

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

January 8, 2013

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 E Butler Ave
Ambler, PA 19002-4514

RE: [REDACTED] v. General Motors Corporation
Service Request: 1-436910573
2006 GMC Envoy
Vehicle Identification Number: 1GKET66M066 [REDACTED]
Customer Relationship Specialist: Susan Gadberry

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$4,000.00 made payable to [REDACTED]. The second is in the amount of \$1,750.00 made payable to Kimmel & Silverman, P.C.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0063
V6302006

North American Operations

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



CHECK No. [REDACTED]

50-827
213

DATE
12/07/06

*****4,000 DOLLARS

****00 CENTS

AMOUNT
*****4,000.00

PAY
TO THE
ORDER
OF

[REDACTED]
 GREENBELT MD [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Rachel C. [Signature]
 SIGNATURE

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

AUDIT
 [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
 DUNS NO. BB 000000133

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
 DATE 12/07/06

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
16KET66M066 [REDACTED]	12/06/06 1-436910573	VH 1-7ET49I 1-7ET49I	00.0000	4,000.00	.00	4,000.00
TOTAL				4,000.00	.00	4,000.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
 REIMBURSEMENT\OR QUESTIONS CALL 800-442-8782

WS

North American Operations

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



CHECK No. [REDACTED]

90-837
213

DATE
12/07/06

*****1,750 DOLLARS

*****00 CENTS

AMOUNT
*****1,750.00

KIMMEL & SILVERMAN, P.C.
 6602 LAKE PARK DR APT 304
 GREENBELT MD 20770-3093

North American Operations
 General Motors Corporation
 Disbursement Account

Kihel C. [Signature]
 SIGNATURE

PAY
TO THE
ORDER
OF

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000134

VENDOR NAME KIMMEL & SILVERMAN, P.C.

CHECK NO. [REDACTED]

PAYMENT DATE 12/07/06

REGISTER NO DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1GKET66M066 [REDACTED]	12/06/06 1-436910573.1-7ET49K	VM 1-7ET49K	00.0000	1,750.00	.00	1,750.00
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL

1,750.00

.00

1,750.00

2010

TO : SUSAN (Gm Legal)

FROM : JOHN KOONS Pontiac, Buick, GMC
Chris Gormand

CASE 

SUSAN, Here is all The History I HAVE ON this TRUCK. I have NOT INVOICED the current RO# 440483, because I am waiting for Sidney Winston our DSM to call me back on which OP code to use to close it,

Thanks
Chris Gormand
301-423-2200 x 1021

1 of 11



KOONS

AUTO SUPERSTORES

5001 AUTH WAY
MARLOW HEIGHTS, MD 20746
301-423-2200
www.jkoons3.com



MAZDA SUZUKI

440433

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00PNZ00600	5K INTERVAL SERVICE	MI		00PNZ00300	3K MI INTERVAL SERVI	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/13/05	431991	5200	606	758	C	00PNZ00300	3K MI INTERVAL SERVI
02/10/06	414032	2	192	758 490	W I	05PNZ1 11PNZ5	BRAKES MISC PDI S-BODY

SALESPERSON NO. 318 JAMES NATHANIEL BEAL SERVICE STATE REG# 0

VEHICLE ID. NO. 1GKET66M066	YEAR/MAKE/MODEL 06/GMC/ENVOY/ENVOY XL 4WD	PRODUCTION DATE	STOCK NO. 6159	LICENSE NO.	R.O. NO. 440433
CUSTOMER NO. 131075	SERVICE CONTRACT	DELIVERY DATE 04/11/06	DELIVERY MILES 114	SELLING DEALER NO.	R.O. DATE 09/27/06
COLOR ONYX BLACK/EBONY	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 2654	
TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE 8,511
					ADVISOR NO. 192
					ADVISOR STACY
RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED 12:16pm	DATE/TIME PROMISED 09/27/06 11:00pm	PRIORITY	LABOR RATE		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	X				

COMMENTS : 301.442.2148

1. **C* 00PNZ003000 3K INTERVAL SERVICE** *M N*
3000 MILE INTERVAL SERVICE
Done #279

2. **W 08PNZ CHASSIS/BODY/ELEC**
LEFT REAR WINDOW IS INOP *Diag system, found locks fuse blown in rear BEC center, also found circuit breaker 25amp door circuit tripping C2 upon further investigation found tan wire in connector terminal D8 burnt and gray wire*

3. **W 08PNZ1 CHASSIS MISC**
LEFT REAR DOOR LOCK IS INOP
connector C2 terminal F6 also burnt and overheated. Removed rear seats & carpet to trace harness approx. 4 feet of harness was damaged. The wires that melted

4. **W 08PNZ2 CHASSIS MISC**
DRIVERS WINDOW WILL NOT GO UP AT TIMES *and burnt also burnt & melted other wires in harness. we attempted to repair harness, but due to the severity of damage to the rest of the harness and the wires being brittle due to heat we replaced the complete rear*

PARTS AND LABOR ARE WARRANTED FOR A MINIMUM PERIOD OF 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. YOUR SPECIFIC WARRANTY MAY VARY BY MANUFACTURER. CONSULT YOUR OWNERS MANUAL FOR DETAILS.
CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$89.00 PER HOUR.

ESTIMATE
CALLED _____
TIME _____
BY _____
APPROVED CUST. WILL CALL
CALL WHEN READY

TIME _____
CAR PARKED IN _____
SAVE PARTS YES NO


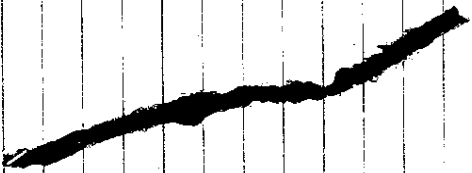
THERE WILL BE A CHARGE FOR ALL ESTIMATES INVOLVING TECHNICIAN DIAGNOSTIC TIME

MILEAGE OUT _____
CAR CONDITION _____



CUSTOMER'S RIGHTS

- Customer wants replaced parts if not returnable under warranty. Yes No
- Do you want a written estimate since it exceeds \$50.00 Yes No
- Customer agrees that he may be charged not more than 10% of the cost of the written estimate without consent. Yes No
- Customer consent for additional repairs. Yes No

Thank You!
WE APPRECIATE YOUR BUSINESS

SERVICE CORRECTION: OP CODE: NOTES:	CORRECTION: OP CODE: NOTES:	CORRECTION: OP CODE: NOTES:	CORRECTION: OP CODE: NOTES:	CORRECTION: OP CODE: NOTES:	CORRECTION: OP CODE: NOTES:	CORRECTION: OP CODE: NOTES:	CORRECTION: OP CODE: NOTES:	PARTS RETURNED: PARTS DEPT. VERIFICATION:
<p>the rear fuse center was also replaced due to the 25 amp circuit breaker overheating. this could have led to durability problems in the future. It appears that the original cause of failure was 2 wires chaffing together or to ground. unable to be 100% sure due to severity of burnt wires. after harness & bee center replacement all systems operating to spec</p>								
								
								
PARTS \$	HOURS BILLED	LABOR \$	TOTAL	ESTIMATED TOTAL:				

TECHNICIAN'S ESTIMATE OF REPAIRS

 part of what was left of
 wires & circuit 294 connector CD,
 turned D8

PUNCH TIME

24 11 2 01

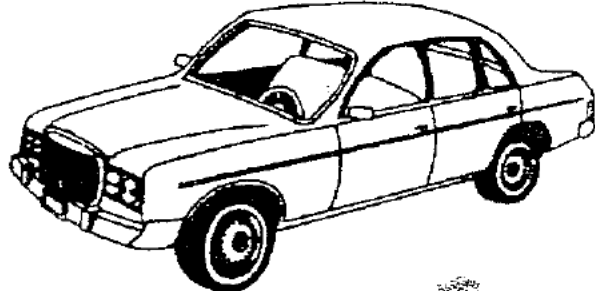
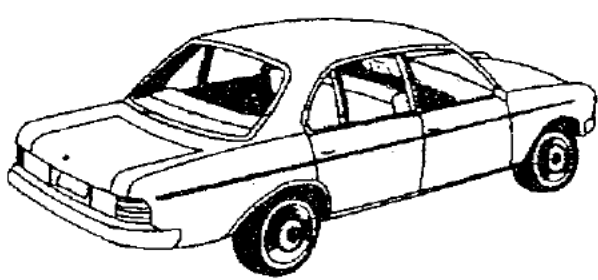
KOONS

PONTIAC - BUICK - GMC - VOLKSWAGEN - MAZDA

Customer #:			SA#: <u>2654</u>	
Name (last, first)			VIN#	
Street Address:			Del Date	Mileage
City:	State	Zip Code	Make <u>ENVY</u>	Model <u>8511</u>
Home Phone:		Business Phone:		Year (2 digits)
<u>301 442 2148</u>			Color <u>BLACK</u>	
			Ext	

Comments: IGKET 66m 066 [REDACTED]

- A LOP
- B
- C LEFT Rear window is inop
- D
- E
- F LEFT Rear door lock inop
- G DRIVERS window no up @ times



CUSTOMER'S RIGHTS

1. Customer wants replaced parts if not returnable under warranty.	yes	no
2. Do you want a written estimate, if it exceeds \$50.00.	yes	no
3. Customer agrees that we may charge not more than 10% of the cost of the written estimate without his consent.	yes	no
4. Customer consent for additional repairs.	yes	no

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

Shop material a token charge equivalent to 10% of labor charge is included for materials used on your vehicle applicable supply items are nuts, bolts, washers, pins, aerosprays, solvent, rags, towels, battery cleaners, etc.

THERE WILL BE A MINIMUM INSPECTION FEE OF \$86.00 FOR THE PURPOSES OF ESTIMATES AND DIAGNOSTICS.

NOTE: Drivability Diagnosis: \$86.00

NO VEHICLES RELEASED AFTER 6:00 UNLESS PRIOR ARRANGEMENTS MADE
 KOONS AUTOMOTIVE IS NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN CARS.

CUSTOMER SIGNATURE: _____

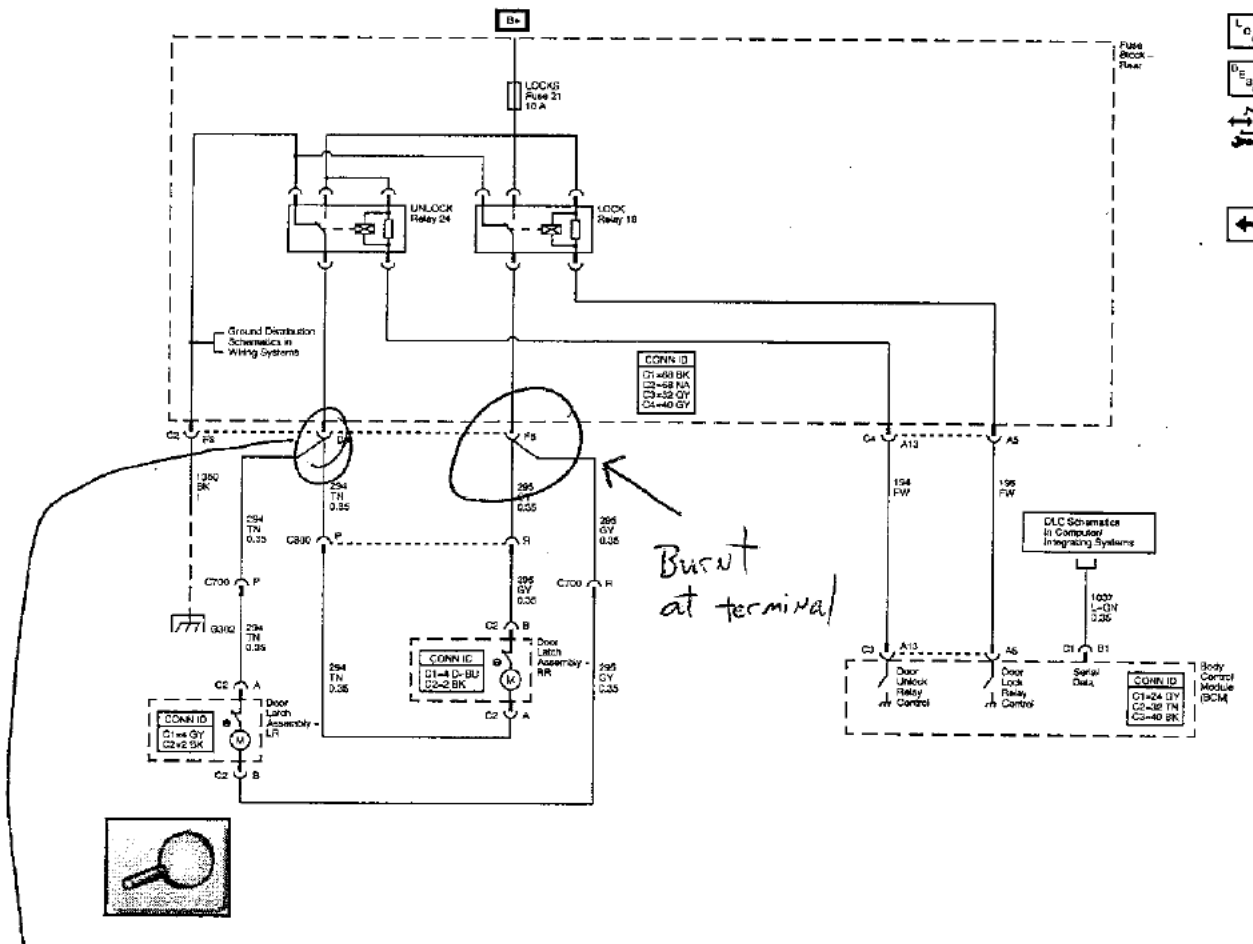
KOONS AUTOMOTIVE DOES NOT PROVIDE LOANER CARS.

15194396 Block

MARVIN

15825182 PQC

FIGURE Rear Doors(c)



4 feet of wire burnt up & missing

STAN Order# 5101758 Cont# 94427265
9247265

Bill @ POC

Reynolds and Reynolds JUNIOR
Order# 5112623 076

KOONS PONTIAC BUICK GMC
VOLKSWAGEN MAZDA
5001 Auth Way
MARLOW HEIGHTS, MD 20746
(301) 423-2200

ABOVE
STACT

SP
150

DATE 9-27-06

TECH. or P.O. # 440433

PHONE # VEHICLE DOWN



SHOP SOB

9/28/06
OFF

PART NUMBER	DESCRIPTION
15194396	BLOCK
15825182	HARNISS 2704
TO ORDER (POC) MARVIN	
18666547654	SPAKE TO 2:50 10/18
CASE # 31210700306	CASE T9210700302
15825210	155-158
16KET664066	

YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
06	BMC	ENVY		

PART REQUESTED BY _____ DEPT. _____

Reynolds and Reynolds OK100940 (2006)

3	W 08PNZ1	CHASSIS MISC	BLOCK
LEFT REAR DOOR LOCK IS INOP			
4	W 08PNZ2	CHASSIS MISC	
DRIVERS WINDOW WILL NOT GO UP AT TIMES			

Reynolds and Reynolds MAINTENANCE CC818710 (2004)



01013440433

PONTIAC
EWO
OPERAT
MI INT
RATION
00300
PRODUCTION
DELIVERY
04/17
MILEAGE
8.5
PARTS AND PERIOD OF FIRST YEAR FACTORY DETAILS CUSTOMER \$89.00 PER ESTIMATE
CALLED TIME BY APPROVE TIME CAR PARK SAVE PAR THERE WILL INVOLVING MILEAGE CAR CON
1. Customer
2. Do you w
3. Customer the cost of
4. Customer

OIL CHANGE SPECIAL

Cars
\$29⁹⁵



Trucks
\$34⁹⁵



MAZDA

SUZUKI

431991

INCLUDES: Drain & refill
with up to 5 qts. of oil.

Some models higher. Does not include synthetic oil.

TAXES, SHOP SUPPLIES & HAZARDOUS WASTE CHARGES ADDITIONAL VALID ONLY AT JOHN KOONS GM.
PLEASE PRESENT COUPON AT TIME OF WRITE-UP. NOT VALID WITH ANY OTHER ADVERTISED SPECIAL.
OFFER GOOD THROUGH 8/15/08.

OPERATION DESCRIPTION	MO/MI	TOTAL
3K MI INTERVAL SERVI	MI	

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/10/06	414032	2	192	490	I	11PNZS	PDI S-BODY

SALESPERSON NO. 318 JAMES NATHANIEL BEAL SERVICE STATE REG# 0

VEHICLE I.D. NO. 1GKET66M066	YEAR/MAKE/MODEL 06/GMC/ENVOY/ENVOY XL 4WD	PRODUCTION DATE 6159	STOCK NO. 6159	LICENSE NO. 431991
CUSTOMER NO. 131075	SERVICE CONTRACT	DELIVERY DATE 04/11/06	DELIVERY MILES 114	SELLING DEALER NO. 07/13/06
COLOR ONYX BLACK/EBONY	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 172
TURBO PNZZ	M/MC	AIR COND.	P.S.	TRANS
MILEAGE 5,200	ADVISOR NO. 606	ADVISOR DAVID CORNELL		

758 GREENBELT, MD

RESIDENCE PHONE BUSINESS PHONE

TIME RECEIVED DATE/TIME PROMISED PRIORITY
09:18am 07/13/06 11:00pm

APPOINTMENT
 Yes
 No

LABOR RATE

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

1 C 00PNZ00300 3K MI INTERVAL SERVI
PERFORM 3000 MILE INTERVAL SERVICE

3k stroke

- 0.3

2 OK BRAKES - Grinding

for phone call

inspect brake - ok, test
Drive vehicle 3 miles, unable
to duplicate condition

H9991

0.3

PARTS AND LABOR ARE WARRANTED FOR A MINIMUM PERIOD OF 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. YOUR SPECIFIC WARRANTY MAY VARY BY MANUFACTURER. CONSULT YOUR OWNERS MANUAL FOR DETAILS.
CUSTOMER LABOR CHARGE \$89.00 PER HOUR. ON A RATE OF \$89.00 PER HOUR.

IN CLEAN
UP 7-13/1220
SB

ESTIMATE
CALLED BY APPR. CUST. WILL CALL
CALL WHEN READY

TIME
CAR PARKED IN
SAVE PARTS YES NO
THERE WILL BE A CHARGE FOR ALL ESTIMATES INVOLVING TECHNICIAN DIAGNOSTIC TIME
MILEAGE OUT
CAR CONDITION

CUSTOMER'S RIGHTS
1. Customer wants replaced parts if not returnable under warranty. Yes No
2. Do you want a written estimate since it exceeds \$50.00 Yes No
3. Customer agrees that he may be charged not more than 10% of the cost of the written estimate without consent. Yes No
4. Customer consent for additional repairs. Yes No

Thank You! WE APPRECIATE YOUR BUSINESS

0101J431991

Reynolds and Reynolds, ERMANTWORE C0618771 0 (1/204)

PNCS431991

PNCS431991

01011PNCS431991

CUSTOMER No. 131075	ADVISOR DAVID CORNELL	TAG No. 606 172	INVOICE DATE 07/13/06	INVOICE No. PNCS431991
	LABOR RATE	LICENSE No.	MILEAGE 5,200	COLOR ONYX BLACK/
RESIDENCE PHONE	BUSINESS PHONE	YEAR / MAKE / MODEL 06/GMC/ENVOY/ENVOY XL 4WD	DELIVERY DATE 04/11/06	STOCK No. 6159
		VEHICLE I.D. No. 1 G K E T 6 6 M 0 6 6	SELLING DEALER NO.	DELIVERY MILES 114
		F. T. E. No.	P.O. No.	PRODUCTION DATE
			R.O. DATE 07/13/06	
COMMENTS				MO: 5205

LABOR & PARTS-----
 J# 1 00PNZ00300 3K MI INTERVAL SERVI TECH(S):758 15.55
 PERFORM 3000 MILE INTERVAL SERVICE
 MAINTENANCE SERVICE
 PERFORMED 3000 MILE INTERVAL SERVICE-TOPPED UP FLUIDS AND
 CHECKED CAR OUT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	PK46	OIL CHANGE SPECIAL	4.00	4.00
JOB # 1	1	88984215	FILTER 1.836	****	****
				JOB # 1 TOTAL PARTS	4.00
				JOB # 1 TOTAL LABOR & PARTS	19.55

J# 2+05PNZ1 BRAKES MISC TECH(S):758 WARRANTY
 CHECK BRAKES MAKE A GRINDING NOISE
 NG/9Z
 PULL WHEELS FOR INSPECTION///ROAD TEST H9991 .3

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

G.O.G. & SUPPLIES-----
 JOB # 1 7.0 OIL SPECIAL @ 1.860 /UNIT 13.02
 TOTAL - GOG 13.02

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A PSS SHOP SUPPLIES-PONTIAC 1.45
 TOTAL - MISC 1.45

TOTALS-----

*****	TOTAL LABOR....	15.55
*	TOTAL PARTS....	4.00
*CASHCHECKCHARGE *	TOTAL SUBLET....	0.00
*	TOTAL G.O.G....	13.02
*INITIALSDATETIME *	TOTAL MISC CHG.	1.45
*	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.93

WE AT KOONS THANK YOU FOR YOUR BUSINESS. IF FOR ANY REASON
 YOUR NOT COMPLETELY SATISFIED PLEASE NOTIFY US. WE WILL
 ADDRESS YOUR CONCERNS

TOTAL INVOICE \$ 34.95



KOONS

AUTO SUPERSTORES

5001 AUTH WAY
MARLOW HEIGHTS, MD 20746
301-423-2200
www.jkoons3.com



414032

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. SERVICE STATE REG# 0

VEHICLE I.D. NO. 1GKET66M066	YEAR/MAKE/MODEL 06/GMC/ENVOY/ENVOY XL 4WD	PRODUCTION DATE	STOCK NO. 6159	LICENSE NO.	R. O. NO. 414032
CUSTOMER NO. 100		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. R. O. DATE 02/10/06
COLOR ONYX BLACK/EBONY		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. SS
TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE
PNZZ					2
RESIDENCE PHONE		BUSINESS PHONE 301-423-2200		ADVISOR NO. 192	
TIME RECEIVED 12:56pm		DATE/TIME PROMISED 02/10/06 11:00pm		ADVISOR STACY	
<p>I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.</p>					
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		LABOR RATE		X	

JOB

11PNZS PDI S-BODY

PDI S-BODY

DONE

PARTS AND LABOR ARE WARRANTED FOR A MINIMUM PERIOD OF 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. YOUR SPECIFIC WARRANTY MAY VARY BY MANUFACTURER. CONSULT YOUR OWNERS MANUAL FOR DETAILS.

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$78 PER HOUR.

ESTIMATE **490**

CALLED _____

TIME _____

BY _____

APPROVED CUST. WILL CALL

CALL WHEN READY

TIME _____

CAR PARKED IN _____

SAVE PARTS YES NO

THERE WILL BE A CHARGE FOR ALL ESTIMATES INVOLVING TECHNICIAN DIAGNOSTIC TIME

MILEAGE OUT _____

CAR CONDITION _____

CUSTOMER'S RIGHTS

- Customer wants replaced parts if not returnable under warranty.
Yes No
- Do you want a written estimate since it exceeds \$50.00
Yes No
- Customer agrees that he may be charged not more than 10% of the cost of the written estimate without consent.
Yes No
- Customer consent for additional repairs. Yes No

Thank You! WE APPRECIATE YOUR BUSINESS

414032

414032

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 0

VEHICLE ID No. 1GKET66M066		YEAR / MAKE / MODEL 06/GMC/ENVOY/ENVOY XL 4WD			PROD. DATE	STOCK No. 6159	LICENSE No.	R.O. No. 414032	
CUSTOMER KOONS 5001 AUTH WAY MARLOW HEIGHTS, MD 20746		CUSTOMER No. 100	SERVICE CONTRACT		DEL. DATE	DEL. MILES	SELL DEALER No.	R.O. DATE 02/10/06	
		COLOR ONYX BLACK/EBONY		CONTRACT No.		EXP. DATE	EXP. MILES	TAG No. SS	
RESIDENCE PHONE		BUSINESS PHONE 301-423-2200	TURBO/M/MC PNZZ	A/C	P.S.	TRANS.	MILEAGE 2	ADVISOR No. 192	ADVISOR STACY
TIME RECEIVED / DATE / TIME PROMISED 12:56pm 02/10/06 11:00pm		PRIORITY							
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		LABOR RATE							

JOB

11PNZS PDI S-BODY
PDI S-BODY

0101J414032

ROBERT M SILVERMAN**
CRAIG THOR KIMMEL**

* Member, PA Bar
* Member, NJ Bar
* Member, DE Bar
* Member, NY Bar
* Member, MA Bar
* Member, MD Bar
* Member, OH Bar
* Member, IL Bar
* Member, AZ Bar
* Member, CO Bar



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW
www.lemontlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 340-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344
MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT**
ROBERT A. RAPKIN**
HY DAVID RUBENSTEIN**
VIVIAN BENZ PEKIN**
AMY D. COX**
LOUIS DOBI, JR.**
HILARY WHEATLEY TAYLOR**
THOMAS F. BURNS**
BARRY R. WUNDERMAN**
JACQUELINE BRADFORD WORG**
MELISSA K. FIALA**
IRA P. SMADES**
DAVID L. LIBBERMAN**
ANGELA K. TROCCHI**
FRSD DAVIS**
ANNE WARD**

November 22, 2006

VIA TELEFAX ONLY (866-592-1367)

Susan Gadberry, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [REDACTED] v. GM

Dear Ms. Gadberry:

Please be advised that my client hereby accepts your most gracious offer to settle her claims against GM for \$4,000.00. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,750.00. As requested, attached is a copy of the Registration and the current mileage is about 10,000. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,


Thomas F. Burns

OMVA Maryland Motor Vehicle Administration
 Motor Vehicle Administration 8801 Ritchie Highway, N.E.
 Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE

TAG NUMBER UNIT # STICKER NUMBER
 [REDACTED] CVR 5121998

TITLE NUMBER MAKE AND BODY STYLE OF VEHICLE
 [REDACTED] GMC TK

YEAR	CLASS	EXCEPT.	VEHICLE IDENTIFICATION NUMBER
06	MGA	N/A	1GKET66M066 [REDACTED]

GR. VEH. WT.	GR. COMB. WT.	FEE	EXPIRATION DATE
+3700	00N/A	180:00	04/30/2008

OWNER'S DRIVER LICENSE/SOUNDEX NO. CO-OWNER'S DRIVER LICENSE/SOUNDEX NO.
 [REDACTED] [REDACTED]

NAME(S) AND ADDRESS OF REGISTERED OWNER(S)
 [REDACTED]
 GREENBELT MD [REDACTED]

IMPORTANT NOTICE:

Maryland Law requires this vehicle be insured at all times.
 Tags must be returned PRIOR to any cancellation of insurance on this vehicle.
 Failure to comply will result in suspension of registration and penalty of up to \$2,500 per vehicle, per year.

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$ 5,750.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration or use of Releasor(s) 2006 GMC Envoy bearing Vehicle Identification Number 1GKET66M066 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 4,000.00, made payable to [REDACTED] the second in the amount of \$ 1,750.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is _____ on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

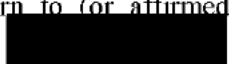
Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____,
20____, by 

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

LG0029
V6302006



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

October 19, 2006

VIA FAX ONLY

Robert Silverman, Esq.
 Kimmel & Silverman, PC
 30 E Butler Ave
 Ambler, PA 19002-4514

RE: [REDACTED]
 Service Request: 1-436910573
 2006 GMC Envoy
 Vehicle Identification Number: 1GKET66M066 [REDACTED]
 Customer Relationship Specialist: Susan Gadberry

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated October 19, 2006. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

- | | | | |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input type="checkbox"/> | Other: | <input checked="" type="checkbox"/> | Buyer's agreement |

General Motors Corporation
 c/o MSX International, ATTN: BRC Legal
 1919 Concept Drive
 Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

LG0006
V6302006



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Justin R Vatter State: MD

Customer Name: [REDACTED] Service Request: 1-436910573 GM Legal File No.: {Number}

Vehicle ID No.: 1GKET66M066 [REDACTED] In Service Date: 3/27/06 Vehicle is: New BAC Code: 161657
Year, Make & Model: 2006 GMC Envoy Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC Other

VEHICLE REPAIR HISTORY

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/27/06	440433	3	8511	N6970 - HARNESS, WIRING - ENGINE COMPLETE - REPLACE

THE STATE LEMON LAW READS:

Days out of service: 30 days or more

Repairs 4 or more repair attempts or 1 or more repair attempt to braking/steering sys failure plus notice and opportunity to cure. **Time period:** Within the "Manufacturer's warranty period" (15k miles of operation or 15 months following original delivery)

Days out of service: 30 days or more

Number of repair attempts in the presumption period:

Total days out of service during the presumption period:

Total days out of service during customer's ownership:

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: None

Date & Offer/Result:

RECOMMENDATION AND RATIONALE

REASON FOR REMOVAL

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and QuadraSteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

ROBERT M. SILVERMAN¹
CRAIG THOR KIMMEL²

¹ Member, PA Bar
² Member, NJ Bar
³ Member, DE Bar
⁴ Member, NY Bar
⁵ Member, MA Bar
⁶ Member, MD Bar
⁷ Member, OH Bar
⁸ Member, DC Bar
⁹ Member, AZ Bar
¹⁰ Member, CO Bar



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW
www.lemontlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT¹¹
ROBERT A. RAPKIN¹²
DAVID RUBENSTEIN¹³
AMY D. COOK¹⁴
LOUIS DOBL JR.¹⁵
HILARY WHEATLEY TAYLOR¹⁶
THOMAS P. BURNS¹⁷
BARRY R. WINDERMAN¹⁸
JACQUELINE BRADFORD PORRO¹⁹
MELISSA K. FIALA²⁰
DRA P. SMADES²¹
DAVID L. LIEBERMAN²²
ANGELA K. TRUCCOLI²³
FRED DAVIE²⁴
ANNE WARD²⁵
JACQUELYN S. KORNICHEL²⁶
RONALD ROWLAND²⁷

December 4, 2006

Greg Gargulia
GENERAL MOTORS CORPORATION
MSX INTERNATIONAL - BRC Legal Department

RE: [REDACTED] v. General Motors Corporation.
Case No: 06-23038

Dear Greg,

Enclosed please find the executed Settlement Agreement And Release for the captioned matter. Enclosed please find the filed Order To Settle for the captioned matter.

Please forward the settlement checks when they are available.

If you need additional information, please contact this office immediately.

Very truly yours,

Patricia A. Murray

PAM/rc
c.file

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$ 5,750.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2006 GMC Envoy bearing Vehicle Identification Number 1GKET66M066 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 4,000.00, made payable to Tracy Hinnant; the second in the amount of \$ 1,750.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 10,080 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 12/1/06

[REDACTED]

Claimant's Signature

Claimant's Signature

[REDACTED]

Address

Address

Greenbelt, MD

City, State, Zip Code

[REDACTED]

City, State, Zip Code

STATE OF Maryland

COUNTY OF Prince Georges

Sworn to (or affirmed) and subscribed before me this 1 day of December 2006 by [REDACTED]



[Handwritten Signature]

Signature of Notary Public

Charles Dixon Jr

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification X

Type of identification Drivers License

My commission expires: 06/29/09

CHARLES D. DIXON JR
Notary Public, State of Maryland
Prince Georges County
Commission Expires: 06/29/09

CC: File

LG0029
V6302006



Maryland Motor Vehicle Administration
6601 Ritchie Highway, N.E.
Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE

TAG NUMBER UNIT # STICKER NUMBER

[REDACTED] CVR 5121998

TITLE NUMBER MAKE AND BODY STYLE OF VEHICLE
[REDACTED] GMC TK

YEAR	CLASS	EXCEPT.	VEHICLE IDENTIFICATION NUMBER
06	MGA	N/A	1GKET66M066 [REDACTED]

SA. VEH. WT.	GR. COMB. WT.	FCC	EXPIRATION DATE
+3700	00N/A	180:00	04/30/2008

[REDACTED] OWNER'S DRIVER LICENSE/SOUND EX. NO.

[REDACTED]
GREENBELT MD [REDACTED]

IMPORTANT NOTICE:

Maryland Law requires this vehicle be insured at all times.
Tags must be returned PRIOR to any cancellation of insurance on this vehicle.
Failure to comply will result in suspension of registration and penalty of up to \$2,500 per vehicle, per year.

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	12/04/06	Service Request #	1-439660347
Customer Name	[REDACTED]		
VIN	1GNDS13S472	[REDACTED]	
In-Service Date	09/20/2006	Service Contract?	No
Current Mileage	4	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Edwards Chevrolet CO., Inc.		
Dealer Svc Mgr	[REDACTED]	Dir Warranty Admin:	[REDACTED]
Dealer Phone	[REDACTED]	Dealer Fax	[REDACTED]
Dealer BAC	112671		
Dealer Division and Code	13-Chev-08133		
Repair Order Number	397127		
Repair Order Close Date	12/04/06		
Labor Op. Code Z1242	Dollar Amt:	1,130.53	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	1,130.53		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	[REDACTED] Fire damage on driver door and dash wire harness		
Cause:	[REDACTED] electrical shortage		
Correction:	[REDACTED] repair the harness and connector		
Justification:	GM stepping up and repairing vehicle, defective parts		
PAR CRM	Maria Ruiz		

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED] Inspection Date: **11/1/06**
 Vehicle Brand: **Chevrolet** Model: **Trailblazer**
 File # **1-439660347** VIN: **1GNDS13S472133686**

At the time of the fire, was the vehicle being driven? Yes No If "yes", describe: vehicle speed: _____ mph, drive length ___ h ___ min, distance _____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.). _____

Was anyone smoking? Yes No How long since someone last smoked in the vehicle? n/a

Time <1 min and distance 100 ft between first indication of a problem and start of fire.

If parked, how long was it parked? <1 min Was the ignition off or was the engine running ? Describe drive prior to parking: drive length ___ h <1 min, distance <1 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). _____

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: n/a lbs, Load description: _____ Load location: _____ Height and description of front shape of trailer: _____

Weather conditions: Approx. ambient temperature 70°F, General conditions (dry, rain, wind, wind, etc.): raining

Time <1 min between start of fire and other significant events. Describe: **Smoke from vehicle**

Time between the start of the fire and when it was over/ extinguished completely. <5 Minutes

Describe initial location, color and intensity of smoke and flame. **Smoking coming from left door, color was gray, small flame when door was opened.**

What direction did the smoke go (billow upward, blow away from the vehicle)? upward

Names and addresses of any witnesses. **Sales manager Mike Kamppinen, Edwards Chevrolet**

Did the driver observe:

Unusual odors?. Yes No Describe: { _____

Any warning lights "On", high/low gauge readings, or messages displayed? Yes No Describe: _____

Any apparent malfunction? Yes No If yes, describe: _____

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) off, Blower setting _____, Temperature setting _____

Mark an "X" before all electrical systems/devices which were "On" immediately prior to the incident:

- | | | |
|---|---|--|
| <input type="checkbox"/> Cruise Control | <input type="checkbox"/> Windshield Wipers | <input type="checkbox"/> 2 Way/Communication Radio |
| <input type="checkbox"/> Traction Control Switch "On" | <input type="checkbox"/> Driver Seat Heater | <input type="checkbox"/> Power Window Controls |
| <input type="checkbox"/> Low Beam Headlights | <input type="checkbox"/> Passenger Seat Heater | <input type="checkbox"/> Power Mirror Controls |
| <input type="checkbox"/> High Beam Headlights | <input type="checkbox"/> Auxiliary Power Outlet | <input type="checkbox"/> Power Seat Controls |
| <input type="checkbox"/> Fog Lamps | <input type="checkbox"/> Radio, Built-in Tape/CD Player | <input type="checkbox"/> Power Sun Roof Controls |
| <input type="checkbox"/> Turn Signal | <input type="checkbox"/> Auxiliary CD Player | <input type="checkbox"/> Cigar Lighter |
| <input type="checkbox"/> Hazard Flashers | <input type="checkbox"/> Telephone | <input type="checkbox"/> HVAC |

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED] Inspection Date: 11/1/06
 Vehicle Brand: Chevrolet Model: Trailblazer
 File # 1-439660347 VIN: 1GNDS13S472 [REDACTED]

- Map Lights, Ft Rr CB Radio Other _____
 Other Interior Lights

If any of the above were cycled, describe: { _____

What did you do after you realized something was wrong? Turn Engine Off? Yes No, Open Hood? Yes No, Other? Yes No Describe: **open door to locate fire and extinguish**

When you left vehicle: Ignition switch position (off, on, accessory): off Windows open? Yes No, Doors open? Yes No Describe: { _____

How was the fire extinguished? **fire extinguisher**

Any other comments that have not been covered? **This vehicle is an inventory vehicle for Edwards Chevrolet. It was being moved to display lot for new car sales.**

{ _____
 { _____
 { _____

Section 3 INTERVIEW - VEHICLE HISTORY

Did the owner purchase the vehicle new? Date _____ Used? Yes No Date _____

VEHICLE MODIFICATIONS / ALTERATIONS

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, cellular phone, modified body, electrical components, powertrain, suspension, wheels or tires, after-market seats, etc.) Describe: **none**

{ _____
 { _____

If this vehicle is used for trailering, describe trailering usage (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): { _____
 { _____

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? Yes No If yes, describe: { _____

{ _____
 Prior collision repair? Yes No If yes, describe: { _____

{ _____
 Repaired by whom? (name, address, phone) { _____

{ _____
 Repairs outside of warranty (what when, by whom?) **none**

Last maintenance (date, description, by whom?) **none**

Last repair (date, description, by whom?) **none**

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? Yes No
 If yes, describe: { _____

{ _____

Section 4 VEHICLE INSPECTION

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED] Inspection Date: 11/1/06
 Vehicle Brand: Chevrolet Model: Trailblazer
 File # 1-439660347 VIN: 1GNDS13S472 [REDACTED]

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to **also document what does not appear to be related to the fire**. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format. Your comments will direct the attention of the GM case manager to specific areas of interest.

Take color photographs of the following in A through E:

A. Exterior:

VIN	Front
Hood outer panel	Hood inner panel
Left side	Right side
Rear	Roof
Trunk area	Option label
Decklid outer panel	Decklid inner panel
Fuel filler "Lead Free" restrictor in place? <input type="checkbox"/> Yes <input type="checkbox"/> No	Describe: { _____
Location of fuel filler cap (or evidence of remains): _____	

Comments: { _____
 { _____
 { _____

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)
 Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
 Floor: Left, Right, Rear
 Seats: LF, RF, Rear Seats
 List all driver electrical controls which are in the "On" position (include ignition): _____
 Position of windows (if glass is missing, do further inspection): _____

Comments: { _____
 { _____
 { _____

C. Underhood:

Engine compartment
 Radiator, front & rear
 Coolant recovery bottle
 Engine coolant lines/hoses, connections
 Heater lines/hoses, connections/clamps (include those to throttle body)
 TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections
 Engine block (note precise location of cracks, holes, etc.): _____
 Engine: dipstick, oil cooler lines/connections, filter, oil pan
 Transmission: dipstick, oil cooler lines/connections, oil pan
 Master cylinder and brake fluid reservoir
 Brake lines and hoses
 ABS/TCS Modulator
 Power steering lines/hoses, connections/clamps, pump
 Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): _____
 Other: _____

Comments: { _____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED] Inspection Date: 11/1/06
 Vehicle Brand: Chevrolet Model: Trailblazer
 File # 1-439660347 VIN: 1GNDS13S472 [REDACTED]

{ _____
 { _____

D. Underbody:

Underbody & exhaust (include hangers):
 Catalytic converter (any discoloration or swelling?): _____
 Scrapes or impact damage on the following:
 Fuel tank
 Fuel filler lines
 Tires/Wheels
 Any liquid stains (oil, coolant, transmission fluid).

Comments: { _____
 { _____
 { _____

E. Electrical:

Generator & attached wiring
 Battery & attached cables
 Cooling fans
 Fuses (identify all open or *not* proper size): _____
 Relay centers
 Wiring insulation at fuse blocks
 Fusible links (identify all open): _____
 Spark plug wiring and boot condition: _____
 Modules: ABS/TCS, ECM, other

Comments: { _____
 { _____
 { _____

F. Fluids (comments only):

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, particles, etc.):

Engine coolant: normal Engine oil: normal
 Transmission fluid: normal Power steering fluid: normal
 Brake fluid: normal

It may be necessary to extract the dipstick(s) with needlenose pliers and attempt to measure engine and transmission oil levels using a substitute dipstick from a like vehicle.

G. General Observations (Take photographs if applicable):

Considering the customer's description and your observations, identify the apparent hottest spot(s) of the fire or area of most intense heat. wiring harness in left front door and A pillar

Describe the pattern of burning. **Electrical short was limited to wiring harness in A pillar**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED] Inspection Date: 11/1/06
Vehicle Brand: Chevrolet Model: Trailblazer
File # 1-439660347 VIN: 1GNDS13S472 [REDACTED]

{ _____

Identify the lowest point of burning on the vehicle. **left upper door hinge**

Carefully inspect the wiring looking for welded wires or balled ends of wire. **orange wire was shorted on bracket at door hinge**

Carefully inspect any metal hose crimps for any material remaining in the fitting. **n/a**

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: **please note photos of bracket where wiring harness connectors connect at left upper door hinge**

{ _____
 { _____

Photograph and comment on the item/area which is the apparent origin of the fire: **bracket that is to hold wiring harness connector in place. This is where the orange wire was shorted.**

{ _____
 { _____

Anything on vehicle which is after-market: **no**

{ _____

Anything on vehicle which is a modification: **no**

{ _____

Anything on vehicle which is unusual, or out-of-place, etc.: **no**

{ _____

Other relevant information: **none**

{ _____

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage, location of contents, etc: **none**

{ _____
 { _____
 { _____

Was there a fire and/or police report obtained? Yes No

Review any police or fire report available and comment. { _____

{ _____

Interview any witnesses to the event and provide their comments. **none**

{ _____

Provide any comments concerning points of interest concerning the incident, the conditions, etc. that have not been covered above. **Service manager states the vehicle repairs can be performed by dealership, but the dealership is asking for the vehicle to be repurchased due to the fact repairs would have to be disclosed at time of sale, which would make sale of the vehicle difficult for retail sales.**

{ _____

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information

Date	12/04/06	Service Request #	1-439660347
Customer Name	[REDACTED]		
VIN	1GNDS13S472	[REDACTED]	
In-Service Date	09/20/2006	Service Contract?	No
Current Mileage	4	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0

Dealer and Claim Information

Dealer Name	Edwards Chevrolet CO., Inc.		
Dealer Svc Mgr	[REDACTED]	Dir Warranty Admin:	[REDACTED]
Dealer Phone	[REDACTED]	Dealer Fax	[REDACTED]
Dealer BAC	112671		
Dealer Division and Code	13-Chev-08133		
Repair Order Number	397127		
Repair Order Close Date	12/04/06		
Labor Op. Code Z1242	Dollar Amt:	1,130.53	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	DO NOT PUT IN HOURS
Parts and Labor Costs:	DO NOT PUT IN COSTS
Net Amount:	1,130.53

DO NOT ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
---------------------	----------------------------

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:

[REDACTED]	Fire damage on driver door and dash wire harness
------------	--

Cause:

[REDACTED]	electrical shortage
------------	---------------------

Correction:

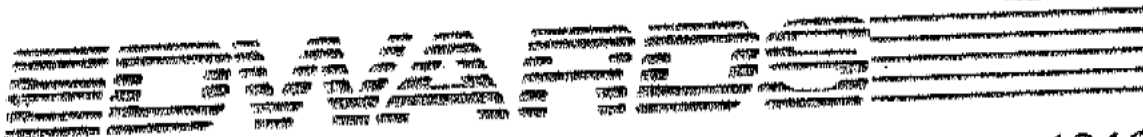
[REDACTED]	repair the harness and connector
------------	----------------------------------

Justification:

[REDACTED]	GM stepping up and repairing vehicle, defective parts
------------	---

PAR CRM

[REDACTED]	Maria Ruiz
------------	------------



Downtown Since 1916

Fax Transmittal Form

To: *GM Legal*
Maria Ruiz
1-866-480-3626

Ph: [Redacted]
 Fax: [Redacted]

- Urgent
- For Review
- Please Comment
- Please Reply

Date Sent: _____
 Time Sent: _____
 Number of pages sent: 2

Includes cover

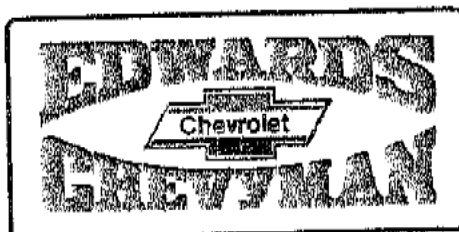
Message: Ref # 1-439660347

EDWARDS CHEVROLET CO., INC

P.O. BOX 1418
BIRMINGHAM, ALABAMA 35201

1400 THIRD AVENUE NORTH
BIRMINGHAM, ALABAMA 35203

CHEVROLET DEALER CODE: 08-133



January 8, 2013

[REDACTED]
Burton, MI [REDACTED]

Service Request: 71-535074941
Customer Relationship Specialist: Corinna Burry

Dear [REDACTED]

GMC is pleased to provide service coverage for the electrical on your 2007 GMC Envoy, Vehicle Identification Number 1GKDT13S372 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until September 5, 2012, or 100,000 miles, whichever occurs first. GMC will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Electrical – Starter motor and solenoid; alternator/generator; voltage regulator, wiring harnesses, manually operated switches, wiper motors, ignition switch (lock cylinder); distributor module; ignition coils; electronic level control compressor sensor and control; electronic spark control detonation sensor and control; distributor; electronic instrument cluster, power window motor/regulator, and diagnostic displays.

GMC will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Envoy. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized GMC Dealership.

If you have any future questions, feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

GMC Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

North American Operations

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



CHECK No. [REDACTED]

50-037
213

DATE 10/05/07 AMOUNT *****1,900.00
 *****1,900 DOLLARS *****00 CENTS *****1,900.00

KIMMEL & SILVERMAN, P.C.
 311 LAFAYETTE AVE
 PITTSBURGH PA 15214-3609

North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF

Ribal C. Drummond
 SIGNATURE

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000069 1
 VENDOR NAME KIMMEL & SILVERMAN, P.C.

CHECK NO. [REDACTED]
 PAYMENT DATE 10/05/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S862 [REDACTED]	10/04/07	VH 1-9A2DM6	00.0000	1,900.00	.00	1,900.00
	71-547925396.1-9A2DM6					
				TOTAL	1,900.00	.00
						1,900.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

H3

10/05/07

October 2, 2007

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 E Butler Ave
Ambler, PA 19002-4514

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-547925396
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDDT13S862 [REDACTED]
Customer Relationship Specialist: Grace Moody

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$5,000.00 made payable to [REDACTED]. The second is in the amount of \$1,900.00 made payable to Kimmel & Silverman, P.C.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0063
V07092007

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



CHECK No. [REDACTED]

50-937
213

DATE
10/05/07

*****5,000 DOLLARS

*****00 CENTS

AMOUNT
*****5,000.00

PITTSBURGH PA

North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF

Richard C. [Signature]
 SIGNATURE

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

AUDIT



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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000068

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT DATE 10/05/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S862	10/04/07 71-547925396.1	VM 1-9A2DUG 1-9A2DUG	00.0000	5,000.00	.00	5,000.00
TOTAL				5,000.00	.00	5,000.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

H3

10/05/07



FAX TRANSMITTAL

DATE 8-17-07

TO MATT

FAX NUMBER 866-476-8249

COMPANY GM LEGAL

DEPARTMENT _____

FROM MICHAEL DONATELLI X229

COMMENTS RE: [REDACTED]

"62262395"

SERVICE RO REQUEST

Number of pages including cover sheet 32

1-866-790-5700
X21142

08/17/2007
14:05:36

HISTORY LISTING

3062
PAGE 1-----
CUSTOMER NAME : [REDACTED] SERIAL NO. : 1GNDDT13S862 [REDACTED]
-----R.O NO. : 338613 R.O DATE : 08/14/2007 R.O TYPE : S
MILEAGE : 35942 ADVISOR NO. : 117JOB NUMBER : 1 OPERATION 21CVZ OP. DESC. FUEL SYSTEM
SALE TYPE : W TECHNICIAN NO(S). 699
COMPLAINT : CUSTOMER STATES CHK GAS GAGE INOP
CAUSE : FAULTY LEVEL SENSOR ASSY
CORRECTION : REPLACED LEVEL SENSOR ASSY SEE JOB 2JOB NUMBER : 2 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 699
COMPLAINT : CUSTOMER STATES CHK AT TIMES CAR IS HARD TO START --JUST
CRANKS
CAUSE : FUEL PUMP IS BAD/LOW PRESSURE
LEVEL SENSOR IS ALSO READING INCORRECT
CORRECTION : REPLACED FAULTY FUEL PUMP ASSY
REPLACED LEVEL SENSOR ASSYJOB NUMBER : 3 OPERATION 98CVZ05 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 699
COMPLAINT : RENTAL VEHICLE
CORRECTION : RENTAL-----
R.O NO. : 336411 R.O DATE : 07/05/2007 R.O TYPE : S
MILEAGE : 31175 ADVISOR NO. : 117JOB NUMBER : 1 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 968
COMPLAINT : CUSTOMER STATES CHK SERVICE TRAC STABILITY LIGHT STAYS ON
CAUSE : CHECK CODES # C0455
BAD CONNECTION AT FUSE BLOCK AT C101 CONNECTOR
CORRECTION : REINSTALL CONNECTOR AT C101 CONNECTOR AT FUSE BLOCKWARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] N6600JOB NUMBER : 2 OPERATION 05CVZ00 OP. DESC. BRAKE SYSTEM MISC
SALE TYPE : W TECHNICIAN NO(S). 968
COMPLAINT : WHILE INSPECTING UNDER TRUCK FOR STABILITY LIGHT
NOTICED L/R BRAKE CALIPER LEAKING
CAUSE : BAD SEAL IN CALIPER
CORRECTION : REPLACE CALIPER & BLEED SYSTEMWARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] H0111

JOB NUMBER : 3 OPERATION 98CVZ05 OP. DESC. RENTAL

08/17/2007
14:05:36

HISTORY LISTING

3062
PAGE 3

CORRECTION : EMISSION TEST PERFORMED, INSPECTION REPORT RECIEPT
IS IN VEHICLE

JOB NUMBER : 5 OPERATION 98CVZ05 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 98
COMPLAINT : RENTAL VEHICLE
795119
CAUSE : VEHICLE CAME IN AT 1:00 P.M. FAULTY MODULE, NEC TO KEEP IN
RENTAL OVERNIGHT

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] Z7902

R.O NO. : 328116 R.O DATE : 02/16/2007 R.O TYPE : S
MILEAGE : 20273 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 148
COMPLAINT : CUSTOMER STATES CHK 4--WD INOP WILL NOT COME OUT OF 4-LOW
CAUSE : SWITCH BROKE WONT TURN
CORRECTION : REPLACE TRANSFER CASE SELECT SWITCH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] K4123

R.O NO. : 327702 R.O DATE : 02/08/2007 R.O TYPE : S
MILEAGE : 21004 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 06CVZ OP. DESC. FRONT SUSPENSION
SALE TYPE : W TECHNICIAN NO(S). 700
COMPLAINT : TOW IN
CORRECTION : TOE IN

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] T2020

JOB NUMBER : 2 OPERATION 06CVZ00 OP. DESC. FRONT SUSPEN MISC
SALE TYPE : W TECHNICIAN NO(S). 700
COMPLAINT : CUSTOMER STATES LOUD BANG NOISE CAR WONT MOVE
GRINGING NOISE AND FLUID LEAKING
CAUSE : REAR DIFFERENTIAL RING AND PINION SHATTERED AND BLEW HOLE
THROUGH CASE ASSEMBLY
CORRECTION : WAS NECESSARY TO REPLACE COMPLETE REAR DIFFERENTIAL AND
HOUSING ASSEMBLY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] F3200

08/17/2007
14:05:36

HISTORY LISTING

3062
PAGE 4

JOB NUMBER : 3 OPERATION 98CVZ05 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 98
COMPLAINT : RENTAL VEHICLE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 : ██████████ Z7905

R.O NO. : 325627 R.O DATE : 01/02/2007 R.O TYPE : S
MILEAGE : 20173 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 256
COMPLAINT : CUSTOMER STATES TOW IN NO START
CAUSE : FOUND BATTERY CABLE NOT SECURE AND NOT MAKING CONTACT
CORRECTION : TIGHTEN CABLE AND RETEST

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 : ██████████ N6620

JOB NUMBER : 2 OPERATION 93CVZ3 OP. DESC. SUBLET RENTAL CAR
SALE TYPE : W TECHNICIAN NO(S).
COMPLAINT : RENTAL
580682

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 : ██████████ Z7901

R.O NO. : 325529 R.O DATE : 12/29/2006 R.O TYPE : S
MILEAGE : 20173 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 21CVZ OP. DESC. FUEL SYSTEM
SALE TYPE : W TECHNICIAN NO(S). 256
COMPLAINT : CUSTOMER STATES CHK LOW FUEL LIGHT IS COMING ON AT ALL TIMES
CAUSE : CONCERN RELATED TO CHECK ENGINE LIGHT
CORRECTION : SEE JOB 2

JOB NUMBER : 2 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 256
COMPLAINT : CUSTOMER STATES CHK ENG LIGHT IS ON AT ALL TIMES
CAUSE : FOUND CODE P0463 STORED FOR LEVEL SENSOR HIGH VOLTAGE,
TETSED CIRCUIT, FAULTY SENSOR
CORRECTION : REPLACED LEVEL SENSOR, CLEARED CODE AND TESTED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 : ██████████ L1225

08/17/2007
14:05:36

HISTORY LISTING

3062
PAGE 5

JOB NUMBER : 3 OPERATION 01CVZ07 OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 256
COMPLAINT : Customer requests: LUBE, OIL, AND FILTER SERVICE
CAUSE : VALVOLINE OIL
CORRECTION : CORRECTION: PERFORMED LUBRICATION, OIL AND FILTER CHANGE,
AND ADJUSTED FLUID LEVELS AS NECESSARY.

R.O NO. : 321900 R.O DATE : 10/24/2006 R.O TYPE : S
MILEAGE : 16365 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 136
COMPLAINT : CUST STATES CHK TRUCK WILL NOT COME OUT OF 4WD
CAUSE : PERFORM DIAGNOSTIC CHECKS FOR TRANSFER CASE WILL NOT COME
OUT OF FOUR WHEEL LOW, REMOVE TRANSFER CASE MODULE AND
RANGE SELECTOR ASSEMBLY, INTERMITTANT LOSS OF 12V TO
RANGE SELECTOR, TRACE WIRING HARNESS CIRCUITS FOR ANY
OPENS OR CHAFEING BETWEEN MODULE, SWITCH, AND SELECTOR,
FOUND LOOSE TERMINAL END TO WIRE CRIMP FOR 12V AT SELECTOR
CORRECTION : REMOVED SELECTOR TO REPAIR INTERMITTANT 12V LOSS FOR MODULE
AND SWITCH TO TRANSFER CASE, REINSTALL REPAIRED WIRING AND
SELECTOR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] K4124

JOB NUMBER : 2 OPERATION 01CVZ12 OP. DESC. ROTATE TIRES
SALE TYPE : C TECHNICIAN NO(S). 136
COMPLAINT : CUSTOMER STATES: ROTATE TIRES.
CORRECTION : CORRECTION: ROTATED TIRES, CHECKED AND ADJUSTED TIRE
PRESSURES AS NEEDED.

JOB NUMBER : 3 OPERATION 98CVZ05 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 98
COMPLAINT : RENTAL VEHICLE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] Z7901

R.O NO. : 320518 R.O DATE : 10/02/2006 R.O TYPE : S
MILEAGE : 15449 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 49CVZ OP. DESC. WINDOWS
SALE TYPE : W TECHNICIAN NO(S). 700
COMPLAINT : CUST STATES CHK LEFT FRT WINDOW INOP WILL NOT GO UP OR
DOWN
CAUSE : DIAGNOSED NO COMMUNICATION WITH DRIVERS DOOR MODULE DUE TO
INTERNAL FAILURE

08/17/2007
14:05:36

HISTORY LISTING

3062
PAGE 6

CORRECTION : DIAGNOSED AND REPLACED DRIVERS DOOR MODULE AND PROGRAMMED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 ██████████ Z5001 ██████████ N2117

JOB NUMBER : 2 OPERATION 65CVZ OP. DESC. BODY HARDWARE
SALE TYPE : W TECHNICIAN NO(S). 700
COMPLAINT : CUST STATES CHK LEFT OUTER MIRROR INOP
CORRECTION : SEE JOB 1

R.O NO. : 314093 R.O DATE : 06/28/2006 R.O TYPE : S
MILEAGE : 7829 ADVISOR NO. : 448

JOB NUMBER : 1 OPERATION 21CVZ OP. DESC. FUEL SYSTEM
SALE TYPE : W TECHNICIAN NO(S). 213
COMPLAINT : CUST STATES WHEN TANK FULL GUAGE WENT TO 'F' AND THEN TO 'E'
AND NOW ON 'E'--CUST STATES APPROX 1/2 TANK OF GAS.
CAUSE : FUEL LEVEL SENSOR FAULTY
CORRECTION : REPLACED FUEL LEVEL SENSOR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 ██████████ L1197

GM Vehicle Inquiry System - Summary

Page 1 of 2

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1GNDT13S862 [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2006 TRAILBLAZER LT 4WD	Warranty Start Date :	03/04/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	WATSON CHEVROLET-OLDSMOBILE PO BOX 6200 MURRYSVILLE, PA 15668-6200 (724) 387-1500	Selling Source :	13 - CHEVROLET
		Site Code :	13703
		Business Associate Code :	113512
Service Contract :	Yes	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	06022	SERVICE UPDATE - DRIVER'S SEAT MODULE REPROGRAM - EXPIRES W/BASE WARRANTY	03/23/2006	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.		
XM Equipped	Yes	XM Radio ID	256MG002	XM Status	Inactive	Refer to Help page for details or: http://www.gm.xradio.com or (800)556-3600. In Canada, http://xradio.ca or (877)438-9677.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/04/2006	6 miles	03/04/2009	36006 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/04/2006	6 miles	03/04/2012	100006 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/04/2006	6 miles	03/04/2014	80006 miles
36/36000 FEDERAL EMISSION	03/04/2006	6 miles	03/04/2009	36006 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
			N6600 - WIRING AND/OR CONNECTOR - BRAKE	

8/17/2007

GM Vehicle Inquiry System - Summary

Page 2 of 2

07/05/2007	336411	#	SYSTEM/TRACTION CONTROL -	31174 miles
07/05/2007	336411	#	H0111 - CALIPER ASSEMBLY - REAR - LEFT - REPLACE	31174 miles
07/05/2007	336411	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	31174 miles
04/06/2007	331133	#	N2117 - SWITCH - SWITCH MODULE, FRONT DOOR - LEFT - REPLACE	24109 miles
04/06/2007	331133	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	24109 miles
02/16/2007	328116	#	K4123 - SWITCH, TRANSFER CASE SELECT - REPLACE	20271 miles
02/08/2007	J93933	#	Z2080 - ROADSIDE SERVICE (TOWING)	17000 miles
02/08/2007	327702	#	T2020 - TOWING	21000 miles
02/08/2007	327702	#	F3200 - REAR DIFFERENTIAL ASSEMBLY (COMPLETE) - REPLACE	21000 miles
02/08/2007	327702	#	Z7905 - 5-DAY COURTESY TRANSPORTATION	21000 miles
01/02/2007	325627	#	N6620 - WIRING AND/OR CONNECTOR - POWER & GROUNDS DISTRIBUTION - R	20173 miles
01/02/2007	325627	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	20173 miles
12/30/2006	I94583	#	Z2080 - ROADSIDE SERVICE (TOWING)	25000 miles
12/29/2006	325529	#	L1225 - FUEL TANK FUEL PUMP MODULE REPLACEMENT - LEFT SIDE	20170 miles
10/24/2006	321900	#	K4124 - SENSOR ASSEMBLY, TRANSFER CASE RANGE SELECTOR - REPLACE	16365 miles
10/24/2006	321900	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	16365 miles
10/02/2006	320518	#	N2117 - SWITCH - SWITCH MODULE, FRONT DOOR - LEFT - REPLACE	15449 miles
10/02/2006	320518	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURSEMENT	15449 miles
06/28/2006	314093	#	L1197 - SENSOR, FUEL LEVEL (TANK UNIT) - REPLACE	7829 miles
02/02/2006	A62395	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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CTCS338613

CTCS338613

5315 Baum Boulevard • Pittsburgh, PA 15224 • (412) 681-4800
www.donallenauto.com

0101CTCS338613

CUSTOMER NO. 140458	NAME PH F PATTERSON	INVTAG NO. 741	INVT DATE 08/15/07	INVT NO. CTCS338613
PGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 35,942	COMMENTS BARON7
	YEAR 06	MAKE CHEVROLET	MODEL TRUCK/TRAILBLAZER/4 DOOR	DELIVERY DATE 08/04/06
	VEHICLE NO. DT135862			SELLING DEALER NO.
	I.T.E. NO.	P.O. NO.	R.D. DATE 08/14/07	PRODUCTION DATE
	COMMENTS			MO: 35942

LABOR	DESCRIPTION	HOURS	TECH(S)	WARRANTY
J# 1 21CVZ	FUEL SYSTEM CUSTOMER STATES CHK GAS GAGE INOP FAULTY LEVEL SENSOR ASSY REPLACED LEVEL SENSOR ASSY SEE JOB 2	2.10	699	
PARTS	QTY FP-NUMBER DESCRIPTION UNIT PRICE			
	1 19153374 *MODULE KI 3.107			WARRANTY
	1 88966954 SEN. KIT 3.107			WARRANTY
			TOTAL - PARTS	0.00
JOB# 1 TOTALS				
JOB# 2 CHARGES	JOB# 1 JOURNAL PREFIX CTCS		JOB# 1 TOTAL	0.00
LABOR	DESCRIPTION <th>HOURS</th> <th>TECH(S)</th> <th>WARRANTY</th>	HOURS	TECH(S)	WARRANTY
J# 2 24CVZ	DRIVEABILITY CUSTOMER STATES CHK. AT TIMES CAR IS HARD TO START --JUST CRANKS FUEL PUMP IS BAD/LOW PRESSURE LEVEL SENSOR IS ALSO READING INCORRECT REPLACED FAULTY FUEL PUMP ASSY REPLACED LEVEL SENSOR ASSY		699	
JOB# 2 TOTALS				
JOB# 3 CHARGES	JOB# 2 JOURNAL PREFIX CTCS		JOB# 2 TOTAL	0.00
LABOR	DESCRIPTION <th>HOURS</th> <th>TECH(S)</th> <th>WARRANTY</th>	HOURS	TECH(S)	WARRANTY
J# 3 98CVZ05	RENTAL RENTAL VEHICLE RENTAL	0.00	699	
SUBLET	PO# 107704 VENDOR INV# 08/15/07 INV. DATE DESCRIPTION RENTAL-795460			WARRANTY
			TOTAL - SUBLET	0.00
JOB# 3 TOTALS				
	JOB# 3 JOURNAL PREFIX CTCS		JOB# 3 TOTAL	0.00

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CUSTOMER NO. 140458	NAME: RALPH F PATTERSON	AG NO. 741	INVOICE DATE: 08/15/07	INVOICE NO. CTCS338613
PGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 35,942	COMARON/
	YEAR MAKE MODEL			08/04/06
	VEHICLE ID: DT135862		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. 08/14/07	
TOTALS	COMMENTS			MO: 35942

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *
 * [] GMPP CARD *

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

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CUSTOMER SIGNATURE _____
 ***** DUPLICATE INVOICE *****

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CUSTOMER NO. 140458	APRILPH F PATTERSON	117 AG NO. 169	INVOICE DATE 07/07/07	INVOICE NO. CTWS336411
PGH, PA	LABOR RATE	LICENSL NO.	MILEAGE 31,174	COMARON/
	YEAR MAKE MODEL	VEHICLE NO. DT135862	DELIVERY DATE 05/04/06	STOCK NO.
			SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 07/05/07	
COMMENTS				MO. 31175

LABOR & PARTS

J# 1-24CVZ DRIVEABILITY HOURS: 0.50 TECH(S):968 37.69

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
968	07/05/07	10.20	11.70	1.50	0.00	HOLD OTHER
968	07/06/07	13.00	13.50	0.50	0.50	OVERRIDE IN INVOICING
968	07/06/07	14.60	14.60	0.00	0.00	FINISHED
968	07/06/07	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				2.00	0.50	

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CUSTOMER STATES CHK SERVICE TRAC STABILITY LIGHT STAYS ON
CHECK CODES # C0455
BAD CONNECTION AT FUSE BLOCK AT C101 CONNECTOR
REINSTALL CONNECTOR AT C101 CONNECTOR AT FUSE BLOCK
JOB # 1 TOTAL LABOR & PARTS 37.69

J# 2-05CVZ00 BRAKE SYSTEM MISC HOURS: 0.80 TECH(S):968 60.30

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
968	07/06/07	13.50	14.60	1.10	0.00	FINISHED
968	07/06/07	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
TOTAL TECH TIME				1.10	0.80	

WHILE INSPECTING UNDER TRUCK FOR STABILITY LIGHT
NOTICED L/R BRAKE CALIPER LEAKING
BAD SEAL IN CALIPER
REPLACE CALIPER & BLEED SYSTEM

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	89027177	CALIPER 4.665	56.60	56.60	79.24
JOB # 2	1	12377967	FLUID 8.800	4.37	4.37	6.12
JOB # 2 COST TOTAL				60.97		
JOB # 2 TOTAL PARTS						85.36
JOB # 2 TOTAL LABOR & PARTS						145.66

J# 3-98CVZ05 RENTAL HOURS: TECH(S):98 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
98	07/06/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

RENTAL VEHICLE
2-DAY RENTAL PER MOE AT ENTERPRISE

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	TOTAL
JOB # 3	106723			07/06/07	RENTAL=795367	74.00
TOTAL - SUBLET						74.00
R/O TAX						0.00
R/O TOTALS						257.35

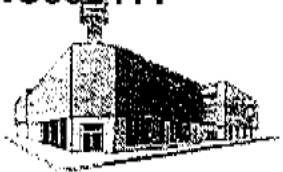
WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	257.35
CLAIM TOTALS	257.35

Thank You

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CUSTOMER NO. 140458	NAME PH F PATTERSON	AGE NO. 117	AS NO. 169	INVOICE DATE 07/11/07	INVOICE NO. CTWS336411
LAOCH RATE	LICENSE NO.	MILEAGE 31,174	COM. MAROON/	STOCK NO.	
YEAR 06	MAKE CHEVROLET	TRUCK/TRAILBLAZER/4 DOOR	DELIVERY DATE 05/04/06	ULLIVERY MILES	
VEHICLE ID. NO. 1GNDT13S862			SELLING DEALER NO.	PRODUCTION DATE	
P.I.L. NO.	P.O. NO.		R.O. DATE 07/05/07		
COMMENTS					MO: 31175

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APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.986
07/11/2007
1157
WARRANTY NEW CLAIM
R.O. NUMBER R.O. DATE VIN. DIV. DEALER ODOMETER SERVICE ADVISOR #
336411 07/05/2007 1GNDT13S862 3 13011 31174 XXX-XX-7066

CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	WG					7K	N6600	.5			37.69
LN-TOT: 37.69 TECH SSN: XXX-XX-8044 AUTH CODE: AUTH. AUTHOR.:												
2	02	WG	2		89027177	85.36	4X	H0111	.8			60.30
LN-TOT: 145.66 TECH SSN: XXX-XX-8044 AUTH CODE: AUTH. AUTHOR.:												
MEMO PART NUMBERS: 12377967												
3	03	WG					4X	Z7902			74.00	
LN-TOT: 74.00 TECH SSN: XXX-XX-9999 AUTH CODE: G AUTH. AUTHOR.: 0090												
COMMENTS: 1G1ZS58F67F2												

R.O. TOTAL: 257.35

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CUSTOMER NO. 140458	NAME: RICHARD F PATTERSON	INVOICE NO. 234	INVOICE DATE 05/04/07	INVOICE # CTCS332796
PGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 26,093	COMPARISON/ STOCK NO.
	YEAR MAKE MODEL	06 CHEVROLET TRUCK/TRAILBLAZER/4 DOOR		DELIVERY DATE 05/04/06
	VEHICLE ID. DTI35862	BILLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R. DATE 05/04/07	
COMMENTS				MO: 26093

LABOR	J#	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	AMOUNT
BRAKES	1	1	88965681	PAD KIT 5.017	94.12	94.12
R/FRONT ROTOR IS DAMAGED FROM PAD GUIDE/NEEDS PADS, GUIDES AND ROTOR		1	55112	ROTOR CARQ 55112ROTO	84.15	84.15
REPLACED FRONT PADS, PAD GUIDES AND R/FRONT ROTOR ASSY				TOTAL - PARTS		178.27
MISC				DESCRIPTION	CONTROL NO.	AMOUNT
				SJA 10% PARTS DISCOUNT		-75.00
				S3 10% SERVICE LABOR DISCOUNT		-35.00
				TOTAL - MISC		-110.00
JOB# 1 TOTALS				LABOR		103.50
				PARTS		178.27
				MISC		-110.00
				JOB# 1 JOURNAL PREFIX CTCS		
				JOB# 1 TOTAL		171.77
TOTALS				TOTAL LABOR		103.50
				TOTAL PARTS		178.27
				TOTAL SUBLET		0.00
				TOTAL G.O.G.		0.00
				TOTAL MISC CHG.		0.00
				TOTAL MISC DISC		-110.00
				TOTAL TAX		12.02
				TOTAL INVOICE \$		183.79

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CUSTOMER SIGNATURE _____
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CUSTOMER NO. 140458	APRAPH F PATTERSON	117	AG NO. 052	INVOICE DATE 04/13/07	INVOICE NO. CTCS331133
	LABOR RATE	LICENSE NO.	MILEAGE 24,109	COLOR MAROON/	STOCK NO.
PGH, PA	YEAR MAKE MODEL	06 CHEVROLET TRUCK/TRAILBLAZER/4 DOOR			DELIVERY MILES
	VEHICLE # D T 1 3 5 8 6 2			03/04/06	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		04/06/07	
	COMMENTS				MO: 24110

JOB# 1 CHARGES

LABOR J# 1 49CVZ WINDOWS HOURS: 0.50 TECH(S):213
 CUSTOMER STATES CHK LEFT WINDOW & SEAT PANEL TNOP BURNING SMELL
 DRIVERS DOOR MODULE THERMAL EVENT: CONDITION CAUSED DRIVERS DOOR MODULE FUSE TO BLOW
 REPLACED DRIVERS DOOR MODULE AND FUSE. PROGRAMMED DOOR MODULE CODE-A0DAB

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	15857710	SWITCH 16.263	
	1	88914568	FUSE 8.965	
				TOTAL - PARTS

WARRANTY 0.00

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR J# 2 24CVZ DRIVEABILITY HOURS: TECH(S):213
 CUSTOMER STATES CHK ENG LIGHTS ON AT ALL TIMES NO LIGHT ON NO CODE SET

WARRANTY 0.00

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR J# 3+01CVZ02 PA STATE INSPECTION HOURS: TECH(S):213
 PERFORM PA STATE SAFETY INSPECTION NO STICKER, RR TAIL LAMP BROKEN, RECOMEND FRONT TIRES AND FRONT PADS

WARRANTY 22.95

JOB# 3 TOTALS

JOB# 4 CHARGES

LABOR J# 4+17CVZ01 PA EMISSION TEST HOURS: TECH(S):213
 PERFORM ENHANCED PA EMISSIONS TEST IM73710603 EXPIRE 4/08 EMISSION TEST PERFORMED. INSPECTION REPORT RECIEPT IS IN VEHICLE

WARRANTY 26.55

MTSC-----CODE-----DESCRIPTION-----CONTROL NO-----
 EPA EPA COMPLIANCE CHARGE
 TOTAL - MISC

2.40
2.40

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CUSTOMER NO. 140458	NAME RALPH F PATTERSON	AG NO 117	NO 052	INVOICE DATE 04/13/07	INVOICE NO CTCS331133
PGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 24,109	COLOR MAROON/	STOCK NO.
	YEAR MAKE MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR			DELIVERY DATE 03/04/06	DELIVERY MILES
	VEHICLE ID 13S862			SELLING DEALER NO.	PRODUCTION UNIT
	F.T.E. NO.	P.O. NO.		04/06/07	
JOB# 4 TOTALS	COMMENTS				MO: 24110

JOB# 5 CHARGES	LABOR	26.55
	MISC	2.40
JOB# 4 JOURNAL PREFIX CTCS	JOB# 4 TOTAL	28.95
LABOR	RENTAL VEHICLE	795119
J# 5+9BCVZ05	HOURS: 98	TECH(S): 98
VEHICLE CAME IN AT 1:00 P.M. FAULTY MODULE. NEC TO KEEP IN RENTAL OVERNIGHT.		
SUBLET	PO# 104597	VEND INV# 04/13/07 RENTAL=795119
JOB# 5 TOTALS	JOB# 5 JOURNAL PREFIX CTCS	JOB# 5 TOTAL 0.00
TOTALS	TOTAL LABOR	49.50
	TOTAL PARTS	0.00
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	2.40
	TOTAL MISC DISC	0.00
	TOTAL TAX	3.63
	TOTAL INVOICE \$	55.53

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CUSTOMER SIGNATURE

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CUSTOMER NO. 140458	AGENCY RALPH F PATTERSON	117 TAG NO. 052	RECEIVED DATE 04/17/07	INVOICE NO. CTWS331133
PGH, PA	LABOR RATE	LIC/INSL NO.	MI/LEAGE 24,109	COLOR MAROON/
	YEAR MAKE MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	DELIVERY DATE 03/04/06	DELIVERY MILES	
	VIN 1GNDT135862	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R. DATE 04/06/07	
COMMENTS				MO: 24110

LABOR & PARTS

J# 1:49CVZ HOURS: 0.50 TECH(S):213 37.69

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
213	04/09/07	8.30	9.20	0.90	0.00	HOLD OTHER
213	04/10/07	14.20	14.40	0.10	0.50	OVERRIDE IN INVOICING
213	04/10/07	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				1.00	0.50	

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CUSTOMER STATES CHK LEFT WINDOW & SEAT PANEL INOP BURNING SMELL
DRIVERS DOOR MODULE THERMAL EVENT. CONDITION CAUSED DRIVERS DOOR MODULE FUSE TO BLOW
REPLACED DRIVERS DOOR MODULE AND FUSE. PROGRAMMED DOOR MODULE CODE-A0A8

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	15857710	SWITCH 16.263	79.59	79.59	111.43
JOB # 1	1	88914568	FUSE 8.965	2.48	2.48	3.47
JOB # 1 COST TOTAL				82.07		
JOB # 1 TOTAL PARTS						114.90
JOB # 1 TOTAL LABOR & PARTS						152.59

J# 2:24CVZ HOURS: TECH(S):213 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
213	04/09/07	15.80	15.80	0.00	0.00	HOLD OTHER
213	04/10/07	14.40	14.40	0.00	0.00	FINISHED
213	04/10/07	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

CUSTOMER STATES CHK ENG LIGHTS ON AT ALL TIMES
NO LIGHT ON NO CODE SET

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 5:98CVZ05 HOURS: TECH(S):98 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
98	04/10/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

RENTAL VEHICLE 795119
VEHICLE CAME IN AT 1:00 P.M. FAULTY MODULE. NEC TO KEEP IN RENTAL OVERNIGHT

JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 5	104597		04/13/07	RENTAL=795119	84.00
TOTAL - SUBLET					84.00
R/O TAX					0.00
R/O TOTALS					236.59

WARRANTY CLAIM DETAIL TOTALS
CLAIM# TOTAL

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CUSTOMER NO. 140458	ALVIN R. PATTERSON	117 TAG NO. 052	INVOICE DATE 04/17/07	INVOICE NO. CTWS331133
	LABOR RATE	LICENSE NO.	MILEAGE 24,109	BOOKING MAROON/
PGH, PA	YEAR MAKE MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	DELIVERY DATE 03/04/06	DELIVERY MILES	
	VEHICLE ID. NO. 1GNDT13S862	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.D. NO.	R.C. DATE 04/06/07	
COMMENTS				MO: 24110

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	236.59
CLAIM TOTALS	236.59

DISCLAIMER OF WARRANTIES

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APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.956
 04/17/2007 0904 WARRANTY NEW CLAIM
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 331133 04/06/2007 1GNDT13S862 3 13011 24109
 CUSTOMER NAME: FTRST: MIDDLE: LAST: PHONE: WORK: HOME:
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHSR NET-AMT LAB-TOT
 1 01 0J 2 15857710 114.90 6C N2117 .5 37.69
 LN-TOT: 152.59 TECH SSN AUTH CODE: AUTH. AUTHOR.:
 MEMO PART NUMBERS: 88914568
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHSR NET-AMT LAB-TOT
 2 05 0J C Z7902 84.00
 LN-TOT: 84.00 TECH SSN AUTH CODE: AUTH. AUTHOR.:
 COMMENTS: 1GNDV23LX6D2

R.O. TOTAL: 236.59

***** DUPLICATE INVOICE *****

Thank You

IMPORTANT

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CTWS328116

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0101CTWS328116

CUSTOMER NO. 140458	ADVISOR RALPH F PATTERSON	117	51	INVOICE DATE 02/20/07	INVOICE NO. CTWS328116
PGH, PA	LABOR RATE	LICENRF NO.	MILEAGE 20,271	COLOR MAROON/	STOCK NO.
	YEAR MAKE MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR			DELIVERY DATE 03/04/06	DELIVERY MILES
	VEHICLE ID. 1GNDT13S862			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.O. DATE 02/16/07	
COMMENTS					MO: 20273

LABOR & PARTS # 1 24CVZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	30.15
148	02/16/07	11.70	12.00	0.30	0.00	FINISHED	
148	02/16/07	0.00	0.00	0.00	0.40	VERRIDE IN INVOICING	
TOTAL TECH TIME				0.30	0.40		

CUSTOMER STATES CHK 4--WD INOP WILL NOT COME OUT OF 4-LOW
SWITCH BROKE WONT TURN
REPLACE TRANSFER CASE SELECT SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	19.89
JOB # 1	1	15807881	SWITCH 4.563	14.21	14.21	19.89	
JOB # 1 COST TOTAL				14.21			
JOB # 1 TOTAL PARTS							19.89
JOB # 1 TOTAL LABOR & PARTS							50.04

COMMENTS DELETED OPERATION(S) 98CVZ05 RENTAL

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	50.04
CLAIM TOTALS	50.04

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.244
02/20/2007 1124 WARRANTY NEW CLAIM

RO NUMBER 328116 RO DATE 02/16/2007 VIN 1GNDT13S862 DIV 3 DEALER 13011 ODOMETER 20271 SERVICE ADVISOR #

CUSTOMER NAME: FIRST: LAST: MIDDLE: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	03	1		15807881	10.80	10	K4123	.4			30.15
LN-TOT: 50.04 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

R.O. TOTAL: 50.04

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DUPLICATE INVOICE



CTWS327702

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0101IC1VWS327702

CUSTOMER NO. 140458	APPROVED BY RALPH F PATTERSON	117	FAC NO. 335	INVOICE DATE 02/27/07	INVOICE NO. CTWS327702
PGH, PA	LABOR RATE	LICENSE NO.	MLLAGE 21,000	COLOR MAROON/	STOCK NO.
	YEAR MAKE MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	PLATE NO. TN 13S862	DELIVERY DATE 03/04/06	DELIVERY MILES	
	VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/08/07		
COMMENTS					MO: 21004

LABOR & PARTS

J# 1 06CVZ FRONT SUSPENSION HOURS: TECH(S):700 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
700	02/08/07	11.50	11.50	0.00	0.00	HOLD OTHER
700	02/08/07	11.50	11.50	0.00	0.00	FINISHED
700	02/08/07	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

TOW IN
TOE IN

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 06CVZ00 FRONT SUSPEN MISC HOURS: 2.00 TECH(S):700 150.76

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
700	02/16/07	11.50	11.50	0.00	0.00	VERRIDE IN INVOICING
700	02/13/07	11.50	11.70	0.20	2.00	VERRIDE IN INVOICING
700	02/13/07	13.90	15.70	1.80	0.00	FINISHED
700	02/13/07	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				2.00	2.00	

CUSTOMER STATES LOUD BANG NOISE CAR WONT MOVE
GRINDING NOISE AND FLUID LEAKING
REAR DIFFERENTIAL RING AND PINION SHATTERED AND BLEW HOLE
THROUGH CASE ASSEMBLY
WAS NECESSARY TO REPLACE COMPLETE REAR DIFFERENTIAL AND HOUSING ASSEMBLY

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	15039019	AXLE 5.386	2002.65	2002.65	2730.00
JOB # 2	3	89021677	GEAR LUBR 8.800	16.02	48.06	22.43
JOB # 2 COST TOTAL				2050.71		67.29
JOB # 2 TOTAL PARTS						2797.29
JOB # 2 TOTAL LABOR & PARTS						2948.05

J# 3+98CVZ05 RENTAL VEHICLE HOURS: TECH(S):98 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
98	02/16/07	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 1	102846		02/08/07	TOW IN	50.00
JOB # 3	103058		02/28/07	RENTAL=794925	185.00
TOTAL - SUBLET					235.00

COMMENTS DELETED OPERATION(S)
24CVZ00 DRIVEABILITY MISC

R/O TAX 0.00
R/O TOTALS 3183.05

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CUSTOMER NO. 140458	ADVISOR RALPH F PATTERSON 117	PAG NO. 335	INVOICE DATE 02/27/07	INVOICE NO. CTWS327702
PGH, PA	LAROR MAIL	LICENSL NO.	MILEAGE 21,000	STOCK NO.
	YEAR MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR		COLOUR MAROON/	DELIVERY DATE 03/04/06
	VEHICLE NO. IGNDT13S862		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/08/07	
	COMMENTS			MO: 21004

WARRANTY CLAIM DETAILS TOTALS	
CLAIM# 327702	TOTAL 3183.05
CLAIM TOTALS	3183.05

DISCLAIMER OF WARRANTIES

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APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FTLE: GMDMWF.339
02/27/2007 0739 WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN: DTV DEALER ODOMETER SERVICE ADVISOR #
327702 02/08/2007 IGN DT13S862 3 13011 21000

CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		PN				6C	T2020			50.00	
LN-TOT:			50.00		TECH SSN:			AUTH CODE:			AUTH. AUTHOR.:	
2	02		NA	4	15939019	2797.29	6C	F3200	2.0		150.76	
LN-TOT:			2948.05		TECH SSN:			AUTH CODE:			AUTH. AUTHOR.:	
MEMO PART NUMBERS: 89021677												
3	03		NA				6C	Z7905			185.00	
LN-TOT:			185.00		TECH SSN:			AUTH CODE:			AUTH. AUTHOR.:	

COMMENTS: I61ZT51F76F2 REAR DIFF ORDERED FEB.8. DIDN'T ARRIVE UNTIL FEB.13
NEC TO KEEP CUSTOMER IN RENTAL OVER WEEK-END
COMMENT ROUTING CODE: H

R.O. TOTAL: 3183.05

DUPLICATE INVOICE

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01011CTWS325627

CUSTOMER NO. 140458	ADVISOR RALPH F PATTERSON	TAG NO. 117	INVOICE DATE 01/10/07	INVOICE NO. CTWS325627
PGH, PA	LABOR RATE	LICENSEL NO.	MILEAGE 20,175	COLOR MAROON/
	YEAR MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	DELIVERY DATE 03/04/06	DELIVERY MILES	
	VEHICLE ID. NO. 1GNDT13S862	SELLING DEALER NO.	PRODUCTION DATE	
	P.I.E. NO.	P.O. NO.	R. DATE 01/02/07	
COMMENTS				MO: 20173

LABOR & PARTS

J# 1 24CVZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	36.34
256	01/02/07	13.40	14.40	1.00	0.00	FINISHED	
256	01/02/07	0.00	0.00	0.00	0.50	VERRIDE IN INVOICING	
TOTAL TECH TIME:				1.00	0.50		

CUSTOMER STATES TOW IN NO START
FOUND BATTERY CABLE NOT SECURE AND NOT MAKING CONTACT
TIGHTEN CABLE AND RETEST

J# 2+93CVZ3

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	0.00
SUBLET RENTAL CAR				HOURS: 0.00		TECH(S):	
TOTAL TECH TIME:				0.00	0.00		

RENTAL 580682

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET JOB #	PO#	VEND	INV#	INV DATE	DESCRIPTION	TOTAL	36.34
2	102150			01/17/07	RENTAL-580682	42.00	
TOTAL - SUBLET						42.00	
R/O TAX						0.00	
R/O TOTALS						78.34	

WARRANTY CLAIM DETAIL TOTALS:

CLAIM#	TOTAL
	78.34
CLAIM TOTALS	78.34

DISCLAIMER OF WARRANTIES

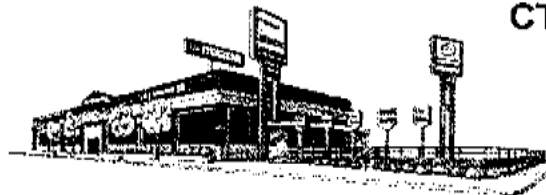
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CUSTOMER NO. 140458	NAME RALPH F PATTERSON	117 FAC NO. 979	INVOICE DATE 01/02/07	INVOICE NO. CTWS325529
PGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 20,170	BOOKING MAROON/
	YEAR MAKE MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	DELIVERY DATE 03/04/06	DELIVERY MILES	
	VEHICLE NO. DT13S862	SELLING DEALER NO.	PRODUCTION DATE	
	F.Y.E. NO.	P.O. NO.	12/29/06	
COMMENTS				MO: 20173

LABOR & PARTS

J# 1: 21CVZ FUEL SYSTEM HOURS: TECH(S): 256 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
256	12/29/06	12.70	12.70	0.00	0.00	FINISHED
256	12/29/06	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

CUSTOMER STATES CHK LOW FUEL LIGHT IS COMING ON AT ALL TIMES
CONCERN RELATED TO CHECK ENGINE LIGHT
SEE JOB 2

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2: 24CVZ DRIVEABILITY HOURS: 2:20 TECH(S): 256 159.87

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
256	12/29/06	8.70	10.60	1.90	0.00	HOLD OTHER
256	12/29/06	11.40	12.50	1.10	2.20	VERRIDE IN INVOICING
256	12/29/06	12.70	12.70	0.00	0.00	FINISHED
256	12/29/06	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				3.00	2.20	

CUSTOMER STATES CHK ENG LIGHT IS ON AT ALL TIMES
FOUND CODE P0463 STORED FOR LEVEL SENSOR HIGH VOLTAGE.
TESTED CIRCUIT FAULTY SENSOR
REPLACED LEVEL SENSOR, CLEARED CODE AND TESTED

PARTS QTY: 1 FP NUMBER: 88966954 DESCRIPTION: SEN-KIT 3.107 U/COST: 65.00 E/COST: 65.00 U/PRICE: 91.00

JOB # 2 COST TOTAL 65.00

JOB # 2 TOTAL PARTS 91.00

JOB # 2 TOTAL LABOR & PARTS 250.87

R/O TAX 0.00

R/O TOTALS 250.87

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WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	250.87
CLAIM TOTALS	250.87

Thank You

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CUSTOMER NO. 140458	ADVISOR RALPH F PATTERSON	117	SAG NO. 979	INVOICE DATE 01/02/07	INVOICE NO. CTWS325529
PGH, PA	LAROT/HAILE	LICENSE NO.	MILEAGE 20,170	COLOR MAROON/	STOCK NO.
	YEAR MAKE MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR			DELIVERY DATE 03/04/06	DELIVERY MILES
	VEHICLE ID NO. 1GNDT13S862			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 12/29/06	
COMMENTS					MO: 20173

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF627
01/02/2007
1220
WARRANTY NEW CLAIM
RO NUMBER: RO DATE: VIN: DIV DEALER ODOMETER SERVICE ADVISOR #
325529 12/29/2006 1GNDT13S862 3 13011 20170
CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE: WORK: HOME:
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
1 02 WG 1 88966954 91 00 P0463 L1225 2.2 159.87
LN-TOT: 250.87 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
R.O. TOTAL: 250.87

***** DUPLICATE INVOICE *****

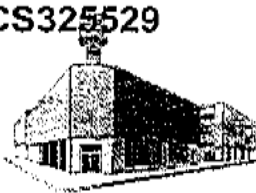
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CUSTOMER NO. 140458	ADVISOR RALPH F PATTERSON	HEAD NO. 117	979	INVOICE DATE 12/29/06	INVOICE NO. CTCS325529
PGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 20,170	COLOR MAROON/	STOCK NO.
	YEAR/MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	DELIVERY DATE 03/04/06		LLVLYH MILES	
	VEHICLE ID. NO. 1GNDT13S862	SPLITTING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.		H.O. DATE 12/29/06	
	COMMENTS				MO: 20173

JOB# 1 CHARGES
 LABOR J# 1 21CVZ FUEL SYSTEM HOURS: TECH(S):256
 CUSTOMER STATES CHK LOW FUEL LIGHT IS COMING ON AT ALL TIMES
 CONCERN RELATED TO CHECK ENGINE LIGHT
 SEE JOB 2

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
 LABOR J# 2 24CVZ DRIVEABILITY HOURS: 2.20 TECH(S):256
 CUSTOMER STATES CHK ENG LIGHT IS ON AT ALL TIMES
 FOUND CODE P0463 STORED FOR LEVEL SENSOR HIGH VOLTAGE,
 TESTED CIRCUIT, FAULTY SENSOR
 REPLACED LEVEL SENSOR, CLEARED CODE AND TESTED

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE
 1 88966954 SEN KIT 3.107
 TOTAL - PARTS 0.00

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
 LABOR J# 3 01CVZ07 LUBE, OIL & FILTER HOURS: TECH(S):256
 Customer requests: LUBE, OIL, AND FILTER SERVICE
 VALVOLINE OIL
 CORRECTION: PERFORMED LUBRICATION, OIL AND FILTER CHANGE,
 AND ADJUSTED FLUID LEVELS AS NECESSARY

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE
 1 V031 OIL FILTER 4.00
 TOTAL - PARTS 4.00

G.O.G. & SUPPLIES
 5.4 MOTOR OIL @ 1.890 /UNIT 10.21
 0.0 TRANSMISSION FLUID @ 1.750 /UNIT 0.00
 TOTAL - GOG 10.21

MISC CODE DESCRIPTION CONTROL NO
 A3 HAZARDOUS WASTE DISPOSAL 1.00
 TOTAL - MISC 1.00

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CUSTOMER NO. 140458	ADVISOR RALPH F PATTERSON 117	TAG NO. 979	INVOICE DATE 12/29/06	INVOICE NO. CTCS325529
PGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 20,170	COLOR MAROON/
	YEAR MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR		DELIVERY DATE 03/04/06	STOCK NO.
	VEHICLE ID. NO. 1GNDDT13S862		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	H. DATE 12/29/06	PRODUCTION DATE
	COMMENTS			MO: 20173

JOB# 3 TOTALS

	LABOR	15.45
	PARTS	4.00
	G.O.G.	10.21
	MISC	1.00
JOB# 3 JOURNAL PREFIX CTCS	JOB# 3 TOTAL	30.66

TOTALS	TOTAL LABOR	15.45
	TOTAL PARTS	4.00
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	10.21
	TOTAL MISC CHG.	1.00
	TOTAL MISC DISC.	0.00
	TOTAL TAX	2.00
	TOTAL INVOICE \$	32.74

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

THANK YOU FOR YOUR BUSINESS!!
CUSTOMER PAY MECHANICAL PARTS DESIGNATED WITH AN ASTERISK (*) ARE COVERED UNDER THE TERMS OF THE GM GOODWRENCH SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY. SAVE RECEIPT

CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

Thank You

IMPORTANT

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISOR. YOUR COMPLETE SATISFACTION IS OUR NO. 1 GOAL. THANKS FOR YOUR PATRONAGE. YOUR FRIENDS AT DON ALLEN (412) 681-4800



CTWS321900

CTWS321900

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www.donallenauto.com

010TIC1WS321900

CUSTOMER NO. 140458	ADVISOR RALPH F PATTERSON 117	SAG NO. 983	INVOICE DATE 10/26/06	INVOICE NO. CTWS321900
PGH, PA	LABOR RATE	LICENSE NO.	MILEAGE 16,365	COLOR MAROON/
	YEAR MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	DELIVERY DATE 03/04/06	STOCK NO.	
	VEHICLE I.D. NO. 1GN0T13S862	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 10/24/06	
COMMENTS:				MO: 16365

LABOR & PARTS

J# 1 24CVZ DRIVEABILITY HOURS: 2.20 TECH(S):136 159.87

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
136	10/24/06	8.90	11.00	2.10	0.00	HOLD OTHER
136	10/24/06	14.30	15.40	1.10	2.20	VERRIDE IN INVOICING
136	10/24/06	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				3.20	2.20	

CUST STATES CHK TRUCK WILL NOT COME OUT OF 4WD
PERFORM DIAGNOSTIC CHECKS FOR TRANSFER CASE WILL NOT COME
OUT OF FOUR WHEEL LOW. REMOVE TRANSFER CASE MODULE AND
RANGE SELECTOR ASSEMBLY. INTERMITTANT LOSS OF 12V TO
RANGE SELECTOR. TRACE WIRING HARNESS CIRCUITS FOR ANY
OPENS OR CHAFING BETWEEN MODULE, SWITCH, AND SELECTOR.
FOUND LOOSE TERMINAL END TO WIRE CRIMP FOR 12V AT SELECTOR.
REMOVED SELECTOR TO REPAIR INTERMITTANT 12V LOSS FOR MODULE
AND SWITCH TO TRANSFER CASE. REINSTALL REPAIRED WIRING AND
SELECTOR

JOB # 1 TOTAL LABOR & PARTS 159.87

J# 3+98CVZ05 RENTAL HOURS: TECH(S):98 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
98	10/24/06	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
TOTAL TECH TIME				0.00	0.00	

RENTAL VEHICLE

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
JOB # 3	100471			10/24/06	RENTAL=794646

TOTAL - SUBLET 30.00

R/O TAX 0.00

R/O TOTALS 189.87

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL 189.87

CLAIM TOTALS 189.87

APPROVED BY SIGNATURE

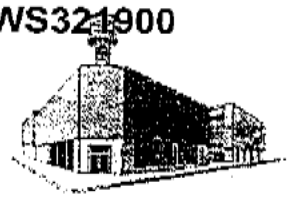
DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank You

IMPORTANT

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CUSTOMER NO. 140458	ADVISOR RALPH F PATTERSON 117	CAB NO. 983	INVOICE DATE 10/26/06	INVOICE NO. CTWS321900
PGH, PA	LABOR HAIL	LICENSE NO.	MILEAGE 16,365	COLOR MAROON/
	YEAR MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	DELIVERY DATE 03/04/06	DELIVERY MILES	
	VEHICLE ID. NO. 1GNDT13S862	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/24/06	
COMMENTS				MO: 16365

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.871
10/26/2006
1450
WARRANTY NEW CLAIM
RO NUMBER RO DATE VIN: DIV DEALER ODOMETER SERVICE ADVISOR #
.321900 10/24/2006 1GNDT13S862 3 13011 16365
CUSTOMER NAME: FIRST: MIDDLE:
LAST: PHONE:WORK: HOME:
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
1 01 0J 71 K4124 1.4 .8 159.87
LN-TOT: 159.87 TECH SSN: AUTH CODE: E AUTH. AUTHOR.: 0090
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
2 03 0J 71 Z7901 30.00
LN-TOT: 30.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
COMMENTS: 2G1WB56K7692
R.O. TOTAL: 189.87

DISCLAIMER OF WARRANTIES

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Thank You

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***** DUPLICATE INVOICE *****



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CTWS320518

0101CTWS320518

CUSTOMER NO. 140458	ADVISOR RALPH F PATTERSON	117	MAC NO. 191	INVOICE DATE 10/04/06	INVOICE NO. CTWS320518
PGH, PA	LAUNCH DATE	LICENSE NO.	MILEAGE 15,449	COLOR MAROON/	STOCK NO.
	YEAR MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR			DELIVERY DATE 03/04/06	DELIVERY MILES
	VEHICLE ID NO. I G N D T 1 3 S 8 6 2			SELLING DEALER NO.	PRODUCTION DATE
	F.T.L. NO.	P.O. NO.		R. DATE 10/02/06	
COMMENTS					MO: 15449

LABOR & PARTS		HOURS		TECH(S):700		58.14	
J# 1 49CVZ	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
	700	10/02/06	14.00	14.30	0.30	0.00	HOLD PARTS
	700	10/03/06	13.00	13.60	0.60	0.80	VERRIDE IN INVOICING
	700	10/03/06	0.00	0.00	0.00	0.00	FINISHED
	TOTAL TECH TIME		0.90		0.80		
CUST STATES CHK LEFT FRT WINDOW INOP WILL NOT GO UP OR DOWN							
DIAGNOSED NO COMMUNICATION WITH DRIVERS DOOR MODULE DUE TO INTERNAL FAILURE							
DIAGNOSED AND REPLACED DRIVERS DOOR MODULE AND PROGRAMMED							
PARTS	QTY	FP NUMBER	DESCRIPTION		U/COST	E/COST	U/PRICE
JOB # 1	1	15857710	SWITCH		16.263	79.59	79.59 111.43
JOB # 1	1	OVNF	FREIGHT			8.47	8.47 8.47
JOB # 1 COST TOTAL					88.06		119.90
JOB # 1 TOTAL PARTS							119.90
JOB # 1 TOTAL LABOR & PARTS							178.04
J# 2 65CVZ	BODY HARDWARE		HOURS		TECH(S):700		0.00
	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
	700	10/03/06	13.60	13.60	0.00	0.00	FINISHED
	700	10/03/06	0.00	0.00	0.00	0.00	FINISHED
	TOTAL TECH TIME		0.00		0.00		
CUST STATES CHK LEFT OUTER MIRROR INOP SEE JOB 1							
JOB # 2 TOTAL LABOR & PARTS							0.00
R/O TAX							0.00
R/O TOTALS							178.04

DISCLAIMER OF WARRANTIES

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WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	178.04
CLAIM TOTALS	178.04

APPROVED BY SIGNATURE

Thank You

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CTWS320518

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01011CTWS320518

CUSTOMER NO. 140458	ADVISOR RALPH F PATTERSON 117	SALE NO. 191	INVOICE DATE 10/04/06	INVOICE NO. CTWS320518
PGH, PA	LABOR/HAIL	LICENSE NO.	MILEAGE 15,449	COLOUR MAROON/
	YEAR MAKE/MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE 03/04/06	DELIVERY MILES
	VEHICLE I.D. NO. 1GNDT13S862		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	DATE 10/02/06	
COMMENTS				MO: 15449

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.571
 10/04/2005 WARRANTY NEW CLAIM
 0953
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 320518 10/02/2006 1GNDT13S862 3 13011 15449

CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	03	1		15857710	113.43	60	N2117	.8			58.14
LN-TOT:					169.57							
2	01	MD	1		15857710		00	Z5001				8.47
LN-TOT:					8.47							

R.O. TOTAL: 178.04

DUPLICATE INVOICE

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CTWS314093

CTWS314093

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www.donallenauto.com

0101CTWS314093

CUSTOMER NO. 140458	ADVISOR FRANK SCOLIERI	448	GAG NO. 356	INVOICE DATE 06/30/06	INVOICE NO. CTWS314093
PGH, PA	LABOR RATE	LICLINE NO.	MILEAGE 7,829	COLOR MAROON/	STOCK NO.
	YEAR MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR			DELIVERY DATE 03/04/06	DELIVERY MILES
	VEHICLE ID. NO. 1GNDT13S862			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		06/28/06	
COMMENTS					MO: 7831

LABOR & PARTS
J# 1 21CVZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	145.34
213	06/28/06	9.90	10.50	0.30	2.00	OVERRIDE TN INVOICING	
213	06/28/06	10.50	13.20	1.40	0.00	FINISHED	
213	06/28/06	0.00	0.00	0.00	0.00	FINISHED	
TOTAL TECH TIME				1.70	2.00		

HOURS: 2.00 TECH(S): 213

CUST STATES WHEN TANK FULL GAUGE WENT TO 'F' AND THEN TO 'E' AND NOW ON 'E' --CUST STATES APPROX 1/2 TANK OF GAS. FUEL LEVEL SENSOR FAULTY REPLACED FUEL LEVEL SENSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	88966954	SEN KIT 3.107	65.00	65.00	91.00	91.00
JOB # 1 COST TOTAL				65.00			
JOB # 1 TOTAL PARTS							91.00
JOB # 1 TOTAL LABOR & PARTS							236.34
R/O TAX							0.00
R/O TOTALS							236.34

DISCLAIMER OF WARRANTIES

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WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	236.34
CLAIM TOTALS	236.34

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: G6GMWF.505
06/30/2006 WARRANTY NEW CLAIM
1539

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
314093 06/28/2006 1GNDT13S862 3 13011 7829

CUSTOMER NAME FIRST: MIDDLE: LAST: PHONE: WORK: HOME:

LN	JOB	CI	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	03	1		88966954	91.00	65	L1197	2.0			145.34
LN-TOT:					236.34	TECH SSN		AUTH CODE:				

R.O. TOTAL: 236.34

DUPLICATE INVOICE

Thank You

IMPORTANT

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

VIA FAX ONLY

August 17, 2007

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 E Butler Ave
Ambler, PA 19002-4514

RE: [REDACTED]
Service Request: 71-547925396
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S862 [REDACTED]
Customer Relationship Specialist: Matthew Kendrick

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated August 17, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

- Copy of owner's current title and/or registration
- Finance/Buyer's agreement
- Repair Orders

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature



RETAIL ORDER FOR A MOTOR VEHICLE

THIS IS A LEASING DISCLOSURE ONLY

03/04/06

GMAC CARE OF:



Watson Chevrolet
 6200 William Penn Highway, P.O. Box 6200
 Murrysville, PA, 15668
 (724) 387-1500
 Toll Free 1-(877) 513-1500



PURCHASER'S NAME
 STREET ADDRESS
PITTSBURGH PA
 CITY STATE ZIP
 RES. PHONE BUS PHONE

UNIT SOLD RECREATIONAL VEHICLE NEW USED DEMO CAR TRUCK
 MODEL OR SERIES **TRAILBLAZER** BODY TYPE **SW** COLOR **4949 BORRD TRIM** YEAR **2006** MAKE **CHEVROLET**
 MVI OR SERIAL NO. **1GNDT13S862**

SOCIAL SEC. # AGE **19** SALESMAN **HARRINGTON, DAVID** STOCK NO. **T60303**

MONEY DIFFERENCE	32217.41	PRICE AS AGREED	\$ 33107.41
DOCUMENTARY FEE	65.00		
SALES TAX	36.80	GMPP MAJOR	610.00
PLATES & TITLE	63.50	TYPE OF WARRANTY 48000 MILES	
TOTAL	32382.71	LENGTH OF WARRANTY 48 MONTHS	

SUBJECT TO CREDIT APPROVAL
 TYPE **CAP COST REDUCTION** REBATE **1500.00**
 TYPE REBATE

INSURANCE CO. **ERIE INSURANCE COMPANY** TYPE REBATE

AGENT & PHONE **SCHILLING FINANCIAL GROUP 412-697-0661** ACQUISITION FEE **595.00**

POLICY NUMBER

LICENSE NUMBER

STICKER NUMBER

EXPIRES **6**

VEHICLE MILEAGE

TITLE NO.

ENGINE

COLOR

MILEAGE

ATTN: MATT

USED CAR TRADE-IN AND/OR OTHER CREDITS

MAKE OF TRADE-IN

YEAR MODEL BODY

MVI OR SERIAL NO.

BALANCE OWED TO

ADDRESS

USED TRADE-IN ALLOWANCE	\$	N/A
BALANCE OWED ON TRADE-IN	\$	N/A
NET ALLOWANCE ON USED TRADE-IN	\$	N/A
DEPOSIT OR CREDIT BALANCE	\$	318.03
DOWN PAYMENT (Trans. to Right Col.)	\$	318.03

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.

TITLE TO TRADE DUE WATSON

FREE AND CLEAR OF ANY ENCUMBRANCE

CUST. SIGN.

CASH SALE PRICE OF DESCRIBED MOTOR VEHICLE \$ **32812.41**

STATE AND LOCAL TAXES **N/A**

PA. TIRE TAX **N/A**

LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE, DOCUMENTARY FEE **N/A**

1. TOTAL PRICE OF UNIT \$ **32812.41**

2. DOWN PAYMENT:

consisting of \$ **318.03** In cash

and/or \$ **N/A** net trade-in allowance on trade-in; see statement in left hand column for details.

\$ **318.03**

3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between Items 1 and 2) \$ **32494.38**

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE**. 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.

PURCHASER'S SIGNATURE: DATE: **03/04/06** ACCEPTED BY: DEALER OR HIS AUTHORIZED REPRESENTATIVE

No. 9339994

MV - 1 (5-05)		I. TAX / FEES	
A. MAKE OF VEHICLE CHEVROLET		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY 1GNDT13S862	
BODY TYPE (SDN, TK, BUS, ETC.) SW		MODEL YEAR 2006	
GROSS VEHICLE WT. RATING FUEL TYPE: <input type="checkbox"/> GASOLINE <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC <input type="checkbox"/> PROPANE <input type="checkbox"/> HYBRID <input type="checkbox"/> OTHER		DIN/MECHANIC # AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)	
CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A POLICE VEHICLE (IF APPLICABLE) <input type="checkbox"/>		SIGN HERE I certify that I have verified that a legible tracing cannot be secured and that the above VIN and vehicle weight information listed here are in Section F and correct.	
FACTORS TO BE LISTED BY APPLICANT V.A.U.L. TRUST		DATE PURCHASED 05-05-06	
DEALER ID NUMBER (IF APPLICABLE) 03/04/06		SALES TAX DUE 22.50	
STREET CRANBERRY TOWNSHIP PA		CITY STATE ZIP COUNTY CODE	
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/>. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)		REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY 1A. Exemption Reason Code (must be a number from 1 to 25 or 0) 2 1B. EXEMPTION NO. 99-270836	
NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input checked="" type="checkbox"/>. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L.		1C. (PTA) NO. 2. TITLE FEE 22.50 3. LIEN FEE 5.00 4. REGISTRATION OR PROCESSING FEE 36.00 5. DUPLICATE REG. NO. OF CARDS 6. TRANSFER FEE 7. INCREASE FEE 8. REPLACEMENT FEE 9. TOTAL PAID (ADD 1 THRU 8) 63.5 <i>Send One Check in This Amount</i>	
C. REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS <input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY <input type="checkbox"/>		ODOMETER READING 000006	
WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.			
D. 1ST LIEN DATE: 03/04/06 IF NO LIEN, CHECK <input type="checkbox"/>		2ND LIEN DATE: IF NO LIEN, CHECK <input checked="" type="checkbox"/>	
1ST LIENHOLDER GMAC		2ND LIENHOLDER	
STREET PO BOX 8141		STREET	
CITY COCKEYSVILLE STATE MD ZIP 21030		CITY STATE ZIP	
FINANCIAL INSTITUTION NUMBER		FINANCIAL INSTITUTION NUMBER	
IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS REQUIRED		IF THIS IS AN ELT, CHECK HERE <input type="checkbox"/> NOTE: FIN IS REQUIRED	
E. MAKE OF VEHICLE		MODEL YEAR	
BODY TYPE (SDN, BUS, TK, ETC.)		CONDITION OF VEHICLE <input type="checkbox"/> GOOD <input checked="" type="checkbox"/> FAIR <input type="checkbox"/> POOR	
PASSENGER TAXI/BUS <input checked="" type="checkbox"/> PASSENGER <input type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> SCHOOL BUS <input type="checkbox"/> MASS TRANSIT <input type="checkbox"/> OTHER BUS <input type="checkbox"/> SEATING CAPACITY		CYLINDER CAPACITY 5000 OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO BRAKE HORSEPOWER <input type="checkbox"/> 1.5 OR LESS <input type="checkbox"/> 1.6 TO 2.0 <input type="checkbox"/> OVER 5.0	
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED <input type="checkbox"/> OPERABLE PEDALS <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> AUTOMATIC TRANSMISSION <input type="checkbox"/> YES <input type="checkbox"/> NO		MAX DESIGN SPEED 25 MPH OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO DESIGNED/ALTERED FOR ROAD USE <input type="checkbox"/> YES <input type="checkbox"/> NO	
MOTOR HOME CHASSIS MFR:		BODY MAKE:	
TRAILER & VEHICLES BELOW NUMBER OF AXLES:		REQ. REGISTERED GROSS WT. (INCLUDING LOAD)	
TRUCK TRUCK TRACTOR SUM OF GAWB'S:		UNLADEN WT. (EMPTY)	
REQ. REGISTERED GROSS COMBINATION WT.		GROSS COMBINATION WT. RATING	
G. ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		TRANSFER OF PREVIOUSLY ISSUED PLATE <input type="checkbox"/> TRANSFER & RENEWAL OF PLATE <input type="checkbox"/>	
PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.) <input type="checkbox"/>		TRANSFER & REPLACEMENT OF PLATE <input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER <input type="checkbox"/>	
EXCHANGE PLATE TO BE ISSUED BY BUREAU <input type="checkbox"/>		REASON FOR REPLACEMENT	
TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.) <input type="checkbox"/>		<input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)	
EXPIRES Month Year		NOTE: IF "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.	
TRANSFERRED FROM TITLE NO.		VIN	
GGZ3704 858533		SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):	
INSURANCE COMPANY NAME ERIE INSURANCE COMPANY		RELATIONSHIP TO APPLICANT	
NAIC NO.		POLICY NO. (OR ATTACH BINDER)	
POLICY EFFECTIVE DATE 10/18/05		POLICY EXPIRATION DATE 04/18/06	
ISSUING AGENT (PRINT NAME) WATSON CHEVROLET OLDSMOBILE		AGENT NO. 85-8533WA	
ISSUING AGENT SIGNATURE		TELEPHONE NO. 724-387-1502	
H. IWE ACKNOWLEDGE THAT IWE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. IWE FURTHER ACKNOWLEDGE THAT IWE MAY BE SUBJECT TO A FINE NOT EXCEEDING \$5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT IWE MAKE ON THIS APPLICATION, AND IWE CERTIFY THAT IWE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/AWE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. IWE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION		DATE 06	
SIGNATURE OF CO-OWNER/TITLE OR AUTHORIZED SIGNER		TELEPHONE NO.	
S E A L		MESSENGER NUMBER:	
SIGN IN PRESENCE OF NOTARY			

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

PAGE 04

LESSEE (and CO-LESSEE) ("You") name and address, including county <div style="background-color: black; width: 100%; height: 20px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100%; height: 20px; margin-bottom: 5px;"></div> <p style="text-align: center;">PITTSBURGH, PA ALLEGHENY</p>	Garaging address (if different) Principal driver (if business use)	LESSOR (Retailer) WATSON CHEVROLET OLDSMOBILE PO BOX 6200/6370 WY PENN HWY PA, 15632
--	---	--

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

- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to _____
- If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	CHEVROLET TRAILBLAZER	SUV	1GN0T13962	0	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> GVW (if truck) <input type="checkbox"/> Public Conveyance

Dealer Installed Options: _____

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below) \$ <u>2500.00</u>	2. Monthly Payments Your first monthly payment of \$ <u>516.67</u> is due on <u>03/24/2006</u> , followed by <u>67</u> payments of \$ <u>516.67</u> due on the <u>4TH</u> of each month. The total of your monthly payments is \$ <u>24000.19</u>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <u>N/A</u> Total \$ <u>N/A</u>	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ <u>26783.44</u>
--	--	---	---

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:	6. How the Amount Due at Lease Signing or Delivery will be paid:
a. Capitalized cost reduction \$ <u>1010.03</u> b. First monthly payment \$ <u>516.67</u> c. Refundable security deposit \$ <u>N/A</u> d. Title fees \$ <u>22.50</u> e. Registration fees \$ <u>41.00</u> f. Sales/use tax \$ <u>36.86</u> g. \$ <u>N/A</u> h. <u>DOCUMENT FEE</u> \$ <u>65.00</u> i. \$ <u>N/A</u> j. Total \$ <u>2500.00</u>	a. Net trade-in allowance \$ <u>0.00</u> b. Rebates and noncash credits <u>Cash Rebate</u> \$ <u>1500.00</u> c. Amount to be paid in cash \$ <u>1000.00</u> d. Total \$ <u>2500.00</u>

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <u>33107.41</u>) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ <u>34317.41</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- \$ <u>1010.03</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= \$ <u>32494.38</u>
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	- \$ <u>10165.75</u>
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= \$ <u>14326.63</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$ <u>8216.97</u>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= \$ <u>22543.60</u>
h. Lease payments. The number of payments in your lease	+ <u>68</u>

WATSON CHEV OLDS

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d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment.....	=	\$	10165.75
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term.....	=	\$	14320.63
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.....	+	\$	6216.97
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge.....	=	\$	20545.69
h. Lease payments. The number of payments in your lease.....	+		48
i. Base monthly payment.....	=	\$	469.70
j. Monthly sales/use tax (estimated).....	+	\$	46.97
k. <u>N/A</u>	+	\$	N/A
l. Total monthly payment.....	=	\$	516.67

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

- 8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$ 20 per mile.
- 9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 10669.75, plus official fees and taxes.
- 10. Other important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle.....	\$	33187.45
b. GMAC administrative fee.....	+	\$ 595.00
c. License/registration/title fees.....	+	\$ N/A
d. Sales tax.....	+	\$ N/A
e. Other tax (describe).....	+	\$ N/A
f. Optional service contract.....	+	\$ 610.90
g. Optional maintenance contract.....	+	\$ N/A
h. Optional life insurance.....	+	\$ N/A
i. Optional disability insurance.....	+	\$ N/A
j.	+	\$ N/A
k.	+	\$ N/A
I. Gross Capitalized Cost.....	=	\$ 34312.41

12. THE VEHICLE YOU ARE TRADING.

	<u>N/A</u> (year)	<u>N/A</u> (make)	<u>N/A</u> (model)
Gross trade-in value.....			\$ N/A
Payoff.....			- \$ N/A
Net trade-in value.....			= \$ N/A

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE.....	=	\$ 4766.70
The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.		
a. Title/lien fees.....	\$	22.50
b. Registration fees/taxes.....	\$	165.50
c. License fees/taxes.....	\$	N/A
d. Sales/use taxes (including tax on capitalized cost reduction).....	\$	2391.75
e. Excise taxes.....	\$	N/A
f. Property taxes.....	\$	2096.30
g. Other (describe).....	\$	N/A
h. Other (describe).....	\$	N/A
i. Other (describe).....	\$	N/A

14. MILEAGE.

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

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 03/03/10
You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ 30.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

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

Insurance company name: ERIE INSURANCE COMPANY
 Insurance agency name: SCULLING FINANCIAL GROUP
 Agency address: 100 WEST STATION SQ #1910 PITTSBURGH
 Agency phone no.: 412-697-0661
 Agent's name: SCULLING FINANCIAL GROUP
 Policy no.: PA 6005170 Liability Physical damage
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

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

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

Insurer name: _____
 Address: _____

Life insurance (Lessee Co-Lessee Both) Premium \$ _____
 Coverage limit \$ _____

Disability insurance (Lessee only) Premium \$ _____
 Monthly coverage limit \$ _____

LESSEE'S SIGNATURE: X Age _____

e. Excise taxes \$ N/A
 f. Property taxes \$ 2001.36
 g. Other (describe) \$ N/A
 h. Other (describe) \$ N/A
 i. Other (describe) \$ N/A

14. MILEAGE.

Base Mileage Allowance. 15,000 miles/year. Low mileage: 12,000 miles/year.
 Medium-duty truck (gasoline): 25,000 miles/year
 Medium-duty truck (diesel): 35,000 miles/year

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

Total Allowed Mileage on the Odometer at Lease End is 12,000 miles.

• Starting odometer mileage _____ miles
 Base mileage allowance + 12,000 miles
 Purchased extra miles + N/A miles

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

15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

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

LESSEE: X. _____ BY: X _____ CO-LESSEE: X _____

We may delay or refrain from enforcing any of our rights under this lease without losing them.

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

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT _____ ON _____ (month) _____ (day) _____ (year)
 _____ (city), _____ (state)

LESSEE: X. _____ BY: X _____ CO-LESSEE: X _____

LESSOR: WATSON CHEVROLET OLDSMOBILE SIGNATURE AND TITLE: X _____

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

LESSOR: WATSON CHEVROLET OLDSMOBILE BY: X _____ TITLE: BUSINESS MGR

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING TRANSFER OF YOUR INTEREST.

Lease Agreement 9

671 MONTHLY 11/2001 (5)
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TRIPPLICATE ORIGINAL - DEALER

Life insurance (Lessee) Coverage limit \$ N/A
 Disability insurance (Lessee only) Premium \$ N/A
 Monthly coverage limit \$ N/A
 LESSEE'S SIGNATURE: X _____ Age _____
 CO-LESSEE'S SIGNATURE: X _____ Age _____

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

Standard manufacturer's warranty

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease. **THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name FRANK WATSON Term 10 months, 10000 miles
 Name N/A Term N/A months, N/A miles

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

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Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Maggie Davis for Matt Kendrick State: PA

Customer Name: [REDACTED] Service Request: 71-547925396 GM Legal File No.: {Number}

Vehicle ID No.: 1GNDT13S862 [REDACTED] In Service Date: 03/04/2006 Vehicle is: New BAC Code: 113424

Year, Make & Model: 2006 Chevrolet Trailblazer

Lien holder: GMAC Other

VEHICLE REPAIR HISTORY

Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
05/04/07	332796	1	26093	NOT IN GMVIS C/S Chk Rt. Front brake, rattling pin is broken. Repair: R/front rotor is damaged from pad guide/needs pads, guides, and rotor, replaced front pads, pad guides, and r/front rotor assembly.
07/05/07	336411	*	31174	While inspecting under truck for stability light noticed left right brake caliper leaking Repair: bad seal in caliper replaced caliper and bleed system CALIPER ASSEMBLY - REAR - LEFT - REPLACE

Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/28/06	314093	1	7829	C/S when tank full, gauge went to F and then to E and now on E when there is 1/2 tank left Repair: fuel level sensor faulty, replaced fuel level sensor SENSOR, FUEL LEVEL (TANK UNIT) – REPLACE
12/29/06	325529	1	20170	C/S low fuel light and check engine light is on at all times Repair: faulty sensor, replaced level sensor FUEL TANK FUEL PUMP MODULE REPLACEMENT - LEFT SIDE
08/14/07	338613	3	35942	C/S gas gauge in-op and at times car is hard to start, just cranks Repair: faulty level sensor assembly, replaced level sensor assembly

Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/24/06	321900	2	16365	C/S truck will not come out of 4WD Repair: remove transfer case module and range selector assembly intermittent loss of 12V to range selector trace wiring harness circuits for any opens or chaffing between module. Found loose terminal end to wire crimp for 12V at selector removed and repaired SENSOR ASSEMBLY, TRANSFER CASE RANGE SELECTOR – REPLACE
02/16/07	328116	1	20271	C/S 4WD will not come out of 4 low Repair: switch broke won't turn, replace transfer case select switch SWITCH, TRANSFER CASE SELECT - REPLACE

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/02/06	320518	1	15449	C/S check left front window in-op will not go up or down Repair: no communication with drivers door module due to internal failure, replaced driver's door module and programmed SWITCH - SWITCH MODULE, FRONT DOOR - LEFT - REPLACE
01/02/07	325627	2	20173	Towed in C/S no start Repair: found battery cable not secure and not making contact tighten cable WIRING AND/OR CONNECTOR - POWER & GROUNDS DISTRIBUTION - R
04/06/07	331133	3	24109	C/S left window and seal panel in-op burning smell Repair: drivers door module thermal even, condition caused drivers door module fuse to blow, replaced driver's door module and fuse SWITCH - SWITCH MODULE, FRONT DOOR - LEFT - REPLACE C/S engine light in Repair: None ; no light on and no code set
07/05/07	336411	3	31174	C/S service trac stability light stays on Repair: bad connection at fuse block at connector, reinstall connector at fuse block WIRING AND/OR CONNECTOR - BRAKE SYSTEM/TRACTION CONTROL

Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02/08/07	327702	6	21000	C/S loud bang noise car won't move grinding noise and fluid leaking Repair: rear differential ring and pinion shattered and blew hole through case assembly, replace complete rear differential and housing assembly REAR DIFFERENTIAL ASSEMBLY (COMPLETE) - REPLACE

THE STATE LEMON LAW READS:

Criteria for the state lemon law presumption period:

Days out of service: 30 or more calendar days

Repairs 3 or more / **Time period** First occurrence one year or 12k miles. Time period for reasonable number of attempts to repair, not specified.

Number of repair attempts in the presumption period:	1
Total days out of service during the presumption period:	1
Total days out of service during customer's ownership:	23

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: None
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION AND RATIONALE

Recommend \$5000 for the customer & \$1900 attorney fees due to 2 brake repairs & 3 fuel tank repairs

REASON FOR REMOVAL

CRM FINAL OFFER:

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

PLAINTIFF'S FINAL DEMAND:

DATE:

AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
--

TEAM MANAGER APPROVING:

Date:

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemmlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlon Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

ROBERT M. SILVERMAN¹
CRAIG THOR KIMMEL²

¹ Member, PA Bar
¹ Member, NJ Bar
² Member, DE Bar
² Member, NY Bar
² Member, MA Bar
² Member, MD Bar
² Member, OH Bar
² Member, DC Bar
² Member, AZ Bar
² Member, CO Bar
² Member, VT Bar
² Member, MI Bar
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September 24, 2007

VIA TELEFAX ONLY (866-398-3253)

Grace Moody, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [REDACTED] v. GM

Dear Ms. Moody:

Please be advised that our client hereby accepts GM's most gracious offer to settle her claims against GM for \$5,000.00. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,900.00. The car has about 38000 on the odometer and attached is the Registration. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,

Robert M. Silverman

PENNSYLVANIA VEHICLE REGISTRATION

MV-105A(11-03)

PENNDOT is proud to provide you with your new registration credential.

PLEASE SIGN YOUR CREDENTIAL - To validate your credential, you need to sign your name in ink as indicated below. The registration must be available when the vehicle is in use.

DID YOU CHANGE YOUR ADDRESS? - It is important that we have your current address, and the law requires that any changes be reported to PENNDOT within 15 days. Please notify PENNDOT of any address change by writing to: PENNDOT, Bureau of Motor Vehicles, Harrisburg, PA 17104-2516. Please include the following information with your change of address request: your full street address (including P.O. box number, rural delivery, route number or apartment number, if applicable), city, state, and zip code. Please remember P.O. box numbers may be used in addition to the actual address, but cannot be used as the only address. You may also change your address online at www.state.pa.us, Pa Keyword 'DMV.'

PENNSYLVANIA'S LITTERING LAWS - As a reminder, Pennsylvania has laws against littering on our roadways and on public and private property. Under law, PENNDOT is required to include this statement on vehicle credentials to remind motorists of littering laws. By signing your registration credential, you acknowledge that you have received notice of this provision.

Section 3709 of the Vehicle Code provides for a fine of up to \$300 for dropping, throwing or depositing, upon any highway, or upon any other public or private property without the consent of the owner thereof or into or on the waters of this Commonwealth from a vehicle, any waste paper, sweepings, ashes, household waste, glass, metal, refuse or rubbish or any dangerous or detrimental substance, or permitting any of the preceding without immediately removing such items or causing their removal.

For any violation of Section 3709, I may be subject to a fine of up to \$300 upon conviction, including any violation resulting from the conduct of any other persons operating, in possession of or present within this vehicle with my permission, if I do not with reasonable certainty identify the driver of the vehicle at the time the violation occurred.

PLEASE DRIVE SAFELY AND REMEMBER TO BUCKLE UP

Detach Here

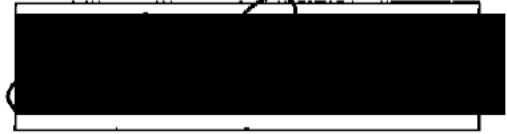
01-0F-01

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COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: FEB 29, 2008 VALID: 03/16/07

PLATE: 06Z3706
 TITLE: 6309946800 V
 VIN: 1GNDT15S04
 YR/MAKE: 2006 CHEVROLET
 TYPE: SN
 VID: 07075 0505 002051-001



I hereby acknowledge the day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: ALLEGHENY

[Redacted]
PITTSBURGH PA
[Redacted]



Change your address online at: www.state.pa.us Pa Keyword "DMV"



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

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Ambler, PA 19002
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NEW JERSEY OFFICE, Executive Quarters, 1930 E Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 8, 2013

VIA EMAIL ONLY

gmerinfo@gmexpert.com

General Motors Corporation - PA, DE, OH
c/o MSX International/ BRC Legal
MC 336-105-000
Warren, MI 48091

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2006 Chevrolet TrailBlazer
Date of Purchase: 04/01/2006
Place of Purchase: Watson Chevrolet, Murrysville
VIN: 1GNDDT13S862 [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the PA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL

cc: [REDACTED]

ROBERT M SILVERMAN ⁺
CRAIG THOR KIMMEL [^]

[•] Member, PA Bar
^{*} Member, NJ Bar
^x Member, DE Bar
[~] Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
[•] Member, OH Bar
[@] Member, DC Bar
[€] Member, AZ Bar
[£] Member, CO Bar
[¥] Member, VT Bar
[§] Member, MI Bar
[°] Member, RI Bar

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HY DAVID RUBENSTEIN [™]
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RONALD ROWLAND [•]
CHRISTOPHER R. HOLLIDAY [•]
AMY L. BENNECOFF [•]
MARY T. FOY [•]
MICHAEL J. SOSKA [•]

9

RELEASE OF CLAIM

I [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$6,900.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2006 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S862 [REDACTED] "Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$5,000.00, made payable to Eureka Demus; the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 39,445 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 10/01/07

[REDACTED Signature]

[REDACTED Address]

Pgh, PA [REDACTED]
City, State, Zip Code

Claimant's Signature

Address

City, State, Zip Code

STATE OF Pennsylvania

COUNTY OF Allegheny

Sworn to (or affirmed) and subscribed before me this 10th day of October, 2007, by [REDACTED]

Judith M. Wisniewski

COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Judith M. Wisniewski, Notary Public
McCandless Twp., Allegheny County

Signature of Notary Public

My Commission Expires June 30, 2009
Member, Pennsylvania Association of Notaries

Name of Notary Public

Personally Known _____ OR Produced identification

Type of identification PA License 251

My commission expires: 6.30.09

CC: File

LG0029
V6302006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Maggie Davis for Matt Kendrick State: PA

Customer Name: [REDACTED] Service Request: 71-547925396 GM Legal File No.: {Number}

Vehicle ID No.: 1GNDT13S862 [REDACTED] In Service Date: 03/04/2006 Vehicle is: New BAC Code: 113424

Year, Make & Model: 2006 Chevrolet Trailblazer

Lien holder: GMAC Other

VEHICLE REPAIR HISTORY

Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
05/04/07	332796	1	26093	NOT IN GMVIS C/S Chk Rt. Front brake, rattling pin is broken. Repair: R/front rotor is damaged from pad guide/needs pads, guides, and rotor, replaced front pads, pad guides, and r/front rotor assembly.
07/05/07	336411	*	31174	While inspecting under truck for stability light noticed left right brake caliper leaking Repair: bad seal in caliper replaced caliper and bleed system CALIPER ASSEMBLY - REAR - LEFT - REPLACE

Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/28/06	314093	1	7829	C/S when tank full, gauge went to F and then to E and now on E when there is 1/2 tank left Repair: fuel level sensor faulty, replaced fuel level sensor SENSOR, FUEL LEVEL (TANK UNIT) – REPLACE
12/29/06	325529	1	20170	C/S low fuel light and check engine light is on at all times Repair: faulty sensor, replaced level sensor FUEL TANK FUEL PUMP MODULE REPLACEMENT - LEFT SIDE
08/14/07	338613	3	35942	C/S gas gauge in-op and at times car is hard to start, just cranks Repair: faulty level sensor assembly, replaced level sensor assembly

Transmission

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/24/06	321900	2	16365	C/S truck will not come out of 4WD Repair: remove transfer case module and range selector assembly intermittent loss of 12V to range selector trace wiring harness circuits for any opens or chaffing between module. Found loose terminal end to wire crimp for 12V at selector removed and repaired SENSOR ASSEMBLY, TRANSFER CASE RANGE SELECTOR – REPLACE
02/16/07	328116	1	20271	C/S 4WD will not come out of 4 low Repair: switch broke won't turn, replace transfer case select switch SWITCH, TRANSFER CASE SELECT - REPLACE

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/02/06	320518	1	15449	C/S check left front window in-op will not go up or down Repair: no communication with drivers door module due to internal failure, replaced driver's door module and programmed SWITCH - SWITCH MODULE, FRONT DOOR - LEFT - REPLACE
01/02/07	325627	2	20173	Towed in C/S no start Repair: found battery cable not secure and not making contact tighten cable WIRING AND/OR CONNECTOR - POWER & GROUNDS DISTRIBUTION - R
04/06/07	331133	3	24109	C/S left window and seal panel in-op burning smell Repair: drivers door module thermal even, condition caused drivers door module fuse to blow, replaced driver's door module and fuse SWITCH - SWITCH MODULE, FRONT DOOR - LEFT - REPLACE C/S engine light in Repair: None ; no light on and no code set
07/05/07	336411	3	31174	C/S service trac stability light stays on Repair: bad connection at fuse block at connector, reinstall connector at fuse block WIRING AND/OR CONNECTOR - BRAKE SYSTEM/TRACTION CONTROL

Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02/08/07	327702	6	21000	C/S loud bang noise car won't move grinding noise and fluid leaking Repair: rear differential ring and pinion shattered and blew hole through case assembly, replace complete rear differential and housing assembly REAR DIFFERENTIAL ASSEMBLY (COMPLETE) - REPLACE

THE STATE LEMON LAW READS:

Criteria for the state lemon law presumption period:

Days out of service: 30 or more calendar days

Repairs 3 or more / **Time period** First occurrence one year or 12k miles. Time period for reasonable number of attempts to repair, not specified.

Number of repair attempts in the presumption period:

Total days out of service during the presumption period:

Total days out of service during customer's ownership:

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

RECOMMENDATION AND RATIONALE

REASON FOR REMOVAL

CRM FINAL OFFER:

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

PLAINTIFF'S FINAL DEMAND:

DATE:

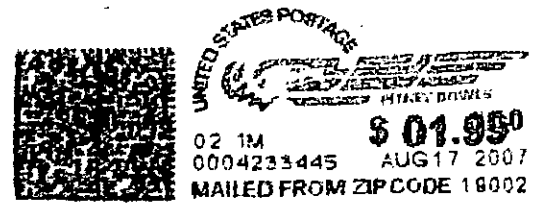
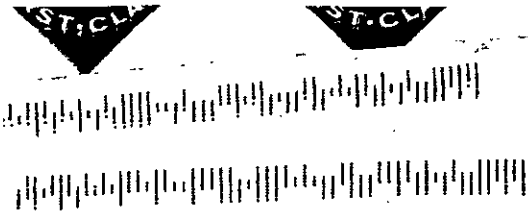
AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
--

TEAM MANAGER APPROVING:

Date:

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and QuadraSteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**



FIRST CLASS MAIL



KIMMEL & SILVERMAN
P.C.

30 East Butler Pike, Ambler, PA 19002

TO:

General Motors Corporation AUG 21 2007
C/O MSX International
Attn: BRC Legal
1919 Concept Drive
Warren MI 48091



ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**

* Member, PA Bar
* Member, NJ Bar
* Member, DE Bar
* Member, NY Bar
* Member, MA Bar
* Member, MD Bar
* Member, OH Bar
* Member, DC Bar
* Member, AZ Bar
* Member, CO Bar
* Member, VT Bar
* Member, MI Bar
* Member, RI Bar



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

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MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE DELAWARE OFFICE

August 18, 2007

General Motors Corporation
c/o MSX International
Attn. BRC Legal
1919 Concept Drive
Warren MI 48091

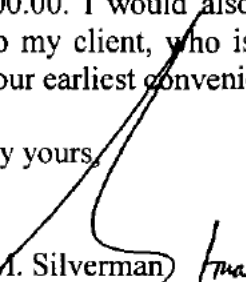
RE: Demus v. General Motors Corporation
VIN #1GNDT13S862 [REDACTED]

Dear Sir/Madam:

I am writing this letter as an effort to work out a pre-litigation settlement of the above captioned matter. I have enclosed the sales and servicing documentation submitted by the client. As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon.

Plaintiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line of \$1,900.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours,

Robert M. Silverman 

RMS/tml
Enclosures

JACQUELINE C. HERRITT**
ROBERT A. RAPIKIN**
HY DAVID RUBENSTEIN**
HILARY WHEATLEY TAYLOR**
BARRY R. WINDERMAN**
MELISSA K. FIALA**
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AMY L. BENNECOFF**
MARY T. FOY**
MICHAEL J. SOSKA**

08/14/2007
08:13:14

HISTORY LISTING

3651
PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1GNDT13S862 [REDACTED]

R.O NO. : 336411 R.O DATE : 07/05/2007 R.O TYPE : S
MILEAGE : 31175 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 968
COMPLAINT : CUSTOMER STATES CHK SERVICE TRAC STABILITY LIGHT STAYS ON
CAUSE : CHECK CODES # C0455
BAD CONNECTION AT FUSE BLOCK AT C101 CONNECTOR
CORRECTION : REINSTALL CONNECTOR AT C101 CONNECTOR AT FUSE BLOCK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] N6600

JOB NUMBER : 2 OPERATION 05CVZ00 OP. DESC. BRAKE SYSTEM MISC
SALE TYPE : W TECHNICIAN NO(S). 968
COMPLAINT : WHILE INSPECTING UNDER TRUCK FOR STABILITY LIGHT
NOTICED L/R BRAKE CALIPER LEAKING
CAUSE : BAD SEAL IN CALIPER
CORRECTION : REPLACE CALIPER & BLEED SYSTEM

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] H0111

JOB NUMBER : 3 OPERATION 98CVZ05 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 98
COMPLAINT : RENTAL VEHICLE
CORRECTION : 2--DAY RENAL--PER MOE AT ENTERPRISE--

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] Z7902

R.O NO. : 332796 R.O DATE : 05/04/2007 R.O TYPE : S
MILEAGE : 26093 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 05CVZ OP. DESC. BRAKES
SALE TYPE : C TECHNICIAN NO(S). 699
COMPLAINT : CUSTOMER STATES CHK RIGHT FRT BRAKE RATTILING PIN IS BROKEN
CAUSE : R/FRONT ROTOR IS DAMAGED FROM PAD GUIDE/NEEDS PADS, GUIDES,
AND ROTOR
CORRECTION : REPLACED FRONT PADS, PAD GUIDES AND R/FRONT ROTOR ASSY

R.O NO. : 331133 R.O DATE : 04/06/2007 R.O TYPE : S
MILEAGE : 24110 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 49CVZ OP. DESC. WINDOWS
SALE TYPE : W TECHNICIAN NO(S). 213

08/14/2007
08:13:14

HISTORY LISTING

3651
PAGE 2

COMPLAINT : CUSTOMER STATES CHK LEFT WINDOW & SEAT PANEL INOP BURNING
SMELL
CAUSE : DRIVERS DOOR MODULE THERMAL EVENT. CONDITION CAUSED DRIVERS
DOOR MODULE FUSE TO BLOW
CORRECTION : REPLACED DRIVERS DOOR MODULE AND FUSE. PROGRAMMED DOOR
MODULE CODE-AODAS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] N2117

JOB NUMBER : 2 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 213
COMPLAINT : CUSTOMER STATES CHK ENG LIGHTS ON AT ALL TIMES
CAUSE : NO LIGHT ON NO CODE SET

JOB NUMBER : 3 OPERATION 01CVZ02 OP. DESC. PA. STATE INSPECTION
SALE TYPE : C TECHNICIAN NO(S). 213
COMPLAINT : PERFORM PA STATE SAFETY INSPECTION
CAUSE : NO STICKER. RR TAIL LAMP BROKEN.
CORRECTION : RECOMEND FRONT TIRES AND FRONT PADS

JOB NUMBER : 4 OPERATION 17CVZ01 OP. DESC. PA EMISSION TEST
SALE TYPE : C TECHNICIAN NO(S). 213
COMPLAINT : PERFORM ENHANCED PA EMISSIONS TEST
CAUSE : IM73710603 EXPIRE 4/08
CORRECTION : EMISSION TEST PERFORMED, INSPECTION REPORT RECIEPT
IS IN VEHICLE

JOB NUMBER : 5 OPERATION 98CVZ05 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 98
COMPLAINT : RENTAL VEHICLE
795119
CAUSE : VEHICLE CAME IN AT 1:00 P.M. FAULTY MODULE, NEC TO KEEP IN
RENTAL OVERNIGHT

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] Z7902

R.O NO. : 328116 R.O DATE : 02/16/2007 R.O TYPE : S
MILEAGE : 20273 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 148
COMPLAINT : CUSTOMER STATES CHK 4--WD INOP WILL NOT COME OUT OF 4-LOW
CAUSE : SWITCH BROKE WONT TURN
CORRECTION : REPLACE TRANSFER CASE SELECT SWITCH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

08/14/2007
08:13:14

HISTORY LISTING

3651
PAGE 3

328116 K4123

R.O NO. : 327702 R.O DATE : 02/08/2007 R.O TYPE : S
MILEAGE : 21004 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 06CVZ OP. DESC. FRONT SUSPENSION
SALE TYPE : W TECHNICIAN NO(S). 700
COMPLAINT : TOW IN
CORRECTION : TOE IN

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] T2020

JOB NUMBER : 2 OPERATION 06CVZ00 OP. DESC. FRONT SUSPEN MISC
SALE TYPE : W TECHNICIAN NO(S). 700
COMPLAINT : CUSTOMER STATES LOUD BANG NOISE CAR WONT MOVE
GRINGING NOISE AND FLUID LEAKING
CAUSE : REAR DIFFERENTIAL RING AND PINION SHATTERED AND BLEW HOLE
THROUGH CASE ASSEMBLY
CORRECTION : WAS NECESSARY TO REPLACE COMPLETE REAR DIFFERENTIAL AND
HOUSING ASSEMBLY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] F3200

JOB NUMBER : 3 OPERATION 98CVZ05 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 98
COMPLAINT : RENTAL VEHICLE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] Z7905

R.O NO. : 325627 R.O DATE : 01/02/2007 R.O TYPE : S
MILEAGE : 20173 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 256
COMPLAINT : CUSTOMER STATES TOW IN NO START
CAUSE : FOUND BATTERY CABLE NOT SECURE AND NOT MAKING CONTACT
CORRECTION : TIGHTEN CABLE AND RETEST

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[REDACTED] N6620

JOB NUMBER : 2 OPERATION 93CVZ3 OP. DESC. SUBLET RENTAL CAR
SALE TYPE : W TECHNICIAN NO(S).
COMPLAINT : RENTAL
580682

08/14/2007
08:13:14

HISTORY LISTING

3651
PAGE 4

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 : [REDACTED] Z7901

R.O NO. : 325529 R.O DATE : 12/29/2006 R.O TYPE : S
 MILEAGE : 20173 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 21CVZ OP. DESC. FUEL SYSTEM
SALE TYPE : W TECHNICIAN NO(S). 256
COMPLAINT : CUSTOMER STATES CHK LOW FUEL LIGHT IS COMING ON AT ALL TIMES
CAUSE : CONCERN RELATED TO CHECK ENGINE LIGHT
CORRECTION : SEE JOB 2

JOB NUMBER : 2 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 256
COMPLAINT : CUSTOMER STATES CHK ENG LIGHT IS ON AT ALL TIMES
CAUSE : FOUND CODE P0463 STORED FOR LEVEL SENSOR HIGH VOLTAGE,
TETSED CIRCUIT, FAULTY SENSOR
CORRECTION : REPLACED LEVEL SENSOR, CLEARED CODE AND TESTED

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
 : [REDACTED] L1225

JOB NUMBER : 3 OPERATION 01CVZ07 OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 256
COMPLAINT : Customer requests: LUBE, OIL, AND FILTER SERVICE
CAUSE : VALVOLINE OIL
CORRECTION : CORRECTION: PERFORMED LUBRICATION, OIL AND FILTER CHANGE,
AND ADJUSTED FLUID LEVELS AS NECESSARY.

R.O NO. : 321900 R.O DATE : 10/24/2006 R.O TYPE : S
 MILEAGE : 16365 ADVISOR NO. : 117

JOB NUMBER : 1 OPERATION 24CVZ OP. DESC. DRIVEABILITY
SALE TYPE : W TECHNICIAN NO(S). 136
COMPLAINT : CUST STATES CHK TRUCK WILL NOT COME OUT OF 4WD
CAUSE : PERFORM DIAGNOSTIC CHECKS FOR TRANSFER CASE WILL NOT COME
OUT OF FOUR WHEEL LOW, REMOVE TRANSFER CASE MODULE AND
RANGE SELECTOR ASSEMBLY, INTERMITTANT LOSS OF 12V TO
RANGE SELECTOR, TRACE WIRING HARNESS CIRCUITS FOR ANY
OPENS OR CHAFEING BETWEEN MODULE, SWITCH, AND SELECTOR,
FOUND LOOSE TERMINAL END TO WIRE CRIMP FOR 12V AT SELECTOR
CORRECTION : REMOVED SELECTOR TO REPAIR INTERMITTANT 12V LOSS FOR MODULE
AND SWITCH TO TRANSFER CASE, REINSTALL REPAIRED WIRING AND
SELECTOR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

08/14/2007
08:13:14

HISTORY LISTING

3651
PAGE 6

January 8, 2013

[REDACTED]
[REDACTED]
Hudson, OH [REDACTED]

Service Request: 71-578537081
Customer Relationship Specialist: Jami Caruso

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2007 Saab 9-7X, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Saab Customer Assistance Center at 1-800-955-9007 24 hours a day, seven days a week. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Saab Customer Assistance Center

August 27, 2008

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 East Butler Pike
Ambler, PA 19002

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-631513688
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDDT13S472 [REDACTED]
Customer Relationship Specialist: Monica Baez

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$3500.00 made payable to [REDACTED]. The second is in the amount of \$1900.00 made payable to Kimmel & Silverman PC.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0063
V07092007

Multi Chevy

Fax

To: Valentin Rocky Farias From: Joanne - Service
Fax: 866 303 8691 Date: June 04 2008
Phone: 866 790 5600 Pages: 37
Re: Service Request CC:
71-631513688

Urgent For Review Please Comment Please Reply Please Recycle

Comments:



Service Request 71-631513688

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTW 19835

CTWS49835

CUSTOMER NO. 54436	ADVISOR JOE	178	TAG NO. 062	INVOICE DATE 02/08/08	INVOICE NO. CTWS49835
	VEHICLE MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR		MILEAGE 10,830	COLOR SILVER/SILV	STOCK NO.
IRVINGTON, NJ	VEHICLE I.D. NO. 1 GNDT13S472			DELIVERY DATE	DELIVERY MILES
	DOCUMENTS			SELLING DEALER NO.	PRODUCTION DATE
				R.C. DATE 02/07/08	
					MO: 10830

JOB# 1 CHARGES

LABOR-----
J#-1 51CVZ BODY ELECTRICAL HOURS: 4.50 TECH(S):017 455.18
 CUSTOMER STATES POWER LOCKS AND POWER WINDOWS NOT WORKING
 AND CUSTOMER STATES WIRE BURNING SMOEL FROM VEHICLE
 SHORTED LEFT DOOR MODULE MELTED
 NO COMMUNICATION LEFT DOOR MODULE-TEST WIRING SHORT IN
 SYSTEM-REPLACE FUSE AND RETEST-TEST DATALINE AND GROUND
 INSTALL LEFT FRONT DOOR MODULE AND PROGRAM - AFTER
 PROGRAMMING MODULE LOST COMMUNICATION WITH 6 OTHER MODULES
 TEST SYSTEM AND CALL TAN-DISCONNECT ALL MODULES PCM.
 ABS.TDM.IPC.LDM.AND RDMTEST POWER TO SVST FOR HALF
 AND HOUR - RECONNECT 2 MODULES STILL INOPERATIVE
 PROGRAM PCM-RELEARN THEFT SYSTEM-RECHECK SYSTEM AND
 ROAD TEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	2586182	SWITCH 16.263	126.87	126.87	202.99	202.99
	1	88914568	FUSE 8.965	2.57	2.57	4.11	4.11
			COST TOTAL	129.44			
			TOTAL - PARTS				207.10

G.O.G. & SUPPLIES-----
 FREIGHT 12.69
 TOTAL - GOG 12.69

JOB# 1 TOTALS-----
 LABOR 455.18
 PARTS 207.10
 G.O.G. 12.69
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL 674.97

JOB# 2 CHARGES

LABOR-----
J#-2#00CVZ RECOMMENDED MAINT HOURS: TECH(S):017 0.00
 ADDED OPERATION-FREIGHT
 FREIGHT
 FREIGHT
 R/C TAX 0.00
 R/C TOTALS 674.97

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	674.97
CLAIM TOTALS	674.97

APPROVED BY SIGNATURE

MULTI CHEVROLET, INC.
 2675 Route 22 West
 UNION, NJ 07083
 (908) 686-2800

CTWS 49835

CTWS49835

CUSTOMER NO. 54436	ALIAS TOP	TAG NO 178	INVOICE DATE 02/08/08	INVOICE NO. CTWS49835
	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	MILEAGE 10,830	COLOR SILVER/SILV	STOCK NO.
IRVINGTON, NJ	MODULE IDENT 1 G N D T 1 3 S 4 7 2		DELIVERY DATE	DELIVERY MILES
	FILE NO.		RELING DEALER NO.	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	R.O. DATE 02/07/08	
				MO: 10830

DCS AUDIT SLIP

DCS DATA FILE: GMGMNF.632
 02/08/2008
 1443

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 049835 02/07/2008 1GNCT1354721 3 02245 10830

CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	CHRS	NET-AMT.	LAB-TOT.
1	01		03	2	25861582	207.10	60	N2117	.8	3.7		455.18

LN-TOT: 662.28 TECH SSN: AUTH CODE: AUTH, AUTHOR.:
 COMMENTS: CUST COMPLAINT WAS PW AND PL INOP, BURNING ODDOR. LEFT DOOR MODULE BURNE D-MELTED. REPLACED MODULE AND FUSE BUT HAD NO COMMUNICATTON WITH 6 MODULES. CONT ACTED TAC CASE 1400530. DISCONNECTED ALL MODULES, RECONNECT AND REPROGRAM 1 AT A TIME.

COMMENT ROUTING CODE: H
 MEMO PART NUMBERS: 88914568

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	CHRS	NET-AMT.	LAB-TOT.
2	02		MD	1	25861582		93	25000			12.69	
LN-TOT:					12.69							

R.O. TOTAL: 674.97



ROYAL CHEVROLET INC.

1548 Rt. 22 East

P.O. Box 6608

BRIDGEWATER, N. J. 08807

TEL. 732-356-5332



 * PARTS DEPARTMENT HOURS *
 * MONDAY THRU FRIDAY 7:30 TO 5:00 *
 * NEW SATURDAY HOURS 7:30 TO 1:30 *

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
6065	221-857-819	13653		CHARGE	JAVIER MORON	02/07/08	79758 CVW

908-686-2800

B
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MULTI CHEVROLET
2675 ROUTE 22 WEST
UNION, NJ 07083

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P
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O

QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
SHIP	B. O.					
1	0	25861582 SWITCH 16.263 OLD# - GM15857719	212G	222.57	139.56	139.56
<p>242 = 126.87 242 = 126.87 RO# 49835 Freight = 12.69</p>						
					SUBTOTAL	139.56
* SPECIAL ORDER, ELECTRICAL AND ACCESSORY PARTS ARE NOT RETURNABLE. NO REFUNDS AFTER 10 DAYS AND WITHOUT THIS INVOICE - 20% HANDLING CHARGE ON ANY OTHER RETURNS.					TAX	0.00
* DEPOSITS ON SPECIAL ORDERED PARTS ARE NOT REFUNDABLE. ALL RETURNS SUBJECT TO MANUFACTURER PARTS PACKING QUALITY STANDARDS.					FREIGHT	0.00
RECEIVED BY:					PAY THIS AMOUNT	139.56
X						

Reproducible and Returnable - EXEMPT FROM CC 882619 Q (07-00)

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTCS49835

CTCS49835

CUSTOMER NO. 54436	ADVISOR JOE	LAG NO. 178	INVOICE DATE 02/08/08	INVOICE NO. CTCS49835
	LABOR RATE	MPLEAGE 10,830	COLOR SILVER/SILV	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR		DELIVERY DATE	DELIVERY MILES
IRVINGTON, NJ	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2		SELLING DEALER NO.	PRODUCTION DATE
	F.I.E. NO.	P.O. NO.	R.O. DATE 02/07/08	
	BUSINESS PHONE	COMMENTS	MO: 10830	

JOB# 1 CHARGES

LABOR-----
1 51GVZ BODY ELECTRICAL *wait 1.8* TECH(S):017 WARRANTY
 CUSTOMER STATES POWER LOCKS AND POWER WINDOWS NOT WORKING
 AND CUSTOMER STATES WIRE BURNING SMELL FROM VEHICLE
 SHORTED LEFT DOOR MODULE MELTED
 NO COMMUNICATION LEFT DOOR MODULE-TEST WIRING SHORT IN
 SYSTEM-REPLACE FUSE AND RETEST-TEST DATALINE AND GROUND
 INSTALL LEFT FRONT DOOR MODULE AND PROGRAM - AFTER
 PROGRAMMING MODULE LOST COMMUNICATION WITH 6 OTHER MODULES
 TEST SYSTEM AND CALL TAN-DISCONNECT ALL MODULES PCM,
 ABS,TDM,IPC,LDM,AND ROMTEST POWER TO SYST FOR HALF
 AND HOUR - RECONNECT 2 MODULES STILL INOPERATIVE
 PROGRAM PCM-RELEARN THEFT SYSTEM-RECHECK SYSTEM AND
 ROAD TEST.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE	UNIT PRICE	WARRANTY
	1	25861582	SWITCH 16.263			WARRANTY
	1	88914568	FUSE 8.965			WARRANTY
TOTAL - PARTS						0.00

G.O.G. & SUPPLIES-----	WARRANTY
FREIGHT	
TOTAL - GOG	0.00

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL **0.00**

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

TOTALS-----	
*****	TOTAL LABOR.... 0.00
*	TOTAL PARTS.... 0.00
* [] CASH [] CHECK CK NO. [] *	TOTAL SUBLET... 0.00
*	TOTAL G.O.G.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL MISC CHG. 0.00
*	TOTAL MISC DISC 0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL TAX..... 0.00
*****	TOTAL INVOICE \$ 0.00

12.69

THANK YOU FOR ALLOWING US THE PRIVILEGE OF SERVICING YOUR
 VEHICLE. YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS IF YOU
 CAN'T GIVE US A "COMPLETELY SATISFIED" ON EACH QUESTION AND
 ANSWER FIRST (1) VISIT FOR THIS REPAIR. PLEASE CALL PETE
 CANDITO AT 908-686-2800. ANYTHING LESS THAN 100% IS A ZERO
 CUSTOMER SERVICE FEE FOR LIFE.

CUSTOMER SIGNATURE *U*

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	68.00	01CVZ018	18000 MILE SERVICE	MI	67.28
01CVZ027	27000 MILE SERVICE	MI	79.88	01CVZ036	36000 MILE SERVICE	MI	79.88
01CVZ054	54000 MILE SERVICE	MI	79.88	01CVZ063	63000 MILE SERVICE	MI	79.88
01CVZ069	69000 MILE SERVICE	MI	10.00	01CVZ081	81000 MILE SERVICE	MI	79.88
01CVZ09T	9000 MILE SERVICE	MI	67.28	01CVZ018T	18000 MILE SERVICE	MI	79.88

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/31/08	49682	10670	178	017 017	W W	20CVZ01 70CVZ03	HEATING CONCERN RENTAL

SALESPERSON NO.

S E R V I C E

STATE REG# 2

VEHICLE I.D. NO. 1GNDT13S472	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 49835
CUSTOMER NO. 54436	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 02/07/08
COLOR SILVER/SILVER	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAX NO. 062	
TURBO	M/MC CVZZ	AIR COND.	P. S.	TRANS A	MILEAGE IN. 10,830
ADVISOR NO. 178	ADVISOR JOE	I hereby waive my right to receive a written estimate of the price to complete the requested repairs.			
TIME RECEIVED 08:05am	DATE/TIME PROMISED 02/07/08 06:00pm	PRIORITY	I hereby authorize you to use the necessary parts and other material for such repairs, and to assume the responsibility for any loss or damage to the above vehicle, insofar as it is hereby acknowledged on the express premises, highways or elsewhere for the purpose of this repair.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE				

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

W 51CVZ BODY ELECTRICAL
CUSTOMER STATES POWER LOCKS AND POWER WINDOWS NOT WORKING AND CUSTOMER STATES WIRE BURNING SMELL FROM VEHICLE

H
line 1 3.7 o/h.
to make up 6 modules
DATE 2/7/08

CASE
1400530

TECH COPY

TECH # **17**

MILES IN _____ MILES OUT **10835**

PARKING SPACE _____

PROCEED WITH REPAIRS ON A "NOT TO EXCEED" BASIS \$ _____

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

2) DATE _____ TIME _____ AMT \$ _____
AUTHORIZED BY _____

3) DATE _____ TIME _____ AMT \$ _____
AUTHORIZED BY _____

ACKNOWLEDGEMENT
I UNDERSTAND MY RIGHT TO HAVE INSPECTION REPAIRS AND ADJUSTMENTS DONE ELSEWHERE, AND HEREBY CHOOSE TO HAVE SUCH REPAIRS PERFORMED AT THIS FACILITY.

CUSTOMER'S SIGNATURE _____ DATE _____
NEW JERSEY DIVISION OF MOTOR VEHICLE INSPECTION CENTER

ERF# 001670

QUALITY CONTROL BY/DATE _____ MILEAGE OUT _____ PARKING SPACE _____

DAMAGE REPORT _____

49835

DEALER 111242

VIN STATUS INQUIRY

02/07/08

RO NUMBER:

VIN: 1GNPT139472

INQUIRY DATE: 02/07/2008

VEHICLE INFORMATION

MODEL: CT15506 - TRAILBLAZER LS 4WD WARRANTY START DATE: 10/28/2006

ORDER TYPE: 70 - RETAIL - STOCK

DELIVERING DEALER: HAWTHORNE CHEVROLET SELLING SOURCE: 13 - CHEVROLET
 PO BOX 8
 HAWTHORNE, NJ 07507-0008 SITE CODE: 02127
 (973) 427-1560
 BUSINESS ASSOCIATE CODE: 111211

SERVICE CONTRACT: Y BRANDED TITLE: N PDI STATUS: P

REQUIRED FIELD ACTIONS

CAMPAIGN TYPE: YT RECALL CAMPAIGN NUMBER: 06091
 CAMPAIGN DESCRIPTION: ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM **EXTENDED TO
 CAMPAIGN MAIL DATE:
 CAMPAIGN DISPOSITION CODE: C

SERVICE INFORMATIONAL ITEMS

BULLETIN TYPE: BT RECALL CAMPAIGN NUMBER: 08023
 BULLETIN DESCRIPTION: PAINT PEELING FRONT/REAR FASCIA - REF. TSB # 08-08-62-001
 BULLETIN ISSUE DATE: 01/18/2008 BULLETIN DISPOSITION CODE: B

ON STAR AND XM SATELLITE RADIO INFORMATION

ONSTAR EQUIPPED: Y ONSTAR STATUS: ACTIVE
 XM RADIO EQUIPPED: Y XM RADIO STATUS: INACTIVE

APPLICABLE WARRANTIES

DESCRIPTION	EFFECTIVE DATE	EFFECTIVE ODOMETER	END DATE	END ODOMETER
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	10/28/2006	22	10/28/2009	36022
WARRANTY BLOCK: N				
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/28/2006	22	10/28/2012	100022
WARRANTY BLOCK: N				
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/28/2006	22	10/28/2014	80022
WARRANTY BLOCK: N				
60/100000 POWERTRAIN COVERAGE	10/28/2006	22	10/28/2011	100022

DEALER 111242

VIN STATUS INQUIRY

02/07/08

RO NUMBER:
BOYNTON, JAVIERNE

VIN: 1GNDT13S472

INQUIRY DATE: 02/07/2008

LIMITED WARRANTY

WARRANTY BLOCK: N

36/50000 CALIFORNIA EMISSIONS 10/28/2006 22 10/28/2009 50022

WARRANTY BLOCK: N

84/70000 CALIFORNIA SELECT 10/28/2006 22 10/28/2013 70022

COMPONENT

WARRANTY BLOCK: N

CLAIM HISTORY

RO DATE	RO NUMBER	TYPE	LABOR OPERATION	ODOMETER READING
04/17/2007	299359	#	R0943-RADIO FRONT SIDE DOOR SPEAKER REPLACEMENT	4375
04/17/2007	299359	#	B4156-OUTSIDE REARVIEW MIRROR REPLACEMENT - LEF	4375
04/17/2007	299359	#	B9640-LAMP ASSEMBLY, EXTERIOR - STOP, TAIL AND	4375
09/01/2006	285900	#	V0105-06091 PRODUCT ENHANCEMENT - REPROGRAM POW	3
07/27/2006	A19767	I	Z7000-PRE-DELIVERY INSPECTION - BASE TIME	0

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

49835

49835

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	68.00	01CVZ018	18000 MILE SERVICE	MI	67.28
01CVZ027	27000 MILE SERVICE	MI	79.88	01CVZ036	36000 MILE SERVICE	MI	79.88
01CVZ054	54000 MILE SERVICE	MI	79.88	01CVZ063	63000 MILE SERVICE	MI	79.88
01CVZ069	69000 MILE SERVICE	MI	10.00	01CVZ081	81000 MILE SERVICE	MI	79.88
01CVZ009T	9000 MILE SERVICE	MI	67.28	01CVZ018T	18000 MILE SERVICE	MI	79.88

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/31/08	49682	10670	178	017 017	W W	20CVZ01 70CVZ03	HEATING CONCERN RENTAL

SALESPERSON NO.

S E R V I C E

STATE REG# 2

VEHICLE I.D. NO. 1GNDT13S472	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO	PRODUCTION DATE	STOCK NO.	R. O. NO. 49835	
CUSTOMER NO. 54436	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	R. O. DATE 02/07/08	
COLOR SILVER/SILVER	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 062	
TURBO CVZZ	MM/MC	AIR COND.	P. S.	TRANS A	
MILEAGE 10,830	ADVISOR NO. 178	ADVISOR JOE	I hereby waive my right to receive a written estimate of the price to complete the requested repairs.		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	DATE RECEIVED 02/07/08	DATE TIME FINISHED 06:00pm	PRIORITY	I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair that you are responsible for loss of or damage to the above vehicle, or miles left thereon, in case of fire, theft or any other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.	

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 **W 51CVZ BODY ELECTRICAL**

CUSTOMER STATES POWER LOCKS AND POWER WINDOWS NOT WORKING AND CUSTOMER STATES WIRE BURNING SMELL FROM VEHICLE

Disclaimer of Warranties

The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

49835

49835

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	68.00	01CVZ018	18000 MILE SERVICE	MI	67.28
01CVZ027	27000 MILE SERVICE	MI	79.88	01CVZ036	36000 MILE SERVICE	MI	79.88
01CVZ054	54000 MILE SERVICE	MI	79.88	01CVZ063	63000 MILE SERVICE	MI	79.88
01CVZ069	69000 MILE SERVICE	MI	10.00	01CVZ081	81000 MILE SERVICE	MI	79.88
01CVZ009T	9000 MILE SERVICE	MI	67.28	01CVZ018T	18000 MILE SERVICE	MI	79.88

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/31/08	49682	10670	178	017 017	W W	20CVZ01 70CVZ03	HEATING CONCERN RENTAL

SALESPERSON NO.

S E R V I C E

STATE REG# 2

VEHICLE I.D. NO. 1GNDDT13S472	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO	PRODUCTION DATE	STOCK NO.	FINO NO. 49835
CUSTOMER NO. 54436	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 02/07/08
COLOR SILVER/SILVER	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 062
TURBO CVZZ	MMVC	AIR COND	R.S.	TRANS A
MILEAGE 10,830	ADVISOR NO. 178	ADVISOR JOE	I hereby waive my right to receive a written estimate of the price to complete the requested repairs. <input checked="" type="checkbox"/> X	
TIME RECEIVED 08:05am	DATE/TIME PROMISED 02/07/08 06:00pm	PRIORITY	I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither warrant nor shall be held liable for any damage to the vehicle or any other property in connection with such repair; that you are responsible for loss of or damage to the vehicle, or articles in the vehicle, or articles left therein, in case of fire, theft or any other cause beyond your control; that an express mechanic lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle. <input checked="" type="checkbox"/> X	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE			

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

W: 51CVZ BODY ELECTRICAL
CUSTOMER STATES POWER LOCKS AND POWER WINDOWS NOT WORKING
AND CUSTOMER STATES WIRE BURNING SMELL FROM VEHICLE

Disclaimer of Warranties

The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Copyright © 1998 The Chevrolet Division, General Motors Corporation

Tech2 Remote: Final Instructions

Programming Complete.

Warranty Claim Code: A0407

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.



Controller Specific Instructions:

--

VIN: 1GNDT13S472



Print

New

Cancel

Tech2 Pass Thru: Final Instructions

Programming Complete.

Warranty Claim Code: 106F2

Record this code on the warranty repair order (if applicable).



Post Programming Instructions:

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:

Clearing DTCs will erase stored history data from all controllers, and will reset the PCM IM flags.

Crankshaft Position Variation Relearn Procedure using Special Function on TECH2 may be needed after programming. Refer to Service Manual DTC P1336 / P0315 (System Variation Not Learned)

VIN: 1GNDT13S472 [REDACTED]

Print

Clear DTCs

New

Cancel

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTWS50291

CTWS50291

CUSTOMER NO. 54436	ADVISOR JOE	TAB NO. 178	INVOICE DATE 02/26/08	INVOICE NO. CTWS50291
	LABOR RATE	MILEAGE 11,146	COLOR SILVER/SILV	STOCK NO.
IRVINGTON, NJ	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 5 4 7 2		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.C. NO.	R.O. DATE 02/25/08	
BUSINESS PHONE	COMMENTS			MO: 11150

JOB# 1 CHARGES-----

LABOR-----
J# 1 47CVZ AXLE/DIFFERENTIAL HOURS: 0.60 TECH(S):039 60.69
 CUSTOMER STATES SERVICE 4X4 LIGHT COMING ON
 AXLE SWITCH WILL NOT CHANGE
 REPLACE AXLE ACTUATOR AND REPROGRAM TCCM MODULE

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12471631	ACTUATOR 6.058	61.31	61.31	98.10	98.10
						COST TOTAL	61.31
						TOTAL - PARTS	98.10

JOB# 1 TOTALS-----

LABOR	60.69
PARTS	98.10
JOB# 1 JOURNAL PREFIX CTWS	JOB# 1 TOTAL
	158.79

JOB# 2 CHARGES-----

LABOR-----
J# 2 70CVZ03 RENTAL HOURS: TECH(S):451 10.00
 ENTERPRISE RENTAL
 ADDED OPERATION
 COURTESY TRANSPORTATION
 ENTERPRISE RENTAL
 1 DAY

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION		
	13806	D694784		02/26/08	1 DAY RENTAL	42.00	
						TOTAL - SUBLET	42.00

JOB# 2 TOTALS-----

SUBLET	42.00
JOB# 2 JOURNAL PREFIX CTWS	JOB# 2 TOTAL
	42.00
R/O TAX	0.00
R/O TOTALS	200.79

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL
	200.79
CLAIM TOTALS	200.79

APPROVED BY SIGNATURE

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTWS50291

CTWS50291

CUSTOMER NO. 54436	ADVISOR JOE	TAG NO. 178	INVOICE DATE 02/26/08	INVOICE NO. CTWS50291
IRVINGTON, NJ	LABOR RATE	MILEAGE 11,146	COLOR SILVER/SILV	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOOR	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.O. DATE 02/25/08	
BUSINESS PHONE	COMMENTS			MO: 11150

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.833
 02/26/2008 1554 WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
050291	02/25/2008	1GNDT13S472	3	02245	11146	

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: [REDACTED]
 LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		WU	1	12471631	98.10	6C	F0025	.6			60.69
LN-TOT: 158.79 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.:												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		MJ				98	Z7901			42.00	
LN-TOT: 42.00 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.:												

COMMENTS: 2G1WJ15K679 [REDACTED]

R.O. TOTAL: 200.79



PURCHASE ORDER TO

1035

ENTERPRISE RENT A CAR
455 ROUTE 22 EAST
SPRINGFIELD NJ 07081-3541

SHIP TO

MULTI CHEVROLET
2675 ROUTE 22 WEST
UNION NJ 07083

NUMBER

13806

WRITTEN BY

PETER V CIFARELLI

DEPARTMENT

SERVICE

DATE

02/26/08

P.O. AMOUNT

42.00

BILL TO

MULTI CHEVROLET
2675 ROUTE 22 WEST
UNION NJ 07083

TAX EXEMPT #

NOF

QTY.	DESCRIPTION	PRICE	AMOUNT
	50291 1 DAY RENTAL	42.00	

ACCT.	AMOUNT	CONTROL NUMBER	ACCT.	AMOUNT	CONTROL NUMBER
246	42.00	50291			

SIGNATURE

IN 02:12PM 2/26/08
OUT 01:25PM 2/25/08

24-HOUR DAY

ELRAC, INC
455 ROUTE 22 EAST
SPRINGFIELD NJ 07081-3541 24RM
RENTAL TYPE D SOURCE CH24EMA- 999

RENTAL AGREEMENT
D694784
PAGE 1 OF 1

UNIT 1
UNIT # NYYS49
LIC# [REDACTED]
MODEL MONT
COLOR DR SILV
IN 15621
OUT 15536
V# 2G1WJ15K679 [REDACTED]

RENTER [REDACTED]
NEWARK NJ [REDACTED]
LOCAL: [REDACTED]
(H) [REDACTED] (W) [REDACTED]

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE
200 MI FREE/DA

1 DAYS @ 42.00 42.00

DR. LICENSE [REDACTED]
STATE NJ EXPIRE 3/31/10
DOB [REDACTED] HT WT
EYES HAIR
S.S.#
EMPLOYER

CELL

*Ro # 13806
Ro # 50291*

BILL TO Y CUST # 243008
MULTI-CHEVROLET-EM
ATTN: JOE**
2675 RT 22 WEST
UNION NJ
908-686-2800 07083

SALES TAX 7.00 2.94

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

1 DOMSECFE 5.00 5.00

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES NO X

RO#50291
INSURED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 49.94

LOSS DATE
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD. BY TYPE DATE AUTH
250.00 VISA SALE 2/25/08 282022
245.00-VISA RFND 2/26/08

DEPOSITS 250.00
REFUND 245.00-

TYPE CAR
TRAILBLAZE

TAX EXMPT 2.94

SHOP MULTI-CHEVRO
PHONE 908-686-2800
NAME

BILL TO CUST 243008 42.00

CLOSED TICKET PAYMENT INFO

OPENED BY #353FP RONALD OWENS JR
CLOSED BY #9311N BRIAN G ECKERT

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTCS50291

CTCS50291

CUSTOMER NO. 54436	ADVISOR JOE	178	TAG NO. 449	INVOICE DATE 02/26/08	INVOICE NO. CTCS50291
IRVINGTON, NJ	LABOR RATE		MILEAGE 11,146	COLOR SILVER/SILV	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE 02/25/08	
BUSINESS PHONE	COMMENTS				MO: 11150

JOB# 1 CHARGES

LABOR
J# 1 47CVZ AXLE/DIFFERENTIAL TECH(S):039 WARRANTY
 CUSTOMER STATES SERVICE 4X4 LIGHT COMING ON
 AXLE SWITCH WILL NOT CHANGE
 REPLACE AXLE ACTUATOR AND REPROGRAM TCCM MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	12471631	ACTUATOR 6.058			
TOTAL - PARTS						0.00

JOB# 1 TOTALS -----
 JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2+70CVZ03 RENTAL TECH(S):039 WARRANTY
 ENTERPRISE RENTAL
 ENTERPRISE RENTAL

JOB# 2 TOTALS -----
 JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

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

 * NEXT RECOMMENDED SERVICE: *
 * 04/07/2008 / 12000 MI 01CVZ012 12000 MILE SERVICE *

*****	TOTAL LABOR	0.00
*	TOTAL PARTS	0.00
*	TOTAL SUBLET	0.00
* [] CASH [] CHECK CK NO. []	TOTAL G.O.G.	0.00
*	TOTAL MISC CHG.	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC DISC	0.00
*	TOTAL TAX	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		
*		
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR ALLOWING US THE PRIVILEGE OF SERVICING YOUR VEHICLE. YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS IF YOU CAN'T GIVE US A "COMPLETELY SATISFIED" ON EACH QUESTION AND ANSWER FIRST (1) VISIT FOR THIS REPAIR: PLEASE CALL PETE CANDITO AT 908-686-2800. ANYTHING LESS THAN 100% IS A ZERO WE

CUSTOMER SIGNATURE

#39

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	43.50	01CVZ024	24000 MILE SERVICE	MI	195.50
01CVZ048	48000 MILE SERVICE	MI	195.50	01CVZ096	96000 MILE SERVICE	MI	195.50
01CVZ072	72000 MILE SERVICE	MI	195.50	01CVZ012T	12000 MILE SERVICE	MI	43.50
01CVT096T	12000 MILE SERVICE	MI	244.88	01CVZ48	48000 MILE SERVICE	MI	244.88
01CVZ72	48000 MILE SERVICE	MI	244.88				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/07/08	49835	10830	178	017	W	51CVZ	BODY ELECTRICAL
				017	W	00CVZ	RECOMMENDED MAINT
01/31/08	49682	10670	178	017	W	20CVZ01	HEATING CONCERN
				017	W	70CVZ03	RENTAL

SALESPERSON NO.

S E R V I C E

STATE REG# 2

VEHICLE ID NO. 1GNDT13S472	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO	PRODUCTION DATE	STOCK NO.	WARRANTY NO.	R.O. NO. 50291
CUSTOMER NO. 54436	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 02/25/08
COLOR SILVER/SILVER	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 449	
IRVINGTON, NJ	TRANS A	MILEAGE IN 11,146	ADVISOR NO. 178	ADVISOR JOE	
BUSINESS PHONE	repairs.				
TIME RECEIVED 01:02pm	DATE/TIME PROMISED 02/25/08 06:00pm	PRIORITY	I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither repair, that you be responsible for loss or damage to the above vehicle, that an express mechanic's lien is hereby acknowledged on the above vehicle on streets, highways or elsewhere for the purpose		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE				

JOB #

W 47CVZ AXLE/DIFFERENTIAL FOODS .6
 CUSTOMER STATES SERVICE 4X4 LIGHT COMING ON

Courtesy Transportation
 ENTERPRISE
 2/25/08
 41.00 hr

PARTS RETURNED
 [Signature]

TECH #

MILES IN _____ MILES OUT **11,150**

PARKING SPACE

PROCEED WITH REPAIRS ON A "NOT TO EXCEED" BASIS \$ _____

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

2) DATE _____ TIME _____ AMT \$ _____
 AUTHORIZED BY _____

3) DATE _____ TIME _____ AMT \$ _____
 AUTHORIZED BY _____

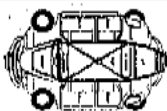
ACKNOWLEDGEMENT
 I UNDERSTAND MY RIGHT TO HAVE INSPECTION REPAIRS AND ADJUSTMENTS DONE ELSEWHERE, AND HEREBY CHOOSE TO HAVE SUCH REPAIRS PERFORMED AT THIS FACILITY.

CUSTOMER'S SIGNATURE _____ DATE _____
 NEW JERSEY DIVISION OF MOTOR VEHICLE INSPECTION CENTER

ERF# 001670

QUALITY CONTROL BY/DATE _____ MILEAGE OUT _____ PARKING SPACE _____

DAMAGE REPORT

 **50291**

MECHANIC'S NAME & NUMBER

COMPLAINT:

4x4 light coming on

CAUSE:

Check axle switch parameter

CORRECTION:

follow flow chart. axle switch parameters will not change

MECHANIC'S NAME & NUMBER

COMPLAINT:

Install a new drive axle selector

CAUSE:

Also check for 4x4 upgrades & Program later info into 4x4 module

CORRECTION:

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORRECTION:

FLAGS

R.D. OR W.O. NO.	EMPL NO.	MECH. PAY S	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	
50291	39		.6	W		FEB 25 16:07
						FEB 25 13:39
						ON

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

COMMENTS:

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

50291

50291

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	43.50	01CVZ024	24000 MILE SERVICE	MI	195.50
01CVZ048	48000 MILE SERVICE	MI	195.50	01CVZ096	96000 MILE SERVICE	MI	195.50
01CVZ072	72000 MILE SERVICE	MI	195.50	01CVZ012T	12000 MILE SERVICE	MI	43.50
01CVT096T	12000 MILE SERVICE	MI	244.88	01CVZ48	48000 MILE SERVICE	MI	244.88
01CVZ72	48000 MILE SERVICE	MI	244.88				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/07/08	49835	10830	178	017	W	51CVZ	BODY ELECTRICAL
				017	W	00CVZ	RECOMMENDED MAINT
01/31/08	49682	10670	178	017	W	20CVZ01	HEATING CONCERN
				017	W	70CVZ03	RENTAL

SALESPERSON NO.

S E R V I C E

STATE REG# 2

VEHICLE I.D. NO. 1GNDD13S472	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO	PRODUCTION DATE	STOCK NO.	R. O. NO. 50291
	CUSTOMER NO. 54436	DELIVERY DATE	DELIVERY MILES	R. O. DATE 02/25/08
IRVINGTON, NJ	COLOR SILVER/SILVER	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
BUSINESS PHONE	TURBO	M/MC	AIR COND.	P. S.
TIME RECEIVED 01:02pm	DATE/TIME PROMISED 02/25/08 06:00pm	PRIORITY	TRANS A	MILEAGE 11,146
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR DATE	ADVISOR NO. 178	ADVISOR JOE	TAG NO. 449

I hereby waive my right to receive a written estimate of the price to complete the requested repairs.
 X

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or insufficient availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or any other cause beyond your control; that an express merchant's lien is hereby acknowledged on the above vehicle to secure the amount of repairs hereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.
 X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL
 0.00

1 W 47CVZ AXLE/DIFFERENTIAL
CUSTOMER STATES SERVICE 4X4 LIGHT COMING ON

Disclaimer of Warranties

The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DEALER 111242

VIN STATUS INQUIRY

02/25/08

RC NUMBER:

VIN: 1GNDT138472

INQUIRY DATE: 02/25/2008

VEHICLE INFORMATION

MODEL: CT15506 - TRAILBLAZER LS 4WD WARRANTY START DATE: 10/28/2006

ORDER TYPE: 70 - RETAIL - STOCK

DELIVERING DEALER: HAWTHORNE CHEVROLET SELLING SOURCE: 13 - CHEVROLET
 PC BOX 8
 HAWTHORNE, NJ 07507-0008 SITE CODE: 02127
 (973) 427-1560

BUSINESS ASSOCIATE CODE: 111211

SERVICE CONTRACT: Y BRANDED TITLE: N PDI STATUS: F

REQUIRED FIELD ACTIONS

CAMPAIGN TYPE: YT RECALL CAMPAIGN NUMBER: 06091
 CAMPAIGN DESCRIPTION: ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM **EXTENDED TO
 CAMPAIGN MAIL DATE:
 CAMPAIGN DISPOSITION CODE: C

SERVICE INFORMATIONAL ITEMS

BULLETIN TYPE: EI RECALL CAMPAIGN NUMBER: 08023
 BULLETIN DESCRIPTION: PAINT PEELING FRONT/REAR FASCIA - REF. TSB # 08-08-62-001
 BULLETIN ISSUE DATE: 01/19/2008 BULLETIN DISPOSITION CODE: B

ON STAR AND XM SATELLITE RADIO INFORMATION

ONSTAR EQUIPPED: Y ONSTAR STATUS: ACTIVE
 XM RADIO EQUIPPED: Y XM RADIO STATUS: INACTIVE

APPLICABLE WARRANTIES

DESCRIPTION	EFFECTIVE DATE	EFFECTIVE ODOMETER	END DATE	END ODOMETER
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	10/28/2006	22	10/28/2009	36022
WARRANTY BLOCK: N				
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	10/28/2006	22	10/28/2012	100022
WARRANTY BLOCK: N				
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/28/2006	22	10/28/2014	80022
WARRANTY BLOCK: N				
60/100000 POWERTRAIN COVERAGE	10/28/2006	22	10/28/2011	100022

DEALER 111242

VIN STATUS INQUIRY

Page 2

02/25/08

RO NUMBER:

VIN: 1GNDT136472

INQUIRY DATE: 02/25/2008

LIMITED WARRANTY

WARRANTY BLOCK: N

35/50000 CALIFORNIA EMISSIONS 10/28/2006 22 10/28/2009 50022

WARRANTY BLOCK: N

84/70000 CALIFORNIA SELECT 10/28/2006 22 10/28/2013 70022

COMPONENT

WARRANTY BLOCK: N

CLAIM HISTORY

RO DATE	RO NUMBER	TYPE	LABOR OPERATION	ODOMETER READING
02/07/2008	049835	#	N2117-SWITCH - SWITCH MODULE, FRONT DOOR - LEFT	10830
02/07/2008	049835	#	Z5000-DEALER/RETAILER TRADE(PART OBTAINED LOCAL	10830
02/06/2008	T20331	#	Z2080-ROADSIDE SERVICE (TOWING)	10000
01/31/2008	049682	#	N6642-WIRING AND/OR CONNECTOR - HVAC SYSTEM - R	10670
01/31/2008	049682	#	Z7901-1-DAY COURTESY TRANSPORTATION	10670
04/17/2007	299359	#	R0943-RADIO FRONT SIDE DOOR SPEAKER REPLACEMENT	4375
04/17/2007	299359	#	B4156-OUTSIDE REARVIEW MIRROR REPLACEMENT - L&R	4375
04/17/2007	299359	#	B9640-LAMP ASSEMBLY, EXTERIOR - STOP, TAIL AND	4375
03/01/2006	285900	#	Y0105-06091 PRODUCT ENHANCEMENT - REPROGRAM POW	1
07/27/2006	A19767	J	Z7000-PRE-DELIVERY INSPECTION - BASE TIME	0

J2534 Pass Thru: Final Instructions

Programming Complete.

Warranty Claim Code: 1A40C

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.



Controller Specific Instructions:

Clearing DTCs will erase stored history data from all controllers, and will reset the PCM IM flags.

VIN: 1GNDT13S472

Print

Clear DTCs

New

Cancel

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTWS49682

CTWS49682

CUSTOMER NO 54436	ADVISOR JOE	TAG NO. 178	INVOICE DATE 02/04/08	INVOICE NO. CTWS49682
	LABOR RATE	MILEAGE 10,670	COLOR SILVER/SILV	STOCK NO.
IRVINGTON, NJ	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2		SELLING DEALER NO.	PRODUCTION DATE
	F.T.W. NO.	R.O. NO.	R.O. DATE 01/31/08	
BUSINESS PHONE	COMMENTS			MO: 10670

JOB# 1 CHARGES

LABOR
J# 1 20GVZ01 HEATING CONCERN HOURS: 0.50 TECH(S): 017 50:58
 CUSTOMER STATES VEHICLE HAS NO HEAT AND FUSE KEEP BLOWING
 FOR HEATING SYSTEM
 SHORTED HARNESS DUE TO BD GROUND MELTED
 REPLACE RESISTER HARNESS AND HARNESS ASSEMBLY

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	15862656	CONNECTOR 9.215	47.50	47.50	76.00	76.00
	1	89019100	RESISTOR 9.278	24.83	24.83	39.73	39.73
			COST TOTAL		72.33		
			TOTAL - PARTS				115.73

JOB# 1 TOTALS

LABOR	50.58	
PARTS	115.73	
JOB# 1 JOURNAL PREFIX CTWS	JOB# 1 TOTAL	166.31

JOB# 2 CHARGES

LABOR
J# 2 70GVZ03 RENTAL HOURS: 0.00 TECH(S): 451 0:00
 ENTERPRISE RENTAL
 COURTESY TRANSPORTATION
 ENTERPRISE RENTAL
 1 DAY RENTAL

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	
	13612	D694402	02/04/08		1 DAY RENTAL	42.00
					TOTAL - SUBLET	42.00

JOB# 2 TOTALS

SUBLET	42.00	
JOB# 2 JOURNAL PREFIX CTWS	JOB# 2 TOTAL	42.00
R/O TAX	0.00	
R/O TOTALS	208.31	

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	208.31
CLAIM TOTALS	208.31

APPROVED BY SIGNATURE

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTWS49682

CTWS49682

CUSTOMER NO. 54436	ADVISOR JOE	TAG NO. 178	INVOICE DATE 02/04/08	INVOICE NO. CTWS49682
	LABOR RATE [REDACTED]	MILEAGE 10,670	COLOR SILVER/SILV	STOCK NO.
IRVINGTON, NJ	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O.	R.O. DATE 01/31/08	
BUSINESS PHONE	COMMENTS			MO: 10670

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.506
 02/04/2008 WARRANTY NEW CLAIM
 1007

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
049682	01/31/2008	1GNDT13S472	3	02245	10670	[REDACTED]

CUSTOMER NAME - FIRST: [REDACTED] MIDDLE: [REDACTED]
 LAST: [REDACTED] PHONE:WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	OK	2		15862656	115.73	66	N6642	.5			50.58
LN-TOT: 166.31 TECH SSN: [REDACTED] AUTH CODE: P AUTH. AUTHOR.: 0090												
MEMO PART NUMBERS: 89019100												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02	MJ			[REDACTED]		98	Z7901			42.00	
LN-TOT: 42.00 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: 1GCDT13E388 [REDACTED]												

R.O. TOTAL: 208.31

IN 02:05PM 2/01/08
OUT 11:49AM 1/31/08

ELRAC, INC
455 ROUTE 22 EAST
SPRINGFIELD NJ 07081-3541 24EM
RENTAL TYPE D SOURCE CH24EMA- 999

RENTAL AGREEMENT
D694402
PAGE 1 OF 1

24-HOUR DAY

UNIT 1
UNIT # NY2CW1
LIC# RXD14A
MODEL COLC
COLOR SILVER
IN 8522
OUT 8463
V# 1GCDT13E388

RENTER
[REDACTED]
NEWARK NJ [REDACTED]
LOCAL:
(H) [REDACTED] (W) [REDACTED]

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE

1 DAYS @ 42.00 42.00

DR. LICENSE [REDACTED]
STATE NJ EXPIRE 3/31/10
DOB [REDACTED] HT WT
EYES HAIR
S.S.#
EMPLOYER
CELL

BILL TO Y CUST # 243008
MULTI-CHEVROLET-EM
ATTN: JOE**
2675 RT 22 WEST
UNION NJ
908-686-2800 07083

*P.O.# 13612
R.O.# 49682*

SALES TAX 7.00 2.94

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

1 DOMESTIC 5.00 5.00

CLAIM INFO
POL/CLAIM/PO#

49682
INSURED

PERMISSION TO LEAVE STATE
YES X NO

STATES NY NJ ONLY
CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 49.94

DEPOSITS 250.00
REFUND 245.00-

LOSS DATE
THEFT ACCIDENT

TYPE CAR
TRAILBRAZE

SHOP MULTI-CHEVRO
PHONE 908-686-2800
NAME

PAYMENT INFORMATION
AMOUNT PD. BY TYPE DATE AUTH
250.00 VISA SALE 1/31/08 533116
245.00-VISA REFD 2/01/08

TAX 2.94

BILL TO CUST 243008 42.00

CLOSED TICKET PAYMENT INFO

OPENED BY # 85CB CHRISLAIN DAUX
CLOSED BY # 811N BRIAN G ECKERT



PURCHASE ORDER TO

1035

**ENTERPRISE RENT A CAR
455 ROUTE 22 EAST
SPRINGFIELD NJ 07081-3541**

SHIP TO

**MULTI CHEVROLET
2675 ROUTE 22 WEST
UNION NJ 07083**

NUMBER

13612

WRITTEN BY

PETER V CIFARELLI

DEPARTMENT

SERVICE

DATE

02/04/08

P. O. AMOUNT

42.00

BILL TO

**MULTI CHEVROLET
2675 ROUTE 22 WEST
UNION NJ 07083**

TAX EXEMPT #

NOF

QTY.	DESCRIPTION	PRICE	AMOUNT
	49682 1 DAY RENTAL	42.00	

ACCT.	AMOUNT	CONTROL NUMBER	ACCT.	AMOUNT	CONTROL NUMBER
246	42.00	49682			

SIGNATURE

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTCS49682

CTCS49682

CUSTOMER NO. 54436	ADVISOR JOE	TAQ NO. 178	INVOICE DATE 02/01/08	INVOICE NO. CTCS49682
	LABOR RATE	MILEAGE 10,670	COLOR SILVER/SILV	STOCK NO.
IRVINGTON, NJ	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2		SELLING DEALER NO.	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	P.O. DATE 01/31/08	

MO: 10670

JOB# 1 CHARGES

LABOR
J# 1 20CVZ01 HEATING CONCERN 1/6/08 5 TECH(S): 017 WARRANTY
 CUSTOMER STATES VEHICLE HAS NO HEAT AND FUSE KEEP BLOWING FOR HEATING SYSTEM
 SHORTED HARNESS DUE TO BD GROUND MELTED
 REPLACE RESISTER HARNESS AND HARNESS ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	15862656	CONNECTOR 9.215			WARRANTY
	1	89019100	RESISTOR 9.278			WARRANTY
TOTAL - PARTS						0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 70CVZ03 RENTAL 2790 | TECH(S): 017 WARRANTY
 ENTERPRISE RENTAL
 ENTERPRISE RENTAL

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

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

*****		TOTAL LABOR	0.00
* [] CASH [] CHECK CK NO. []		TOTAL PARTS	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET ...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G.	0.00
*****		TOTAL MISC CHG. ...	0.00
		TOTAL MISC DISC ...	0.00
		TOTAL TAX.	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR ALLOWING US THE PRIVILEGE OF SERVICING YOUR VEHICLE. YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS IF YOU CAN'T GIVE US A "COMPLETELY SATISFIED" ON EACH QUESTION AND ANSWER FIRST (1) VISIT FOR THIS REPAIR: PLEASE CALL PETE CANDITO AT 908-686-2800. ANYTHING LESS THAN 100% IS A ZERO.

CUSTOMER SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	68.00	01CVZ018	18000 MILE SERVICE	MI	67.28
01CVZ027	27000 MILE SERVICE	MI	79.88	01CVZ036	36000 MILE SERVICE	MI	79.88
01CVZ054	54000 MILE SERVICE	MI	79.88	01CVZ063	63000 MILE SERVICE	MI	79.88
01CVZ069	69000 MILE SERVICE	MI	10.00	01CVZ081	81000 MILE SERVICE	MI	79.88
01CVZ009T	9000 MILE SERVICE	MI	67.28	01CVZ018T	18000 MILE SERVICE	MI	79.88

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
						17	

SALESPERSON NO.

S E R V I C E

STATE REG# 2

VEHICLE I.D. NO. 1GNDT13S472	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO	PRODUCTION DATE	STOCK NO.	R.O. NO. 49682
CUSTOMER NO. 54436	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
IRVINGTON, NJ	COLOR SILVER/SILVER	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
TURBO	MMG CVZ7	AIR COND.	P. B.	TRANS
MILEAGE IN	ADVISOR NO. 178	ADVISOR JOE	TAG NO. 928	
APPOINTMENT	DATE RECEIVED 01/31/08	DATE PROMISED 06:00pm	PRIORITY	

1. W 20CVZ01 HEATING CONCERN
CUSTOMER STATES VEHICLE HAS NO HEAT AND FUSE KEEP BLOWING FOR HEATING SYSTEM

2. W 70CVZ03 RENTAL
ENTERPRISE RENTAL

PARTS RETURNED

*live 1 excessive part amount
Harness shorted melted resistor
NECC to Repl Both*

P
2/1/08

TECH # **17**

MILES IN _____ MILES OUT **10620**

PARKING SPACE _____

PROCEED WITH REPAIRS ON A "NOT TO EXCEED" BASIS \$ _____

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

2) DATE _____ TIME _____ AMT \$ _____
AUTHORIZED BY _____

3) DATE _____ TIME _____ AMT \$ _____
AUTHORIZED BY _____

ACKNOWLEDGEMENT
I UNDERSTAND MY RIGHT TO HAVE INSPECTION REPAIRS AND ADJUSTMENTS DONE ELSEWHERE, AND HEREBY CHOOSE TO HAVE SUCH REPAIRS PERFORMED AT THIS FACILITY.

CUSTOMER'S SIGNATURE _____ DATE _____
NEW JERSEY DIVISION OF MOTOR VEHICLE INSPECTION CENTER

ERF# 001670

QUALITY CONTROL BY/DATE _____ MILEAGE OUT _____ PARKING SPACE _____

DAMAGE REPORT _____

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORP

F.O. OR
W.O. NO.

EMPL
NO.

MECH. PAY
\$

FLAT RATE
TIME

W - TIME

REPAIR ORDER
TIME

OFF

MECH

COMPLAINT

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORRECTION:

COMMENTS:

FLAGS

ON

FLAG

OFF

FLAG

ON

FLAG

ON

FLAG

ON

FLAG

ON

FLAG

ON

FLAG

ON

FLAG

ON

FLAG

ON

OFF

17

CR Blower

1 NoP At T.M.L.S

STANDARD
HARNESSES
DUE
TO BAD
GROUND

MULTIPLY

RECALL
RESISTOR
HARNESSES
+
REBUILT
ASSEMBLY

49682

17

.5

W

FEB 1 14:42

FEB 1 13:09

3

MULTI CHEVROLET, INC.

2675 Route 22 West

UNION, NJ 07083

(908) 686-2800

49682

49682

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009	9000 MILE SERVICE	MI	68.00	01CVZ018	18000 MILE SERVICE	MI	67.28
01CVZ027	27000 MILE SERVICE	MI	79.88	01CVZ036	36000 MILE SERVICE	MI	79.88
01CVZ054	54000 MILE SERVICE	MI	79.88	01CVZ063	63000 MILE SERVICE	MI	79.88
01CVZ069	69000 MILE SERVICE	MI	10.00	01CVZ081	81000 MILE SERVICE	MI	79.88
01CVZ09T	9000 MILE SERVICE	MI	67.28	01CVZ018T	18000 MILE SERVICE	MI	79.88

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 2

VEHICLE I.D. NO. 1GNDT13S472	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO	PRODUCTION DATE	STOCK NO.	LICENSE NO. 49682	R.O. NO.
CUSTOMER NO. 54436	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 01/31/08
COLOR SILVER/SILVER	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 928	
TURBO CVZZ	AIR COND. F S	TRANS A	MILEAGE 10,670	ADVISOR NO. 178	ADVISOR JOE
IRVINGTON, NJ	I hereby waive my right to receive a written estimate of the price to complete the requested repairs.				
BUSINESS PHONE	I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither have nor authorize any other person to assume for you any liability in connection with such repairs; that you are responsible for loss of or damage to this above vehicle in excess of the amount of repairs herein; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.				
TIME RECEIVED 11:31am	DATE/TIME PROMISED 01/31/08 06:00pm	PRIORITY	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
LAROR RATE	JOB				

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

- X _____
- W 20CVZ01 HEATING CONCERN**
CUSTOMER STATES VEHICLE HAS NO HEAT AND FUSE KEEP BLOWING FOR HEATING SYSTEM
 - W 70CVZ03 RENTAL**
ENTERPRISE RENTAL

Disclaimer of Warranties

The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Thank you. Your TAC Case Closing data has been sent.

TAC Case Number: 10311430

Last 8 of VIN: 72 [REDACTED]

TAC Consultant's Name: GLENN

R.O. Number: 52681

Dealer Code: 02245

Name Of Person Who Called TAC: JASON VEGA

Email Address of Person Who Called TAC:

CC Email Address:

Repair Category: Engine/Driveability/Mechanical

Repair Information:

remove underhood fuse block remove connectors and perform pin drag test and found connector c3 pin f3 circuit 120 gray wire pin had excessive drag nec to repair terminal and recheck circuit and vehicle started and ran, clear all codes and roadtested

Additional Comments:

[PRINT YOUR TAC CASE CLOSING INFORMATION](#)

[SUBMIT MORE TAC CASE CLOSURES](#)

[SUBMIT A TAC QUALITY SURVEY](#)

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTWS52573

CTWS52573

CUSTOMER NO. 54436	ADVISOR MICHAEL BARBOSA	480	TAG NO. 335	INVOICE DATE 05/23/08	INVOICE NO. CTWS52573
	LABOR RATE		MILEAGE 12,594	COLOR SILVER/SILV	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO			DELIVERY DATE	DELIVERY MILES
IRVINGTON, NJ	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2			SELLING DEALER TKA	PRODUCTION DATE
	R.T.E. NO.		R.O. NO.	R.O. DATE 05/20/08	
	BUSINESS PHONE		COMMENTS		MO: 12596

JOB# 1 CHARGES

LABOR-----
J# 150GVZ05 *CHECK STARTING SYS HOURS: **1.70** TECH(S): **040** **171.96**
 CUSTOMER STATES VEHICLE CRANKS WILL NOT START
 FUEL PUMP LOSS OF PRESSURE
 PERFORMED FLOW CHART DIAGNOSIS. REMOVED FUEL TANK AND
 REPLACED FUEL PUMP ASSEMBLY

PARTS-----	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	19153374	*MODULE KI	3.107	256.31	256.31	410.10
			COST TOTAL				410.10
			TOTAL - PARTS				410.10

JOB# 1 TOTALS

	LABOR	171.96
	PARTS	410.10
JOB# 1 JOURNAL PREFIX CTWS	JOB# 1 TOTAL	582.06
	R/O TAX	0.00
	R/O TOTALS	582.06

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	582.06
CLAIM TOTALS	582.06

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.997
 05/23/2008 WARRANTY NEW CLAIM
 1346
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 052573 05/20/2008 1GNDT13S472 3 02245 12594

CUSTOMER NAME: FIRST: MIDDLE:
 LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01			PN 1	19153374	410.10	21	L1225	1.7			171.96
LN-TOT:					582.06			TECH SSN:				

AUTH CODE: AUTH. AUTHOR.:
 R.O. TOTAL: 582.06

MULTI CHEVROLET, INC.

**2675 Route 22 West
UNION, NJ 07083
(908) 686-2800**

CTCS52573

CTCS52573

CUSTOMER NO. 54436	ADVISOR MICHAEL BARBOSA	TAB NO. 480	INVOICE DATE 05/20/08	INVOICE NO. CTCS52573
	LABOR RATE	MILEAGE 12,594	COLOR SILVER/SILV	STOCK NO.
IRVINGTON, NJ	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 05/20/08	
BUSINESS PHONE	COMMENTS			MO: 12596

JOB# 1 CHARGES

LABOR
J# 1 50CVZ05 *CHECK STARTING SYS TECH(S):040 WARRANTY
 CUSTOMER STATES VEHICLE CRANKS WILL NOT START
 FUEL PUMP LOSS OF PRESSURE
 PERFORMED FLOW CHART DIAGNOSIS.REMOVED FUEL TANK AND
 REPLACED FUEL PUMP ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	19153374	*MODULE KI 3.107			
TOTAL - PARTS						0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

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

*****		TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00

THANK YOU FOR ALLOWING US THE PRIVILEGE OF SERVICING YOUR VEHICLE. YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS IF YOU CAN'T GIVE US A "COMPLETELY SATISFIED" ON EACH QUESTION AND ANSWER FIRST (1) VISIT FOR THIS REPAIR: PLEASE CALL PETE CANDITO AT 908-686-2800. ANYTHING LESS THAN 100% IS A ZERO

CUSTOMER SIGNATURE

40

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	43.50	01CVZ024	24000 MILE SERVICE	MI	195.50
01CVZ048	48000 MILE SERVICE	MI	195.50	01CVZ096	96000 MILE SERVICE	MI	195.50
01CVZ072	72000 MILE SERVICE	MI	195.50	01CVZ012T	12000 MILE SERVICE	MI	43.50
01CVT096T	12000 MILE SERVICE	MI	0.00	01CVZ48	48000 MILE SERVICE	MI	244.88
01CVZ72	48000 MILE SERVICE	MI	244.88				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/25/08	50291	11150	178	039	W	47CVZ	AXLE/DIFFERENTIAL RENTAL
02/07/08	49835	10830	178	039	W	70CVZ03	RENTAL
01/31/08	49682	10670	178	017	W	51CVZ	BODY ELECTRICAL
				017	W	00CVZ	RECOMMENDED MAINT
				017	W	20CVZ01	HEATING CONCERN
				017	W	70CVZ03	RENTAL

SALESPERSON NO.

S E R V I C E

STATE REG# 2

VEHICLE I.D. NO. 1GNDT13S472	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO	PRODUCTION DATE	STOCK NO.	LICENSE NO.	F. O. NO. 52573
CUSTOMER NO. 54436	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 05/20/08
COLOR SILVER/SILVER	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAB NO. 335	
TURBO CVZZ	M/M/C	AIR COND.	P. R.	TRANS A	MILEAGE IN 12,594
				ADVISOR NO. 480	ADVISOR MICHAEL BARBOSA
I hereby waive my right to receive a written estimate of the price to complete the requested repairs. <input checked="" type="checkbox"/> X					
I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and allow payment for such repair. And agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you are responsible for loss or damage to the above vehicle, or contents left therein, in case of fire, theft or any other cause beyond your control; that an odometer mechanism (as is hereby acknowledged on the above vehicle) to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of lending and/or inspecting such vehicle. <input checked="" type="checkbox"/> X					
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE				

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

x Tow in

W 50CVZ05 CHECK STARTING SYS L1115

CUSTOMER STATES VEHICLE CRANKS WILL NOT START

PARTS RETURNED

[Handwritten Signature]

Disclaimer of Warranties

The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

M-12596

01064
0379

TIRE TREAD DEPTH*	LABOR OP CODE	GREEN/YELLOW/RED
6/32" or greater	TIRE8	Green
7/32"	TIRE7	Yellow
8/32"	TIRE6	Yellow
5/32"	TIRE5	Yellow
4/32"	TIRE4	Yellow
3/32" or less	TIRE3	Red

* If tires are replaced this visit, measure and record the new parts readings.


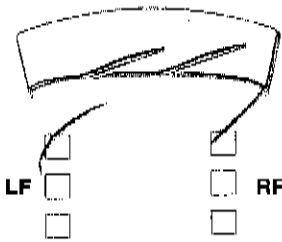
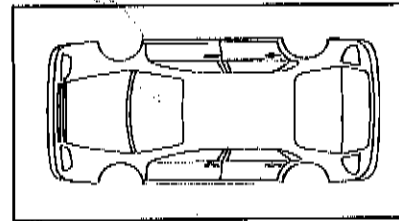

BRAKE LINING** MEASUREMENT	LABOR OP CODE	Brake Gauge to backing plate - FRONT PADS	Brake Gauge to backing plate - REAR PADS	Tire Gauge to rivets or backing plate - REAR SHOES
7mm or greater	BK7	Green	Green	Green
6mm	BK6	Yellow	Green	Green
5mm	BK5	Yellow	Green	Green
4mm	BK4	Yellow	Green	Green
3mm or less	BK3	Red	Yellow	Yellow
2mm or less	BK2	Red	Red	Red
1mm or less	BK1	Red	Red	Red

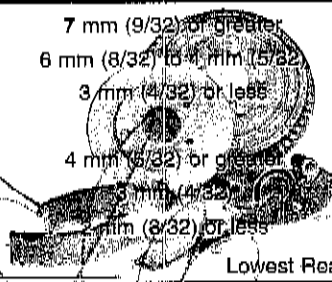
** Since front pads wear faster, only enter rears as lowest readings if they measure yellow or red.

Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): _____ Odometer: _____ MI: _____ MII: _____

Checked and OK May Require Attention Soon Requires Immediate Attention

INTERIOR		
<input type="checkbox"/>  Subscription activated	<input checked="" type="checkbox"/> Remaining engine oil life: _____ % Reset: _____ N/A: _____	<input type="checkbox"/> Air Conditioning Performance
WIPER BLADES	CHECK TIRES AND TREAD DEPTH	CHECK BATTERY
 LF <input type="checkbox"/> RF <input type="checkbox"/> <input type="checkbox"/> Rear (if applicable) <input type="checkbox"/> Windshield condition Cracks _____ Chips _____	(Check body condition)  (Check lamps) Lowest Tread Depth: _____/32 <input type="checkbox"/> Rotation needed <input type="checkbox"/> Alignment needed <input type="checkbox"/> Rotation performed <input type="checkbox"/> Alignment performed Wear: Pattern/Damage	 <input type="checkbox"/> Battery condition <input type="checkbox"/> Battery cables and connections
<input type="checkbox"/> 8/32 or Greater <input type="checkbox"/> 7/32 to 4/32 <input type="checkbox"/> 3/32 or Less PSI@: _____ set to: _____ PSI <input type="checkbox"/> 8/32 or Greater <input type="checkbox"/> 7/32 to 4/32 <input type="checkbox"/> 3/32 or Less PSI@: _____ set to: _____ PSI <input type="checkbox"/> Rotation needed <input type="checkbox"/> Rotation performed LF <input type="checkbox"/> LR <input type="checkbox"/>	<input checked="" type="checkbox"/> 8/32 or Greater <input type="checkbox"/> 7/32 to 4/32 <input type="checkbox"/> 3/32 or Less PSI@: _____ set to: _____ PSI <input checked="" type="checkbox"/> 8/32 or Greater <input type="checkbox"/> 7/32 to 4/32 <input type="checkbox"/> 3/32 or Less PSI@: _____ set to: _____ PSI <input type="checkbox"/> Balance needed <input type="checkbox"/> Balance performed RF <input type="checkbox"/> RR <input type="checkbox"/>	

CHECK FLUID LEVELS	CHECK BRAKES/MEASURE FRONT AND REAR LININGS																																											
<table border="1"> <thead> <tr> <th>OK</th> <th>FILLED</th> <th>REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	OK	FILLED	REQUIRES ATTENTION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<table border="1"> <thead> <tr> <th>LF</th> <th>RF</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	LF	RF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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	 7 mm (9/32) or greater 6 mm (8/32) to 4 mm (5/32) 3 mm (4/32) or less 4 mm (5/32) or greater 3 mm (4/32) or less 2 mm (3/32) or less Lowest Front Lining _____ Lowest Rear Lining _____ <input checked="" type="checkbox"/> Brake system (also including lines, hoses and parking brake)																																											

ADDITIONAL CHECKS	Additional Recommended Services	FRH
<input checked="" type="checkbox"/> Inspect for visible leaks: <input checked="" type="checkbox"/> Fuel system (also including gas cap seating) <input checked="" type="checkbox"/> Engine, transmission, drive axle, transfer case <input checked="" type="checkbox"/> Engine cooling system <input checked="" type="checkbox"/> Shocks and struts - also check operation Inspect visual condition: <input checked="" type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive <input checked="" type="checkbox"/> Hoses: engine, power steering and HVAC <input checked="" type="checkbox"/> Engine air filter and cabin air filters <input checked="" type="checkbox"/> Steering components and steering linkage <input checked="" type="checkbox"/> CV drive axle boots or driveshafts and U-joints <input checked="" type="checkbox"/> Exhaust system components	1) _____ 2) _____ 3) _____ 4) _____ 5) _____ 6) _____ 7) _____ 8) _____ Service Consultant: _____ Technician: _____ No.: _____	

SIMPLIFIED MAINTENANCE		Recommended FRH: _____
Total FRH Sold: _____		

MI <input type="checkbox"/> Required <input type="checkbox"/> Performed	MII <input type="checkbox"/> Required <input type="checkbox"/> Performed
---	--

VIN: 1GNDT13S4 72 [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: KFKRNS
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	INC EVENT DT CD	AMOUNT	
INCENTIVE MEMO	13 02127	161187		11/04/06 XJC	3,184.59	
INCTV PAYMENT	13 02127	161187		11/04/06 XJC	3,184.59	
INCTV APPLICATN	13 02127	161187		11/04/06 XJC	3,184.59	
INCENTIVE MEMO	13 02127	161187		11/04/06 CCR	2,000.00	
INCTV PAYMENT	13 02127	161187		11/04/06 CCR	2,000.00	
INCTV APPLICATN	13 02127	161187		11/04/06 CCR	2,000.00	
INCENTIVE MEMO	13 02127	00031248610		10/31/06 GMS	1,407.50	
INCTV PAYMENT	13 02127	00031248610		10/31/06 GMS	1,407.50	
INCTV APPLICATN	13 02127	00031248610		10/31/06 GMS	1,407.50	
INCENTIVE MEMO	13 02127	00031248610		10/31/06 FFC	45.22	
INCTV PAYMENT	13 02127	00031248610		10/31/06 FFC	45.22	
INCTV APPLICATN	13 02127	00031248610		10/31/06 FFC	45.22	
INCENTIVE MEMO	13 02127	00031248610		10/31/06 CVN	750.00	
INCTV PAYMENT	13 02127	00031248610		10/31/06 CVN	750.00	
INCTV APPLICATN	13 02127	00031248610		10/31/06 CVN	750.00	
INCENTIVE MEMO	13 02127	00031248610		10/31/06 BRE	500.00	
INCTV PAYMENT	13 02127	00031248610		10/31/06 BRE	500.00	
INCTV APPLICATN	13 02127	00031248610		10/31/06 BRE	500.00	
DELIVERY D.O.E.	13 02127			10/30/06	0.00	
DELIVERY TO CUS	13 02127			10/28/06	0.00	
SETTLEMENT DATE	13 02127	1AD91622893		08/05/06	28,824.63	CR
EXPIRATION TRAN	13 02127	1AD91622893		08/04/06	0.00	
ORIGINAL INVOIC	13 02127	1AD91622893		07/27/06	28,824.63	
COV/NVIS DATE	13 02127	1AD91622893		07/27/06	0.00	
SHIPMENT DATE	13 02127			07/27/06	0.00	
PRODUCTION (BUI	13 02127			07/27/06	0.00	
PREFERENCE TO P	13 02127			06/06/06	0.00	
GM ORDER ACCEPT	13 02127			06/02/06	0.00	
GM ORDER ACCEPT				06/02/06	0.00	

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$5,400.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the lease, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S472 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$3,500.00, made payable to Laverne Boyton; the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 14111 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 7.21.08

[REDACTED]

Claimant's Signature

[REDACTED]

Address

Newark, N.J.

City, State, Zip Code

Claimant's Signature

Address

City, State, Zip Code

STATE OF NJ

COUNTY OF Essex

Sworn to (or affirmed) and subscribed before me this 24th day of August, 2008, by Laverne Boyton.



MICHELE MURPHY-KERWIN
NOTARY PUBLIC OF NEW JERSEY
Commission Expires 4/26/2012

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification

Type of identification Idc - B6919 44962 60542

My commission expires: 4/26/12

CC: File

LG0029
V6302006



General Motors Corporation
Business Resource Center
PO Box 33478
Detroit, MI 48232-5170

VIA FAX ONLY

May 29, 2008

Robert Silverman, Esq.
Kimmel & Silverman PC
1930 E Marlton
Cherry Hill, NJ 08003

RE:

[REDACTED]
Service Request: 71-631513688
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S472 [REDACTED]

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated May 29, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

- | | | | |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input checked="" type="checkbox"/> | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Release of lien | <input checked="" type="checkbox"/> | Buyer's agreement |

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation



Small text logo



Small text logo



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Rocky Farias State: NJ

Customer Name: ██████████ Service Request: 71-631513688 GM Legal File No.: NISM

Vehicle ID No.: 1GNDT13S472 ██████████ In Service Date: 10/28/06 Vehicle is: New BAC Code: 111211

Year, Make & Model: 2007 Chevrolet Trailblazer Vehicle Purchased Used on: n/a at
odometer 22

Lien holder: GMAC Other : {Name} DVM requests Purchase Price of
involvement?: Vehicle: \$ 30,385

Was TAC contacted for this vehicle (Y/N)? : YES **YES (Ed
Gnadinger
914055 8434)**

VEHICLE REPAIR HISTORY

Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/20/08	52573	1	12594	C/S vehicle cranks will not start / Fuel pump loss of pressure. Performed flow chart diagnosis. – Removed fuel tank and replaced fuel pump assembly.
5/23/08	52681	5	12627	C/S engine won't start / Burnt connector under fuse block assembly fuel pump circuit. Performed flow chart diagnosis. Checked fuel pump circuit. - Removed under hood fuse block assembly and checked connectors. Repaired pin #120 in connector C3. Reassembled and test drove. OK.

3 Days Rental

Axle

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
2/25/08	50291	2	11146	C/S Service 4 X 4 light coming on. / Axle switch will not change – Replace axle actuator and reprogram TCM module.

1 Day Courtesy Transportation

Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/17/07	299359	1	4375	C/S wind noise coming from left front door window / Foam out of place. Perform diagnostic testing – R&R left mirror to reposition foam insulation.

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/17/07	299359	*	4375	C/S left front speaker sound distorted, check all others. Speaker intermittent / Perform diagnostic testing – Replace left front door speaker C/S right rear tail lamp lens has moisture / Excessive moisture – Replace right tail lamp assembly
2/07/08	49835	1	10830	C/S power locks and power window not working and customer states wire burning smell from vehicle / Shorted left door module, melted. No communication left door module. Test wiring, short in system. Replace fuse and re-test. Test data line and ground. Install left front door module and program. After programming module, lost communication with 6 other modules. - Test system and called TAN. Disconnect all modules, PCM, ABS, TDM, IPC, LDM, and RDM. Test power to system for half an hour. Reconnect 2 modules. Still inoperative. Program PCM. Relearn theft system. Recheck system and road test.

HVAC

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1/31/08	49682	2	10670	C/S vehicle has no heat and fuse keeps blowing for heating system / Shorted harness due bad ground, melted. – Replace resistor harness and harness assembly. 1 Day Courtesy Transportation

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/17/07	299359	*	4375	Free first lube oil and filter service. Due first free LOF service perform first service.

THE STATE LEMON LAW READS:

Days out of service: **20 or more calendar days**

Repairs: **Same nonconformity has been subject to repair 3 or more times**

Time period : **24 months or 18,000 miles**

Does Lemon Law state nonconformity must continue to exist? **Yes**

If applicable, safety-related repairs **NA**

Safety-related time period

Number of repair attempts in the presumption period:

Total days out of service during the presumption period:

Total days out of service during customer's ownership:

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to DVM Ed Gnadinger 914055 8434, cell no. 732-865-0892, reviewing history of repairs, 4 repairs at Multi Chevrolet. No heat concern, concern with 4 X 4 and no start (pin found burnt in fuse box). DVM states he is willing to offer 24/24 Smart Care. Customer already has 48/48 GMPP Major Guard. CRS advised that once Multi Chevrolet's documents are received and decision is made by negotiator there may be consideration of possible Goodwill. DVM asked to be kept advised.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

**PLAINTIFF'S FINAL
DEMAND:**

DATE:

AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
--

TEAM MANAGER APPROVING:

Date:

2007 TRAILBLAZER LS 4WD /L6G CHEVROLET MOTOR DIVISION
 16U GRAYSTONE METALLIC GENERAL MOTORS CORPORATION
 28H LIGHT GRAY 100 RENAISSANCE CENTER
 ORDER NO. KFKRNS/TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1GN DT13 S4 72 VEHICLE INVOICE 1AD91622893
 *****13*02127S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	26925.00	25174.88	INVOICE 07/27/06
C5N GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 07/27/06
DT4 ASHTRAY AND LIGHTER	30.00	24.90	EXP I/T 08/04/06
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 08/04/06
LL8 ENGINE, VORTEC 4.2L SFI I6	N/C	N/C	PRC EFF 07/27/06
M30 TRANSMISSION, 4 SPD AUTOMATIC	N/C	N/C	KEYS S714D S714D
NE1 50-STATE EMISSIONS	N/C	N/C	WFP-F QTR OPT-1
PCR SUN, SOUND, ENTERTAINMENT PKG:	2040.00	1693.20	BANK: GMAC - 020
* POWER SUNROOF			CHG-TO 02-127
* AUDIO SYSTEM-BOSE PREM. SOUND			
* XM SATELLITE RADIO - SERVICE			SHIP WT: 4552
FEE EXTRA. 1ST 3 MONTHS INCL.			HP: 32.1
* AM/FM STEREO W/6 DISC			GVWR: 5750
CD PLAYER, AUTOTONE CONTROL,			GAWR.FT: 2950
RADIO DATA SYSTEM			GAWR.RR: 3200
(REPLACES STD/OPT PKG RADIO)			GMS: 27417.13
* OVERHEAD CONSOLE			SUPPLR: 28647.53
PDC PWR SEAT ADJUST-DRIVER, 8 WAY	300.00	249.00	MRM: 31235.00
QTR WOL ON/OFF ROAD TIRES	140.00	116.20	NTR: 1/2
RYJ CARGO SHADE	70.00	58.10	DAN: SBPCR
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	MEMO 1407.50
R6M NEW JERSEY COST SURCHARGE	0.00	60.00	
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	
1SB LS PREFERRED EQUIPMENT GROUP 2:	995.00	825.85	
* POWER DUAL OUTSIDE MIRRORS			
* FLOOR MATS, FRONT/REAR			
* REAR WINDOW DEFROSTER			
* GLASS, DEEP TINTED			
* BODY SIDE MOLDING, BODY COLOR			
* LUGGAGE RACK CROSS BARS			
* WIRE HARNESS, TRAILER			
* REMOTE KEYLESS ENTRY			
* THEFT DETERRENT SYSTEM			
1SZ PREFERRED EQUIPMENT SAVINGS	850.00-	705.50-	

TOTAL MODEL & OPTIONS	29650.00	27496.63	ACT 237 27342.13
DESTINATION CHARGE	735.00	735.00	H/B 261 889.50
LAM DEALER CONTRIBUTION		296.50	ADV 261 296.50
LAM GROUP CONTRIBUTION		296.50	EXP 65A 296.50

TOTAL 30385.00 28824.63 PAY 310 28824.63
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 27531.25

 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.

HAWTHORNE CHEVROLET
 REMIT TO GMAC NO. 020
 VIN 1GN DT13 S4 72
 \$ 28824.63 INV 1AD91622893
 DUE 08/04/06 DEALER 02-127

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Rocky Farias State: NJ

Customer's name: [REDACTED] Service Request: 71-631513688 GM Legal File No.: N/A

Vehicle ID No.: 1GNDT13S472 [REDACTED] In Service Date: 10/28/06 Vehicle is: New BAC Code: 111211

Year, Make & Model: 2007 Chevrolet Trailblazer Vehicle Purchased Used on: N/A at
odometer N/A

Lien holder: GMAC Other : {Name} DVM requests Purchase Price of
involvement?: Vehicle: \$29847

Was TAC contacted for this vehicle (Y/N)? : YES **YES (Ed
Gnadinger
914055 8434)**

VEHICLE REPAIR HISTORY

Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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2/25/08	50291	2	11146	C/S Service 4 X 4 light coming on. / Axle switch will not change – Replace axle actuator and reprogram TCM module. 1 Day Courtesy Transportation

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HVAC

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1/31/08	49682	2	10670	C/S vehicle has no heat and fuse keeps blowing for heating system / Shorted harness due bad ground, melted. – Replace resistor harness and harness assembly. 1 Day Courtesy Transportation

Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
4/17/07	299359	*	4375	Free first lube oil and filter service. Due first free LOF service perform first service.

THE STATE LEMON LAW READS:

Days out of service: **20 or more calendar days**
Repairs: **Same nonconformity has been subject to repair 3 or more times**
Time period : **24 months or 18,000 miles**
Does Lemon Law state nonconformity must continue to exist? **Yes**
If applicable, safety-related repairs **NA**
Safety-related time period

Number of repair attempts in the presumption period: 6
Total days out of service during the presumption period: 12
Total days out of service during customer's ownership: 12

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

CRS spoke to DVM Ed Gnadinger 914055 8434, cell no. 732-865-0892, reviewing history of repairs, 4 repairs at Multi Chevrolet. No heat concern, concern with 4 X 4 and no start (pin found burnt in fuse box). DVM states he is willing to offer 24/24 Smart Care. Customer already has 48/48 GMPP Major Guard. CRS advised that once Multi Chevrolet's documents are received and decision is made by negotiator there may be consideration of possible Goodwill. DVM asked to be kept advised.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: N/A
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

Recommend \$1800 - \$3500 to the customer & \$1900 attorney fees due to replaced fuel pump assembly, replaced axle actuator, replaced resistor harness & harness assembly & power locks & windows repairs

RATIONALE

due to replaced fuel pump assembly, replaced axle actuator, replaced resistor harness & harness assembly & power locks & windows repairs

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

PLAINTIFF'S FINAL DEMAND:

DATE:

AMOUNT TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
--

TEAM MANAGER APPROVING:

Date:



Monica Baeza/Austin/GM1
08/09/2008 09:45 AM

To rsilverman@lemonlaw.com
cc
bcc
Subject Follow ups or release or W-9 for settlement

Mr. Silverman,

I am following up on the following cases. Please provide status.

John Birkmire (PA) 2007 Uplander- need release and W-9
Laverene Boynton (NJ) 2007 Trailblazer -need release and W-9
Paul Conroy (PA) 2006 CTS-need release and W-9
John Fraser (PA) 2004 SRX - need release and W-9
Debra Gugliotta (NJ) 2007 Trailblazer-need release and W-9
James Jones (PA) 2007 Silverado-need release and W-9
Anthony Mulea(NJ) 2007 Acadia-need release and W-9
Steven Panella (NJ) 2006 GTO- status of offer sent on 6/19/08

Thanks,
Monica Baeza
GM BRC Legal
1-866-790-5600 x 11325
1-866-233-2952

VIN: 1GNDT13S4 72 [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: KFKRNS

ODATE: 06/02/06 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 02127
DDATE: 10/28/06 DLVY FAN: DTYPE: 032 SRVC TYPE: MILEAGE:

DLVY DOE: 10/30/06 ORDER BY:

CANC:

CANC DOE:

TRADE: DLVY TO: LB BOYNTON
TRD DOE: 416 SO 7TH ST

SRVC IN: NEWARK NJ 07103

SRVC OUT: CANC SRVC IN:

BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BRE	01	13 02127	00031248610	10/31/06	500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00031248610 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	13 02127	161187	11/04/06	2,000.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 161187 AUTH PUR CD:
MISC DATE: 10/28/06 MISC: 0000008982 A2
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CVN	01	13 02127	00031248610	10/31/06	750.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00031248610 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 02127	00031248610	10/31/06	45.22	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00031248610 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 1GNDT13S4 72 [REDACTED] SELLG SCE: 13 MDL YR: 07 ORD NO: KFKRNS

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GMS	01	13 02127	00031248610	10/31/06	1,407.50	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
 DATA SCE: DLR INC MEMO NO: 00031248610 AUTH PUR CD: 515710403
 MISC DATE: MISC:
 POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XJC	01	13 02127	161187	11/04/06	3,184.59	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
 DATA SCE: GMAC INC MEMO NO: 161187 AUTH PUR CD:
 MISC DATE: 10/28/06 MISC: 0000008982MEA0
 POLICY PYMT CMNT: ACTV TYPE: 6



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

VIA FAX ONLY

May 29, 2008

Pete Candito
Multi Chevrolet, Inc.
PO Box 367
Union, NJ 07083-0367

RE: [REDACTED]
Service Request: 71-631513688
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S472 [REDACTED]
Customer Relationship Specialist: Valentin Rocky Farias

Dear Mr. Candito:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**
- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-363-8691. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 extension 11287 or fax 866-363-8691 Monday through Friday between 6:00 a.m. and 4:30 p.m., Eastern Time.

Sincerely,
Valentin Rocky Farias
General Motors Corporation



GMC



HUMMER



Multi Chevy

Fax

To: Rocks / Faras From: Joanne - Service
Fax: 866-363-8691 Date: 6-05-08
Phone: _____ Pages: 15
Re: Service Request CC: _____
71-631513688
 Urgent For Review Please Comment Please Reply Please Recycle

Comments:

RO 52754 5/28/08

Nothing Done because there
was RO already open

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTWS52681

CTWS52681

CUSTOMER NO. 54436	ADVISOR MICHAEL BARBOSA	480	TAG NO. 431	INVOICE DATE 06/02/08	INVOICE NO. CTWS52681
	LABOR RATE		MILEAGE 12,627	COLOR SILVER/SILV	STOCK NO.
IRVINGTON, NJ	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 05/23/08	
	BUSINESS PHONE		COMMENTS		MO: 12629

JOB# 1 CHARGES-----

LABOR-----

J# 1 10CVZ08 WONT START HOURS: 1.00 TECH(S):040 101.15

CUSTOMER STATES ENGINE WONT START
 BURNT CONNECTOR UNDER FUSE BLOCK ASSEMBLY.FUEL PUMP
 CIRCUIT
 PERFORMED FLOW CHART DIAGNOSIS.CHECKED FUEL PUMP CIRCUIT
 REMOVED UNDER HOOD FUSE BLOCK ASSEMBLY AND CHECKED
 CONNECTORS.REPAIRED PIN #120 IN CONNECTOR C3.REASSEMBLED
 AND TEST DROVE,OK

JOB# 1 TOTALS-----

LABOR 101.15

JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL 101.15

JOB# 2 CHARGES-----

LABOR-----

J# 2+70CVZ03 RENTAL HOURS: TECH(S):451 0.00

CUSTOMER REQUESTS RENTAL VEHICLE
 ADDED OPERATION
 COURTESY TRANSPORTATION
 PROVIDED RENTAL VEHICLE
 3 DAYS RENTAL

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----

14578 05/29/08 3 DAYS RENTAL 126.00

TOTAL - SUBLET 126.00

JOB# 2 TOTALS-----

SUBLET 126.00

JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL 126.00

R/O TAX 0.00

R/O TOTALS 227.15

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL....
	227.15
CLAIM TOTALS	227.15

APPROVED BY SIGNATURE

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTWS52681

CTWS52681

CUSTOMER NO. 54436	ADVISOR MICHAEL BARBOSA	TAG NO. 480 431	INVOICE DATE 06/02/08	INVOICE NO. CTWS52681
IRVINGTON, NJ	LABOR RATE	LICENSE NO.	MILEAGE 12,627	COLOR SILVER/SILV
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 05/23/08	
BUSINESS PHONE	COMMENTS			MO: 12629

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.086

06/02/2008

WARRANTY NEW CLAIM

1452

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
052681	05/23/2008	1GNDT13S472	3	02245	12627	

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: [REDACTED]
 LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		PN				6N	N6606	.5	.5		101.15
LN-TOT:					101.15			TECH SSN: [REDACTED]				
								AUTH CODE: BE				AUTH. AUTHOR.: 0090

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		MJ				98	Z7903			126.00	
LN-TOT:					126.00			TECH SSN: [REDACTED]				
								AUTH CODE: G				AUTH. AUTHOR.: 0090

COMMENTS: 261WB55K689 [REDACTED]

R.O. TOTAL: 227.15

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTIS52681

CTIS52681

CUSTOMER NO. 54436	ADVISOR MICHAEL BARBOSA	TAX NO. 480 431	INVOICE DATE 06/02/08	INVOICE NO. CTIS52681
IRVINGTON, NJ	LABOR RATE	MILEAGE 12,627	COLOR SILVER/SILV	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO	DELIVERY DATE	DELIVERY MILE	
	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 05/23/08	
BUSINESS PHONE	COMMENTS			MO: 12629

JOB# 2 CHARGES.....			
SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----			
14578	05/29/08	1 DAY RENTAL	42.00
		TOTAL - SUBLET	42.00
JOB# 2 TOTALS.....			
		SUBLET	42.00
		JOB# 2 JOURNAL PREFIX CTIS JOB# 2 TOTAL	42.00
TOTALS.....			
CONTROL#	ACCOUNT NUMBER	AMOUNT..	
		TOTAL LABOR....	0.00
		TOTAL PARTS....	0.00
		TOTAL SUBLET...	42.00
		TOTAL G.O.G....	0.00
		TOTAL MISC.CHG.	0.00
		TOTAL MISC.DISC	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	42.00

APPROVED BY SIGNATURE



PURCHASE ORDER TO

1035

ENTERPRISE RENT A CAR
 455 RTE 22 EAST
 SPRINGFIELD NJ 07081

SHIP TO

MULTI CHEVROLET
 2675 ROUTE 22 WEST
 UNION NJ 07083

NUMBER

14578

WRITTEN BY

PETER V CIFARELLI

DEPARTMENT

SERVICE

DATE

05/29/08

P. O. AMOUNT

168.00

BILL TO

MULTI CHEVROLET
 2675 ROUTE 22 WEST
 UNION NJ 07083

TAX EXEMPT #

NOF

QTY.	DESCRIPTION	PRICE	AMOUNT
	52681 3 DAYS RENTAL	126.00	
	52681 1 DAY RENTAL	42.00	

ACCT.	AMOUNT	CONTROL NUMBER	ACCT.	AMOUNT	CONTROL NUMBER
246	168.00	52681			

SIGNATURE

IN 03:38PM 5/27/08
OUT 04:36PM 5/23/08

ELRAC, INC
455 ROUTE 22 EAST 973-564-7877
SPRINGFIELD NJ 07081-3541 24EM
RENTAL TYPE D SOURCE 243008 - 029

RENTAL AGREEMENT
D696987
PAGE 1 OF 1

24-HOUR DAY

UNIT 1
UNIT # NY3CF4
LIC# KCF5EM
MODEL IMPA
COLOR SILVER
IN 18000
OUT 17980
V# 2GLWB55K689

RENTER
[REDACTED]
NEWARK NJ [REDACTED]
LOCAL:
(H) [REDACTED] (W) [REDACTED]

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE
150 MI FREE/DA

4 DAYS @ 42.00 168.00

DR. LICENSE [REDACTED]
STATE NJ EXPIRE 3/31/10
DOB [REDACTED] HT WT
EYES HAIR
S.S.#
EMPLOYER
UPS

BILL TO Y CUST # 243008
MULTI-CHEVROLET-EM
ATTN: MIKE**
2675 RT 22 WEST
UNION NJ
908-686-2800 07083

*Ps. # 14578
Ro. # 52681*

DSF 20.00

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES X NO

52681
INSURED

STATES NJ ONLY
CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 188.00
DEPOSITS 250.00
REFUND 230.00-

LOSS DATE
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD. BY TYPE DATE AUTH
250.00 VISA SALE 5/23/08 421906
230.00-VISA RFND 5/28/08

TYPE CAR
CHEVROLET

BILL TO CUST 243008 168.00

SHOP MULTI-CHEVRO
PHONE 908-686-2800
NAME MIKE**

CLOSED TICKET PAYMENT INFO
CLOSED TICKET PAYMENT INFO

OPENED BY #891DV JENNIFER L VETT
CLOSED BY #9311N BRIAN G ECKERT

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTCS52681

CTCS52681

CUSTOMER NO. 54436	ADVISOR MICHAEL BARBOSA	480	TAG NO. 431	INVOICE DATE 05/27/08	INVOICE NO. CTCS52681
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 12,627	COLOR SILVER/SILV	STOCK NO.
IRVINGTON, NJ	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D T 1 3 5 4 7 2			SELLING DEALER NO.	PRODUCTION DATE
	P.T.S. NO.		P.O. NO.	B.I.S. DATE 05/23/08	
BUSINESS PHONE	COMMENTS				MO: 12629

TOTALS-----	
*****	TOTAL LABOR.... 0.00
*	TOTAL PARTS.... 0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET... 0.00
*	TOTAL G.O.G.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG. 0.00
*	TOTAL MISC DISC 0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX..... 0.00
*	
*****	TOTAL INVOICE \$ 0.00

THANK YOU FOR ALLOWING US THE PRIVILEGE OF SERVICING YOUR VEHICLE. YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS IF YOU CAN'T GIVE US A "COMPLETELY SATISFIED" ON EACH QUESTION AND ANSWER FIRST (1) VISIT FOR THIS REPAIR: PLEASE CALL PETE CANDITO AT 908-686-2800. ANYTHING LESS THAN 100% IS A ZERO

[REDACTED SIGNATURE]

CUSTOMER SIGNATURE ***** **D U P L I C A T E I N V O I C E** *****

MULTI CHEVROLET, INC.
2675 Route 22 West
UNION, NJ 07083
(908) 686-2800

CTCS52681

CTCS52681

CUSTOMER NO. 54436	ADVISOR MICHAEL BARBOSA	480	TAG NO. 431	INVOICE DATE 05/27/08	INVOICE NO. CTCS52681
	LABOR RATE		MILEAGE 12,627	COLOR SILVER/SILV	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO			DELIVERY DATE	DELIVERY MILES
IRVINGTON, NJ	VEHICLE I.D. NO. 1 G N D T 1 3 S 4 7 2			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. NO.	R.O. DATE 05/23/08	
	BUSINESS PHONE	COMMENTS			MO: 12629

JOB# 1 CHARGES-----

LABOR-----

J# 1 10CVZ08 WONT START TECH(S):040 WARRANTY

CUSTOMER STATES ENGINE WONT START
 BURNT CONNECTOR UNDER FUSE BLOCK ASSEMBLY.FUEL PUMP
 CIRCUIT
 PERFORMED FLOW CHART DIAGNOSIS.CHECKED FUEL PUMP CIRCUIT
 REMOVED UNDER HOOD FUSE BLOCK ASSEMBLY AND CHECKED
 CONNECTORS.REPAIRED PJN #120 IN CONNECTOR C3.REASSEMBLED
 AND TEST DROVE.OK

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2+70CVZ03 RENTAL TECH(S):451 WARRANTY

CUSTOMER REQUESTS RENTAL VEHICLE
 ADDED OPERATION
 COURTESY TRANSPORTATION
 PROVIDED RENTAL VEHICLE
 3 DAYS RENTAL

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----

14578		05/29/08	3 DAYS RENTAL.		
14578		05/29/08	1 DAY RENTAL		
					TOTAL - SUBLET

WARRANTY INTERNAL 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

ESTIMATE-----

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

Repair Multi Review

"The Multi-Value Chevy Dealer"
CHEVROLET 2875 ROUTE 22 WEST, UNION, N.J. 07083
 TEL. (908) 686-2800

40

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	43.50	01CVZ024	24000 MILE SERVICE	MI	195.50
01CVZ048	48000 MILE SERVICE	MI	195.50	01CVZ096	96000 MILE SERVICE	MI	195.50
01CVZ072	72000 MILE SERVICE	MI	195.50	01CVZ012T	12000 MILE SERVICE	MI	43.50
01CVT096T	12000 MILE SERVICE	MI	0.00	01CVZ48	48000 MILE SERVICE	MI	244.88
01CVZ72	48000 MILE SERVICE	MI	244.88				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/20/08	52573	12596	480	040	W	50CVZ05	*CHECK STARTING SYS
02/25/08	50291	11150	178	039	W	47CVZ	AXLE/DIFFERENTIAL
02/07/08	49835	10830	178	039	W	70CVZ03	RENTAL
01/31/08	49682	10670	178	017	W	51CVZ	BODY ELECTRICAL
				017	W	00CVZ	RECOMMENDED MAINT
				017	W	20CVZ01	HEATING CONCERN

SALESPERSON NO. _____

S E R V I C E

STATE REG# 2

VEHICLE I.D. NO. 1GNDD13S472		YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO		PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 52681
CUSTOMER NO. 54436		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 05/23/08
COLOR SILVER/SILVER		CONTRACT NO. 12627		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 493	
TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE IN	ADVISOR NO.	ADVISOR MICHAEL BARBOSA
	CVZZ			A	12,600	480	
BUSINESS PHONE		I hereby waive my right to receive a written estimate of the price to complete the requested repairs.					
TIME RECEIVED 03:50pm	DATE/TIME PROMISED 05/23/08 06:00pm	PRIORITY	I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for each repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repairs; that you are responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or any other cause beyond your control; that you expressly acknowledge in hereby acknowledging on the above vehicle to secure the amount of repair therefor; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.				
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE						

JOB # _____

TECH # **201**

MILES IN **12629** MILES OUT **12629**

PARKING SPACE _____

PROCEED WITH REPAIRS ON A "NOT TO EXCEED" BASIS \$ _____

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.

2) DATE _____ TIME _____ AMT \$ _____
 AUTHORIZED BY _____

3) DATE _____ TIME _____ AMT \$ _____
 AUTHORIZED BY _____

ACKNOWLEDGEMENT
 I UNDERSTAND MY RIGHT TO HAVE INSPECTION REPAIRS AND ADJUSTMENTS DONE ELSEWHERE AND HEREBY CHOOSE TO HAVE SUCH REPAIRS PERFORMED AT THIS FACILITY.

CUSTOMER'S SIGNATURE _____ DATE _____

NEW JERSEY DIVISION OF MOTOR VEHICLE INSPECTION CENTER

ERF# 001670

QUALITY CONTROL BY/DATE _____ MILEAGE OUT _____ PARKING SPACE _____

DAMAGE REPORT _____

52681

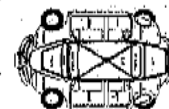
W 10CVZ08 **WONT START** **11/6/06 .5 .5**

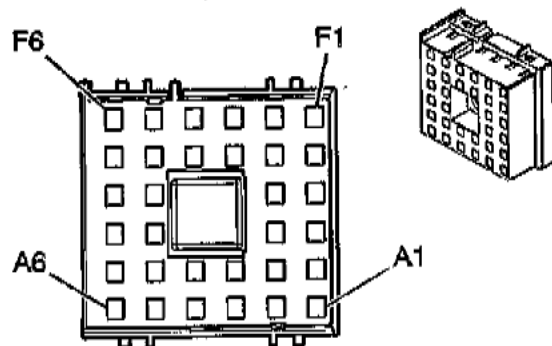
CUSTOMER STATES ENGINE WONT START

As per operator - Rental

Glenns

103/11430





Connector Part Information

- OEM: 15319892
- Service: 15319892
- Description: 32-Way F Metri-Pack 280 Series (NA)

Terminal Part Information

- Pins: A2, D6, E4, F1
- Terminal/Tray: 12110844/4
- Core/Insulation Crimp: E/A
- Release Tool/Test Probe: 15315247/J-35616-4A (PU)

- Pins: A3
- Terminal/Tray: 15324340/19
- Core/Insulation Crimp: F/G
- Release Tool/Test Probe: 12094430/J-35616-4A (PU)

- Pins: A5, B5, C6, D5, E3, F2, F4
- Terminal/Tray: 12110844/4
- Core/Insulation Crimp: E/C
- Release Tool/Test Probe: 15315247/J-35616-4A (PU)

- Pins: B4, D2, F3, F6
- Terminal/Tray: 12110844/4
- Core/Insulation Crimp: C/A
- Release Tool/Test Probe: 15315247/J-35616-4A (PU)

- Pins: E5
- Terminal/Tray: 12110842/4
- Core/Insulation Crimp: A/B
- Release Tool/Test Probe: 15315247/J-35616-4A (PU)

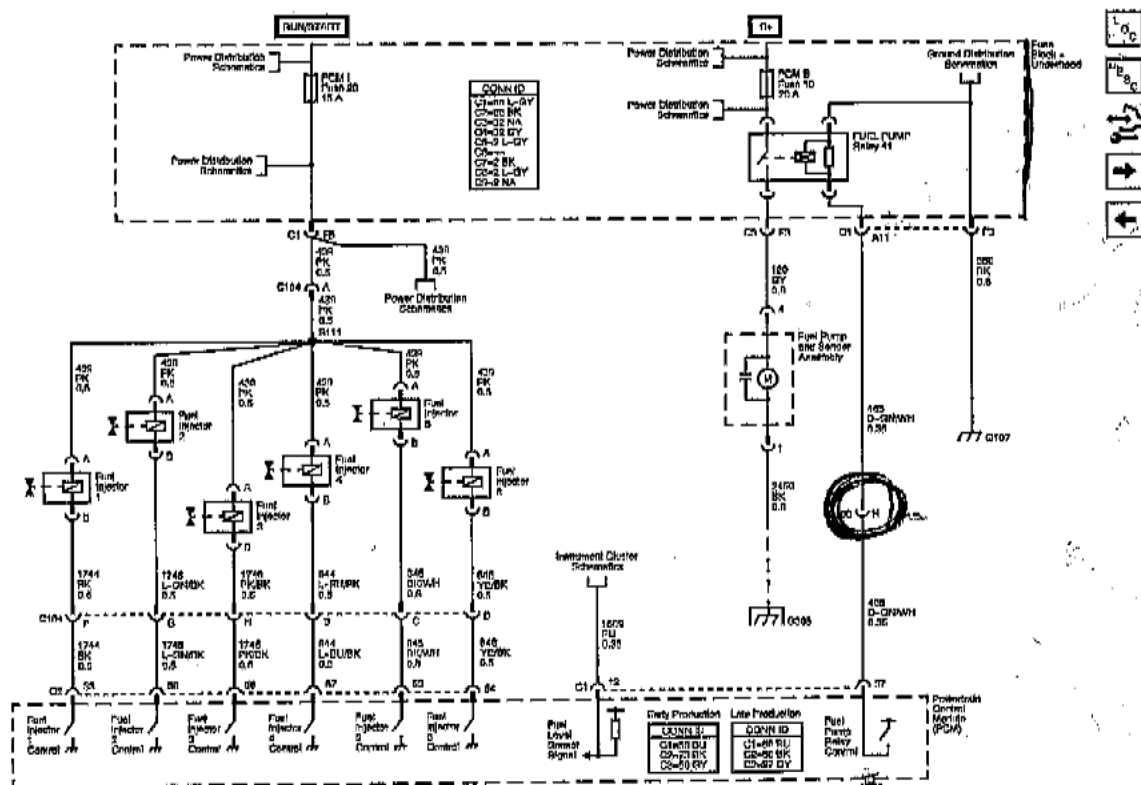
Fuse Block - Underhood C3

Pin	Wire Color	Circuit No.	Function
A1	--	--	Not Used
A2	PK	739	Ignition 1 Voltage (4.2L w/K18)



	PK	739	Ignition 1 Voltage (Late Production w/BAE)
A3	OG	2840	Battery Positive Voltage (G67)
A4	--	--	Not Used
A5	PK	239	Battery Positive Voltage (Early Production w/4.2L)
	PK	239	Battery Positive Voltage (Early Production w/4.2L/BAE)
	OG	540	Battery Positive Voltage (Late Production w/4.2L)
A6	--	--	Not Used
B1-B3	--	--	Not Used
B4	L-GN	1624	Trailer Backup Lamps Supply Voltage (UY7)
B5	BN	441	Ignition 3 Voltage
B6	--	--	Not Used
C1-C2	--	--	Not Used
C5	--	--	Not Used
C6	OG	540	Battery Positive Voltage (5.3L)
D1	--	--	Not Used
D2	YE	1618	Trailer Left Rear Turn/Stop Lamp Supply Voltage (UY7)
D5	TN/BK	464	Delivered Torque Signal
D6	BK/WH	1695	Axle Switch Signal (NP8)
E1-E2	--	--	Not Used
E3	PU	420	TCC Brake Switch Signal
E4	BN	241	Ignition 3 Voltage (NP8)
	BN	241	Ignition 3 Voltage (G67)
E5	OG	1640	Battery Positive Voltage (NP8)
E6	--	--	Not Used
F1	BK	350	Ground
	BK	350	Ground (NP8)
F2	OG/BK	463	Requested Torque Signal
F3	GY	120	Fuel Pump Supply Voltage
F4	WH	1310	EVAP Canister Vent Solenoid Control
F5	--	--	Not Used
F6	D-GN	1619	Trailer R

Fuel Controls - Fuel Pump and Fuel Injectors



A	PK	839	Ignition 1 Voltage	A	PK	839	Ignition 1 Voltage
B	RD/BK	380	A/C Refrigerant Pressure Sensor Signal	B	RD/BK	380	A/C Refrigerant Pressure Sensor Signal
C	GY	597	5-Volt Reference	C	GY	597	5-Volt Reference
D	PK	439	Ignition 1 Voltage	D	PK	439	Ignition 1 Voltage
E	BK	2751	Low Reference	E	BK	2751	Low Reference
F	GY	2700	5-Volt Reference	F	GY	2700	5-Volt Reference
G	L-GN	2278	A/C Compressor Status Signal	G	L-GN	2278	A/C Compressor Status Signal
H	D-GN/WH	465	Fuel Pump Relay Control	H	D-GN/WH	465	Fuel Pump Relay Control
J	GY	2365	Low Reference	J	GY	2365	Low Reference
K	WH	1310	EVAP Canister Vent Solenoid Control	K	WH	1310	EVAP Canister Vent Solenoid Control
L	WH	1038	Class 2 Serial Data	L	WH	1038	Class 2 Serial Data
M	--	--	Not Used	M	--	--	Not Used

TIRE TREAD DEPTH	LADOR OF CODE	GREEN/YELLOW/RED
8/32" or greater	TIRE8	Green
7/32"	TIRE7	Yellow
6/32"	TIRE6	Yellow
5/32"	TIRE5	Yellow
4/32"	TIRE4	Yellow
3/32" or less	TIRE3	Red

* If tires are replaced this visit, measure and record the new parts readings.

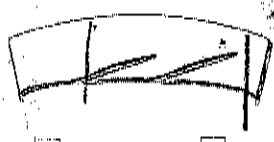
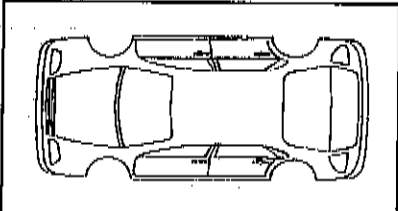

BRAKE LINING MEASUREMENT	LABOR OP CODE	Brake Gauge to backing plate - FRONT PADS	Brake Gauge to backing plate - REAR PADS	Tire Gauge to rivets or backing plate - REAR SHOES
7mm or greater	BK7	Green	Green	Green
6mm	BK6	Yellow	Green	Green
5mm	BK5	Yellow	Green	Green
4mm	BK4	Yellow	Green	Green
3mm or less	BK3	Red	Yellow	Yellow
2mm or less	BK2	Red	Red	Red
1mm or less	BK1	Red	Red	Red

** Since front pads wear faster, only enter rears as lowest readings if they measure yellow or red.

Name: _____ Year/Model: _____ Date: 5/23/08

Repair Order #: 52681 VIN (last 8 digits): _____ Odometer: 12677 MI: _____ MII: _____

Checked and OK May Require Attention Soon Requires Immediate Attention

INTERIOR			
<input type="checkbox"/> OnStar Subscription activated	<input type="checkbox"/> Remaining engine oil life: _____ % Reset: _____ N/A: _____		<input type="checkbox"/> Air Conditioning Performance
WIPER BLADES	CHECK TIRES AND TREAD DEPTH	CHECK BATTERY	
 <input type="checkbox"/> LF <input type="checkbox"/> RF	(Check body condition)  (Check lamps) Lowest Tread Depth: _____/32	 Battery condition Battery cables and connections	
<input type="checkbox"/> Rear (if applicable) <input type="checkbox"/> Windshield condition Cracks _____ Chips _____	<input type="checkbox"/> Rotation needed <input type="checkbox"/> Rotation performed <input type="checkbox"/> Alignment needed <input type="checkbox"/> Alignment performed Wear Pattern/Damage	<input type="checkbox"/> Balance needed <input type="checkbox"/> Balance performed <input type="checkbox"/> RF <input type="checkbox"/> RR	

CHECK FLUID LEVELS	CHECK BRAKES/MEASURE FRONT AND REAR LININGS																																							
<table border="1"> <thead> <tr> <th>OK</th> <th>FILLED</th> <th>REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Engine oil</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Brake fluid reservoir</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Transmission (If equipped w/dipstick)</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Coolant recovery reservoir</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Power steering</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Windshield washer</td> </tr> </tbody> </table>	OK	FILLED	REQUIRES ATTENTION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Engine oil	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Brake fluid reservoir	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Transmission (If equipped w/dipstick)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Coolant recovery reservoir	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Power steering	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Windshield washer	<table border="1"> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>7 mm (9/32) or greater</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>6 mm (8/32) to 4 mm (5/32)</td> <td><input type="checkbox"/> RF</td> </tr> <tr> <td><input type="checkbox"/></td> <td>3 mm (4/32) or less</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>4 mm (5/32) or greater</td> <td><input type="checkbox"/> RR</td> </tr> <tr> <td><input type="checkbox"/></td> <td>3 mm (4/32)</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/></td> <td>2 mm (3/32) or less</td> <td><input type="checkbox"/></td> </tr> </tbody> </table> Lowest Front Lining _____ Lowest Rear Lining _____ <input type="checkbox"/> Brake system (also including lines, hoses and parking brake)	<input checked="" type="checkbox"/>	7 mm (9/32) or greater	<input type="checkbox"/>	<input type="checkbox"/>	6 mm (8/32) to 4 mm (5/32)	<input type="checkbox"/> RF	<input type="checkbox"/>	3 mm (4/32) or less	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4 mm (5/32) or greater	<input type="checkbox"/> RR	<input type="checkbox"/>	3 mm (4/32)	<input type="checkbox"/>	<input type="checkbox"/>	2 mm (3/32) or less	<input type="checkbox"/>
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ADDITIONAL CHECKS	Additional Recommended Services	FRH
<input checked="" type="checkbox"/> Inspect for visible leaks: <input type="checkbox"/> Fuel system (also including gas cap seating) <input checked="" type="checkbox"/> Engine, transmission, drive axle, transfer case <input checked="" type="checkbox"/> Engine cooling system <input checked="" type="checkbox"/> Shocks and struts—also check operation. <input checked="" type="checkbox"/> Inspect visual condition: <input type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive <input checked="" type="checkbox"/> Hoses: engine, power steering and HVAC <input checked="" type="checkbox"/> Engine air filter and cabin air filters <input checked="" type="checkbox"/> Steering components and steering linkage <input checked="" type="checkbox"/> CV drive axle boots or driveshafts and U-joints <input checked="" type="checkbox"/> Exhaust system components	1) _____ 2) _____ 3) _____ 4) _____ 5) _____ 6) _____ 7) _____ 8) _____ Service Consultant: _____ Technician: <u>201</u> No.: _____	

SIMPLIFIED MAINTENANCE			
MI	<input type="checkbox"/> Required	<input type="checkbox"/> Performed	Recommended FRH: _____
MII	<input type="checkbox"/> Required	<input type="checkbox"/> Performed	Total FRH Sold: _____

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/23/08	52681	12627	480	201	W	10CVZ08	WONT START
05/20/08	52573	12596	480	605	W	70CVZ03	RENTAL
02/25/08	50291	11150	178	040	W	50CVZ05	*CHECK STARTING SYS
02/07/08	49835	10830	178	039	W	47CVZ	AXLE/DIFFERENTIAL
				017	W	70CVZ03	RENTAL
						51CVZ	BODY ELECTRICAL

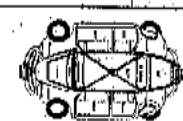
SALESPERSON NO. _____

S E R V I C E

STATE REG# 2

VEHICLE ID NO. 1GNDT13S472	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO	PRODUCTION DATE	STOCK NO.	R.O. NO. 52754
CUSTOMER NO. 54436	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	B.S. DATE 05/28/08
IRVINGTON, NJ	COLOR SILVER/SILVER	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
TURBO CVZZ	AIR COND.	P.S.	TRANS A	MILEAGE IN 12635
REPAIRS	ADVISOR NO. 480	ADVISOR MICHAEL BARBOSA	ADVISOR	
TIME RECEIVED 09:21am	DATE/TIME PROMISED 05/23/08 06:00pm	PRIORITY	LABOR RATE	

APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	LABOR RATE	TECH #
JOB	TECH #	MILES IN
		MILES OUT
		PARKING SPACE
		<input type="checkbox"/> PROCEED WITH REPAIRS ON A "NOT TO EXCEED" BASIS \$ _____
		<input checked="" type="checkbox"/> I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS.
		2) DATE _____ TIME _____ AMT \$ _____
		AUTHORIZED BY _____
		3) DATE _____ TIME _____ AMT \$ _____
		AUTHORIZED BY _____
		ACKNOWLEDGEMENT
		I UNDERSTAND MY RIGHT TO HAVE INSPECTION REPAIRS AND ADJUSTMENTS DONE ELSEWHERE, AND HEREBY CHOOSE TO HAVE SUCH REPAIRS PERFORMED AT THIS FACILITY.
		CUSTOMER'S SIGNATURE _____ DATE _____
		NEW JERSEY DIVISION OF MOTOR VEHICLE INSPECTION CENTER
		ERF# 001670
		QUALITY CONTROL BY/DATE
		MILEAGE OUT
		PARKING SPACE
		DAMAGE REPORT



52754

REPAIR ORDER BY/DATE: 5/23/08 9:21am



KIMMEL & SILVERMAN

—P.C.—

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlon Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

ROBERT M. SILVERMAN¹
CRAIG THOR KIMMEL²

¹ Member, PA Bar
² Member, NJ Bar
³ Member, DE Bar
⁴ Member, NY Bar
⁵ Member, MA Bar
⁶ Member, MD Bar
⁷ Member, OH Bar
⁸ Member, DC Bar
⁹ Member, AZ Bar
¹⁰ Member, CO Bar
¹¹ Member, VT Bar
¹² Member, MI Bar
¹³ Member, RI Bar
¹⁴ Member, NH Bar

JACQUELINE C. HERRITT¹⁵
ROBERT A. RAPEIN¹⁶
HY DAVID RUBENSTEIN¹⁷
BARRY R. WINDISERMAN¹⁸
MELISSA K. FEALA¹⁹
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CHRISTOPHER L. HOLLIDAY²⁵
AMY L. BENNECOWY²⁶
CHRISTINA GILL ROSEMAN²⁷
RICHARD A. SCHOLER²⁸

Of Counsel:
RONNA LUCAS²⁹

July 16, 2008

VIA TELEFAX ONLY (866-398-3253)

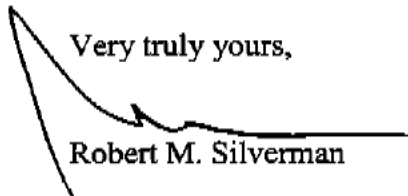
Grace Moody, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [REDACTED] v. GM

Dear Ms. Moody:

Please be advised that our client hereby accepts GM's most gracious offer to settle her claims against GM for \$3,500.00. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,900.00. The car has about 14000 on the odometer and attached is the Registration. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,


Robert M. Silverman



LEASED VEHICLE REGISTRATION

PLATE NO: VFZ11S GOOD THRU: 10/2010
 VIN: 1GNDT13S472
 CHE 2007 WAGON GY TRA WC: 8
 VAULT PASSENGER 08
 EAST HANOVER NJ CC:94000 00000 79360
 EQ:8 FEE: 283.00 INITIAL PT:PA
 HC GD20063111152

Protection Plan

Vehicle Ident. No. Ref. No.
 1GNDT13S472 816154695
MAJOR GUARD
48 / 48 \$200 DED

Expires On 10/28/2010 Or At 48,022 Miles
 (Whichever Occurs First)

For Assistance Contact Your Participating Dealership
 Or Call 1-800-631-5590

For Roadside Assistance, Call 1-800-439-8318



General Motors Corporation
Business Resource Center
PO Box 33478
Detroit, MI 48232-5170

VIA FAX ONLY

June 3, 2008

Larry Aliberto
Hawthorne Chevrolet
PO Box 8
Hawthorne, NJ 07507-0008

RE: [REDACTED]
Service Request: 71-631513688
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S472 [REDACTED]
Customer Relationship Specialist: Valentin Rocky Farias

Dear Mr. Aliberto:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-363-8691. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 extension 11287 or fax 866-363-8691 Monday through Friday between 6:00 a.m. and 4:30 p.m., Eastern Time.

Sincerely,
Valentin Rocky Farias
General Motors Corporation



Small text logo



Small text logo





General Motors Corporation
Business Resource Center
PO Box 33478
Detroit, MI 48232-5170

VIA FAX ONLY

May 29, 2008

Steve Kochen
Hawthorne Chevrolet
PO Box 8
Hawthorne, NJ 07507-0008

RE: [REDACTED]
Service Request: 71-631513688
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDDT13S472 [REDACTED]
Customer Relationship Specialist: Valentin Rocky Farias

Dear Mr. Kochen:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**
- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

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Sincerely,
Valentin Rocky Farias
General Motors Corporation



General Motors Corporation
PO Box 33478
Detroit, MI 48232-5170



General Motors Corporation
PO Box 33478
Detroit, MI 48232-5170





KIMMEL & SILVERMAN

P.C.

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CORPORATE HEADQUARTERS

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MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 8, 2013

VIA EMAIL ONLY

gmerinfo@gmexpert.com

General Motors Corporation - NJ
c/o MSX International/BRC Legal
MC 336-105-000
Warren, MI 48091

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2007 Chevrolet TrailBlazer
Date of Purchase: 10/01/2006
Place of Purchase: Hawthorn Chevrolet
VIN: 1GNDDT13S472 [REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the NJ Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL
cc: Laverne Boynton

JACQUELINE C. HERRITT^{7*}
ROBERT A. RAPKIN^{8*}
HY DAVID RUBENSTEIN^{9*}
BARRY R. WINDERMAN^{10*}
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RICHARD A. SCHOLER^{20*}

Of Counsel
RONNA LUCAS^{21*}




"Getting Bigger and Better."
 "Where Service Builds Sales"
HAWTHORNE CHEVROLET
 973-427-1560

1180 Goffle Road P.O. Box 8
 Hawthorne, N.J. 07507
 Cars-Trucks-Corvettes-Service-Parts
 Leasing

485 Lafayette Avenue
 Used Cars-Used Trucks
 Used Corvettes

FAX SHEET

TO: ~~Law~~ GM FAX: 866-363-8691
 FROM: Service (Tina) Hawth Chevy DATE: 5/29/08
 RE:  PAGES: 1 including cover page



General Motors Customer Care
 Business Resource Center
 PO Box 33170
 Detroit, MI 48231-5170

VIA FAX ONLY

May 29, 2008

Steve Kochen
 Hawthorne Chevrolet
 PO Box 8
 Hawthorne, NJ 07507-0008

RE: [REDACTED]
 Service Request: 71-631513688
 2007 Chevrolet TrailBlazer
 Vehicle Identification Number: 1GNDDT13S472 [REDACTED]
 Customer Relationship Specialist: Valentin Rocky Farias

Dear Mr. Kochen:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal services which include: Service File Complete, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer additions.
- All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.

This is a time sensitive legal matter. Please fax them to 866-363-8691. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

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Sincerely,
 Valentin Rocky Farias
 General Motors Corporation



**HUMMER****General Motors Business Resource Center****FAX**

To: Steve Kochen
Company: Hawthorne Chevrolet
Fax: 973-427-6296
Phone: 973-427-1560

From: Valentin Rocky Farias
Fax: 8663638891
Phone: 8667905800 ext 11287
E-mail:

cc:

NOTES:

RF



HAWTHORNE CHEVROLET

1180 GOFFLE ROAD
HAWTHORNE, N.J. 07506
TEL. (973) 427-1560



Getting Bigger and Better

CONVENIENT SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 4:00 PM

24 HOUR TOWING SERVICE

CUSTOMER NO. 41615		NAME FOR ORDER JOHN MCGARRY	6707	CARD NO. 559	INVOICE DATE 04/17/07	INVOICE NO. CTCS299359
[REDACTED]		LA K/R RATE	LICENSE NO.	MILEAGE IN 4375	COLOR GRYSTONE ME	STOCK NO. 073609
[REDACTED]		VEHICLE MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR			DELIVERY DATE 10/28/06	DELIVERY MILES 22
[REDACTED]		VEHICLE ID. NO. 1 G N D T 1 3 S 4 7 2			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		P.O. NO.			R.O. DATE 04/17/07	
[REDACTED]		COMMENTS				MO: 4377

LABOR & PARTS

J# 1 22CVZ ACCESSORIES TECH(S):1452
 CUSTOMER STATES: L/F SPEAKER SOUND DISTORTED
 CHECK ALL OTHERS
 SPEAKER INTERMITTENT
 PERFORM DIAGNOSTIC TESTING, REPLACE L/F DOOR SPEAKER
 OL/6D

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	15103799	SPEAKER 9.665 DT		
JOB # 1	0	15214501	BEZEL 16.345		

WARRANTY
WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 23CVZNOISE NOISE TECH(S):1452
 CUSTOMER STATES: WIND NOISE COMING FROM L/F DOOR WINDOW
 FOAM OUT OF PLACE
 PERFORM DIAGNOSTIC TESTING, R&R LEFT MIRROR TO REPOSITION
 FOAM INSULATION N3/2K

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2					

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 16CVZ CHASSIS ELECTRICAL TECH(S):8010
 CUSTOMER STATES: RIGHT REAR TAIL LAMP LENS HAS MOISTURE
 EXCESSIVE MOISTURE
 REPLACE RIGHT TAIL LAMP ASSEMBLY
 VN/3R

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3	1	15131579	LAMP 2.679 DT		

WARRANTY

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+03CVZ00FREE 1ST FREE OIL CHANGE TECH(S):1452
 FREE FIRST LUBE OIL AND FILTER SERVICE
 DUE FIRST FREE LOF SERVICE
 PERFORM FIRST SERVICE

12.50

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 4	1	89017342	FILTER 1.836	7.98	4.89
JOB # 4	6	12345610	OIL 5W30Q 8.800	2.50	1.76

4.89

10.56

15.45

JOB # 4 TOTAL PARTS

JOB # 4 TOTAL LABOR & PARTS 27.95

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A		EPA EPA COMPLIANCE CHARGE	
JOB # 4	LLOF	1ST N/C LOF	

2.00

-29.95

-27.95

TOTAL - MISC

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



HAWTHORNE CHEVROLET

1180 GOFFLE ROAD
HAWTHORNE, N.J. 07506
TEL. (973) 427-1560



CONVENIENT SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 4:00 PM

Getting Bigger and Better

24 HOUR TOWING SERVICE

CUSTOMER NO. 41615		NEWBOR JOHN MCGARRY	6707	CARD NO. 559	INVOICE DATE 04/17/07	INVOICE NO. CTCS299359
LABOR RATE		LICENSE NO.	MILE AGE IN	COLOR	STOCK NO.	
			4375	GRYSTONE ME	073609	
YEAR / MAKE / MODEL		DELIVERY DATE		DELIVERY MILE		
07 / CHEVROLET TRUCK/TRAILBLAZER/4DR 4		10/28/06		22		
VIN/CL ID. NO.		SELLING DEALER NO.		PRODUCTION DATE		
1 G N D T 1 3 S 4 7 2						
F. I. E. NO.		P. O. NO.		P. O. DATE		
				04/17/07		
NEWARK, NJ		C. H. RIGHTS				MO: 4377

COMMENTS
WAIT

TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 05/15/2007 / 5141 MI 34CVZB6 6000 MILE SERVICE *

 * THANK YOU FOR CHOOSING HAWTHORNE CHEVROLET *

 * Payment Method: [] Cash [] Check *
 * [] Master Card [] Visa *
 * Received [] American Express *
 * By: [] A/R Acct # [] *

 * * HOW'S OUR SERVICE * *
 * You will be receiving a survey from Chevrolet Motor *
 * Division. We would appreciate you giving us a *
 * "COMPLETELY SATISFIED" rating. If you are not *
 * "COMPLETELY SATISFIED" PLEASE CALL OUR MANAGERS *
 * JIM CHIRICHELLO (973) 427-1560 *
 * THANK YOU THE SERVICE DEPARTMENT OF HAWTHORNE CHEVY *

TOTAL LABOR....	12.50
TOTAL PARTS....	15.45
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.00
TOTAL MISC DISC	-29.95
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE



HAWTHORNE CHEVROLET

1180 GOFFLE ROAD
HAWTHORNE, N.J. 07508
TEL. (973) 427-1560



CONVENIENT SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 4:00 PM

Getting Bigger and Better

24 HOUR TOWING SERVICE

CUSTOMER NO. 41615	NEW YORK JOHN MCGARRY 6707	CARD NO. 559	INVOICE DATE 04/18/07	INVOICE NO. CTWS299359
	LABOR RATE	LICENSE NO.	VEHICLE IN 4375	COLOR GRYSTONE ME
	VEHICLE MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4	DELIVERY DATE 10/28/06	DELIVERY MILEAGE 22	
	VEHICLE NO. 1 GND T 1 3 S 4 7 2	SELLING DEALER NO.	PRODUCTION DATE	
	F.I.E. NO.	P.O. NO.	R.D. DATE 04/17/07	
NEWARK, NJ	G.A. BENTR			MO: 4377

LABOR & PARTS
J# 1 22CVZ ACCESSORIES HOURS: 0.60 TECH(S):1452 55.99

CUSTOMER STATES: L/F SPEAKER SOUND DISTORTED
CHECK ALL OTHERS
SPEAKER INTERMITTENT
PERFORM DIAGNOSTIC TESTING, REPLACE L/F DOOR SPEAKER
OL/6D

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15103799	SPEAKER 9.665 DT	93.48	93.48	149.57	149.57
JOB # 1	0	15214501	BEZEL 16.345	4.11	0.00	6.58	0.00

** QUANTITY 1 IS SPECIAL ORDERED **
JOB # 1 COST TOTAL 93.48
JOB # 1 TOTAL PARTS 149.57
JOB # 1 TOTAL LABOR & PARTS 205.56

J# 2 23CVZNOISE NOISE HOURS: 0.30 TECH(S):1452 28.00

CUSTOMER STATES: WIND NOISE COMING FROM L/F DOOR WINDOW
FOAM OUT OF PLACE
PERFORM DIAGNOSTIC TESTING, R&R LEFT MIRROR TO REPOSITION
FOAM INSULATION N3/2K

JOB # 2 TOTAL LABOR & PARTS 28.00

J# 3 16CVZ CHASSIS ELECTRICAL HOURS: 0.20 TECH(S):8010 18.66

CUSTOMER STATES: RIGHT REAR TAIL LAMP LENS HAS MOISTURE
EXCESSIVE MOISTURE
REPLACE RIGHT TAIL LAMP ASSEMBLY
VN/3R

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	15131579	LAMP 2.679 DT	71.75	71.75	114.80	114.80

JOB # 3 COST TOTAL 71.75
JOB # 3 TOTAL PARTS 114.80
JOB # 3 TOTAL LABOR & PARTS 133.46

COMMENTS
WAIT

R/O TAX 0.00
R/O TOTALS 367.02

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	367.02
CLAIM TOTALS	367.02

APPROVED BY SIGNATURE



HAWTHORNE CHEVROLET

1180 GOFFLE ROAD
HAWTHORNE, N.J. 07506
TEL. (973) 427-1560



CONVENIENT SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 4:00 PM

Getting Bigger and Bigger

24 HOUR TOWING SERVICE

CUSTOMER NO. 41615	NEWBOR JOHN MCGARRY 6707	CARD NO. 559	INVOICE DATE 04/18/07	INVOICE NO. CTWS299359
	LIQUID RATE	LICENSE NO.	AGE IN 4375	COLOR GRYSTONE ME
	YEAR / MAKE / MODEL 07 / CHEVROLET TRUCK / TRAILBLAZER / 4DR	DELIVERY DATE 10/28/06	DELIVERY MILE	22
	VEHICLE ID. NO. 1 GNDT138472	SELLING DEALER NO.	PRODUCTION DATE	
NEWARK, NJ	F. I. D. NO.	P. O. NO.	P. O. DATE 04/17/07	
	COMMENTS			MO: 4377

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.201 WARRANTY NEW CLAIM
 04/18/2007 0839
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SP #
 299359 04/17/2007 1GNDT138472 3 02117 4375

CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01				15103799	60		R0943	.6			55.99
LN-TOT: 205.56 TECH SSN: AUTH CODE: AUTH. AUTHOR:												
COMMENTS: CUSTOMER STATES- L-F SPEAKER SOUND DISTORTED CHECK ALL OTHERS SPEAKER IN												
TERMITTENT PERFORM DI												
AGNOSTIC TESTING, REPLACE L-F DOOR SPEAKER OL-6D												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02				N3			B4156	.3			28.00
LN-TOT: 28.00 TECH SSN: AUTH CODE: AUTH. AUTHOR:												
COMMENTS: CUSTOMER STATES- WIND NOISE COMING FROM L-F DOOR WINDOW FOAM OUT O												
F PLACE PERFORM DI												
AGNOSTIC TESTING, R-R LEFT MIRROR TO REPOSITION I/O												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03				VN 1 15131579	114.80	3R	B9640	.2			18.66
LN-TOT: 133.46 TECH SSN: AUTH CODE: AUTH. AUTHOR:												
COMMENTS: CUSTOMER STATES- RIGHT REAR TAIL LAMP LENS HAS MOISTURE EXCESSIVE												
MOISTURE REPLACE RI												
GHT TAIL LAMP ASSEMBLY VN-3R												

R.O. TOTAL: 367 02



HAWTHORNE CHEVROLET

1180 GOFFLE ROAD
HAWTHORNE, N.J. 07506
TEL. (973) 427-1560



CONVENIENT SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 4:00 PM

Getting Bigger and Bigger

24 HOUR TOWING SERVICE

CUSTOMER NO. 1010		A. A. MOTOR JOHN MCGARRY 6707		CARD NO. 3609	INVOICE DATE 09/12/06	INVOICE NO. CTCS285900
HAWTHORNE AUTO SALES COMPANY 1180 GOFFLE RD PO BOX 8 HAWTHORNE, NJ 07507		LIC. RATE	LIC. NO.	MILEAGE IN 1	COLOR GRYSTONK ME	STOCK NO. 073609
		YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR			DELIVERY DATE	DELIVERY MILE
		VIN/PLATE ID NO. 1 G N D T 1 3 S 4 7 2			DELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE 973-427-1560		P. T. E. NO. 2-198720	R. O. DATE 09/01/06	
		COMMENTS				MO: 1

LABOR & PARTS
J# 1 01CVZA INSPECT FOR CAMPAIGN
CUSTOMER STATES OPEN CAMPAIGN: 06091
SPECIAL POLICY
REPROGRAM PCM
MK9S

TECH(S): 56

WARRANTY

JOB # 1 TOTAL LABOR & PARTS

0.00

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

TOTALS-----

* THANK YOU FOR CHOOSING HAWTHORNE CHEVROLET *

* Payment Method: [] Cash [] Check *
* [] Master Card [] Visa *
* Received American Express *
* By: [] A/R Acct # [] *

* * HOW'S OUR SERVICE * *
* You will be receiving a survey from Chevrolet Motor *
* Division. We would appreciate you giving us a *
* "COMPLETELY SATISFIED" rating. If you are not *
* "COMPLETELY SATISFIED" PLEASE CALL OUR MANAGERS *
* JIM CHIRICHELLO (973) 427-1560 *
* THANK YOU THE SERVICE DEPARTMENT OF HAWTHORNE CHEVY *

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

CUSTOMER SIGNATURE



HAWTHORNE CHEVROLET

1180 GOFFLE ROAD
HAWTHORNE, N.J. 07506
TEL. (973) 427-1560



CONVENIENT SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 4:00 PM

Getting Bigger and Better

24 HOUR TOWING SERVICE

CUSTOMER NO. 1010		NAME JOHN MCGARRY		CARD NO. 6707	INVOICE DATE 09/12/06	INVOICE NO. CTWS285900
HAWTHORNE AUTO SALES COMPANY		LIC. STATE	LICENSE NO.	VEHICLE IN	COLOR GRYSTONE ME	STOCK NO. 073609
1180 GOFFLE RD		YEAR / MAKE / MODEL 07 / CHEVROLET TRUCK / TRAILBLAZER / 4DR		DELIVERY DATE	DELIVERY MILES	
PO BOX 8		VIN 1GNDT13S472		SELLING DEALER NO.	PRODUCTION DATE	
HAWTHORNE, NJ 07507		F.P.E. NO. 22198720		P.O. NO.	F.O. DATE 09/01/06	
RESIDENCE PHONE	BUSINESS PHONE 973-427-1560		COMMENTS		NO: 1	

LABOR & PARTS-----
 J# 1 01CVZA INSPECT FOR CAMPAIGN HOURS: 0.80 TECH(S):56 71.98
 CUSTOMER STATES OPEN CAMPAIGN: 06091
 SPECIAL POLICY
 REPROGRAM PCM
 MK95
 JOB # 1 TOTAL LABOR & PARTS 71.98
 R/O TAX 0.00
 R/O TOTALS 71.98

WARRANTY CLAIM DETAIL TOTALS-----
 CLAIM# TOTAL
 71.98
 CLAIM TOTALS 71.98

APPROVED BY SIGNATURE

DCS AUDIT SLIP-----

DCS DATA FILE: GMGMWF.237
 09/12/2006 1219 WARRANTY NEW CLAIM
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 285900 09/01/2006 1GNDT13S472 3 02137 1
 CUSTOMER NAME; FIRST: MIDDLE:
 LAST: HAWTHORNE AUTO SALES COMPANY PHONE;WORK: HOME:
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABO? LHRS OHRS NET-AMT. LAB-TOT.
 1 01 MK 95 Y010 0.8 71.98
 LN-TOT: 71.98 TECH SSN: AUTH CODE: AUTH. AUTHOR: SPECIAL PO
 COMMENTS: CUSTOMER STATES OPEN CAMPAIGN- 06091 REPROGRAM
 LICY PCM MK95
 R.O. TOTAL: 71.98



HAWTHORNE CHEVROLET

1180 GOFFLE ROAD
HAWTHORNE, N.J. 07506
TEL. (973) 427-1560



CONVENIENT SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM
SATURDAY 8:00 AM TO 4:00 PM

Getting Bigger and Bigger

24 HOUR TOWING SERVICE

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CUSTOMER NO. 1010	NEW YORK EDWARD SENICK 100	GARD NO. 3609	INVOICE DATE 08/11/06	INVOICE NO. CTWP284531
HAWTHORNE AUTO SALES COMPANY 1180 GOFFLE RD PO BOX 8 HAWTHORNE, NJ 07507	UP RATE	LICENSE NO.	MILEAGE IN 1	COLOR GRYSTONE ME
	YEAR / MAKE / MODEL 07 / CHEVROLET TRUCK/TRAILBLAZER/4DR 4	DELIVERY DATE	DELIVERY MILES	STOCK NO. 073609
	VEHICLE ID. NO. 1 GNDT13S472	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE 973-427-1560	P. O. NO.	R. O. DATE 08/10/06	
	C. S. SERVICE			MO: 1

LABOR & PARTS
 J# 1 35CVZ PDI & USED CAR HOURS: 1.30 TECH(S):100 54834 116.99
 CLAIM # [REDACTED] N JOB # 1 TOTAL LABOR & PARTS 116.99
 R/O TAX 0.00
 R/O TOTALS 116.99

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	LABOR	PARTS	SUB. LAB.	SUB. PART	GOG.	MISC.	TAX	TOTAL
[REDACTED] N	116.99	0.00	0.00	0.00	0.00	0.00	0.00	116.99
CLAIM TOTALS	116.99	0.00	0.00	0.00	0.00	0.00	0.00	116.99

APPROVED BY SIGNATURE

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$5,400.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the lease, repair, maintenance, operation, alteration, or use of Releasor(s) 2007 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S472 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$3,500.00, made payable to [REDACTED] the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 14111 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 7.21.08

[REDACTED]

Claimant's Signature

[REDACTED]

Claimant's Signature

[REDACTED]

Address

[REDACTED]

Address

Newark, N.J. [REDACTED]

City, State, Zip Code

[REDACTED]

City, State, Zip Code

STATE OF NJ

COUNTY OF Essex

Sworn to (or affirmed) and subscribed before me this 24th day of August, 2008, by Laverne Boyton.



MICHELE MURPHY-KERWIN
NOTARY PUBLIC OF NEW JERSEY
Commission Expires 4/26/2012

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification

Type of identification Idc - B6919 44962 60542

My commission expires: 4/26/12

CC: File

LG0029
V6302006

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific instructions on page 2.

Business name, if different from above

Check appropriate box: Individual/Sole proprietor Corporation Partnership
 Limited liability company. Enter the tax classification (Disregarded entity, C-corporation, P-partnership) ▶ Exempt payee
 Other (see instructions) ▶

Requestor's name and address (optional)

City, state, and ZIP code
NEWARK, NJ

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

OR
Employer identification number

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ **[Redacted]** Date ▶ **7.21.08**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
KIMMEL & SILVERMAN

Business name, if different from above

Check appropriate box: Individual/Sole proprietor Corporation Partnership
 Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ Exempt payee
 Other (see Instructions) ▶

Address (number, street, and apt. or suite no.)
30 EAST BUTLER PIKE

City, state, and ZIP code
AMBLER, PA 19002

List account number(s) here (optional)

Requestor's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
or
Employer identification number
23 2671027

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ *[Signature]* Date ▶ *1/14/08*

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

Issued by:
Buick

Certificate No. 5GADT13S162 [REDACTED]

Issue Date: January 8, 2013

Issued exclusively for: [REDACTED]
East Liverpool, OH [REDACTED]

Valid through: November 23, 2010

Amount: Two Thousand Dollars and Zero Cents
****\$2,000.00****

January 8, 2013

[REDACTED]
East Liverpool, OH [REDACTED]

Service Request: 71-769559307

Dear [REDACTED]

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

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Buick your choice when you purchased your 2006 Rainier CXL and trust you will give us the opportunity to retain you as a valued Buick customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-422-8425. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

General Motors Executive Office

LAW OFFICES
Marvin H. Brainin
277 North Broad Street
ELIZABETH, NEW JERSEY 07208
(908) 352-3982
FACSIMILE (908) 352-6731
E: Mail-mhbbrainin.law@verizon.net

October 27, 2009

Via regular Mail
Union Pontiac GMC, Inc.
2301 RTE 22 West
Union, New Jersey 07083

RE: [REDACTED]
2006 GMC Envoy XL SLT

Dear Sir or Madam:

In March of 2008, my client, [REDACTED] purchased a 2006 GMC Envoy XL Vehicle, Identification # 1GkET16S566 [REDACTED] from your company, for approximately \$ 27,000.00.

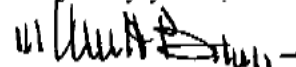
On October 16, 2009, while parked in the garage, the inside passenger door at the location of the automatic window switches melted from an apparent electrical wiring problem, burst into flames causing excessive damage to the interior of the automobile.

The purpose of this letter is to request of you that you advise this office whether the above make and model has had a reported history of electrical problems, and whether or not any recall notices were sent to the prior owner by General Motors, as a result thereof.

Please advise.

Thank you.

Very truly yours,



Marvin H. Brainin

MHB/gr
cc: client

Fax to ME.. 866-4803626

277 North Broad Street, Elizabeth, New Jersey 07208
(908) 352-3982 Facsimile: (908) 352-6731
Email: mhbrainin.law@verizon.net

**The Law Offices of
Marvin H. Brainin**

Fax

To: Brandy **From:** Gloria M. Lorenzo

Fax: (866)-480-3626 **Pages:** 2 including cover sheet

Phone: **Date:** October 30, 2009

Re: [REDACTED] **CC:**

2006 GMC Envoy XL SLT

Urgent For Review Please Comment Please Reply Please Recycle

As per our telephone conversation enclosed please find letter to Union Pontiac GMC, with regard to the above referenced matter.

Thank you.

The information contained in this facsimile message is attorney-privileged and confidential information intended only for the use of the individual or entity named as recipient. If the reader is not the intended recipient, be hereby notified that any dissemination, distribution or copy of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us at the address above via the U.S. Postal Service.

LAW OFFICES
Marvin H. Brainin
277 North Broad Street
ELIZABETH, NEW JERSEY 07208
(908) 352-3982
FACSIMILE (908) 352-6731
E: Mail-mhbbrainin.law@verizon.net

October 27, 2009

Via regular Mail
Union Pontiac GMC, Inc.
2301 RTE 22 West
Union, New Jersey 07083

RE: [REDACTED]
2006 GMC Envoy XL SLT

Dear Sir or Madam:

In March of 2008, my client, Sergio Torres purchased a 2006 GMC Envoy XL Vehicle, Identification # 1GKET16S566 [REDACTED] from your company, for approximately \$ 27,000.00.

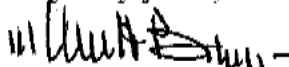
On October 16, 2009, while parked in the garage, the inside passenger door at the location of the automatic window switches melted from an apparent electrical wiring problem, burst into flames causing excessive damage to the interior of the automobile.

The purpose of this letter is to request of you that you advise this office whether the above make and model has had a reported history of electrical problems, and whether or not any recall notices were sent to the prior owner by General Motors, as a result thereof.

Please advise.

Thank you.

Very truly yours,



Marvin H. Brainin

MHB/gr
cc: client

January 8, 2013

[REDACTED]
Newfane, NY [REDACTED]

Dear [REDACTED]

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

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request Number: 71-781173500

January 8, 2013

[REDACTED]
[REDACTED]
Cincinnati, OH [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2006 Chevrolet TrailBlazer, and experienced a prolonged delay in completing repairs.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$838.98. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-789194707

North American Operations

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



CHECK No. [REDACTED]

50-93
213

DATE
02/26/10

*****838 DOLLARS

****98 CENTS

AMOUNT
*****838.98

[REDACTED]
 CINCINNATI OH [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Ann D. Albee
 SIGNATURE

PAY TO THE ORDER OF

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
 UNS NO. BB 000000018

CHECK NO. [REDACTED]

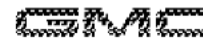
ENDOR NAME [REDACTED]

PAYMENT DATE 02/26/10

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S462 [REDACTED]	02/25/10 71-789194707	VM 1-DAURTB 1-DAURTB	00.0000	838.98	00.00	838.98
TOTAL				838.98	.00	838.98

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 7, 2010

TIM SHAW
MCCLUSKEY CHEVROLET, INC.
9673 KINGS AUTOMALL RD
CINCINNATI, OH 45249-8241

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model 2006 CHEVROLET TRAILBLAZER
VIN 1GNDT13S462 [REDACTED]

Dear Tim Shaw:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

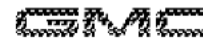
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Sandra Slone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 7, 2010

TIM SHAW
MCCLUSKEY CHEVROLET, INC.
9673 KINGS AUTOMALL RD
CINCINNATI, OH 45249-8241

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model 2006 CHEVROLET TRAILBLAZER
VIN 1GNDT13S462 [REDACTED]

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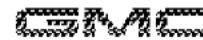
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Sincerely,

Sandra Stone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 11, 2010
Tibi Kelemen, Service Manager
Joseph Chevrolet
8733 Colerain Ave
Cincinnati, OH 45251

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model 2006 CHEVROLET TRAILBLAZER
VIN 1GNDT13S462 [REDACTED]

Dear Tibi Kelemen:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
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Sincerely,

Sandra Stone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469

**BBB AUTO LINE
Customer Claim Form**

Case number: CHV1010448
Contact Date: 01/07/10
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Cincinnati	State: OH	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Trailblazer	Year: 2006	Current mileage: 47000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: McCluskey, Cincinnati, OH			
Primary Servicing dealer/city/state: Joseph Chevrolet,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/01/06		Mileage at purchase/lease:	
First repair attempt date: 07/03/06		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I just want GM to take the car back because I have had nothing but problems with it since I leased the car. I initially have just asked them to pay for a rental car for this last problem but they will not because the car is now out of warranty and they do not want to pay \$700.00 for rental.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____
Lienholder/Leasing Company _____ Phone Number _____
Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Battery went dead 1 day after purchase		2		no
Car lost power while driving		3		yes
Power controls on drivers door do not work		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700**



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 11, 2010
Tibi Kelemen, Service Manager
Joseph Chevrolet
8733 Colerain Ave
Cincinnati, OH 45251

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model 2006 CHEVROLET TRAILBLAZER
VIN 1GNDT13S462 [REDACTED]

Dear Tibi Kelemen:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
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Sincerely,

Sandra Slone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 8, 2010

TIM SHAW
MCCLUSKEY CHEVROLET, INC.
9673 KINGS AUTOMALL RD
CINCINNATI, OH 45249-8241

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model 2006 CHEVROLET TRAILBLAZER
VIN 1GNDDT13S462 [REDACTED]

Dear Tim Shaw:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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Sincerely,

Sandra Slone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ◆ The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- ◆ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ◆ The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction.

Customer Responsibilities

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered per that state's lemon law. The customer will be responsible for turning over the vehicle as it existed at the time of sale, taking into account normal wear and tear, without any after-market equipment or accessories that were installed after the time of sale and without any abnormal wear or damage evident on the vehicle that is not caused by the nonconformity. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Certain warranty claims that do not meet all standards of the applicable lemon law may be eligible for arbitration if they meet certain conditions.

Time Period for Filing Claims

Claims seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R. The customer's vehicle must be:

- ◆ Owned or leased in the name of an individual;
- ◆ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ◆ Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ◆ **Repairs** to defects in material or workmanship. The arbitrator may not order a change in the vehicle's options or its design. The arbitrator may not order repairs to aftermarket parts or accessories that are not covered by the General Motors New Vehicle Limited Warranty. Further, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.
- ◆ **Reimbursement** for documented expenses the customer incurred to repair defects in material or workmanship. It is the customer's responsibility to provide copies of receipts for these repairs.

Customer Responsibilities

If repairs are awarded, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.

CLAIMS THAT WILL NOT BE ARBITRATED

- ◆ Claims not covered by the General Motors New Vehicle Limited Warranty.
- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ◆ Claims involving after-market equipment or accessories that interfere with General Motors’ ability to make repairs to the vehicle under warranty.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused (1) bodily injury or (2) an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ◆ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.
- ◆ If the customer files suit or a state arbitration claim against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ◆ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state’s minimum requirements.

The BBB will let the parties know if other restrictions apply.

STANDARDS OF THE OHIO LEMON LAW

The following is a brief explanation of most relevant provisions of the Ohio lemon law. The complete text of the lemon law can be found at Ohio Rev. Code Ann. Sec. 1345.71 *et seq.*

VEHICLES COVERED

The Ohio lemon law covers (1) a passenger car, (2) a noncommercial motor vehicle, or (3) those parts of any motor home that are not part of the permanently installed facilities used for cold storage, cooking, eating and sleeping.

A “passenger car” is any motor vehicle that is designed and used for carrying not more than nine persons and includes any motor vehicle that is designed and used for carrying not more than fifteen persons in a ridesharing arrangement. Guidance from the Attorney General’s Office indicates that a pick-up truck used exclusively for business purposes is not covered by the lemon law.

A “noncommercial motor vehicle” is any motor vehicle, including a farm truck, that is designed by the manufacturer to carry a load of no more than one ton and is used exclusively for purposes other than engaging in business for profit.

CONSUMERS COVERED

The lemon law covers the following “consumers”:

1. The purchaser, other than for purposes of resale, of a motor vehicle;
2. Any lessee of a motor vehicle for 30 days or more while title remains in the name of a person other than the user;
3. Any person to whom the vehicle is transferred during the duration of the manufacturer’s written vehicle warranty; and
4. Any other person entitled by the terms of the warranty to enforce the warranty.

The lemon law appears to cover a subsequent transferee if the vehicle is acquired during the warranty period.

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

PROBLEMS COVERED

The lemon law covers any “nonconformity”, which it defines as a defect or condition that:

1. Substantially impairs the use, value, or safety of a motor vehicle to the consumer; and
2. Does not conform to the express written warranty of the manufacturer or distributor.

The lemon law provides the manufacturer an affirmative defense if the manufacturer can show that the nonconformity is the result of abuse, neglect, or unauthorized modification or alteration of the passenger motor vehicle by anyone other than the manufacturer, its agent or authorized dealer.

MANUFACTURER'S DUTY TO REPAIR

If a vehicle does not conform to the manufacturer's written new vehicle warranty and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the period of one year following the date of original delivery or during the first 18,000 miles of operation – whichever is earlier – the manufacturer, its agent or authorized dealer must make any repairs necessary to conform the vehicle to the warranty. Repairs must be made even after the expiration of the one year or 18,000 mile period.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or dealer is unable to conform the vehicle to the manufacturer's written vehicle warranty by repairing or correcting any nonconformity after a *reasonable number of repair attempts*, the manufacturer must (at the consumer's option) replace the vehicle with a new vehicle acceptable to the consumer or repurchase the vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The lemon law establishes a presumption for determining whether the manufacturer had a reasonable number of attempts to repair. Case law¹ interprets the lemon law's presumption as establishing a definition that a reasonable number of repair attempts has been made if, during the period of one year following the date of original delivery or during the first 18,000 miles of operation, whichever is earlier, any of the following occurs:

1. Substantially the same nonconformity has been subject to repair three or more times and either continues to exist or recurs;
2. The vehicle is out of service by reason of repair for a cumulative total of thirty or more calendar days;
3. There have been eight or more attempts to repair any nonconformity; or
4. There has been at least one attempt to repair a nonconformity that results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven, and the nonconformity either continues to exist or recurs.

DISPUTE RESOLUTION

The lemon law provisions authorizing a civil action under the lemon law do not apply to a consumer who has not first used an informal dispute settlement mechanism if:

¹ *Royster v. Toyota Motor Sales, U.S.A., Inc.*, 92 Ohio St. 327, 750 N.E.2d 531 (2001); *Temple v. Fleetwood Enterprises, Inc.*, 133 Fed. Appx. 254, 2005 U.S. App. LEXIS 9992 (6th Cir. 2005).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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1. The mechanism qualifies under rules promulgated by the Attorney General; and
2. The consumer receives timely notification, in writing, of the availability of the mechanism, along with a description of its operation and effect.

If a qualified mechanism does not exist, if the consumer is dissatisfied with the decision produced by a qualified mechanism, or if the manufacturer, its agent or authorized dealer fails to promptly fulfill the decision, the consumer may bring a civil action in court.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within five years of the date of the vehicle's original delivery (to the consumer²). The statute of limitations does not run for the period beginning on the date that a complaint is filed with an informal dispute settlement mechanism and ending on the date of the mechanism's decision.

² *Curl v. Volkswagen of America, Inc.*, 2005 Ohio 6420 (Ohio Ct. App. 2005).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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REMEDIES UNDER THE OHIO LEMON LAW

REPURCHASE OF OWNED VEHICLE

The Ohio lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

1. The contract price for the motor vehicle, including charges for transportation, undercoating, dealer-installed options and accessories, dealer services, dealer preparation and delivery charges;
2. All finance, credit insurance, warranty and service contract charges incurred by the consumer;
3. All sales tax, license and registration fees, and similar government charges;
4. All incidental damages, including but not limited to
 - any reasonable fees charged by the lender for making or canceling the loan; and
 - any expenses incurred by the consumer as a result of the nonconformity, such as charges for towing, vehicle rental, meals, and lodging.

Refunds must be made to the consumer, or jointly to the consumer and any lienholder that appears on the face of the certificate of title. The lienholder may deduct the balance owing to it, including any fees charged for canceling the loan, and must immediately remit the balance, if any, to the consumer and cancel the loan.

REPURCHASE OF LEASED VEHICLES

The Ohio lemon law sets out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

1. Capitalized cost reduction, security deposit, taxes, title fees, all monthly lease payments, the residual value of the vehicle, and all finance, credit insurance, warranty, and service contract charges incurred by the consumer; and
2. All incidental damages, including but not limited to
 - any reasonable fees charged by the lessor for making or canceling the lease; and
 - any expenses incurred by the consumer as a result of the nonconformity, such as charges for towing, vehicle rental, meals, and lodging.

Refunds must be made jointly to the consumer and lessor. The lessor may deduct the balance owing to it, including any fees charged for canceling the loan, and must immediately remit the balance, if any, to the consumer and cancel the lease.

REPLACEMENT

When replacing a vehicle under the Ohio lemon law, the manufacturer must replace the vehicle with a new vehicle acceptable to the consumer.

The manufacturer must notify any lienholder noted on the certificate of title or the lessor. If both the lienholder or lessor and the consumer consent to finance or lease the replacement motor vehicle, the lienholder or lessor must release the lien on or surrender title to the motor vehicle being replaced after it has obtained a lien on or title to the replacement motor vehicle. If the existing lienholder or lessor does not finance or lease the replacement motor vehicle, it has no obligation to discharge the note or cancel the lien on or surrender the title to the motor vehicle being replaced until the original indebtedness or the lease terms are satisfied.



Sent by: Renea Johnson

To: bruce.bicknell@gm.com

cc:

Subject: 71-1012902394 PAR Case Sent to ESIS - No Action Required

A product allegation claim has been made in your region. The customer is alleging smoke came from interior driver door panel. This case is being escalated to ESIS because vehicle experienced a thermal event.

*Jaquays
2006 Chevrolet TrailBlazer
1GNDT13S262 [REDACTED]
221914
Serra Buick-Pontiac-GMC L.L.C.
Washington Township MI
Paul Amato, Service Mgr*

This is only a notification. No action is required on your part at this time.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Best wishes,
Renea Soto | CRS

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7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5700 ext 21071 | Fax 866-660-2731 |
www.minacs.adityabirla.com | Follow us on [Twitter](#)

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Renea Johnson
Dealer Support Escalation Liaison (GM Training)
Minacs, An Aditya Birla Group Company
7401 E. Ben White Blvd., Bldg. 3
Austin, TX 78744
AIM: ReneaATX

~~Renea Johnson@gmexpert.com~~
any disclosure, copying, distribution, or use of its contents is prohibited. If you have received this communication in error, please notify us immediately by returning the original communication by reply e-mail, and permanently delete the communication from your system. Thank you.

January 8, 2013

[REDACTED]
Chicago, IL [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S372[REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-1038133092

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



Report Vehicle GMPP: Summary

Current as of: 04/13/2012 - 9:54 AM EDT

Transaction Mode: Online
 User ID: 1w5bhn
 User Role: Central Office Administrator
 Timestamp Date: 2012-04-13 09:54:33.271
 Status: Pending

Vehicle Identifier

Vehicle Category: GM, Used
 VIN: 1GNDT13S372 [REDACTED]

Customer Information

Plan Customer: Individual
 Customer Type: Owner

Sales Information

Dealer Code: 32888
 Action: Add Protection Plan
 Odometer: 64000
 Delivery Date: 04/11/2012
 Reference number:

Chicago , Illinois , United States
 60641
 Evening Phone:
 Daytime Phone:
 Ext:
 Primary Language: English
 Secondary Language:

Plan Lienholder

Lienholder Type: Other
 Chevrolet
 PO Box 33170
 Detroit, Michigan 48232

Protection Plans

Plan Purchase Date: 04/11/2012
 In Service Date: 04/11/2012
 Schedule Type: GMPP Retail
 Promotion Code:

Plan Type: Smart Care Retail
 Term: 24
 Mileage Limit: 24000
 Deductible: 0



OrderWORKBENCH

Rental Type:	None
Plan Price:	\$0.00
Tax:	\$0.00
Total:	\$0.00

Jose Garcia/Austin/GM1
02/17/2012 06:00 PM

To joyclyn.waters@gm.com
cc
bcc
Subject 71-1039736550 PAR Case Sent to ESIS - No Action
Required

A product allegation claim has been made in your region. The customer is alleging a thermal event. This case is being escalated to ESIS because of a thermal event.

*Mashintonio
2006 Chevrolet TrailBlazer
1GNDS13S962 [REDACTED]
No involved dealer*

This is only a notification. No action is required on your part at this time.

Best wishes,
Joe Garcia | CRS

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January 8, 2013

[REDACTED]
Gaylord, MI [REDACTED]

Dear [REDACTED]

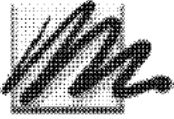
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-1039752407



rita sanchez/Austin/GM1

02/21/2012 03:59 PM

To william.tayloriii@gm.com

cc

bcc

Subject 71-1040946739 PAR Case Sent to ESIS - No Action
Required

William,

A product allegation claim has been made in your region. The customer is alleging *thermal event* . This case is being escalated to ESIS because thermal event.

Customer [REDACTED]
2007 Chevrolet Trailblazer
VIN 1GNDS13S672 [REDACTED]
Coastal Chevrolet, Inc., Savannah, GA
Ike Eichstead/ Service Advisor

This is only a notification. No action is required on your part at this time.

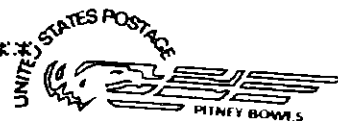
Best wishes,
Rita Sanchez | CRS

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BILL SCHUETTE
ATTORNEY GENERAL
Lansing, Michigan 48913

*** 02/16/12 LANSING MI 48913 ***

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FIRST CLASS



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A-SXS5B 48232



STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



P.O. Box 30213
LANSING, MICHIGAN 48909

BILL SCHUETTE
ATTORNEY GENERAL

February 14, 2012

Refer to AG No.: 2012-cp02141115079-A

General Motors Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email5@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be re-contacting you regarding this matter.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

mlo

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2012-cp02141115079-A

Submitted: 2/14/2012 11:15:40 AM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] MI:
Your Street Address: [REDACTED] City: Rensselaer
Your State: NY Zip Code: [REDACTED]
Your County: Outside Michigan
Your Home Phone: [REDACTED] Your Work Phone: Ext.:
Fax Number: E-mail Address:

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name: General Motors City: Detroit
Street Address: P.O. Box 33170 Zip Code: 48232
State: MI Phone:
County: Wayne E-mail Address:
Fax Number: Product Offered: automobiles
Web Site Address: www.gm.com
Primary Jurisdiction: None

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: Complainee First Name:
Company Name:
Street Address: City:
State: MI Zip Code:
County: Phone:
Fax Number: E-mail Address:
Web Site Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: Chevrolet Trailblazer 2007
Vehicle VIN No.: 1GNDT13S772 [REDACTED]

Complaint Information

Incident Date/Time: 8/15/2011 1:00:00 AM
Incident Location: Southfield, MI
Approximate Monetary Value: \$700
Did you sign a contract?
Where did you sign this contract?
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True
What was the response from the business? Their hands are tied because there are no recalls given for the 2007 Trailblazer
If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies? True

Complaint Detail/Inquiry Information

I have had several problems with my window regulators, I had the switch and electrical replaced on the driver side door and I am having a problem with the window not working again. Also, now the window regulator is broken on the passenger side door. At the same time I am also having an issue with the electrical, I can tell that in combination with the window problems the lighting on the dashboard where the light is dimmed on one side. Overall, the windows are a huge safety concern with the fact they won't roll up or down depending on the issue and I'm concerned with the fire concern because it does appear when the dealership fixed the driver side window there appeared to be melting of something that could have been burnt. I have just relocated to New York with my job, so all the issues have taken place in Michigan. The estimated value of this above is compounding so much higher in all likelihood. My complaint is not necessarily with Sundance Chevrolet Dealership in Lansing Michigan. They have tried to do everything in their power to help me. It is with the General Motors Corporation, I have had several problems with this vehicle that don't make sense. There is an article that is highlighting the investigation by the Federal Safety Regulation, which in my opinion, GM has know of these problems and is not admitting to them. http://www.washingtonpost.com/business/industries/safety-regulators-investigate-fires-in-2006-2007-chevy-trailblazer-suv-power-window-switches/2012/02/13/gIQAxXmAR_story.html Please feel free to reach out with any questions. Thank you [REDACTED]

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

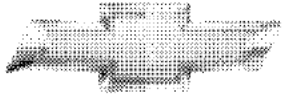
[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*) I certify that the information on this form is true and accurate to the best of my knowledge.

(*) I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.



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

CHEVROLET

February 24, 2012

State of Michigan
Office of the Attorney General
Consumer Protection Division
Attention: Bill Schuette - Attorney General

Customer: [REDACTED]
Reference number: 2012-cp02141115079 - A
Service request: 71-1041250988
Customer Relationship Specialist: Deongella Bruce

Dear Bill Schuette - Attorney General:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry she is dissatisfied with her **2007 Chevrolet TrailBlazer**. We are concerned when we learn that a **Chevrolet** owner is dissatisfied with any phase of their experience with our product.

At your request we again reviewed [REDACTED] case. We find that her file has been filed with our Product Allegation Department. After careful consideration it has been decided that this case would be referred to E.S.I.S. for further review. Due to the sensitive nature of a product allegation we ask that you refer all correspondence on [REDACTED] concerns to that office. E.S.I.S. can be reached at the following address:

E.S.I.S.
GM Central Claims Unit
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet



Sent by: Renea Johnson

To: kevin.r.thompson@gm.com

cc:

Subject: 71-1041250988 PAR Case Sent to ESIS - No Action Required

A product allegation claim has been made in your region. The customer is alleging driver side window regulator caught onto flames. This case is being escalated to ESIS because *vehicle experienced a thermal event* .

Magee

2007 Chevrolet TrailBlazer

1GNDT13S772

SUNDANCE CHEVROLET,,GRAND LEDGE MI (BAC) 115180

Ron Clark, Service Manager

This is only a notification. No action is required on your part at this time.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Best wishes,
Renea Soto | CRS

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Renea Johnson
Dealer Support Escalation Liaison (GM Training)
Minacs, An Aditya Birla Group Company
7401 E. Ben White Blvd., Bldg. 3
Austin, TX 78744
AIM: ReneaATX

~~Renea.Johnson@gmexpert.com~~
by returning the original communication by reply e-mail, and permanently delete the communication from your system. Thank you.

Jose Garcia/Austin/GM1
02/24/2012 12:24 PM

To zachary.b.winters@gm.com
cc
bcc
Subject 71-1042501249 PAR Case Sent to ESIS - No Action
Required

A product allegation claim has been made in your region. The customer is alleging a thermal event. This case is being escalated to ESIS because of a thermal event.

Grant
2007 Chevrolet TrailBlazer
1GNDS13S07 [REDACTED]
No involved dealer

This is only a notification. No action is required on your part at this time.

Best wishes,
Joe Garcia | CRS

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Jose Garcia/Austin/GM1
03/05/2012 10:39 AM

To jack.griffin@gm.com
cc
bcc
Subject 71-1045252824 PAR Case Sent to ESIS - No Action
Required

A product allegation claim has been made in your region. The customer is alleging a thermal event. This case is being escalated to ESIS because of a thermal event.

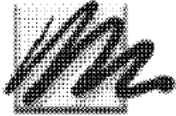
Slaybaugh
2007 Chevrolet TrailBlazer
1GNDT13S872 [REDACTED]
No involved dealer

This is only a notification. No action is required on your part at this time.

Best wishes,
Joe Garcia | CRS

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Thaddeus
Kinzer/Austin/GM1
04/27/2012 02:47 PM

To dan.minich@gm.com
cc
bcc
Subject dan.minich@gm.com

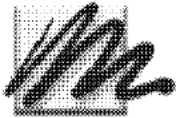
A product allegation claim has been made in your region. The customer is alleging thermal event originating from the power window switch. This case is being escalated to ESIS because it is a thermal event and injuries.

Customer: Piazza
2007 Chevrolet TrailBlazer
1GNDT13SX72 [REDACTED]
Dealership: Sedlak Chevrolet Buick, BAC 111792, Minocqua WI
Dealership Contact: Jessie Halverson, service manager

This is only a notification. No action is required on your part at this time.

Thaddeus Kinzer | CRS

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Thaddeus
Kinzer/Austin/GM1
05/02/2012 01:56 PM

To david.w.brei@gm.com
cc
bcc
Subject (OH) 71-1063522153 PAR Case Sent to ESIS - No Action
Required

A product allegation claim has been made in your region. The customer is alleging thermal event originating from within drivers door. This case is being escalated to ESIS because it is a thermal event.

Customer: [REDACTED]
2006 Chevrolet TrailBlazer
1GNDS13S462 [REDACTED]
Dealership: no dealer involved
Dealership Contact: n/a

This is only a notification. No action is required on your part at this time.

Thaddeus Kinzer | CRS

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Phone 866-790-5700 x41039 | Fax 866-775-9477 | www.minacs.adityabirla.com

January 8, 2013

[REDACTED]
Euclid, OH [REDACTED]

Dear [REDACTED]

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

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.


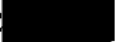
Sincerely,

GMC Customer Assistance Center
Service Request Number: 71-1064422507

Lynda Eichorst/Austin/GM1
05/10/2012 05:03 PM

To larry.harrington@gm.com
cc
bcc
Subject 71-1065700458 PAR Case Sent to ESIS - No Action
Required

A product allegation claim has been made in your region. The customer is alleging the driver's side module burned. This case is being escalated to ESIS because of a thermal event.

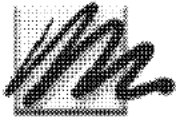

2006 Chevrolet TrailBlazer
1GNDT13S862 
No dealer involvement

This is only a notification. No action is required on your part at this time.

Best wishes

Lynda Eichorst

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Twitter



Thaddeus
Kinzer/Austin/GM1
05/14/2012 11:34 AM

To christopher.f.rose@gm.com
cc
bcc
Subject (PA) 71-1067013564 PAR Case Sent to ESIS - No Action
Required

A product allegation claim has been made in your region. The customer is alleging thermal event originating from within drivers door. This case is being escalated to ESIS because it is a thermal event.

Customer: [REDACTED]
2007 Chevrolet TrailBlazer
1GNDT13S572 [REDACTED]
Dealership: no dealer involved
Dealership Contact: n/a

This is only a notification. No action is required on your part at this time.

Thaddeus Kinzer | CRS

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Phone 866-790-5700 x41039 | Fax 866-775-9477 | www.minacs.adityabirla.com

Dalia Rangel/Austin/GM1

05/23/2012 01:19 PM

To larry.adler@gm.com

cc

bcc

Subject 71-1069837265 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging smoke coming from the drivers side door switch. This case is being escalated to ESIS because of thermal event.

*Mailloux
2007 Chevrolet TrailBlazer
1GNDT13S372 [REDACTED]
Dealership, City, State (BAC) no dlr involved
Dealership Contact, Title/Position*

This is only a notification. No action is required on your part at this time.

Best wishes,
Dalia Rangel | CRS

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1006



48232

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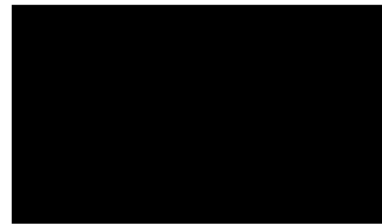
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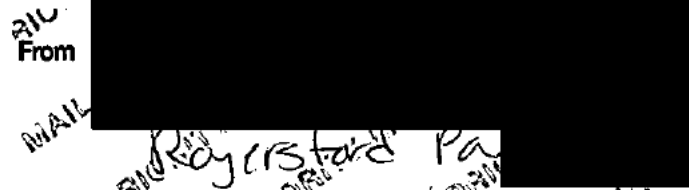
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Attn: Daniel Akerson CEO
PO Box 33170
Detroit MI 48232-5170



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Attention : Daniel Akerson CEO

I own a 2007 Trail Blazer, for over twenty years I have owned Chevrolet Blazers & never had a problem until Monday June 4, 2012. My problem for your records was very serious & all happened within three minutes. I parked my vehicle in my two car garage which is attached to my house. I came back around thru my garage to let the dog out & noticed I had parked too close to my parent's car. When I got back in I smelled something burning and I knew my car was on "Fire" but I could not see any smoke.

I immediately started up & backed out of the garage. Shut off the engine & popped open the hood (everything appeared to be fine) but that burning smell was awful. When I reached for the driver's door is when I noticed the smoke coming out the window. I ran back in the house & yelled my vehicle is on fire, come pick me up at the garage. The garage is two seconds from my house.

Haines Service Center Inc
300 Lewis Road
Royersford Pa 19468
Phone 610-948-9902
Fax 610-948-0564

They had replaced the damaging parts & had to take my vehicle to the nearest Chevrolet dealer located at Fred Beans Chevrolet of Limerick 40 Auto Park Blvd, Limerick Pa 19468 to reset the computer I was told.

The dealership that I purchased my vehicle is located:
Carfagno Chevrolet 1230 E. Ridge Pike PO Box 530 Plymouth Meeting Pa 19462-0530

I did contact my dealership Carfagno Chevrolet same day on 6/4/2012 spoke to Scott Walter to find out if I had missed a recall on my vehicle. Scott advised me that I did not & to keep an eye out for a recall. I did find an article posted in Boston Globe describing what I had reported to the owner or the garage. The garage gave me my parts if your team should need to review them.

There are two things that I would like to happen from Chevrolet in return:
First, I would like to be reimbursed \$443.77 invoice #519 enclosed.
Second, an investigation on Fred Beans of Limerick - review my comments on page 2

Sincerely, a loyal and committed Chevrolet customer

[Redacted signature block]

[Redacted]
[Redacted] Royersford Pa [Redacted]
Home [Redacted] Cell [Redacted]

I had over the years done business thru Chevrolet of Royersford, Marchese, and Keenan Chevrolet & when they moved on I went directly to Carfagno Chevrolet once they went out of business. Fred Beans did not exist back then. The reason I would like an investigation on Fred Beans of Limerick is for two reasons:

My first experience with Fred Beans occurred back in or about 2009 when I decided to take my vehicle there for service due to location was much closer (new to the area) no other reason. When I asked how the cost for that services it was \$150.00 more than I would have paid at Carfagno's. I questioned the difference I was a told this is a new Chevrolet dealer & I was new customer why the cost was greater. Needless to say I walked out with the intentions of never doing business with Fred Beans again.

As I mentioned Haines Service Center Inc had taken my vehicle to Fred Beans Chevrolet of Limerick to reset the computer. When I got my vehicle back I noticed that my glove box had been gone through. This was odd to me; the garage does not rummage through my glove box.

On Saturday June 9, 2012 I receive an envelope from Fred Beans and inside was my MV-1 (5-05) No. 0475421 pink applicants copy no other information enclosed. So I drove up to Fred Beans I wanted to speak to the manager.

A man greets me and I asked if a manger is on the premises, Yes, he is in the back let me get him for you. I'm waiting & then I am told he left the property. Ok, is there a service manger on duty then? Yes, go over there to that other building & that building ask for Steve Sprie. You get the picture; another man named Bill greets me. I explain my situation and ask why this document was removed from my vehicle. Bill said that they need the VIN number to put into a National database to report my issue & they forgot to return it. I then asked if my passenger window was checked. It should have been Bill replied.

I told Bill my first experience with Fred Beans was not a good one & he told me he was a manger he had been transferred from Ford. To give them another chance. I do not trust them & I do not appreciate being jerked around & they ransacked my glove box & removed my paperwork for a "get my VIN number" that is BULL. We all know the VIN number is located inside the driver door.

I want to make sure that my incident was reported correctly and if your team needs any additional information, please contact me direct or Haines Service Center.

I want Chevrolet Corporation to know that Cartago Chevrolet is loyal to your cooperation & your customers. They are honest and they represented this matter professionally not like Fred Beans. I would not purchase any vehicle from Fred Beans because they do not treat their customer's right and they do not represent Chevrolet like they should. Just wanted you to know.

Enclosed 2 Documents:

- 1-Haines Service Center Invoice #519
- 2-Boston Globe Article on Cause sought for Trailblazer

Mailed copies to:

Haines Service Center Inc 300 Lewis Road Royersford Pa 19468
Carfagno Chevrolet 1230 E. Ridge Pike Plymouth Meeting Pa 19462

INVOICE

Print Date : 06/05/2012

[Redacted]
 Royersford, PA [Redacted]
 Home [Redacted] Cellular [Redacted]
 Cust ID : 149 Ref # :

2007 Chevrolet - TrailBlazer
 4.2L, In-Line6, VIN (S)
 Lic # : [Redacted]
 Unit # : [Redacted]
 Vin # : 1GNDT13SX72 [Redacted]
 Hat # :

Odometer In : 43210

D. J. [Redacted]

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
WINDOW SWITCH - Front, Left -	1.00	306.77	306.77	CHECK WINDOW SWITCH SMOKING REPLACE DRIVERS SWITCH REPLACE BLOWN FUSE REPROGRAM NEW SWITCH	111.88

*PAID ck
 6.14 1908*

[Technicians : Haines, Kevin; Haines, Kevin]

[Payments -]

Thank you for your business!

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Labor:	111.88
Parts:	306.77
Sublet:	0.00
Sub:	418.65
Tax:	25.12
Total:	443.77
Bal Due:	\$443.77

SIGNATURE..... Date..... Time.....

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January 25, 2012


Volt's fires couldn't reoccur, GM says
January 25, 2012

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Cause sought for TrailBlazer f

February 14, 2012

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DETROIT - Federal regulators are investigating fires in the driver's side doors of Chevy TrailBlazers, the second such probe in a week.

More than 309,000 TrailBlazer SUVs from the 2006 and 2007 model years are involved. The fires began in the power window switch or related electrical parts, the National Highway Traffic Safety Administration said.

It opened an investigation last week into simila problems with the 2007 Toyota Camry sedan and RAV4 small crossover SUV.

No vehicles have been recalled.

The TrailBlazer, although phased out in 2009, was best-selling car in the United States in 2007 and

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US probes door fires in 2006, 2007 TrailBlazers
February 13, 2012

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The agency has received 12 complaints of smok reported. None of vehicles that caught fire was and seats were singed, General Motors Co. said

GM believes the problem is restricted to the 20

Any TrailBlazer owner who smells burning plas should contact their dealer, GM said.

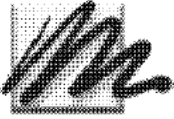
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Cabot Greek-Style Yogurt

A richer, smoother, creamier yogurt that's ta www.cabotcheese.coop

© 2012 NY Times Co.

Index by Keyword | Index by Date



rita.sanchez/Austin/GM1

06/28/2012 09:49 AM

To denise.zobel@gm.com

cc

bcc

Subject 71-1079039963 PAR Case Sent to ESIS No Action
Required

Denise,

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event.

Customer Last Name [REDACTED]
2007 Chevrolet Trailblazer
VIN 1GNDS13S572 [REDACTED]
No involved dealer at this time.

This is only a notification. No action is required on your part at this time.

Best wishes,
Rita Sanchez | CRS

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Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

January 8, 2013

[REDACTED]
Plano, TX [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-1085924443



rita.sanchez/Austin/GM1

07/26/2012 09:23 AM

To: christopher.t.munger@gm.com

cc

bcc

Subject: 711087428725 PAR Case Sent to ESIS No Action Required

Christopher,

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event

Customer Last Name [REDACTED]
2007 GMC Envoy
VIN 1GKDT13S872 [REDACTED]
No involved dealership at this time.

This is only a notification. No action is required on your part at this time.

Best wishes,
Rita Sanchez | CRS

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Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

January 8, 2013

[REDACTED]
West Fork, AR [REDACTED]

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-1087820892



71-1095854751

02-28-'11 11:03 FROM-

T-228 P001/006 F-009



Bayou Cane Fire District

6166 West Main Street, Houma LA, 70360

ph: (985) 580-7280 fax: (985) 580-7238



INTEGRITY SERVICE HONOR

Date: 2-28-11

To: [REDACTED]

Company: _____

From: Kay Debert

Bayou Cane Fire Protection District
6166 West Main Street
Houma, La. 70360

Fax Number: (985) 580-7238

Please call (985) 580-7230 if you are having problems or if you are missing any pages.

Number of Pages: 6
(Including This Page)

Subject: Vehicle fire

Message: Sorry for the delay.

Thanks
Kay

HAVE A NICE DAY!

02-28-'11 11:03 FROM-

T-228 P002/006 F-009

FDID * State * Incident Date * Station Incident Number * Exposure * No Activity

B Location* Check this box to indicate that the address for this incident is provided on the Wildland Fire Module in Section 2 "Alternative Location Specification". Use only for Wildland fires. Census tract []-[]

Street address [6240] [W] [Main] [ST] []
 Number/Milepost Prefix Street or Highway Street Type suffix

Intersection
 In front of
 Rear of
 Adjacent to
 Directions

[] [Houma] [LA] [70360]
 Apt./Suite/Room City State Zip Code

Cross street or directions, as applicable

C Incident Type * [131] Passenger vehicle fire
 Incident Type

H1 Date & Times Midnight is 0000
 Check boxes if dates are the same as Alarm. ALARM always required.
 Alarm * [02] [24] [2011] [12:36:00]
 Date. Month Day Year Hr Min Sec

H2 Shift & Alarms Local Option
 [B] [001]
 Shift or Alarm District
 Platoon

D Aid Given or Received*

1 Mutual aid received
 2 Automatic aid recvd.
 3 Mutual aid given
 4 Automatic aid given
 5 Other aid given
 N None

Their FORD Their State
 Their Incident Number

H3 Special Studies Local Option
 Special Study ID# Special Study Value

F Actions Taken * [87] Investigate fire out on
 Primary Action Taken (1)
 Additional Action Taken (2)
 Additional Action Taken (3)

G1 Resources * Check this box and skip this section if an Apparatus or Personnel form is used.
 Apparatus Personnel
 suppression [0004] [0009]
 EMS
 Other
 Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values LOSSES: Required for all fires if known. Optional for non fires. None
 Property \$ [] [000] [000]
 Contents \$ [] [000] [000]
 PRE-INCIDENT VALUE: Optional
 Property \$ [] [000] [000]
 Contents \$ [] [000] [000]

Completed Modules
 Fire-2
 Structure-3
 Civil Fire Cas.-4
 Fire Serv. Cas.-5
 EMS-6
 Hazmat-7
 Wildland Fire-8
 Apparatus-9
 Personnel-10
 Arson-11

H1 * Casualties None
 Deaths Injuries
 Fire Service [] []
 Civilian [] []

H2 Detector Required for Confined Fires.
 1 Detector alerted occupants
 2 Detector did not alert them
 Unknown

H3 Hazardous Materials Release
 N None
 1 Natural Gas: also leak, no evacuation or shelter actions
 2 Propane gas: < 10 lb. tank (as in home BBQ grill)
 3 Gasoline: vehicle fuel tank or portable container
 4 Kerosene: fuel burning equipment or portable storage
 5 Diesel fuel/fuel oil: vehicle fuel tank or portable
 6 Household solvents: home/office spill, cleanup only
 7 Motor oil: from engine or portable container
 8 Paint: from paint cans totaling < 55 gallons
 9 Other: Special Hazmat actions required or spill > 5 gal., please complete the Hazmat form

I Mixed Use Property
 NN Not Mixed
 10 Assembly use
 20 Education use
 30 Medical use
 40 Residential use
 51 Row of stores
 53 Enclosed mall
 58 Bus. & Residential
 59 Office use
 60 Industrial use
 63 Military use
 65 Farm use
 00 Other mixed use

J Property Use* Structures

131 Church, place of worship
 161 Restaurant or cafeteria
 162 Bar/Tavern or nightclub
 213 Elementary school or kindergarten
 215 High school or junior high
 241 College, adult education
 311 Care facility for the aged
 331 Hospital

341 Clinic, clinic type infirmary
 342 Doctor/dentist office
 361 Prison or jail, not juvenile
 419 1-or 2-family dwelling
 429 Multi-family dwelling
 439 Rooming/boarding house
 449 Commercial hotel or motel
 459 Residential, board and care
 464 Dormitory/barracks
 519 Food and beverage sales

539 Household goods, sales, repairs
 579 Motor vehicle/boat sales/repair
 571 Gas or service station
 599 Business office
 615 Electric generating plant
 629 Laboratory/science lab
 700 Manufacturing plant
 819 Livestock/poultry storage (barn)
 882 Non-residential parking garage
 891 Warehouse

Outside
 124 Playground or park
 655 Crops or orchard
 669 Forest (timberland)
 807 Outdoor storage area
 919 Dump or sanitary landfill
 931 Open land or field

936 Vacant lot
 938 Graded/care for plot of land
 946 Lake, river, stream
 951 Railroad right of way
 960 Other street
 961 Highway/divided highway
 962 Residential street/driveway

981 Construction site
 984 Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box:
 Property Use [161]
 Restaurant or cafeteria
 NFIRS-1 Revision 03/11/99

02-28-'11 11:03 FROM-

T-228 P003/006 F-009

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. First Name [redacted] MI [redacted] Last Name [redacted] Suffix [redacted]

Number 300 Prefix [redacted] Street or Highway [redacted] Street Type DR Suffix [redacted]

Post Office Box [redacted] Apt./Suite/Room [redacted] City Lafayette

State LA Zip Code [redacted]

More people involved? Check this box and attach Supplemental Forms (NFIRS-16) as necessary

K2 Owner

Same as person involved? Then check this box and skip the rest of this section.

Local Option

Business name (if applicable) [redacted] Area Code [redacted] Phone Number [redacted]

Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr., Ms., Mrs. First Name [redacted] MI [redacted] Last Name [redacted] Suffix [redacted]

Number [redacted] Prefix [redacted] Street or Highway [redacted] Street Type [redacted] Suffix [redacted]

Post Office Box [redacted] Apt./Suite/Room [redacted] City [redacted]

State [redacted] Zip Code [redacted]

L Remarks

Local Option

On 02/24/11, Ladder 1, Engine 4, Squad 2, and 200 were dispatched and responded to a reported vehicle fire at 6240 West Main Street. Ladder 1 arrived on scene and reported nothing showing. Captain Boudreaux (606) established Dave's command and placed units in investigation mode. Engine 4, 200, and Squad 2 arrived on scene. The occupant of the vehicle showed Ladder 1 personnel where a power control unit on his driver's door had caught fire. The occupant advised he extinguished the fire with an extinguisher from the restaurant. Command advised the fire was out and cancelled Engine 4 and Squad 2. 200 received report from Captain Boudreaux then completed assignment. The occupant stated his power windows had rolled up on their own earlier in the day and the controls would not work after that. The occupant stated he was inside the restaurant for approximately two hours and when he came out saw the small fire. The occupant utilized an ABC dry chemical extinguisher to extinguish the fire. Command obtained report information. The occupant advised he wished to drive the vehicle back to Lafayette, Louisiana for repairs. Ladder 1 had the occupant start the vehicle. No signs of re ignition occurred. After turning off the vehicle, the power controls for the windows were removed from the plugs and wires secured with electrical tape. The vehicle was restarted and no signs of re ignition occurred. The scene was turned back over to the vehicle occupant. Ladder 1 completed assignment.

02/24/2011 07:32:08 PM bboudreaux

** incorrect: I had just arrived e
Restaurant when fire occurred.*

L Authorization

606 Boudreaux, Brian CAPT/PD E4 02 24 2011
Officer in charge ID Signature Position or rank Assignment Month Day Year

Check box if same as Officer making report ID in charge.

606 Boudreaux, Brian CAPT/PD E4 02 24 2011
Officer in charge ID Signature Position or rank Assignment Month Day Year

02-28-11 11:03 FROM-

T-228 P004/006 F-009

FOID * State * Incident Date * Station Incident Number * Exposure * [] No Activity

B Property Details

B1 [] **Not Residential**
Estimated Number of residential living units in building of origin whether or not all units became involved

B2 [] **Buildings not involved**
Number of buildings involved

B3 [] **None**
Acres burned (outside fires) **Less than one acre**

C On-Site Materials or Products **None**

Enter up to three codes. Check one or more boxes for each code entered.

On-site material (1) [NNN] [None]

On-site material (2) [] []

On-site material (3) [] []

Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the Property, whether or not they became involved

- 1 Bulk storage or warehousing
 - 2 Processing or manufacturing
 - 3 Packaged goods for sale
 - 4 Repair or service
- 1 Bulk storage or warehousing
 - 2 Processing or manufacturing
 - 3 Packaged goods for sale
 - 4 Repair or service
- 1 Bulk storage or warehousing
 - 2 Processing or manufacturing
 - 3 Packaged goods for sale
 - 4 Repair or service

D Ignition

D1 [81] **Operator/passenger area**
Area of fire origin *

D2 [UU] **Undetermined**
Heat source *

D3 [81] **Electrical wire, cable**
Item first ignited * 1 **was confined to object of origin**

D4 [99] **Multiple types of**
Type of material first ignited Required only if item first ignited made on 00 or <70

E1 Cause of Ignition

Check box if this is an exposure report. Skip to section G

- 1 Intentional
- 2 Unintentional
- 3 Failure of equipment or heat source
- 4 Act of nature
- 5 Cause under investigation
- U Cause undetermined after investigation

E2 Factors Contributing To Ignition

[NN] [None] **None**
Factor contributing to Ignition (1)

[] []
Factor contributing to Ignition (2)

E3 Human Factors Contributing To Ignition

Check all applicable boxes

- 1 Asleep **None**
 - 2 Possibly impaired by alcohol or drugs
 - 3 Unattended person
 - 4 Possibly mental disabled
 - 5 Physically Disabled
 - 6 Multiple persons involved
 - 7 Age was a factor
- Estimated age of person involved []
- 1 Male 2 Female

F1 Equipment Involved In Ignition

None If Equipment was not involved, skip to Section G

[NNN] [None]
Equipment Involved

Brand []

Model []

Serial # []

Year []

F2 Equipment Power

[] []
Equipment Power Source

F3 Equipment Portability

- 1 Portable
- 2 Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. **None**

[NNN] [None]
Fire suppression factor (1)

[] []
Fire suppression factor (2)

[] []
Fire suppression factor (3)

H1 Mobile Property Involved

None

- 1 Not involved in ignition, but burned
- 2 Involved in ignition, but did not burn
- 3 Involved in ignition and burned

H2 Mobile Property Type & Make

[11] **Automobile, passenger**
Mobile property type

[CH] **Chevrolet**
Mobile property make

[Trailblazer] [2006]
Mobile property model Year

[TEMP TAG] [LA] [IGNE168866]
License Plate Number State VIN Number

Local Use

- Pre-Fire Plan Available**
Some of the information presented in this report may be based upon reports from other Agencies
- Arson report attached
- Police report attached
- Coroner report attached
- Other reports attached

MFIRS-2 Revision 01/19/99

02-28-11 11:03 FROM-

T-228 P005/006 F-009

FDID *	State *	Incident Date *	Station	Incident Number *	Exposure *	Change	Resources	
B Apparatus or * Resource		Date and Times Check if same as alarm date Month Day Year Hour Min			Sent <input checked="" type="checkbox"/>	Number of * People	Use Check ONE box for each apparatus to indicate its main use at the incident. <input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	Actions Taken
1	ID 200 Type 92	Dispatch <input checked="" type="checkbox"/> 2 24 2011 12:36	Arrival <input checked="" type="checkbox"/> 2 24 2011 12:36	Clear <input checked="" type="checkbox"/> 2 24 2011 12:38	<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	87
2	ID E4 Type 11	Dispatch <input checked="" type="checkbox"/> 2 24 2011 12:36	Arrival <input checked="" type="checkbox"/> 2 24 2011 12:36	Clear <input checked="" type="checkbox"/> 2 24 2011 12:39	<input checked="" type="checkbox"/>	3	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	92
3	ID L1 Type 12	Dispatch <input checked="" type="checkbox"/> 2 24 2011 12:36	Arrival <input checked="" type="checkbox"/> 2 24 2011 12:36	Clear <input type="checkbox"/> 2 24 2011 12:51	<input checked="" type="checkbox"/>	4	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	87
4	ID B2 Type 62	Dispatch <input checked="" type="checkbox"/> 2 24 2011 12:36	Arrival <input checked="" type="checkbox"/> 2 24 2011 12:37	Clear <input checked="" type="checkbox"/> 2 24 2011 12:39	<input checked="" type="checkbox"/>	1	<input checked="" type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	92
5	ID Type	Dispatch <input type="checkbox"/>	Arrival <input type="checkbox"/>	Clear <input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	
6	ID Type	Dispatch <input type="checkbox"/>	Arrival <input type="checkbox"/>	Clear <input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	
7	ID Type	Dispatch <input type="checkbox"/>	Arrival <input type="checkbox"/>	Clear <input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	
8	ID Type	Dispatch <input type="checkbox"/>	Arrival <input type="checkbox"/>	Clear <input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	
9	ID Type	Dispatch <input type="checkbox"/>	Arrival <input type="checkbox"/>	Clear <input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/> Suppression <input type="checkbox"/> EMS <input type="checkbox"/> Other	

Type of Apparatus or Resources

- Ground Fire Suppression
 - 11 Engine
 - 12 Truck or aerial
 - 13 Quint
 - 14 Tanker & pumper combination
 - 16 Brush truck
 - 17 AFR (Aircraft Rescue and Firefighting)
 - 10 Ground fire suppression, other
- Heavy Ground Equipment
 - 21 Dozer or plow
 - 22 Tractor
 - 24 Tanker or tender
 - 20 Heavy equipment, other
- Aircraft
 - 41 Aircraft: fixed wing tanker
 - 42 Helitanker
 - 43 Helicopter
 - 40 Aircraft, other

- Marine Equipment
 - 51 Fire boat with pump
 - 52 Boat, no pump
 - 50 Marine apparatus, other
- Support Equipment
 - 61 Breathing apparatus support
 - 62 Light and air unit
 - 60 Support apparatus, other
- Medical & Rescue
 - 71 Rescue unit
 - 72 Urban Search & rescue unit
 - 73 High angle rescue unit
 - 75 BLS unit
 - 76 ALS unit
 - 70 Medical and rescue unit, other

More Apparatus?
Use Additional
Sheets

- Other
 - 91 Mobile command post
 - 92 Chief officer car
 - 93 HADat unit
 - 94 Type 1 hand crew
 - 95 Type 2 hand crew
 - 99 Privately owned vehicle
 - 00 Other apparatus/resources
- NH None
- UU Undetermined

NFIRS-9 Revision 11/17/98

02-28-'11 11:03 FROM-

T-228 P006/006 F-009

Staff ID\Staff Name	Unit	Activity	Position	Rank	PayScl	Hrs	HrsPd	Pts
201 Bourgeois, Chris	200 X	IV Investigate	BC	BATT		0.03	0.03	0.00
616 Rousseau, Drew	E4	FS Fire On Standby	CP	CAPT/P		0.05	0.05	0.00
629 Morgan, James Eugene	E4	FS Fire On Standby	EN	EN/PD		0.05	0.05	0.00
637 Hughes, Charles David	E4	FS Fire On Standby	FF	FF/PD		0.05	0.05	0.00
606 Boudreaux, Brian	L1	IV Investigate	CP	CAPT/P		0.25	0.25	0.00
614 Clement, Chris James	L1 X	FS Fire On Standby	EN	EN/PD		0.25	0.25	0.00
632 Pennison, Jacob Myles	L1	IV Investigate	FF	FF/PD		0.25	0.25	0.00
638 Fury, William Penn	L1	IV Investigate	FF	FF/PD		0.25	0.25	0.00
622 LeBlanc, Chris	S2 X	FS Fire On Standby	FF	FF/PD		0.05	0.05	0.00

Total Participants: 9

Total Personnel Hours: 1.23

An 'X' next to the unit denotes driver.

bafd

RECORD PAYMENT

COL	AMOUNT	PAY CODE	REPORTING PARTY	COL	AMOUNT	PAY CODE	REPORTING PARTY
D	950 ^{00/100}	312	[REDACTED]				

CAT CODE	STATE	T.I.N.
----------	-------	--------

REMARKS:

1 22 056 829 Q

STATE FARM INSURANCE MONROE, LOUISIANA
 JPMorgan Chase Bank, N.A. Columbus, Ohio 56-1544/441
 CLAIM NUMBER 12-1836-097 DATE OF LOSS 2-24-11 NAME OF INSURED Same ISSUED DATE 2-28-11
 PAY ORDER OF [REDACTED]

Nine hundred fifty & 00/100 DOLLARS \$ 950^{00/100}

- STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY
- STATE FARM COUNTY MUTUAL INSURANCE COMPANY OF TEXAS
- STATE FARM GENERAL INSURANCE COMPANY
- STATE FARM FIRE AND CASUALTY COMPANY
- STATE FARM INDEMNITY COMPANY
- STATE FARM GUARANTY INSURANCE COMPANY

[Signature] AUTHORIZED SIGNATURE

Rental Reservation #936127

Bayou Cove Fire Dept
Kay Hebert
985-580-7230

Date: 2/28/2011 08:30 AM
 Estimate ID: 18-1836-08701
 Estimate Version: 0
 Committed
 Profile ID: Lafayette Parish

State Farm Insurance Companies

FOR ANY QUESTIONS REGARDING THIS ESTIMATE,
 PLEASE CONTACT THE INDICATED CLAIMS HANDLER

BODY SHOP: TO REQUEST A SUPPLEMENT TO THIS ESTIMATE,
 PLEASE FAX YOUR REQUEST TO (877) 907-3506

Damage Assessed By: Darren Bourque

Claims Rep: Processor Team 1
 (800) 448-4687
ext 1

Type of Loss: Comprehensive
 Date of Loss: 2/24/2011
 Deductible: 500.00
 Claim Number: 18-1836-08701

Insured: [REDACTED]
 Owner: [REDACTED]
 Address: [REDACTED] LAFAYETTE, LA [REDACTED]
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 910501

Description: 2006 Chevrolet TrailBlazer EXT LS
 Body Style: 4D Ut
 VIN: 1GNES16S886 [REDACTED]
 Mileage: 94,835
 OEM/ALT: A
 Color: BLACK
 Options: VEHICLE ANTI-THEFT, PASSENGER AIRBAG, DRIVER SIDE AIRBAG, POWER LOCK
 POWER WINDOW, POWER STEERING, MANUAL AIR CONDITION, CRUISE CONTROL
 TILT STEERING COLUMN, ANTI-LOCK BRAKE SYS., FOG LIGHTS, ALUM/ALLOY WHEELS
 CD PLAYER, TOW HITCH RECEIVER, PRIVACY GLASS, FRONT AIR DAM
 FIRST ROW BUCKET SEAT, SECOND ROW SPLIT BENCH SEAT, REAR SEAT HVAC CONTROLS
 SECOND ROW FOLDING SEAT, THRD ROW SEAT
 REAR HEATING, VENTILATION & AIR CONDITIONING, CLOTH SEAT, EXTERIOR RAILS
 TACHOMETER, AUTOMATIC HEADLIGHTS, PASSENGER AIRBAG CUTOFF SWITCH/SENSOR
 VEHICLE THEFT TRACKING/NOTIFICATION, ONSTAR, DAYTIME RUNNING LIGHTS

Drive Train: 4.2L Inj 6 Cyl 2WD
 License: [REDACTED] LA
 Search Code: SFLFT

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
<u>Front Door</u>							
1	000956	BDY	REMOVE/REPLACE	L Frt Door Trim Panel Assy	ORDER FROM DEALER	439.03	0.7
2	001006	BDY	REMOVE/REPLACE	L Frt Door Inside Handle Bezel	15214501 GM PART	12.60	
3	001013	BDY	REMOVE/REPLACE	L Frt Door Power Window Switch	ORDER FROM DEALER	247.96	INC
4	000978	BDY	REMOVE/REPLACE	L Frt Door Moisture Shield	25779163 GM PART	98.42	#
5	002018	BDY	REMOVE/REPLACE	R Frt Door Radio Speaker	15087309 GM PART	142.64	0.2 #
6	005068	BDY	REMOVE/REPLACE	R Frt Door Wiring Harness	ORDER FROM DEALER	67.11	
7	001099	BDY	REMOVE/REPLACE	R Frt Door Power Glass Regulator	25824840 GM PART	194.92	0.9 #
<u>MANUAL ENTRIES</u>							
8	900600	BDY *	ADD'L LABOR OP	INTERIOR CLEAN UP	Sublet		1.0*

ESTIMATE RECALL NUMBER: 02/28/2011 08:30:47 18-1836-08701
 Mitchell Data Version: OEM: FEB_11_V0224 UltraMate is a Trademark of Mitchell International
 MAPP: JAN_11_V0220 Copyright (C) 1994 - 2011 Mitchell International
 UltraMate Version: 7.0.227 All Rights Reserved

Date: 2/28/2011 08:30 AM
 Estimate ID: 18-1838-08701
 Estimate Version: 0
 Committed
 Profile ID: Lafayette Parish

* - Judgment Item
 # - Labor Note Applies

Estimate Totals

I. Labor Subtotals						II. Part Replacement Summary		
	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals			Amount
Body	2.8	50.00	0.00	0.00	140.00 T	Taxable Parts		1,202.87
						Sales Tax @ 8.000%		96.21
						Total Replacement Parts Amount		1,298.89
Labor Summary	2.8				151.20			
III. Additional Costs						IV. Adjustments		
					Amount			Amount
Total Additional Costs					0.00	Insurance Deductible		500.00-
						Customer Responsibility		500.00-
						I. Total Labor:		151.20
						II. Total Replacement Parts:		1,298.88
						III. Total Additional Costs:		0.00
						Gross Total:		1,450.08
						IV. Total Adjustments:		500.00-
						Net Total:		950.08

Point(s) of Impact

18 Non-Collision (S)

Insurance Co: State Farm Insurance

Inspection Site: residence;300 Oak Hollow Dr;Lafayette;
 Address: ND-300 Oak Hollow Dr
 Lafayette, LA 70508
 Inspection Date: 2/28/2011

****CAUTION****

FAILING TO PRESENT THIS ESTIMATE TO THE REPAIRING GARAGE BEFORE REPAIRS MAY RESULT IN ADDITIONAL EXPENSE TO YOU. ALL SUPPLEMENTS REQUIRE PRIOR APPROVAL BY A STATE FARM REPRESENTATIVE.

NOTICE: REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER.

Date: 2/28/2011 08:30 AM
Estimate ID: 18-1838-08701
Estimate Version: 0
Committed
Profile ID: Lafayette Parish

*****THIS IS NOT AN AUTHORIZATION TO REPAIR*****

This is an estimate. Repair facilities must inspect the vehicle to determine if any repairs not listed are required, and to contact State Farm before making such repairs. Repairer also is responsible for conducting any necessary inspection and safety checks prior to and after completing repairs.

Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to civil fines and criminal penalties.

ESTIMATE RECALL NUMBER: 02/28/2011 08:30:47 18-1838-08701

Mitchell Data Version: OEM: FEB_11_V0224 UltraMate is a Trademark of Mitchell International
MAPP:JAN_11_V0220 Copyright (C) 1994 - 2011 Mitchell International

UltraMate Version: 7.0.227 All Rights Reserved

CUSTOMER #: 10055533

162442

INVOICE



SERVICE CHEVROLET, Inc.

4313 CAMERON STREET P.O. BOX 3707
PHONE (337) 234-9411
LAFAYETTE, LOUISIANA 70502

LAFAYETTE, LA

PAGE 1

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 346 JAMIE WILTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	CHEVROLET TRAILBLAZE	1GNES16S866	[REDACTED]	94835/94835	TB4945	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28FEB11	DD		07:06 22MAR11		80.00	CASH	14MAR11
H.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_DOHC					
13:33	28FEB11	10:29	14MAR11				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A REPAIR AS PER ESTIMATE							
190 REPAIR AS PER ESTIMATE							
				322		CBTI	2.80
1	25933507	PANEL			255.71	242.92	242.92
1	25779163	F-DEFLECTOR			98.42	93.50	93.50
1	10366739	SPEAKER			103.96	98.76	98.76
1	25867005	SWITCH			296.59	281.76	281.76
1	15214501	BEZEL			12.60	11.97	11.97
1	25965491	HANDLE			60.39	57.37	57.37
1	20930663	REGULATOR			196.88	187.04	187.04
1	15240047	F-HARNES			67.21	67.21	67.21
1	12088575	BREAKER A			9.91	9.41	9.41
1	15123254	SW-OS/MIR			53.98	51.28	51.28
PARTS:	1101.22	LABOR:	147.94	OTHER:	0.00	TOTAL LINE A:	1249.16

94835 REPAIRED AS PER ESTIMATE

C** LT FRONT DOOR SWITCH PANEL NOT WORKING PROPERLY - VEH AT B/S

RTS REFER TO STORY BELOW FOR REPAIRS.

134	CPT	1.10				93.50	93.50
PARTS:	0.00	LABOR:	93.50	OTHER:	0.00	TOTAL LINE C:	93.50

94835 1.10 CHECKED UNIT FOUND DR DOOR SWITCH MODULE NOT PROGRAMED
PROGRAMED DR SWITCH MODULE ASSY ON UNIT FINE AT THIS TIME.

*CUSTOMER PAY REPAIR ORDERS are being charged for misc. materials & supplies whether or not some or all of these were used in your repair Materials, supplies & services include & are not limited to: Cleaning solvents, disposal of cleaning solvents, waste oil & filters, waste anti freeze, top off fluids, etc.

BODY SHOP

DESCRIPTION	TOTALS
LABOR AMOUNT	241.44
PARTS AMOUNT	1101.22
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1342.66
LESS INSURANCE	0.00
SALES TAX	107.42
PLEASE PAY THIS AMOUNT	1450.08

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

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

Pd w/ SFCK 950.08
Some 500.00

EAN HOLDINGS, LLC, 4313 CAMERON ST, LAFAYETTE, LA 705061423 (337) 233-2163

RENTAL AGREEMENT REF#
428740 93NLDK

RENTER

ADDITIONAL DRIVER
HUFFMAN, JERI

DATE & TIME OUT
02/28/2011 11:49 AM
DATE & TIME IN
03/14/2011 04:48 PM

BILLING CYCLE
CALENDAR DAY

VEH #1 2011 CHEV TRAY XLT2
VIN# 1GNKRGE06B
LIC#
MILES DRIVEN

BILL TO ACCOUNT
STATE FARM-ACC COLUMBIA MO**
ATTN: TEAM 1, PROCESSOR
P O BOX 6045
COLUMBIA, MO 652056045

CLAIM INFO

INSURED: SAME
LOSS DATE: 02/24/2011
INSURED
SHOP: LAST DAY 664CQ**
PHONE: (000) 000-0099
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	02/28 - 03/14	15	DAY	\$41.55	\$623.25
REFUELING CHARGE	02/28 - 03/14				\$0.00
YOUNG DRIVER FEE (18-99)	02/28 - 03/14			WAIVED	
Subtotal:					\$623.25

Taxes & Surcharges

LOUISIANA STATE SALES TAX	02/28 - 03/14			4%	\$24.93
SALES TAX	02/28 - 03/14			4%	\$24.93
Total Charges:					\$673.11

Bill-To / Deposits

STATE FARM-ACC COLUMBIA MO**

TIME & DISTANCE	02/28 - 03/14	15	DAY		
LOUISIANA STATE SALES TAX	02/28 - 03/14	1	PERCENT	4%	
SALES TAX	02/28 - 03/14	1	PERCENT	4%	
Subtotal:					(\$538.49)

Total Amount Due

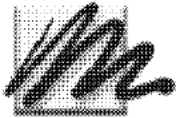
\$0.00

PAYMENT INFORMATION

AMOUNT PAID TYPE
\$134.62 Mastercard

CREDIT CARD NUMBER
PENDING

Rental



Thaddeus
Kinzer/Austin/GM1
08/27/2012 02:12 PM

To james.lindsay@gm.com
cc
bcc
Subject (VA) 71-1096628021 PAR Case Sent to ESIS · No Action
Required

A product allegation claim has been made in your region. The customer is alleging thermal event originating from drivers power window switch. This case is being escalated to ESIS because it is a thermal event.

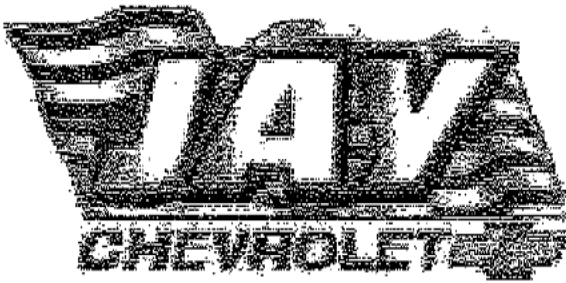
Customer: [REDACTED]
2006 Chevrolet TrailBlazer
1GNET16S766 [REDACTED]
Dealership: no dealer involved
Dealership Contact: n/a

This is only a notification. No action is required on your part at this time.

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



3372 HIGHLAND RD
HIGHLAND MI 48357
FAX:248-889-1945
PHONE: 248-889-3232

FAX

SUBJECT: [REDACTED]

DATE: 9-6-12

PAGES: 2
(INCLUDING COVER SHEET)

TO: Joe Garcia

FROM: Brian Lawrence

COMMENTS: EST YOU REQUESTED
FOR [REDACTED] TIRE BLAZER
DRIVERS DOOR MODULE REPLACEMENT
LAST 8 OF VIN TO [REDACTED]



3372 HIGHLAND RD
HIGHLAND MI 48357
FAX: 248-889-1945
PHONE: 248-889-3232

FAX

SUBJECT: [REDACTED] TrailBlazer
DATE: 9-20-12
PAGES: 3
(INCLUDING COVER SHEET)

TO: Joe Garcia
FROM: Brian Lawrence - 248-748-1134
FAX - 248-889-2678

COMMENTS: Warranty Invoice you asked
for with comments showing labor
rate of 96.32 and .80 hours
and total

CUSTOMER #: 109248

230339

JAY CHEVROLET

3372 W. Highland Rd.
Highland, MI. 48357
Phone: (248) 889-3232
www.feldmanautomotive.com

WARRANTY

DUPLICATE 1
PAGE 1

HIGHLAND, MI
HOME
BUS: CONT: N/A
CELL:

SERVICE ADVISOR: 2757 WENDY SUE RAUCH

COLOR	YEAR	MAKE/MODEL	V.N.	LICENSE	MILEAGE IN / OUT	TAG	
BEIGE	07	CHEVROLET TRAILBLAZE	1GNDT13S472		99320/99320	T3762	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
31JUL09 DD			17:00 19SEP12			CASH	20SEP12
R.O. OPENED	READY	OPTIONS: STK:JAL159 ENG:4.2 Liter DOHC					
07:02 19SEP12	18:10 20SEP12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
E C/S THE DRIVER SIDE WINDOW IS INOP AND BURNING SMALL FUSE FROM SWITCH GM							
WARRANTY PER JOE GARCIA							

CAUSE: SHORTED OUT
N2117 SWITCH - SWITCH MODULE, FRONT DOOR - LEFT -
REPLACE
2590 BRETT, ROBERT JOHN LIC#: [REDACTED]
W 0.80
1 25867005 SWITCH

17486	24480 TPARTS	77.05	77.05
2320	7705 TLABOR	306.77	244.80
			244.80

TECH: 2590 ACTUAL HRS.: 3.23 SOLD HRS.: 0.80

SALE-LBR:	77.05	PTS:	244.80	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	321.85
COST-LBR:	23.20	PTS:	174.86	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	198.06

99320 SHORTED OUT N2117-54 BEIAG-8 LABOR NEC TO CHECK ALL
CIRCUITS TO MODULE AND REPAIR BLOWN FUSE, REPLACE WINDOW/DOOR CONTROL
MODULE AND PROGRAM.

WARRANTY LABOR RATE IS 96.32
PRE HOUR AND REPAIR WAS .80

THANK YOU FOR YOUR BUSINESS !!!
FACILITY REGISTRATION # F132676
Repairs have been checked and approved by:

TECH: 2590 ACTUAL HRS.: 3.23 SOLD HRS.: 0.8

SALE-LBR:	77.05	PTS:	244.80	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	321.85
COST-LBR:	23.20	PTS:	174.86	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	198.06

NO REFUNDS OR EXCHANGES, AFTER 10 DAYS OR WITHOUT THIS INVOICE. ALL PARTS SOLD ARE NEW UNLESS SPECIFIED OTHERWISE.

All returned good subject to a 20% handling - restocking charge. Electrical items, special order parts and/or sales of \$10.00 or less are non-returnable. Returned goods must be in original package. credit will NOT be issued without inspection of items, after 10 days, or without this invoice.

ALL RETURNS MUST MEET G.M. PART PACKAGING QUALITY STANDARDS. PLEASE CALL YOUR PARTS DEPT. FOR FURTHER INFORMATION REGARDING PACKING STANDARDS.

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

DESCRIPTION

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

CUSTOMER #: 109248

230339

JAY CHEVROLET

3372 W. Highland Rd.
Highland, MI. 48357
Phone: (248) 889-3232
www.feldmanautomotive.com

WARRANTY

DUPLICATE 1
PAGE 2

HIGHLAND, MI

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 2757 WENDY SUE RAUCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BEIGE	07	CHEVROLET TRAILBLAZE	1GNDT13S47		99320/99320	T3762	
DEL DATE	PROD DATE	WARR EXP	PROMISED	RG NO	RATE	PAYMENT	INV DATE
31JUL09 DD			17:00 19SEP12			CASH	20SEP12
R.O. OPENED	READY	OPTIONS:					
07:02 19SEP12	18:10 20SEP12	STK:JA1159 ENG:4.2 Liter DOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
09-19-12	08:24	11:38	3.23	W	2590	B	A

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
1/46200	7705	2320		1/46000	24480	17486	
1/26300	32185	*****					

COST, SALE, & COMP TOTALS 19806 32185 0

NO REFUNDS OR EXCHANGES, AFTER 10 DAYS OR WITHOUT THIS INVOICE. ALL PARTS SOLD ARE NEW UNLESS SPECIFIED OTHERWISE.

All returned good subject to a 20% handling - restocking charge. Electrical items, special order parts and/or sales of \$10.00 or lease are non-returnable. Returned goods must be in original package. credit will NOT be issued without inspection of items, after 10 days, or without this invoice.

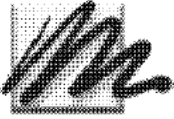
ALL RETURNS MUST MEET G.M. PART PACKAGING QUALITY STANDARDS. PLEASE CALL YOUR PARTS DEPT. FOR FURTHER INFORMATION REGARDING PACKING STANDARDS.

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	77.05
PARTS AMOUNT	244.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	321.85
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	321.85



rita.sanchez/Austin/GM1

08/20/2012 09:53 AM

To reggie.warren@gm.com

cc

bcc

Subject 711098955380 PAR Case Sent to ESIS No Action
Required

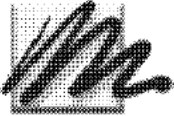
A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event.

Customer Last Name [REDACTED]
2006 Chevrolet Trail Blazer
VIN 1GKDT13S262 [REDACTED]
Hurd Automall
Ray Green - Service Advisor

This is only a notification. No action is required on your part at this time.

Best wishes,
Rita Sanchez | CRS

Aditya Birla Minacs | inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com



rita sanchez/Austin/GM1

08/20/2012 08:57 AM

To jack.h.adams@gm.com

cc

bcc

Subject 711098989328 PAR Case Sent to ESIS No Action
Required

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event.

Customer Last Name [REDACTED]
2006 Chevrolet Trail Blazer
VIN 1GNDT13S862 [REDACTED]
No involved dealer at this time.

This is only a notification. No action is required on your part at this time.

Best wishes,
Rita Sanchez | CRS

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Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

Lynda Eichorst/Austin/GM1

08/20/2012 06:07 PM

To leonard.f.fox@gm.com

cc

bcc

Subject 71-1099007381 PAR Case Sent to ESIS. No Action
Required

A product allegation claim has been made in your region. The customer is alleging the control panel caught on fire. This case is being escalated to ESIS because of a thermal event.

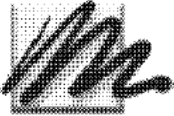
[REDACTED]
2007 Chevrolet TrailBlazer
1GNDT13S872 [REDACTED]
No dealer involvement

This is only a notification. No action is required on your part at this time.

Best wishes

Lynda Eichorst

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Twitter



rita sanchez/Austin/GM1

08/31/2012 11:00 AM

To john.pachucki@gm.com

cc

bcc

Subject 711099193739 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because customer seeking reimbursement.

Customer Last Name [REDACTED]
2007 Chevrolet Trail Blazer
VIN 1GNDT13S872 [REDACTED]
No involved dealer at this time.

This is only a notification. No action is required on your part at this time.

Best wishes,
Rita Sanchez | CRS

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Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

January 8, 2013

[REDACTED]
Mt Pleasant, WI [REDACTED]

RE: Service Request: 71-1099476189
2006 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDDT13S162 [REDACTED]
Customer Relationship Specialist: Dalia

Dear [REDACTED]

Thank you for allowing us the opportunity to review the product allegation involving your 2006 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on August 27th and 28th.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File

Dalia Rangel/Austin/GM1

08/30/2012 11:57 AM

To mary.sontag@gm.com

cc

bcc

Subject 71-1099476189 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging flames coming from drivers side door switch. This case is being escalated to ESIS because of thermal event.

Tobias

2006 Chevrolet Trailblazer

1GNDT13S162

Dealership, City, State (BAC) no dlr involved

Dealership Contact, Title/Position

This is only a notification. No action is required on your part at this time.

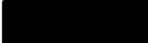

Best wishes,
Dalia Rangel | CRS

Aditya Birla Minacs | inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirla.com

Lynda Eichorst/Austin/GM1
08/23/2012 10:34 AM

To james.nguyen@gm.com
cc
bcc
Subject 71-1099617747 PAR Case Sent to ESIS. No Action
Required

A product allegation claim has been made in your region. The customer is alleging the door handle caught on fire. This case is being escalated to ESIS because of a thermal event.


2007 Chevrolet TrailBlazer
1GNDT13S672 
No dealer involvement

This is only a notification. No action is required on your part at this time.

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

Aditya Birla Minacs | inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | www.minacs.adityabirla.com | Follow us on
Twitter

Dalia Rangel/Austin/GM1

08/24/2012 03:10 PM

To jackie.r.cates@gm.com

cc

bcc

Subject 71-1099682619 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging flames coming from drivers side door switch. This case is being escalated to ESIS because of thermal event and insurance involvement.

*Hill
2006 Chevrolet Trailblazer
1GNDS13S562 [REDACTED]
Dealership, City, State (BAC) no dlr involved
Dealership Contact, Title/Position*

This is only a notification. No action is required on your part at this time.



Best wishes,
Dalia Rangel | CRS

Aditya Birla Minacs | inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirla.com

Lynda Eichorst/Austin/GM1
08/29/2012 11:00 AM

To matt.edmiston@gm.com
cc
bcc
Subject 71-1099764259 PAR Case Sent to ESIS. No Action
Required

A product allegation claim has been made in your region. The customer is alleging the driver's side door caught on fire. This case is being escalated to ESIS because of a thermal event.


2007 GMC Envoy
1GKDT13SX7 
No dealer involvement

This is only a notification. No action is required on your part at this time.

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

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Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | www.minacs.adityabirla.com | Follow us on
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January 8, 2013

[REDACTED]
Boise, ID [REDACTED]

RE: Service Request: 71-1100488540
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S872 [REDACTED]
Customer Relationship Specialist: Dalia

Dear [REDACTED]:

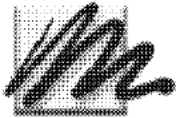
Thank you for allowing us the opportunity to review the product allegation involving your 2007 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on August 27th and 28th.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File



Thaddeus
Kinzer/Austin/GM1
08/27/2012 03:41 PM

To melissa.grayson@gm.com
cc
bcc
Subject (MD) 71-1101374340 PAR Case Sent to ESIS · No Action
Required

A product allegation claim has been made in your region. The customer is alleging thermal event originating from power window switch in drivers door panel. This case is being escalated to ESIS because it is a thermal event.

Customer: [REDACTED]
2006 Chevrolet TrailBlazer
1GNDT13S562 [REDACTED]
Dealership: no dealer involved
Dealership Contact: n/a

This is only a notification. No action is required on your part at this time.

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

January 8, 2013

[REDACTED]
Fort Myers, FL [REDACTED]

Dear [REDACTED]

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

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request Number: 71-1101877520



**Kellin
Babbs/Austin/GM1**

08/29/2012 03:03 PM

To tony.a.ogburn@gm.com

cc

bcc

Subject 71 1101952288 PAR Case Sent to ESIS No Action
Required

A product allegation claim has been made in your region. The customer is alleging that their window and door remote systems on the driver side door had smoke and open flame coming from it. This case is being escalated to ESIS because of a thermal event.

Cliburn

2007 Chevrolet TrailBlazer

1GNDDT13S272 [REDACTED]

Wilson County Motors, LLC Lebanon TN 37039

(615) 444-9642

This is only a notification. No action is required on your part at this time.

Respectfully,
Kellin Babbs I CRS

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Phone: 866-790-5700 41026 I Fax: 866-311-2784 I www.minacs.adityabirla.com
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**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION**

Division: _____	Ref# _____	VIN: _____
Claimant's Name (LAST, First) _____		

Inspected By: _____ Organization: _____
Phone: _____ Inspection Date: _____ Mileage at Inspection: _____

I: INSPECTION SUMMARY

Following the inspection, summarize the facts and observations:

II: INTERVIEW - VEHICLE HISTORY

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. **Name, address & phone number** of person being interviewed: _____

2. **Prior collision** damage? (date, description, etc.) _____

Repaired by: _____

3. Describe **existing vehicle conditions** at the time of the incident(e.g. warning lights "On", engine miss, etc.):

4. **Repairs** outside of warranty (what, when, by whom?): _____

5. Other **vehicle history** information (from person being interviewed or GM Warranty History)? _____

6. **Last brake maintenance** (date, description, by whom?): _____

III: VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

A. Exterior:

- Front
- Right side
- Rear
- VIN
- Left side

Comments: _____

B. Brakes:

- Front assemblies
- Rear assemblies with drums removed

Comments: _____

C. Interior:

- Instrument panel & odometer
- List all driver electrical controls which are in the "On" position: _____

Comments: _____

D. Underhood:

- Engine compartment
- Master cylinder and brake fluid reservoir
- Brake lines and hoses
- ABS/TCS Modulator

Comments: _____

E. Underbody:

- Scrapes or impact damage on the following:
 - Fuel tank
 - Tires/Wheels

Comments: _____

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: _____

Anything on vehicle which is a modification: _____

Other relevant information: _____

Other Comments:

Dalia Rangel/Austin/GM1

08/30/2012 03:01 PM

To denise.zobel@gm.com

cc

bcc

Subject 71-1102127659 PAR Case Handled within BRC No Action
Required

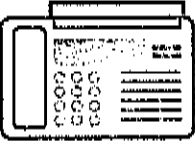
A product allegation claim has been made in your district. The customer is alleging smoke coming from the drivers side door switch.

Bibeault
2006 Buick Rainier CXL
5GADT13S562 [REDACTED]
Faulkner Olds., Inc., Bethlehem, PA (116976)
TJ Flannery, Svc Adv

This is only a notification. No action is required on your part at this time.

Best wishes,
Dalia Rangel | CRS

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Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirla.com

<p style="text-align: center;">F A X</p> <p>Faulkner Chevy 298 STOKES PARK RD BETHLEHEM, PA 18016 610-867-4177</p> 	<p>TO Dalla Fax number 866-480-3628</p>
	<p>From: Bob McGarry Fax number: 610-317-6376 Email bmcgarry@faulknermotors.com</p>
	<p>Date 9-7-12</p>
	<p>Regarding: Payment for Window switch replacement (pending recall #12180) 71-1102127659</p>
	<p>Phone number for follow-up: 610-867-4177</p>

Warr Labor Rate \$93.19

Ro # 1034502

Labor	.8 @ 93.19 =	74.55	
Parts		240.80	
Freight		10.34	
		<hr/>	
		325.69	Total

3 pages

CUSTOMER #: 125388

1034502

FAULKNER
CHEVROLET CADILLAC

298 Stoke Park Road
P.O. Box 1388
Bethlehem, PA 18018
(610) 867-4177

WARRANTY

PAGE 1

BELVIDERE, NJ

CONT. N/A

HOME:

CELL

SERVICE ADVISOR: 7002 PHIL JACQUES

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	06	BUICK RAINIER	5GADT13S562		148626/148626	T48	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31AUG06 DD			12:00 04SEP12			CASH	06SEP12
R.O. OPENED	READY	OPTIONS: ENG:4.2_Liter_MFI_DOHC_Alum					
04SEP12	06SEP12						

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

A CUSTOMER SATTES THERE WAS SMOKE COMING LEFT FRONT WINDOW SWITCH
CAUSE: WINDOW SWITCH MODULE SHORTED

N2117 SWITCH - SWITCH MODULE, FRONT DOOR - LEFT -
REPLACE

3002	WSDC2	0.80	5 B		74.55	74.55
1	25861556 F-SWITCH		3 D		301.75	240.80
CC:	0590					
FC:	6573					

PART#: 25861556 17200 24080 TPARTS
COUNT: 1

CLAIM TYPE:
AUTH CODE:

1804	7455	TLABOR
MISC OVNR FRT PART#25861556	WSDC2	10.34
FC:		10.34

TECH: 3002 ACTUAL HRS.: 1.55 SOLD HRS.: 0.80

SALE-LBR: 74.55 PTS: 240.80 MSC: 10.34 LUB: 0.00 SUB: 0.00 TOTAL 325.69

V for Gold dr. to switch
148626 DIAG. DRIVERS WINDOW SWITCH. FOUND SWITCH BURNT DUE TO
SHORTED SWITCH INTERNALLY. REPLACED SWITCH AS PER GM PENDING RECALL. OK
OPERATION OK. REPROGRAM SWITCH AND MODULE ASSEMBLY.

NOTE CASE # 71-1102127659 VARIABLE LABOR RATE FROM \$45.00 TO \$115.00

THANK-YOU FOR YOUR PATRONAGE

(610) 867-4177
VISIT OUR WEBSITE AT
WWW.FAULKNERMOTORS.COM

TECH: 3002 ACTUAL HRS.: 1.55 SOLD HRS.: 0.8

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MATERIALS	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	

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

[Redacted Signature]

CUSTOMER #: 125388

1034502

**FAULKNER
CHEVROLET CADILLAC**

298 Stoke Park Road
P.O. Box 1368
Bethlehem, PA 18016
(610) 867-4177

WARRANTY

PAGE 2

BELVIDERE, NJ

CONT:N/A

HOME:

BUS:

CELL:

SERVICE ADVISOR: 7002 PHIL JACQUES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE:IN/OUT	TAG	
GRAY	06	BUICK RAINIER	5GADT138562		148626/148626	T48	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
31AUG06 DD			12:00 04SEP12			CASH	06SEP12
R.O. OPENED	READY	OPTIONS:	ENG:4.2_Liter_MFI_DOHC_Alum				
04SEP12	06SEP12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SALE-LBR:					74.55	PTS: 240.80	MSC: 10.34
					LUB: 0.00	SUB: 0.00	TOTAL 325.69

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-04-12	08:23	09:23	1.00	W	3002	A	
09-06-12	13:58	14:31	0.55	W	3002	A	

COST, SALE, & COMP TOTALS 20038 32569 0

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	74.55
PARTS AMOUNT	240.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MATERIALS	10.34
TOTAL CHARGES	325.69
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	325.69

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

CUSTOMER SIGNATURE

January 8, 2013

[REDACTED]
Darien, GA [REDACTED]

RE: Service Request: 71-1102326242
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S772 [REDACTED]
Customer Relationship Specialist: Lynda

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2007 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on August 30, August 31 and September 4, 2012.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File



CHEVROLET

Customer Assistance Center

Chevrolet Division

P.O. Box 33170

Detroit, MI 48232-5170

PRESORTED
FIRST CLASS



00

02 1M

\$ 00.42⁴

0004271184

SEP 10 2012

MAILED FROM ZIP CODE 48331

09-20-12 A08:51 IN

NIXIE

322 DE 1

00 09/15/12

RETURN TO SENDER

NO MAIL RECEIPTABLE

UNABLE TO FORWARD

BC: 48232517070

*0238-05995-15-43

48232@5170
HBBCSMP 3130





September 10, 2012

Customer did not receive letter
from GM.

[REDACTED]
Darien, GA [REDACTED]

RE: Service Request: 71-1102326242
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13S772 [REDACTED]
Customer Relationship Specialist: Lynda

Dear [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2007 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on August 30, August 31 and September 4, 2012.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File

Lynda Eichorst/Austin/GM1

08/31/2012 02:24 PM


To david.m.casey@gm.com

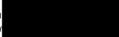
cc

bcc

Subject 71-1102326242 PAR Case Sent to ESIS. No Action
Required

A product allegation claim has been made in your region. The customer is alleging the driver's door panel caught on fire. This case is being escalated to ESIS because of a thermal event.


2007 Chevrolet TrailBlazer

1GNDS13S772 

No dealer involvement

This is only a notification. No action is required on your part at this time.

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

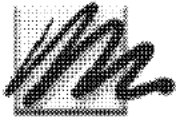
Sincerely,

Lynda Eichorst

Aditya Birla Minacs | inspired every day

7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741

Phone 866-790-5600 ext 31093 | Fax 866-393-8086 | www.minacs.adityabirla.com | Follow us on
Twitter



Thaddeus
Kinzer/Austin/GM1
08/30/2012 10:50 AM

To troy.m.grant@gm.com
cc
bcc
Subject (DE) 71-1102360023 PAR Case Sent to ESIS · No Action
Required

A product allegation claim has been made in your region. The customer is alleging thermal event originating from the power window switch in the drivers door panel. This case is being escalated to ESIS because it is a thermal event.

Customer: Comer
2007 GMC Envoy
1GKDS13S372 [REDACTED]
Dealership: no dealer involved
Dealership Contact: n/a

This is only a notification. No action is required on your part at this time.

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



**Kellin
Babbs/Austin/GM1**

09/25/2012 01:01 PM

To thomas.thornton@gm.com

cc

bcc

Subject 71 1102391920 PAR Case Sent to ESIS No Action
Required

A product allegation claim has been made in your region. The customer is alleging that their power window console went up in flames. This case is being escalated to ESIS because of a thermal event.

Hileman

2007 Chevrolet TrailBlazer

1GNDS13S472 [REDACTED]

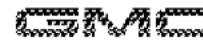
Morse Operations, Inc. Sunrise FL 165673

(888) 319-5276

This is only a notification. No action is required on your part at this time.

Respectfully,
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5600 31460 I Fax: 866-311-2784 I www.minacs.adityabirla.com
Follow us on Twitter



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 13, 2010

TIM SHAW
MCCLUSKEY CHEVROLET, INC.
9673 KINGS AUTOMALL RD
CINCINNATI, OH 45249-8241

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model: 2006 CHEVROLET TRAILBLAZER
VIN: 1GNDDT13S462 [REDACTED]

Dear Tim Shaw:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

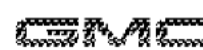
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Sandra Stone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 13, 2010

TIM SHAW
MCCLUSKEY CHEVROLET, INC.
9673 KINGS AUTOMALL RD
CINCINNATI, OH 45249-8241

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model 2006 CHEVROLET TRAILBLAZER
VIN 1GNDD13S462 [REDACTED]

Dear Tim Shaw:

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- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
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Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Sandra Slone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: 71-789194707
By: SANDRA SLONE BRC/ADR

GM Legal File / BBB Case No.: CHV1010448
Negotiator: {Negotiator Name}

Customer Last Name: [REDACTED]

State: OHIO

Vehicle ID No.: [REDACTED] In Service Date: 7/6/2006
1GNDT13S462 [REDACTED]
Year, Make & Model: 2006 CHEVROLET TRAILBLAZER

Vehicle Purchased: BAC Code: LEASED NEW 112791
Vehicle Purchased Used on: N/A at odometer N/A
Dealer Name : MCCLUSKEY CHEV. CINCINNATI, OHIO
CAM Name: ROB JOHNSON
Phone Number: 630-961-6817

Current Mileage: 47000

Sale Type: Purchase: Lease Other : {Type}

Lien holder: GMAC Other : NONE

DVM Name: KEITH RUSIE
Phone/Cell Number: 513-404-6969

Purchase Price of Vehicle:

Was TAC contacted for this vehicle (Y/N)? :

DVM requests involvement?: {Yes / No Only}

Attorney Involvement: {Name of Attorney or Firm}
Phone Number : {Number}
Fax Number : {Number}

Service Manager Name: TIM SHAW
Phone Number : 513-761-1111

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.) and phone number. Repeat as necessary.
{Name, Position, Phone Number}

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone number. Repeat as necessary.

GLENWAY CHEVROLET
3015 GLENHILLS WAY
CINCINNATI OH 45238-3448
Phone: 513-251-5555

JOSEPH CHEVROLET
BAC: 132409
8733 COLERAIN AVE
CINCINNATI, OH 45251-2992
PHONE: 513-416-6700

If TAC was contacted, what did they say? (Include TAC case #)
{TAC Detail}

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved, regardless of dealership explanation.
{Explanation}

DVM/DSM Notified Regarding TAC Involvement? {Yes / No}

VEHICLE REPAIR HISTORY:

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GWM for accuracy.

PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
-------	-------	-----------	----------	--

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
-------	-------	-----------	----------	--

5/04/2007	376793		12587	(GW RECORD) DLR MCCLUSKEY, CINCINNATI, OH ZREG – J9991 - CUSTOMER CONCERN NOT DUPLICATED ENGINE MECHANICAL (GW RECORD) XDLR MCCLUSKEY, CINCINNATI, OH ZREG – Z7906 - 6+ DAY COURTESY TRANSPORTATION
-----------	--------	--	-------	---

7/09/2007	451330		14358	(GW RECORD) DLR GLENWAY, CINCINNATI, OH ZREG – J7913 – REPLACE AIR INTAKE PLENUM (API) SEAL (GW RECORD) DLR GLENWAY, CINCINNATI, OH ZREG – J7913 – REPLACE AIR INTAKE PLENUM (API) SEAL
-----------	--------	--	-------	--

Restraints

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
-------	-------	-----------	----------	--

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
-------	-------	-----------	----------	--

Transmission

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
-------	-------	-----------	----------	--

7/09/2007	451330		14358	(GW RECORD) DLR GLENWAY, CINCINNATI, OH ZREG – K5364 – TRANSMISSION CONTROL MODULE REPROGRAMMING WITH SPS (GW RECORD) DLR GLENWAY, CINCINNATI, OH ZREG – Z7901 1-DAY COURTESY TRANSPORTATION
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Axle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
-------	-------	-----------	----------	--

Body/Trim

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

Chassis

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

Electrical

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

Glass

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

HVAC

Paint

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

Suspension

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

Wheel/Tires

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

Recalls / Campaigns

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

Other

Date: **RO #:** **Days Out:** **Mileage:** **Description of Complaint and Repair Performed:**

3/21/200 A04352 0 0 (GW RECORD) DLR JAKE SWEENEY, SPRINGDALE, OH
6 ZPDI – Z7000 – PRE-DELIVERY INSPECTION

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) NO
Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N) YES
What type of damage was sustained (example: front end collision)?
{Description of Damage} _____

Are the RO's attached if the vehicle was in an accident? (Y or N) _____
Has the customer filed any insurances claims on this Vehicle? (Y or N) NO
If Yes obtain the following information below

Insurance Company: _____

Insurance Rep : _____
(First and Last Name)

Phone # _____

Claim Made? (Y or N): _____

Claim Status: _____
Pending/Denied/NA

Claim # _____

Did Insurance Company refer customer to GM? (Y or N) _____

If Yes. Did the insurance company deny the claim? (Y or N) _____

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) NO

If "Yes" to aftermarket, please list:
Be sure to note retailer installed or third party installed as well as date and mileage if
known. Repeat as necessary. Include the name of the third party installer.

Have you confirmed modification with the dealership? (Y or N) _____

PERTINENT FACTS FROM ALL SR's RELATED TO THIS VIN:

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? OHIO

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

Customer/Plaintiff Seeks: Replacement vehicle

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

WANTS GM TO TAKE CAR BACK BECAUSE CUSTOMER SAYS HAS HAD NOTHING BUT PROBLEMS WITH IT SINCE FIRST LEASING THE CAR. STATES INITIALLY JUST ASKED THEM TO PAY FOR A RENTAL FOR THIS LAST PROBLEM BUT THE DEALER WOULD NOT PROVIDE A RENTAL DUE TO THE CUSTOMER VEHICLE IS NOW OUT OF WARRANTY AND THE DEALER DID NOT WANT TO PAY \$700 FOR RENTAL.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: {Yes or No}

Under what State? {State} Claimed Presumptive? {Yes or No}

Does Purchase Qualify? {Yes or No} If not, why? {Used/Lease/GVWR/Etc}

State Presumption Is: OHIO

# of Visits for a Non-Conformity?	3	# of Days out of Service?	30
# of visits for a Safety Complaint?	1	# of Visits Total?	8
Must Complaint Continue to Exist?	YES (RECUR)	Final Repair/Arbitration Required?	NO
Time Period for filing a Claim?	12 MONTHS/18,000 MILES		

Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	{Number}	# of Days out of Service?	{Number}
# of visits for a Safety Complaint?	{Number}	# of Visits Total?	{Number}
Complaint appears to Continue?	{Yes or No}	Final Repair/Arbitration Complete?	{Yes or No}

Does History appear Presumptive: {Yes or No}

Vehicle Service History (During Limited Warranty Period) is:

# of Visits for a Non-Conformity?	{Number}	# of Days out of Service?	{Number}
# of visits for a Safety Complaint?	{Number}	# of Visits Total?	{Number}
Must Complaint Continue to Exist?	{Yes or No}	Final Repair or Arbitration Req'd?	{Yes or No}

Related Repairs beyond NVLW: {Yes or No}

Customer Pay?	{Yes or No}	If no, identify responsible party:	{Payee}
Additional Days out of Service?	{Number}	Additional # of Repair Visits?	{Number}

Other Considerations: {Yes or No}

Outcome/Findings of Arb/Final Repair:	{Date and Summary}
Prior Goodwill/reimbursement:	{Yes or No} {Date and Summary}
Out of Pocket Expenses:	{Yes or No} {Date and Summary}

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

FOM: The window switch she needs is on order; the veh was repaired with window up for safety reasons until the part is available. We are pursuing the window switch and will certainly get her fixed up as quickly as possible. No reason to repurchase vehicle under this scenario. It is out of base warranty and it is a simple window switch we need to fix the vehicle.

Pertinent vehicle information provided by dealer Service Manager:

{TEXT}

Identify at least three main strengths of the customer's case?

{TEXT}

Identify at least three main weaknesses of the customer's case?

{TEXT}

Are there any considerations to be made under other applicable laws? (Explain in detail)

{TEXT}

Recommendation:

{TEXT}

Rationale:

{TEXT}

Settlement/Defense Strategy:

{TEXT}

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Intial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): \${Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): \${Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): \${Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, and reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadra steer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

2006 TRAILBLAZER LT 4WD /L6G CHEVROLET MOTOR DIVISION
 16U GRAYSTONE METALLIC GENERAL MOTORS CORPORATION
 482 EBONY 100 RENAISSANCE CENTER
 ORDER NO. JXBNBS/TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1GN DT13 S4 62 VEHICLE INVOICE 10D83894336
 *****13*09596S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LT 4WD	28825.00	26951.38	INVOICE 03/21/06
BVE RUNNING BOARDS	375.00	311.25	SHIPPED 03/21/06
C5N GVW RATING - 5750 LBS	N/C	N/C	EXP I/T 03/28/06
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 03/28/06
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 03/21/06
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	124.50	KEYS S137G S137G
LL8 VORTEC 4200 SFI I6	N/C	N/C	WFP-S QTR OPT-1
M30 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N/C	N/C	BANK: US BANK CLS CHG-TO 09-596
PCR SUN, SOUND, ENTERTAINMENT PKG:	1865.00	1547.95	
* POWER SUNROOF			SHIP WT: 4623
* BOSE PREMIUM SOUND SYSTEM			HP: 32.1
* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.			GVWR: 5750
* AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)			GAWR.FT: 2950 GAWR.RR: 3200
QTR P245/65R17 ON/OFF ROAD WOL TIRES	140.00	116.20	GMS: 29671.63 SUPPLR: 31003.48 MRM: 34035.00
R8K *****	N/C	N/C	NTR: 1/2
YC6 LT PACKAGE 2	895.00	742.85	DAN: LT2 MEMO 1541.25
* MEMORY: DRV SEAT,OSRV MIRROR			
* OSRV MIRRORS W/TURN SIGNAL			
* HEATED FRONT SEATS			
* ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)			
1SE LT PREFERRED EQUIPMENT GROUP 2	1075.00	892.25	
* LEATHER APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR			
* LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS			
* POWER OSRV MIRRORS - HEATED			
* RR SEAT RADIO & HVAC CONTROLS			
* DRIVER INFORMATION CENTER			
* AUTO CLIMATE CONTROLS			
* REVERSIBLE CARGO MAT			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	830.00-	

** CONTINUED ON PAGE 2 **

JAKE SWEENEY CHEVROLET, MAZDA, BMW

2006 TRAILBLAZER LT 4WD
 16U GRAYSTONE METALLIC /L6G
 482 EBONY
 ORDER NO. JXBNBS/TRE STOCK NO.
 VIN 1GN DT13 S4 62 [REDACTED]

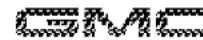
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 ** CONTINUED FROM PAGE 1 **

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 10D83894336
 *****13*09596S

TOTAL MODEL & OPTIONS	32325.00	29856.38	ACT 237	29596.63
DESTINATION CHARGE	710.00	710.00	H/B 261	969.75
LAM DEALER CONTRIBUTION		323.25	ADV 261	323.25
LAM GROUP CONTRIBUTION		323.25	EXP 65A	323.25
 TOTAL	 33035.00	 31212.88	 PAY 310	 31212.88
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		29810.75		

 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.

JAKE SWEENEY CHEVROLET, MAZDA, BMW



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 14, 2010

TIM SHAW
MCCLUSKEY CHEVROLET, INC.
9673 KINGS AUTOMALL RD
CINCINNATI, OH 45249-8241

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model 2006 CHEVROLET TRAILBLAZER
VIN 1GNDT13S462 [REDACTED]

Dear Tim Shaw:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

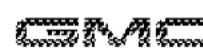
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Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Sandra Slone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 7, 2010

ANGIE FRYMAN - FINANCE MANAGER
MCCLUSKEY CHEVROLET, INC.
9673 KINGS AUTOMALL RD
CINCINNATI, OH 45249-8241

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model 2006 CHEVROLET TRAILBLAZER
VIN 1GNDT13S462 [REDACTED]

Dear Angie Fryman:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

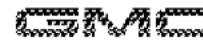
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
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Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

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Sincerely,

Sandra Stone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 7, 2010

ANGIE FRYMAN - FINANCE MANAGER
MCCLUSKEY CHEVROLET, INC.
9673 KINGS AUTOMALL RD
CINCINNATI, OH 45249-8241

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model 2006 CHEVROLET TRAILBLAZER
VIN 1GNDT13S462 [REDACTED]

Dear Angie Fryman:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Sandra Stone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: **71-789194707**

By: **SANDRA SLONE BRC/ADR**

GM Legal File / BBB Case No.: **CHV1010448**

Negotiator: {Negotiator Name}

Customer Last Name: [REDACTED]

State: **OHIO**

Vehicle ID No.:

1GNDT13S462 [REDACTED]

In Service Date:

7/6/2006

Vehicle Purchased: BAC Code:

LEASED NEW 112791

Year, Make & Model: **2006 CHEVROLET TRAILBLAZER**

Vehicle Purchased Used on: N/A at
odometer N/A

Current Mileage: **47000**

Dealer Name : **MCCLUSKEY CHEV.
CINCINNATI, OHIO**

Sale Type: Purchase: Lease Other : {Type}

CAM Name: **ROB JOHNSON**

Phone Number: **630-961-6817**

Lien holder: GMAC Other : NONE

DVM Name: **KEITH RUSIE**

Phone/Cell Number: **513-404-6969**

Purchase Price of Vehicle: **DEALER IS PULLING PAPERS TO
SUPPLY INFOMATION**

Was TAC contacted for this vehicle (Y/N)? : **YES**

DVM requests involvement?: **YES**

Attorney Involvement: {Name of Attorney or Firm}

Phone Number : {Number}

Fax Number : {Number}

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)
and phone number. Repeat as necessary.

{Name, Position, Phone Number}

Service Manager Name: **TIM SHAW**

Phone Number : **513-761-1111**

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone
number. Repeat as necessary.

GLENWAY CHEVROLET

3015 GLENHILLS WAY

CINCINNATI OH 45238-3448

Phone: 513-251-5555

JOSEPH CHEVROLET

BAC: 132409

8733 COLERAIN AVE

CINCINNATI, OH 45251-2992

PHONE: 513-416-6700

If TAC was contacted, what did they say? (Include TAC case #)

**CASE#9627373 REF: SI DOC #1911737 -- TALKED TO BRIAN.. SAID IF NOT CURRENT CODES NO REPAIRS CAN
BE MADE AT THIS TIME..**

If TAC was NOT contacted, why? (Ask Dealership) DVM/DSM MUST be notified if TAC has not been involved,
regardless of dealership explanation.

{ Explanation }

DVM/DSM Notified Regarding TAC Involvement?: YES

VEHICLE REPAIR HISTORY:

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

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PLACE A CHECKMARK IN THE BOX FOR THE PRIMARY CONCERN(S) AND **BOLD** THE REPAIR ORDER INFORMATION. BASED ON REPAIR ORDERS AND CUSTOMER/PLAINTIFF DEMAND. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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5/04/2007-5/14/2007	376793	11	12587	(DLR MCCLUSKEY, CINCINNATI, OH) CUSTOMER REPORTS A LACK OF POWER CAUSE: F J9991 CUSTOMER CONCERN NOT DUPLICATED TECH COMM: 12587: DID NOT ACT UP ROAD TEST 17 MILES DID NOT ACT UP, SCAN TEST FOUND HISTORY CODE C0244, FOUND SI DOC #1911737 CALLED T.ANN. CASE#9627373 TALKED TO BRIAN.. SAID IF NOT CURRENT CODES NO REPAIRS CAN BE MADE AT THIS TIME.. -1.6 HRS.--- TOTAL --- 58 --- 9Z ---- GAVE CARD TO TIM. CUSTOMER REPORTS A BURNING SMELL CAUSE: F NPF NO PROBLEM FOUND AT TIS TIME TECH COMM: 12587 DID SMELL ANYTHING ON ROAD TEST ENTERPRISE RENTAL – DUE TO BREAKDOWN & CUSTOMER BEING TWO HOUR LATE FOR WORK CAUSE: F Z7906 6 DAYS OR MORE RENTAL OR LOANER VEHICLE-REQUIRE "DAC" – 740 SUBLET ENTERPRISE po# 12587 CUSTOMER REPORTS OIL PRESSURE GAGE WENT TO 60 CAUSE: F NRM NORMAL CONDITION 12587 OIL PRESSURE READING WAS NORMAL ON ROAD TEST (GW RECORD) DLR MCCLUSKEY, CINCINNATI, OH ZREG – J9991 - CUSTOMER CONCERN NOT DUPLICATED ENGINE MECHANICAL (GMVIS RECORD) INFORMATION VERIFIED* (GW RECORD) XDLR MCCLUSKEY, CINCINNATI, OH ZREG – Z7906 - 6+ DAY COURTESY TRANSPORTATION (GMVIS RECORD) INFORMATION VERIFIED*
5/11/2007	M0606 1	1	12000	(GMVIS RECORD) GM ROADSIDE Z2080 – ROADSIDE SERVICE (TOWING)

7/09/2007	451330	1	14358	(GW RECORD) DLR GLENWAY, CINCINNATI, OH ZREG – J7913 – REPLACE AIR INTAKE PLENUM (API) SEAL (GMVIS RECORD) INFORMATION VERIFIED* (GW RECORD) DLR GLENWAY, CINCINNATI, OH ZREG – J7913 – REPLACE AIR INTAKE PLENUM (API) SEAL (GMVIS RECORD) INFORMATION VERIFIED*
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Restraints

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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7/09/2007	451330		14358	(GW RECORD) DLR GLENWAY, CINCINNATI, OH ZREG – K5364 – TRANSMISSION CONTROL MODULE REPROGRAMMING WITH SPS (GMVIS RECORD) INFORMATION VERIFIED* (GW RECORD) DLR GLENWAY, CINCINNATI, OH ZREG – Z7901 1-DAY COURTESY TRANSPORTATION (GMVIS RECORD) INFORMATION VERIFIED*
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Axle

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

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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7/14/2006	E45321	1	287	(GMVIS RECORD) Z2083 – ROADSIDE SERVICE (BATTERY/JUMP START)
12/28/2009	449865	*	47,675	(DLR JOSEPH, CINCINNATI, OH) SEATS C/S CONTROL PANEL OF SWITCHES IS SHORTED OUT WON'T WORK NEEDS REGULATOR PARTS AND LABOR \$395.00 CUSTOMER TO RESCHEDULE CUSTOMER REQUEST USE OF ALTERNATE TRANSPORTATION RENTAL AGREEMENT# 139892 RENTAL STOCK # 104058 SUBLET PO#R139892

Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/28/2009	449865	1	47,675	(DLR JOSEPH, CINCINNATI, OH) C/S LEFT FRONT WINDOW IS STUCK DOWN NEEDS SWITCH ASSEMBLY 25867000. ON BACK ORDER WILL NOTIFY CUSTOMER WHEN COMES IN PARTS AND LABOR \$267.00

HVAC

Paint

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

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

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/21/2006	A04352	0	0	(GW RECORD) DLR JAKE SWEENEY, SPRINGDALE, OH ZPDI – Z7000 – PRE-DELIVERY INSPECTION (GMVIS RECORD) VARIFIED SAME INFORMATION*
10/18/2006	365857	0	5923	(DLR MCCLUSKEY, CINCINNATI, OH) LUBE,OIL, FILTER CHANGE 3A LUBE OIL AND FILTER CHANGE 5923 LOF ROTATE TIRES SET PSI. 3 ROTATE TIRES 5923 ROTATED AND SET
1/26/2007	371279	0	9814	(DLR MCCLUSKEY, CINCINNATI, OH) LUBE,OIL, FILTER CHANGE 3A LUBE OIL AND FILTER CHANGE 9814 LOF WASH & VAC 100 WASH AND VAC

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) NO
Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N) YES
What type of damage was sustained (example: front end collision)?
{Description of Damage} _____

Are the RO's attached if the vehicle was in an accident? (Y or N) _____
Has the customer filed any insurances claims on this Vehicle? (Y or N) NO
If Yes obtain the following information below

Insurance Company: _____

Insurance Rep : _____
(First and Last Name)

Phone # _____

Claim Made? (Y or N): _____

Claim Status: _____
Pending/Denied/NA

Claim # _____

Did Insurance Company refer customer to GM? (Y or N) _____

If Yes. Did the insurance company deny the claim? (Y or N) _____

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) NO

If "Yes" to aftermarket, please list:
Be sure to note retailer installed or third party installed as well as date and mileage if
known. Repeat as necessary. Include the name of the third party installer.

Have you confirmed modification with the dealership? (Y or N) _____

PERTINENT FACTS FROM ALL SR's RELATED TO THIS VIN:

Concern: **71-514706947 – CLOSED - 5/23/2007 - NO GW - LOSS OF POWER**
Date & Offer/Result: **5/23/2007 NO GW OFFERED**

Concern: **71-533828533 – CLOSED 7/11/2007 - NO GW - LOSS OF POWER**
Date & Offer/Result: **7/11/2007 NO GW OFFERED**

Concern: **SP-9627373 - OPEN SPAC CASE - McCluskey Chevrolet, Inc.**
Date & Offer/Result: **UNKNOWN – SR CURRENTLY OPEN**

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? OHIO

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:

CUSTOMER IS ELIBIGLE TO FILE CLAIM IN OHIO – THERE IS NO PRESUMPTION MET UNDER OHIO BBB PROGRAM SUMMARY. CUSTOMER IS NOT ELIGIBLE FOR REPURCHASE OR REPLACEMENT.

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

CUSTOMER IS ELIGILBE TO FILE CLAIM IN OHIO – CUSTOMER IS ELIGIBLE FOR REPAIRS OR REIMBURSEMENT OF PAST REPAIRS WITHIN NVW PERIOD – CUSTOMER VEHICLE IS OUTSIDE OF NVW PERIOD. CURRENT REPAIRS ARE NOT ELIGIBLE UNDER OHIO BBB PROGRAM SUMMARY.

Customer/Plaintiff Seeks: Replacement vehicle

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

WANTS GM TO TAKE CAR BACK BECAUSE CUSTOMER SAYS HAS HAD NOTHING BUT PROBLEMS WITH IT SINCE FIRST LEASING THE CAR. STATES INITIALLY JUST ASKED THEM TO PAY FOR A RENTAL FOR THIS LAST PROBLEM BUT THE DEALER WOULD NOT PROVIDE A RENTAL DUE TO THE CUSTOMER VEHICLE IS NOW OUT OF WARRANTY AND THE DEALER DID NOT WANT TO PAY \$700 FOR RENTAL.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: {Yes or No}

Under what State? {State} Claimed Presumptive? {Yes or No}

Does Purchase Qualify? {Yes or No} If not, why? {Used/Lease/GVWR/Etc}

State Presumption Is: OHIO

# of Visits for a Non-Conformity?	3	# of Days out of Service?	30
# of visits for a Safety Complaint?	1	# of Visits Total?	8
Must Complaint Continue to Exist?	YES (RECUR)	Final Repair/Arbitration Required?	NO
Time Period for filing a Claim?	12 MONTHS/18,000 MILES		

Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	1	# of Days out of Service?	12
# of visits for a Safety Complaint?	0	# of Visits Total?	2
Complaint appears to Continue?	NO	Final Repair/Arbitration Complete?	N/A

Does History appear Presumptive: NO

Vehicle Service History (During Limited Warranty Period) is:

# of Visits for a Non-Conformity?	0	# of Days out of Service?	0
# of visits for a Safety Complaint?	0	# of Visits Total?	0
Must Complaint Continue to Exist?	YES	Final Repair or Arbitration Req'd?	N/A

Related Repairs beyond NVLW:

Customer Pay? NO
Additional Days out of Service? 9

YES

If no, identify responsible party: WARRANTY
Additional # of Repair Visits? 1

Other Considerations:

Outcome/Findings of Arb/Final Repair:		{Yes or No}	{Date and Summary}
Prior Goodwill/reimbursement:	{Yes or No}		{Date and Summary}
Out of Pocket Expenses:	{Yes or No}		{Date and Summary}

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

FOM: The window switch she needs is on order; the veh was repaired with window up for safety reasons until the part is available. We are pursuing the window switch and will certainly get her fixed up as quickly as possible. No reason to repurchase vehicle under this scenario. It is out of base warranty and it is a simple window switch we need to fix the vehicle.

Pertinent vehicle information provided by dealer Service Manager:

1 repair order - days out 9 days. It is a part problem - part is on back order. Originally GM was going to put the customer in a rental vehicle until the part came in but with it taking so long it was then decided to put the window back together with it locked into place up (closed) and let the customer drive it until the part comes in.

Identify at least three main strengths of the customer's case?

CUSTOMER VEHICLE REPAIRS NOT COMPLETED DUE TO PART NOT BEING AVAILABLE – ON BACK ORDER.

Identify at least three main weaknesses of the customer's case?

1. THERE WAS NOT 3 OR MORE REPAIRS FOR THE SAME NONCONFORMITY IN THE FIRST 12 MONTHS/18,000 MILES.
2. THE VEHICLE HAS NOT BEEN OUT OF SERVICE 30 DAYS OR MORE IN THE FIRST 12 MONTHS/18,000 MILES.
3. THERE HAVE NOT BEEN 8 OR MORE ATTEMPTS TO REPAIR ANY NONCONFORMITY IN THE FIRST 12 MONTHS/18,000 MILES.
4. THERE HAS NOT BEEN AT LEAST ONE ATTEMPT TO REPAIR A NONCONFORMITY THAT RESULTS IN A CONDITION THAT IS LIKELY TO CAUSE DEATH OR SERIOUS BODILY INJURY IF THE VEHICLE IS DRIVEN, AND THE NONCONFORMITY CONTINUES TO EXIST OR RECURS.

Are there any considerations to be made under other applicable laws? (Explain in detail)
NO

Recommendation:

ADVISE CUSTOMER THAT DEALER HAS PART ON ORDER, SPECIAL TRACTING CASE OPEN WITH GM – CUSTOMER WILL BE CONTACTED AS SOON AS PART IS AVAILABLE AND DEALER WILL COMPLETE REPAIR. SPAC CASE OPEN ON PART AVAILABILITY. CUSTOMER DRIVER'S SIDE WINDOW FIXED IN CLOSED POSITION UNTIL REGULATOR IS AVAILABLE TO COMPLETE REPAIRS. CUSTOMER CAN STILL SAFELY OPERATE VEHICLE.

Rationale:

CUSTOMER WILL BE CONTINUED TO BE ASSISTED BY GM DEALER THROUGH COMPLETION OF REPAIRS. CUSTOMER DOES NOT APPEAR TO MEET PRESUMPTION OR DEFINITION FOR OHIO BBB LL SUMMARY.

Settlement/Defense Strategy:

CUSTOMER CAN NOT BE OFFERED GW AS LONG AS VEHICLE IS UNREPAIRED.

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Intial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

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***Add additional lines for additional offers/counter offers.**

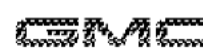
Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): \${Amount}
Recommendation of Field:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): \${Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): \${Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, and reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadra steer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 7, 2010

ANGIE FRYMAN - FINANCE MANAGER
MCCLUSKEY CHEVROLET, INC.
9673 KINGS AUTOMALL RD
CINCINNATI, OH 45249-8241

Re: Customer: [REDACTED]
Siebel Request: 71-789194707
Year, Make, Model 2006 CHEVROLET TRAILBLAZER
VIN 1GNDT13S462 [REDACTED]

Dear Angie Fryman:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
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Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

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Sincerely,

Sandra Stone
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 1, extension 41009
FAX# 866-775-9469

PRIVILEGED & CONFIDENTIAL - PREPARED FOR COUNSEL
BRC CASE ASSESSMENT

Latest Revision Date:

All Fields Are Required

(Do not delete or modify any sections of this form)

SR: **71-789194707**

By: **SANDRA SLONE BRC/ADR**

GM Legal File / BBB Case No.: **CHV1010448**

Negotiator: {Negotiator Name}

Customer Last Name: [REDACTED]

State: **OHIO**

Vehicle ID No.:

1GNDT13S462 [REDACTED]

In Service Date:

7/6/2006

Vehicle Purchased: BAC Code:

LEASED NEW 112791

Year, Make & Model: **2006 CHEVROLET TRAILBLAZER**

Vehicle Purchased Used on: N/A at
odometer N/A

Current Mileage: **47000**

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CINCINNATI, OHIO**

Sale Type: Purchase: Lease Other : {Type}

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Phone Number: **630-961-6817**

Lien holder: GMAC Other : NONE

DVM Name: **KEITH RUSIE**

Phone/Cell Number: **513-404-6969**

Purchase Price of Vehicle: **DEALER IS PULLING PAPERS TO
SUPPLY INFOMATION**

Was TAC contacted for this vehicle (Y/N)? : **YES**

DVM requests involvement?: **YES**

Attorney Involvement: {Name of Attorney or Firm}

Phone Number : {Number}

Fax Number : {Number}

Are there **additional** field personnel involved? If Yes, List the name, including role (DVM, DSM, etc.)
and phone number. Repeat as necessary.

{Name, Position, Phone Number}

Service Manager Name: **TIM SHAW**

Phone Number : **513-761-1111**

Are there **additional** dealerships involved? If Yes, List the dealership name, contact name, and phone
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GLENWAY CHEVROLET

3015 GLENHILLS WAY

CINCINNATI OH 45238-3448

Phone: 513-251-5555

JOSEPH CHEVROLET

BAC: 132409

8733 COLERAIN AVE

CINCINNATI, OH 45251-2992

PHONE: 513-416-6700

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{ Explanation }

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Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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5/04/2007-5/14/2007	376793	11	12587	(DLR MCCLUSKEY, CINCINNATI, OH) CUSTOMER REPORTS A LACK OF POWER CAUSE: F J9991 CUSTOMER CONCERN NOT DUPLICATED TECH COMM: 12587: DID NOT ACT UP ROAD TEST 17 MILES DID NOT ACT UP, SCAN TEST FOUND HISTORY CODE C0244, FOUND SI DOC #1911737 CALLED T.ANN. CASE#9627373 TALKED TO BRIAN.. SAID IF NOT CURRENT CODES NO REPAIRS CAN BE MADE AT THIS TIME.. -1.6 HRS.--- TOTAL --- 58 --- 9Z ---- GAVE CARD TO TIM. CUSTOMER REPORTS A BURNING SMELL CAUSE: F NPF NO PROBLEM FOUND AT TIS TIME TECH COMM: 12587 DID SMELL ANYTHING ON ROAD TEST ENTERPRISE RENTAL – DUE TO BREAKDOWN & CUSTOMER BEING TWO HOUR LATE FOR WORK CAUSE: F Z7906 6 DAYS OR MORE RENTAL OR LOANER VEHICLE-REQUIRE "DAC" – 740 SUBLET ENTERPRISE po# 12587 CUSTOMER REPORTS OIL PRESSURE GAGE WENT TO 60 CAUSE: F NRM NORMAL CONDITION 12587 OIL PRESSURE READING WAS NORMAL ON ROAD TEST (GW RECORD) DLR MCCLUSKEY, CINCINNATI, OH ZREG – J9991 - CUSTOMER CONCERN NOT DUPLICATED ENGINE MECHANICAL (GMVIS RECORD) INFORMATION VERIFIED* (GW RECORD) XDLR MCCLUSKEY, CINCINNATI, OH ZREG – Z7906 - 6+ DAY COURTESY TRANSPORTATION (GMVIS RECORD) INFORMATION VERIFIED*
5/11/2007	M0606 1	1	12000	(GMVIS RECORD) GM ROADSIDE Z2080 – ROADSIDE SERVICE (TOWING)

7/09/200 451330 1 14358 (GW RECORD) DLR GLENWAY, CINCINNATI, OH
 7 ZREG – J7913 – REPLACE AIR INTAKE PLENUM (API) SEAL
 (GMVIS RECORD) INFORMATION VERIFIED*
 (GW RECORD) DLR GLENWAY, CINCINNATI, OH
 ZREG – J7913 – REPLACE AIR INTAKE PLENUM (API) SEAL
 (GMVIS RECORD) INFORMATION VERIFIED*

Restraints

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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7/09/200 7	451330		14358	(GW RECORD) DLR GLENWAY, CINCINNATI, OH ZREG – K5364 – TRANSMISSION CONTROL MODULE REPROGRAMMING WITH SPS (GMVIS RECORD) INFORMATION VERIFIED* (GW RECORD) DLR GLENWAY, CINCINNATI, OH ZREG – Z7901 1-DAY COURTESY TRANSPORTATION (GMVIS RECORD) INFORMATION VERIFIED*
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Axle

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

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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7/14/2006	E45321	1	287	(GMVIS RECORD) Z2083 – ROADSIDE SERVICE (BATTERY/JUMP START)
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12/28/200 9	449865	*	47,675	(DLR JOSEPH, CINCINNATI, OH) SEATS C/S CONTROL PANEL OF SWITCHES IS SHORTED OUT WON'T WORK NEEDS REGULATOR PARTS AND LABOR \$395.00 CUSTOMER TO RESCHEDULE CUSTOMER REQUEST USE OF ALTERNATE TRANSPORTATION RENTAL AGREEMENT# 139892 RENTAL STOCK # 104058 SUBLET PO#R139892
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Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/28/2009	449865	1	47,675	(DLR JOSEPH, CINCINNATI, OH) C/S LEFT FRONT WINDOW IS STUCK DOWN NEEDS SWITCH ASSEMBLY 25867000. ON BACK ORDER WILL NOTIFY CUSTOMER WHEN COMES IN PARTS AND LABOR \$267.00

HVAC

Paint

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

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

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/21/2006	A04352	0	0	(GW RECORD) DLR JAKE SWEENEY, SPRINGDALE, OH ZPDI – Z7000 – PRE-DELIVERY INSPECTION (GMVIS RECORD) VARIFIED SAME INFORMATION*
10/18/2006	365857	0	5923	(DLR MCCLUSKEY, CINCINNATI, OH) LUBE,OIL, FILTER CHANGE 3A LUBE OIL AND FILTER CHANGE 5923 LOF ROTATE TIRES SET PSI. 3 ROTATE TIRES 5923 ROTATED AND SET
1/26/2007	371279	0	9814	(DLR MCCLUSKEY, CINCINNATI, OH) LUBE,OIL, FILTER CHANGE 3A LUBE OIL AND FILTER CHANGE 9814 LOF WASH & VAC 100 WASH AND VAC

Important: SES light is to be captured under affected component above.

ACCIDENT / INSURANCE INFORMATION:

Repeat as necessary

Has the vehicle ever been involved in an accident? (Y or N) NO
Did you confirm your answer with the dealer/Customer (if
ADR)/attorney (if Legal)? (Y or N) YES
What type of damage was sustained (example: front end collision)?
{Description of Damage} _____

Are the RO's attached if the vehicle was in an accident? (Y or N) _____
Has the customer filed any insurances claims on this Vehicle? (Y or N) NO
If Yes obtain the following information below

Insurance Company: _____

Insurance Rep : _____
(First and Last Name)

Phone # _____

Claim Made? (Y or N): _____

Claim Status: _____
Pending/Denied/NA

Claim # _____

Did Insurance Company refer customer to GM? (Y or N) _____

If Yes. Did the insurance company deny the claim? (Y or N) _____

AFTERMARKET MODIFICATIONS:

Are there any Aftermarket Modifications to the Vehicle? (Y or N) NO

If "Yes" to aftermarket, please list:
Be sure to note retailer installed or third party installed as well as date and mileage if
known. Repeat as necessary. Include the name of the third party installer.

Have you confirmed modification with the dealership? (Y or N) _____

PERTINENT FACTS FROM ALL SR's RELATED TO THIS VIN:

Concern: 71-514706947 – CLOSED - 5/23/2007 - NO GW - LOSS OF POWER
Date & Offer/Result: 5/23/2007 NO GW OFFERED

Concern: 71-533828533 – CLOSED 7/11/2007 - NO GW - LOSS OF POWER
Date & Offer/Result: 7/11/2007 NO GW OFFERED

Concern: SP-9627373 - OPEN SPAC CASE - McCluskey Chevrolet, Inc.
Date & Offer/Result: UNKNOWN – SR CURRENTLY OPEN

BBB PROGRAM SUMMARY ASSESSMENT:

(Note: This section only applicable for ADR cases)

What State is BBB Case Filed In? OHIO

What is the customer eligible for based on the BBB Program Eligibility Guidelines and the specific states lemon law requirements for meeting presumption? (Explain in Detail)

Unique GM Program Summary Requirements for Repurchase/Replacement in Applicable State:

CUSTOMER IS ELIBIGLE TO FILE CLAIM IN OHIO – THERE IS NO PRESUMPTION MET UNDER OHIO BBB PROGRAM SUMMARY. CUSTOMER IS NOT ELIGIBLE FOR REPURCHASE OR REPLACEMENT.

Unique GM Program Summary Requirements for Repairs/Reimbursement for Past Repairs in Applicable State:

CUSTOMER IS ELIGILBE TO FILE CLAIM IN OHIO – CUSTOMER IS ELIGIBLE FOR REPAIRS OR REIMBURSEMENT OF PAST REPAIRS WITHIN NVW PERIOD – CUSTOMER VEHICLE IS OUTSIDE OF NVW PERIOD. CURRENT REPAIRS ARE NOT ELIGIBLE UNDER OHIO BBB PROGRAM SUMMARY.

Customer/Plaintiff Seeks: Replacement vehicle

Customer/Plaintiff Theory:

Describe customer's theory of case from Demand and CAC notes (if applicable), include any specific allegations regarding # of repair visits, days out of service, or specific alleged violations.

WANTS GM TO TAKE CAR BACK BECAUSE CUSTOMER SAYS HAS HAD NOTHING BUT PROBLEMS WITH IT SINCE FIRST LEASING THE CAR. STATES INITIALLY JUST ASKED THEM TO PAY FOR A RENTAL FOR THIS LAST PROBLEM BUT THE DEALER WOULD NOT PROVIDE A RENTAL DUE TO THE CUSTOMER VEHICLE IS NOW OUT OF WARRANTY AND THE DEALER DID NOT WANT TO PAY \$700 FOR RENTAL.

Note: This section only applicable for Legal cases

Is Lemon Law Pled/Alleged?: {Yes or No}

Under what State? {State} Claimed Presumptive? {Yes or No}

Does Purchase Qualify? {Yes or No} If not, why? {Used/Lease/GVWR/Etc}

State Presumption Is: OHIO

# of Visits for a Non-Conformity?	3	# of Days out of Service?	30
# of visits for a Safety Complaint?	1	# of Visits Total?	8
Must Complaint Continue to Exist?	YES (RECUR)	Final Repair/Arbitration Required?	NO
Time Period for filing a Claim?	12 MONTHS/18,000 MILES		

Vehicle Service History (During Presumptive Period) is:

# of Visits for a Non-Conformity?	1	# of Days out of Service?	12
# of visits for a Safety Complaint?	0	# of Visits Total?	2
Complaint appears to Continue?	NO	Final Repair/Arbitration Complete?	N/A

Does History appear Presumptive: NO

Vehicle Service History (During Limited Warranty Period) is:

# of Visits for a Non-Conformity?	0	# of Days out of Service?	0
# of visits for a Safety Complaint?	0	# of Visits Total?	0
Must Complaint Continue to Exist?	YES	Final Repair or Arbitration Req'd?	N/A

Related Repairs beyond NVLW:

Customer Pay? NO
Additional Days out of Service? 9

YES

If no, identify responsible party: WARRANTY
Additional # of Repair Visits? 1

Other Considerations:

Outcome/Findings of Arb/Final Repair:		{Date and Summary}
Prior Goodwill/reimbursement:	{Yes or No}	{Date and Summary}
Out of Pocket Expenses:	{Yes or No}	{Date and Summary}

RECOMMENDATION AND RATIONALE:

Reminder: This section must reflect the data and evaluations above. Take into consideration Field and Service Manager information and recommendations.

Pertinent vehicle information provided by DVM/DSM/CAM:

FOM: The window switch she needs is on order; the veh was repaired with window up for safety reasons until the part is available. We are pursuing the window switch and will certainly get her fixed up as quickly as possible. No reason to repurchase vehicle under this scenario. It is out of base warranty and it is a simple window switch we need to fix the vehicle.

Pertinent vehicle information provided by dealer Service Manager:

1 repair order - days out 9 days. It is a part problem - part is on back order. Originally GM was going to put the customer in a rental vehicle until the part came in but with it taking so long it was then decided to put the window back together with it locked into place up (closed) and let the customer drive it until the part comes in.

Identify at least three main strengths of the customer's case?

CUSTOMER VEHICLE REPAIRS NOT COMPLETED DUE TO PART NOT BEING AVAILABLE – ON BACK ORDER.

Identify at least three main weaknesses of the customer's case?

1. THERE WAS NOT 3 OR MORE REPAIRS FOR THE SAME NONCONFORMITY IN THE FIRST 12 MONTHS/18,000 MILES.
2. THE VEHICLE HAS NOT BEEN OUT OF SERVICE 30 DAYS OR MORE IN THE FIRST 12 MONTHS/18,000 MILES.
3. THERE HAVE NOT BEEN 8 OR MORE ATTEMPTS TO REPAIR ANY NONCONFORMITY IN THE FIRST 12 MONTHS/18,000 MILES.
4. THERE HAS NOT BEEN AT LEAST ONE ATTEMPT TO REPAIR A NONCONFORMITY THAT RESULTS IN A CONDITION THAT IS LIKELY TO CAUSE DEATH OR SERIOUS BODILY INJURY IF THE VEHICLE IS DRIVEN, AND THE NONCONFORMITY CONTINUES TO EXIST OR RECURS.

Are there any considerations to be made under other applicable laws? (Explain in detail)
NO

Recommendation:

ADVISE CUSTOMER THAT DEALER HAS PART ON ORDER, SPECIAL TRACTING CASE OPEN WITH GM – CUSTOMER WILL BE CONTACTED AS SOON AS PART IS AVAILABLE AND DEALER WILL COMPLETE REPAIR. SPAC CASE OPEN ON PART AVAILABILITY. CUSTOMER DRIVER'S SIDE WINDOW FIXED IN CLOSED POSITION UNTIL REGULATOR IS AVAILABLE TO COMPLETE REPAIRS. CUSTOMER CAN STILL SAFELY OPERATE VEHICLE.

Rationale:

CUSTOMER WILL BE CONTINUED TO BE ASSISTED BY GM DEALER THROUGH COMPLETION OF REPAIRS. CUSTOMER DOES NOT APPEAR TO MEET PRESUMPTION OR DEFINITION FOR OHIO BBB LL SUMMARY.

Settlement/Defense Strategy:

CUSTOMER CAN NOT BE OFFERED GW AS LONG AS VEHICLE IS UNREPAIRED.

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for Legal Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Plaintiff's Original Demand: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Intial Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
CRS Final Offer: Amount to Plaintiff/Atty: \${Amount}/\${Amount} Inclusive Offer: \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

HISTORY OF SETTLEMENT DISCUSSIONS – Applicable for ADR Cases Only

Record all recommendation throughout the life of the case. Each offer or counter offer should be recorded in order to review case progression.

***Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.**

***Add additional lines for additional offers/counter offers.**

Recommendation of CRS:	Arbitrate case: <input type="checkbox"/>	Settle case: <input checked="" type="checkbox"/>
Settlement Type: Reimbursement 2 vehicle payments – customer declined		Attorney Fees (if applicable): \${Amount}
Recommendation of Field:	Arbitrate case: <input checked="" type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase/Repair}		Attorney Fees (if applicable): \${Amount}
Final Decision:	Arbitrate case: <input type="checkbox"/>	Settle case: <input type="checkbox"/>
Settlement Type: {GW/Repurchase Repair}		Attorney Fees (if applicable): \${Amount}

TEAM LEAD APPROVING:

{Name}

Date:{mm/dd/yy}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, and reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadra steer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.



McCluskey Chevrolet

Best Prices. Biggest Selection.

To: Sandra From: Rhonda Robinson

Company: GM Company: McCluskey Chevrolet

Phone: _____ Pages: 4

Fax: 1-800-775-9469 Date: 1/15/10

Phone: (513) 679-9200 Fax: (513) 679-9461

Comments:

I can't retrieve the sale's docs
Jim said please contact Stephanie Rose
@ 513 679-9352

UNIT# 61210 104968

376793

McCluskey Chevrolet, Inc.

8525 READING RD. P.O. BOX 15309

CINCINNATI, OHIO 45215

PHONE (513) 761-1111

www.mccluskey.com

INVOICE

CINCINNATI, OH

PAGE 1

HOME:

BUS

SERVICE ADVISOR: 36 TERENCE TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVERSTON	06	CHEVROLET TRAIL BLAZ	1GNDT13S462		12587/12587	T586	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL06 DD			17:00 04MAY07		0.00	CASH	24OCT07
R.O. OPENED	READY	OPTIONS: STK:62734 DLR:09412					
04MAY07	14MAY07						

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

A CUS RPTS A LACK OF POWER

CAUSE: F

J9991 CUSTOMER CONCERN NOT DUPLICATED

58 WC

(N/C)

FC: PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: E

12587 DID NOT ACT UP ROAD TEST 17 MILES DID NOT ACT UP, SCAN TEST
 FOUND HISTORY CODE C0244, FOUND SI DOC #1911737 CALLED T.A.N. CASE #
 9627373 TALKED TO BRIAN. SAID IF NO CURRENT CODES NO REPAIRS CAN BE
 MADE AT THIS TIME. ---1.6 HRS. ---TOTAL---58-----9Z--- ---GAVE CARD TO
 TIM.

B CUST RPTS A BURNING SMELL

CAUSE: F

NPF NO PROBLEM FOUND AT THIS TIME

58 WC

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

12587 DID SMELL ANYTHING ON ROAD TEST

C** ENTERPRISE RENTAL-DUE TO BREAKDOWN & CUSTOMER BEING TWO HOURS LATE FOR WORK!!

CAUSE: F

Z7906 6 DAYS OR MORE RENTAL OR LOANER

VEHICLE-REQUIRE "DAC"-740

50 WC

(N/C)

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

WARRANTY STATEMENT AND DISCLAIMER:
 THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

UNIT# 61210

104968

371279

McCluskey Chevrolet, Inc.

8525 READING RD. - P.O. BOX 15309

CINCINNATI, OHIO 45215

PHONE (513) 761-1111

www.mccluskey.com

INVOICE

CINCINNATI, OH
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	06	CHEVROLET TRAIL BLAZ	1GNDT13S46 [REDACTED]	[REDACTED]	9814/9814	T350	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL06	IS		WAIT 26JAN07		0.00	CC	26JAN07
R.O. OPENED		READY	OPTIONS: STK:62734 DLR:09412				
26JAN07		26JAN07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			LUBE, OIL, FILTER CHANGE				
	3A		LUBE OIL AND FILTER CHANGE				
			55 CPC			5.95	5.95
		1	89017342 FILTER		6.30	5.50	5.50
		7	1OIL OIL		1.70	1.70	11.90
	9814	LOF	.2HRS				

B**			WASH & VAC				
	100		WASH AND VAC				
			55 CPC			0.00	0.00

WARRANTY STATEMENT AND DISCLAIMER:	DESCRIPTION	TOTALS
<p>THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.</p> <p>ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.</p>	LABOR AMOUNT	5.95
	PARTS AMOUNT	17.40
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	23.35
	LESS INSURANCE	0.00
	SALES TAX	1.52
	PLEASE PAY THIS AMOUNT	24.87

UNIT# 61210 104968

365857

McCluskey Chevrolet, Inc.
8525 READING RD. - P.O. BOX 15309
CINCINNATI, OHIO 45215
PHONE (513) 761-1111
www.mccluskey.com

INVOICE

CINCINNATI, OH
HOME [REDACTED]

BUS

PAGE 1

SERVICE ADVISOR: 36 TERENCE TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	STON 06	CHEVROLET TRAIL BLAZ	1GNDD13S462	[REDACTED]	5923/5923	T666	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL06 IS			WAIT 18OCT06		0.00	CC	18OCT06
R.O. OPENED	READY	OPTIONS: STK:62734 DLR:09412					
18OCT06	18OCT06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE, OIL, FILTER CHANGE						
	3A LUBE OIL AND FILTER CHANGE						
	42 CPT					5.95	5.95
	1 89017342 FILTER				6.30	5.50	5.50
	7 1OIL OIL				1.70	1.70	11.90
5923	-----LOF-----						
	-----.2-----						

B	ROTATE TIRES SET PSI						
	3 ROTATE TIRES						
	42 CPT					19.95	19.95
5923	ROTATED AND SET						
	-----.3-----						

EST: 42.50 18OCT06 08:41 SA: 36

WARRANTY STATEMENT AND DISCLAIMER:	DESCRIPTION	TOTALS
<small>THE DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.</small> <small>ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.</small>	LABOR AMOUNT	25.90
	PARTS AMOUNT	17.40
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	43.30
	LESS INSURANCE	3.62
	SALES TAX	2.81
	PLEASE PAY THIS AMOUNT	42.49



GENERAL MOTORS BUSINESS RESOURCE CENTER

January 7, 2010

ANGIE FRYMAN - FINANCE MANAGER
 MCCLUSKEY CHEVROLET, INC.
 9673 KINGS AUTOMALL RD
 CINCINNATI, OH 45249-8241

376793
371289
365857

Re: Customer: [REDACTED]
 Siebel Request: 71-789194707
 Year, Make, Model: 2006 CHEVROLET TRAILBLAZER
 VIN: 1GN0T13S462 [REDACTED]

Dear Angie Fryman:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a commission invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Sandra Stone
 BRC Customer Relationship Specialist
 Ph# 800-231-1841, prompt 1, extension 41009
 FAX# 866-775-9469

UNIT# 61210 104968

376793

McCluskey Chevrolet, Inc.
 8525 READING RD. - P.O. BOX 15309
 CINCINNATI, OHIO 45215
 PHONE (513) 761-1111
 www.mccluskey.com

INVOICE

PAGE 1

SERVICE ADVISOR: 36 TERENCE TURNER

CINCINNATI, OH
 HOME [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	06	CHEVROLET TRAIL BLAZ	1GNDT13S462	[REDACTED]	12587/12587	T586	
DEL DATE	PROD DATE	WARR EXP	PROMISED	FORMAL	RATE	PAYMENT	INV DATE
06JUL06	06		17:00	04MAY07	0.00	CASH	24OCT07
RO OPENED	READY	OPTIONS: STK:62734 DIR:09412					
04MAY07	14MAY07						

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

A CUS REPTS A LACK OF POWER
 CAUSE: F
 J9950 CUSTOMER CONCERN NOT DUPLICATED
 58 WC (N/C)
 RC PART#: COUNT 0
 CLAIM TYPE:
 AUTH CODE: E

12587 DID NOT ACT UP ROAD TEST 17 MILES DID NOT ACT UP, SCAN TEST
 FO UND HISTORY CODE C0244, FOUND SI DOC #1911737 CALLED T.A.N. CASE #
 9627378 TALKED TO BRIAN. SAID IF NO CURRENT ISSUES NO REPAIRS CAN BE
 MADE AT THIS TIME...-1.6 HRS...-TOTAL--58---92---GAVE CARD TO
 TIM

B CUST REPTS A BURNING SMELL
 CAUSE: F
 NPE NO PROBLEM FOUND AT THIS TIME
 58 WC (N/C)
 RC PART#: COUNT
 CLAIM TYPE:
 AUTH CODE:

12587 DID SMELL ANYTHING ON ROAD TEST

 C** ENTERPRISE RENTAL DUE TO BREAKDOWN & CUSTOMER BEING TWO HOURS LATE
 FOR WORK!!
 CAUSE: E
 Z7906 6 DAYS OR MORE RENTAL OR LOANER
 VEHICLE REQUIRE *DAC* 740
 50 WC (N/C)

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

WARRANTY STATEMENT AND DISCLAIMER:
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 ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

UNIT# 61210

104968

376793

McCluskey Chevrolet, Inc.

8525 READING RD. - P.O. BOX 15309
CINCINNATI, OHIO 45215
PHONE (513) 761-1111
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INVOICE

PAGE 2

SERVICE ADVISOR: 36 TERENCE TURNER

CINCINNATI, OH
HOME [REDACTED]

BUS [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	06	CHEVROLET TRAIL BLAZ	1GNDT13S462	[REDACTED]	12587/12587	T586	
DEL DATE	PROD DATE	WARR EXPI	PROMISED	FCI	RATE	PAYMENT	INV DATE
06JUL06	DD		17:00 04MAY07		0.00	CASH	24OCT07
R.O. OPENED	READY	OPTIONS: STK:62734 DLR:09412					
04MAY07	14MAY07						

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

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

SUB# [REDACTED] PO#

PO#382233

WC

(N/C)

12587

D** CUST RPTS OIL PRESSURE GAGE WENT TO 60.

CAUSE: E

NRM NORMAL CONDITION

58 WC

(N/C)

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

12587 OIL PRESSURE READING WAS NORMAL ON ROAD TEST. --

9Z--58

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

UNIT# 61210

104968

371279

McCluskey Chevrolet, Inc.

8525 READING RD. · P.O. BOX 15309
CINCINNATI, OHIO 45215
PHONE (513) 761-1111
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INVOICE

PAGE 1

CINCINNATI, OH
HOME: [REDACTED]

BUS [REDACTED]

SERVICE ADVISOR: 49 GARY DOZIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	06	CHEVROLET TRAIL BLAZ	1GNDT139462	[REDACTED]	9814/9814	T350	
DEL DATE	PROD DATE	WARR EXP	PROMISED	POINTS	RATE	PAYMENT	INV DATE
06JUL06	IS		WAIT 26JAN07		0.00	CC	26JAN07
RO OPENED	READY	OPTIONS	STK:62734 DLR:09412				
26JAN07	26JAN07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE, OIL, FILTER CHANGE						
3A	LUBE OIL AND FILTER CHANGE						
			55	CPC		5.95	5.95
			1	89017342 FILTER	6.30	5.50	5.50
				TOIL OIL	1.70	1.70	11.90
	9814 LOP			.2HRS			

B**	WASH & VAC						
100	WASH AND VAC						
			55	CPC		0.00	0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	5.95
PARTS AMOUNT	17.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	23.35
LESS INSURANCE	0.00
SALES TAX	1.52
PLEASE PAY THIS AMOUNT	24.87

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 ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

UNIT# 61210

104968

365857

McCluskey Chevrolet, Inc.

8525 READING RD. - P.O. BOX 15309

CINCINNATI, OHIO 45215

PHONE (513) 761-1111

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INVOICE

PAGE 1

SERVICE ADVISOR: 36 TERENCE TURNER

CINCINNATI, OH
HOME

BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET TRAIL BLAZ	1GNDT13S462		5923/5923	T666
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
06JUL06	IS		WAIT 18OCT06	0.00	CC	18OCT06

R.O. OPENED READY OPTIONS: STK:62734 DLR:09412

18OCT06 18OCT06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
LUBE, OIL, FILTER CHANGE							
3A							
LUBE OIL AND FILTER CHANGE							
		42	CPT			5.95	5.95
		1	89017342	FILTER	6.30	5.50	5.50
		1	101L	OIL	1.70	1.70	11.90
5923				-----I OF-----			

B							
ROTATE TIRES SET PSI							
3							
ROTATE TIRES							
		42	CPT			19.95	19.95
5923				ROTATED AND SET -----.3-----			

EST: 42.50 18OCT06 08:41 SA: 36

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	25.90
PARTS AMOUNT	17.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	43.30
LESS INSURANCE	3.62
SALES TAX	2.81
PLEASE PAY THIS AMOUNT	42.49



McCluskey Chevrolet

Best Prices. Biggest Selection.

FACSIMILE COVER SHEET

TO: Sandra Stone

COMPANY: AM

PHONE: 800-231-1841

FAX: 866-775-9469

DATE: 1-27-2010

PAGES INCLUDING THIS COVER PAGE: 11

FROM: STEPHANIE ROSE
ADMINISTRATIVE ASSISTANT

roses@mccluskey.com

PHONE: 513-679-9352


MOBIL: 513-560-0242

FAX: 513-679-9123

#0961 P.002 /011

170299 OGML

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county  CINCINNATI, OH HAMILTON	Garaging address (if different) Principal driver (if business use)	LESSOR (Retailer) MCCLUSKEY CHEVROLET INC 8525 READING RD. CINCINNATI, OH 45215
	Garaging address (if different) Principal driver (if business use)	

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

- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to _____.
- If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	06	CHEVROLET TRAIL BLAZ	PU	1GNDT13S462	100	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance

Dealer Installed Options: _____ GVW (if truck) _____

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ <u>1950.00</u>	2. Monthly Payments Your first monthly payment of \$ <u>417.49</u> is due on <u>07/06/2006</u> , followed by <u>47</u> payments of \$ <u>417.49</u> due on the <u>6TH</u> of each month. The total of your monthly payments is \$ <u>20039.52</u> .	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <u>N/A</u> Total \$ <u>N/A</u>	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ <u>21672.03</u>
--	--	---	--

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:	6. How the Amount Due at Lease Signing or Delivery will be paid:
a. Capitalized cost reduction \$ <u>1321.61</u> b. First monthly payment \$ <u>417.49</u> c. Refundable security deposit \$ <u>N/A</u> d. Title fees \$ <u>N/A</u> e. Registration fees \$ <u>N/A</u> f. Sales/use tax <u>TAX ON CAP REDUCTION</u> \$ <u>88.90</u> g. _____ \$ <u>N/A</u> h. <u>LICENSE</u> \$ <u>125.00</u> i. _____ \$ <u>N/A</u> J. Total \$ <u>1950.00</u>	a. Net trade-in allowance \$ <u>N/A</u> b. Rebates and non-cash credits \$ <u>750.00</u> c. Amount to be paid in cash \$ <u>1200.00</u> Total \$ <u>1950.00</u>

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (including any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balances))	\$ <u>32954.36</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost	\$ <u>1321.61</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ <u>31632.75</u>
d. Residual value. The value of the vehicle at the end of the lease term, used in calculating your base monthly payment	\$ <u>18038.55</u>
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ <u>13594.20</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ <u>0.00</u>

06/26/2007 03:06

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (including taxes, title, license, and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance))	\$ 32954.36
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, non-cash credit, or cash you pay that reduces the gross capitalized cost	\$ 1421.61
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 31532.75
d. Residual value. The value of the vehicle at the end of the lease term, used in calculating your base monthly payment	\$ 19038.55
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 12594.20
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 846.32
g. Total of base monthly payments. The depreciation and any amortized amounts, plus the rent charge	\$ 20039.52
h. Lease payments. The number of payments in your lease	48
i. Base monthly payment	\$ 417.49
j. Monthly sales/use tax (estimated)	N/A
k. Total monthly payment	\$ 417.49

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

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$.20 per mile.

9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 19538.55, plus official fees and taxes.

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

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 31145.99
b. GMAC administrative fee	\$ 595.00
c. License, registration, title fees	N/A
d. Sales tax	\$ 1213.43
e. Other tax (describe)	N/A
f. Optional service contract	N/A
g. Optional maintenance contract	N/A
h. Optional life insurance	N/A
i. Optional disability insurance	N/A
k. Total	\$ 32954.36

12. THE VEHICLE YOU ARE TRADING:

(year) 03 (make) HYUNDAI (model) SANTE FE

Gross trade-in value	\$ 14080.00
Payoff	\$ 14080.00
Net trade-in value	\$ N/A

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1799.33

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

a. Title/lien fees	\$ N/A
b. Registration fees/taxes	\$ N/A
c. License fees/taxes	\$ 500.00
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ 1299.33
e. Excise taxes	\$ N/A

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

17. SCHEDULED LEASE END DATE: This lease is scheduled to end 07/05/10. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE: \$ 30.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

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

Insurance company name: CINCINNATI INSURANCE CO
 Insurance agency name: DAKIN INSURANCE
 Agency address: 24E MULBERRY ST EBANON OH 45236
 Agency phone no.: 5139324010
 Agent's name: DAKIN INSURANCE
 Policy no.: A010165171 Liability Physical damage
 Deductibles: Collision \$ 250.00 Comprehensive \$ 250.00

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

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

Insurer name: _____
 Address: _____

Life Insurance Lessee Co-Lessee Both Premium \$ N/A

#0961 P.004 /011

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE: _____

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

a. Title/lien fees	\$	N/A
b. Registration fees/taxes	\$	N/A
c. License fees/taxes	\$	500.00
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	1299.33
e. Excise taxes	\$	N/A
f. Property taxes	\$	N/A
g. Other (describe)	\$	N/A
h. Other (describe)	\$	N/A
i. Other (describe)	\$	N/A

14. MILEAGE

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

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

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

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

Total Allowed Mileage on the Odometer at Lease End is _____ 48100 miles.

Starting odometer mileage _____ 100 miles

Base mileage allowance _____ + 48,000 miles

Purchased extra miles _____ + N/A miles

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

15. LATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

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

LESSOR: _____ BY: _____ X

LESSEE: _____ BY: _____ X

We warrant that the vehicle is free of liens and other claims against it, and that you have the right to use the vehicle under this lease without losing them.

NOTICE TO LESSEE: I DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. I AM ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT _____ CINCINNATI, OH _____ ON _____ JUL _____ 06 _____ 2006 _____

(city) (state) (month) (day) (year)

LESSOR: MCCLUSKEY CHEVROLET INC SIGNATURE AND TITLE: _____ X

LESSEE: _____ BY: _____ X

LESSOR: MCCLUSKEY CHEVROLET INC SIGNATURE AND TITLE: _____ X

LESSEE: _____ BY: _____ X

SEE OTHER SIDE FOR OTHER IMPORTANT INFORMATION

ER OF YOUR INTEREST:

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

671 MONTHLY 11/2001 (4)
Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

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

Insurer name: _____

Address: _____

Life insurance (L Lessee Co-Lessee Both) Premium \$ _____ N/A

Coverage limit \$ _____ N/A

Disability insurance (Lessee only) Premium \$ _____ N/A

Monthly coverage limit \$ _____ N/A

LESSEE'S SIGNATURE: _____ X Age _____ N/A

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

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

Standard manufacturer's warranty

_____ N/A

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

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

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS:

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

Name _____ Term _____ months _____ miles

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

06/26/2007 03:09

GMAC SMARTLEASESM Worksheet

Dealership Name: **MCLUSKEY CHEVROLET INC**
Lessee Name: **AMY VILANI**

New Used Prior Demo Prior PEP GM Employee Low Mileage Lease
Monthly Single Term (Months): **48** Effective Rate (to be completed by GMAC)

Maximum Agreed Upon Value of the Vehicle and Residualizable Amount		
(Lines 1,2,3 and 5 Apply Only to New Vehicles)	Agreed Upon Value	Residualizable Amount
1. MSRP from Factory Invoice	\$ 34035.00	\$ 34035.00
A. Times Markup Factor	x 1.10	
B. Marked Up MSRP	= \$ 37,439.50	
2. Preferred Equipment Group Discounts (PEG)		+ \$ N/A
3. Dealer Installed Options:		
A. Capitalized and Residualized	+ \$ N/A	+ \$ N/A
B. Capitalized Only	+ \$ N/A	+ \$ N/A
C. MSRP of Removed Equipment	+ \$ N/A	+ \$ N/A
D. Total of Dealer Installed Options	+ \$ N/A	+ \$ N/A
4. Maximum Agreed Upon Value (Lines 1B + 3D + New Vehicle, Line 1B or R7 if Used.)	= \$ 37438.50	
5. Max. Residualizable Amount		= \$ 34035.00

Not Trade-In Value		
6. Gross Trade-In Value		\$ 14080.00
A. Less Payoff		- \$ 14080.00
B. Net Trade-In Value (Positive or Negative)		- \$ N/A
C. Less Amount Used Towards Fees/Taxes/1st Prot/Sec Dep		- \$ N/A
D. Less Amount Allocated to Capitalized Cost Reduction		- \$ N/A
E. Amount Retained by Lessee		- \$ N/A

Capitalized Cost		
7. Agreed Upon Value of the Vehicle (Not to Exceed Line 4)		\$ 31145.93
8. GMAC Administrative Fee (if Capitalized)		+ \$ 595.00
9. A. Optional Service Contract (if Capitalized)		+ \$ N/A
B. Optional Maintenance Contract (if Capitalized)		+ \$ N/A
10. Optional Life Insurance (if Capitalized)		+ \$ N/A
11. Optional Disability Insurance (if Capitalized)		+ \$ N/A
12. Other amounts Levied at Lease Inception Not Included in Amount Due at Signing or Delivery		
A. Title Fees		+ \$ N/A
B. License Fees		+ \$ N/A
C. Registration Fees		+ \$ N/A
D. Sales/Use Tax		+ \$ 1213.43
E. Other Tax (describe)		+ \$ N/A
F. Other (describe)		+ \$ N/A
G. Total		+ \$ 1213.43
13. Gross Capitalized Cost		= \$ 32954.35

14. Less Capitalized Cost Reduction		
A. Cash		+ \$ 571.61
B. Trade-In Value Allocation (Line 6D)		+ \$ N/A
C. Other (describe) RF RATES		+ \$ 750.00
D. Total Capitalized Cost Reduction		+ \$ 1321.61
15. Adjusted Capitalized Cost		= \$ 31632.75

Amount Due at Lease Signing or Delivery		
37. Capitalized Cost Reduction		
A. Cash (Line 14A)		+ \$ 571.61
B. Trade-In Allocation (Line 6D)		+ \$ N/A
C. Capitalized Cost Reduction Allowance		+ \$ 750.00
D. College Graduate Allowance		+ \$ N/A
E. GM Card Rebate Allowance		+ \$ N/A
F. Other (describe)		+ \$ N/A
G. Other (describe)		+ \$ N/A
38. Total Capitalized Cost Reduction (equal to Line 14D)		= \$ 1321.61
39. First Monthly/Single Periodic Payment (Line 27)		+ \$ 417.49
40. Refundable Security Deposit		+ \$ N/A
41. Additional Amounts		
A. Title Fees		+ \$ 1213.43
B. License Fees		+ \$ N/A
C. Registration Fees		+ \$ N/A
D. GMAC Administrative Fee		+ \$ N/A
E. Selective DUE Date Fee		+ \$ N/A
F. Sales/Use Tax		+ \$ 85.50
G. Offset if Negative Trade Equity (equal to Line 6E) + \$		+ \$ N/A
H. Total		+ \$ 210.90
42. Other (describe)		+/- \$ N/A
43. Total Amount Due at Lease Signing or Delivery		= \$ 1950.00

Purchase Option at End of Lease Term		
44. Residual Value (Line 24)		= \$ 18038.55
45. Purchase Option Increment		+ \$ 500.00
46. Purchase Option at End of Lease Term		= \$ 18538.55

Mileage Factors		
DEAL NO 170299		
16. Starting Odometer Mileage		100
A. Expected Miles to be Driven for Term		+ 48000
B. Standard or Low Mileage Allowance for Term		+ 48000
C. Extra Mileage for Term		+ 0
D. Refundable Extra Mileage Cost (per mile)		+ \$ N/A
E. Total Refundable Extra Mileage Cost		+ \$ N/A
17. Total Allowed Lease End Odometer Mileage		= 48100
18. Annual Mileage (Line 16A ÷ Term) x 12		= 1000

Residual Value		
19. Maximum Residualizable Amount (New Vehicles Only, Line 5)		\$ 34035.00
20. Times Residual Percentage (New Vehicle Only)		53.00
Base % + Low Mileage % =		% =
21. Base Residual Value (for Used Vehicles obtain from Line R10 if Certified, Line R13 if Non-Certified)		= \$ 18038.55
22. Less Total Cost for Refundable Extra Miles (Line 16E)		= \$ N/A
23. A. Beginning Mileage Adjustment (New Vehicles Only)		+ \$ N/A
B. Other Factors Affecting Depreciation (describe)		+ \$ N/A
24. Residual Value		= \$ 18038.55

Monthly Payments/Single Periodic Payment (if IDV WA, Complete R14 - R18 Instead)		
25. Base Monthly/Single Periodic Payment		\$ 417.49
A. Service Charge		+ \$ N/A
B. Total Base Monthly/Single Periodic Payment		= \$ 417.49
26. Additions to Base Monthly/Single Periodic Payment		
A. Monthly Sales/Use Tax		+ \$ N/A
B. Personal Property Tax		+ \$ N/A
C. Other (describe)		+ \$ N/A
27. Total Monthly/Single Periodic Payment		= \$ 417.49
28. Total of Monthly Payments (Line 27 x Term)		= \$ 20039.52

Depreciation and Other Amortized Amounts		
29. Adjusted Capitalized Cost (Line 15)		\$ 31632.75
30. Less Residual Value (Line 24)		= \$ 18038.55
31. Depreciation and Other Amortized Amounts		= \$ 13594.20

Rent Charge		
32. Total Base Monthly/Single Periodic Payment (Line 25B or Line R16)		\$ 417.49
33. Times Number of Periodic Payments		x 48
34. Total Base Monthly/Single Periodic Payments for Lease Term		= \$ 20039.52
35. Less Depreciation and Other Amortized Amounts (Line 31)		= \$ 13594.20
36. Total Rent Charge		= \$ 6445.32

Amount Due Dealer From GMAC		
47. Adjusted Capitalized Cost (Line 15)		\$ 31632.75
48. Less Cash Adjustments		
A. First Monthly Single Periodic Payment (Line 39)		+ \$ 417.49
B. Refundable Security Deposit (Line 40)		+ \$ N/A
C. Total		+ \$ 417.49
49. A. Other (describe) N/A		+/- \$ N/A
B. Other (describe)		+/- \$ N/A
50. Less GMAC Administrative Fee (Line 8 or 41D)		= \$ 595.00
51. Amount Due Dealer		= \$ 30620.26

New Vehicle Beginning Mileage Adjustment (if Over 500 Miles)		
Mileage and Term Parameters		
	Current Series	Prior Model Year
Maximum Term (months)	80	48
Standard Beginning Mileage	0	0
Unadjusted Beginning Miles May Not Exceed	500	500
501 or more	Not Demo or PEP	Enter Actual Odometer Mileage on Line 52A
501 - 7,500	Prior Demo Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Lines 17 and Line 15B on Line 52A.
501 - 25,000	Prior PEP/GM Employee Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Line 17 and Line 15B on Line 52A.
52. Beginning Mileage Adjustment		100
A. Actual Odometer Mileage		x \$ N/A
B. Times Beginning Mileage Adjustment Rate		= \$ N/A
C. Residual Adjustment Attributed to Beginning Mileage (enter on Line 23A)		= \$

Salesperson: **HICIZ, MARK** Submitted to GMAC: **07/06/2006** Date

Approved By: **06** True Date: **TRAIL BLAZ** Application Number: **16NDT135462304352**

Vehicle Description: Year **06** Make **CHEVROLET** Model **TRAIL BLAZ** VIN **16NDT135462304352**

Administrative Message #

Security Deposit Waiver: No Yes If Yes, Customer Rate Increase? No Yes

Loyalty Program? No Yes If Yes, Authorization #:

Other Reason for Security Deposit Waiver (describe): **[Signature]**

MEMO: Program Lease Factor: **6.4000**

Rate Decrement: **6.4000**

Single Payment Lease Decrement: **6.4000**

Dealer Lease Factor: **6.4000**

Security Deposit Waiver: **6.4000**

Federally Tax Exempt: **6.4000**

Other Increment: **6.4000**

Total Lease Factor: **6.4000**

SEE REVERSE (LINES R1 - R13) FOR USED LEASE CALCULATIONS
SEE REVERSE (LINES R14 - R16) FOR WA AND ID SALES TAX EXEMPTION CALCULATIONS

DEALER TRADE FORM

CONTROL #

DATE 7/6/06
APPROVED BY W.K.

DEALER JAKE SWEENEY

ADDRESS 33 WEST KEMPER RD.

SPRINGDALE, OH 45246

PHONE # 782-2800

CONTACT MARK/DAVE

DEALER CODE 09596

UNIT WE ARE SELLING

STOCK# 62410 YR 06

VIN# 1G1AK55F96T MAKE CHEVROLET

INT. COMM. DATE _____ MODEL Cobalt

AMOUNT OF CHECK TO US 13,269

GROSS (ACCT #30008 CONTROL # 624) _____

UNIT WE ARE BUYING

STOCK# 62734 YR 06

VIN# 1GN0T135462 MAKE CHEVROLET

INT. COMM. DATE _____ MODEL Trail Blazer

AMOUNT OF CHECK TO THEM 29,596.63

REASON STOCK SOLD

☎ 782-2809

4 Door 14,500

ASAP
1:30
if possible

CHECK CONTROL NO. 241317

ISSUED BY: ANGELA F

McCluskey Chevrolet Cincinnati, Ohio 45215

PAGE 1

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/VIN	AMOUNT	DISCOUNT ACCOUNT NO.	NET AMOUNT
	071806		PAYOFF FOR SS# [REDACTED] ON A 03 HYUNDAI SANTA FE VIN#KM8SC73D23 [REDACTED] ST#G8026CT			14,160.52
				241317	20201	-14,160.52
				104968	30100	14,080.00
				6636	32103	80.52
				TOTAL	20201	14,160.52

Handwritten:
 7-31
 3104-988537

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

McCluskey Chevrolet  **at the Galbraith Exit**

8525 Reading Road * P.O. Box 15309 * Cincinnati, Ohio 45215
 Nationwide Wats 800-MEDIUMS (513) 948-9100

FIFTH THIRD BANK
 CINCINNATI, OHIO

241317 13-31/420

DATE
18JUL06

PAY THIS AMOUNT		
*****14,160	DOLLARS	52 CENTS

AMOUNT OF CHECK
*****14,160.52

NON-NEGOTIABLE

McCluskey Chevrolet, Inc.

TO THE ORDER OF

WELLS FARGO FINANCIAL

 *** NOT NEGOTIABLE ***

ACCOUNTING COPY

#0981 P.009 /011

GREGORY HARTMANN CLERK OF COURTS - HAMILTON COUNTY, OHIO

On the web - www.courtclerk.org

APPLICATION(S) FOR CERTIFICATE OF TITLE TO A MOTOR VEHICLE

CHECK TYPE OF APPLICATION(S) Fee of \$5.00 for failure to apply for title within 30 days of assignment.
TYPE OR PRINT IN INK

Applicant's Name GMAC SSWEIN 284882588
44070

Applicant's Address 25000 GREAT NORTHERN CORPORA NORTH OLMS TED OH
hereby declares under penalty of perjury that he/she is the lawful (owner / purchaser / lienholder) of the following described motor vehicle and hereby makes application(s) for the following:

VIN	<u>1GNDT13S462304352</u>	YEAR	<u>2006</u>	MAKE	<u>CHEVROLET</u>
BODY TYPE	<u>PU</u>	MODEL	<u>TRATI BLAZE</u>	CONVERSION	<u>100</u>
PURCHASE PRICE	<u>\$ 31145.93</u>	TRADE IN AMOUNT	<u>\$</u>	TAX BASE	<u>\$</u>
GROSS TAX	<u>\$ 1299.33</u>	NET TAX	<u>\$</u>	CONDITION OF VEHICLE (check only one) () Good () Fair () Poor () Wrecked	
Tax Exemption Reason				Tax Exemption Number	

WARNING: You are required by law to state the true selling price. A false statement is in violation of section 2921.13 of the Ohio Revised Code and is punishable by six months imprisonment and a fine of up to one thousand dollars or both. All transfers are audited by the Department of Taxation. The seller and buyer must provide any information requested by the Department of Taxation. The buyer may be assessed any additional tax found to be due.

ORIGINAL CERTIFICATE OF TITLE PRINTED MEMORANDUM CERTIFICATE OF TITLE
 SALVAGE CERTIFICATE OF TITLE NON PRINTED Evidence of Ownership MSO
 from: MSO, Previous Title No. Registration, Etc.

Applicant acquired said motor vehicle by (state how acquired) _____

Name of Previous Owner MCCLUSKEY CHEVROLET INC 45215

Address of Previous Owner 8525 READING RD. CINCINNATI, OH
The following is a full statement of all liens on said motor vehicle. If no liens, state "none". If more than one lien, attach statement of all additional liens.

Lienholder _____

Address _____

Dealer's Permit Number: _____ Vendor's Number 31123944

DUPLICATE CERTIFICATE OF TITLE Application states that Certificate of Title Number _____ has been _____; that said motor vehicle has not been sold or disposed of except as stated below. (rel., stolen, destroyed)

The vehicle is in the possession of _____ and that if said _____ residing at _____ Certificate of Title be hereby recovered by this applicant he will deliver same to the Clerk of Courts for cancellation.

Applicant's signature X _____ By X 6TH JUL No. 06
Sworn to and subscribed in my presence by _____ this _____ day of _____, 20_____

Seal

X _____
(Clerk, Deputy Clerk of Courts - Notary)

My commission expires _____, 20_____

06/26/2007 03:13



800-255-8843 www.nadaco.net

83284

ODOMETER DISCLOSURE STATEMENT

FEDERAL LAW (AND STATE LAW IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

MCCLUSKEY CHEVROLET INC STATE THAT THE ODOMETER
(TRANSFEROR'S NAME - PRINT)

NOW READS 100 (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

- (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.
- (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE.

(WARNING - ODOMETER DISCREPANCY)

YEAR 2006	MAKE CHEVROLET	MODEL TRAIL BLAZER
BODY TYPE SUV	VEHICLE IDENTIFICATION NUMBER 1GNDF13S462304352	

TRANSFEROR'S STREET ADDRESS
9525 READING RD.

CITY STATE ZIP CODE
INCINNATI OH 45215

TRANSFEROR'S SIGNATURE 	DATE OF STATEMENT <u>06 JUL 2006</u>
PRINT NAME OF ABOVE SIGNATURE <u>MCCLUSKEY CHEVROLET INC</u>	

TRANSFEEE'S NAME (PRINT)
MAC

TRANSFEEE'S STREET ADDRESS
25000 GREAT NORTHERN CORPORATE CNTR

CITY STATE ZIP CODE
NORTH OLMSTED OH 44070

POWER OF ATTORNEY FROM OWNER TO ASSIGN TITLE TO A MOTOR VEHICLE OR FROM PURCHASER TO APPLY FOR TITLE

NOTICE: The making of a false statement under oath or affirmation is in violation of Section 2921.18 of the Revised Code and is punishable by six months imprisonment and a fine up to one thousand dollars, or both.

KNOW ALL MEN BY THESE PRESENTS

That I, GMAC
25000 GREAT NORTHERN CORPORATE CNTR
residing at NORTH OLMS TED OH 44070

do hereby make, constitute and appoint _____

MCCLUSKEY CHEVROLET INC
(Name of Company)

as my true and lawful attorney to execute and sign such papers, including affidavits respecting representations herein, as are necessary under the laws of the State of Ohio to make assignment on an Ohio Certificate of Title in my name for the following motor vehicle or to apply on my behalf for an Ohio Certificate of Title in my name covering the following motor vehicle:

YEAR 2006 MAKE CHEVROLET MODEL TRAIL BLAZER
BODY TYPE PU MFR'S SERIAL NO. 1GN DT13S462304352

COMPLETE THE FOLLOWING ONLY IF AFFIDAVIT IS FOR AN ASSIGNMENT:

I certify that the mileage registered on the odometer of this vehicle at the time of assignment is 100 miles.

(Check following statement, if applicable.)

The actual mileage differs from that registered on the odometer of this vehicle for reasons other than odometer calibration error and the actual mileage is unknown.

I (we) warrant the title free of all liens, except as shown on the face of the title, and certify that the total consideration received by me as seller of this vehicle was

\$ 31145.93

(Customer) (Owner)

STATE OF OHIO }
COUNTY OF _____ } ss:

Sworn to before me, a Notary Public, in and for said County, this TH day of JUL 06
(MONTH) (YEAR)

(Notary Public)

(SEAL) My Commission Expires _____



"Marin, Daniel"
<dmarin@council.bbb.org>
01/29/2010 01:04 PM

To <sandra_slone@gmexpert.com>
cc
bcc
Subject CHV1010448 Washum

History: This message has been forwarded.

Hi Sandra,

I just got your message about [REDACTED] went in to my notes, as I was sure I sent an email on this, and realized that I did, but I sent it to Yvonne, not you. Was this claim switched from her to you, or did I just goof up?

Anyway.... here is what I wrote back on Wednesday:

"I just wanted to give you an update on this claim. I had not opened it until I was able to talk to Ms. [REDACTED] to verify LL eligibility. She only sent in 1 RO, so I was unable to determine if there were 3 repairs in 1st yr/18,000 for OH LL.

She insisted that there were 3 attempts in the 1st yr/18 to the same defect (her vehicle kept losing power) and described each instance to me. Apparently, her dealership has gone out of business so she has been unable to obtain her repair history. Do you have one by any chance?

She said that her desired outcome was that GM pay off the remaining 5 lease payments and take the car back, but that she will seek repurchase otherwise.

Let me know if there are any offers by early next week and we'll go from there. "

Thanks,

Daniel Marin | *Dispute Resolution Specialist*
Tel: 703-247-9553
Fax: 703-276-0634
Email: dmarin@council.bbb.org
www.bbb.org | *Start With Trust*
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203

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SANDRA
SLONE/Austin/GM1
02/01/2010 09:11 AM

To "Marin, Daniel" <dmarin@council.bbb.org>@SITEWCWEB
cc
bcc
Subject Re: CHV1010448 [REDACTED]

RE: Customer Last Name [REDACTED]
BBB Case: CHV1010448
Service Request: 71-789194707
2006 CHEVROLET TRAILBLAZER
Vehicle Identification Number: 1GNDT13S462 [REDACTED]

Daniel

In reference to your question: " 3 attempts in the 1st yr/18 to the same defect (her vehicle kept losing power) and described each instance to me. Apparently, her dealership has gone out of business so she has been unable to obtain her repair history. Do you have one by any chance?"

While I do not have the repair orders from the closed dealership, we do have the record from GMVIS and Global Warranty systems. If a visit is made to a GM dealership even if there are no repairs made (I.E. unable to duplicate the concern) the dealership will turn in a claim to General Motors for at the labor time.

This would show up on the Warranty History. I am attaching both GMVIS (old version) and Global Warranty (new version) which shows the WARRANTY REPAIR HISTORY on this vehicle.

I do have the Pre-Delivery information and two maintenance records for LUBE,OIL, and FILTER inside the first 12,000 miles. I believe this shows we have a very complete history record on this vehicle and I do see evidence of 3 repairs in 1st yr/18,000 for OH LL.

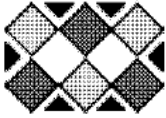


[REDACTED] Global Warranty Record.tif



[REDACTED] GMVIS Record.tif

Customer Relationship Specialist: Sandra Slone
Telephone: 866-790-5700 x 41009



SANDRA
SLONE/Austin/GM1
02/11/2010 10:18 AM

To dmarin@council.bbb.org
cc
bcc
Subject CHV1010448 WASHUM

RE: Customer Last Name: [REDACTED]
BBB Case: CHV1010448
Service Request: 71-789194707
2006 CHEVROLET TRAILBLAZER
Vehicle Identification Number: 1GNDT13S462 [REDACTED]

Daniel:

Our customer/client [REDACTED] has accepted the following GW offer in settlement of her BBB claim. Due to the weather issues we are apparently unable to leave this information via phone voicemail. So, I am emailing this to you to save contact time once you are able to return to work across the frozen tundra.

NOTE: Repairs made to vehicle (part finally came in - and customer is satisfied the repair is completed).

Offer made and accepted: 2/8/2010 10:46:49 AM
Offer: Reimbursement 2 vehicle payments.
(\$ 417.49 X 2 payments = \$838.98).

Sincerely and with highest regards:

Customer Relationship Specialist: Sandra Slone
Telephone: 866-790-5700 x 41009



BBB AUTO LINE

February 15, 2010

[REDACTED]
CINCINNATI OH [REDACTED]

Re: SET CHV1010448: [REDACTED] vs Chevrolet Motor Division 1GNLT13S462 [REDACTED]

Dear [REDACTED]

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

The consumer, [REDACTED] has stated that her 2006 Chevrolet Trailblazer has been repaired as of February 15, 2010. She has also accepted an offer for two vehicle payments in the amount of \$ 417.49 X 2 payments = \$838.98. This offer was made by Ms. Angelia Shaw of Chevrolet Motor Division, and should be completed within the next thirty days.

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, I 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,

Samuel Barnes (Ext. 650) on behalf of Daniel Marin (Ext. 553)

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

170259 OGML

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSOR) ("You") name and address, including county [Redacted] CINCINNATI, OH HAMILTON	Gauging address (if differing) Principal driver (if business use)	LESSOR (Retailer) MCCLUSKEY CHEVROLET INC 8625 READING RD. CINCINNATI, OH 45215
---	---	---

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

- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to _____.
- If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use	
NEW	06	CHEVROLET TRAIL BLAZ	PU	1GNDT13S462 [Redacted]	100	<input checked="" type="checkbox"/> Personal, Family, or Household	<input type="checkbox"/> Commercial, Business, or Agricultural
Dealer Installed Options:						<input type="checkbox"/> GVW (if truck)	<input type="checkbox"/> Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below) \$ 1960.00	2. Monthly Payments Your first monthly payment of \$ 417.49 is due on 07/06/2006, followed by 47 payments of \$ 417.49 due on the 6TH of each month. The total of your monthly payments is \$ 20039.62.	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ N/A Total \$ N/A	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ 21572.03
--	---	---	---

5. Amount Due at Lease Signing or Delivery: <ul style="list-style-type: none"> a. Capitalized cost reduction \$ 1321.63 b. First monthly payment \$ 417.49 c. Refundable security deposit \$ N/A d. Title fees \$ N/A e. Registration fees \$ N/A f. Sales tax TAX ON CAP. REDUCTION \$ 88.90 g. LICENSE \$ 125.00 h. [Redacted] \$ N/A i. [Redacted] \$ N/A J. Total \$ 1960.00 	6. How the Amount Due at Lease Signing or Delivery will be paid: <ul style="list-style-type: none"> a. Net trade-in allowance \$ N/A b. Rebates and cash credits \$ 750.00 c. Amount to be paid in cash \$ 1200.00 Total \$ 1950.00
--	---

7. Your monthly payments determined as shown below: <ul style="list-style-type: none"> a. Gross capitalized cost. The agreed upon value of the vehicle plus any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) \$ 32954.36 b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, or cash credit, or cash you pay that reduces the gross capitalized cost \$ 1321.63 c. Adjusted capitalized cost. The amount used in calculating your base monthly payment \$ 31632.73 d. Residual value. The value of the vehicle at the end of the lease term in calculating your base monthly payment \$ 18038.66 e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term \$ 18594.07 f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.
--



STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: REG. DATE: 03/20/2009 EXP. DATE: 03/20/2011 ISSUE DATE: 03/17/2009 APP NO.: 683861BN
VALIDATION NO.: 103DVC9265 ELECTRONIC POA AGENCY: 3176
LESSEE NAME: VEHICLE OWNERSHIP: LEASE USER ID: AC
LESSOR: GMAC AUTOMOTIVE BANK OLD APP NO.: UP61042
OLD PLATE:
LESSEE ADDR:
CITY: CINCINNATI LESSOR ADDR:
STATE OH ZIP: ADD. CITY: MIDVALE
TAX DISTRICT: CHEVIOT ADD. STATE: UT ADD. ZIP:
COUNTY: HAMILTON
INSIDE CORP LIMIT: YES VEHICLE CLASS: PASSENGER
VEHICLE YEAR: 2006 ODOMETER READING: 100
BODY TYPE: 4H MAKE: CHEV STATE FEES:

CERTIFICATE TITLE NO.: PLATE TYPE: SUNBURST
VEH. SERIAL NO.: 1GNDT135462 REG TYPE: RENEWAL/BIENNIAL LOCAL TAX:
PURCHASE DATE: 07/21/2006 DEPUTY FEE: .25
NEW SUSPENSION/REVOCAION: NO TOTAL FEES: \$107.25
PRIOR OPERATION: YES
FEES PAID: YES

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket... Upon traffic court... Upon random checks by the Registrar of Motor Vehicles.
ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first offense, one year on second offense...
ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense.
IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have a SECURITY SUSPENSION for TWO YEARS or more and a JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING: AN INSURANCE POLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage...

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2913.42. APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

January 8, 2013

[REDACTED]
Wendel, PA [REDACTED]

Dear [REDACTED]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNDT13S172 [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-824766631

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

January 8, 2013

[REDACTED]
Delaware, OH [REDACTED]

Dear [REDACTED]

At GMC, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 GMC Envoy.

This offer is valid towards one service visit on VIN 1GKDT13S972 [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any GMC dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request 71-860015667

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

Issued by:
GMC

Certificate No. 1GKDT13S372 [REDACTED]

Issue Date: January 8, 2013

Issued exclusively for:

[REDACTED]
Fairport, NY [REDACTED]

Valid through: November 1, 2011

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

January 8, 2013

[REDACTED]
Fairport, NY [REDACTED]

Dear [REDACTED]

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

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet, Buick, GMC, or Cadillac vehicle. With such a wide selection of vehicles to choose from, we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made GMC your choice when you purchased your 2007 Envoy and trust you will give us the opportunity to retain you as a valued GMC customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-888-988-7267. You may also begin your vehicle shopping online by visiting GMC.com or any of our other divisional websites.

Sincerely,

GMC Customer Assistance Center
Service Request: 71-864770181

EAA Inspection Request

Date: 12/28/10

TO: **EAA**

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: eaafc@servicesolutions.spx.com

From: **Thaddeus Kinzer**

PAR Customer Relations Specialist

Email: Thaddeus_kinzer@gmexpert.com

Phone: 866-790-5600 ext.

or 866-790-5700 ext.41039

Fax: 866-775-9477

Mailing Address:

GM PAR Investigations

7401 E. Ben White

Building 3

Austin, TX 78741

Vehicle Information

VIN#: 1GKDS13S77

Year/Make: 2007 GMC

Model: Envoy

Contact's Name:

Contact's Number:

Vehicle Location: Woodland Hills

Woodland Hills, CA

If located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

Claimant Information

PAR File #: 71-902525467

Claimant Name:

Claimant Home #:

Claimant Work #:

Claimant Cell #:

Address:

Tarzana, CA

Required Actions:

- Advise PAR CRS via voicemail/email of inspection date.
- Repair Estimate Required
- Review All PAR File information
- Contact PAR CRS After Inspection

Please Use Form(s):

<input type="checkbox"/> Accelerator/Throttle Control	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> Engine Stalling	<input checked="" type="checkbox"/> Thermal Events	

Special Instructions:

Interview Owner? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Vetronix Requested	<input type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> Other (define): _____		

Investigations can only be rushed if e-mailed by one of the following:

RUSH (Name of Team Manager or Ops Mgr Approving the Rush): _____

EAA Internal Use Only

To: SA:	Date E-Mailed to SA: _____
From: EAA Field Coordinator	Due Date: _____

EAA SA Use Only

Case Acceptance/Investigation: <input type="checkbox"/> YES <input type="checkbox"/> NO
Please acknowledge acceptance of this case promptly by phone, fax or email.
Date Report Uploaded to EAA FTP SITE: _____

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467

Inspector: Dale O. Brown With EAA.

Number of Photos 805-534-0576

Photo.#	Description
944	VIN plate.
	
945	VIV plate.

FIELD PHOTOGRAPHIC NOTES

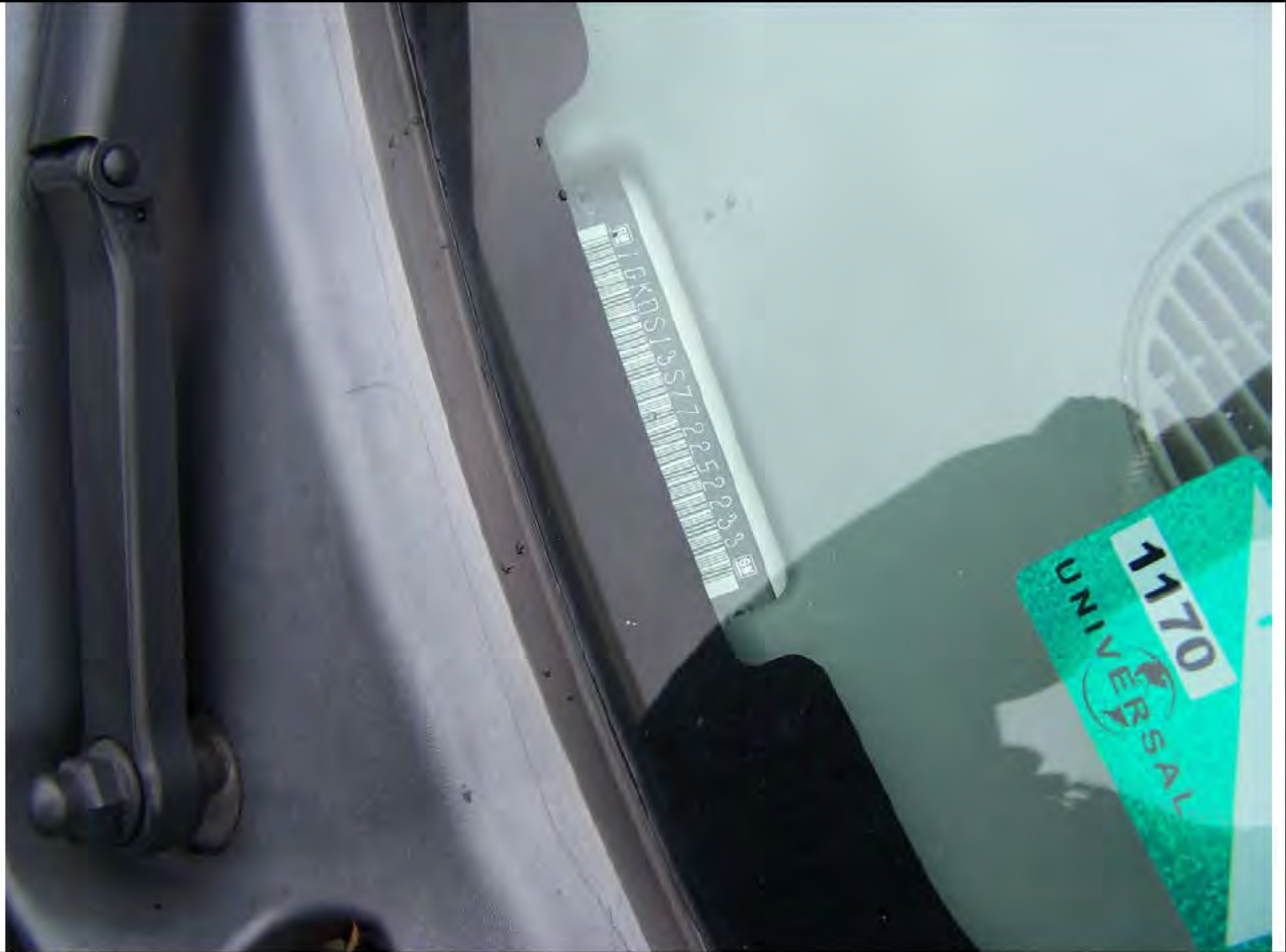
Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



946

Tire plate.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



947

Front no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



948 Left front corner no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



949

Left side no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



950

Left rear corner no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



951

Rear no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



952

Right rear corner no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



953

Right side no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



954 Right front corner no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



955

Hood top no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



956

Hood bottom no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



957

Engine from right no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



958 Engine from front no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



959

Engine from left no fire.

FIELD PHOTOGRAPHIC NOTES

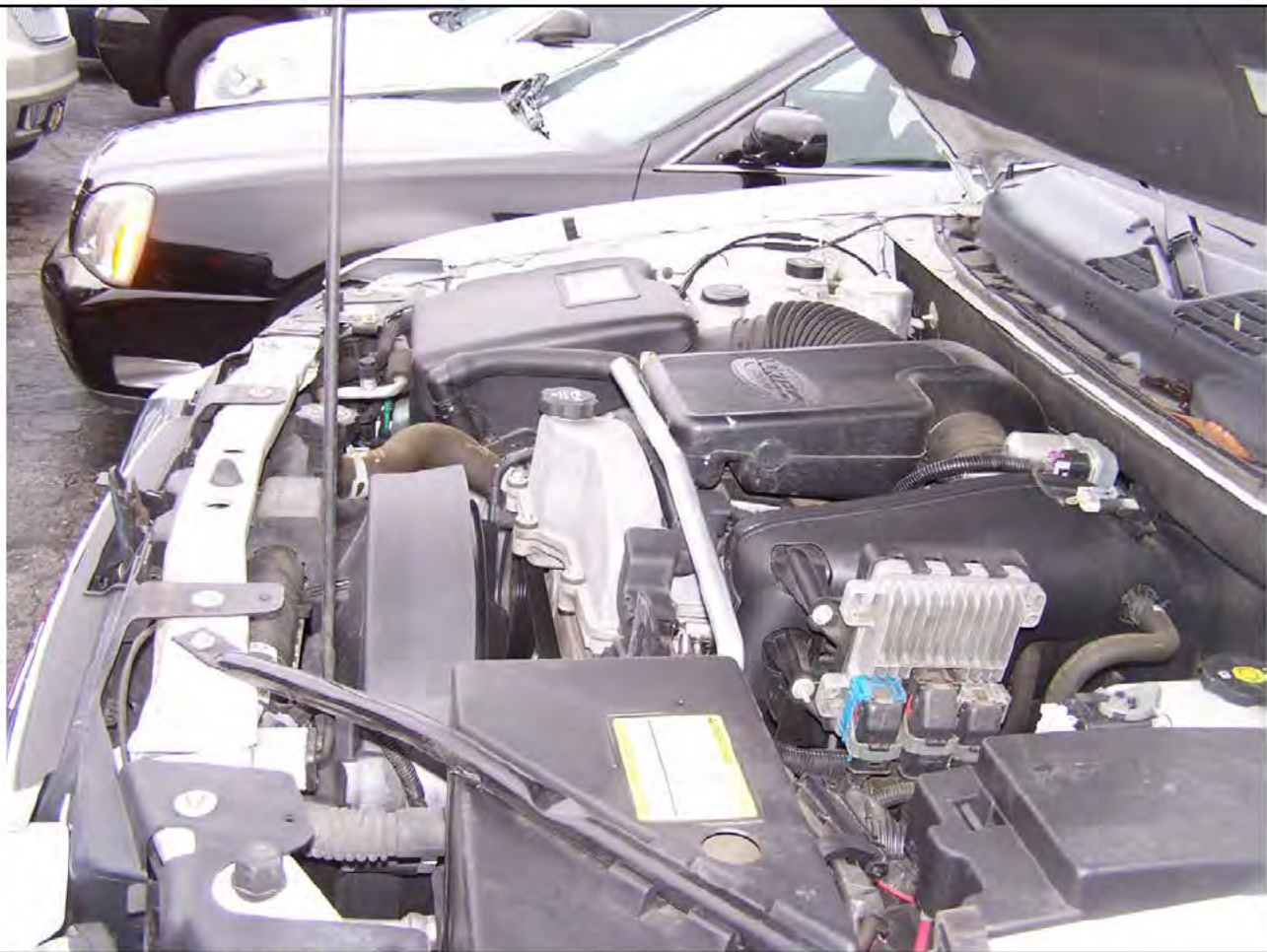
Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



960

Right instrument panel no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



961 Right seat no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



962 Right door panel no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



963 Left instrument panel no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



964

Left seat no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



965

Left front door panel no fire.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



966

CLOSE UP OF WIRING LEFT DOOR, NO FIRE.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



967 CLOSE UP OF WIRING LEFT DOOR ANOTHER ANGLE.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



968

CLOSE UP OF WIRING LEFT DOOR ANOTHER ANGLE.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



969

TOP OF LEFT FRONT DOOR MASTER SWITCH NO FIRE.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]
Model: 07 GMC Envoy
VIN: 1GKDS13S772 [REDACTED]

Inspection Date: 01/03/2011

File 71-902525467



970 ON SIDE OF LEFT FRONT DOOR MASTER SWITCH SHOWING DEFORMED AREA NEAR LEFT END.

FIELD PHOTOGRAPHIC NOTES

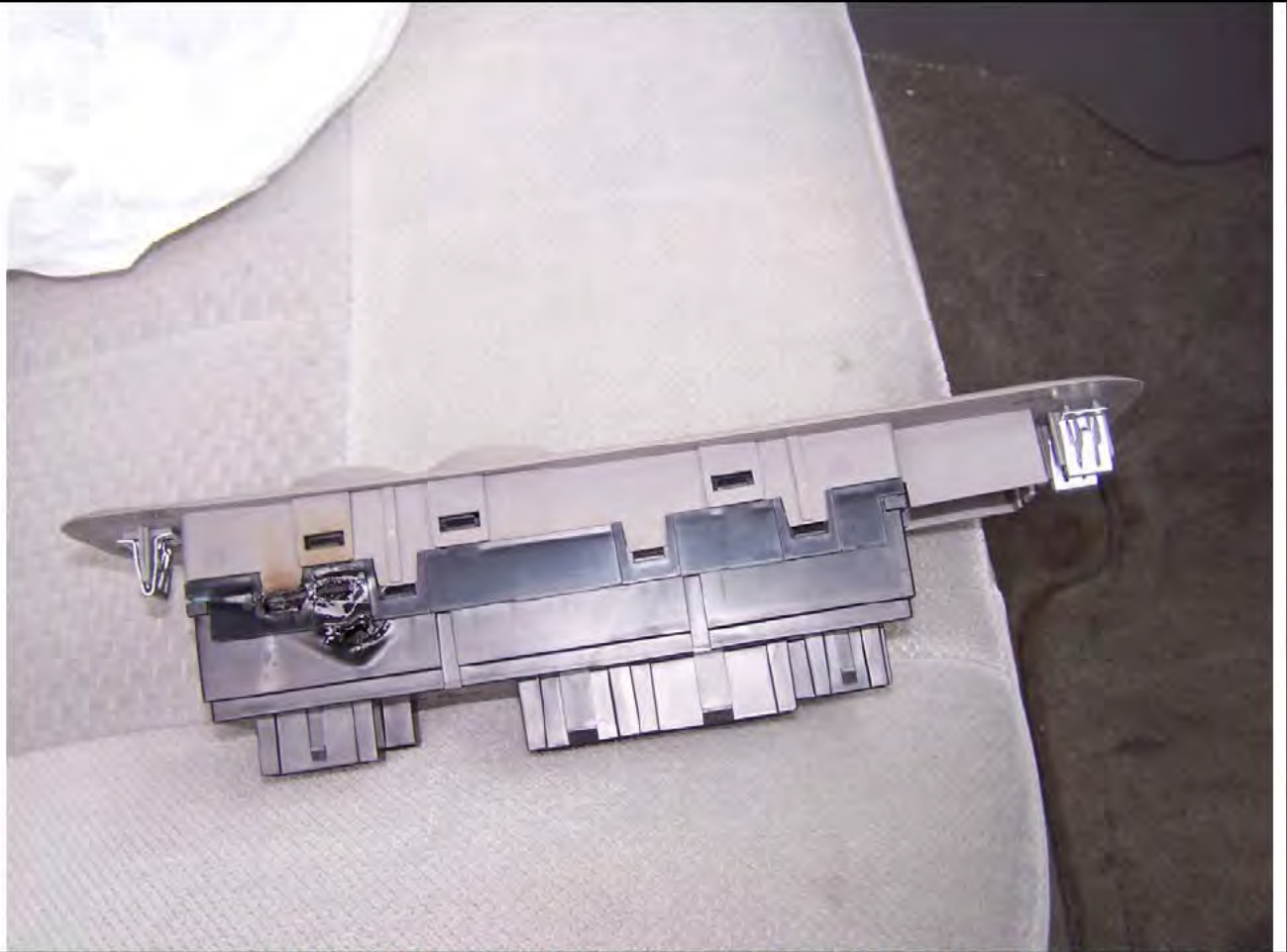
Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



971 CLOSE UP OF LEFT FRONT DOOR MASTER SWITCH SHOWING DEFORMED AREA 1 3/4" DIAMETER.

FIELD PHOTOGRAPHIC NOTES

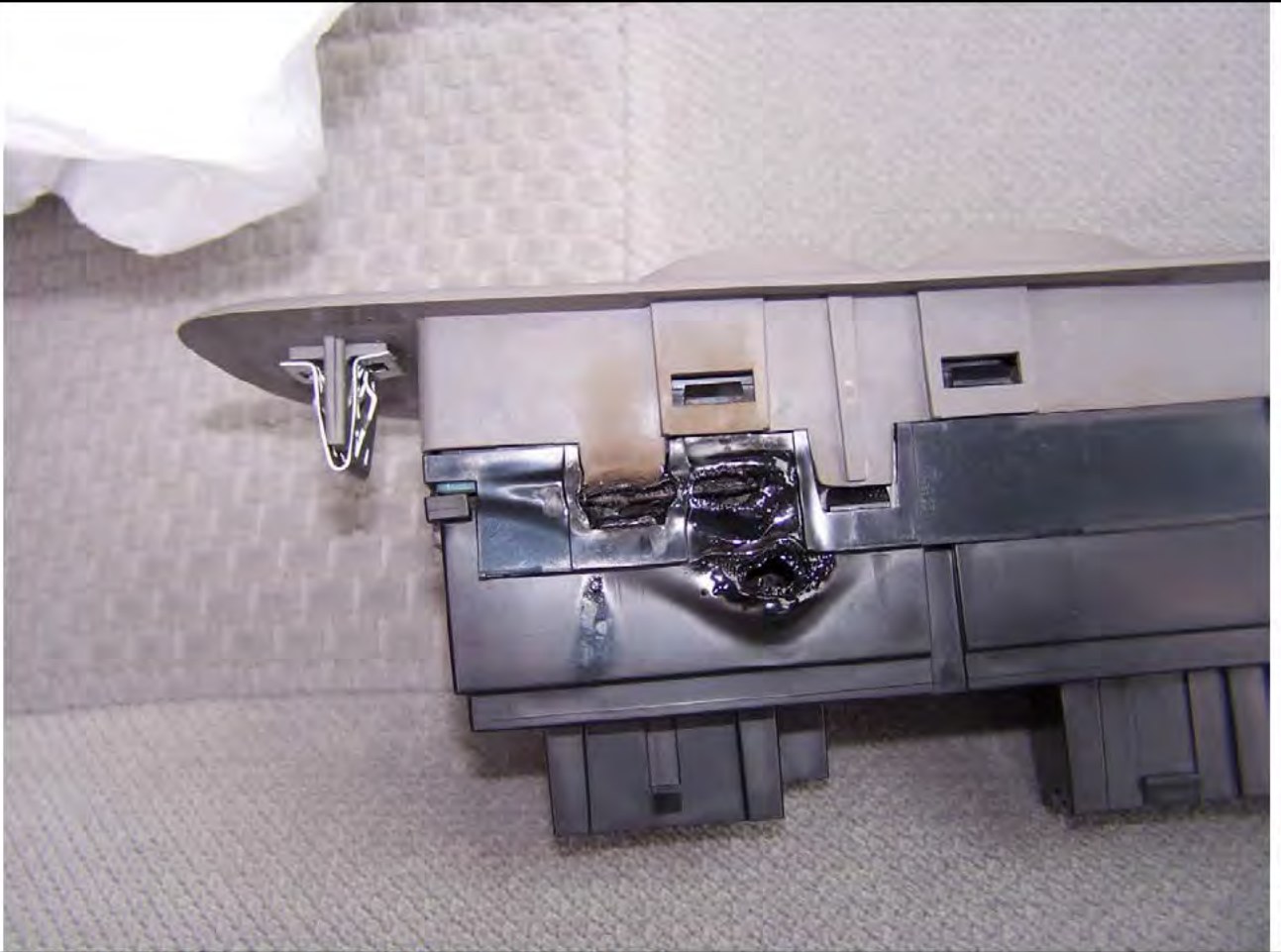
Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



972

OTHER SIDE OF MASTER SWITCH SHOWING NO FIRE.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [REDACTED]

Inspection Date: 01/03/2011

Model: 07 GMC Envoy

VIN: 1GKDS13S772 [REDACTED]

File 71-902525467



P. 1
8188883620
KEYES_WOODLAND_HILLS_BPG
JAN-13-2011 10:22 AM

Keyes Woodland Hills

BUICK GMC Cadillac

JOB CHANGE ORDER

RO #	DATE <u>1-12-2011</u>	TIME	ADVISOR <u>Hovik Khachekian</u>	CUSTOMER		
YEAR <u>2007</u>	MODEL <u>Envoy</u>	PROD. DATE	ENG.	TRANS.	TRIM	BODY

ITEM #	TECH #	RO #	LN #	SERVICE NEEDED	PART #(S)	PARTS	LABOR \$\$\$	LABOR HRS.	TOTAL
1				To replace shorted drivers window	25866994	292.17	19.08	.2	\$241.25
2				Control switch panel					
3									
4									
5									
6									
7									
8									
9									
10									
11									

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS - I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor:

Name of Designee: _____ Phone #: _____ Email: _____ Fax #: _____

Customer Name: _____ Work Order #: _____ Customer's Signature & Date: _____

ADDITIONAL REPAIRS AUTHORIZED	CUSTOMER	ADVISOR	<input type="checkbox"/> PERSONAL CONTACT <input type="checkbox"/> PHONE
	ADDITIONAL AMOUNT	NEW TOTAL	DATE/TIME
ADDITIONAL REPAIRS AUTHORIZED	CUSTOMER	ADVISOR	<input type="checkbox"/> PERSONAL CONTACT <input type="checkbox"/> PHONE
	ADDITIONAL AMOUNT	NEW TOTAL	DATE/TIME
ADDITIONAL REPAIRS AUTHORIZED	CUSTOMER	ADVISOR	<input type="checkbox"/> PERSONAL CONTACT <input type="checkbox"/> PHONE
	ADDITIONAL AMOUNT	NEW TOTAL	DATE/TIME

2007 GMC Truck Envoy - 2WD | S/T Truck New Style | | Document ID: 1815547

Plate, Front Door Armrest Switch Mounting - Left - R&R Or Replace

OPERATION NUMBER: C3301

LABOR TIME: 0.2

ROCKET CHEVROLET

233 MANSFIELD AVENUE
SHELBY, OH 44873
419-342-3010
419-324-0232
FAX: 419-347-3003
PARTS/SERVICE FAX: 419-342-0069

FAX TRANSMITTAL

Company: GM

Date: 3-28-2011

Attention: Debbie Stewart

Fax # 866-775-9478

From: Chris Preuninger

Pages: 1 of 2

Message: Ro as requested for Case #

71-929098515,



CUSTOMER #: 3472242
 UNIT# 503

120637

ROCKET
CHEVROLET · OLDS · GEO, INC
 233 Mansfield Avenue
 Shelby, Ohio 44875

INVOICE

Telephones: 342-3010
 Mansfield 524-6252

SHELBY, OH

PAGE 1

HOMETEL: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 121 CHRISTOPHER PREUNINGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MESSAGE IN/OUT	TAG	
BLACK	07	CHEVROLET TRAIL BLAZ	1GNDT13S872	[REDACTED]	78066/78066		
DEL DATE	PROD DATE	WARR EXP	PROVISED	RD	DATE	PAYMENT	INV DATE
28JAN09 DD			17:00 18MAR11		0.00	CHG	18MAR11
RD OPENED		READY	OPTIONS: STK:1635P DLR:28491				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A INSTALL SOP LF MASTER WINDOW SWITCH MODULE							
149 INSTALLED AND PROGRAM LF DOOR MODULE							
				1511 CPT 0.80		48.00	48.00
				1 25867005 SWITCH	296.59	222.44	222.44
SERVICE MATERIALS AND SUPPLIES							2.40

You may be soon receiving a survey from your manufacturer. The results are very important to us. If for any reason you cannot answer these questions as COMPLETELY SATISFIED, please contact your Service Manager.

WE VALUE YOUR BUSINESS. THANK YOU!!!

I hereby warrant that the work performed on your equipment was done in accordance with the manufacturer's instructions and to the best of my ability.		THE SELLER, ROCKET CHEVROLET-OLDS-GEO, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ROCKET CHEVROLET-OLDS-GEO, INC., NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR PART.	DESCRIPTION	TOTAL
REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE. SPECIFIED DISCARD USED PARTS.			LABOR AMOUNT	48.00
THE FACTORY WARRANTY CONTAINS ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS VEHICLE. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE.		PARTS AMOUNT	222.44	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED ABOVE.		GAS, OIL, LUBE	0.00	
		SUBLET AMOUNT	0.00	
		MISC. CHARGES	2.40	
		TOTAL CHARGES	272.84	
		LESS ADJUSTMENTS	0.00	
		SALES TAX	0.00	
		TOTAL	272.84	

ROCKET CHEVROLET

233 MANSFIELD AVENUE
SHELBY, OH 44873
419-342-3010
419-324-0232
FAX: 419-347-3003
PARTS/SERVICE FAX: 419-342-0069

FAX TRANSMITTAL

Company: GM

Date: 3-28-2011

Attention: Debbie Stewart

Fax # 866-775-9478

From: Chris Preuninger

Pages: 1 of 2

Message: Ro as requested for Case #

71-929098515,



CUSTOMER #: 3472242
 UNIT# 503

120637

ROCKET
CHEVROLET · OLDS · GEO, INC
 233 Mansfield Avenue
 Shelby, Ohio 44875

INVOICE

Telephones: 342-3010
 Mansfield 524-6252

SHELBY, OH

PAGE 1

HOMER [REDACTED] CONT [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 121 CHRISTOPHER PREUNINGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MESSAGE IN/OUT	TAG	
BLACK	07	CHEVROLET TRAIL BLAZ	1GNDT13S672	[REDACTED]	78066/78066		
DEL DATE	PROB DATE	WARR EXP	PROMISED	PD NO	DATE	PAYMENT	INV DATE
28JAN09 DL			17:00 18MAR11		0.00	CHG	18MAR11
WORK OPENED	READY	OPTIONS: STK:1635P DLR:26491					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	INSTALL	SOP	LF	MASTER WINDOW SWITCH MODULE			
				149 INSTALLED AND PROGRAM LF DOOR MODULE			
				511 CPT 0.80		48.00	48.00
				1 25867005 SWITCH	296.59	222.44	222.44

SERVICE MATERIALS AND SUPPLIES 2.40

You may be soon receiving a survey from your manufacturer. The results are very important to us. If for any reason you cannot answer these questions as COMPLETELY SATISFIED, please contact your Service Manager.

WE VALUE YOUR BUSINESS. THANK YOU!!!

THE FACTORY WARRANTY CONTAINS ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS VEHICLE. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER THAN AS SPECIFIED IN THE FACTORY WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED ABOVE.	SPECIAL ESTIMATE CUSTOMER CONFIRMANCE AUTHORIZED REPRESENTATIVE ADDRESS AND DATE BY	THE SELLER, ROCKET CHEVROLET-OLDS-GEO, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ROCKET CHEVROLET-OLDS-GEO, INC., NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR PART.	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td>48.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>222.44</td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td>0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td>0.00</td> </tr> <tr> <td>MISC. CHARGES</td> <td>2.40</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>272.84</td> </tr> <tr> <td>LESS ADJUSTMENTS</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>0.00</td> </tr> <tr> <td>TOTAL</td> <td>272.84</td> </tr> </tbody> </table>	DESCRIPTION	TOTAL	LABOR AMOUNT	48.00	PARTS AMOUNT	222.44	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES	2.40	TOTAL CHARGES	272.84	LESS ADJUSTMENTS	0.00	SALES TAX	0.00	TOTAL	272.84
	DESCRIPTION	TOTAL																					
LABOR AMOUNT	48.00																						
PARTS AMOUNT	222.44																						
GAS, OIL, LUBE	0.00																						
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TOTAL CHARGES	272.84																						
LESS ADJUSTMENTS	0.00																						
SALES TAX	0.00																						
TOTAL	272.84																						
REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED <input type="checkbox"/> HAVE USED PARTS <input type="checkbox"/> DISCARD USED PARTS	WRITTEN ESTIMATE SPECIAL ESTIMATE 100 KOT PEOLERY AN ESTIMATE																						

Fax Cover Sheet



Shelby, OH
Richland County

To: (Company Name)	GENERAL MOTORS
Attention:	DEBBIE
Fax Number:	1-866-755-9478
From:	C. ROUS

- Urgent
 Reply ASAP
 Please Review
 For Your Information

Total Pages, including cover: 2

Comments / Notes

71-929098515

CONFIDENTIALITY STATEMENT

The information contained in this facsimile message is confidential and intended only for the use of the addressee listed on this cover sheet. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copy of this facsimile is strictly prohibited. If you have received this facsimile in error, please immediately notify us by telephone at (419)-347-2242, and return the original message to us at the above address via the United State Postal Service. Thank You.



CUSTOMER #: 3472242
UNIT# 503

120637

INVOICE

233 Mansfield Avenue - Shelby, Ohio 44875

SHELBY, OH

PAGE 1

Telephones: 342-3010
Mansfield 524-6252

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 121 CHRISTOPHER FREUNINGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX
BLACK	07	CHEVROLET TRAIL BLAZ	1GNDT13S872 [REDACTED]		78066/78066	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
28JAN09 DL			17:00 18MAR11		0.700	[REDACTED]	18MAR11

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:1635P DLR:28491

LINE	OPCODE	TECH	TYPE	HOURS	DIST	NET	TOTAL
A	INSTALL	SOP LF	MASTER WINDOW SWITCH MODULE				
			149 INSTALLED AND PROGRAM LF DOOR MODULE				
			311 CPT 0.80			48.00	48.00
			1 25867005 SWITCH		296.59	222.44	222.44

SERVICE MATERIALS AND SUPPLIES

2.40

You may be soon receiving a survey from your manufacturer. The results are very important to us. If for any reason you cannot answer these questions as COMPLETELY SATISFIED, please contact your Service Manager.

WE VALUE YOUR BUSINESS, THANK YOU!!



I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate these vehicles for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repair charges. You will not be held responsible for loss or damage to vehicle or article left in vehicle in case of fire, theft, accident or other cause beyond your control.

ESTIMATE - UNDER OHIO LAW! You have the right to an estimate if the expected cost of repairs or services will be more than twenty-five dollars. **INITIAL YOUR CHOICE.**

WRITTEN ESTIMATE ORAL ESTIMATE I DO NOT REQUEST AN ESTIMATE

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED
 SAVE USED PARTS DISCARD USED PARTS

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS PROPERTY. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, WITHIN EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PROPERTY.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED ABOVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	48.00
PARTS AMOUNT	222.44
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.40
TOTAL CHARGES	272.84
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
TOTAL	272.84

CUSTOMER COPY

Fax Cover Sheet



Shelby, OH
Richland County

To: (Company Name)	GENERAL MOTORS
Attention:	DEBBIE
Fax Number:	1-866-755-9478
From:	C. ROUS

- Urgent
 Reply ASAP
 Please Review
 For Your Information

Total Pages, including cover: 2

Comments / Notes

71-929098515

CONFIDENTIALITY STATEMENT

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CUSTOMER #: 3472242
UNIT# 503

120637

INVOICE

233 Mansfield Avenue - Shelby, Ohio 44875

SHELBY, OH

PAGE 1

Telephones: 342-3010
Mansfield 524-6252

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 121 CHRISTOPHER FREUNINGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX
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WE VALUE YOUR BUSINESS, THANK YOU!!



3/18
73421

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 SAVE USED PARTS DISCARD USED PARTS

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED ABOVE

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

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TOTAL	272.84

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To: (SVC MGR Name)
Dealership: (Name of Dealership)
Phone:
Fax:

From: (CRS Name)
Phone: 800-231-1841 ext.(CRM's Ext.)
Fax: Fax Number

DATE: 10/17/2011

Pages including this

cover page: (# of Pages)
Case Number: (File Number)
Owner's Name: (Customer's Name)
(Year, Make and Model of vehicle)

The following Material is being forwarded to aid in obtaining facts, measurements, and photo documentation that will assist General Motors in a product investigation. **Please use the enclosed section(s) from the GM PAR Investigation Forms.**

If you have a question, before or during the inspection, please contact the individual sending this document at the number listed. Please call when you have completed the inspection, before the vehicle is removed from the shop, for final review. **Do not under any circumstances, remove or replace parts from this vehicle unless instructed to do so.**

No opinions or conclusions should be drawn or communicated to the customer. It will be GM'S responsibility to give a position directly to the claimant.

Using 2-Day Priority Mail, please return completed investigation packet to:

**General Motors
Product Allegation Resolution Team
7401 E. Ben White
Austin, Texas 78741
Attn: (CRS Name)**

GM appreciates your assistance in this matter, as our greatest concern is the safety and satisfaction of our owners.

GUIDELINES FOR PRODUCT INVESTIGATION

CAMERA - Purchase a 35mm disposable **flash** camera. (Do not buy a panoramic, Polaroid, or Kodak Advantix camera.) Take **four** exterior pictures. The pictures are to be taken from the front, rear, and each side of the vehicle. Take **two** interior pictures. One picture from driver's door opening and the other from outside the right front door opening. Use the entire roll of film taking extra pictures of all damaged areas and/or alleged defects. **HAVE FILM PROCESSED AT A LOCAL RETAILER AND OBTAIN DOUBLE PRINTS. GENERAL MOTORS WILL PAY .5 HOURS ADMINISTRATIVE TIME IN ADDITION TO THE STANDARD INSPECTION TIME.** The original receipt will be returned with an invoiced copy of the repair order and completed investigation package. Retain all receipts since you will be applying for payment per our instructions through the warranty system (WINS) after the inspection is complete.

REPAIR ORDER - A repair order is to be generated for the inspection. The repair order, in the complaint section, must read... "**PRODUCT INVESTIGATION PERFORMED FOR GENERAL MOTORS ON **/**/98.**" Make sure it is in the owner's name and the heading is filled out. You should include a copy of the **INVOICED** (totaled) repair order with the rest of the completed investigation package before a claim can be processed (SEE INSTRUCTIONS SHEET).

DO NOT MAKE ANY NOTES ABOUT FINDINGS OF INSPECTION ON THE REPAIR ORDER!

PHOTOCOPY THE SALES AND SERVICE FILE - Sales file if this vehicle was sold at your dealer.

COPY THE SERVICE FILE - Hard copies, front and back, and accounting copies for **ALL** service visits.

SCAN DATA - Print out or record vehicle scan data if relevant to this investigation. (Prom ID, DTCs, etc.)

INVESTIGATIVE AIDS - If provided, complete all areas, filling in the measurements and answering questions. Note anything out of the ordinary or areas of concern. **DO NOT MAKE ANY NOTES ON THE REPAIR ORDER. If you have any additional comments that may support a decision, but is perhaps not factual in nature, please report these comments separately or discuss with us over the phone.**

REPORTS - If possible obtain a copy of the police/fire report from the owner. If available, include a body shop estimate in the packet.

**GENERAL MOTORS WILL NOT PAY FOR TOWING OR RENTAL CARS !!!
DO NOT INCLUDE IN REPAIR ORDER !!! THESE ARE THE OWNER'S RESPONSIBILITY.**

The following items need to be mailed to myself at General Motors at the address on the cover sheet: (Use \$3:00 U.S. Mail 2-Day priority if possible.)

- _____ **Completed Investigative Sheets**
- _____ **35 mm photos (Disposable Flash Camera)**
- _____ **Copy of Invoiced Repair Order (Totaled)**
- _____ **Additional notes/comments**
- _____ **Estimate of vehicle damage**
- _____ **All applicable copies of police/fire/sales/service records**

PLEASE DISCARD ALL INFORMATION RELATING TO THIS INVESTIGATION UPON THE ACKNOWLEDGMENT THAT GENERAL MOTORS HAS RECEIVED ALL THE MATERIALS.

III: VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

A. Exterior:

- Front
- Right side
- Rear
- VIN
- Left side

Comments: _____

B. Brakes:

- Front assemblies
- Rear assemblies with drums removed

Comments: _____

C. Interior:

- Instrument panel & odometer
- List all driver electrical controls which are in the "On" position: _____

Comments: _____

D. Underhood:

- Engine compartment
- Master cylinder and brake fluid reservoir
- Brake lines and hoses
- ABS/TCS Modulator

Comments: _____

E. Underbody:

- Scrapes or impact damage on the following:
 - Fuel tank
 - Tires/Wheels

Comments: _____

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: _____

Anything on vehicle which is a modification: _____

Other relevant information: _____

Other Comments:

