIBU/MAL	IBU LT SDN	09717703	DELIVERY MILES 10
BELLMORE, NY	LEH GE D NO U	54894F		DÉALER CODE	IN SERVICE DATE
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	COMMENTS / SERVICE	E CONTRACT		MILEAGE OUY	
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		R/O TAX R/O TOTALS	0.00 268.04		MBER 7075968
WARRANTY CLAIM DETAIL TOTALS					
CLAIM# TOTAL 97278 268.04		an de la calendaria de la calendaria de la calendaria de la calendaria de la calendaria de la calendaria de la Companya de la calendaria de la calendaria de la calendaria de la calendaria de la calendaria de la calendaria Companya de la calendaria de la calendaria de la calendaria de la calendaria de la calendaria de la calendaria d	a a transformation and the second second second second second second second second second second second second	AM. EX.	
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APPROVED BY SIGNATURE				serve you. It form all the rep this repair or plete satisfacto was satisfacto	this opportunity to is our aim to per- pairs requested or der to your com- tion. If our service ry tell your friends ell us immediately THANK YOU
PAGE 1 OF 2 ACCOUNTING CO	PY-W	CONTINUED ON NE	KT PAGE] 03:15pm		

ARNOLD CHEVROLET LEC 598084 20 MERRICK ROAD AMITYVILLE, NEW YORK 11701 (631)-264-0909 Chevrolet NYS MV R/S 7075968 Chevrolet www.ArnoldAutos.com ADVISOR HAT NO 03/09/04 CUSTOMER NO. 7777 33787 GENE ARENA COLOR LICENSE NO MILEAGE IF 46781 90.00 7,699 DELIVERY MILES YEARI / MAKE / MODEL 10 09/17/03 04/CHEVROLET/MALIBU/MALIBU LT SDN IN SERVICE DATE DFALER CODE BELLMORE, NY VEHICLE LD, NO 1 G 1 Z U 5 4 8 9 4 F 03/08/04 E. T. É. NO. REPRINT# 1 MILEAGE OUT COMMENTS / SERVICE CONTRAC MQves 76100 LABOR & PARTS 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 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 L5 0LH 1.5 ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WAR-BANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEI-THER 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 DE FECTS FOR 12 MONTHS OR 12000 MILES. JOB # 1 TOTAL LABOR & PARTS 0.00 DO GUARANTEE ON WORK C/S POWER STEERING LIGHT ON LCD ALSO SERVICE LIGHT ON AT TIMES -6 TIMES -STEERING BECOMES HARD COULD NOT VERIEV COMPLAINT .AT THIS TIME WORKING A REAL AND REAL AND REAL PERFORMED 30 DAYS OR 1,000 MILES WHICH-EVER OCCURS FIRST П 90 DAYS OR 4,000 MILES WHICH-EVER OCCURS FIRST AS PER DESIGNED ☐ 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST 0.00 JOB # 2 TOTAL LABOR & PARTS ALL PARTS NEW UNLESS HERE AND A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CO OTHERWISE NOTED. C/R RENTAL VEHICLE NYS R/S NUMBER 7075968 0.00 JOB # 3 TOTAL LABOR & PARTS 2 10 CASH CHECK MC VISA TOTALS - -0,00 TOTAL LABOR 🗋 AM, EX, 🛛 DISCOVER ****** TOTAL BARTS [] CASH [[] CHECK CK NO [. 1 04.00 CUSTOMER ACKNOWLEDGES TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC DISC 0.00 [] VISA [] MASTER CARD [] DISCOVER * REC. OF COPY X 0.00 0.00 [] AMER XPRESS [] OTHER [] CHG TOTAL TAX Thank you for this opportunity to ******* 0.00 **TOTAL INVOICE \$** serve you. It is our aim to per-THANK YOU FOR YOUR BUSINESS form all the repairs requested on YOUR COMPLETE SATISFACTION IS OUR MAIN GOALT this repair order to your com-THANK YOU! ED, LARRY, GENE, FRED, & SUE plete satisfaction. If our service was satisfactory tell your friends, VISIT US if not, please tell us immediately. THANK YOU CI19975

END OF INVOICE] 12:23pm

PAGE 1 OF 1

ACCOUNTING COPY

09/30/2004 at (19:46 AM 46550 AHN: Yolanda Kelcy

fax: 866-4302710

Pages: 3

Case: 1-191637023

Job Number:

p.1

RICHMOND AUTO BODY LTD.

License #:7030699 "Established 1951" 91 Mcrrick Road Amityville, NY 11701 (631)264-3442 Fax: (631)264-3449

PRELIMINARY ESTIMATE

Written By: Peter Litvinoff #IA-949539 Adjuster:

Insured: Owner:		Claim # Policy #				
Address:		Deductible:				
	BELLMORE, NY	Date of Loss:				
Day:		Type of Loss:				
		Point of Impact:	4.	Right	Qtr	Post

Inspect Location:

Insurance

Company:

Days to Repair

2004 CHEV M										
VIN: 1G1ZU5								-		er:
Air Conditi										
Cruise Cont			-	ic Wheel					_	
Keyless Ent			-	Wheel C				-		ngs
Dual Mirror				Control						
Rear Spoile										
Power Steer	2			akes						
Power Locks				iver Sea						
Power Trunk	c/Tail	gate	Anti-Loc	k Brakes	(4)		Dri	ver A	ir Bag	
Passenger A		-								
Bucket Seat							Aut	omatio	c Transm	mission
Overdrive			Aluminum	Alloy W	heels	5				
NO.	OF.	I	DESCRIPTI	ON		QTY	EXT.	PRICE	LABOR	PAINT
1		REAR DO	DOR							
2	Reŗl	RT Outer p	banel			1	183.	24	5.0	2.0
3		Add for C	lear Coat			0	0.	00	0.0	0.8
4		Add for Ec	tging			0	0.	00	0.0	0.5
5		Add for Cl	lear Coat			0	0.	00	0.0	0.1
6		Add for Ir	nside			0	Ο.	00	0.0	0.5
7		Add for Cl	lear Coat			0	0.	00		0.1
8*	Rpr	RT Door sh	nell			0	0.	00	1.5	Incl.
9	R&I	RT Moveabl	le glass	GM		0	Ο.	00		0.0
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12	Reŗl	RT Body si	lde mldg	LS & LT		1	53.	60	0.3	0.3

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09/30/2004 at (9:46 AM 46550

Job Number:

PRELIMINARY ESTIMATE

2004 CHEV MALIBU LT 6-3.5L-FI 4D SED TAN Int:

NO.	CF.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
13		QUARTER PANEL				
14*	Rpr	LT Quarter panel		0.00		
15		Overlap Major Non-Adj. Panel	0	0.00	0.0	
16		Add for Clear Coat	0	0.00	0.0	0.4
17		FRONT DOOR				
18		RT Door shell		0.00		
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&1	RT Mirror assy w/heated	0	0.00	0.3	0.0
23	R&1	RT Handle, outside	0	0.00	0.4	0.0
24	R&]	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	v 1	8.00 T	0.3	0.0
27#		Tint to color match		0.00 T	0.0	1.0
28#		Remove two sided tape or glue		0.00		0.0
29#		Seam Sealer		12.00 T		0.0
30#		Color sand & buff		0.00 Т		
31#		Clips/fasteners hardware				
		Subtotals ==>		365.24	16.1	8.8
		Parts Body Labor Paint Labor Paint Supplies Body Supplies Sublet/Misc.	8 8	.8 hrs @ \$.8 hrs @ \$	45.00/hr 22.00/hr	396.00 193.60
		SUBTOTAL Sales Tax	2	\$ 1692.34 @		1692.34 148.08
		GRAND TOTAL			\$ \$	1840.42
		ADJUSTMENTS: Deductible				0.00
		CUSTOMER PAY INSURANCE PAY			\$	0.00 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 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 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.

3

Att YOLANDA

FROM ARNOID Cher. Att JOHN HILL

6 PAJES

Please See All Att Achel Paper FOR WARRANTY CODE. VetI HAS Beer Completed & Cust WII Plu LATE 3-23-04 OK 3-24-05.

631 2640944 FAX.

Thurk, Athel

BELLMORE

UNKNOWN**

HEFEREN CALLERFOR ROS

WRITTEN APPROVAL.

48************

Der Die a

as at was 1974

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9/28/98

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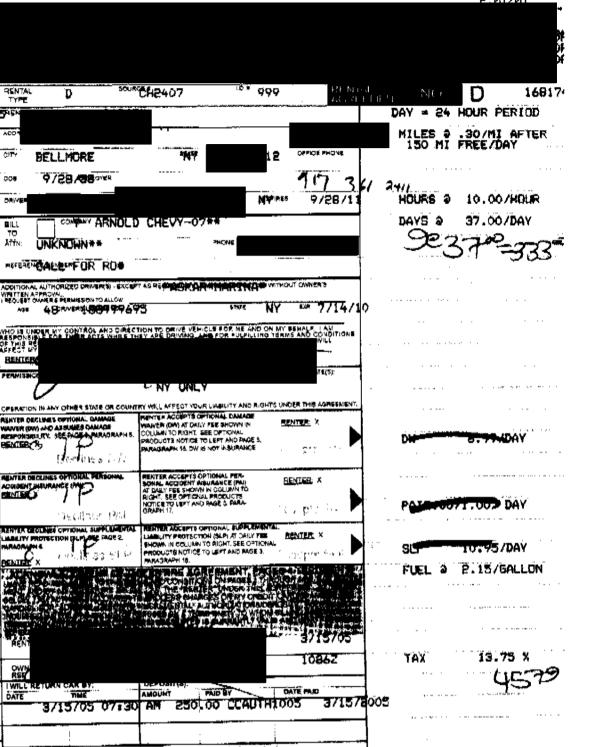
DRIVE

BILL

TO

ĂŤŤN:

CHANSENC.



© ELRAC, Inc., 20 TOTAL P.01

DAMAGE WHO IS UNDER WY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I REPONSING TO A THER ACTS WHILE THEY ARE DRIVING AND FOR SUCPLLING YERMS AND CO OF THIS RE AFRET WY 1 2 0 RENTER . **. . .** 00' 14 34 1/2 3/2 3/6 3/6 7.8 Section Bearing 1/8 1/4 3/6 1/2 5/8 3/4 7/6 DUR CONTRACT OFFERS, FOR AN REPORTIONAL DAMAGE BENDER % ADDITIONAL CHARGE, OPTIONAL PRODUCTS INCLUDING DAMAGE WAIVER, PERSONAL ACCIDENT MENTER DECLINES OFFICIAL PERSONAL INSURANCE AND SUPPLEMENTAL ACOLOGINT MATURAN LIABILITY PROTECTION, BEFORE DECIDING WHETHER TO PUR CHASE ANY OF THESE PROD UCTS, YOU MAY WISH TO DETER- TRENTER GEOLINES CERTIONAL SUFFLICTIONAL LABLITY PROTECTION ISLPLOSE FACE 2 MINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PENTER > PROVIDES YOU COVERAGE DUR-ING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE

ORIGINAL VEHICLE

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ECARM

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65 REPLACEMENT VEHICLE 10862 RSP WILL COL09 FAID BY DATE PAR AMOUNT DATE TIME wh. 371578005 3/15/05 07:30 AM 230.00 CCAUTH1003 195732 A.110 iN ML#-AG5 5154 QUT ATTENTION: Enterprise purchases no third-party insurance cover-ing 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 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 par-cuosed by injury. ATTENTION: Enterprise purchases no third-party insurance cover-DRIVEN TOTAL CHARGES <u>- 1</u> COMOUTON AGO TO TO DEPOSITS DAMAGE O Ē 0 AMOUNT DU ĝ ſ 0 ties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is CHARGI CASH CHECK PAID BY C NHAR HG desired you may purchase Supplemental Liability Coverage from Receiver of Enterprise at an additional cost. AMOUNT RECEIVED E DATE E 1/8 1/6 0/8 1/2 5/8 3/4 116 8 001 dian apr Acres 4 ONTICE OWNER IS AN AFFILIATE OF ENTERPRISE RENTA-CAR COMPANY, WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS.

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PRODUCTÓ NOTICE TO LIGHT AND PAGE 3. PRODUCTÓ NOTICE TO LIGHT AND PAGE 3. PARAGRAPH 18.

COMPANY ARNOLD CHEVY-07*1

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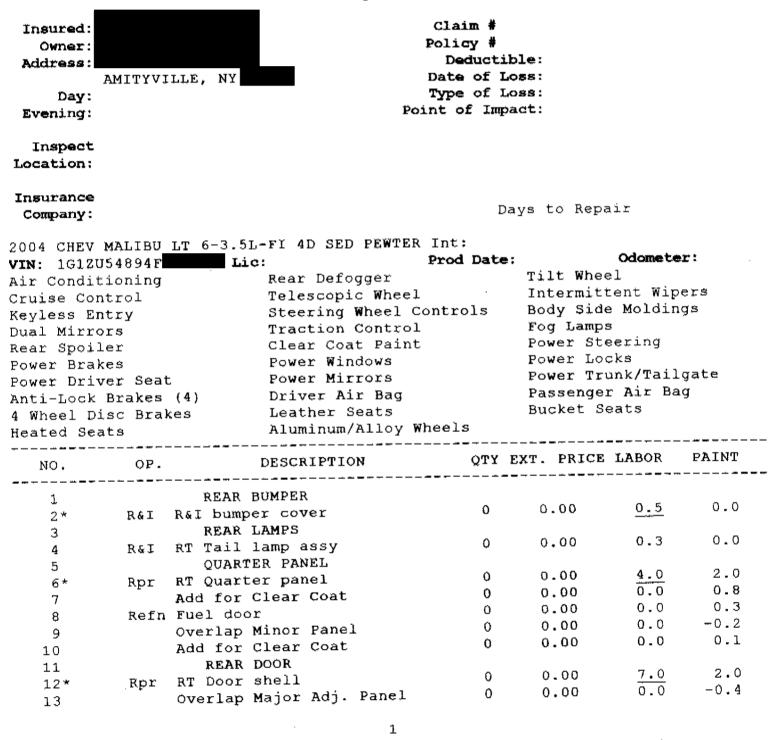
FAGE 03

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:



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Job Number: 7665

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ESTIMATE OF RECORD

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2004 CHEV MALIBU LT 6-3.5L-FI 4D SED PEWTER Int:

NO.	OP.	DESCRIPTION	QTY	EXT. H	PRICE	LABOR	PAINT
14		Hdd for ofour town	0			0.0	
		RT Belt molding	0	0.0	00	0.2	0.0
16*	R&I	RT Body side mldg paint to match	0	0.0)0	0.3	0.0
17	R&I	RT Handle, outside	0			0.4	
18	R&I	RT R&I trim panel FRONT DOOR	0	0.0	00	0.4	0.0
19	D1-d	RT Door shell	0	0 (0	0.0	1.0
			ŏ		50 00	0.2	0.0
21	R&I Dot	RT Belt molding			00	0.3	
22*	R&L	RT Body side mldg paint to match	U				
23	R&I	RT Mirror assy w/o heated	0	0.0	00	0.3	0.0
24		RT Handle, outside	0	0.0	20	0.4	0.0
25		RT R&I trim panel	0			0.4	
26#		Hazardous materials removal				0.0	
27#		Comer webicle for over-spray	1	5.0	т ос	0.3	0.0
28#		Color sand & buff	1	0.0	т ос	1.0	0.0
29#		Two sided adhesive tape	1	15.0	00	0.3	0.0
30#		Color sand & buff Two sided adhesive tape Remove two sided tape or glue	1	0.0	00 	0.3	0.0
		Subtotals ==>		23.	00	16.6	5.9
		Parts					15.00
		Ded. Tobox	16	.6 hrs	0 \$	45.00/hr	747.00
		Paint Labor	5	.9 hrs	e \$	45.00/hr 22.00/hr	265.50
		Paint Supplies	5	.9 hrs	6 S	22.00/hr	129.80
		Sublet/Misc.				 .	8.00
		SUBTOTAL					3 1165.30
		GRAND TOTAL	• •				\$ 1165.30
		ADJUSTMENTS: Deductible					0.00
		CUSTOMER PAY INSURANCE PAY				:	\$ 0.00 \$ 1165.30

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03/18/2005 at 04:51 PM 46550

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 DTHER 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 DEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at DE/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.

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ARNOLD CHEVROLET LLC

20 MERRICK ROAD AMITYVILLE, NEW YORK 11701

(631)-264-0909

NYS MV R/S 7075968

Chevrolet

RECOMMENDED SERVICES

Chevrolet

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		01 CVMIN 01 CVZNYSI	MINOR TUNE UP NYSI	MI MO		

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			CUSTOM	IÉA NO.	SERVI	CE CONTRA			DELIVERY		LUNG DEALE	B NO. B. O. DATE 03/15/05
			COLOR	337	0/		CONT	09/17/03		10 DN DATE EXI	PIRATION MIL	
B	ELLMORE, NY		TUPPO	MMC			TRANS	MILEAGE	ADVISOR		VISOR	
			TURBO	CVZZ		7. F. S.	THANS	20,279			HN HIL	L
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	E RECEIVED DATE/TIME PROMISED	PRIO	RITY for any management	eason: that be responsi	you neither a bie for loss a	essume or all	thorize any	y other person to assum vehicle, or articles left th	le for you an lerein; in cas	y liability in co e of fire, theft	onnection with or other cause	euch repair; that you beyond your control;
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Pre-Authorization/Warranty Claim Tracking Form

Date 3/24/2005 Service Request # 1-191637023 Curstomer Name Inservice Date 9/17/2003 Service Contract? N Current Mileage 20,279 Purchased New/Used? N Warranty Blocked? N Branded Title? N Mileage at Purchase Dealer and Claim Information Dealer Administry Admin: Richie Dahlgren Dealer Svc Mgr John Hill Dir Warranty Admin: Richie Dahlgren Dealer Phone 6312640909 Dealer Fax 6312640944 Dealer BAC 158516 Division and Code 13-02018 Repair Order Number 107687 Repair Order Number 107687 Repair Order Cless Date Labor Op. Code Z1242 Dollar Amt 51,498.30 Labor Op. Code Z1242 Dollar Amt 51,498.30 Dalar Amt Cause Code (CC) MU Failure Code (FC) 98 PUT EVERYTHING IN NET AMOUNT Labor Op. Code 21243 Dollar Amt S1,498.30 Dalar Amt Cause Code (CC) MU MU Authorization Code: DO NOT PUT IN HOURS Parks and Labor Cosks: DO NOT PUT IN AN AUTH CODE		Customer and V	ehicle Information	
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IF Forwarded to who?				
	IF Forwarded to who?			



Service Request: 1-191682928 Customer Relationship Manager: Amy Preziosi

Dear Ms.

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,



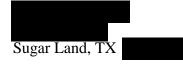
Service Request: 1-192380624 Customer Relationship Manager: Sarah Bradley

Dear Ms.

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,



Service Request: 1-192380624 Customer Relationship Manager: Sarah Bradley

Dear Ms.

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,

May 3, 2004



Service Request: 1-192380624 Customer Relationship Manager: Katherine Stafford

Dear Ms.

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,

MAY 19 2004 10:53 FR SITEL

TO 918664405934

RVDC Active Case # 84677

Page 1 of 1

P.01/21



RVDC Case# 84677

BRC Case Number	1192380624	Ve	hicle is going to: Auction	Is Vehicle	e Drivable? Y	Issue	1099					
Customer Name		Dealer	Admin Fee Applies?		-							
Original VIN	1G1ZT52814F		Y Y		Issue Relea N	35e						
BAC	114885		This vehicle was repu	rchased as	s a result of	8						
Dealership Name	BILL HEARD CHEVROLET	Volur	tary settlement of a G	M alternat	ive dispute r	a. resolu:	tion					
Dealer	Mike Sutton, Operations		program									
Contact/Title	Manager	Retr	ieve Sales Tax? Y		Title Brand	?						
Dealer Phone	2814919000		Reason for not R	etrieving S	ales Tax:							
Dealer Fax	2812691829											
Delivery Date	2003-09-12	Origina	al Sales Tax Paid in	Repure	chased Unde	er Law	s of					
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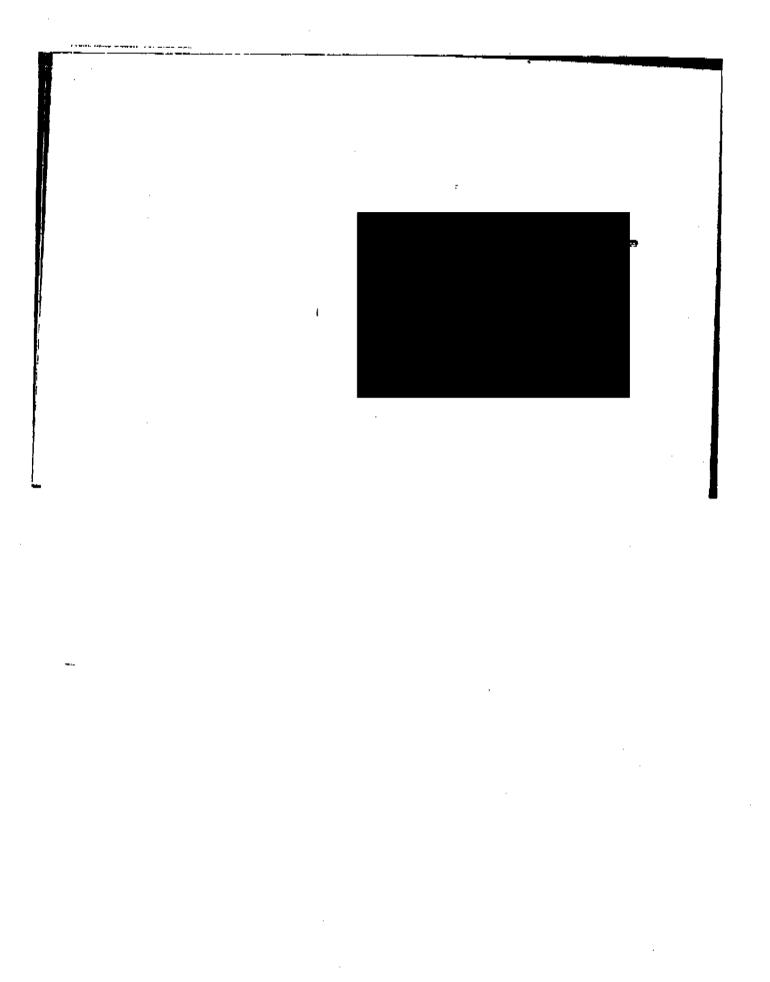
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RCMPR010 CU	RRENT VEHICLE DELIVERY/IN PROCESSING SOURCE: BARS	_	05/11/04 07:21:29
VIN: 1G1ZT5281 4F	SELLG SCE: 13 MDL Y		
ODATE: 06/19/03 ORD		070 DLVY SS/SITE	CD: 13 30636
DDATE: 09/12/03 DLV	Y FAN: DTYPE:	010 SRVC TYPE:	MILEAGE:
DLVY DOE: 09/19/03	ORDER BY:		
CANC:			
CANC DOE:			
TRADE:	DLVY TO:		
TRD DOE:			
SRVC IN:	SUGARLAND	,	TX
SRVC OUT:	CANC SRVC IN:		
	INCENTIVE	S	
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:

MAY 19 2004 10:56 FR SITEL

RINPF071	INCENTIVE PROGRAM CATALOG INQUIRY	05/10/04
START BROWSE	PROCESSING SOURCE: CHEVROLET	11:53:42
INCENTIVE CODE/LVL:	CSR	PAGE NO: 1

FN	INC	CTV		START	END	ST	LAST AC	FIVITY
СD	СD	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	ł 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	2 P	08/27/02	1
_	ĊTR	001	MSC ** CUSTMR TRD REPURCH BLOCK	07/01/98		Р	05/08/04	37
_	CTS	001	MSC ** PROMO VEHICLE FILE BLOCK	04/22/04		₽	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 ===> ____ PF01=HELP 03=PRV SCRN PF07=PGUP 08=PGDN

MORE RECORDS

P/W:

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electronic Preliminary Repurchase Authorization (ePRA)	/25/2002									
(**To go from field to field, use the TAB KEY) 1.Date (mm/dd/yyyy): 05/10/2004	, ⁻)									
	ر ل									
2.Customer Name: 3.Customer Address: 4.Customer City, State, and Zip: Sugarland. Tx 1 5.Primary Customer Phone #: 6.Additional Customer Phone #: 7.Customer fax #: Mobile #/	VC									
5.Primary Customer Phone #: Home 6.Additional Customer Phone #: Mobile #/) (2)									
6.Additional Customer Phone #: <u>Mobile</u> and <u>Mobile</u> and <u>Mobile</u>	10.									
8. Cust Drivers Licenses # 6.25	۱									
<u>Customer Vehicle Information</u> 10.Year/Make/Model: <u>2004 Chevrolet Malibu</u>										
11.VIN (17 Digits): <u>1G1ZT52814F</u> 12.Current Mileage: 11.882										
13.Purchased: <u>NEW</u>										
<u>Detail your agreement with the Dealer and Customer on the following items:</u>										
14.Dealership Name: Bill Heard Chevrolet										
15.Dealership Phone #: <u>281-491-9000</u> 16.Dealership Contact Name and TITLE: <u>Mike Sutton/aburations</u> Managu										
17. Dealership Contact Phone # (if different than Dealership #): 281-798-5607										
18.Dealership Contact Fax # <u>281-243-1180</u> 19.Dealership BAC: <u>114885</u> Region: Southeast										
20.What GOODWILL TOOLS were offered?										
Component Coverage Letter 🛛 🕅 Miscellaneous Boimburgement										
American Express Check										
GM SmartCare Control Care Contr										
21.Was a TRADE Repurchase offered? YES 22.If this will not be a Trade Repurchase. Please exploite With 2 sustained to the second second second second										
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 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 v buy vehicle back at agreed price, but GM will not be able to get involved in new transaction, this is up to her and	<u>vill</u>									
TAC case number is required and if not available. Please explain why not?	<u>dir.</u>									
26.Reason for Repurchase (Include specific mechanical failure)										
(locks up during operation), customer lost faith in vehicle refused to drive. customer notified local TV consumer										
mis net an open case on mis me.										
27.This case was resolved by: Field Voluntary Decision 28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES										
	Inda									
31.Vehicle Damage (explain what damage is present and who is responsible): no damage										
32.If a Trade Repurchase, New VIN (17 Digits) of Order Number (2 D) to a second										
33.New Vehicle Year/Make/Model										
34Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):										
35. <u>Usage/Depreciation Amount</u> :										

(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: <u>\$500.00, negotiated with owner, due to low mileage and high visibility case.</u>

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): 37.Lease Termination Terms:

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: <u>GM will pay for taxes figured in to repurchase calculations</u>

39.1 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: <u>Please process ASAP, this is a high visibility case, Dealer has</u> <u>customer in bailment unit. The toal amount of repurchase is \$22439.68, Pay off is approx \$21664. avm explained to</u> <u>cust GM will payoff vehicle and difference will go to customer.</u>

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy):-05/05/2004
 42.Authorizer Name: <u>Bill Elbert</u>
 43.GM Position: <u>AVM</u>

44.VoiceMail Node: <u>800-211-3611</u> Mailbox Number: <u>8000</u> 972075 - 8000 45.Email Address: <u>bill.elbert@gm.com</u>

Save this document using the customers last name plus the last 8 of the VIN as the Filename. Attach this saved file to a Lotus Notes document and E-mail this ePRA to <u>ePRA@GMExpert.com</u> Forward any supporting documentation to FAX- 866-827-1129

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

2004 MALIBU LS SEDAN		CHEVROLET	MOTOR DIVISION
41U BLACK	/V6G	GENERAL M	OTORS CORPORATION
14C GRAY		100 RENAI	SSANCE CENTER
ORDER NO. GKJHRK/TRE STOCK NO	•	DETROIT	MI 48243-1114
VIN 1G1 ZT52 81 4F		VEHICLE I	NVOICE 1AD22487309
**********	*******	*******	*********13*306365
MODEL & FACTORY OPTIONS	MSRP		RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00		INVOICE 08/26/03
B37 FLOOR MATS, FRONT & REAR		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			WFP-F QTR OPT-1
(SUBSCRIPTION CHARGES EXTRA)			BANK: GMAC - 084
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	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
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Over Allowance / Incentives / Negative Equity Form INTERNAL WORK PRODUCT – PRIVILEGED AND CONFIDENTIAL INFORMATION

Customer	Rec	quest # 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

Purchago price / frame de altas Pilla da price da servicia da serv	
Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)	\$22379.54
MSRP (From BARS Invoice) minus	\$ 21400.00
DIFFERENCE (If positive, look for Over Allowance on vehicle)	\$ 979.54 augure
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 If Negative is Negative Equity on vehicle	\$
If Over allowance and/or Incentives (not included in Purchase Price) are found VERIFY to	pefore presenting to TM
Purchase price (from dealer Bill of Sale before Tax, Tag, etc.)	\$_22379.54
Incentives NOT INCLUDED in Purchase Price (from BARS) minus	\$ _1000.00
(DO NOT INCLUDE FUEL-FILL CREDIT) INCLUDE GM CARD CREDITS-credited back to customer card	
Over Allowance (difference between Trade Allowance & ACV of trade) minus	\$
ACTUAL PRICE OF VEHICLE that should be Presented as Repurchase	\$ _21379.54

MAY 19 2004 10:59 FR SITEL



GENERAL MOTORS BUSINESS RESOURCE CENTER

May 11, 2004

Sugarland, Tx.

STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu 1-192380624

Dear Mr. And M

We regret that you are dissatisfied with your 2004 Chevorlet Malibu, 1G1ZT52814F resolve your concerns have not met your expectations.

and that our attempts to

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 Plus Tax	\$ 45.43
Less usage	\$ 1,336.16 \$ 500.00
Less incentives	\$ 500.00 \$ 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	\$67 6.5 6

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

General Motors will repurchase VIN 1G1ZT52814F 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:

- \Rightarrow the vehicle is free from any abnormal damage or alterations which impair its resale value
- \Rightarrow all factory installed equipment are intact and functional
- \Rightarrow 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

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.

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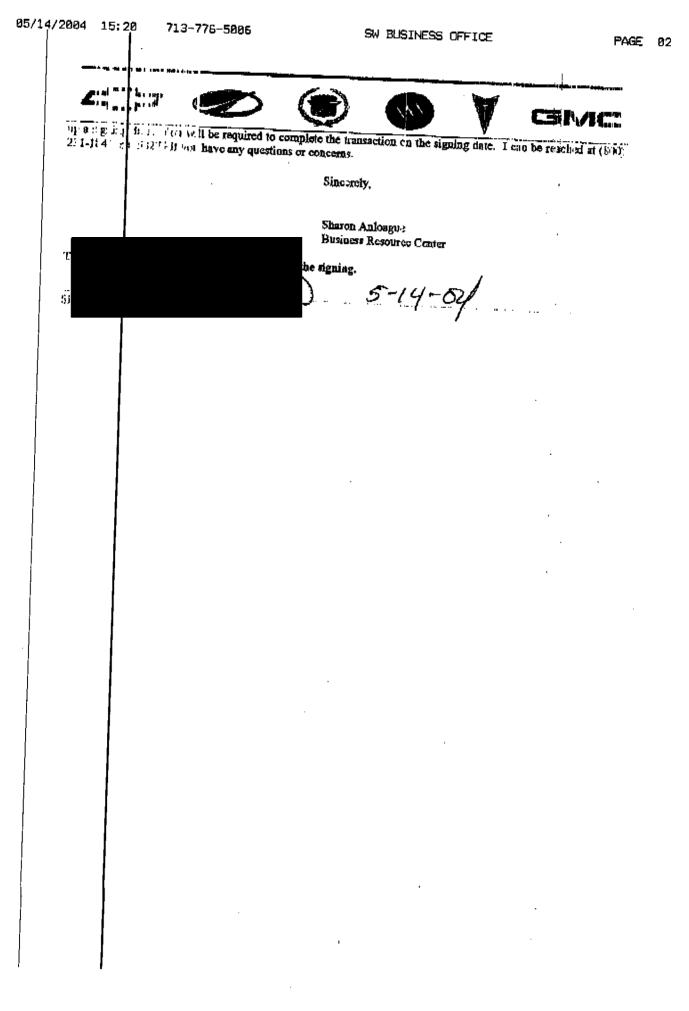
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GENERAL MOTORS BUSINESS RESOURCE CENTER

May 14, 2004

Sugarland, 1x.

STRAIGHT SETTLEMENT OFFER

GN

Subject: Repurchase of 2004 Chevrolet Malibu 1-192380624

Dear

We regret that you are dissatisfied with your 2004 Chevorlet Malibu, 1G1ZT52814F 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 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:

- \Rightarrow the vehicle is free from any abnormal damage or alterations which impair its resale value
- \Rightarrow all factory installed equipment are intact and functional
- \Rightarrow 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.

Sincerely,

Sharon Anloague Business Resource Center

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

Signature and Date

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 11, 2004



STRAIGHT SETTLEMENT OFFER

Subject: Repurchase of 2004 Chevrolet Malibu 1-192380624

Dear Mr. And Mrs.

We regret that you are dissatisfied with your 2004 Chevorlet Malibu, 1G1ZT52814F 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:

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Inventory Tax	\$ 45.43
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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 1G1ZT52814H 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:

- \Rightarrow the vehicle is free from any abnormal damage or alterations which impair its resale value
- \Rightarrow all factory installed equipment are intact and functional
- \Rightarrow 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.

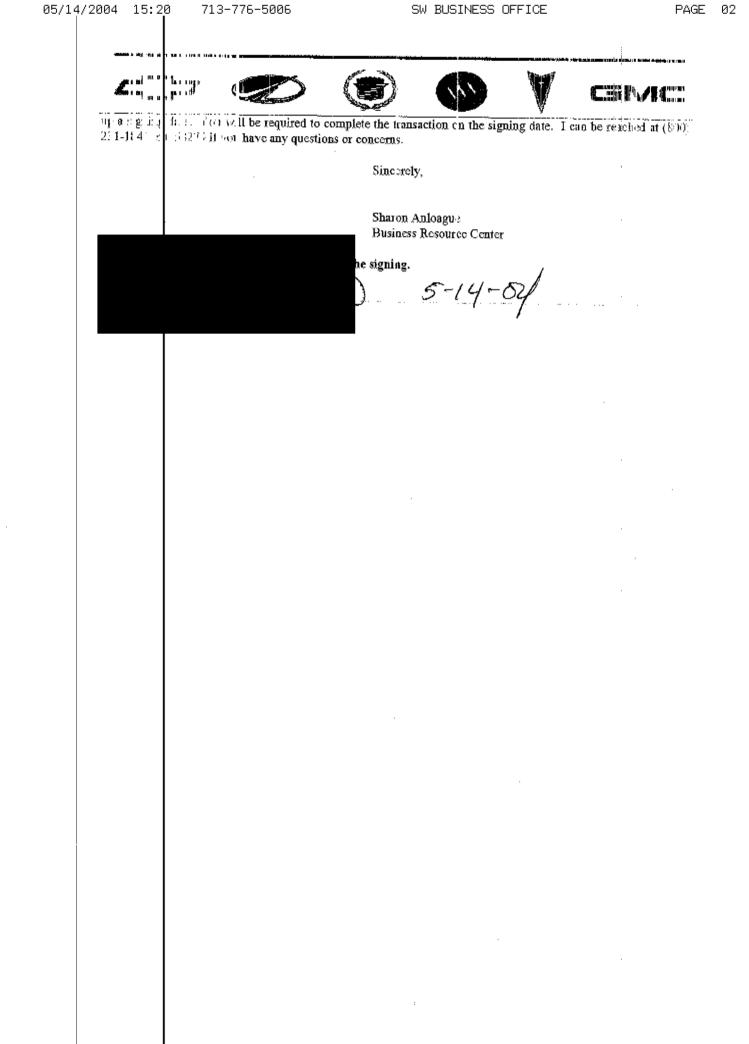
Sincerely,

Sharon Anloague Business Resource Center

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

Signature and Date

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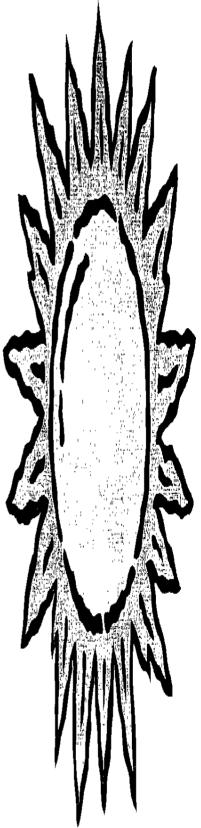
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- · Auto One



TO: GHARON ANLOAGUE From: Bryana



BILL HEARD CHEVROLET, INC.

13115 SOUTHWEST FRWY SUGARLAND, TX 77487 phone: 713 491 9000 fax:

FAX COVER SHEET



Message:

Sharon,

Please call to confirm receipt of this fax.

Thank you, Mike Sutton 281-263-1368



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

HOME:			BUS:		SF	RVICE ADVISOR:	902 MA	GENEI	RAL - (281)	263-1347	
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CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT



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

HOME: BUS:			PAGE 2	FAX	FAX #'S: SERVICE - (281) 243-1168 GENERAL - (281) 263-1347					
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