# 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: V. General Motors Corporation Service Request: 1-436910573 2006 GMC Envoy Vehicle Identification Number: 1GKET66M066 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 **Sector**. 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 Amer General Motors Disbursements PO Box 62530 Phoenix, AZ 85	ican Oper Corporation (2613) 5082-2530	ations	<u>G M</u>		CHECK NO.	50-837 213
DATE 12/07/0	6	**********		ts ****00 CEN	AMOU TS *******	NT *****4,000.00
PAY TO THE ORDER OF	G	REENBELI MD		SIGNATURE	North American Opera General Motors Corpo Disbursement Account	tions ration
	L					
The Chase Manhattan B Syracuse, Naw York	ank, N.A.		AUDIT	·····	<b>.</b>	
	0000133	1	North A General Disbursen PO Box	merican Operation Motors Corporation nents (2613) 62530	DETACI CHECK NO.	H BEFORE DEPOSITING CHECK
AEGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	Phoenix, % pisc.	AZ 85082-2530	DISC. AMOUNT	12/07/06 NET AMOUNT
1GKET66MD66		773.L-7ET491	φο. 6000	<b>4,000.00</b>	.00	4,000.00
	URSEMENTIOR	CHECK CONSTITUTES FULL RESOL UESTIONS CALL 800-462-8782	TOTAL	w3 4,000.00	.00	4,000.00
, ,						

North American Opera General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530	ations	<u>G M</u>		CHECK NO.	50-\$37 213
DATE 12/07/06	*********	,750 DOLLA	RS ****00 CEN	AMOU ITS ******	NT *****1,750.00
PAY 6 TO THE GI ORDER OF	IMMEL & SILVERMAN, 602 Lake Park DR A Reenbelt MD 20770-	P.C.* NPT 304 3093	SIGNATURE	North American Opera General Motors Corpo Disbursement Account	
Ĺ					
The Chase Manhatlan Bank, N.A. Syracuse, New York		AUDIT			
VENDOR DUNS NO. BB 000000134	1	<b>North</b> General Disburser PO Box	American Operation Motors Corporation ments (2613) 62530	DINS DETACH CHECK NO. PAYMENT	BEFORE DEPOSITING CHECK
VENDOR NAME KINNEL & SILVE REGISTER NO INVOICE DATE DESCRIPTION	DOC. REFERENCE NUMBER	Phoenix,	AZ 85082-2530	DATE DISC. AMOUNT	12/07/06
1 GKET 6 6 M 0 6 6 1 - 43 6 9 1 0 5	VM 1-7ET49K 73.1-7ET49K	00.0000	1,750.00	.00	1,750.00
ACCEPTANCE OF THIS Reinbursement for a	CHECK CONSTITUTES FULL RESC UESTIONS CALL 800-462-8782	LUTION FOR	W3		
5 5		TOTAL	1,750.00	. 00	1,750.00

TO: SUSAN (GM LegA)

# FROM: JOHN KOONS Ponting Buck, GMC Chris Goormand

Cose

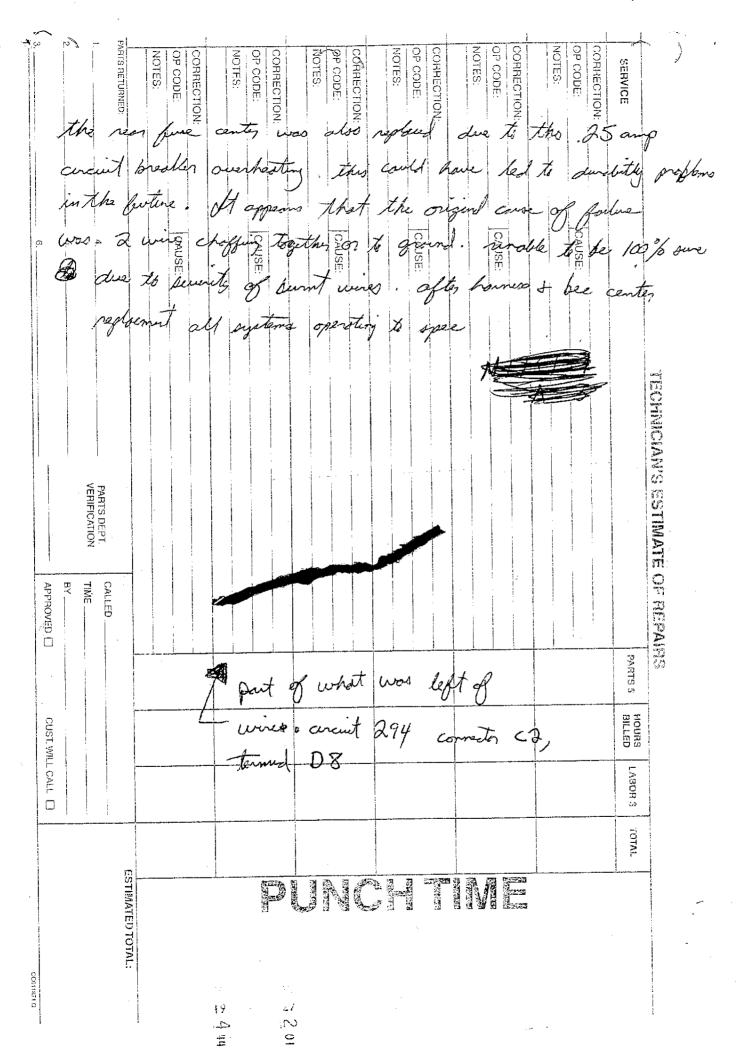
SUSPA, Here is all the History I HAVE ON this TRUCK. I have Not Invoiced the Conrect ROLE UNDUBJ, Decause I am Whiting for Sidney Unister Our DSM To Call me back on Which OP code to use to Close it, Thornky Cheis Gormand

301-423-2200×1021

1 of 11

Oct 20 06 11:48	a						p.2	
Contraction of the second seco	AUTO SU MARLOW	JPERS D1 AUTH WAY HEIGHTS, MD 2 01-423-2200 w.jkoons3.com	ORES	(				440433
Y	RATION DESCRIPTION	MO/MI TOTA	L OPERATIO		DPERATION D M1 INTERV	SESCRIPTION AL SERVI	°MO/MH MI	TOTAL :
SERVICE HISTORY								
07/13/05 431	AIR ORDER MILEAGE 1991 520 4032		TECHNICIAN TYPE 758 C 758 W 490 I	OPER 00PNZ0 05PNZ1 11PNZS	ATION ( 0300	OPERA 3K MI INTER BRAKES MIS PDI S-BODY	C	<u>rion</u>
SALESPERSON NO. 318	JAMES NATHANIEL	BEAL SE	RVIC	E		STATE	REG#0	
GREENBELT, M	066 YEARIMA	KEMODEL CMC/ENVOY/EN CUSTOMER N 13 COLOR ONYX TURBO MM	VOY XL 4WD SERVICE CONTR 1075 BLACK / EBON		1. IVERY DATE . 4/11/06	STOCK NO. 5159 DELIVERY MILES 114 EXPIRATION DATE ADVISOR NO.	LICENSE NO. SELLING DEALER NO EXPIRATION MILES ADVISOR 5TACY	440433 40433 R. O. DATE 09/27/06 TAG NO. 2654
RESIDENCE PHONE	BUSINESS PHONE	L bereby author	rize the repair work therein s ch repair, and agreet that you a	et forth to be don	e by you, together	with the furnishing by	you of the necessary	parts and other
2 W BPNZ LEFT REAR WINDOW in ren Bec cente concert tripping in corrector W BENZIRES For LEFT REAR DOOR LO corrector C 2 Removed ren 4 4 feet of have 4 feet of have 5 W OBPNZ2 DRIVERS WINDOW W burned & mel to repair here to repair here to repair here	2148 3K INTERVAL SERVICE 2 # 279 CHASSIS/BOL IS INOP Diag Suff 5 also found a upon furthy in	SERVICE X SERVICE DY/ELEC tom, ford rant break westogotion burnt and burnt and trace ho trace ho trace ho in home	bolds firse bl den 25 anp de found tan i l gray wine l avenheated inneas appr is that mel inneal also into go dan	Ighways or allow PAP PEI FAC DE CU \$89 E CA TH BY AF TH IN CA TH CA TH CA TH IN CA TH CA CA TH CA CA TH CA TH CA C	AR CONDITI- AR CONDITI-	BOR ARE WAR AYS OR 4000 M ECIFIC WARRA DNSULT YOUR OOR CHARGES R. CUSTOMERS CHARGES CHARGES CHARGES CHARGES CHARGES CHARGES CHARGES CHARGES CHARGES CHARGES CUSTOMERS	RANTED FOR ILES WHICHEVI NTY MAY VARY OWNERS MA ARE BASED ON ST. WILL CALJ ADY ST. WILL CALJ ADY FOR ALL ES AGNOSTIC TI S FOR ALL ES AGNOSTIC TI S FOR ALL ES AGNOSTIC TI S FOR ALL S AGNOSTIC TI S FOR ALL S S FOR S S FOR ALL S S FOR ALL S S FOR ALL S S FOR ALL S S FOR A	A MINIMUM ER OCCURS BY MANU- NUAL FOR A RATE OF A RATE OF TIMATES ME
PAGE 1 OF 1 Juse pa	nel 02 harnes	SERVICE FILE	COPY satisfact	tion s A	longevit	g of tru	de Jou	440433 2 <b>Galerat</b>

Oct 20 06 11:48a



р.З

а. С. д. с.

# KOONS

P	ONTIAC - E	BUICK - GMC	- VOLKSWAGEN - M	IAZDA	20 ali
Customer #:	-10.			A#:	6591
Name (last, first)			VIN#		
Street Address:			Del Date	Mileage	
City:	State	Zip Code	Make ZNV04	Model	XII.
Home Phone:	Business Pho	ne:	Year (2 dig Tig) 1	License44umb	
		NUO	Color DACK		
7	01448	7148	Extraction late		
Comments:	IGKE	-ldom (	766		
A /	06	7			
в	OP				
c 1		7			
	CFT KE	and jumber	us mos		
E					
F	PET VOY	or doer	TOOK I'DO	·····	
-	PUPERS LDI	don NO UP	Relie		
				A	
CUSTOMER'S RIGHTS					
	aced parts if not return	-		yes	no
	n estimate, if it exceeds it we may charge not m		of the written estimate without his consent.	yes yes	no
4. Customer consent fo				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 lein 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.

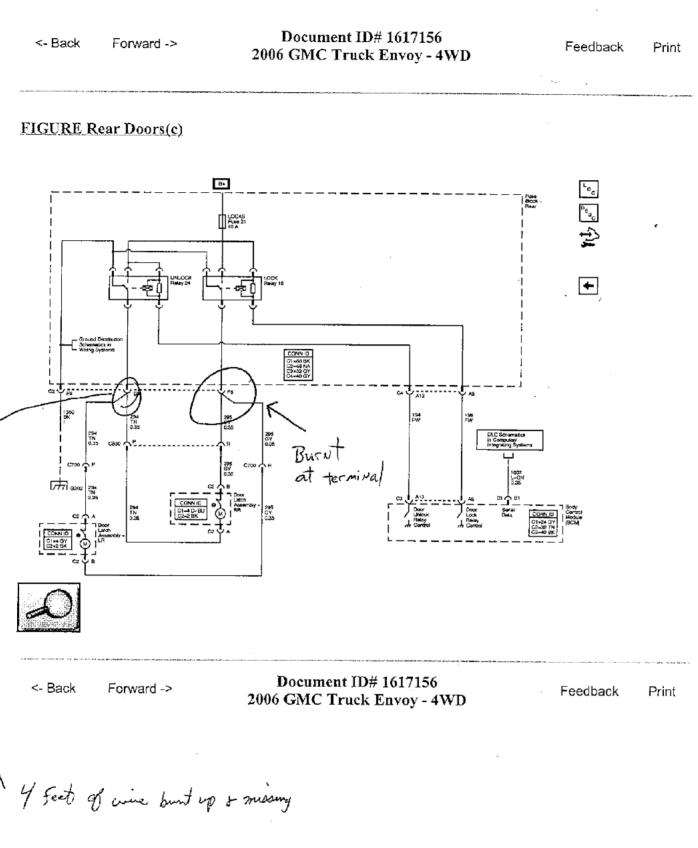
CUSTOMER SIGNATURE: \_\_\_

KOONS AUTOMOTIVE DOES NOT PROVIDE LOANER CARS.

MARVIN 15194396 Block

15825182 PQC

Service Information



10/20/2006

p.7 Quein# 5101758 STAN Cort# 9427265 0 0 241265 Ô  $\cap$ Billopoc Ŵ OLDEN # 5/12623 676 PONTIAL KOONS PONTIAC BUICK GMC VOLKSWAGEN MAZDA NO EWO 5001 Auth Way MARLOW HEIGHTS, MD 20746 (301) 423-2200 DATE ÌĿ OPERAT MI INT TECH. -1j or R.O. # VEHICLE DOWN PHONE # , , RATION 00200 ODUC \$ 7.9 DELIV 04/11 9 PART NUMBER DESCRIPTION RO 70 ORDE ARVIN SPOKE 2:50 10/18 10 ठें 66 6.55 PARTS, AN PERIODIO 31210700302 31210700306 EIRSTRYC FACTURE DEFAILS 10 CUSTOMER \$89.00 PE de # 10 610 ESTIMAT YEAR MAKE MODEL CALLED SERIAL NUMBER TRIM NUMBER 3 **DME** BY 5 87 PART REQUESTED BY APPROVE 1.4 ಕ್ಷಿ ಕ್ಷಣೆಗಳು ்DEP Reynolds and Reynolds Okrossee (2059) 12 Ę. 8 ·5. TIME 1 198 KTOUNU-DUN CAR PARK 3 W 08PNZI SAVEPAR LEFT REAR DOOR LOCK IS INOP THERE WII INVOLVING MILEAGE CC811871 Q (12/04) CAR CONI  $\mathbf{Z}$ W ...08PNZ2 ...... CHASSIS MISC DRIVERS WINDOW WILL NOT GO UP AT TIMES 1. Customer WO2E 2. Do you wi ERMINI 1.5 3. Customer į and Reynolds the cost of 1 :) 4. Customer le ynolds 0101J440433

Oct 20 06 11:50a p.8 CHANGE SPECIAL NÀ Cars Trucks Goodwrench 4FWOO **INCLUDES:** Drain & refill **OPERATION DESCRIPTIÓN** MOM TOTAL with up to 5 gts. of oil. 3K MI INTERVAL SERVI MI 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. REPAIR ORDER MILEAGE TECHNICIAN DANE ADVISOR OPERATION **OPERATION DESCRIPTION** TYPE 02/10/06 414032 2 192 490 11PNZS PDLS~BODY 1 SALESPERSON NO. 318 JAMES NATHANIEL BEAL ERV S Т CE STATE REG# 0 VEHICLETON PRODUCTION DATE STOCK NO LICENSE NO. B. O. NO 1GKET66M066 06/GMC/ENVOY/ENVOY XL 4WD 6159 DELIVERY MILES 431991 SERVICE CONTRACT DELIVERY DATE SELLING DEALER E.O. DAT 131075 04/11/06 07/13/06 114 EXPIRATION DATI CONTRACT NO SYPIRATION MILES TAG NO ONYX BLACK/EBONY 172 GREENBELT. MD M/MC TURBO AIR COND. ADVISOR NO. MILEAGE ADVISOR PNZZ 5,200 606 DAVID CORNELL BUSINESS PHONE I hereby authorize the repair work therein set forth to be done by you, together with the turnishing by you of the necessory parts and other material for such repair, and agrees 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 fira, theft or other cause beyond your control; 09:18am 07/13/06 11:00pm that an ex rs thereto; that your employees may ope APPOINTMENT 🗋 Yes X 1 С PARTS 00PNZ00300 3K MI INTERVAL SERVI D LABOB ABE WHICHEVER OCCURS MAY VARY BY MANU-PERIOD OF 90 DAYS OR 400 PERFORM 3000 MILE INTERVAL SERVICE FIRST. YOUR NUAL FOR 3k Struke CAL TIME BY 2 CK. BLAKES-GLINDing Korphon ΔPP I WHEN READY TIME trusport brake -ok, test H9991 Druse vehicle 3 mily, wable H9991 to duplicate condition CAR PARKED IN SAVE PARTS YES NO E THERE WILL BE A CHARGE FOR ALL ESTIMATES INVOLVING TECHNICIAN DIAGNOSTIC TIME MILEAGE OUT CC611871 Q (12/04 CAR CONDITION CUSTOMER'S RIGHTS 1. Customer wants replaced parts if not returnable under warranty. **ERANTWORE** 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. ltev Yes 🗀 \_\_\_\_\_ 2 4. Customer consent for additional repairs. Yes 7hank WE APPRECIATE YOUR BUSINESS Uou! 0101.143199 SERVICE FILE COPY 431991 PAGE 1 OF 1

# PNCS431991

PNCS431991

01011011001001001					
USTOMER No. 101075	ADVISOR		TAG No.	INVOICE DATE	INVOICE No.
131075	DAVID CORNE	LL 60	172		PNCS43199
	LABOR RATE	LICENSE NO.	5,200	ONYX BLACK/	STOCK №. 61.59
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
GREENBELT, MD	VEHICLE I.D. No.	Y/ENVOY XL 4W	Ð	04/11/06 SELLING DEALER NO.	PRODUCTION DATE
	<u>1 G K E T</u>	66 <u>M066</u>		R.O. DATE	
		P.O. N	ю.	07/13/06	
	COMMENTS				мо: 520
ABOR & PARTS # 1 00PNZ00300 PERFORM 3000 MILE INTERVAL SERVI MAINTENANCE SERVICE PERFORMED 3000 MILE INTERVAL SE CHECKED CAR OUT.	TECH(S)	:758	1		
ARTSQTYFP-NUMBERDES	CRIPTION	······ UNIT PRIC	E-		
OB # 1         1         PK46         OIL           OB # 1         1         88984215         FIL	TER 1.836	4. **	00 4.00		
	J	OB # 1 TOTAL PART	'S 4.00		
	JOB # 1	TOTAL LABOR & PART	S 19.55		
# 2+05PNZ1 BRAKES MISC CHECK BRAKES MAKE A GRINDING NO	TECH(S)				
NG/9Z PULL WHEELS FOR INSPECTION///RO	AD TEST H9991 .3				
ARTSQTYFP-NUMBERDES	CRIPTIONJ	DB # 2 TOTAL PART	E• S 0.00		
	JOB # 2	TOTAL LABOR & PART	s 0.00		
.0.G. & SUPPLIES					
DB # 1 7.0 OIL SPECIAL		TOTAL - GOG			
LSCCODEDESCRIPTION DB # A PSS SHOP SUPPLIES-PONTIAC	••••••••••••••••	-CONTROL NO			
		TOTAL - MISC	1.45		
)TALS					
***********		TOTAL LABOR			
		TOTAL PARTS	. 4.00		
CASHCHECKCHARGE *		TOTAL SUBLET TOTAL G.O.G	. 0.00 . 13.02		
INITIALSDATETIME *		TOTAL MISC CHO	i. 1.45		
******************		TOTAL MISC DIS	C 0.00		
AT KOONS THANK YOU FOR YOUR BUSINESS	FOR ANY REASON	TOTAL INVOIC			
DDRESS YOUR CONCERNS					
			1.00		
-					
	× v				
AGE 1 UF 1 SERVICE FILE CO	~ I	END OF INVO	ກພະ j01:50pm		

1

ā,

lct 20 0	)6 11:50a								<b>p.</b> 1	כ
	And Koons	KC AUTO S					PONTIAC	BUICK		
- BOINS	And	ţ	5901 AUTI	H WAY ITS, MD 2074			DAEWOO	mazo	a suz	UKI
ECOMMEN OPERATION	IDED SERVICES	DESCRIPTION	www.jkoon		OPERATIO		00501544			
	OFERATION	DESCRIPTION	МСЛИЛ	TOTAC	I. OPENAIA	211	OPERATION	DESCRIPTION	MO/MI	TOTA
	 STORY			1	1					
DATE	REPAIR ORI	DER MILEA	GE AD	VISOR   TECH			PERATION	OPER	ATION DESCRIP	
		Î								
LESPERSON		i veat	WAKE/MODEL	SER	VIC	E	PRODUCTION DATE	STATE	REG# 0	
1 <b>G</b>	KET66M066		6/GMC/EN	VOY/ENVOY	Y XL 4WD	WCT	DELIVERY DATE	6159 DELIVERY MILES	LICENSE NO.	17.0.NC 4140
	OONS 01 AUTH WAY						THACT NO.	EXPIRATION DATE	EXPIRATION MILES	02/1 ( TAG NO
MA	RLOW HEIGHTS,	, MD 20746	1		ACK/EBON	TRANS	MILEAGE 2	ADVISOR NO.		SS
RESIDE	ENCE PHONE	BUSINESS PHONE	2200 - 11	l hereby authorize the for such repair, and a	dree: that you are not	responsible (r	one by you, together with or any delays caused by	the furnishing by you mayailability or delaye	ci the necessary parts a of evailability of parts o	matorial fo
	RECEIVED DATE/TIME PROM :56pm 02/10/0	ISED	PRIORITY	responsible for loss or	damage to the above -	véhicle, or an	rson to assume for you a icles left therain; in case o icle to secure the amount	if fire, theft or other ca	use beyond your contro	t that an ex
CINTMENT Yes			R RATE	vehicle on streets, hig	hways or elsewhere for	the purpose	of testing and/or inspectin	g such vehicle.		
No				X		<u> </u>				
PDI S-BOI	PNZS	PDIS-BODY					PARTS AND LAI PERIOD OF 90 D			
FDI 3-DOI				·			FIRST, YOUR SE FACTURER. CO DETAILS.	ECIFIC WARE	ANTY MAY VARY OWNERS MA	NUAL I
	DON	re.			· · · · · · · · · · · · · · · · · · ·		CUSTOMER LAB \$78 PER HOUR.	of children in	ARE BASED ON	A RATE
						· .*		16		2
-					•		TIME	and the second secon		
	6 . 11 - <sup>1</sup>							LL WREN HE		
			•				TIME			- <b></b>
							CAR PARKED	IN		· · · · ·
	and the second						CAR PARKED SAVE PARTS	YES	NO [	
				· · · ·			CAR PARKED		NO [ E FOR ALL ES	
							CAR PARKED SAVE PARTS THERE WILL E	YES CONSERVENT	NO [ E FOR ALL ES IAGNOSTIC TI	
							CAR PARKED SAVE PARTS THERE WILL E INVOLVING TE MILEAGE OUT	YES CONSERVENT	NO [ E FOR ALL ES IAGNOSTIC TI	
							CAR PARKED SAVE PARTS THERE WILL E INVOLVING TE MILEAGE OUT CAR CONDITIO	YES C BE A CHARGI CHNICIAN D DN CUSTOMER'S s replaced parts if	NO [ E FOR ALL ES IAGNOSTIC TI	TIMATI ME
		· ·					CAR PARKED SAVE PARTS THERE WILL E INVOLVING TE MILEAGE OUT CAR CONDITIO	YES C BE A CHARGI CCHNICIAN D CUSTOMER'S & replaced parts if Yes written estimate si	NO [ E FOR ALL ES IAGNOSTIC TI S RIGHTS not returnable unde s No [ nce it exceeds \$50.0	TIMAT ME
							CAR PARKED SAVE PARTS THERE WILL E INVOLVING TE MILEAGE OUT CAR CONDITIO 1. Customer want 2. Do you want a 3. Customer agree	YES C BE A CHARGI CHNICIAN D CUSTOMER'S s replaced parts if Yes written estimate si Yes	NO [ E FOR ALL ES IAGNOSTIC TI S RIGHTS not roturnable unde s No [ not roturnable unde s No [ charged not more th	TIMAT ME
		· · ·					CAR PARKED SAVE PARTS THERE WILL E INVOLVING TE MILEAGE OUT CAR CONDITION 1. Customer want 2. Do you want a 3. Customer agree the cost of the wa	YES C BE A CHARGI CHNICIAN D CUSTOMER'S s replaced parts if Yes written estimate si Yes es that he may be to itten estimate with	NO [ E FOR ALL ES IAGNOSTIC TI S RIGHTS not roturnable unde s No [ noc it exceeds \$50.0 s No [ charged not more th out consent. s No [	warranty,
							CAR PARKED SAVE PARTS THERE WILL E INVOLVING TE MILEAGE OUT CAR CONDITION 1. Customer want 2. Do you want a 3. Customer agree the cost of the wa	YES BE A CHARGI CHNICIAN D CUSTOMER'S S replaced parts if Yes written estimate si Yes that he may be itten estimate with Yes	NO [ E FOR ALL ES IAGNOSTIC TI S RIGHTS not roturnable unde s No [ noc it exceeds \$50.0 s No [ charged not more th out consent. s No [	warranty,

۲.

# 414032

<u>.</u>...

414032

RECOMMENDED SERVICES

	RATION	OPERATION DES	CRIPTION M	O/MI TO	TAL O	PERATIO	DN	OPERATIO	DESCRIPTI	ON MO/N	I TOTAL
								_			
	E HISTORY	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OP	RATION	OPER.	ATION DESCI	RIPTION
										ATION DESCI	
SALESPER	RSON NO.	· · · · · · · · · · · · · · · · · · ·		SE	RV	IC	E		STATI	E REG# 0	
		66M066		AKE/MODEL	NVOY XL 4	VD		PROD. DATE	510CK No.	LICENSE No.	R.O. №. 414032
	KOONS	5		CUSTOME		RVICE CON	TRACT	DEL. DATE	DEL. MILES	SELL DEALER	
	5001 AL	JTH WAY V HEIGHTS, MD	20746		X BLACK/	FRONY	, CONT	RACT No.	EXP. DATE	EXP. MILES	TAG No. SS
	MARLOV	FEIGHTS, MD	20746	TURBO M	NZZ		TRANS.	MILEAGE	ADVISOR No.	ADVISOR	
	RESIDENCE P	HONE BUSINE	SS PHONE			:		2	192	STACY	
		D DATE / TIME PROMISE	-423-2200	খান্য							
			LABOR RATE								
Yes X No											
JOB	11PN79	n en	S PODV	قبر و معرز 2000		y al manage to a					
PDI S	BODY	PDI	3 <b>-DUU</b> T	- Elsentes	한감독 이상 것						
ć											
 Page 1	OF 1	01	01J414032 AD	VISORS CO	)PY						414032
	-										ユエモレンと

KIMMEL & SILVERMAN

🛃 003/004

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, DC Bar Member, DC Bar

<sup>4</sup> Momber, AZ Bar <sup>4</sup> Momber, CO Bar



1-800-LEMON LAW

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 JACQUELINE C. MERRITT' ROBERT A. RAMCIN HY DAVID RUBENT A. RAMCIN VIVIAN BENZ PERENT' AMY D. COX' LOUIS DOBI, R' HILARY WHEATLEY TAVLOR' TROMAS F. BURNS' BARRY R. WINDERMAN IACQUELINE BRADFORD PORROM MELISSA K. FIALA' BAR P. SINADES DAVID L. LIBERMAN' ANCELA K. TROCCOL' FRED DAVIS'' ANDS WARD'

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 711, Cherry Hill, NJ 06003, 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

November 22, 2006

VIA TELEFAX ONLY (866-592-1367)

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

RE: 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<del>-Burns</del>

,

.

,

÷

CAN //	White Adia Beol Ritchie H Gien Burnie, M	nistration	3
é <del></del>	REGISTRATION CERT	TIFICATE	
1			÷ °,
TAG NUMBER	UNIT #	STICKER NUMBER	
1	CVR	512199 <b>8</b>	
TITLE NUMBER	MAKE AND BODY STYLE OF	FVEHICLE	
	GMC	тк	·.
YEAR CLASS	EXCEPT. VEHICLE IDENTIFICATIO		•
<u>06 MG</u> A		66M066	•
	L COMB, WT. FEE .		
+3700	00N/A 190:0		18
OWNER'S DRIVER LICE	NSE/SOUNDEX NO. CO-OWN	NER'S DRIVER LICENSE/SOUNDEX NO.	د. در جنه
	S OF REGISTERED OWNER(5)		;
	a de neura renevidantençaj		-
GREENBE	LT MD		
	·. · ·	•	
			, .
•	IMPORTANT NO	OTICE:	
Maryland Law	requires this vehicle	be insured at all times.	
Tags must	be returned PRIOR of insurance on this		
Failure t registration and	o comply will result i penalty of up to \$2,5	in suspension of 500 per vehicle, per year.	

## RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our L 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 ("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 payable to 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

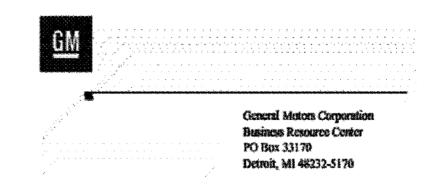
Address

City, State, Zip Code

City, State, Zip Code

STATE OF	
COUNTY OF	
Sworn to (or affirmed) 20, by	and subscribed before me this day of,
	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



October 19, 2006

VIA FAX ONLY

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

RE:

Service Request: 1-436910573 2006 GMC Envoy Vehicle Identification Number: 1GKET66M066 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.



Copy of owner's current title and/or registration Other:



Finance agreement 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









ing one we are not the company of the





# **RELEASE OF LIEN INFORMATION**

I(Client's Name)	,
(Client's Name)	(Client's Social Security Number)
hereby authorize	ame)
(Lien holder Na	ame)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ling my loan account # (Account Number)
	(Account Number)
with(Lien holder Name)	
	ng but not limited to a complete payment history of my account,
Date	
VI	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006	
V6302006	







grae







Revised 6/1/2006

#### Privileged and Confidential Information

#### CASE ASSESSMENT - LEGAL (NON SMALL CLAIMS)

By: Justin R Vatter State: MD

Service Request: 1-436910573 GM Legal File No.: {Number}

In Service Date: 3/27/06

Vehicle is: New BAC Code: 161657 Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC Other :

Year, Make & Model: 2006 GMC Envoy

Vehicle ID No.: 1GKET66M066

# VEHICLE REPAIR HISTORY

## Engine/Fuel/Exhaust

Date:	<u>RO #:</u>	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

Customer Name:

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. SILVERMAN" CRAIG THOR KIMMEL."

Member, PA Bar Member, NJ Bar Member, DE Bor Member, NY Bar Member, MD Bar Member, MD Bar Member, OH Bar Member, DC Bar Member, AZ Bar

Member, CO Bar

KIMMEL& SILVERMAN

1-800-LEMON LAW

CORPORATE HEADQUARTERS 30 E. Buder Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 JACQUELINE C. HERRITT' ROBBAT A. RAPKIN I'Y DAVID RUBBINSTEIN' AMY D. COK' LOUIS DOR, JR' HILARY WHEATLEY TAYLOR' THOMAS P. BURNS' BARRY R. WINDERMAN JACQUELINE BAAPORD PORIO-MELISSA K. FIALA' DAVID L. LIEBBRMAN'' ANGELA K. TROCOOLT FRED DAVIS' ANDR WARD'' ANGELA K. TROCOOLT FRED DAVIS' ANDR WARD'' LACQUELINS. KEANDCHEL'' RONALD ROWLAND'

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 f. Mariton 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) 356-8895
 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
 MASSACHUSETT'S OFFICE, 45 Pond \$4, Suite 202, Norwell, MA 02061, P (781) 982-9114, PLEASE REMT'T ALL CORRESPONDENCE TO THE AMBLER OFFICE

December 4, 2006

Greg Gargulia GENERAL MOTORS CORPORAITON MSX INTERNATIONAL - BRC Legal Department

RE:

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

Fax Server

2/003

Fax Server

#### RELEASE OF CLAIM

L (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 ("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.

DATE SIGNED 12/1/06 1	
Claimant's Signature	Claimant's Signature
Address FARR La La La LA D	Address
City, State, Zip Code	City, State, Zip Code

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

12/04/2006 16:38 FAX

.

KIMMEL & SILVERMAN → GREG G 🛛 🖉 003/004 11/22/2006 1:34:19 PM PAGE 3/003 Fax Server

STATE OF	Maryle	nd
		Georges_

Sworn to (or aff	firmed) and subscribed before me this day of
	_ eq
	Signature of Notary Public
	Charbes Dixor Jr
<b>—</b>	Print, type or stamp Commissioned Name of Notary Public
CHARLES D. DIXON JR	Personally Known OR Produced identification
Prince Georges County	Type of identification
· · · · · · · · · · · · · · · · · · ·	My commission expires: 06/23109
CC: File	· · · · · · · · · · · · · · · · · · ·

CC: File

LG0029 V6302006

.

Manyland Hotor Vehicle Administration 6601 Ritchie Highwsy, N.E. Gien Burnie, Maryland 21062 小师 **REGISTRATION CERTIFICATE** TAG NUMBER UNIT # STICKER NUMBE 5121998 CVR ALLE NUMBER MAKE AND BODY STYLE OF VEHICLE GMC. ТΚ EXCEPT. CLASS' VEHICLE IDENTIFICATION NUMBER (6 MGA 1GKET66M066 N/A VERYWY GR. COMÓ. WT. FDC EXPINATION DATE +3700 00N/A 180:00 04/30/2008 -OWNER'S DRIVER LICENSE/SOUNDEX.NO ومراجع والمتحد GREENBELT ME IMPORTANT NOTICE: Naryland Law requires this vehicle be insured at all times. Tags must be returned PRIQR to any cancellation of insurance on this vehicle. Failure to comply will result in suspension of igistration and penalty of up to \$2,500 per vanicle, per

year.

# PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

	<b>Customer and Vehicle</b>	e Information	
Date	12/04/06	Service Request # 1-4	439660347
Customer Name			
VIN	1GNDS13S472	the second second second	
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 I	nformation	
Dealer Name	Edwards Chevrolet CO., In	nc.	
Dealer Svc Mgr		Dir Warranty Admin:	
Dealer Phone	0	Dealer Fax	
Dealer BAC	112671		
100000000000000000000000000000000000000		2.00	
Dealer Division and Code	13-Chev-08133		
Repair Order Number	397127		
Repair Order Close Date Labor Op. Code Z1242	12/04/06 Dollar Amt:	1 120 52	
		1,130.53	
Labor Op. Code Z1243 Cause Code (CC)	Dollar Amt: MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH: Parts and Labor Costs:	DO NOT PUT IN HOURS		
Net Amount:		1,130.53	
DO NOT H ROUTE THIS CLA Authorization Code: Additional Comments for Dea IF THIS CLAIM SHOULD RE AND FAX A COPY OF THE F	DO NOT PUT IN AN ler: JECT FOR ANY REASON,	PLEASE CONTACT ME ASA	
	Retain Copy with Deale		
	Internal PAR Info		
Complaint:	Fire damage on driver doo		
Cause:			
	electrical shortage		
Correction:	repair the harnest and con	nector	
Justification:	the second se	ring vehicle, defective parts	
PAR CRM	Maria Ruiz		

-			1 of 7
	PRODUC	T ALLEG	ATION RESOLUTION
	PR		<b>RY INSPECTION</b>
			TIRE
Customer's Name:		Inspection	a man a start of the start of t
Vehicle Brand:	Chevrolet	Model:	Trailblazer
<u>File #</u>	1-439660347	VIN:	1GNDS13S472
Mileage at Inspection:	32	Inspection	n Location: Edwards Chevrolet
			1400 3 <sup>rd</sup> Ave., N, Birmingham, AL 35203
Inspector's phone number: 3.	34-567-9221	Inspecte	<u>ed By: Joe Lambrecht</u>
Section 1		NSPECTION	N SUMMARY
Type 🛛 Non Collision, 🗌	Collision		
bracket supposed to hold show the orange wire was at the connector for the int	summarize the facts a arks show the orange the harness and con s cut by the bracket, v terior wiring harness und inside left door a	and observat wire, which nector in plac which caused and left door and after insu	tions: is the power feed to the left door module, was cut by the ce at the upper left door hinge. Witness marks and burned wire d an electrical short and the melting of the wires and insulation wiring harness. After left front door panel was removed, there lation was pulled back on wiring harness going to dash, there
\ { {			
Section 2 Provide a complete desc			IDENT DETAILS ng to the DRIVER / CLAIMANT
Provide a complete desc	cription of the incid		ng to the DRIVER / CLAIMANT

AL 35203

What was the exact date and time of the fire? 10/21/06 10:00 am

What is the owner's best estimate of the mileage on the odometer. 32

		ION RESOLUTION	
	PRELIMINARY		
Customer's Name:	FIR	The second s	
Vehicle Brand: Cheve	rolet <u>Inspection D</u>	railblazer	
		GNDS13S472133686	
At the time of the fire, was the vehic length h min, distance Was anyone smoking? [] Yes Time <u>&lt;1 min</u> and distance <u>100 ft</u> b	miles, and type of drive (e.	g. city traffic, highway, long one last smoked in the veh	grades, etc.).
If parked, how long was it parked? parking: drive length h <u>&lt;1</u> min, c {			
If vehicle is a truck, or a car trailerir Load description: Load loo			
Weather conditions: Approx. ambi	ient temperature <u>70</u> °F, Ger	eral conditions (dry, rain, w	vind, wind, etc.): <u>raining</u>
Time <u>&lt;1 min</u> between start of fire a	nd other significant events.	Describe: Smoke from ve	ehicle
Time between the start of the fire a	nd when it was over/ exting	ished completely. <u>&lt;5</u> Min	utes
Departies intital location realized and t	ntensity of smoke and flame	~	1
Describe initial location, color and i when door was opened. {	mensity of smoke and hame	. Smoking coming from left	door, color was gray, small lia
when door was opened. {			door, color was gray, small fia
when door was opened. {	illow upward, blow away fro	n the vehicle)? <u>upward</u>	
when door was opened. {	illow upward, blow away fro	n the vehicle)? <u>upward</u>	
when door was opened. {	illow upward, blow away fro esses. Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl	nevrolet
when door was opened. {	illow upward, blow away fro esses. Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl	nevrolet
when door was opened. {	illow upward, blow away fro esses. Sales manager Mike to Describe: { w gauge readings, or messa	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl ges displayed?	nevrolet ⊠ № Describe:
when door was opened. { What direction did the smoke go (b <u>Names and addresses of any withe</u> { Did the driver observe: Unusual odors?. Yes N Any warning lights "On", high/lov { Any apparent malfunction? Yes Position of HVAC controls (off, auto	illow upward, blow away fro esses. Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl ges displayed?	nevrolet ⊠ № Describe:
when door was opened. { What direction did the smoke go (b <u>Names and addresses of any withe</u> { Did the driver observe: Unusual odors?. Yes N Any warning lights "On", high/low { Any apparent malfunction? Yes	illow upward, blow away fro esses. Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl ges displayed?	nevrolet ⊠ № Describe:
when door was opened. { What direction did the smoke go (b <u>Names and addresses of any withe</u> { Did the driver observe: Unusual odors?. Yes N Any warning lights "On", high/lov { Any apparent malfunction? Yes Position of HVAC controls (off, auto	illow upward, blow away fro <u>esses.</u> Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl ges displayed?  Yes  eld defroster, windshield de	nevrolet ⊠ № Describe: efogger, rear window defogger
when door was opened. { What direction did the smoke go (b <u>Names and addresses of any withe</u> { Did the driver observe: Unusual odors?. Yes N Any warning lights "On", high/lov { Any apparent malfunction? Yes Position of HVAC controls (off, autorear A/C, etc.) <u>off</u> , Blower setting Mark an "X" before all electrical systems	illow upward, blow away fro <u>esses.</u> Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl ges displayed?  Yes eld defroster, windshield de	nevrolet ☑ № Describe: efogger, rear window defogger
when door was opened. { What direction did the smoke go (b <u>Names and addresses of any withe</u> { Did the driver observe: Unusual odors?.  Yes  N Any warning lights "On", high/lov { Any apparent malfunction?  Yes Any apparent malfunction? Yes Mark an "X" before all electrical sys Cruise Control Traction Control Switch "On"	illow upward, blow away fro <u>esses.</u> Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl ges displayed?  Yes deld defroster, windshield de Don" immediately prior to the 2 Way/C Power W	nevrolet INo Describe: efogger, rear window defogger e incident: ommunication Radio
when door was opened. { What direction did the smoke go (b <u>Names and addresses of any withe</u> { Did the driver observe: Unusual odors?. Yes N Any warning lights "On", high/lov { Any apparent malfunction? Yes Any apparent malfunction? Yes Any apparent malfunction? Yes Any apparent malfunction? Yes Any apparent malfunction? Yes Any apparent malfunction? Yes Any apparent malfunction? Yes Cruise Control Switch "On" Low Beam Headlights	illow upward, blow away fro <u>esses.</u> Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl ges displayed?  Yes eld defroster, windshield de	nevrolet INo Describe: efogger, rear window defogger e incident: ommunication Radio /indow Controls irror Controls
<pre>when door was opened. { What direction did the smoke go (b Names and addresses of any witne { Did the driver observe: Unusual odors?.  Yes   N Any warning lights "On", high/lov { Any apparent malfunction?  Ye Any apparent malfunction?  Ye { Position of HVAC controls (off, auto rear A/C, etc.) off, Blower setting Mark an "X" before all electrical sys Cruise Control Traction Control Switch "On" Low Beam Headlights High Beam Headlights</pre>	illow upward, blow away fro esses. Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl ges displayed?  Yes deld defroster, windshield de Dn" immediately prior to the Dn" immediately prior to the D 2 Way/C D Power W Power D Power S	efogger, rear window defogger incident: ommunication Radio /indow Controls irror Controls eat Controls
when door was opened. { What direction did the smoke go (b <u>Names and addresses of any withe</u> { Did the driver observe: Unusual odors?. Yes N Any warning lights "On", high/lov { Any apparent malfunction? Yes Any apparent malfunction? Yes Any apparent malfunction? Yes Any apparent malfunction? Yes Any apparent malfunction? Yes Any apparent malfunction? Yes Any apparent malfunction? Yes Cruise Controls (off, autorise and the setting) Mark an "X" before all electrical system Cruise Control Traction Control Switch "On" Low Beam Headlights High Beam Headlights Fog Lamps	illow upward, blow away fro esses. Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl ges displayed?  Yes eld defroster, windshield de	efogger, rear window defogger incident: ommunication Radio //indow Controls irror Controls eat Controls un Roof Controls
<pre>when door was opened. { What direction did the smoke go (b Names and addresses of any witne { Did the driver observe: Unusual odors?.  Yes   N Any warning lights "On", high/lov { Any apparent malfunction?  Ye Any apparent malfunction?  Ye { Position of HVAC controls (off, auto rear A/C, etc.) off, Blower setting Mark an "X" before all electrical sys Cruise Control Traction Control Switch "On" Low Beam Headlights High Beam Headlights</pre>	illow upward, blow away fro esses. Sales manager Mike to Describe: {	n the vehicle)? <u>upward</u> Kamppinen, Edwards Cl ges displayed?  Yes deld defroster, windshield de Dn" immediately prior to the Dn" immediately prior to the D 2 Way/C D Power W Power D Power S	efogger, rear window defogger incident: ommunication Radio //indow Controls irror Controls eat Controls un Roof Controls

			3 of 7
		The second s	ATION RESOLUTION
	PRF	LIMINAR	Y INSPECTION
		F	IRE
Customer's Name:		Inspection	Date: 11/1/06
Vehicle Brand:	Chevrolet	Model:	Trailblazer
File #	1-439660347	VIN:	1GNDS13S472
Map Lights, Ft Rr		idio	Other
Other Interior Lights			
If any of the above were cyc	led, describe: {	_	
What did you do after you re No, Other? 🛛 Yes 🗌 No			urn Engine Off?  Yes No, Open Hood?  Yes
When you left vehicle: Igniti Yes 🛛 No Describe: <b>{</b>			ssory): <u>off</u> Windows open? $\Box$ Yes $\boxtimes$ No, Doors open? $\Box$
	SUSPERVICE AND		
How was the fire extinguish	ed? fire extinguish	er	
			icle is an inventory vehicle for Edwards Chevrolet. It was
being moved to display lo	t for new car sales		
<u> </u>			
Section 3	INTER	VIEW - VEHI	CLE HISTORY
Did the owner purchase the	vehicle new?	Date	Used? Ves No Date
VEHICLE MODIFICATIONS		ant and has	s any after-market equipment been installed?
			anel, controls for disabled persons, cellular phone, modified
			s or tires, after-market seats, etc) <u>Describe:</u>
none	, poweruum, suspei	noion, wheel	o or thes, after market seats, etc
{			
(			
In the second	2 a		A
If this vehicle is used to	r trailering, describe	trailering us	age (height and front shape of trailer, weight, percent of time
f	weu, etc.). {		
	A. 1. 1. 1. 1. 1.		
VEHICLE REPAIR / SERVI			
Prior electrical system servi	ce? 🗌 Yes 🛛 No	If yes, desc	cribe: {
{			
Prior collision repair?  Ye	s 🖾 No If yes, de	escribe:	{
Repaired by whom? (name,	address, phone) {	c	
Repairs outside of warranty	(what when by whe	2) 0000	
Last maintenance (date, de			
Last repair (date, descriptio			
			ew, GM warranty or dealership history files)? 🗌 Yes 🛛 No
			Seate
Section 4	VEHIC	LE INSPEC	TION

c -

Confidential GM/PAR

	and the second se			and the second se	1 01 1
	PRODUC	CT ALLEG	ATION	RESOLUTION	
	PR	ELIMINA	RY INSP	PECTION	
		I	TRE		
Customer's Name:		Inspectio	n Date:	11/1/06	
Vehicle Brand:	Chevrolet	Model:	Trailb	lazer	
File #	1-439660347	VIN:	1GND	S13S472	

4 of 7

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 out	er panel	Hood inner panel	
Left side		Right side	
Rear		Roof	
Trunk are	a	Option label	
Decklid o	uter panel	Decklid inner panel	
		place? Yes No Describe: {	
		ence of remains):	
Comments: {			
(			
{			
an and she is			
B. Interior:	والقضارية والضربان والمراجع		
	rior panels: LF, LR, RF, F		
		erall, Ignition key and steering, Left, Right, Console, Ashtray	
	t, Right, Rear		
Seats: LF	, RF, Rear Seats		
List all dri	ver electrical controls wh	hich are in the "On" position (include ignition):	
Position of	of windows (if glass is min	issing, do further inspection):	
Comments: {			
{			
(			
C. Underhood:			
	ompartment		
	front & rear		
	ecovery bottle		
	olant lines/hoses, conne		
		clamps (include those to throttle body)	
		I lines/hoses, filter, connections	
Engine bl	ock (note precise locatio	on of cracks, holes, etc.):	
Engine: d	ipstick, oil cooler lines/co	onnections, filter, oil pan	
		lines/connections, oil pan	
	linder and brake fluid res		

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.	):

-			
Chevrolet 1-439660347	Model: VIN:	Trailblazer 1GNDS13S472	
1-439660347	<u>VIN:</u>	1GNDS13S472	
	<u>PR</u> Chevrolet	PRELIMINA I Inspection Chevrolet Model:	Chevrolet Model: Trailblazer

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: Generate

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 Confidential GM/PAR

	PRODUC	T ALLEG	ATION RESOLUTION	
	PR	ELIMINAI	RY INSPECTION	
		Ē	TRE	
Customer's Name:		Inspection	<u>Date:</u> 11/1/06	
Vehicle Brand:	Chevrolet	Model:	Trailblazer	
File #	1-439660347	VIN:	1GNDS13S472	

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	nolice	report	obtained?	Ves	
vvas	ulere a	me	anu/or	police	report	obtaineu:	ies	

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.

	PRODUC	CT ALLEG	ATION RESOLUTION	
	PR	ELIMINA	RY INSPECTION	
		I	TIRE	
Customer's Name:		Inspectio	n Date: 11/1/06	
Vehicle Brand:	Chevrolet	Model:	Trailblazer	
File #	1-439660347	VIN:	1GNDS13S472	

7 of 7

Section 5

Site Inspection

Carefully consider the facts in the case and <u>then document the basis of your decision</u> concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.

If the site is inspected:

Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures showing contents of the structure, the burn pattern and provide a sketch of the site. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments:

Section 6

**Comment Overflow Sheet** 

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

Section 7

**Other Report Information** 

Check here if there was evidence of a "Fire-Related" event.

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply) Photographs Data Downloads Other Records

# PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

	Customerand Vehicle	Information				
Date	12/04/06	Service Request #				
Customer Name						
VIN	1GNDS13S472					
In-Service Date	09/20/2006	Service Contract?	No			
Current Mileage	4	Purchased New/Used				
Warranty Blocked?	No					
Branded Title?	Νο	Mileage at Purchase	e 0			
	Dealer and Claim In					
Dealer Name	Edwards Chevrolet CO., In					
Dealer Svc Mgr	,	Dir Warranty Admin	:			
Dealer Phone		Dealer Fax				
Dealer BAC	112671					
		•				
Dealer Division and Code	13-Chev-08133					
Repair Order Number	397127	_				
Repair Order Close Date Labor Op. Code Z1242	12/04/06	4 420 52				
Labor Op. Code 21242 Labor Op. Code 21243	Dollar Amt:	1,130.53				
Cause Code (CC)	Dollar Amt: MJ					
Failure Code (FC)	98					
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH: Parts and Labor Costs:	DO NOT PUT IN HOURS					
Net Amount:	DO NOT PUT IN COSTS	1,130.53				
DO NOT H ROUTE THIS CLA	MM	1,100.00				
Authorization Code:	DO NOT PUT IN AN A	AUTH CODE				
Additional Comments for Deal	er:					
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP						
AND FAX A COPY OF THE R						
<i>R</i>	etain Copy with Deale	I				
	internal PAR Info	Ination				
Complaint:						
	Fire damage on driver doo	r and dash wire harnest				
Cause:						
	electrical shortage					
Correction:						
	repair the harnest and con	nector				
Justification:	GM stepping up and repair		'ts			
PAR CRM	Maria Ruiz					
18 Поспослоклокаское носпослока осносносносто со со се со с		201003003000000000000000000000000000000				

12/04/2006	15:04	2057163211	EDWARDS CHE	VROLET CO	PAGE 01/02				
				age and we are set of the set of	Non-the second				
				And the second division of the second divisio	and the second				
			Apartin approxime and approximation and approximation and approximate and approxim	a ber fra sen fra					
	AND REPORT OF STREET	Antiparticipant and an antipartic antiparticipant antiparticiparticipant antiparticipant antiparticipant antip	אווא ערוידי אוווא איז איז איז איז איז איז איז איז איז אי		артан - 1998) 1997 - 1998) 1997 - 1998				
मार्थ्यसम्बद्धाः । सन्दर्भवरितः सन्दर्भवरितः	ner Karenan Auszar Niezanie Auszar Niezanie Auszar	AND AND TRANSPORT	AUTORNEY CONTRACTOR CONTRACT	- HERICAL PROPERTY AND					
			Down	town Since 19	16				
				·					
	Fax Transmittal Form								
/	1	لمسيمهما							
To: 100	<u> M L</u>	<u>cqq</u>	P		L_				
1	000	. Rui	2						
11/0	110		Ph:						
1/-	- G_l	5-480	Fax:						
	<u></u>		Date Sent:						
	nt		Date Sent						
✓ 🗆 For F	Review ase Comme ase Reply	ent	Time Sent:	Time Sent:					
				Number of pages sent:					
Li Plea:	se vehà		Number of pa	iges sent.	des				
					ter				
		Ref	11 1 1125	F66034	(				
Message	e:	Ket	# 1-4-51	66031	<u>/</u>				
Mcoorg									
		· · · · · · · · · · · · · · · · · · ·							

# EDWARDS CHEVROLET CO., INC

P.O. BOX 1418 BIRMINGHAM, ALABAMA 35201 1400 THIRD AVENUE NORTH BIRMINGHAM, ALABAMA 35203

CHEVROLET DEALER CODE: 08-133



12/04/2006 15:04 2057163211	EDWARDS CHEVRO	LET CO PAGE 02/02
GM VEHICLE SERVICE ADVISOR DELMAR W HOVIES MARYEN DATE READY STOCK NO. VEHICLE P OADECO6 04DECO6 21336861GNDS13S4 TIMEIN TRAE READY YEAR MARYE & MODE 14:30 14:51 07 CHEVROLET TRAI MILEAGE IN MILEAGE OUT DOENSE NO.	TELEPHONENIO	
3,3 33 TTE HOURS	LISTAINIT NET/UNIT TOTAL	· · · · · · · · · · · · · · · · · · ·
A REFLAG LABOR AND PARTS FOR RO : DAMAGE AT DRIVER DOOR AND DA HARNESS ST CHARGES FOR RO 395085 154CSTR1 1 15269594 F-HARNESS 1 15915241 F-HARNESS 1 189953131 F-CONNECTOR B EUMPER TO BUMPER CLEAN UP BE BUMPER TO BUMPER CLEAN U 583CSTR1	395085 FIRE ASH WIRE 299.46 299.46 72.73 58.04 58.04 613.43 489.51 489.51 176.50 123.52 123.52 P 160.00 160.00	ALTERNATIVE DISPUTE RESOLUTION (ARBITRATION) AGREEMENT As an Inducement to Edwards Chavrolet Co., Inc. to accept the Customer's vehicle for repair, Customer agrees that any dispute, claim or controversy of any kind arising out of this repair, shall be submitted to final and binding arbitration in the county of the Customer's residence, before a single arbitrator of the American Arbitration Association pursuant to the Consumer Due Process Protocol Statement of Principles of the National Consumer Disputes Advisory Counsel; provided, however, the parties shall first seek to resolve any dispute through good faith negotlation and/or mediation; and provided, further, the Customer may seek remedies at law for any amount in controversy within the jurisdictional limit of the Small Claims Division of the district courts of Alabama. Edwards Chevrolet Co., Inc. shall provide a copy of the Consumer Due Process Protocol to the Customer at the request of the Customer.
05/	DESCRIPTION       TOTALS         LABOR AMOUNT       459.46         PARTS AMOUNT       671.07         GAS,OIL, LUBE       0.00         SUBLET AMOUNT       0.00         SUBLET AMOUNT       0.00         MISC. CHARGES       0.00         TOTAL CHARGES       1130.53         LESS INSURANCE       0.00         SALES TAX       0.00         PLEASE PAY       1130.53         CLET US KNOW HOW WE ARE       0.00         PLEASE PAY       1130.53         CLET US KNOW HOW WE ARE       0.00         PLEASE PAY       1130.53         CLET US KNOW HOW WE ARE       0.00         PLEASE PAY       1130.53         CLET US KNOW HOW WE ARE       0.00         PLEASE PAY       1130.53         CLET US KNOW HOW WE ARE       0.00         PLEASE PAY       1130.53         CLET US KNOW HOW WE ARE       0.00         PLEASE PAY       1130.53         LET US KNOW HOW WE ARE       0.00         LET US KNOW HOW WE ARE       0.00         SUBLE AND CHARLIE.       YOUR SATISFACTION IS         OUR #1 PRIORITY. WE       APPRECIATE YOUR BUSIND	be done by fedwards Chevrolet Co., nic technics, i are a agree to pay for the perts, labor, and other charges, i agrees that Edwards is not responsible for any delays caused by the suppliers or transporters. I hereby grant Edwards' employees permission to operate the vehicle on strends, highways or elsewhere for the purpose of testing and/or inspection. I acknowledge your mechanic's linn in the vehicle to secure the payment for mpairs to the vehicle. Edwards makes NO WARRANTIES, either expressed or implied, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE with respect to perts. Any werranty covering parts shall be that of the manufacturer. For Body Shop repair work, labor is warranted for one year as described in the Edwards Chowrolet Co-mic, wody Shop Limited Warranty, For Service Department memorinical work, lebor is warranted for one year as described in the Edwards Chowrolet Co-mic, wody Shop Limited Warranty, For Service Department memorinical work, lebor is warranted for one year as described in the Edwards Chowrolet Co-mic, which year Of the Warranty of Media to a surranted for one year as described in the Edwards Chowrolet Co-mic, which year of the warranted for one year as described in the Edwards Chowrolet Co-mice, which year of the warranted for one year as and the provided to a surranted for one year as described in the Edwards Chowrolet Co-mice, which year of the warranted for one year as and the provided for one year as described in the Edwards for one year as a described year as a surranted for one year as described in the Edwards for one year as a described year as a described for one year as a described y

January 8, 2013

Burton, MI

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

#### Dear

GMC is pleased to provide service coverage for the electrical on your 2007 GMC Envoy, Vehicle Identification Number 1GKDT13S372 The 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.

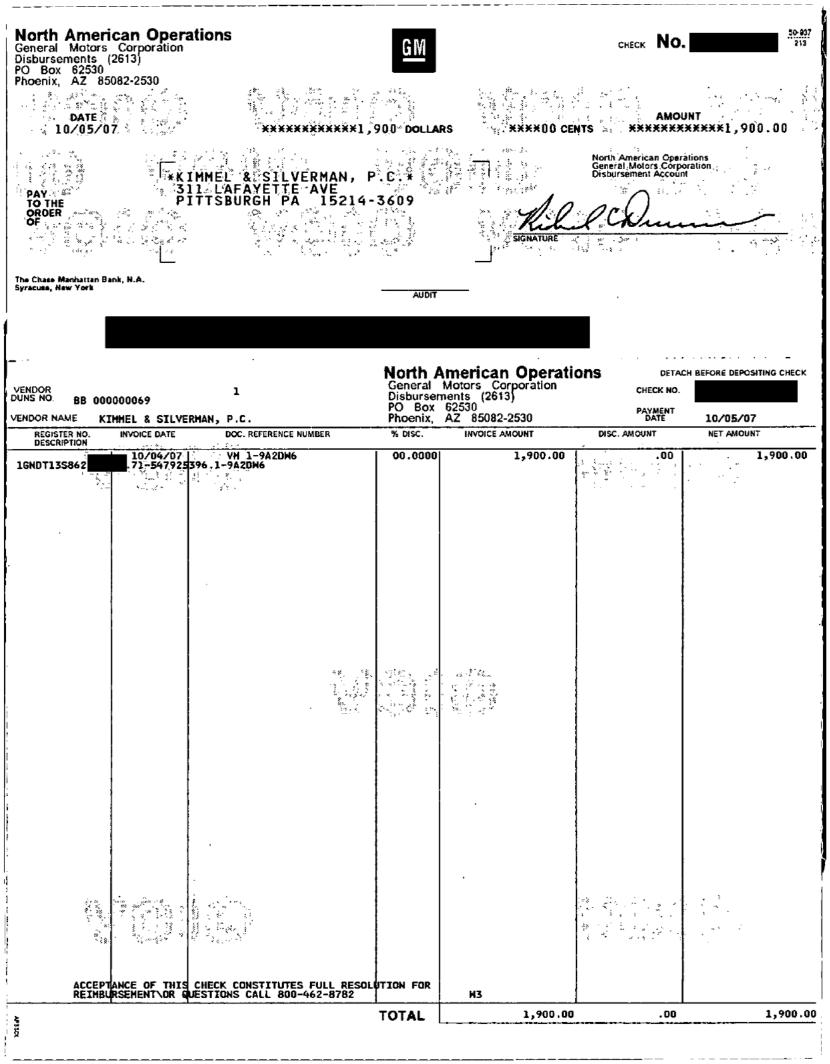
If you have any future questions, feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist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



October 2, 2007

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

RE: v. General Motors Corporation Service Request: 71-547925396 2006 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDT13S862 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 **Sector**. 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 Oper General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530		<u>G M</u>		снеск НО	- <u>50-937</u> 213
DATE 10/05/07	************************	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	RS XXXX00 CI	AMO	UNT EXXXXX5,000.00
PAY TO THE ORDER OF	PITTSBURGH PA		SIGNATURE	North American Oper General Motors Corp Disbursement Account	ations oration
The Chase Manhattan Bank, N.A. Syracusa, Naw York		AUDIT	American Operati	ONS DETA	CH BEFORE DEPOSITING CHECK
VENDOR DUNS NO. BB 00000068	1	General Disbursen PO Box	Merican Operation Motors Corporation nents (2613) 62530	CHECK NO. PAYMENT	
VENDOR NAME REGISTER NO. INVOICE DATE DESCRIPTION	DOC. REFERENCE NUMBER	Phoenix, % Disc.	AZ 85082-2530	PAYMENT DATE DISC. AMOUNT	10/05/07 NET AMOUNT
1GNDT13S862	VM 1-9A2DUG 5396.1-9A2DUG		5,000.00		5,000.00
	S CHECK CONSTITUTES FULL RESOL WESTIONS CALL 800-462-8782	UTION FOR	W3		
		TOTAL	5,000.00	.00	5,000.00
R		•			l

		AUTO CITY	· · · · · · · · · · · · · · · · · · ·
			*
			2
		FAX TRANSMITTAL	
	·	917007	1 T
	DATE	8-17-07	
· · .	то	MATT	
	FAX NUMBER	866-476-8249	
	COMPANY	6M LEGAL	
	DEPARTMENT	1	• •
	FROM	MICHAEL DONATELLI X.	229
	COMMENTS	<u>Re:</u> 2 262395"	· · ·
	SERVICE		
			· · ·
		Number of pages including cover sheet <u>322</u>	•

1-866-790-5700 X 21142

5315 Baum Boulevard - Pittsburgh, PA 15224 - www.donallenauto.com

08/17/2007 14:05:36	
CUSTOMER NAME :	SERIAL NO. : 1GNDT13S862
R.O NO. : 338613 R.O DATE : MILEAGE :	08/14/2007 R.O TYPE : S 35942 ADVISOR NO. : 117
COMPLAINT : CUSTOMER STATES CHK CAUSE : FAULTY LEVEL SENSOR CORRECTION : REPLACED LEVEL SENSO	ASSY DR ASSY SEE JOB 2
JOB NUMBER : 2 OPERATION 24CVZ SALE TYPE : W TECHNICIAN NO(S) COMPLAINT : CUSTOMER STATES CHK CRANKS CAUSE : FUEL PUMP IS BAD/LOW LEVEL SENSOR IS ALSO CORRECTION : REPLACED FAULTY FUEL REPLACED LEVEL SENSO	READING INCORRECT
JOB NUMBER : 3 OPERATION 98CVZ0 SALE TYPE : W TECHNICIAN NO(S) COMPLAINT : RENTAL VEHICLE CORRECTION : RENTAL	OP. DESC. RENTAL . 699
	07/05/2007 R.O TYPE : S 31175 ADVISOR NO. : 117
SALE TYPE : W TECHNICIAN NO(S)	SERVICE TRAC STABILITY LIGHT STAYS ON JSE BLOCK AT C101 CONNECTOR
WARRANTY : CLAIM NO. OPERATIC N6600	ON NO. CLAIM NO. OPERATION NO.
JOB NUMBER : 2 OPERATION 05CVZ0 SALE TYPE : W TECHNICIAN NO(S) COMPLAINT : WHILE INSPECTING UNI NOTICED L/R BRAKE CA CAUSE : BAD SEAL IN CALIPER CORRECTION : REPLACE CALIPER & BI	DER TRUCK FOR STABILITY LIGHT ALIPER LEAKING
WARRANTY : CLAIM NO. OPERATIO H0111	ON NO. CLAIM NO. OPERATION NO.
JOB NUMBER : 3 OPERATION 98CVZ	05 OP. DESC. RENTAL

3062 HISTORY LISTING 08/17/2007 PAGE 2 14:05:36 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. 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 RATTLING 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 SALE TYPE : W TECHNICIAN NO(S), 213 COMPLAINT : CUSTOMED CONTACTOR (S), 213 COMPLAINT : CUSTOMER STATES CHK LEFT WINDOW & SEAT PANEL INOP BURNING SMELL : DRIVERS DOOR MODULE THERMAL EVENT. CONDITION CAUSED DRIVERS CAUSE DOOR MODULE FUSE TO BLOW CORRECTION : REPLACED DRIVERS DOOR MODULE AND FUSE. PROGRAMMED DOOR MODULE CODE-AODA8 WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. N2117 JOB NUMBER : 2 OPERATION 24CVZ SALE TYPE : W TECHNICIAN NO(S). 213 OP. DESC. DRIVEABILITY COMPLAINT : CUSTOMER STATES CHK ENG LIGHTS ON AT ALL TIMES CAUSE : NO LIGHT ON NO CODE SET 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

AUG-17-2007(FRI) 15:03 Don Allen Auto City (FAX)412 681 4914 P.003/032

08/17/2007 14:05:36	HISTORY LISTING	3062 PAGE 3
CORRECTION :	EMISSION TEST PERFORMED, INSPECTION REPORT RECIEPT IS IN VEHICLE	
COMPLAINT :	5 OPERATION 98CVZ05 OP. DESC. RENTAL W TECHNICIAN NO(S). 98 RENTAL VEHICLE 795119	
CAUSE :	VEHICLE CAME IN AT 1:00 P.M. FAULTY MODULE, NEC TO KEEP RENTAL OVERNIGHT	IN
WARRANTY :	CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. Z7902	
	****	<b></b>
	B116         R.O DATE : 02/16/2007         R.O TYPE : S           MILEAGE : 20273         ADVISOR NO. : 117	
JOB NUMBER : SALE TYPE :	1 OPERATION 24CVZ OP. DESC. DRIVEABILITY W TECHNICIAN NO(S). 148 CUSTOMER STATES CHK 4WD INOP WILL NOT COME OUT OF 4-LO SWITCH BROKE WONT TURN	
COMPLAINT : CAUSE : CORRECTION :	CUSTOMER STATES CHK 4WD INOP WILL NOT COME OUT OF 4-LO SWITCH BROKE WONT TURN REPLACE TRANSFER CASE SELECT SWITCH	W
WARRANTY :	CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. K4123	
R.O NO. : 327	7702 R.O DATE : 02/08/2007 R.O TYPE : S MILEAGE : 21004 ADVISOR NO. : 117	
JOB NUMBER : SALE TYPE : COMPLAINT : CORRECTION :		ON
WARRANTY :	CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. T2020	
SALE TYPE :	2 OPERATION 06CVZ00 OP. DESC. FRONT SUSPEN M W TECHNICIAN NO(S). 700 CUSTOMER STATES LOUD BANG NOISE CAR WONT MOVE GRINGING NOISE AND FLUID LEAKING	ISC
CAUSE :	REAR DIFFERENTIAL RING AND PINION SHATTERED AND BLEW HOL	E
CORRECTION :	THROUGH CASE ASSEMBLY WAS NECESSARY TO REPLACE COMPLETE REAR DIFFERENTIAL AND HOUSING ASSEMBLY	
WARRANTY :	CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. F3200	

AUG-17-2007(FRI) 15:03 D	on Allen Auto City	(FAX)412 681 4914	P. 005/032
14:05:36	HISTORY LIS	TING	3062 PAGE 4
JOB NUMBER : 3 OPERATI SALE TYPE : W TECHNIC COMPLAINT : RENTAL VEHI	ON 98CV205 IAN NO(S). 98 ICLE	OP. DESC. RENTAL	
WARRANTY : CLAIM NO.	OPERATION NO. CL Z7905	AIM NO. OPERATION NO.	
R.O NO. : 325627 R. MI	O DATE : 01/02/2007 LEAGE : 20173	R.O TYPE : S ADVISOR NO. : 117	,,
JOB NUMBER : 1 OPERATI SALE TYPE : W TECHNIC COMPLAINT : CUSTOMER SI CAUSE : FOUND BATTE CORRECTION : TIGHTEN CAE	TAN NO(S). 256 ATES TOW IN NO START RY CABLE NOT SECURE		
	N6620		
JOB NUMBER : 2 OPERATI SALE TYPE : W TECHNIC COMPLAINT : RENTAL 580682	ON 93CVZ3 TAN NO(S).	OP. DESC. SUBLET RENTAL	CAR
WARRANTY : CLAIM NO.	OPERATION NO. CL 27901	AIM NO. OPERATION NO.	
R.O NO. : 325529 R. MI	O DATE : 12/29/2006 LEAGE : 20173		
JOB NUMBER : 1 OPERATI SALE TYPE : W TECHNIC COMPLAINT : CUSTOMER ST CAUSE : CONCERN REL CORRECTION : SEE JOB 2	IAN NO(S). 256		TIMES
JOB NUMBER : 2 OPERATI SALE TYPE : W TECHNIC COMPLAINT : CUSTOMER ST CAUSE : FOUND CODE TETSED CIRC CORRECTION : REPLACED LE	ATES CHK ENG LIGHT I P0463 STORED FOR LEV UIT, FAULTY SENSOR	S ON AT ALL TIMES EL SENSOR HIGH VOLTAGE,	
WARRANTY : CLAIM NO.	OPERATION NO. CL L1225	AIM NO. OPERATION NO.	

AUG-17-2007(FRI) 15:03	Don Allen Auto City	(FAX)412 681 4914

14:05:36	HISTORY LISTING	3062 PAGE 5
JOB NUMBER : 3 OPERATION 01CV SALE TYPE : C TECHNICIAN NO( COMPLAINT : Customer requests: CAUSE : VALVOLINE OIL	LUBE, OIL, AND FILTER SERVICE MED LUBRICATION, OIL AND FILTER CHAN	FILTER
	: 10/24/2006 R.O TYPE : S : 16365 ADVISOR NO. : 13	
COMPLAINT : CUST STATES CHK TRU CAUSE : PERFORM DIAGNOSTIC OUT OF FOUR WHEEL I RANGE SELECTOR ASSI RANGE SELECTOR, TRI OPENS OR CHAFEING I	Z OP. DESC. DRIVEABILITY S). 136 UCK WILL NOT COME OUT OF 4WD CHECKS FOR TRANSFER CASE WILL NOT C LOW, REMOVE TRANSFER CASE MODULE ANI EMBLY, INTERMITTANT LOSS OF 12V TO ACE WIRING HARNESS CIRCUITS FOR ANY BETWEEN MODULE, SWITCH, AND SELECTOR AL END TO WIRE CRIMP FOR 12V AT SELE	COME D
CORRECTION : REMOVED SELECTOR TO	O REPAIR INTERMITTANT 12V LOSS FOR M SFER CASE, REINSTALL REPAIRED WIRING	MODULE
WARRANTY : CLAIM NO. OPERAT: K4124	ION NO. CLAIM NO. OPERATION NO.	
COMPLAINT : CUSTOMER STATES: RO	D TIRES, CHECKED AND ADJUSTED TIRE	3
JOB NUMBER : 3 OPERATION 98CV SALE TYPE : W TECHNICIAN NO(S COMPLAINT : RENTAL VEHICLE	Z05 OP. DESC. RENTAL S). 98	
WARRANTY : CLAIM NO. OPERAT: Z7901	ION NO. CLAIM NO. OPERATION NO.	
R.O NO. : 320518 R.O DATE MILEAGE	: 10/02/2006 R.O TYPE : S : 15449 ADVISOR NO. : 13	17
DOWN	Z OP. DESC. WINDOWS S). 700 FT FRT WINDOW INOP WILL NOT GO UP OF NICATION WITH DRIVERS DOOR MODULE DU	

08/17/2007 HISTORY LISTING 14:05:36	3062 PAGE 6
CORRECTION : DIAGNOSED AND REPLACED DRIVERS DOOR MODULE AND PROGRAMM	ΈD
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 AND NOW ON 'E'CUST STATES APPROX 1/2 TANK OF GAS. CAUSE : FUEL LEVEL SENSOR FAULTY CORRECTION : REPLACED FUEL LEVEL SENSOR	0 'E'
WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. L1197	

(FAX)412 681 4914

P. 007/032

Don Allen Auto City

AUG-17-2007(FRI) 15:04

AUG-17-2007(FRI) 15:04 Don Allen Auto City

GM Vchicle 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 :	IGNDT13S862

VEHICLE	INFORMATION	

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

#### REQUIRED FIELD ACTIONS

Туре	Number	Description	Posted Date	Status
YT	<u>06022</u>	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 (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollmen or (877)438-9677.			
XM Equipped	Yes	XM Radio TD	256MG002	XM Status	Inactive	Refer to Help page for details or: http://www.gm.xmradio.com or (800)556-3600. In Canada, http:// xmradio.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	Туре	Labor Operation	Odometer Reading
			N6600 - WIRING AND/OR CONNECTOR - BRAKE	

# GM Vehicle Inquiry System - Summary

# Page 2 of 2

				i agu	201
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 - I-DAY COURTESY TRANSPORTATION	20173	miles
12/30/2006	194583	#	Z2080 - ROADSIDE SERVICE (TOWING)	25000	miles
12/29/2006	325529	#	L1225 - FUEL TANK FUEL PUMP MODULE REPLACEMEN'T - 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 REIMBURESEMENT	15449	miles
06/28/2006	314093	#	L1197 - SENSOR, FUEL LEVEL (TANK UNIT) - REPLACE	7829	miles
02/02/2006	A62395	T	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	niles

© 1998-2005 General Motors Corporation. All Rights Reserved.

AUG-17-2007(FRI) 15:04 Don A11	en Auto City	(FAX)412 6	81 4914	P. 010/032
			стсвззв	613 CTCS33861
	5315 Baum Boule	evard • Pittsburgh www.donallen	a, PA 15224 • auto.com	
CUSTOMETING. 140458	ANAUPH F PATTERSON	11/745 NO. 741	<u>™08/415/07</u>	I™®®®338613
	LABOR RATE LICENSE NO.		200MAROON7	STOCK NO.
PGH, PA	VEOOMEWEWROLET TRUCK	1		DLLIVERY MILES
FGB, FA	VEHICLEGO NO. D T 1-3 5 8		SELLING DEALEH NO.	
		P.O. NO.	н. <b>087/114/07</b>	
	COMMEŇTS			MO: 35942
JOB# 1 CHARGES				HO: 33342
LABOR J# 1 21CVZ FUEL SYSTEM HOUR CUSTOMER STATES CHK GAS GAGE INOP FAULTY LEVEL SENSOR ASSY REPLACED LEVEL SENSOR ASSY SEE JO	S: 2.10 TECH(S):699	WARRANT	The only warrantie	es, if any, applying
PARTSDESCR	NPTIONUN NEE KI 3.107 NT 3.107	NIT PRICE- WARRANT WARRANT - PARTS 0.0		utacturer. The sell- expressly disclaims
JOB# 1 TOTALS			implied, including a	
JOB# 2 CHARGES JOB# 1	JOURNAL PREFIX CTCS JOB#	1 TOTAL 0.0		CATRA A. 197 A. 197 A. 198 A.
LABOR J# 2 24CVZ DRIVEABILITY HOUR CUSTOMER STATES CHK AT TIMES CAR CRANKS		WARRANT	person to assume	horizes any other for it any liability in
FUEL PUMP IS BAD/LOW PRESSURE LEVEL SENSOR IS ALSO READING INCO REPLACED FAULTY FUEL PUMP ASSY REPLACED LEVEL SENSOR ASSY	RRECT		connection with the and/or service. Bi entitled to rocover	uyor shall not be
J05# 2 TOTALS			dealer any conser	quentlal damages,
JUB# 3 CHARGES	JOURNAL PREFTX CTCS JOB#	2 TOTAL 0.00	damages to prope loss of use, loss of or income, or an	time, loss of profits
LABOR J# 3 98CVZ05 RENTAL HOUR RENTAL VEHICLE RENTAL	5: 0.00 TECH(\$):699	WARRANT	damages.	
SUBLETPO#VEND INV#-INV.DATE-DESCR 107704 08/15/07 RENTA	IPTION L795460 TOTAL	WARRANT) - SUBLET 0.00	The	rnk vi
JOB# 3 TOTALS			40	a
JOB# 3	JOURNAL PREFIX CTCS JOB#	3 TOTAL 0.00		my
			YOU MAY RECEIV	SURVEY FROM Z
	· · · ·		FEW WEEKS, IF, FC	OR ANY REASON
			COMPLETELY SAT CONTACT YOUR SE YOUR COMPLETE IS OUR NO IS OUR NO THANKS FOR YOU	Itisfied" PLEASE ERVICE ADVISOR E SATISFACTION 11 GOAL.
PAGE 1 OF 2 ACCOUNTING COPY	1		YOUR FRIENDS (412) 68	AT DON ALLEN
ACCOUNTING COPY	ICONTINUED O	N NEXT PAGE! 02:10pm	m	m

APPARENT DE LA CONTRA

1.1.1

AUG-17-2007(FRI) 15:04 Don Alle	en Auto City	(FAX	)412 681	4914	P. 0117032
				CTCS338	CS338613
CHEVHOLET PONTIAC BUICK		n Boulevard • Pita www.do	tsburgh, I nallenaut	A 15224 • ( to.com	(412) 681-4800
	IIKAN INT ITAN				
CUSTOMLH ND. 140458	ARCAGEPH F PATT	ERSON 117AG NO.		@8/45/07	INV@\$¥@\$338613
		NSE NO. MILEAGE		MAROON/	RTOCK NU.
PGH, PA					DEUVENY MILES
	VEHIÈLEGO. MAD. D. T. 1			LLING DEALER NO.	
RÊ	F.T.E. NO.	P.O. NO.	R.C	081/14/07-	
			<u></u>		MO: 35942
**************************************		TOTAL LABOR TOTAL PARTS TOTAL SUBLET. TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC DISC TOTAL INVOICE \$	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	the part(s) and/o ferod by the mani- g dealer hereby o I warranties, eith plied, including a is of merchantabl articular purpos sumes nor auth prison to assume f innection with the id/or service. But titled to recover aler any conseq mages to prope is of use, loss of t income, or any mages.	es, if any, applying r servico are those ufacturer. The sell- expressly disclaims her expressed or ny implied warran- lity or fitness for a e, and neither porizes any other or it any liability in sale of this part(s) iver shall not be from the selling juential damagos, rity, damages for lime; loss of profits r other incidental
PAGE 2 OF 2 ACCOUNTING COPY		[ END OF INVOICE ] 02:	10pm	YOU MAY RECEIVE SATISFACTION SI THE MANUFACTURE FEW WEERS, IF, FOO YOU CANNOT I "COMPLETELY SATI COMPLETELY SATI	URVEY FROM ER IN THE NEXT R ANY REASON GRADE US SPIELD PLEASE WICE ADVISOR, SATISFACTION I GOAL PATRONAGE,

PATTERSON 117AG NO. 16 MCENGL NO. MILEAGE 3 WROLET TRUCK/TRAILBLAZER/ D T 1 3 5 8 6 2 PO.NO. PO.N	LAUDR RATE         LICENSE NO.         MILEAGE         J           YEAGGARMENTS         VEAGENEEND.         DTISSE         S         S         Z           VEAGENEEND         DTISSE         DTISSE         S         S         Z           VEAGENEENTS         DITISSE         D. 50         TECNO.         PO.NO.           DAMMENTS         DITISSE         0.50         TECNO.         PO.NO.           DAMMENTS         DITISSE         0.60         HOLD OTHER         PO.NO.           10.20         1.70         1.50         0.00         HOLD OTHER         PO.NO.           13.00         13.50         0.50         0.50         OVERTIDE IN INVOICING         14.60           14.60         14.60         0.00         0.00         FINISHED         NO.O.           TOTAL TECH TIME         2.00         0.50         START FINISH         ACT TIME         DESCRIPTION           CO455         START FINISH         ACT TIME         DESCRIPTION         DESCRIPTION         DIS           START FINISH         ACT TIME         DESCRIPTION         DESCRIPTION         DIS         DESCRIPTION           13.50         14.60         110         0.00         FINISHED         NUNDER TRUCK FOR ST
EAVEPH         F           DODE RATE         COMPARE           COMPARE         CO	BUTCK BUTCK BUTCK WS336411 WS36411

AUG-17-2007(FRI) 15:05 Da	on Allen Auto City	(FAX)412 6	81 4914	P. 013/032
		ulevard • Pittsburgh www.donallen	CTWS336	
01011CTWS336411 Customer No. 140458		IN 11/7AS NO. 169	NV07/11/07	11NV00TWS336411
-	LAUOH RATE LICENSE NO.		400MAROON/	STOCK NO.
PGH, PA	YEND OF TRU	CK/TRAILBLAZER/4 DC	09-09/04/06	OLLIVEHY MILES
		862	SELLING DEALER NO.	
	h.I.L.NO.	P.D. NO.	म.व0क्र≢0 <del>5/07</del>	
	COMMENTS			MO: 31175
LN JOB CT CC PC PART NO 2 02 WG 2 B902717 LN-TOT: 145.66 TECH SS MEMO PART NUMBERS: 123779 LN JOB CT CC PC PART NO 3 03 WG LN-TOT: 74.00 TECH SS COMMENTS: 1G12S58F67F2	0T13S862       3       13011       311         MIDDLE:       PHONE:WORK:       1         PHONE:WORK:       7K       N6600       .5         N:       XXX-XX-8044       AUTH CODE:       .         I.       TOT-PTS       FC       LABOP       LHRS         7       85.36       4X       H0111       .8         N:       XXX-XX-8044       AUTH CODE:       .         67       .       TOT-PTS       FC       LABOP       LHRS         .67       .       .	METER SERVICE ADVISOR # 174 XXX-XX-7066 HOME: OHRS NET-AMT. LAB-TOT. 37.69 AUTH. AUTHOR.: OHRS NET-AMT. LAB-TOT. 60.30 AUTH. AUTHOR.: OHRS NET-AMT. LAB-TOT. 74.00 AUTH. AUTHOR.: 0090 TOTAL: 257.35	Ing dealer heroby all warranties, eit implied, including a ties of merchantab particular purpos assumes nor aut person to assume connection with the and/or service. Bu entitled to recovo dealer any conset damages to prop- loss of use, loss of or income, or an damages.	r from the selling quential damages, erty, damages for time, loss of profits y other incidental
			The Ye	une 24 Mu

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 YOUR FRIENDS AT DON ALLEN YOUR FRIENDS AT DON ALLEN YOUR FRIENDS AT DON ALLEN

.

			стсвзза	796
CHEVROLET   POINTAGE   SS15 Barring Bor	_			
	ulevard • Pit www.do	tsburgh, P mallenaut	A 15224 • ( o.com	(412) 681-480(
CUSTOMLH ND. 140458	N 1174G NO.	234	05 <i>F</i> 04707	INVEFES33279(
LARDIN HATE LICENSE NO.	MILEAGE	26,09300		STOCK NO.
PGH, PA	K/TRAILBLAZ		99704706	DELIVERY MILES
	862	) GELL	LING DEALER NO.	PRODUCTION DATE
ET.6. NO.	P.O. NO.	P. C	<b>57/0</b> 4/07 -	
JUB# 1 CHARGES				MO: 26093
LABOR J# 1 05CVZ BRAKES HOURS: 1.50 TECH(S): 699 CUSTOMER STATES CHK RIGHT FRT BRAKE RATTLING PIN IS BROKEN R/FRONT ROTOR IS DAMAGED FROM PAD GUIDE/NEEDS PADS.GUIDES. AND ROTOR REPLACED FRONT PADS.PAD GUIDES AND R/FRONT ROTOR ASSY PARTS	-UNIT PRICE-	103.50 Th to off	e only warrantie the part(s) and/or cred by the many	WARRANTIES s, If any, applying r service are those ufacturer. The sell-
1 55112R0TORCARO 55112R0TO	94.12 84.15	84.19		expressly disclaims
VISCCODE	TAL - PARTS	- 75,00 ties - 35,00 pai - 110,00 pai	blied, including an s of merchantabil flicular purpos	her expressed or ny implied warran- lity or titness for a e, and neither horizes any othor
IOB# 1 TOTALS PAR MIS	RTS SC	103.50 Per 178.27 cor -110.00	son to assume fo	or it any liability in sale of this part(s)
JOB# 1 JOURNAL PREFIX CTCS JOB	# 1 TOTAL	171.77 ent	itled to recover	iver shall not be from the selling juential damagos,
L] CASH [] CHECK, CK NO. [] TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL	- LABOR PARTS SUBLET G.O.G. MISC CHG. MISC DISC TAX	178.27 loss 0.00 0.00 or	s of use, loss of ti	rty, damagos for ime, loss of profits / other incidental
L J GNPP CARD	INVOICE \$	183.79	7ha	ule
THANK YOU FOR YOUR BUSINESS!! CUSTOMER PAY MECHANICAL PARTS DESIGNATED WITH AN ASTERISK *) ARE COVERED UNDER THE TERMS OF THE GM GOODWWRENCH SERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY, SAVE RECIEPT			Ma.	unk u
CUSTOMER SIGNATURE DUPLICATE INVOICE	******	****		TANT
			SATISFACTION SU THE MANUFACTURE FEW WEEKS, IF, FOF YOU CANNOT O "COMPLETELY SATIS	URVEY FROM EA IN THE NEXT R ANY REASON GRADE US SFIED PLEASE
		5	CONTACT YOUR SER	SATISFACTION
		3	THANKS FOR YOUR YOUR FRIENDS AT (412) 681-	I GOAL. R PATRIONAGE,

AUG-17-2007(FRI) 15:06	Don Allen Auto City	(ГНА)	412 681 4914	P. 0157032
			стсѕзз	1133
	5315 Baum Be	ulevard • Pitts	burgh, PA 15224	
BL.		www.don	allenauto.com	- (412) 001-4000
01011CTC\$331	II KURA XUDI (I <b>nal (Ina</b> l Kura Kuta) 133			
ITOMER NO. 140458	ATTERS	ON 11740 NO. 0	52 <b>№ 024 / 113/07</b>	
		MILLAGE	24,10900MAROON/	STOCK NO.
PGH, PA	TEOOKEHEWROLET TRU	JCK/TRAILBLAZER	/4 DOD 03704/06	DELIVERY MILES
		862	SELLING DEALER NO.	CHODUCTION DATE
	<del>Г.</del> т. Е. NQ.	P.O. NO.	<u></u>	
108# 1 CHARGES	COMMENTS			<u>Mo: 2411(</u>
ABOR J# 1 49CVZ WINDOWS CUSTOMER STATES CHK L	HOURS: 0.50 TECH(S):213 EFT WINDOW & SEAT PANEL TNOP BURNING	•		OF WARRANTIES
SMELL DRIVERS DOOR MODULE TO DOOR MODULE FUSE TO E REPLACED DRIVERS DOOR MODULE CODE - AODA8	HERMAL EVENT: CONDITION CAUSED DRIVE SLOW R MODULE AND FUSE. PROGRAMMED DOOR		to the part(s) an offered by the n	nties, if any, applying id/or service are those nanufacturer. The soll- by expressly disclaims
PARTSOTYFP-NUMBER I 15857710 I 88914568 JOB# 1 TOTALS	SWITCH 16.263 FUSE 8.965		ARRANTY all warranties, ARRANTY Implied, includin 0:00 ties of merchan	oither expressed or g any implied warran- tability or fitness for a pose, and neither
108# 2; Charges	JOB# 1 JOURNAL PREFIX CTCS J	OB# 1 TOTAL	0.00 assumes nor a	authorizos any other
ABOR # 2 24CVZ DRIVEABILITY CUSTOMER STATES CHK E NO LIGHT ON NO CODE S			ARRANTY connection with and/or service. entitled to reco	ne for it any liability in the sale of this part(s) Buyer shall not be over from the selling isequential damages.
IOB# 3 CHARGES	JOB# 2 JOURNAL PREFIX CTCS J	08# 2 TOTAL	0.00 damages to pr	operty, damages for
ABOR # 3+01CVZ02 PERFORM PA STATE INS PERFORM PA STATE SAFE NO STICKER PR TATE	JOB# 2 JOURNAL PREFIX CTCS J PECTION HOURS: TECH(S):213 TY INSPECTION AMP BROKEN. AND FRONT PADS		22.95 loss of use, loss or income, or damages.	of time, loss of profits any other incidental
RECOMEND FRONT TIRES	AND FRONT PADS		-	
QB# 3 TOTALS	i		22.95	ank
	JOB# 3 JOURNAL PREFIX CTCS J		22.95	hank Iou
# 4+17CVZO1 PA EMISSION T PERFORM ENHANCED PA E IM73710603 EXPIRE 4/0 EMISSION TEST PERFORM IS IN VEHICLE	EST HOURS: TECH(S):213 MISSIONS TEST 8 ED. INSPECTION REPORT RECIEPT		SATIEFACT	ORTANT
TSCCODEDESCRIPTION- EPA EPA COMPLIAN	CE CHARGE	_ NO	FEW WEEKS	CTURER IN THE NEXT
	π	)TAL - MISC	2.40 COMPLETELY CONTACT YOU YOUR COMP IS OUI THANKS FOR	Y SATISFIED" PLEASE IR SERVICE ADVISOR. LETE SATISFACTION R NO. 1 GOAL 9 YOUR PATRONACE
PAGE 1 OF 2 ACCO	UNTING COPY [CONTINU	ED ON NEXT PAGE] 02:1		2) 681-4800

AUG-17-2007(FRI) 15:06 Don Alle	en Auto City	(FAX)	412 681	4914	P. 016/032
				CTCS331	133
	5315 Baum Bouler		sburgh, nallenau	PA 15224 • to.com	(412) 681-480
STOMEN ND. 140458	TRATERSON	11740 NO. (		04/13/07	/™°©T©533113
<u> </u>	LABOR MALE LICENSE NO.			MAROON/	STOCK NO.
РСН, РА	YEOOMENER TRUCK		- 1		DELIVERY MILES
	VUHIELEGO NO DT1358			ELUNG DEALCH NO.	PRODUCTION DAIL
	F.T. E. NQ,	P.O. NO,	- <u>e</u>	·04#06707	
	COMMENTS				MO: 2411
08#4_TOTALS	LABOR		26.55		
ABOR ABOR 5+98CVZ05 RENTAL VEHICLE 795119 VEHICLE CAME IN AT 1:00 P.M. FAULT RENTAL OVERNIGHT JBLET	TOTAL LAI TOTAL PREFIX CTCS JOB# TOTAL LAI TOTAL PREFIX CTCS JOB# TOTAL SUB TOTAL SUB TOTAL SUB TOTAL SUB TOTAL MIS TOTAL MIS TOTAL TAX	SUBLET 5: TOTAL 30R 2TS  3LET  3C CHG. 5C CHG. 5C DISC	28.95 T ti WARRANTY o WARRANTY ii WARRANTY ii 0.00 P 0.00 P 0.00 P 0.00 C 0.00 d 0.00	The only warrantle of the part(s) and/of iffered by the maning dealer horeby of all warranties, eit inplied, including a es of merchantab articular purpos ssumes nor auti- erson to assume onnection with the ind/or service. But intitled to recover ealer any conset amagos to prope- iss of use, loss of r income, or any	F WARRANTIES es, if any, applying or sorvice are those sufacturer. The sell- expressly disclaims her expressed or any implied warran- ility or fitness for a se, and neither horizes any other for it any liability in salo of this part(s) uyer shall not be from the selling quential damages, erty, damages for time, loss of profits y other incidental
STOMER PAY MECHANICAL PARTS DESIGNATED WITH A ) ARE COVERED UNDER THE TERMS OF THE GM GOODW RVICE PLUS LIFETIME PARTS AND LABOR WARRANTY. CUSTOMER SIGNATURE	WRENCH SAVE RECIEPT	<b>****</b> ******	*****	YOU MAY RECEIV BATISFACTIONS THE MANUFACTUR FEW WEEKS. IF. FC YOU CANNOT 'COMPLETELY SAT CONTACT YOUR SE	TANT TANT E A CUSTOMER URVEY FROM ER INT THE NEXT PR ANY REASON GRADE US

AUG-17-2007(FRI) 15:07 Don All	en Auto City	(FAX)412 6	81 4914	P. 017/032
	_		OTHODOL	
	Long to the second s		CTWS33	133 II M
<u> LUUN ANLERN</u>				TWS33113
AUTO				31
	5315 Baum Bouleva	ard • Pittsburgh www.donallena	, PA 15224 • (	412) 681-4800
		www.donanena	ato.com	
01011CTW3331133				
CUSTOMEN NO. 140458	*ጽጵሮ PH F PATTERSON	117 <sup>4G ND.</sup> 052	***07/07	™ଫï₩\$331133
	LABOR RATE LICENSE NO.	MILEAGE 24,109	COMAROON/	STOCK NO.
PGH, PA	************************************	RAILBLAZER/4 DO	o <sup>⊯</sup> 03%04/06	DELIVERY MILES
•	vungu. w. рт13586	2	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	0. ND.	<sup>⊪.</sup> •0¤47≸06/07	
LAPOR & FARTS	COMMENTS			MO: 24110
	S: 0:50 TECH(S):213 ACT TIME DESCRIPTION	37.65	DISCLAIMER OF	WARRANTIES
213 04/09/07 8.30 9.20 213 04/10/07 14:20 14.40	0.90 0.00 HOLD OTHER 0.10 0.50 OVERRIDE IN IN	VOICING		
213 04/10/07 0.00 0.00 TOTAL FECH TIME	0.00 FINISHED 1.00 0.50		The only warrantie to the part(s) and/o	
CUSTOMIR STATES CHK LEFT WINDOW &	SEAT PANEL INOP BURNING		offered by the man	그는 것 같아요. 그는 것 같아요. 그는 것이 ? 그는 것이 같아요. 그는 것이
DRIVERS DUOR MODULE THERMAL EVENT	あたい 秋田 感力感 しいさいよう いちしゃち しょう		ing dealer hereby e	
REPLACED DRIVERS DOOR MODULE AND I MODULE CODE AODAS	같은 말한 것은 가슴 것이 많이라. 것이 같이 많이 많이 했다.		ali warranties, eiti implied, including a	
JOB # 1 1 15857710 SWITC		111.43 111.43	ties of merchantabi	lity or fitness for a
JOB # 1 1 88914568 FUSE 1	JOB # 1 COST TOTAL 82.07	3.47 3.47	particular purpos assumes nor auti	
엄마는 여러가 알았는 것을 알 것을 것 같다.	JOB # 1 TOTAL JOB # 1 TOTAL LABOR &		person to assume 1	
J# 2 24CVZ DRIVEABILITY HOURS	andre and a state of the second		connection with the	
TECH# DATE START FINISH 213 04/09/07 15.80 15.80	ACT TIME DESCRIPTION 0.00 0.00 HOLD OTHER		and/or service. Bu entitled to recover	
TECH# DATE START FINISH 213 04/09/07 15.80 15.80 213 04/10/07 14.40 14.40 213 04/10/07 0.00 0.00 TOTAL TECH TIME	0.00 0.00 FINISHED 0.00 FINISHED		dealer any consec	
CUSTOMER STATES CHK ENG LIGHTS ON	AT ALL TIMES		damages to prope	
CUSTOMER STATES CHK ENG LIGHTS ON NO LIGHT ON NO CODE SET	JOB # 2 TOTAL LABOR &	PARTS 0.00	loss of use, loss of for income, or any	v other incidental
J# 5+98CVZ05 RENTAL HOURS	TECH(\$):98	0.00	damagos,	
J# 5+98CVZ05 RENTAL HOURS TECH# DATE START FINISH 98 04/10/07 0.00 0.00 TOTAL TECH TIME	ACT TIME DESCRIPTION 0.00 0.00 ENTERED IN INV	OICING		
RENTAL VEHICLE	0.00 0.00		140	unk u
795119 VENTCLE CAME IN ALLION P.M. FAULT	TY MODULE. NEC TO KEEP IN		U	Lee l
RENTAL OVERNIGHT	JOB # 5 TOTAL LABOR &	PARTS 0.00		
SUBLETPO#VEND INV#-INV.DATE-DESCR JOB # 5 104597 04/13/07 RENTAL	PTION		"Hynna	mu
500 # 5 104597 04713707 KENTAL		84.00 SUBLE⊤ 84.00		7_
	R/0 TAX R/0 TOT/	0.00 ALS 236.59	YOU MAY RECEIV SATISFACTION S THE MANUFACTUR	SURVEY FROM Z
WARRANTY CLAIM DETAIL TOTALS			FEW WEEKS, IF, FO	DR ANY REASON
CLAIN#			COMPLETELY SAU CONTACT YOUR SE YOUR COMPLETE	
	· · · ·		THANKS FOR YOU YOUR FRIENDS	
PAGE 1 OF 2 ACCOUNTING COPY-W		NEXT PAGEJ 02:10pm	412) 68	14800
		inter the barrows	~~~~	M4.

A second the second seco

			www.donallen	h, PA 15224 • auto.com	(412) 681-4800
CUSTOME(I NO.	40458	ペダベビアH F PATTERSON	117 <sup>AG NO.</sup> 052	"WVO4717/07	™℃TWS331133
		LADOR RATE LICENSE NO.	-	9°°MAROON/	STOCK NO.
PGH, PA		VEDGACHEVROLET TRUCK/			DELIVERYMILES
		VEHIDLEGUNINI DT1358	6 Z	Selling dealer no.	PRODUCTION DATE
F		COMMENTS	P. J. NG.	<sup>в.</sup> 0047/06/07	
WARRANTY CLAIM	DETAIL TOTALS				MO: 24110
DCS AUDIT SLIP	DCS DATA FILE: GMGMWF.956 04/17/2007 0904	WARRANTY NEW CLAIM		all warranties, e	expressly disclaims ither expressed or any implied warran-
	LN JOB CT CC PC PART-NO. 1 01 0J 2 15857710 LN-TOF: 152.59 TECH SSN MEMO PART NUMBERS: 8891456	MIDDLE: PHONE:WORK: TOT-PTS FC LABOP LHRS OHRS 114.90 6C N2117 5 AUTH CODE: AL TOT-PTS FC LABOP LHRS OHRS TOT-PTS FC LABOP LHRS OHRS C Z79D2 AUTH CODE: AU R.O. TOT	HOME: NET-AMT. LAB. TOT. 37.69 JTH. AUTHOR.: NET-AMT. LAB-TOT. 84.00 JTH. AUTHOR.:	assumes nor au person to assume connection with th and/or service. E entitled to recove dealer any conse damages to prop loss of use, loss of or lncome, or an damages.	and neither inthorizes any other inthorizes any other inthorizes any other inthorizes any other inthorizes any other in its part(s) Buyer shall not be er from the selling equential damages, berty, damagos for fitme, loss of profits ny other incidental

; .....

1

ĺ

AUG-17-2007(FRI) 15:08 Don A1	len Auto City	(FAX)4	112 681 4914	P. 019/032
DONALLEN			CTWS32	CTWS3281
				328
				<b></b>
DHEVROLET PONTIAC BUICK	5315 Baum Boul	evard • Pitts www.don	burgh, PA 15224 • allenauto.com	(412) 681-4800
. The statistical sector is the statistic sector of th				
01011CTWS328116				
CUSTOMERING. 140458	ARALPH F PATTERSON	117 <sup>43 NO.</sup> 5	1 102720/07	₩°℃fWs328116
	LABOR BATE LICENSE NO.		20,2710 MAROON/	STOCK NO.
PGH, PA	"06"CHEVROLET TRUCK			DELIVERY MILES
· · · · · · · · · · · · · · · · · · ·	VENELEGEN DT13\$8		SELLING DEALER NO.	PRODUCTION DATE
	ETTE NO.	P.O. NO.	<sup>в.</sup> ወ27/16/07	
LABOR & PARTS				MO: 20273
IECH# DATE START FINISH	URS: 0.40 TECH(S):148 ACT TIME DESCRIPTION		30.15 DISCLAIMER C	OF WARRANTIES
148 02/16/07 11.70 12.00 148 02/16/07 0.00 0.00 TOTAL TECH TIME	0.00 0.40 OVERSIDE IN	INVOICING		
				les, If any, applying for service are those
CUSTOMER STATES CHK 4WD INOP I SWITCH BROKE WONT TURN REPLACE TRANSFER CASE SELECT SW.	ITCU		offered by the ma	nufacturer. The sell-
PARTA: *****QTT-**EP*NUMBER************************************	CR1PTIONU/COSTE/COS TCH 4,563 14,21 14	71 10.90		expressly disclaims ither expressed or
요즘 같이 물질하기 않아? 물건물건을	JOB # 1 COST TOTAL 14 JOB # 1 TO	21		any Implied warran-
- <u></u>	JOB # 1 TOTAL LABOR		50.04 ties of merchantal	bility or fitness for a
COMMENTS DELETED OPERATION(S)				se, and neither thorizes any other
98CV205				for it any liability in
이번 물 것을 못 물 것을 들었다. 것 못 하	R/O 1 R/O 1	TAX OTALS	0.00 connection with th	e sale of this part(s)
WARRANTY CLAIM DETAIL TOTALS	1997 - 1997 -	· · · · · · · · · · · · · · · · · · ·	50.04 and/or service. E	ar from the selling
CLA (M#				oquential camages,
CLAIM TOTALS 50:04				perty, damages for I time, loss of profits
				ny: other incidental
APPROVED BY SIGNATURE	<u> </u>		damages.	
DCS AUDIT SLIP			71	
DCS DATA FILE: GMGMWF,244	NTY NEW CLAIM		144	rnæ
1124 RQ NUMBER RO DATE VIN 328116 02/16/2007 1GNDT13586		R SERVICE ADVIS	OB #	ank ou
CUSTOMER NAME: FTRST: E	MIDD PHONE; WORK:	HOME:	- Inw	mu
1 01 011 15807881	PTS FC LABOP LHRS OHR	S NET-AMT. LAB T		7_
LN-TOT: 50.04 TECH SSN:		UTH. AUTHOR .: 30	SATISFACTION	SURVEY FROM
******	R.O. TO		FEW WEEKS. IF, F YOU GANNO	FOR ANY REASON
DUPLICA	TEINVOICE *****	************		ATISFIED" PLEASE ERVICE ADVISOR.
			THANKS FOR YO	
PAGE 1 OF 1 ACCOUNTING COPY-W			(412) 64	AT DON ALLEN
		OF INVOICE 102:10	ipm .	m

	894.	6-16 K				
	zoa					
HEVROLET PONTIAC BUICK	5315	) Baum Bouie	ward • Pi www.d	ttsburgh, onallenai	PA 15224 • ito.com	(412) 681-480
UMICH NO. 140458		PATTERSON	11740 NO		NV02727/07	™℃1₩S32770
	LABOR RATE	LICENBE NO.	MILLAGE		°MAROON/	STOCK NO.
PGH, PA		ROLET TRUCK/				DELIVERY MILES
	F.T.E.NO.	071358			SELLING DEALER NO.	PHODUCTION DATE
	COMMENTS		P.O. NO.		02/08/07	No. 3464
						MO: 2100
1 05CVZ FRONT SUSPENSION HO TECH# DATE START FINISH 700 02/08/07 11.50 11.50	ACT TIME	H(S):700 DESCRIPTION HOLD OTHER	n a general de la desida	0.00	DISCLAIMER O	F WARRANTIES
700 02/08/07 11.50 11.50 700 02/08/07 0.00 0.00	0.00 0.00	FINISHED			The only warranti	es, if any, applyin
TOTAL TECH TIME	0.00 0.00				to the part(s) and/o	or service are those
TOW IN TOE IN	100			5. S. J. A. J. 1		nufacturer. The sell expressly disclaim
2 06CV200 FRONT SUSPEN MISC HO	JRS: 2.00 TEC	1 TOTAL LABOR	& PARTS	44-4-4-4-4		ther expressed o
TECH# DATE START FINISH 700 02/16/07 11.50 11.50	ACT TIME	DESCRIPTION OVERRIDE IN	INVOLCTING	120.70	implied, including a	any implied warran
700 02/13/07 11.50 11.70 700 02/13/07 13.90 15.70	0.20 2.00	OVERRIDE IN FINISHED	INVOICING	i denta en la	化化学学家 化二氯化化 化合金合金	ellity or fitness for a se, and neithe
700 02/13/07 0.00 0.00 TOTAL TECH TIME	0.00 2.00	FINISHED		- 10 - 10 - 10 - 10 - 10 - 10 - 10 - 10		horizes any othe
CUSTOMER STATES LOUD BANG NOISE GRINGING NOISE AND FLUID LEAKING	CAR WONT MOVE					for it any liability li
REAR DIFFERENTIAL RING AND PINIC THROUGH CASE ASSEMBLY	N SHATTERED AN	D BLEW HOLE			a tan a sa ta dalar	e sale of this part(s uyer_shall_not_b
						r from the sellin
WAS NECESSART TO REPLACE COMPLE           HOUSING ASSEMBLY           TS         -QTY - FP-NUMBER           # 2         1           15039019         AXLE           # 2         3           89021677         GEAF	RIPTION	-U/COSTE/COST 2002.65 2002.61	U/PRICE	2730.00	dealer any conse	quential damages
# 2 3 89021677 GEAF	3 UBR 8.800 JOB # 2 COS	16.02 48.00 T TOTAL 2050.7	5 22.43 1	67.29	oss of use, loss of	erty, damages fo time, loss of profit
	in <i>P</i>	JUB # 2 TOTA	AL PARTS	2797.29	or income, or an	y other incidenta
3+98CVZ05 RENTAL IO		2 IUTAL LABUR	& PARIS	2948.05	tamages.	
TECH# DATE START FINISH 98 02/16/07 0.00 0.00	ACT TIME	DESCRIPTION ENTERED IN T	NUTCING	0.00	7/	aul
TOTAL TECH TIME	0.00 0.00				140	www.
RENTAL VEHICLE	JOB #	3 TOTAL LABOR	& PARTS	0.0d	U	su
# 2       1       15939019       AXLE         # 2       3       89021677       GEAF         3+98CVZ05       RENTAL       HOL         TECH#       DATE       START       FINISH         98       02/16/07       0.00       0.00         TOTAL       TECH TIME       RENTAL       VEND       INV#- INV_DATE - DESC         #1       102846       02/08/07       TOW         #3       103058       02/28/07       RENT         #ENIS-       DESC       TED       DESC         TED       OPERATION(S)       DESC       DESC	RIPTION			•••••		
# 3 103058 02/28/07 RENT	AL=794925	татан		50.00 185.00	4444	my
MENTS	· · · · · · ·	101AC -	JUBLET	235.00		RTANT 5
ETED OPERATION(S) VZ00 DRIVEABILITY MISC					THE MANUFACTU	
DRUM DILLIT HISG	· · · ·				FEW WEEKS. IF, F YOU CANNO	OR ANY REASON 💦 🚬
DRUM DILLIT HISG		·	۰ N	· a nn ·		
	· · ·	R/0 TA R/0 TO	ITALS	0.00 3183.05	CONTACT YOUR SA	TISFIED' PLEASE

AUG-17-2007(FRI) 15:08 Don A1	len Auto City	(FAX)412 6	81 4914	P. 0217032
			CTWS32	702
			Ó	
	5315 Baum Boulev	ard • Pittsburg www.donallen	h, PA 15224 •	(412) 681-480ď
	III A A A A A A A A A A A A A A A A A A		auto.com	
CUSTOMER NO. 140458	ADVISOR	117 <sup>AB NO.</sup> 335		
	TATERSON	+	10°°₩ΆROON/	
PGH, PA	YE'06%CHEVROLET TRUCK/T	-		DELIVERY MILES
PGH, PA	VEMPLEGO NO DT 1 3 5 8 6		SELLING DEALER NO.	PRODUCTION DATE
		P.O. NO.	<sup>6.9</sup> 021/08/07	
l F	COMMENTS		02/08/07	M0; 21004
MARIANTY- CLAIM-DETAIL TOTALS				
CLATM# TOTAL 327702 3183.05			DISCLAIMER OF	- WARRANTIES
CLAIM TOTALS 3183.05			The only warrantie	e if any applying
				r service are those
<u>, en la seconda de la seconda de</u>			offered by the man	ufacturer. The sell-
APPROVED BY STGNATURE			ing dealer hereby a	
DCS AUDIT SEIP			all warranties, eit implied, including a	
	ANTY NEW CLAIM		ties of merchantab	
RO NUMBER RO DATE VIN 327702 02/08/2007 IGNDT13586	DIV DEALER ODOMETER	SERVICE ADVISOR #	particular purpos	
CUSTOMER NAME: FIRST:	MIDDLE	과 관계 전 가격	assumes nor aut	
		HOME:	connection with the	
LN JOB CT CC PC PART NO. TOT	GC T2020	5D.00	and/or service. But	yer shall not be
LN-TOT: 50.00 TECH SSN:		H. AUTHOR.:	erititled to recover	
LN JOB CT CC PC PART-NO. TOT 2 02 NA 4 15939019 27 LN-TOT: 2948.05 TECH SSN:	197 29 6C F3200 2.0	NET-AMT. LAB-TOT. 150.76	dealer any consec damages to prope	
MEMO PART NUMBERS: 89021677	AUTH CODE: AUT	H. AUTHOR.:	loss of use, loss of t	
LN JOB CT. CC PC. PART NO. TOT	-PI'S FC LABOP LHRS OHRS	NET-AMT. LAB-TOT.	or income, or any	other incidental
3 03 NA LN-TOT: 185.00 TECH SSN COMMENTS: 1G1ZT51F76F2 NEC TO KEFP CUSTOMER IN RENTAL	AUTH CODE: AUT	H. AUTHOR.:	damages.	
NEC TO REEP CUSTOMER IN RENTAL COMMENT ROUTING CODE: H	OVER WEEK-END	KRIVE UNTIL FEB.13	7/	
		2102.05	144	ine
****** DUPLICA	R.O. TOTA TEINVOICE *******	L: 3183.05	The Uc	
		00000000000000000000000000000000000000	-	<b>*</b>
			-mm	mi
				TANT
			THE MANUFACTUR	
			COMPLETELY SAT	GRADE US ISFIED" PLEASE
			YOUR COMPLETE IS OUR NO.	SATISFACTION
PAGE 2 OF 2 ACCOUNTING COPY-W		INVOICE   02:11pm	412) 681	4800
		in the second post of the second s	m	

AUG-17-2007(FRI) 15:09 Don A1	len Auto City	(FAX)	412 681	4914	P. 022/032
DOMALLEN				CTWS325	627
AUTO					
	5315 Baum Boule	vard • Pitt	sburgh,	PA 15224 • (	
01011CTWS325627	ERIM ITALI INALI INALI	www.doi	nallenau	ito.com	
CUSTOMER NO. 140458	ANAL'PH F PATTERSON	117 <sup>40 NO.</sup>	302  *	**************************************	₩°℃₩\$325627
	LIGENSE NO.	MILEAGE	20,173°	MAROON/	STOCK NO.
PGH, PA	1000 CHEVROLET TRUCK	TRAILBLAZE	R/4 DOD	°03704/06	DELIVERY MILES
۰	VEHTCLEGO, NO. D T 1 3 S 8			LLUNG DEALER NO.	Phobuchon date
	F. I. E. NO.	P.O. NO.	R	·077/02/07	
14000 # 51575	COMMENTS	.!			мо: 20173
	URS: 0.50 TECH(S):256	an a	36,34	DISCLAIMER OF	
FECH# DATE START FINISH 256 01/02/07 13.40 14.40	ACT TIME DESCRIPTION			DISCLAIMER U	- WARRANTIES
256 01/02/07 0.00 0.00 TOTAL TECH TIME	0.00 0.50 OVERRIDE 1N 1.00 0.50	INVOICING		The only warrantie	s, if any, applying
CUSTOMER STATES TOW IN NO START FOUND BATTERY CABLE NOT SECURE					r service are thoso
TIGHTEN CABLE AND RETEST	JOB # 1 TOTAL LABOR	D DADIEC	201 - 201 <b>- 1</b>	A the second second	ufacturer. The sell- expressly disclaims
J# 2+93CVZ3 SUBLET RENTAL CAR HO	ele e elevela a cara da baña a cara e e cara da cara da cara	a PARIS	···· ·		her expressed or
TECH# DATE START FINISH TOTAL TECH TIME	ACT TIME DESCRIPTION			- F - G - M - F - F - G - F	ny implied warran-
RENTAL					lity or fitness for a e, and neither
580682	.Job # 2 Total Labor	& PARTS	· · · · · · · · · · · · · · · · · · ·		nonizos any other
SUBLET	CRIPTION		P	erson to assume	for it any liability in
JOB # 2 102150 01/17/07 REN	TAL-580682	- SUBLET	42.00 0 42.00 a	onnection with the nd/or service. Bu	sale of this part(s) yer shall not be
	R/0 T R/0 T		0.00 e 78.34	entitled to recover lealer any consec	from the selling
WARRANTY CLAIM DETAIL TOTALS	• • • • • • • • • • • • • • • • • • •			A = 1 + 1 + 1 + 1 + 1 + 1 + 1	arty, damages for
CLA1M#			· ·	and the second	time, loss of profits
CLAIM TOTALS 78,34				r income, or any lamages.	other incidental
			-		
APPROVED BY SIGNATURE				7ha	ule.
ALLENDED DI SIGNATURE					unk u
		· · ·		40	u l
				-1-111aa	my
			· ·	24 IMPOR	<b>.</b>
				YOU MAY RECEIV SATISFACTION S THE MANUFACTUR	
				FEW WEEKS, IF, FO YOU CANNOT	GRADE US
				COMPLETELY SAT	RVICE ADVISOR. 🔉 🚺
			· · · · · · · · · · · · · · · · · · ·	S YOUR COMPLETE	
				THANKS FOR YOU	
PAGE 1 OF 2 ACCOUNTING CODY A				YOUR FRIENDS	

· · ·

AUG-17-2	007(FRI) 15:0	9 Don Alle	en Auto City		(FAX	)412 68	1 4914	P. 023/032
_							CTWS325	627 <sup>O</sup>
						<b>1</b>		627 CTWS325627
AU				3*****	an a	= = 1		S3
								256
	БМС	Maria Maria	= 5315 Bar	m Boule	rard a Ditt	+ hundh	DA 15004 -	(412) 681 4800 <sup>V</sup>
		BUICK			www.do	nallena	uto.com	(412) 681-4800
		NAN KANANAN INA MANANAN BUMA	I NI) IKNI I NNI					
GUSTOMER NO.	140458		^ЖЖ <sup>е</sup> рн г рат	TERCON	117 <sup>46 NQ.</sup>	200	INVOLCE DATES 70 -	
	10150			ICENSE NO.		302	™01710/07	
DCH DA			<sup>™</sup> ŰŰ″ĊijĔ₩ŔŎĿĔ	T TRUCK /			-	DELIVERY MILES
РСН, РА			VEHICLE CO. NO. D T				FELLING DEALER NO.	PRODUCTION DATE
			F.T.E. NQ,		P.O. NO.		<sup>ື</sup> ወ፝፝፝፝፝፝፝፝፝፝፝ 02/07	
Ā			COMMENTS				· · · · · · · · · · · ·	MO: 20173
DCS AUDIT SLI								FWARRANTIES
	DCS DATA FILE: G 01/10/2007 1344	MGMWF 739 WARRAN	TY NEW CLAIM				DISCLAIMEN U	FWARRANTIES
	1344 RO NUMBER RO DA 325627 01/02/	TE 2007 JENDT12SP62	DIV DEALE 3 13011		SERVICE AD	WISOR #		os, if any, applying
	CUSTOMED NAME F	, <u></u> <del>.</del>	MIDDLE					or service are those nufacturer. The sell-
	LAST		PHONE : WORK :		HOME :		a a shi ka shi a shi a shi	expressly disclaims
		とうきょうがい ちょうしき しんかい	PTS FC LABOP N6620	-2.5 <b>.5</b> -875		36 34		ther expressed or
	LN-101: 36,34 LN-308 CT CC PC	승규는 아이는 아이는 것을 가지 않는다.	AUTH CODE	- 15 - 17 - 17 - 17 - 17 - 17 - 17 - 17	THE AUTHOR :	1	(i) A Contraction of the second se	any implied warran- ility or fitness for a
	2 02 PN LN-101: 42.00	TECH SSN-	PTS FC LABOP 2W 27901 AUTH CODE	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	42.00 ITH. AUTHOR.:	2 Y 1 Y 1 Y 1 Y 1 Y 1	particular purpor	se, and neithor
	COMMENTS: 1GCEK1	9v6622					(1) (1) (1) (1) (1) (1) (1) (1) (1)	horizes any other for it any liability in
****	*****			R.O. TOT	1.5.1.1.1.1.1.1.1.1.1.1	1.		sale of this part(s)
			E INVUICE	LANKAR		23.1 L (1.13)	ふうちょう しょう ほうちょう かい	uyer shall not be
								r from the selling quential damages,
	ki da kiređuje Statu						damages to prop	erty, damages for
								time, loss of profits y other incidental
	일 - 일 이 같은 것 :						damages.	
						1. N 1	The	rnk ru
							21.	201
	dan ang site site.							
			e e la pla cara ta				- Hum	my
							<b>---</b>	RTANT 2
							SATISFACTION S	
				·. ·.			FEW WEEKS. IF, FO YOU CANNOT	OR ANY REASON
1911 - 1913 - 1917							COMPLETELY SA CONTACT YOUR SE YOUR COMPLETE	ERVICE ADVISOR.
.'				ana Ana taona			THANKS FOR YOU	
PAGE 2 DE 2	A00	OUNTING COPY-W			· · · · · · · · · · · · · · · · · · ·		YOUR FRIENDS (412) 68	AT DON ALLEN
	AUL			I END O	F INVOICE ] 02	2:1 <b>2</b> pm	m	Mu.

Contraction (sec.)

AUG-17-2007	(FRI) 15:	10 Don A1)	len Auto Cit	y	(FA)	X)412 68	31 4914	P. 024/032
							CTWS325	529
	רבי שיים ביותר ר							a la preside
V	GMC		<b>5915</b>	Baum Baula	nand a Di	· · · · · · · · · · · · · · · · · · ·		(430) 663 4806
DIEVROLET	:	BUICK			www.d	onallena	uto.com	(412) 681-4800
	CR 10 1	HINBIR (ER III)A (IND) AINEL EN	IN 3791 F (831, 1933)					
	01011CTM							
	0450						**************************************	
			YEAR MANALAMODILL				MAROON/	PELIVERY MILES
PGH, PA			VENTER CO. NP. D		6 2	ER/4 DO	DELOSY04/06	
			F.T.E. NO.	- 1 3 3 0	0 2 [P.0. NO.		<sup>∿</sup> ⁰₽2⊮29/06	
Ē			COMMENTS				12729708	<u> </u> мо: 20173
LABOR-& PARTS J# 1 21CVZ	FUEL SYS		R5: TECH	(\$):256				
TECH# 256	DATE 12/29/06	START FINISH 12.70 12.70		DESCRIPTION		0,00	DISCLAIMER O	FWARRANTIES
256	12/29/06	0.00 0.00 TOTAL TECH TIME	0.00 0.00 0.00	FINISHED			The only warrantic	es, if any, applying
CUST	DMER STATES	CHK LOW FUEL LIG	HT IS COMING ON	AT ALL TIMES			to the part(s) and/	or service are those
SEE	JOB 2	TO CHECK ENGINE	一 "你们,我还能看到。	1 TOTAL LAPON				ufacturer. The sell- expressly disclaims
J# 2 24CVZ	DRIVEABI	LITY		1 TOTAL LABOR	& PARIS	0.00		her expressed or
TECH# 256	DATE 12/29/06	START FINISH 8.70 10.60	ACT TIME	DESCRIPTION HOLD. OTHER		109.61		any Implied warran-
256 256	12/29/06 12/29/06	11.40 12.50 12.70 12.70	1.10 2.20	OVERRIDE IN I	NVOIC1NG			llity or fitness for a se, and neither
256	12/29/06	0.00 TOTAL TECH TIME	0.00 3.00 2.20	FINTSHED				horizes any other
CUST	OMER STATES	CHK ENG LIGHT IS	ON AT ALL TIMES					for it any liability in
REPL	ACED LEVEL S	FAULTY SENSOR ENSOR CLEARED CO	ODE AND TESTED	[백 문 한 남 화 2003			connection with the and/or service. B	
19451211111111111	FP NUMBER	DESCI SEN I	RIPTION ΚΙΤ 3.107	1/COST - E/COST - 65.00 65.00	91 00	91.00		r from the selling
			JOB # 2 COST	TOTAL 65.00 JOB # 2 TOTA		91.00	dealer any conse	
			JOB #	2 TOTAL LABOR	1. 1. H. S.	250.87	damages to prop loss of use, loss of	
				R/O TA		0.00	or income, or an	
WARRANTY CLATH DE	TALL TOTALS.			R/0 T0	TALS	250.87	damages.	
	TOTAL						7/.	
	250.87						inc	rnk u
CLAIM TOTALS	250.87						The We	u
APPROVED BY	SIGNATURE	· · ·					44444	my
								<b>– – – –</b> – – – – – – – – – – – – – – –
	· · ·						SATISFACTION S	
					· · · · ·		FEW WEEKS IF, FO	GRADE US
		· · · ·					COMPLETELY SA CONTACT YOUR SE YOUR COMPLETE	RVICE ADVISOR. 🔉
· · · · ·						. 1		
PAGE 1 OF 2							YOUR FRIENDS	
· · · ·		COUNTING COPY-W		CONTINUED ON	NEXT PAGE] 0	2:12pm	m	m.

AUG-17-2	2007(FRI)	15:10 مىشە	Don Al	len Au	to Cit	y		(FA	X)412 6	81 4914	P. 025/032
							iF.			CTWS325	529
							Surger R		9		529
			<u></u>			Constant A	 Salar	1 9000700000	= = N		
							1				
			<b>SS)</b>	208				······			
CHEVROLET		B	UICK		9919 E	saum E	ouleva	www.d	lonaliena	, PA 15224 • auto.com	(412) 681-4800
	. un	<b>re in c</b> hiri <b>n</b> re	<b>160     0   00   0  0   1</b> 5529	III ANG ING PART IN							
USTOMER NO.		CTW\$32	8529								
	140458				PH F P			11 <sup>743 NO</sup>		""01702/07	<sup>™0</sup> ℃T₩s325529
				LABOR		LICENSEN		MILLAGE		0 <sup>60</sup> MAROON/	STOCK NO.
PGH, PA									ZER/4 DC	03704/06	DELIVERYMILES
				ETE NO	ND 1	r 1 3		2		SELLING DEALER NO.	PRODUCTION DATE
				COMMEN				0, NO.		<sup>e.</sup> 9127/29/06	
										1	MO: 20173
DCS AUDIT SLI	DCS DATA FT	LE: GMGN	1WF.627							DISCLAIMER O	FWARRANTIES
	01/02/2007 1220	n in the Les states		ANTY NEW	a da ser d					+	
	RO NUMBER 325529 1	RO DATE 2/29/200	V1N 16 1GND 11358	62	DIV DE 3 13		IOMETER 20170	SERVICE A	DVISOR #	1 S S S S S S S S S S S S S S S S S S S	es, if any, applying or service are those
	CUSTOMER NA	ME FIRS	я.		ИТО	DLE :			: · · · ·	11 In the second state of the second state	ufacturer. The sell-
	LN JOB CT C		ART-NO. TO	ele e bla d'a a'	IONE WORK	14 inite a		IOME :			expressly disclaims
	1 02 W	G.1. 8	8966954 ECH SSN:	T PTS 91 00 1	FC LAB 20463 L12 AUTH C	25 2.2	UHRST	NET-ANT. L	150 87	11. A 19 A	ther expressed or any implied warran-
							- 11 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	. AUTHUR.			ility or fitness for a
*****	****	*` D	UPLTCA	T E 1			والمهدات بالربار فراؤد		بتنائدونهم		se, and neither
										1.1 A.	horizes any other for it any liability in
										[1] A. M.	e sale of this part(s)
					an shakar Ar Salat Ar Ar Salat Ar						uyer shall not be
										dealer any conse	r from the selling
						÷ di i				「 」 」 「 」 「 」 「 日 」 」	erty, damages for
										loss of use, loss of	
• • • • • • • • •										or incomo, or an damages.	y other incidental
						÷	in de la composition de la composition La composition de la c				
						1.11				7hd	rnk
		(1, 1)					,			<i>a</i> .	rnk
· · · · · · · · · · · · · · · · · · ·		· · · ·		· · · ·		· :				4	ra l
· · ·											·
		• : :					· .	•		- HINDOR	
· · · ·											-72
• •					<b>'</b> .						
· · · · · ·								а 1 г.		YOU CANNO	T GRADE US 🚬 🚬
			· • · •		• .					YOUR COMPLET	ERVICE ADVISOR.
	· · · · ·			· · .	• .	· . ·					
PAGE 2 OF 2	· · ·	Accou	INTING COPY-V	v				110.00		412) 68	
		AUCOU	NTING COPY-V	v	• • •	ſ	END OF	INVOICE	02:12pm	- m	m

AUG-17-2007(FRI) 15:10 Don All	en Auto City		(FAX)412 6	81 4914	P. 026/032
			۲.	CTCS32	
<u>LUDIN ALLEK</u> V					CS3255
AUTO	194 A		19月月月 月月月		325
					20
DIEVROLET PONTIAC BUICK	5315 Baum	l Boulevard V	<ul> <li>Pittsburgh vww.donallena</li> </ul>	t, PA 15224 • { uto.com	(412) 681-4800
in a canada	I IIIII I IIII				
CUSTOMER NO. 140458	ARACPH F PATTE		17 <sup>48 NO.</sup> 979	™I2729/06	<sup>™©</sup> CTC5325529
		SE NO.	· · ·	<sup>co</sup> MAROON∕	STOCK NO.
PGH, PA	<sup>νε</sup> ΰ6%ΕίΈν <del>κ</del> οιετ			03704/06	DELIVERY MILES
	VEHICLE CO. N. D T 1	3 5 8 6 2		SFUUNG DEALER NO.	PHODUCTION DATE
	F.T. E. NQ.	P. O. N	D.	<sup>n</sup> 12729/06	
	COMMENTS			Per-	MO: 20173
LABOR				DISCLAIMER O	FWARRANTIES
J# 1 21CVZ FUEL SYSTEM HOUR CUSTOMER STATES CHK LOW FUEL LIGH	S: TECH(S):25	5 Timee	WARRANTY		
CONCERN RELATED TO CHECK ENGINE L SEE JOB 2	JGHT	L TIMES			es, if any, applying
JOB# 1 TOTALS					or service are those Infacturer. The sell-
108 <b>#</b> _1	JOURNAL PREFIX CTC	5. 10B# 1.110	TAL D OF	ing dealer hereby	
JOB# 2 CHARGES		з оов <del>л</del> т то			her expressed or
J# 2 24CVZ	S: 2.20 TECH(S) 256		WARRANTY		any implied warran-
CUSTOMER STATES CHK ENG LIGHT IS FOUND CODE P0463 STORED FOR LEVEL	ON AT ALL TIMES SENSOR HIGH VOLTAGE			ties of merchantab	se, and neither
TETSED CIRCUIT: FAULTY SENSOR REPLACED LEVEL SENSOR, CLEARED CO	and the second	•	n ing kanalakan na k Talu yang kanalari	1.1. A H & C. 1. AND A TUBE	horizes any other
PARTSOTYFP-NUMBERDESCR	IPTION	·····UNIT PR	ICE-	person to assume.	
J 88966954	1T 3.107	TOTAL PAP	WARRANTY	connection with the and/or service. B	
JOB# 2 TOTALS	an a giran ing san sing san s San sang sang san san san sang san	bor a se posta na na n		entitled to recover	
JOB# 3 CHARGES JOB# 2	JOURNAL PREFIX CTCS	S JOB# 2 TOT	TAL 0.00	Contact in the second second	
LABOR				damages to prop	
J# 3 01CVZ07 LUBE. 01L & FILTER HOUR Customer requests: LUBE. 01L, AND	S: TECH(S):256		15.45	loss of use, loss of or income, or an	
VALVOLINE OTI CORRECTION: PERFORMED LUBRICATION	a fina de seu esta de	ICE.		damages.	
AND ADJUSTED FLUID LEVELS AS NECE	SSARY.	WIE .			
PARTS OTY FP - NUMBER DESCR 1 V031 01L F		····-UNIT PRI	ICE 1.00 4.00	The	rnk
		TOTAL PAR	tts 4.00	11	rnk u
G.O.G. & SUPPLIES	1.890 /UNIT		10.21	n	ru –
0.0 TRANSMISSION FLUID @	1,750 /UNIT	TOTAL - GOG	0.00		m
MISC CODE DESCRIPTION	CON	TROL NO			TANT
A3 HAZARDOUS WASTE DISPOSAL		TOTAL - MIS	C 1.00		
				SATISFACTION : THE MANUFACTUR FEW WEEKS. IF, FO	REA IN THE NEXT Z
				COMPLETELY SA	I GRADE US
		t e e		YOUR COMPLETE	ERVICE ADVISOR.
					JR PATRONAGE,
PAGE 1 OF 2 ACCOUNTING COPY			PAGELODIA	(412) 68	
	took	MOCO ON NEXI	PAGE] 02:12pm	m	WN T

and the second second

AUG-17-2007(FRI) 15:11 Don Alle	n Auto Cit	y	(FA	X)412 68	31 4914	P. 027/03a
					CTCS32	529
	5315	Baum Boule	vard • Pi www.c	ittsburgh Ionallena	, PA 15224 • uto.com	(412) 681-480
01011CTCS325520	*RAUPH F F	ATTERSON	1170	°. 979	<sup>₩</sup> 12729/06	
	LABOR RATE		MILEAGE		DOMAROON/	STOCK NO.
PGH, PA	<sup>ve</sup> viewska	LET TRUCK/			d°03%04/06	DELIVERY MILES
		T 1 3 5 8			BELLING PEALER ND.	
	F.T.E. ND.		P.O. NO.		<sup>⊭.</sup> ⁰₽27/29/06	
	COMMENTS					MO: 2017
<del>30# 3 TOTALS</del>		1 4000	·			······································
		LABOR PARTS G. O.G MISC		15.4 4.00 10.2 1.00		F WARRANTIES
JOB# 3 DTALS	JOURNAL PREFI	( CTCS JOB#	3 TOTAL	30.60	to the part(s) and/ offered by the ma	or service are thos nufacturer. The sel
***************************************	* *	TOTAL L/ TOTAL P/	ARTS	15.49 4.00	ing dealer horeby all warranties, e	
E J CASH E J CHECK CK NO. E	*	TOTAL SI TOTAL G	JBLET		implied, including	
E ] VISA E J MASTERCARD E DISCOVER	*	IUIAL MI	ISC CHG. ISC DISC		ties of merchantal	
[] 6MPP CARD	÷	TOTAL T		الوائرة بالماقا فرا	particular purpo assumes nor au	C. 1.500 (1977) M. H. M. M.
· · · · · · · · · · · · · · · · · · ·	*		VOICE \$	32.74		for it any liability in
IANK YOU FOR YOUR BUSINESSI! JSTOMER PAY MECHANICAL PARTS DESIGNATED WITH A DARE COVERED UNDER THE TERMS OF THE GN GOODW	ARENCH					e sale of this part(s luyer_shall_not_be
ERVICE PLUS LIFETIME PARTS AND LABOR WARRANTY.	SAVE RECIEPT				dealer any conse	er from the selling equential damagos
CUSTOMER STGNATURE	È INVOT.	C E ******	****	ta di senerali di secondo de la constante de la Constante de la constante de la c		erty, damages for time, loss of profits
				~~~~~		time, loss of profits
가지 않는 것이 바랍니다. 말 같은 것이 가지 않는 것이 있었다. 제품은 것이 있는 것이 가지 않는 것이 있는 것이 같은 것이 같이 있다.					damages.	
				· · · *	1hi	rnk
$(x_1,x_2,\ldots,x_{n-1})$ , the set of the set				.	21	rnk su
					and a second sec	suc .
			. •		m	mi
						TANT L
	•				FEW WEEKS. IF, F	PER IN THE NEXT
	• •	:				T GRADE US ITISFIED" PLEASE
	· · ·	,				E SATISFACTION
	•				THANKS FOR YO	

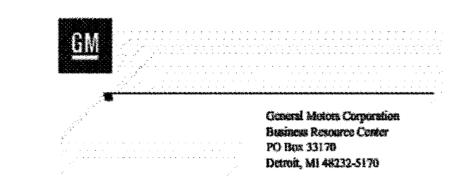
Image: Survey in the line line line line line line line lin	AUG-17-2007(FRI) 15:12 Dor	n Allen Auto City	(FAX)412 6	581 4914	P. 028/032
Description         Description         S315 Baum Boulevard + Pittsburgh, PA 15224 + (412) 661-4800           Otometric         Disclamation         Disclamation           Otometric         Time reserve         Time reserve         Time reserve         Time reserve         Time reserve           Otometric         Disclamation         Disclamation         Disclamation         Disclamation         Disclamation           Otometric         Disclamation         Disclamation         Disclamation         Disclamation         Disclamation         Disclamation           Otometric         Disclamation         Disclamation         Disclamation         Disclamation         Disclamation         Disclamation           Otometric         Disclamation         Disclamation         Disclamation         Disclamation         Disclamation         Disclamation           Unite res         Disclamation         Disclamation         Disclamation         Disclamation         Disclamation           Unite res         Disclamation         Disclamation         Disclamation         Disclamation         Disclamation           Unite res         Disclamation         Disclamation         Disclamation         Disclamation         Disclamation           Disclamation         Disclamatin         Disclamation         Disclamation <th><u>IDDNALLE</u>R</th> <th>V</th> <th></th> <th>CTWS32</th> <th>900</th>	<u>IDDNALLE</u> R	V		CTWS32	900
DURINGENE         140458         ARXEMPH F PATTERSON         11         Andres         983         MC10/726/06         MC210/726/06         MC210/726/726/726/726/726/726/726/726/726		5315 Baum Boule	vard • Pittsburg www.donallen	h, PA 15224 • auto.com	
PGH, PA PGH, P		ANTERSON	117 <sup>40 NO.</sup> 983	10726/06	
PGH, PA       PGH/CHEVROLET TRUCK/TRAILBLAZER/4 DO/8103/04/06       PCUMBERMED         PGH, PA       PCGH/CHEVROLET TRUCK/TRAILBLAZER/4 DO/8103/04/06       PCGH/CHEVROLET TRUCK/TRAILBLAZER/4 DO/8103/04/06       PCGH/CHEVROLET TRUCK/TRAILBLAZER/4 DO/8103/04/06         LADDR & PARTS       PROMO       PCGH/CHEVROLET TRUCK/TRAILBLAZER/4 DO/8103/04/06       PCGH/CHEVROLET         LADDR & PARTS       COMMENTE       PCGH/CHEVROLET       PCGH/CHEVROLET         LADDR & PARTS       DISCLAIMER OF WARRANTIES       TIG/9/24/06         CUST STATES CHK TRUCK HILL NOT COME OT 00.400       DISCLAIMER OF WARRANTIES       TIG/9/24/06         PREFORN					
LADOR 6 PARTS       PREDICTION DO T 1 3 S 8 6 2       Setting CALEN NO.       PREDICTION NO.         LADOR 6 PARTS       In the NO.       PREDICTION NO.       PREDICTION NO.       PREDICTION NO.         LADOR 6 PARTS       COMMUNTS       COMMUNTS       MO: 16365         LADOR 6 PARTS       COMMUNTS       COMMUNTS       MO: 16365         LADOR 6 PARTS       COMMUNTS       COMMUNTS       MO: 16365         LADOR 16 PARTS       DISCLAIMER OF WARRANTIES       MO: 16365         136       10/24/06       14.30       15.40       11.00       2.20       OVERAIDE IN INVOICING       The only warranties, if any, applying to the part(s) and/or sorvice are those offered by the manufacturer. The sell-ing dealer hereby expressly disdalms and or sorvice are those offered by the manufacturer. The sell-ing dealer hereby expressly disdalms and warranties, either expressed or implied, including any implied warranter, PENDOR DOSE TERMINAL RUN TO WIRE CASE. MOULE AND SUTCH TO TRACE WIRING HARNESS CIRCUITS FOR ANY OPENS OR CHAFEING BENETAMINESTIC TO TRACE WIRING HARNESS CIRCUITS FOR ANY OPENS OR CHAFEING BENETAMINESTIC TO TRACE WIRING HARNESS	PGH. PA	VER MARE ROLET TRUCK/			DELIVERY MILES
ADDR. 6 - PARKS       R*0107/24/06         ADDR. 6 - PARKS       COMMUNIC         J# 1 24CVZ       DRIVEABILITY       HOURS: 2:20 TECH(S):136       159.87         J36       10/24/06       1.00       2:10       0.00       HOLD OTHER         J36       10/24/06       1.00       2:00       FECH#       DISCLAIMER OF WARRANTIES         J36       10/24/06       1.00       2:00       FINISHED       The only warranties; if any, applying to the part(s) and/or sorvice are those offered by the manufacturer. The self-perform DIGNOSTIC CHECKS FOR TRANSFER CASE MOULE AND OPER OF DUR WHEEL LOW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL LOW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL LOW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL LOW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE REMOVE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE MOULE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE REMOVE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE REMOVE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE REMOVE AND OPER OF TRANSFER CASE REMOVE AND OPER OF DUR WHEEL DAW, REMOVE TRANSFER CASE REMOVE AND OPER OF DUR WHEEL TO TRANSFER CASE REMOVE AND OPER OF DUR WHEEL DAW OF TRANSFER CASE REMOVE AND OPER OF DUR WHEEL TO TRANSFER CASE REMOVE AND OPER OF DUR WHEEL TO TRANSFER CASE REMOVE AN					
LABOR 6 PARTS       DRIVEABILITY       HOURS: 2.20 TECH(S):136       159.87         J# 1 24CVZ       DRIVEABILITY       HOURS: 2.20 TECH(S):136       159.87         J36 10/24/06 9.90 11.00 2.10 0.00       HOLD OTHER       159.87         J35 10/24/06 14.30 15.41 1.10 2.20       DESCLAIMER OF WARRANTIES         J36 10/24/06 0.00       D.00.00       FIRISHED         CUST STATES CHK TRUCK WILL NOT COME OUT OF AND PERFORM DIAGNOSTIC CHECKS FOR TRANSFER CASE WILL NOT COME OUT OF FOUR WHEEL LOW. REMOVE TRANSFER CASE WILL NOT COME OUT OF FOUR WHEEL LOW. REMOVE TRANSFER CASE WILL NOT COME OUT OF FOUR WHEEL LOW. REMOVE TRANSFER CASE MOLLE AND RANGE SELECTOR A SEMENT; INTERMITTANT LOSS OF 12V TO RANGE SELECTOR A SEMENT; INTERMITTANT LOSS OF 12V TO RANGE SELECTOR TO EMPLAY INTERMITTANT LOSS OF 12V TO RANGE SELECTOR TO REPAIR INTERMITTANT LOSS OF 12V TO RANGE SELECTOR TO REPAIR INTERMITTANT LOSS OF 12V TO RANGE SELECTOR TO WERE CREMENTIONLE. SMITCH, AND SELECTOR TO WERE CASE, REINSTALL REPAIRED WIRING AND SELECTOR       JB # 1 TOTAL LABOR & PARTS       JB # 3 HOURS:         J# 3+98CVZ05       RENTAL       HOURS:       TECH(S):98       0.00       O.00         J# 3+98CVZ05       RENTAL       HOURS:       TECH(S):98       0.00       O.00         J# 3+98CVZ05       RENTAL       HOURS:       TECH(S):98       0.00       O.00         J# 3+98CVZ05       RENTAL       HOURS:       TECH(S):98       0.00       0.00       Onnection with the sale of his part(s) and/or service.		H1. E. NO.	P.O. NO.	<sup>n.0</sup> 10724/06	
# 1 24CVZ       DRIVEABILITY       HOURS: 2.20 TECH(S):136       159.87         TECH#       DATE       START       FINISH       ACT       TIME       DESCRIPTION         136       10/24/06       14.30       11.00       2.10       DWERXIDN       The only warranties, if any, applying to the part(s) and/or sorvice are those offered by the manufacturer. The sell-ing dealer hereby expressly disclams all warranties, either expressed or implied, including any implied warranties, either expressed or implied, including expressed any other include to recover from the sale		COMMENTS	1		MO: 1636
WARRANTY CLAIM DETAIL TOTAL'S	TECH# DATE START FIN 136 10/24/06 8.90 1: 136 10/24/06 14.30 1: 135 10/24/06 0.00 TOTAL TECH CUST STATES CHK TRUCK WILL M PERFORM DIAGNOSTIC CHECKS FO OUT OF FOUR WHEEL LOW, REMOV RANGE SELECTOR ASSEMBLY, INT RANGE SELECTOR, TRACE WIRING OPENS OR CHAFEING BETWEEN MO FOUND LOOSE TERMINAL END TO REMOVED SELECTOR TO REPAIR 1 AND SWITCH TO TRANSFER CASE SELECTOR J# 3+98CVZ05 RENTAL TECH# DATE START FIN 98 10/24/06 D.00 TOTAL TECH 1 SUBLET VEND INV#-INV, DATE-	NISH ACT TIME DESCRIPTION 1.00 2.10 0.00 HOLD OTHER 5.40 1.10 2.20 OVERRIDE IN 0.00 0.00 FINISHED TIME 3.20 2.20 NOT COME OUT OF 4WD OR TRANSFER CASE WILL NOT COME VE TRANSFER CASE WILL NOT COME VE TRANSFER CASE MODULE AND TERMITTANT LOSS OF 12V TO G HARNESS CIRCUITS FOR ANY ODULE SWITCH, AND SELECTOR INTERMITTANT 12V LOSS FOR MODULE REINSTALL REPAIRED WIRING AND JOB # 1 TOTAL LABOR HOURS: TECH(S):98 NISH ACT TIME DESCRIPTION 0.00 0.00 0.00 ENTERED IN II TIME 0.00 0.00 JOB # 3 TOTAL LABOR -DESCRIPTION- RENTAL=794646 TOTAL R/O T/	INVOICING & PARTS 159.8 0.0 NVOICING & PARTS 0.0 - SUBLET 30.0 AX 0.0	The only warrant to the part(s) and/ offered by the ma- ing dealer hereby all warranties, e implied, including ties of merchantal particular purpo- assumes nor au person to assume connection with th and/or service. E entitled to recover dealor any conse damages to prop loss of use, loss o or lincome, or au	les, if any, applying for sorvice are those nufacturer. The sell- expressly disclalms ither expressed or any implied warran- bility or fitness for a use, and neither thorizes any other for it any liability in the sale of this part(s) Buyor shall not be ar from the selling equential damages, perty, damages for f time, loss of profits

AUG-17-2007(FRI) 15:12 Don A11	len Auto City	(FAX)412 6	81 4914	P. 029/032
			CTWS32	
<u>IUDNANLLEN</u>				A COMPANY
AUTO				N N N
	5315 Baum Bouley	vard • Pittsburgh www.donallens	a, PA 15224 •	(412) 681-4800
	17 WW101 WW01 1999	www.uonanena	auto.com	
LUSTOMER NO. 140458	RALPH F PATTERSON	11 <sup>743 NO.</sup> 983	10726/06	<sup>₩V</sup> ℃T₩S321900
	LABOR HAIL LICENSE NO.		5°°MAROON/	STOCK NO.
PGH, PA	TOGYCHEVROLET TRUCK/			DLUVERY MILES
	VEHICLE NO. DT 1 3 5 8 (		SELLING DEALFRIND.	PRODUCTION DATE
74	COMMENTS	P. O. NO.	<sup>n.</sup> °10/24/06	
DOE AUDIT OF IN				MO: 16365
DCS AUDIT SLIP DCS DATA FILE: GMGMWF 871 10/26/2006	NTY NEW CLAIM		DISCLAIMER O	FWARRANTIES
1450	A. S. S. A. M.	SEDUTOR ADVISOD	The only warrantie	as If any applying
RO NUMBER RO DATE VIN 321900 10/24/2006 1GNDT13586;	2 3 13011 16365	SERVICE ADVISOR #	to the part(s) and/o	or service are those
CUSTOMER NAME: FIRST	MIDDLE: PHONE:WORK:	HOME:	offered by the man	
LN JOB CT CC PC PART-ND TOT	PTS FC LABOP LINS OHRS	NET-AMT. LAB-TOT.	ing dealer hereby in all warrantics, eit	
LN.TOT: 159.87 TECH SSN:	AUTH CODE: E	159,87 TH. AUTHOR.: 0090	implied, including a	iny implied warran-
LN JOB CT CC PC PART-NO TOT	PTS FC LABOP LHRS OHRS	NET-AMT: LAB-TOT. 30.00	ties of merchantab particular purpos	
LN-TOT: 30.00 TECH SSN COMMENTS: 261WB56K7692		TH. AUTHOR.:	assumes nor auti	
	R:0. TOT/	AL: 189.87	person to assume	for It any liability in
**************************************	IE INVOICE ******	*****	connection with the and/or service. But	
이 동안 안에 올 것 같은 것 같은 것 같은 것을 알 수 있다.			entitled to recover	from the selling
			dealer any consec damages to prope	
			loss of use, loss of :	
이 동안은 물건을 다 다 동안을 가 있는 것이다.			or income, or an	
			damages.	
			760	ula
				rnk u
			40	a se
				A .
				TANT
			SATISFACTION S	ER IN THE NEXT
			YOU CANNOT	GRADE US
			CONTACT YOUR SE YOUR COMPLETE	RVICE ADVISOR.
		·		R PATRONAGE,
PAGE 2 OF 2 ACCOUNTING COPY-W	END OF	INVOICE ] 02:12pm	(412) 581	
			- m	

AUG-17-2007(FRI) 15:12 Don A1	len Auto City	(FAX)412 6	81 4914	P. 0307032
			CTWS320	518 CIWS3205
AUTO				SZU:
	5315 Baum Bouleva	urd • Pittsburgh	. PA 15224 •	 ^
		www.donallena	uto.com	(
CUSTOMERINO. 140458	ARTERSON	11 <sup>7~G NO.</sup> 191	™I0704/06	<sup>™</sup> ℃T₩S320518
			900 MAROON/	STOCK NO.
PGH, PA	""""""""""""""""""""""""""""""""""""""	AILBLAZER/4 DC	o <sup>e</sup> 03704/06	DELIVERY MILES
	VEHLEGON DT13586		SULUNG DEALER NO.	PRODUCTION DATE
	6.1.L. NO.	0. NO.	<sup>₽.</sup> 9£07/02/06	
	COMMENTS	· •	1	MO: 15449
700       10/02/06       14.00       14.30         700       10/03/06       13.00       13.60         700       10/03/06       0.00       0.00         700       10/03/06       0.00       0.00         TOTAL TECH TIME       CUST STATES CHK LEFT FRT WINDOW         DOWN       DIAGNOSED NO COMMUNICATION WITH         INTERNAL FAILURE       DIAGNOSED AND REPLACED DRIVERS D         PARTSOTYFP.NUMBER       DESC         JOB # 1       1       15857710         JOB # 1       1       0VNF         TECH#       DATE       START <finish< td="">         700       10/03/06       13.60       13.60         700       10/03/06       0.00       0.00         700       10/03/06       0.00       0.00         700       10/03/06       0.00       0.00         700       10/03/06       0.00       0.00         700       10/03/06       0.00       0.00         CUST STATES CHK LEFT OUTER MIRROF       SEE JOB 1         WARRANTY CLAIM DETAIL TOTALS-       MARANTY CLAIM DETAIL TOTALS</finish<>	INOP WILL NOT GO UP OR DRIVERS DOOR MODULE DUE TO OOR MODULE AND PROGRAMMED RIPTIONU/COST - E/COST - U/COST - E/COST - U/COST - E/COST - U/COST - E/COST - U/COST - U/CO	J/PRICE 111.43 8.47 8.47 8.47 PARTS 119.90 0.00 PARTS 0.00 PARTS 0.00	to the part(s) and/ offered by the mail ing dealer hereby all warranties, ei- implied, including ties of merchantat particular purpo assumes nor aut person to assume connection with the and/or service. Be ontitled to recove dealer any conse damages to prop- loss of use, loss of or income, or ar	os, if any, applying or service are those nufacturer. The sell- expressly disclaims thor expressed or any implied warran- bility or fitness for a se, and neither thorizes any other for it any liability in e sale of this part(s) uyer shall not be or from the selling equential damages, norty, damages for time, loss of profits by other incidental
CLAIN# TOTAL. 178.04 CLAIM TOTALS 178.04 APPROVED BY SIGNATURE			YOU MAY RECEI SATISFACTION THE MANUFACTU FEW WEEKS. IF, YOU CANNO "COMPLETELY SA CONTACT YOUR S YOUR COMPLET	ANCE BAC ATANT VÉ A CLISTOMER SURVEY FROM IGRAIDE US T GRADE US T G T G T G T G T G T G T G T G T G T G
PAGE 1 OF 2 ACCOUNTING COPY-W	ICONTINUED ON N	EXT PAGE] 02:12pm	YOUR FRIENDS	UR PATRONAGE, S AT DON ALLEN S 81-4800

AUG-17-2007(FRI)	<b>hi i Si s</b> o				
				CTWS320	518
HEVROLET PONTIAC	BUICK		ulevard • Pittsb www.dona	urgh, PA 15224 • llenauto.com	(412) 681-480
OMERINO. 140458		ARACPH F PATTERSC	0N 117 <sup>0 NO.</sup> 19	1 10704/06	<sup>™</sup> ℃T₩532051
		LABOR HAIL LICENSE NO.	MILEAGE 1	5,449°°MAROON/	BTOCK NO.
PGH, PA		THUE TRU	CK/TRAILBLAZER/	4 DOD 0 3704/06	OELIVERY MILES
		<sup>ve</sup> <sup>te</sup> G <sup>™</sup> DT13s		SELLING DEALEH NO.	PHODUCTION DATE
		F.T.E. NO.	P.O. NO.	""""""""""""""""""""""""""""""""""""""	
		COMMENTS			мо: 1544
5 AUDIT SLIP	ILE: GMGMWF.571			DISCLAIMER OF	F WARRANTIES
CUSTOMER N	AME: FIRST:	MIDDLE: PHONE: WORK:	LICHT	to the part(s) and/c offered by the man	ufacturer. The sell
LN-TUT: LN JOB CT 2 01	1D 1 15857710 8.47 TECH SSN:	FPTS FC LABOP LHRS 11.43 6C N2117 .8 AUTH CODE: FPTS FC LABOP LHRS 00 Z5001 AUTH CODE: R.0	HOME: DHRS NET-AMT, LAB-T AUTH, AUTHOR.: OHRS NET-AMT, LAB-T B.47 AUTH, AUTHOR: TOTAL: 178.04	.14 Implied, including a ties of merchantab particular purpos assumes nor aut person to assume connection with the and/or service. Bi entitled to recove dealer any conse damages to propios of or income, or an damages.	ther expressed o any implied warran illity or fitness for a se, and neithe horizes any othe for it any llability in sale of this part(s uyer, shall not be r from the selling quential damages erty, damages fo time, loss of profits

AUG-17-2007(FRI) 15:13 D	on Allen Auto City	(FAX)412	681 4914	P. 032/032
	V		CTWS314	093
				1 Castini
	mazoa			,
DIEVROLET PONTIAC BUICK		evard • Pittsburg www.donaller	auto.com	(412) 081-4800
181 UNRA (R. 100) ANA (R. 100)				
CUSTOMEN NO. 140458	APRANK SCOLIERI	448 <sup>AG NO.</sup> 356	<sup>™</sup> 06730/06	™℃t\%s314093
	LABOR RATE LICENSE NO.		29 <sup>co</sup> MAROON/	STOCK NO.
PGH, PA	YFOGYCHEVROLET TRUCK,		03704/06	DELIVERYMILES
	VUILLE NO. DT1358	62	SELLING DEALED NO.	PHODUCTION DATE
	F.T.E. NO.	P.O. NO.	<sup>1.</sup> 06/28/06	
HI -ABOR-8-PARTS	COMMENTS			MO: 7831
J# 1 2ICVZ         FUEL SYSTEM           TECH#         DATE         START           213         06/28/06         9.90           213         06/28/06         10.50           213         06/28/06         0.00           213         06/28/06         0.00           CUST         STATES         MHEN           AND <now on<="" td="">         ECHATISTICAL</now>	HOURS: 2.00 TECH(S):213 FINISH ACT TIME DESCRIPTION 10.50 0.30 2.00 OVERRIDE TN 13.20 1.40 0.00 FINISHED 0.00 0.00 FINISHED H TIME 1.70 2.00 L GUAGE WENT TO 'F' AND THEN TO 'E' ES APPROX 1/2 TANK OF GAS.	145. INVOICING	The only warrantie to the part(s) and/c offered by the mar	F WARRANTIES es, if any, applying or service are those sufacturer. The sell- oxpressly disclaims
REPLACED FUEL LEVEL SENSOR FAULTY	$\mathbf{R}$ - $\mathbf$			her expressed or
PARTSQTYFP-NUMBER JOB # 1 1 88966954	DESCRIPTIONU/COSTE/COS SEN KIT 3.107 65.00 65. JOB # 1 COST TOTAL 65.0	00 91.00 . 91.0	$_{00}$ implied, including a	any implied warran-
	JOB # 1 TOTAL 55.	TAL PARTS 91.	00	ility or fitness for a se, and noither
	JOB # 1 TOTAL LABOR	R & PARTS 236.		horizos any other
WARRANTY CLAIM DETAIL TOTALS	R/0 R/0 1	TAX 0. PUTALS 236.	00 person to assume 34 connection with the	for it any liability in sale of this part(s)
CLAIM#TOTAL.			and/or service. B	
236.34 CLAIM TOTALS 236.34			entitled to recove dealer any conse damagos to prop	quential damages,
			loss of use, loss of	
APPROVED BY SIGNATURE			or income, or an	y other incidental
DCS AUDIT SLIP			damages.	
DCS_DATA_FILE: GMGMWF.509	5 WARRANTY NEW CLAIM		76	nal
1539 RO NUMBER RO DATE 314093 06/28/2006 1GNE	VIN DIV DEALER ODOMETE	R SERVICE ADVISOD	24	rnk vi
CUSTOMER NAME FIRST:				
LN JOB C'L CC PC PART-NO	PHONE; WORK:	HOME:	m.	m
1 01 0J 1 8896695 LN-TOT: 236,34 TECH SS	54 <u>61 60 6C</u> L1197 2.0	UTH. AUTHOR.:	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	TANT L
		ITAL: 236.34		
******* DUPL		*****	FEW WEEKS IF F	RER IN THE NEXT
		-x = 1	COMPLETELY SA	TISFIED" PLEASE 💦 🌔 🔁
				E SATISFACTION
			YOUR FRIENDS	AT DON ALLEN
PAGE 1 OF 1 ACCOUNTING	COPY-W [ END	OF INVOICE ] 02:13pm	m	m
· ·	and the second second second second second	· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·	₹,₹



VIA FAX ONLY

August 17, 2007

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

RE:

Service Request: 71-547925396 2006 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDT13S862 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 Repair Orders Finance/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**

Ι	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	
hereby authorize(Lien holder Nar	me)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regardi	ing my loan account # (Account Number)
with(Lien holder Name)	
	g but not limited to a complete payment history of my account, a
Date	
VE	HICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature















08/31/2007 09:38 724-733-		WATSON CHEV	/ OLDS		PAGE	01	
	RETAIL ORDER FO	R A MOTOR VEHICLE		03/04/			
	NG DISCLOSURE O			GMAC °	<b>TEARE</b>	OF :	
Watson Chevro			· · · · · · · · · · · · · · · · · · ·	PURCHASER & NAME		_/	
6200 William Penn Highway, P.	O. Box 6200			STREET AUGRESS			
CHEVESKET Murrysville, PA, 156	68 CHEVE	PITTS	BURGH		Pe		
(724) 387-1500 Toll Free 1-(877) 513-1	1500		GITY			615	
foll Free t-terry 515-5			RES. PHONE		BUS PHON	VE	
JNIT SOLD	USÉD 🕂	CAR X TRUCK <u>YEAR</u>	2006 MA	KE CHEVRO	<u>_ET</u>		
	☐ DEMO □ COLOR 4949 ВО		MVI OR SERIAL NO.	16NDT1358	58		
MODEL PRAILBLAZER BODY SW	COLOR 4949 BO		JENAL (10.				
SOCIAL SEC. #	19 SAL	ESMAN HARRIN	GTON, DAVID	STOCK N	о <u>.</u> т <b>60</b>	303	
AGE32217.4			PRICE A	S AGREED	<u>\$</u> 3	3107.	41
MONEY DIFFERENCE 65. 0	······································	/	x				
		·				610.	DO
SALES TAX		· · · ·		MPP MAJOR		_0.1.0.	
63.5	······	TYPE OF W	VARRANTY	48000 MILES		,	
TOTAL 32382.7	71		F WARRANTY_	48 MONTHS			–
SUBJECT TO CREDIT APPROVAL		TYPECAP	COST REDUC	TION REBATE		1500.	. 00
				BEBATE			
	COMPANY			REBATE			
INSURANCE CO. ERTE INSURANCE.		2-697-0661	ACOUTS	TION FEE		595.	.00
AGENT & PHONE SCHILLING FINH							1
POLICY NUMBER	·=						+
		THE INFORMATION YOU	SEE ON THE WIND	OW FORM FOR THIS			-
STICKER NUMBER		VEHICLE IS PART OF THE DOW FORM OVERRIDES A	S CONTRACT. INFOR	MATION ON THE WIN- I	^··—		<u> -</u>
EXPIRES		TRACT OF SALE.					<u> </u>
	6	TITLE TO TRADE	QUE WATSON		<b></b>		
VEHICLE MILEAGE		FREE AND CLEAR	OF ANY ENCU	MBRANCE			
		······					T
	<u> </u>	SIGN.					:
COLOR AAT	7	CASH SALE PRICE			5.		1.
MILEAGE	<u>/</u>	· · · · · · · · · · · · · · · · · · ·				32812	- 41
USED BAR TRADE IN AND/OR OTH		STATE AND LOCA	LTAXES				N/A
MAKE OF TRADE-IN		PA. TIRE TAX					
YEAR MODEL	BODY	LICENSE, LICENS	E TRANSFER				NZA
MVI OR SERIAL NO.		REGISTRATION F	EE, DOCUMENT	ARY FEE	-		<u>N/A</u>
BALANCE OWED TO		1. TOTAL PRICE	OF UNIT		\$	32812	41
ADDRÉSS	-1 <u>.</u>	2. DOWN PAYME	NT:		<u> </u> '	مريسي معرية المعر	~
USED TRADE-IN ALLOWANCE	\$ <u>N/0</u>	consisting of \$	318	.03 in cash	Ì		1
BALANCE OWED ON TRADE-IN	N/A_	and/or \$	NZA	net trade-in al-			
NET ALLOWANCE ON USED TRADE-IN	NZA			atement in left			
DEPOSIT OR CREDIT BALANCE	318.03	hand column for	oetails.		\$	318	. 03
DOWN PAYMENT (Trans. to Right Col.)	\$ <u>318.03</u>	3. UNPAID CASH	BALANCE DU		\$		
			ween items 1 a			32494	. 38
Purchaser agrees that this Order includes al	l of the terms and conc	litions on both the fa	ce and reverse	side hereof, that	this Ord	er canc	eis a
here and the suprement and the of the	a data baraat comprises	; the complete and Q	xciusive stateme	ent of the terms of	i uie agre	per mente	
	THE OPPER SHALL	NOT BECOME BINDI		FILD DI DEMLE			
REPRESENTATIVE, Purchaser by his execution	on of this Order acknow	leages that he has re					
of this Order.					\ \		
	0/2 / 0/4 / 0/6	ACCEPTED B	w:\N	XX	ر		
FURCHADER'S SIGNATURE	. <u>03/04/</u> 06	E	DEALER CH H	S AUTHORIZED REPORT	ATIVI'		

\_\_\_\_

FAGE 02
---------

-	
_	36704 (excludes Saturn)
	CUSTOMER NAME: URICKA D DEMUS
	$VIN: \frac{1}{6} \frac{N}{N} \frac{D}{7} \frac{T}{1} \frac{3}{5} \frac{8}{6} \frac{6}{2}$
	Customer Incentive
	I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) to the down payment of this vehicle. (b) $\mathbf{X}$ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) a check be issued in my name by Dealer named below:
	Incentive Program Reference Amount <u>GM Incentive Code</u> NE_CAP_COST_RED <u>§ 1500.00</u> CRS
	\$\$
	Total Inceptive Amount Received \$ Other Program Selection (Which may or may not be in licu of customer incentive programs; for example, Division
	supported financing/leasing, etc) a. I elect to receive ALL APPLICABLE GM INCENTIVES in lieu of ANY OTHER PROBRAMS and/or b. I elect to receive
	<ul> <li>J elect to receive</li></ul>
	<ul> <li>a. <u>Vehicle Incentive Acknowledgment</u>. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <b>03/04/06</b>. I acknowledge receipt of incentive(s) as described in Item <u>1</u> and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? <u>XXX</u> Yes No</li> </ul>
	b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).
	I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.400 Star (1.888.466.7827), or TTY 1.877.248.2080 and request that my Services be cancelle
	I understand that in order to cancel the OpStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.40nStar (1.888.466.7827), or TTY 1.877.248.2080 and request that my Services be cancelle Purchaser/Lessee Signature Date: <b>02/04/06</b>
	my vehicle or call 1.888.4OnStar (1.888.466.7827), or UTY 1.877.248.2080 and request that my Scivices of callor

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

08/31/2007 09:38 724-733-7833 WATSON CHEV OLDS

PAGE 03

www.dmv.state.pa.us

No	. 9339	994								ww	w.dmv.sta	ale.pa.us	
NO	. 3000	<del>بد</del> ر. در.									1. TAX / I	FEES	
	- 1 (5-05)	VEHK	CLE IDENTIFICATION	NUMBER (VIN).	IF TRACING		BODY TYPS BUS. ETC.)	(SDN. TK,	MODEL YEAR	PURCHASE PRICE (See note an			
		r i	1 GNDT L AS	386C		AUTHORIZED				LESS	interesting		··
SCRETKON	ROSS VEHICLE WT.		GASOLINE SCTRIC ( PROPANI THER		- <b>*</b> -	INSPECTION N	AECHANIC (P	NINT NAME)		TRADE-IN			•
ä	HECK THE APPROPRIAT	TE BLOCK IF THE	EVEH1QLE  1 scriity that i DA5A bootsecured ਗ	have worified thet a logible d that the above VIN sod	APrelined to address	SIGN HERE				TAXAĞLĘ AMOUNT			•
1	AXI 🗆 OR A 🖸 POLICE (	VEHICLE OF APP	CICABLE) Internation is	led here and in Section 9 a		- interior	INTER .		1001 N 2004	N OF ADD O	<u>19</u> 28 23 2	1	
- 1	Net the state of the second			11111	1010			1 PUACH 24	<sup>(ASED</sup> 5-8533WA	1X 71% (.D7) 1(See note of	n reverse)		•
	V.A.U.L.	TRUST		-n				DEAL	ER ID NUMBER	LESS TAX			
Ĩ		i i i i i i i i i i i i i i i i i i i	SS F.E					(IF A	3/04/06	¢REDIT			•
z						STATE			COUNTY CODE	<b>1</b> 7.		<u> </u>	
APPLICANT MEORIMATIO	STREET				CITY				_	SALES T DUÊ	AX		
i e				BERRY TO				an a battala		1A, Example	on Reason		
<sup>3</sup> 경험	NOTE: If a co-purch:	aser other that	n your spouse is its	sled and you w	ant the litle	e to be listed a	s "Joint Ten Ti Otherwse	ants with	REFER TO COUNT	Code (must	be a 1 1 to 25 or 0)		2
									CODES LISTING O REVENSE SIDE O	N THUR DAY			
	will be issued as "Te	nants in Comr	non" (On deam or d	SHE GWITEL, MILE	1031 51 520				YOULOW COPY	ID. GALIN		99-270	1836
	estate.). NOT <u>É</u> IF THE VEHICL <u>E IS</u>		DAILY RENTAL OR LEAS	sed VEHICLE ОНЕС	K THIS BLOCK	K 🖃 . IF BLOCK	IS CHECKED, C	OMPLETE AND	ATTACH FORM MV-			33-616	0.00
					⊐ IS NOT Ť	HE ACTUAL MIL	EAGE	ODOMETEI	R READING	(G. (PTA) N	0,		
C. 2	OF ITS MECHA	E AMOUNT OF	MILEAGE IN EXCE	.55	WAB1	NING: ODOMETI	R				<u> </u>		
MLEAGE WFORMATION				AT YOU STATE		OF IN CONNE				IS 2.			
E B						PROVIDING A	AUSE 0	v	<u> </u>			i	<u>22.5</u>
- 5	STATE	MENT MAY RES	ULT IN FINES ANON	A WERIOUNIC	NT. 2ND LIEN D/			E IÉ NO	LIEN, CHECK	3.			
P.	1GT LIEN DATE:	0.3/04/											5.00
풍	15T LIENHOLDER	SMAC -			2ND LIENHO					- d.			
E 161	STREET PO BO	X 8141			STREET				ZIP	PROCE	SSING FEE		36.09
UEN OFAM	COCKEY	SVILLE	STATE MD.	<sup>zip</sup> 21038	<u>ртү</u>			TATË	218				•
4	FINANCIAL INSTITUTI	ON NUMBER				NSTITUTION NU				Fee Exemp assigned by	t Number as the Bureau		
ļ	IF THIS IS AN ELT. CH	HECK HERE	NOTE: FIN 19 REQU	JIREO	IF THIS IS A	N ELT, CHECK		TE: FIN IS FI	EQUIRED	5. DUPLIÇA			
E	MAKE OF VEHICLE		VIN				MOD			FEE			
1 33	BODY TYPE (SDN, SU	JS. TK. ETC.)		CONDITION	OF VEHICLE					NO, OF CA	RDS	-	<b>_</b> .•
F.	PASSENGER TAXI/BUS	PASSENGER			oor 🗖 👯		ER SÉA	TING CAPAC	ITY	6. TEANS	FER		
1	TAXI/BUS	CYLINDEH C	APACITY YES		E EPOWER [			VER 5.0		FEĘ			•
1	MOTORCYCLE MOTOR DRIVEN	CYLINDEH C SOCC OR LE			MAX DES	GN SPEED					4CF :		
VEHICLE	MOTOR DRIVEN CYCLE MOPED	PEDALS			DESIGNED	DIALTERED DUSE		NO		INCRE.		1	
ATION VEH		AUTOMATIC TRANSMISS				/ MAKE:			5	<sup>8)</sup> / 2) /	1	16	
C BU	MOTOR HOME	CHASSIS MI				REGISTERED G	BOSS WT. (il		0A0)		CENENT (	, i i	•
ADDIE	TRAILER &	NUMBER OF				DEN WT. (EMP				9.	710	-	
ι¥.	BELOW	SUM OF GA				GROSS COME		PATING	· · · · ·				
L.,	TRUCK	REO. REGIS	TERED GROSS CON	BINATION WT.						(ADD )	1 THRU 61 One Check		
а.	ORIGINAL PLATE	Check One	TRANSFER OF P	REVIOUGLY ISSUED	PLATE		FER & RENEWA				s Amount 🖛		63.5
	PLATE TO BE ISS	UED BY		PLAGEMENT OF PLA	ATE		FER OF PLATE		NT OF				•
1	BUREAU (PROOF MUST BE ATTACH	OF INSURANCE (ED.)	PLATE NO.		-		ASON FOR R	EPLACEMEN	Ť				
	EXCHANGE PLAT	E TO BE							_				
			EXPIRES			_ LOST	570		DEFACED		NEVER REC		
	BY FULL AGENT (	(NOTE: THIS	Month	Year	N	IQTÉ: I <u>I "NEN</u>	ER RECEI	VED" block	is checked, a	pplicant <u>mus</u>	<u>st complete</u>	Form MV	-44,
臣콩	BY FULL AGENT ( MLATE WILL EXPL FROM DATE OF I	RE 90 DAYS	TRANSFERRED FR	OM NTLE NO.			VIN						
APPL/CATRON FOR													NT
LCA	<u> </u>	7.0.4	SIGNATURE OF	PERSON FROM	WHOM	SIGN HERE				PEI	LATIONSHIP	TO APPLICA	
ų,	85853	33 04	PLATE IS BEING TI THAN APPLICANT):	RANSFERRED (II	NOTHER	<b>*</b>				i			
	INSURANCE COMPA			NAIC NO.		POLICY NO. (OF ATTACH BINDER			PÔ	UCY EFFECTI	ve OS	DATE04/	
	FRIET	NSURANCI	E COMPANY							10/10/		NT NO.	10/0
				MAR DAY	Ø4	YEAR_		AGENT (PRIN	EVROLET			85-853	3800
	ISSUING	LINKE CHE	AT ON MONTH	NE THAT THE V	FHICLE IS	INSURED AND	-   WHI	SON CH		DEDONOD	TELSPH	ONE NO.	
	AGENT	ISSUED TEM	IPORARY REGISTR. WITH ALL APPLICA	ATION TO THE			1 agoints	$T \lambda T$		نے		24-387	-1500
							REDISTONT		FAILURE TO MA	INTAIN FINAN			
н.	CURRENTLY BEG	DOGE THAT IN	MENT REGULATION	OD OF REGIST	ATION. I'W	E FURTHER AC	KNOWLEDG	THAT INE	MAY BE SUBJ	E CERTIEV T	6 NOT EXCI	VE EXAMIN	ED AND
Щ		OF NOT MORE	CLE FOR THE PERI THAN TWO (2) YEAR COMPLETION AND	RS FOR ANY FA THAT, IF AN EXE	Internal Works of the second					INCORPORT T	O CLAIM TH		
TIE H					06	FURTHER CERT	IFY THAT AL	STATEMEN	TS HEREIN ARE	D IN BLOCK A.			
AND AFPLICATION FOR STILE										TELEPH	DNE NO		
ļĝ													
						SIGNATURE OF	CO-OWNER	NITLE OF AU	THORIZED SIGN				
	s									MESSENG	ER NUM	BER:	
	E	SIGN IN F	RESENCE OF	NOTARY									
SEAL													

LESSEE (and CO-LESSEE) ("You") name and address, including county	Garaging address (if different)	LESSOR (Retailer) HATSIN CHEVROLET ALDSMARTLE PO BUX 6200/6370 MM PENN HWY
PITTSBURGH, PA PILEBHENY	Principal driver (if business use)	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 (it it is assigned).

XII 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

					U ANE LEASIN	~~			~
Vềw/Used	Year	Make & Model	Body Style	Vehici	e ID #	Mileage		mary Use	ercial, Business,
		CHEVROLET	94	16NDT13	2022	t,	Personal, Family, or House	hold 🗌 conta Agrica	iliaral
	26994						GVW (il truck)	📃 📋 Public	Conveyance
Dealer Inst	alled Options:								
			FEDERAL CO	ONSUMER LEA	SING ACT DIS	CLOSURES			
Signing ( (Iternized	-	Your first monthly payment of \$ 	ollowed by47 he4774	payments ofof each month.	Disposition fee not purchase th	(if you do re vehicle)	میر monthly payment) \$\$ \$\$ Total \$44	4. Total of Paya (The amount) by the end of	you will have p the lease.)
\$	2500.00	The total of your monthly payme							
			Itemization	n of Amount Due al				• -	
5. Amoun	it Due at Leas	e Signing or Delivery:				-	e Signing or Delivery will b		
b. Fitst c. Refut d. Title e. Regi f. Sale 9 h	monthly paym ndable securit fees istration fees s/use tax	duction	\$\$ \$ \$ \$ \$ \$	516.57 <u>N/D</u> 22.58 <u>41.89</u> <u>35.85</u> <u>16.85</u> <u>85</u> .99	b. Rebates and	noncash credits	ii Çeji Ţ- (66-2)4 f- (0.) d. Total	<u>. (xiu</u> \$ \$	<u>1509</u> , ( <u>190</u> 9, (
			7. Your ma	onthly payment is d	letermined as sho	wn below:			
insu b. Cap c. Adja d. Res e. Dep the	rance, and an litalized cost usted capitali lidual value. preciation and lease term	I cost. The agreed upon value of the v y outstanding prior credit or lease balar reduction. The amount of any net trad- ized cost. The amount used in calcula The value of the vehicle at the end of the any amortized amounts. The amount me amount charged in addition to the	ice) le-in allowance, ra ting your base mo re lease used in c hi charged for the	ebate, noncash cred onthly payment alculating your base vehicle's decline in ad any amortized a	it, or cash you pay monthly payment value through norm	that reduces th	e gross capitalized cost	\$ = \$ \$ = \$ + \$	10165.7 10165.7 14328.8
1		and the second the dependence of the second se	and any emotize	ad amounts dius thi	a rem charge				- <u>22545. (</u>
9.100	ee naumente	onthis payments. The depreciation . The number of payments in your leas	e					· · · · · · · · · · · · · · · · · · ·	

08/31/2007

d. Hesidual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment		Þ	10165.75
e. Deprectation 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	=	\$_	
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+	\$	
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	=	\$_	22545.62
h. Lease payments. The number of payments in your lease	÷	_	<u><u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u><u></u></u></u>
i, Base monthly payment	. =	\$_	<del>- 459, 78</del>
j. Monthiy sales/use tax (estimated)	+	\$_	<u>46, 97</u>
k <u>N/A</u>	+	\$_	<u>N/G</u>
I. Total monthly payment	=	\$	<u>5}6, 5</u> 7
			1

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. 6005 miles per year at the rate of S \_\_\_\_\_\_ per mile.

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. ITENIZATION OF GROSS CAPITALIZE a, Agreed upon value of the vehicle			S	33107.45
b. GMAC administrative fee				595.66
c. License/registration/tille fees				
d, Sales tax				
e. Other tax (describe)				
f. Optional service contract				
g. Optional maintenance contract		+ \$	<u>N/A</u>	
h. Optional life insurance				ե <u>א</u> //դ
i, Optional disability insurance				) <del>\\/(</del> }
ŀ				
k			+ \$	5 <u>₽/6</u>
I. Gr	oss Capitalized (	Cost	= \$	<u>412_41</u>
12, THE VEHICLE YOU ARE TRADING	N/A	N/A		N/A
	(year)	(make)	_	(model)
Gross trade-in value			5	\$ <u>₩/</u> ₽
Payoff			- \$	6 <del>N/A</del>
Not kodo in volua			= 5	<u>ни</u>

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 \$\_\_\_\_\_\_\$766.72 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. TilleAien fees	\$ <u> </u>
b. Registration fees/taxes	\$ <del>165, 59</del>
c. License teestaxes	\$ <u>\$</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ <u></u>
e. Excise taxes	\$ <del>እ/ብ</del>
f. Property laxes	\$ <del>??\$£. X</del>
g. Other (describe)	\$ <u>₩/₽</u>
h. Other (describe)	\$ <u></u>
i, Other (describe)	\$ <del>\\//</del>

**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 line plus \$20.** 

 17. SCHEDULED LEASE END DATE. This lease is scheduled to end
 <u>B3183116</u>

 You are scheduled to return the vehicle on this date.
 (month)
 (day)
 (year)

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that flability 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:	ERTE INCURRENCE CONSYMUT
Insurance agency name:(2)3	STATES CENTRESTAN CHANNED
	ST SIMILAN SE 41914 PULTSBURG
Agency phone no.:	197.0661
Policy no.: an e c nor 31	NG FINONCIAL GROUP <u>r</u> Duability DPhysical damage
Deductibles: Collision \$	<del>η μ/μ</del> Comprehensive \$ <u>μ/μ</u>
insurance company name:	
Insurance agency name:	
Agency address:	·
Agency phone no.:	
Agent's name:	
Policy no.:	
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.

hisurer name: \_\_\_\_\_ Address:

□ Life insurance (□ Lessee □ Co-Lessee	Both) Premium	\$
	Coverage limit	\$3/3
Disability insurance (Lessee only)	Premium	\$ <del>N/A</del>
,	Monthly coverage limit	\$ <del>\{/{\</del>
Lessee's signature: <u>X</u>		Age

نىدىنى تەرىپى تەرىپى تەرىپىيە تەرىپى مەردىكە تەرىپى مەردىكە تەرىپى مەردىكە تەرىپى تەرىپى تەرىپى تەرىپى تەرىپى ئ

ß

РАGE

14. MILEAGE.

\$ <u>H/A</u>	Lite insulative (Li cosco Li co cosco Coverage limit \$
Evalue taxat	Premium \$ 3/R
e. Excise laxes	Disability insurance (Lessee only)     Monthly coverage limit \$
f. Property laxes	LESBEE'S SIGNATURE: XAge
g. Other (describe)	LESSEE'S SIGNATURE: X
i. Other (describe)	CO-LESSEE'S BIGNATURE: XAge
14. NILEAGE.	CO-LESSEE S DIGINATIONE. S
14. MILEAGE. Base Mileage Allowance. □ 15,000 miles/year. □Low mileage: 12,000 miles/year. □Medium-duty truck (gasoliña): 25,000 miles/year □Medium-duty truck (diesel): 35,000 miles/year	21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.
N/A per mile. If this lease ends	
Extra Miles. You are buying <u>N/A</u> extra miles at <u>N/A</u> per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with <u>N/A</u> per mile for	Warranty papers that are separate from this lease state any coverage limits.
on or after the last scheduled payment is due, we will credit you that a scheduled payment is due, we will credit if the lease ends early, you buy the each unused extra mile. There will be no credit if the lease ends early, you buy the	Warranty papers that are separate from this lease state any overlage mining of this lease. The law gives you a warranty that the vehicle conforms to the description in this lease.
vehicle, or the vehicle is a total loss.	The law gives you a warranty that the vehicle contorns to the occurrence of the NAKE NO THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO
The Allowed Mileson on the Odometer at Lease End is <u>Allower</u> miles.	THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. IT MALE THE IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.
Starting odometer mileage     miles	
	22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.
Purchased extra miles	22. OPTIONAL SERVICE AND MAINTENANCE CONTINUES months good miles Name Term Term Term Term miles Name Term
beyond the total allowed mites, puts tax, in the lease base base of the residual value minus the loss, any excess mileage and wear charge will not be more than residual value minus the base base of the reliance of the reli	Name <u>173</u> 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.
THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contain	the vehicle. Any change to
THE IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contain	is the entire agreement cerveen you and us reading to the company
THIS IS THE ENTIRE AGREEMENT. This lease, including the north and entry and the terms of this lease must be in writing and signed by you and us. No oral changes are binding.	
BY X	CO-LESSEE: X
LESSEE' X	
We may detay or refrain from entorcing any of our nemes ander this lease without tosing ment. NOTICE TO LESSEE, 1, DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2, YO	DU ARE ENTITLED TO A COPY OF THIS AGREEMENT.
NOTICE TO LESSEE, 1, DO NOT SIGN THIS AGREEMENT OF THE	E. PA (state) ON (month) (day) Cycler)
YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT WIREYS (MY)	Long Long Long
BY: X	CO-LESSEE: X
LESSOR: WATSON THE VIOLET OLDSMOBILE SIGNATURE AND TITLE: X	an Dealer Agreement in effect from lime
LESSON: <u>whitsized the White of the analytic service to the party identified in this lease as the Lesson assigns all right, title, and interest in this lease to the party identified in this lease as the time with the assignee (the "Dealer Agreement"). Lesson also assigns all right, title, and interest under the terms of the Dealer Agreement.</u>	in the leased vehicle to the party identified in this lease us any many
BY: X _	TITLE: BUSINESS MIKE
LESSORBY: XBY: XBY: XBY: XBY: XBY: AGHE WENTS TO SEE OTHER SIDE FOR OTHER IMPORTANT AGHE MENTS TO SEE OTHER SIDE FOR OTHER IMPORTANT AGHE MENTS TO	DF TRANSFER OF YOUR INTEREST.
671 MONTHLY 192001 (9) Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.	TRIPLICATE ORIGINAL - DEALEI

.

-.

PAGE

.

.

08/31/2007 09:38

724-733-7833

WATSON CHEV OLDS

80

#### Privileged and Confidential Information

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

By: Maggie Davis for Matt Kendrick State: PA

Customer Name:

Service Request: 71-547925396 GM Legal File No.: {Number}

## **VEHICLE REPAIR HISTORY**

Brakes	<u>5</u>		_	
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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: <b>bad seal in caliper replaced caliper and bleed system</b> CALIPER ASSEMBLY - REAR - LEFT - REPLACE
□ <u>Engine</u>	e/Fuel/Ex	<u>chaust</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 <b>low fuel light and check engine light is on at all times</b> Repair: <b>faulty sensor, replaced level sensor</b> 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
□ <u>Transr</u>	<u>mission</u>			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
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 <b>4WD</b> will not come out of 4 low Repair: switch broke won't turn, replace transfer case select switch SWITCH, TRANSFER CASE SELECT - REPLACE

Electri	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 <b>no start</b> Density found bettery coble not ecourts and not making contact
				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
07/05/07	336411	3	31174	SWITCH - SWITCH MODULE, FRONT DOOR - LEFT – REPLACE C/S engine light in Repair: None; no light on and no code set C/S service trac stability light stays on
				Repair: <b>bad connection at fuse block at connector, reinstall</b> <b>connector at fuse block</b> WIRING AND/OR CONNECTOR - BRAKE SYSTEM/TRACTION CONTROL
Suspe	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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

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	<ul> <li>Internal and external mechanical components.</li> <li>Cooling system components including radiator, gaskets, thermostat, and water pump.</li> <li>All computers and sensors that affect or monitor engine operation.</li> <li>All air and fuel related components including tank, injectors, and lines.</li> <li>All exhaust related components, pipes, mufflers and cat converters.</li> </ul>
Glass	All glass and window components.
НVАС	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. SILVERMAN"

CRAIG THOR KIMMEL'

Member, PA Bar

Member, NJ Bar Member, DE Bar Member, NY Bar

lember, MA Bar lember, MD Bar

Member, AZ Bo

tember, CO Bo

dember, VT Bar

er. Mi Ba

ber. RI Bai

W. OH B

r. DC Ba



1-800-LEMÓN LAW

CORPORATE HEADQUARTERS 30 E. Buller Pike Ambler, PA 19002 P (215) 540-8886 F (215) 540-8817 Exact Suite 202 Birthorab PA 152 JACQUELINE C, HÖSRITT RÖDERT A. RAFKIN MY DAVID RUBENSTEIN<sup>®</sup> LOUIE DÖGEN, JAC LOUIE DÖGEN, JAC HILARV WHEATLEY TAYLOR<sup>®</sup> BARRY R. WIDDERMAN MELISSAK, S. RALA<sup>®</sup> BARRY R. WIDDERMAN<sup>®</sup> ANGELA K. TRÖCCOLJ FRED DAVIS ANGELA K. TRÖCCOLJ CHRIETOPHER R. HÖLLDAN<sup>®</sup> ANYT L. BENNECOPP<sup>®</sup> MARY T. FOY<sup>®</sup> MICHAEL J. SÖSKA<sup>®</sup>

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

September 24, 2007

VIA TELEFAX ONLY (866-398-3253)

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

RE: 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

10/03

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.

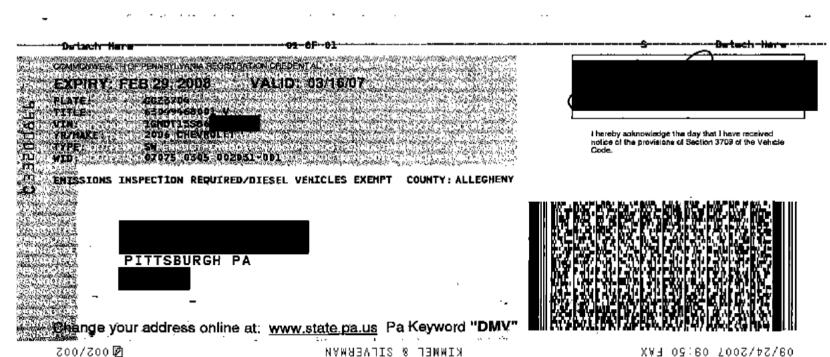
**DID YOU CHANGE YOUR ADDRESS?** - It is important that we have your current address, and the law requires that any changes be reported to PENNDOT within 15 days. Please notify PENNDOT of any address change by writing to: PENNDOT, Bureau of Motor Vehicles, Harrisburg, PA 17104-2516. Please include the 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



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

<sup>¢</sup> Member, AZ Bar <sup>£</sup> Member, CO Bar

- <sup>£</sup> Member, CO Bar <sup>¥</sup> Member, VT Bar
- § Member, MI Bar ° Member, RI Bar
- ° Member, RI Bar



#### 1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 JACQUELINE C. HERRITT ROBERT A. RAPKIN HY DAVID RUBENTEIN<sup>®</sup> HILARY WHEATLEY TAYLOR <sup>©</sup> BARRY R. WINDEMAN MELISSA K. FIALA IRA P. SMADES DAVID L. LIEBERMAN<sup>×1</sup> ANGELA K. TROCCOLI FRED DAVIS RONALD ROWLAND<sup>®</sup> CHRISTOPHER R. HOLLIDAY<sup>-94</sup> AMY L. BENNECOFF MARY T. FOY MICHAEL J. SOSKA

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

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:

v. General Motors Corporation

Vehicle: 2006 Chevrolet TrailBlazer Date of Purchase: 04/01/2006 Place of Purchase: Watson Chevrolet, Murrysville VIN: 1GNDT13S862

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: 10/01/2007 16:08 FAX

10/01/2007 12:28 FAX 4128729478

÷.

KIMMEL & SILVERMAN PRESSLEY RIDGE CORP

🖉 001/002 21002/003

#### RELEASE OF CLAIM

(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 (GNDT13S862 "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  $\underline{37.445}$  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 slated 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	
Claimant's Signatura	Claimant's Signature
Pab. PA	Address
City, State, Zip Code	City, State, Zip Code
1	
ģ	
¢'	
ſ •	
٨	

10/01/2007 12:29 FAX 4128729478

.

KIMMEL & SILVERMAN Pressley ridge corp

STATE OF	Pennsyludian Allepeny			
COUNTY OF	Alleheny			
				<b>A</b>
Swori Swori	n to (or affirmed) an	nd subscribed befor	re me this $137_{-}$ d	ay of October,
20 <u><i>0</i>7</u> , by		0		
	,	- uditer M	N. ULUMUUSU	TA ature of Notary Public
		Judi	Notarial Seal Ih M. Wisniewski, Notary Public	
	1	PrintMkG	andiess Twp., Allegheny County Chrissian County County Pennsylvania Association of Note	d Name of Notary Public
	, P		OR Produced i	
		Type of identificati	A . 1 '	
			pires: <u>6.00</u> 0	
	) N	My commission ex	pires	· · · · · · · · · · · · · · · · · · ·
CC: File	1. <sup>2</sup>			
LG0029 V6302006	, t			
	`			
	t.			
		,		

#### Privileged and Confidential Information

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

By: Maggie Davis for Matt Kendrick State: PA

Customer Name:

Service Request: 71-547925396 GM Legal File No.: {Number}

## **VEHICLE REPAIR HISTORY**

Brakes	<u>5</u>		_	
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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: <b>bad seal in caliper replaced caliper and bleed system</b> CALIPER ASSEMBLY - REAR - LEFT - REPLACE
□ <u>Engine</u>	e/Fuel/Ex	<u>chaust</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 <b>low fuel light and check engine light is on at all times</b> Repair: <b>faulty sensor, replaced level sensor</b> 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
□ <u>Transr</u>	<u>mission</u>			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
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 <b>4WD</b> will not come out of 4 low Repair: switch broke won't turn, replace transfer case select switch SWITCH, TRANSFER CASE SELECT - REPLACE

Electri	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 <b>no start</b> Density found bettery coble not ecourts and not making contact
				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
07/05/07	336411	3	31174	SWITCH - SWITCH MODULE, FRONT DOOR - LEFT – REPLACE C/S engine light in Repair: None; no light on and no code set C/S service trac stability light stays on
				Repair: <b>bad connection at fuse block at connector, reinstall</b> <b>connector at fuse block</b> WIRING AND/OR CONNECTOR - BRAKE SYSTEM/TRACTION CONTROL
Suspe	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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

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	T 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 o 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.



02 1M **\$ 01.950** 0004233445 AUG 17 2007 MAILED FROM ZIP CODE 1 9002

# FIRST CLASS MAIL



30 East Butler Pike, Ambler, PA 19002

TO:

General Motors Corporation AUG 2 1 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, DE Bar Member, MJ Bar \* Member, MJ Bar \* Member, DC Bar \* Member, DC Bar \* Member, VT Bar \* Member, VT Bar \* Member, MJ Bar \* Member, B Bar



#### 1-800-LEMON LAW www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 JACQUELINE C HERRITT" ROBERT A. RAPKIN HY DAVID RUBENSTEIN® HILARY WHEATLEY TAYLOR BARRY R. WINDERMAN MELISSAK. ISALA' IRA P. SMADES' DAVID L. LIEBERMAN<sup>20</sup> ANGELA K. TROCCOLI FRED DAVIS' RONALD ROWLAND® CHRISTOPHER R. HOLLDAY'' AMY L. BENNECOFF' MARY T. FOY'' MICHAEL J. SOSKA''

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 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

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.

Plantiff 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

Na . <del>.</del> 1 08/1**4**/2007 Y HISTORY LISTING 3651 08:13:14 PAGE 1 CUSTOMER NAME : SERIAL NO. : 1GNDT13S862 \_\_\_\_\_ R.O DATE : 07/05/2007R.O TYPE : SMILEAGE : 31175ADVISOR NO. : 117 R.O NO. : 336411 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. N6600 JOB NUMBER : 2 OPERATION 05CVZ00 SALE TYPE : W TECHNICIAN NO(S). 968 OP. DESC. BRAKE SYSTEM MISC 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. H0111 JOB NUMBER : 3 OPERATION 98CVZ05 SALE TYPE : W TECHNICIAN NO(S). 98 COMPLAINT : RENTAL VEHICLE OP. DESC. RENTAL CORRECTION : 2--DAY RENAL--PER MOE AT ENTERPRISE--OPERATION NO. CLAIM NO. OPERATION NO. WARRANTY : CLAIM NO. Z7902 -----R.O NO. : 332796 R.O DATE : 05/04/2007 R.O TYPE : S MILEAGE : 26093 ADVISOR NO. : 117 OP. DESC. BRAKES JOB NUMBER : 1 OPERATION 05CVZ SALE TYPE : C TECHNICIAN NO(S). 699 COMPLAINT : CUSTOMER STATES CHK RIGHT FRT BRAKE RATTLING 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

.. •

NO. 2460 P. 2

AUG. 14. 2007 10:55AM PRESSLEY RIDGE BLG/ACT

· · · · · · · · · · · · · · · · · · ·
08/14/2007 HISTORY LISTING 3651 08:13:14 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-AODA8
WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. 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
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. 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 4WD 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.

NO: 5400 6: 3

1

i t

AUG. 14. 2007 10:55AM PRESSLEY RIDGE BLG/ACT

. . . .

• •, ,		<i>.</i>		
08/14/2007 <sup>3</sup> 08;13:14		HISTORY LISTIN		3651 PAGE 3
32	8 <b>11</b> 6 K4123			
R.O NO. : 32770	2 R.O DATE : MILEAGE ;	02/08/2007 21004	R.O TYPE : S Advisor No. : 117	
JOB NUMBER : 1 SALE TYPE : W COMPLAINT : TO CORRECTION : TO	W IN	0P . 700	. DESC. FRONT SUSPENSI	ON
WARRANTY : CL	ATM NO. OPERATIO T2020	NNO. CLAIM	NO. OPERATION NO.	
COMPLAINT : CU GR CAUSE : RE TH CORRECTION : WA	STOMER STATES LOUD INGING NOISE AND F AR DIFFERENTIAL RI ROUGH CASE ASSEMBL	BANG NOISE CA LUID LEAKING NG AND PINION Y	. DESC. FRONT SUSPEN M R WONT MOVE SHATTERED AND BLEW HOL REAR DIFFERENTIAL AND	
WARRANTY : CL	AIM NO. OPERATIO F3200	N NO. CLAIM	NO. OPERATION NO.	
	OPERATION 98CVZ0 TECHNICIAN NO(S) NTAL VEHICLE		DESC. RENTAL	
WARRANTY : CL	DIM NO. OPERATIO Z7905	NN NO. CLAIM	NO. OPERATION NO.	
	7 R.O DATE : MILEAGE :	01/02/2007	R.O TYPE : S ADVISOR NO. : 117	
SALE TYPE : W COMPLAINT : CU CAUSE ; FO	TECHNICIAN NO(S) STOMER STATES TOW	. 256 IN NO START NOT SECURE AND	DESC. DRIVEABILITY	
WARRANTY : CL	N6620	NN NO. CLAIM	NO. OPERATION NO.	
COMPLAINT : RE	TECHNICIAN NO(S)	ор	. DESC. SUBLET RENTAL	CAR

.

!

i

i

08/14/2007	HISTORY LISTING 36
00.12.14	PAGE 4
	CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. Z7901
	25529 R.O DATE : 12/29/2006 R.O TYPE : S MILEAGE : 20173 ADVISOR NO. : 117
SALE TYPE COMPLAINT CAUSE	: 1 OPERATION 21CVZ OP. DESC. FUEL SYSTEM : W TECHNICIAN NO(S). 255 : CUSTOMER STATES CHK LOW FUEL LIGHT IS COMING ON AT ALL TIMES : CONCERN RELATED TO CHECK ENGINE LIGHT : SEE JOB 2
SALE TYPE COMPLAINT CAUSE	2 OPERATION 24CVZ OP. DESC. DRIVEABILITY W TECHNICIAN NO(S). 256 CUSTOMER STATES CHK ENG LIGHT IS ON AT ALL TIMES FOUND CODE P0463 STORED FOR LEVEL SENSOR HIGH VOLTAGE, TETSED CIRCUIT, FAULTY SENSOR REPLACED LEVEL SENSOR, CLEARED CODE AND TESTED
WARRANTY	: CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. L1225
SALE TYPE COMPLAINT CAUSE CORRECTION	: 3 OPERATION 01CVZ07 OP. DESC. LUBE, OIL & FILTER : C TECHNICIAN NO(S). 256 : Customer requests: LUBE, OIL, AND FILTER SERVICE : VALVOLINE OIL : CORRECTION: PERFORMED LUBRICATION, OIL AND FILTER CHANGE, AND ADJUSTED FLUID LEVELS AS NECESSARY.
R.O NO. : 3	21900 R.O DATE : 10/24/2006 R.O TYPE : S MILEAGE : 16365 ADVISOR NO. : 117
SALE TYPE COMPLAINT	<ul> <li>1 OPERATION 24CVZ</li> <li>W TECHNICIAN NO(S). 136</li> <li>CUST STATES CHK TRUCK WILL NOT COME OUT OF 4WD</li> <li>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</li> </ul>
CORRECTION	: REMOVED SELECTOR TO REPAIR INTERMITTANT 12V LOSS FOR MODULE AND SWITCH TO TRANSFER CASE, REINSTALL REPAIRED WIRING AND SELECTOR
	: CLAIM NO, OPERATION NO. CLAIM NO. OPERATION NO.

NO' 5400 \_ 6' 2

i

LOAND 10:5588 RESERVED AND SEENER RIDGE BEGNACL

÷. . • • • 08/14/2007 HISTORY LISTING 3651 08:13:14 PAGE 5 \_\_\_\_\_ 321900 K4124 JOB NUMBER : 2OPERATION 01CVZ12OP. DESC. ROTATE TIRESSALE TYPE : CTECHNICIAN NO(S). 136COMPLAINT : 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. 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 CORRECTION : DIAGNOSED AND REPLACED DRIVERS DOOR MODULE AND PROGRAMMED WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. Z5001 320518 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 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' OP. DESC. FUEL SYSTEM 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

NO 2460 P. 6

-----

İ

L

AUG. 14. 2007 10:55AM PRESSLEY RIDGE BLG/ACT

	5 n <sup>5</sup>	
)8/14/2007 <sup>*</sup> )8:13:14	HISTORY LISTING	3651 PAGE 6

L

January 8, 2013



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

#### Dear

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: v. General Motors Corporation Service Request: 71-631513688 2007 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDT13S472 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 **Example 10**. 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 alentin Rocky Fanas From To: Oanne-Service Fex: 09. ine 04 20 Date; 5600 790 Phone: 8 Pages: Res Ue cc. Lungent For Review ommeniž C Please Reply 🗆 Please Recycle -Commacnis: Service Request 71-631513608

CTW 19835

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

CTWS49835

		17	78 062	02/08/08	CTWS49835
54436			MILLAGE	COLOR	STOCK NO.
	YEAR / MARE / MARKS		10,830	SILVER/SILV	DELIVERY MILES
IRVINGTON, NJ	07/CHEVROLET TR	UCK/TRAIL	BLAZER/4 DOO	BELLING DEALER NO	PRODUCTION DATE
IRVINGTON, NJ	1 G N D T 1 3	\$ 4 7 2			Phobobility office
	1' 1 9. NO	ino in		02/07/08	
	COMMENTS	l			MO: 10830
JOB# 1 CHARGES	<u> </u>				
		• • • • • • • • • • • • •			
LABOR J# 1 51CVZ BODY ELECTRICAL HOURS CUSTOMER STATES POWER LOCKS AND PO AND CUSTOMER STATES WIRE BURNING S SHORTED LEFT DOOR MODULE MELTED NO COMMUNICATION LEFT DOOR MODULE SYSTEM REPLACE FUSE AND RETEST TES INSTALL LEFT FRONT DOOR MODULE AND PROGRAMNING MODULE LOST COMMUNICAT TEST SYSTEM AND CALL TAN DISCCONNE ABS.TDM.IPC.LDM.AND RDMTEST POWER AND HOUR RECONNECT 2 MODULES STI PROGRAM PCM-RELEARN THEFT SYSTEM R ROAD TEST.	MELL FROM VEHIOT TEST WIRING SHORT IN T DATALINE AND GROUND PROGRAM - AFTER ION WITH 6 OTHER MODU CT ALL MODULES PCM. TO SYST FOR HALF L INOPERATIVE		455.18		
DAPTS	PTIONU/COST 16.263 126.87	E/COST U/PR	ICE .99 202.99		
1 25861582 Sw11CH 1 83914568 FUSE 8	.965 2.57	2 57 4			
	COST TUTAL	_(;≥0_A2) TCTAL → PAR	ars 207.10		
G.O.G. & SUPPLIES				Ì	
FREJGHT		(01A) - 606	i 12.69		
JOB# 1 TOTALS					
JUB# 1, TOTALS		LABOR PARTS	455.18 207.10		i i
		6.0.G.	12.69		
.JOB# 1	JOURNAL PREFIX CTWS	JOE# 1 TOT	AL 674.97	l !	
JOB# 2 CHARGES				I	
LABOR	TECH(S):017		0.00		
		R/C TAX R/C TOTALS	0.00 674.97		
WARRANTY CLAIM DETAIL TOTALS		- · · · · · · · · · · · ·		•	
CLATM#					
674.97 CLAIM TOTALS 674.97					
APPROVED BY SIGNATURE	<u>"</u>				
PAGE 1 OF 2 SERVICE FILE COPY-W		INUED ON NEX	r PAGEJ 02:43pm	Copylight © 1006 Th	- Republic and Republic Compan DRAINTINVE - 8F814476 O (028)

CTWC 49835

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

54436		178 06/ MILEAGE	2 02/08/08 GOLOR	CTWS49835
	MENTER AMARKE (PRODULT)	10	0,830 SILVER/SILV	
IRVINGTON, NJ	1 G N D T 1 3	UCK/TRAT <u>LBLAZER/</u> S 4 7 2		PRODUCTION DATE
		25 ° <b>†</b> 7 2.	02/07/08	
BUSINESS PRIVINE	С С ОЛИРАН (* 175		ייש איז	MO: 10830
DCS AUDIT SLIP DCS DATA FILE: GMGHAVE.632			- 19 19 . 1	
02/08/2008 WARR 1443	RANTY NEW CLAIM			
RO NUMBER RO DATE VIN 049835 0270772008 160071.354	DIV DEALER OD 3 02245 1	ONETER <u>Service Advis</u> 0030	#	
CUSTOMER NAME: FIRST: LAST:	MIDDLE : PHONE : WORK :	HOME		
1 01 01 2 25861582	207.10 6G N2117 .8	CHRS NET-AMT. LAB-TO 3.7 455	01. 18	
ÊN-TÔT: 662.28 TÉCH SŚN: COMMENTS: CUST COMPLAINT WAS P D-MELTED, REPLACED MODULE AND	AUTH CODE: W AND PL_INOP, BURNING ODD	AUTH, AUTHOR.: R. LEFT DOOR MODULE BU TION WITH 6 MODULES (		
ACTED TAC CASE 1400530. DISCON TIME.	NECTED ALL MODULES, RECONN	ECT AND REPROGRAM 1 AT	T A	
COMMENT ROUTING CODE: H MEMO PART NUMBERS: 88914568				
2 02 MD 1 25861582	<u>93</u> Z5000	DERS NET-AMT (LAB-T) 12.69	от.	
LN.TOT: 12.69 TECH SSN:	AUTH CODE:	AUTH, AUTHOR.: 0. 101AL: 674.97		
	***			
			:	
			!	
PAGE 2 OF 2 SERVICE FILE COPY		ND OF INVOICE [ 02:43	: ) 30m)	



# 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	in men en in de la companya de la co	CHARGE	JAVIER MORON	02/07/08	79758 CVW
	908-68	6-2800				
MULTI CHEVROLE 2675 ROUTE 22 W UNION, NJ 07083			51 - P			
Ţ			ŏ			

OUANTITY PART NUMBER / DESCRIPTION BIN	LIST	NET	AMOUNT
1 0 25861582 SWITCH 16.263 212G OLD# - GM15857719	222.57	139.56	139.56
242 = 126.8 242 = 126.8 2000 Ababa RO#49835 Freight. = 12- 12-	7 80 64		
+ SPECIAL ORDER, ELECTRICAL AND ACCESSORY PARTS			
		SUBTOTAL	139.56
ARE NOT RETURNABLE. NO REFUNDS AFTER 10 DAYS AND WITHOUT THIS INVOICE - 20% HANDLING CHARGE ON ANY OTHER RETURNS.	ТАХ		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

CTCS49835

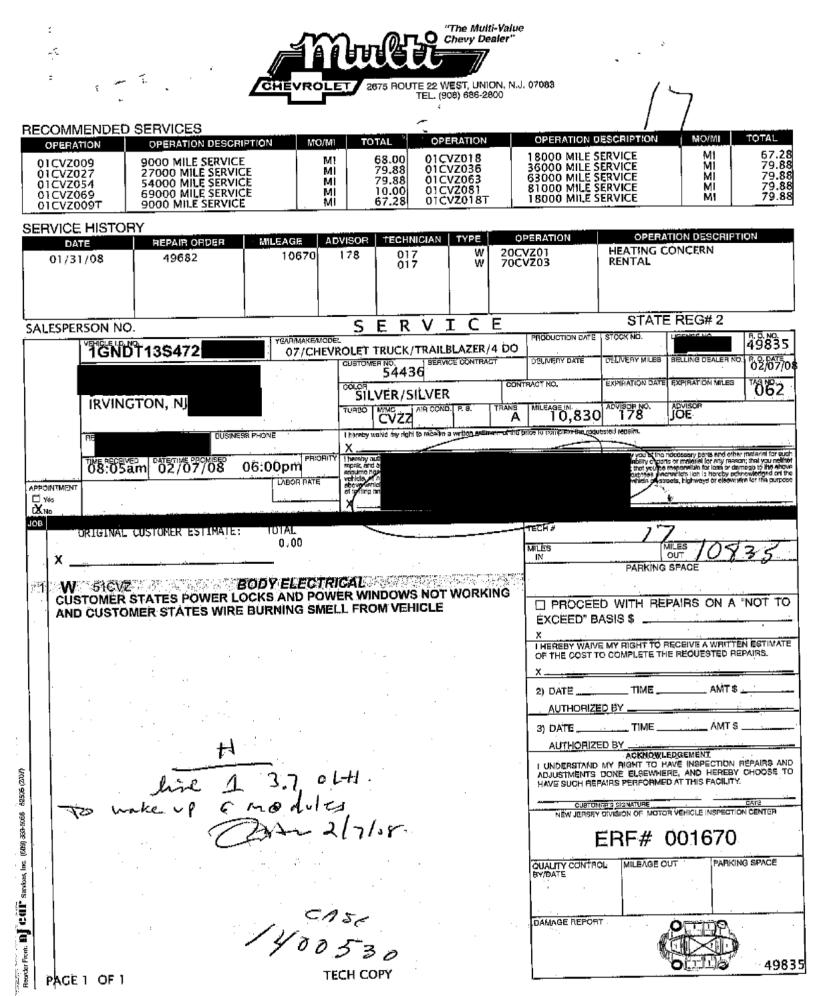
#### MULTI CHEVROLET, INC. 2675 Route 22 West UNION, NJ 07083 (908) 686-2800

54436	JOE	178 1AG NO. 062			CTCS49835	٦
	LABOR RATE	MILEAGE	830 SILV	8	TOCK NO.	1
	YEAR / MARE / MODEL	·, · ·····	DELIVERY		ELIVERY MILES	~~~
IRVINGTON, NJ	07/CHEVROLET TRUCK/TI		DOO SEUJNG DR	ALEB NO.		_
P	1 G N D T 1 3 S 4 7		R. O. DATE			_
		P. 02. 896.0	02/0	7/08		
B BUSINESS PHONE	CKOMMENT A				мо: 10830	)
JOB# 1 CHARGES						
LABOR 3# 1.51CVZ CUSTOMER STATES POWER LOCKS AND PO AND CUSTOMER STATES POWER LOCKS AND PO AND CUSTOMER STATES WIRE BURNING S SHORTED LEFT DOOR MODULE MELTED NO COMMUNICATION LEFT DOOR MODULE SYSTEM-REPLACE FUSE AND RETEST-TES INSTALL LEFT FRONT DOOR MODULE AND PROGRAMNING MODULE LOST COMMUNICAT TEST SYSTEM AND CALL TAN-DISCCONNE ABS.TDM, IPC.LDM, AND ROMTEST POWER AND HOUR - RECONNECT 2 MODULES STI PROGRAM PCM-RELEARN THEFT SYSTEM-F ROAD TEST.	WER WINDOWS NOT WORKING MELL FROM VEHICLE TEST WIRING SHORT IN T DATALINE AND GROUND ) PROGRAM - AFTER TON WITH 6 OTHER MODULES (TO ALL MODULES PCM. TO SYST FOR HALF (LL INOPERATIVE RECHECK SYSTEM AND	WARR	ANTY			
PARTSOTYFP-NUMBERDESCRJ 1 25861582 SWITCH 1 88914568 FUSE 8	1.6.263 3.965 TOTAL	WARF WARF • PARTS	ANTY ANTY 0.00			
G.O.G. & SUPPLIES FREIGHT	TOTAL	MPAIN ST	ANTY 0.00			
	JOURNAL PREFIX CTCS JOB# 1	1. TOTAL	0.00			
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)						
**************************************	** TOTAL LA		0.00			
* E CASH E CHECK CK NO. E ]	* TOTAL PA * TOTAL SU	BLET	0.00	1.2	60	
*	* TOTAL G. * TOTAL MI	O.G SC CHG.	0.00	/7	. ( 4	· .
*	* TOTAL MI	SC DISC	0.00	T V	/ •	
	*		0.00			
THANK YOU FOR ALLOWING US THE PRIVILEGE OF SER VEHICLE. YOU MAY RECEIVE A SURVEY FROM GENERAL CAN'T GIVE US A "COMPLETELY SATISFIED" ON EACH ANSWER FIRST (1) VISIT FOR THIS REPAIR: PLEASE CANDITO AT 908-686-2800. ANYTHING FOR LESS THAN 10	VICING YOUR MOTORS IF YOU QUESTION AND CALL PETE	,				
CUSTOMER STREATORE ()						
					· :	



PAGE 1 OF 1

ł



OR ESTEM MECHANIC'S NAME & NUMBER NO COMMUNICATION LAPOR MADUL COMPLANT (5) DINNIN Cle SHONG LN STOSFELF Tesq wirwe WENDOWS + Locks CAUSE REPLACE GUST + RETEST Forkent Ò discal CORRECTION, NOP TESP ARTA LINE + GUINAS 5) 15 book 66 Joon Melou MEGRANIC'S NAME & NUMBER INSTRUC MODUCE (6) COMPLANT + PROGRAM Michtel @ AFFor PROGRAMMAN MUDULE 040468 LOST COMMUNICATIO 1049501.04 othe modules. 6 VECHANCS VALUE A MARCH CEE (4) Tust SYSTEM CALL TAN 1,0469,649 PROGRAMMUL (NO HICK) 1 AUNE NASH Is connect ALL 6 MIDULES OFF R.Y.D-1. RIN CORRECTION Pum, ABS, TAM, IAC, LAM, BAM MECHANICIS NAME & NEMACH to GA-Acutis for motoret OAUTS POWER DOWNAG SYSTEM & UR 00421440 RROC RECONNECT & MODULES STILL, NO 10) ON. Ceusia SOFTWARG PROGRAM FLOW CAUSED 6 **IOF** COMPENSION (a) RELEARN THAT SYSTEM. the modulis Certe To stut VERBARD STREET CRASE Rollbeil Statem. (3) 37 C/F FEB 8 942 - 204 بار می ور الم 19835 17 100 AA TIST W FEB. 8 8:16 OA) R.O. OR EMPL MECH. PAY FLAT RATE W.O. NO. ND. S TIME W - TIME REPARIORDER TIME 7 17 93 MIL 19835 MEDIES/6J DFF 714:49 12 Recorrendo Reserver FEB オ・プ > worke il. R.O. OR EMPL MECH. PAY FLAT RATE W.O. NO. NO. S TIME 12422/18 8  $\omega$ ieee 713:46 ..

:				
				Page 1
DEALER 111242	vin status inq	UIRY		02/07/08
		••••		
ONUMBER: VIN	: 1GNDT138472	INQUIRY	DATE: 02/07	/2008
	VEHICLE INFORMATI	ON		
		ተቀ መግል የጠ ጉንድ	TE: 10/28/20	06
NODEL: CT15506 - TRAILBLAZE	R LS 4WD WARRAN	)), other dr.	10, 20,20,20	
RDER TYPE: 70 - RETAIL - S	TOCK			
DELIVERING DEALER: NAWTHORN PO BOX 6		Selling Sou	RCE: 13 - CP	EVROLET
	15, NJ 07507-0008	SITE CODE:	02127	
(973) 42		HSINESS ASS	OCIATE CODE:	1,11211
SERVICE CONTRACT: Y BRANI	ED TITLE: N PDI ST	ATUS: P		
	REQUIRED FIELD ACTIC	ms		
Campaign Type: YT RECALI	. CAMPAIGN NUMBER: 06	091		
CAMPAIGN DESCRIPTION: ENGLY	E/POWERTRAIN CONTROL	Module Rep	ROGRAM **5X	TENDED TO
CAMPALON MAIL DATE: CAMPALON DISPOSITION CODE:	c			
S	ERVICE INFORMATIONAL	ITEMS		
BULLETIN TYPE: SI RECAL SULLETIN DESCRIPTION: FAIN			F. TSB # 08	-08-62-001
BULLETIN 188UE DATE: 01/18				
ON STAR A	ND XM SATELLITE RADIO	) INFORMATIC	DAD	
onstat EQUIPPED: Y	ONSTAR STATUS: ACTIV	B		
XM RADIO EQUIFPED: Y	KM RADIO STATUS: INA	CTIVE		
	APPLICABLE WARRANT	IES		
DESCRIPTION	EFFECTIVE DATE		END DATE	end Odometer.
36/36000 BUMPER TO BUMPAR	LIMITED 10/28/2006	22	10/28/2009	36022
warran <b>t</b> ?				
WARRANTY BLOCK: N 72/100000 SHEET METAL COVE	RAGE 10/28/2005	22	10/28/2012	100022
RUST THROUGH LIMITED WARRA	NTY			
MARRANTY BLOCK: N 96/80000 FEDERAL EMISSION	10/28/2006	22	10/28/2014	80022
CATALITIC CONV. AND PCM				
WARRANTY BLOCK: N 60/100000 POWERTRAIN COVER	AGE 10/28/2006	22	10/28/2011	100022

.

	<u>.</u>			
1	· ·			
				Page 2
DEALER 111242		VIN STATUS INQU	RX.	02/07/08
	~~~~~			
RO NUMBER:	VIN: 1GN	DT13S472		
BOYNTON, LAVERNE			INQUIRY DATE	3; 02/07/2008
LIMITRO WARRANTY				
WARRANTY BLOCK: N		10/20/201d	22 10/28	3/2009 50022
36/50000 CALIFORNIA	A EMILESTONS	10/28/2006	22 10/20	72009 30022
WARRANTY BLOCK: N		10/28/2006	22 10/20	3/2013 70022
84/70000 CALIFORNIA	ASELECT	10/28/2006	22 10/20	)/X0X3 /0022
COMPONENT				
WARRANTY BLOCK: N				
		CLAIM HISTORY		
RO DATE RO 1	TYPE LABOR C	PERATION		ODOMETER
NUMBER				READING
04/17/2007 299359	# R0943-RAI	IO FRONT SIDE DO	or speater rep	LACEMENT 4375
04/17/2007 299359		SIDE REARVIEW MI		
04/17/2007 299359		1P ASSEMBLY, EXTE		
09/01/2006 285900		91 FRODUCT ENHAN		
07/27/2006 A19767	t 27000-PRI	-DELIVERY INSPEC	TION - BASE TI	ME O

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

#### RECOMMENDED SERVICES OPERATION **OPERATION DESCRIPTION** MO/MI TOTAL OPERATION OPERATION DESCRIPTION MO/MI TOTAL 01CVZ009 9000 MILE SERVICE MI MI 01CVZ018 68.00 18000 MILE SERVICE MI 67.28 27000 MILE SERVICE 54000 MILE SERVICE 69000 MILE SERVICE 01CVZ027 36000 MILE SERVICE 63000 MILE SERVICE 79.88 01CVZ036 MI 79.88 01CVZ054 79.88 79.88 01CVZ063 01CVZ081 MI 79.88 Mİ 01CVZ069 M 10.00 81000 MILE SERVICE Mİ 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 HEATING CONCERN 49682 10670 178 017 w 20CVZ01 ŵ 70CVZ03 RENTAL SALESPERSON NO. SERVICE STATE REG# 2 YEARAMAKEMODEL PRODUCTION DATE VEHICLE I.D. N STOCK NO R. O. NO. 1GNDT13S472 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO 49835 CUSTOMES NO. SEFMICE CONTRACT DEWYERY DATE DELIVERY MILES SELUNG DEALER B. O. DATE 54436 02/07/08 COLOE CONTRACT NO. EXPIRATION DATE | EXPIRATION MILES T/G NO. SILVER/SILVER **IRVINGTON, NJ** 062 TURBO AIR COND. P. S DANS MANAG MILFAGE ADVISOR NO. ATVISOR CVZZ A 10.830 178 JOE LEINERE PHONE I heinby waive my sight to receive a written estimate of the price to complete the requested repairs. A particle state of the repair work herein set forth to be deno by you, logaliter with the turnitiling by you of the necessary parts and other method for such repair, and agree, that you are not responsible for any denys paused by unavailability or defayed availability of period or any research of any research of the second parts and other method for such areamenent suffects any other period to assume for you any lisbility in connection with such repair that you the formation of the above which, or mitters lot thereins, in second (inc), there is any other second beyond your control; that an approximation the above which is an infrate lot thereins. In second (inc), there is any other second beyond your control; that an approximation and any depayed on the above which is accurate the above the above work and the above vehicle on streats, highways or always being period. PRIORI 08:05am| 02/07/08 06:00pm APPOINTMENT ABOB BATE 🖾 Yas of testing and/for inspecting such vahicle. No No х JÓB ORIGINAL CUSTOMER ESTIMATE: TOTAL Disclaimer of Warranties 0.00 The Seller, hereby expressly disclaims all warranties. х either expressed or implied, including any implied warranty of merchantability or fitness for a particular the state of the second 1 W 51CVZ BODY ELECTRICAL purpose, and heither assumes nor authorizes any CUSTOMER STATES POWER LOCKS AND POWER WINDOWS NOT WORKING AND CUSTOMER STATES WIRE BURNING SMELL FROM VEHICLE other person to assume for it any liability in connection with the sale of sald products.

#### 49835

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

49835

		SERVICES			<b>1</b>				_		
01CVZ 01CVZ 01CVZ 01CVZ 01CVZ	009 027 054 069	OPERATION DESCR 9000 MILE SERVICE 27000 MILE SERVIC 54000 MILE SERVIC 69000 MILE SERVICE 9000 MILE SERVICE	E E E	MO/MI MI MI MI MI	TOTAL 68.00 79.88 79.88 10.00 67.28	01 CVZ01 01 CVZ03 01 CVZ03 01 CVZ06 01 CVZ08 01 CVZ08	8 5 7	18000 MILE 36000 MILE 63000 MILE 81000 MILE 18000 MILE	SERVICE SERVICE SERVICE	MO/MI MI MI MI MI	TOTAL 67.28 79.88 79.88 79.88 79.88 79.88
	E HISTOP										
the second second second second second second second second second second second second second second second s	ATIE 1/08	RÉPAIR ORDER 49682	MILEAGE 10670	ADV				OPERATION		ATION DESCRIP	TION
0175		45062	10070		78 01	<del>/</del>		CVZ01 CVZ03	HEATING C RENTAL	JUNCERN	
SALESPE	RSON NO.				SER	VIC	E		STATE	REG# 2	
	1GND	T13S472	07/CH	IEVRO			R/4 DC		STOCK NO.	SELLING DEALER NO	h o. No. 49835 A R. o. D/TE 02/07/08
		TON, NJ			CLOR SILVER/S		TRANS		ADVISOR NO.	EXPIRATION MILES	TAG NO, 062
		DUGINES	PHONE			to receive a written es	timate of the	a price to complete the requir	178 stod ropales.	JOE	
APPOINTMENT	TIME RECEIVED		6:00pm			poir work herein set fe to are not refipmelitie in the person to new re-	rth to be der any delays the for you an inflior any of	no by you, fogative: with the fu coursed by unavailability or de ly liability to contraction with ou florr enuse bayerid your contr your amplayous may operate ti	imining by you of the t layed availability of perf ch repair: that you be re at that a discreme react	hacadaaby parts and othe a or material for aby reapy isponsible for teas of an da ban(D). Bon is berefur act	r motorial for such . in that you notifier there in the above incode day to the
					restuit mover inspac	the amount of repairs thing such vahicle.	iaroto; think y	eur amployaen may aperate t	ha alkava wabilala oo kua	hith, highwaya or elsewho	n for the purpose
JOB					`						
CUS.		ATES POWER LOG ER STATES WIRE E	KS AND PC	WER	WINDOWS	NOT WORK	(ING	The Seller, her either express warranty of me purpose, and other person connection wit	ed or implied erchantability heither assu to assume	d, including al or fitness for a mes nor auth for it any l	ny implied particular prizes any liability in
PAGE 1	OF 1		r	NCDAT	гсн сору						49835

Tech2 Remote: Final Instructions

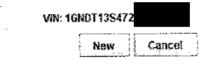
Programming Complete.

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:







#### Tech2 Pass Thru: Final Instructions

#### Programming Complete.

Warranty Claim Code: 106F2 Record this code on the warranty repair order (if applicable).

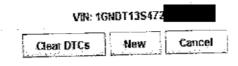
#### **Post Programming Instructions:**

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

#### Controller Specific Instructions:

Clearing DTCs will crase stored history data from all controllers, and will reset the PCM J/M 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)







1

CTWS50291

4

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

CTWS50291

54436		ADVISOR		TAG NO,		INVOICE DATE	INVOICE NO	
J-+			1		449	02/26/08	CTWS	50291
					11,146	SILVER/SILV	STOCK NO.	
IRVINGTON, NJ		07/CHEVROLET				DELIVERY OWNS	DELIVERY	ALES
		VEHICLE I.D. NO,		_	<u> 74 DOO</u>	SELUNG DEALER NO.	PRODUCTIO	
		<b>1 G N D T 1</b>	<u>3 5 4 7 2</u>		_	R. O. DATE	L	
	BUSINESS PHONE	COMMENTA	l_,			02/25/08		
							MO :	11150
JOB# 1 CHARGES					- • • •			
LABOR J# 1.47CVZ AXLE CUSTOMER STA AXLE SWITCH REPLACE AXLE PARTSOTYFP -NUMBE 1 12471 1 12471 00B# 1 TOTALS 1 12471 00B# 2 CHARGES ABOR	ACTUATOR AND REPROGR R	AM TCCM MODULE IPTIONU/COST FOR 6.058 61.31 COST TOTAL JOURNAL PREFIX CTWS	-E/COST - U/PF 61.31 98 61.31 TOTAL - PAR LABOR PARTS JOB# 1 TOT	RTCE 3. 10 RTS AL	98.10 98.10 60.69 98.10 158.79			
COURTESY TRAI ENTERPRISE RI 1 Day BLETVENE 13806 D694	NSPORTATION ENTAL D INV#-INV.DATE-DESCRI 4784 02/26/08 1 DAY	RENTAL	total, - Subi		42.00 42.00			
0B# 2 TOTALS	•••••••••••••••••••••••••••••••••••••••	• • • • • • • • • • • • • • • • • • • •			40.00			
	100# 0		SUBLET		42.00			
	JUB# 2	JOURNAL PREFIX CTWS	JOB# 2 TOT#	AL.	42.00			
			R/O TAX R/O TOTALS		0.00			· .
ARRANTY CLAIM DETAIL TOTA					200.73			
<u>A1M#</u>				•••••				
200.79								
AIM TOTALS 200.79								
APPROVED BY SIGNATUR	E							
								-
								•
AGE 1 QF 2	SERVICE FILE COPY-W	10-00 IT	NUED ON NEXT I		4.000			
		Looner						

CTWS50291

.

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



					TAG NO		INVOICE DATE	INVOICE NO.	
TOMER NO.	1126				178	449	02/26/08	CTW\$5	0291
<u> </u>	<u>4436</u>	. 1.e	LABOR BATE	A.197	MILEAGE		SILVER/SILV	STOCK NO.	
			YEAR / MAKE / MODEL				DELIVERY DATE	DEU VERY MI	.ES
			07/CHEVROLET T	RUCK/TRA	ILBLAZ	ER/4_000	SELLING DEALER NO.	PRODUCTION	TATE
RVINGTON	, ЮЗ		1 G N D T 1 3						
					0. NO.		02/25/08		
							02/25/08		
		BUGINESS PHONE	COMMENTS					MO:	11150
S AUDIT SLIP									
	DCS DATA FI 02/26/2008	LE: GMGMWF.833 WARRA	NTY NEW CLAIM						
	1664			ODOMETER	SERVICE A	DVISOR #			
	RO NUMBER 050291 (	RO DATE VIN 02/25/2008 1GNDT13S47	3 02245	11146			i i		
		AME FIRST:	MIDDLE :						
	LAST:	AME / PIKS1:	PHONE : WORK :	н	OME :				• .
	LN JOB CT	CC PC PART-NO. TOT	PTS FC LABOP LI	IRS OHRS N	ET-AMT. L	AB-TOT.			
	1 01	WU 1 12471631	98.10 6C F0025	6	, AUTHOR.	60.69			
	LN-TOT:	158.79 TECH SSN:	AUTH CODE:						
	LN JOB CT	CC_PCPART-NOTOT	⊡PTS FC LABOP LI 98. Z7901	IRS OHRS N	16T-AMT. 1 42.00	AB-TOT,			
	2 02	MJ 42.00 <u>TECHSSN:</u>	98 Z7901 AUTH CODE:	AUTH	AUTHOR	.:			
	COMMENTS:	2G1WJ15K679							
				R.O. TOTAL	; 200	.79			
									÷
							1		
						] 03:54pm			

	Crron M.C. Chevi	Aulti-Valuo • Denier"	
	Multo ····	7	
СНЕ	VROLET 2675 HOUTE 22 WEST	UNION, N.J. 07083	
PURCHASE ORDER TO	<u></u>		a star de la seconda e
1035	WRITT	사람이 집에서 물건에 물건을 다 가지 않는 것 같아. 말 ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ? ?	
ENTERPRISE RENT A CAR 455 ROUTE 22 EAST	DEPAH DATE	TMENT SERVICE 02/26/08 P.O. AMOUNT	42.00
SPRINGFIELD NJ 07081-3541	BILLT		
SHIP TO	ME II T	I CHEVROLET	
MULTI CHEVROLET 2675 ROUTE 22 WEST	2675 I UNIO	ROUTE 22 WEST NJ 07083	
UNION NJ 07083	动物植物 计字形数数数据 人名法兰英法国法	X EXEMPT # NOF	
OTY. DESCRIPTION	<u>a na serie de la construcción de la construcción de la construcción de la construcción de la construcción de la</u> La construcción de la construcción d	PRICE	AMOUN
502911 DAY RENTAL		42.00	
	나는 그는 것을 알았는 것 것 같이 많		an an an Araban an A Araban an Araban an Ar

		사업도 정말 것을 알았다. 이 회관의		
ACCT	INT CONTROL NUME	BER ACCT.	AMOUNT CONTROL N	UMBER
		Special States States and		
246 42	.00 50291 •		1111 <b>1</b> 12	
	가는 사람들은 가슴을 들었다. 것은 것은 가슴을 가지 않는다. 이 같은 사람들은 사람들은 것은 것을 가져졌다. 이 것을 들었다.	n 1990 - Maria Alexandro, andre 2004 - Maria Andrea, andre 2004 Angeler angeler	[11] M. Tarabar, M. Barrashar, and M. Barrashar, "A strain of the str	
			SIGNATURE	
	an ang bana sa sang sang sang sang sang sang san	a na mangana kata wa kata sa sa sa sa sa sa		

# PURCHASE ORDER

·		· · · · · · · · · · · · · · · · · · ·
IN 02:12PM 2/25/08	RLRAC, INC 	77 RENTAL AGREEMENT D694784
OUT 01:25PM 2/25/08	NJ 97081-3542 24E	M SPACE 1 OF 1
24-HOUR DAY	RENTAL TYPE D SOURCE CH24H	EMA- 999
UNET 1	RENTER	SUMMARY OF CHARGES DAY = 24 HOUR PERIOD
UNIT # NYYS49		DAY = 24 HOUR FERIOD MILES
LICH	NJ	NO CHARGE
Model MONT Color DK Silv	NEWARK NU	200 MI FREE/DA
IN 15621	(H) (W)	
007: 15536 V# 201%J15K679		1 DAXS @ 42.00 42.00
	DR. LICENSE STATE NJ EXPIRE 3/31/10	
	DOB HT WT	· · · · ·
	exes hate. S.S.#	12806
	EMPLOYER	
		101 - 0241
	CRFT	1 4 5 00 1
		10#13806 Ro# 50291 Ro# 50291
	HILL TO X CUST # 243008 MULTI-CHEVROLET-EM	N. S.
	ATIN: JOE**	
	2675 RT 22 WEST	
	UNION NJ 208-686-2800 07083	
	908-686-2800 07083	
1		SALES TAXX 7.00 2.94
	ADDITIONAL DRIVER NO OTHER DRIVER PERMITTED	N. Contraction of the second sec
	NO OTHER DRAVER I DIGHT	1 DOMSECFE 5,00 5.00
'		
CLAIM INFO	PERMISSION TO LEAVE STATE	
POL/CLAIM/PO#	X CM SEY	
RO#50291		TOTAL CHARGES 49.94
INSURED	CUSTOMER SIGNATURE ON FILE	DEPOSITS 250.00
	PAYMENT INFORMATION	REFUND 245.00-
LOSS DATE	AMOUNT PD. BY TYPE DATE AUTH	
THEFT ACCIDENT	250.00 VISA SALE 2/25/08 282022	
TYPE CAR	245.00-VISA REND 2/26/08	TAX EXMPT 2.94
TRAILBLAZE		BILL TO CUST 243008 42.00
		Dates IV NOWA PARTY
SHOP MULTI-CHEVRO	+X.	
PHONE 908-686-2800	· · · ·	OPENED BY #353FP RONALD OWENS JR CLOSED BY #9311N BRIAN G ECKERT
NAME	CLOSED TICKET FAYMENT INFO	LUP/DAM DE 11-1100
	. <b>%</b>	

CTCS50291

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

CTCS50291

54436		ADVISOR DOE			178	AG NO. 449		02/26/08	CTCS	50291
<u> </u>		LABOR RATE			MILE	AGE	46	SILVER/SILV	STOCK NO.	m
		YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERYN	n.65
IRVINGTON, NJ		07/CHEVROL	ET TR	UCK/	RATLEL	AZER/4 I	D00;	SELLING DEALER NO.	PRODUCTIO	
		1 G N D T	13	s 4						
		R. Y. E. NO.			P.O. NO,			02/25/08		
	BUSINESE PHONE	COMMENTS							MO :	11150
IOB# 1 CHARGES										
CUSTOMER STAT	DIFFERENTIAL ES SERVICE 4X4 LIGHT ( ILL NOT CHANGE ACTUATOR AND REPROGRAM	COMING ON	)::039		an a geographian	79. POT <b>WARRA</b>	NTY			
PARTSQTYFP-NUMBER 1 124716	DESCRI 31 ACTUATO	PTIONL DR 6.058			IT PRICE- - PARTS	WARRA 0	NTY).00			
10B# 1 TOTALS		· · · · · · · · · · · · · · · · · · ·	•••••							
	JOB# 1 .	JOURNAL PREFIX	CTCS	J <b>0B#</b>	1 TOTAL	0	0.00			
DDB# 2 CHARGES							•••			
ABOR- J# 2+70CVZ03 ENTERPRISE RE ENTERPRISE RE	NTAL	TECH (S	039			WARRA	NTY			
JOB# 2 TOTALS		••••	<b>· · · ·</b> ·							
	JOB# 2	JOURNAL PREFIX	CTCS	JOB#	2 TOTAL	C	0.00			•.
ESTIMATE	""				<b></b>					
JUSTOMER HEREBY ACKNOWLEDG										
TOTALS				<b></b>	••••					• *
		*****	*****	******	* *					· · · ·
NEXT RECOMMENDED SERVICE 04/07/2008 / 12000 MI 0 0000 MI 0	1CVZ012 12000	MILE SERVICE			*					
*****	*********	********								
<del>*************************************</del>	*****	*			Abor	(	00.0			.*
* [] CASH [] CHECK	ÇK NO. [ 3	* *	ר דו	otal S Otal G	UBLE⊤ .0.G		0.00			
E ] VISA [] MASTERO	ARD [] DISCOVER	*	T	otal M	ISC CHG. ISC DISC		0.00			1
≮ ਞ[]AMER XPRESS []]	OTHER [] CHARGE	*			AX		0.00			
t ********		*	то	TAL	NVOICE	\$ 0	00,0			
HANK YOU FOR ALLOWING US	A SURVEY FROM GENERAL	MOTORS IF YOU								
CAN'T GIVE US A "COMPLETEL ANSWER FIRST (1) VISIT FOR CANDITO AT 908-686-2800. A	THIS REPAIR: PLEASE	CALL PETE								
WE CONTRACTOR OF CONTRACTOR	EPETNEC COD   100							1		
COSTONER STONMTORE	1									
	v									2
PAGE 1 OF 1	SERVICE FILE COPY			[ END	OF INVOID	;Ę_]07:19an	n	Garwiidh) @ 1996 13		ر. شینیده در بانه

. 7



PLCC/00000000000000000000000000000000000	RECOMMENDED SERVICE	ES	:		OPERATION	ESCRIPTION	MO/MI	TOTAL
01/02/012 01/02/027 01/02/027         10000 MILE SERVICE MI         MI         01/02/020 01/02/021         MI         01/02/021 01/02/021         01/02/021 01/021         01/02/021 01/		ION DESCRIPTION MO		OPERATION				
0100000000000000000000000000000000000	01CVZ012 12000 M	IILE SERVICE		01CVZ024	1 96000 MILES	FRVICE		195.50
Bit Window         Bit Win	01CVZ048 48000 M	ILE SERVICE	MI 195.50	01CVZ090	12000 MILE S	ERVIÇE	MI	43.50
Bit CV2720*         438000 WILE SERVICE         NI         244 88           SERVICE HISTORY         ODELATION ORGENT OF CONTROL OF TRANSPORT         ODELATION OF CONTROL OF TRANSPORT           01/31/08         49883         10830         176         017         W         30CV2           01/31/08         49883         10670         178         017         W         30CV2         BOYELECTRIAL           01/31/08         49682         10670         178         017         W         30CV2         BOYELECTRIAL         <			MI 244.88	01CVZ48	48000 MILE S	ERVICE	Mi	244.88
SERVICE HISTORY         OPERATION         OPERATION <thoperation< th=""></thoperation<>			MI 244.88	• • • • • • • • •				
DATE         REFARE ORDER         ADVISOR         REFARE ORDER         REFARE ORDER <threfare< th=""> <threfare< th=""> <threfare< td="" thr<=""><td>0100272 40000</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></threfare<></threfare<></threfare<>	0100272 40000							
DATE         REFAILS ORDER         ADVISOR         TAVISOR         TAVISOR         TAVISOR         DOTO MAINTAIL         DOTO MAINT	SERVICE HISTORY							
02/07/08         49835         10850         178         017         W1         21022         HEAD MARK CONCERN TRANKT           01/31/08         49682         10670         178         017         W1         20022         HEAD MARK CONCERN TRANKT           SALESPERSON NO.         SEE R. V. I. C. E         STATE REG4/2         STATE REG4/2         State Reg3/2         50231           VICINITY         VICINITY RALEAZER/4 DD         M0000000         M0000000         50221         M0000000         50223         M00000000         50223         M00000000         50223         M00000000         50223         M000000000         50223         M000000000         50223         M000000000000000000000000000000000000		ORDER MILEAGE	ADVISOR TECH					ION .
01/31/08       19682       10670       178       017       017       027				· · · · · · · · · · · · · · · · · · ·	SICVZ	BODY ELECTR		
01/31/08         19632         10670         115         617         10         202/203         RENTAL           SALESPERSON NO.         SER VICE         STATE REG# 2         STATE REG# 2         STATE REG# 2           VICENDOT13S472         07/CHEVROLET TRUCK/TRAILBLAZER/4 DD         PRODECOD INF.         State Service 10         State S	02,01,00				20007201	HEATING CON	NCERN	
	01/31/08 4968	32 10670						
SALES/ERSON NO.  SALES								
Image: Second and the second	SALESPERSON NO.		<u>S</u> ER	VICE		STATE F	REG#2	
		YEAR/MAKE/	MADDEL		PRODUCTION DATE	STOCK NO.	PLOT N/2	F.O. NO.
Current of the second of	1GNDT13S47	2 07/CH	<b>IEVROLET TRUCK</b>		DO			
IRVINGTON, NJ       IRVINGTON, IRVIN		· · · · · · · · · · · · · · · · · · ·	CUBTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES I SE	LLING DEALER NO.	02/25/08
IRVINCTON, NJ     SILVER/SILVER     Index     Index <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>								
			SILVER /	SU VER	CONTRACT ND.	EXPIRATION DATE EX	MILLES	449
	IRVINGTON, NJ						VISOR	
Budewald Proces     model       DT 102020m     2027/257/08*     06:00pm       Weath And the second and the secon			177° Cvzz		ΪΑ, 11, 146	178 00	DE	
		BUSINEBS PHONE						
	TIME RECEIVED DATE/TIME	PROMISED OCLOGIC	ORITY Literaty sulharize the	ropoir work herein ant forth to be	e done by your registrier with the s slove coupled by upper lipbility of dr	moning by you of the nace	esary parts and ether metadal for any tasao	metarial for such h: that you negher
	01:02pm 02/2	25/08 06:00pm	Topelr_and egrep: that	you and not menomerone for any ac	Sidys contraction of the second side	the second an express mechani	onsible for lóds or dán c'a linn is herobý orku	ingo to the above
303       TECH #         W 47CVZ       AXLE/DIFFERENTIAL F00035         CUSTOMER STATES SERVICE 4X4 LIGHT COMING ON         OWNTERY TRANSPORTED > M         ENTERN PARSE         ENTERN PARSE         AUTHORIZED DWITH REPAIRS ON A "NOT TO EXCEED" BASIS \$         X         V         SUIT ON A TO RECEIVE AVAILUENT COMING ON         ENTERN PARSE         AUTHORIZED DWITH REPAIRS ON A "NOT TO EXCEED" BASIS \$         X         V         AUTHORIZED BY		LABOR RATE				above vehicle of stroots,	highways or alsowho	to for the purpose
	1 🖸 Yeo	·						
THE AND AND AND AND AND AND AND AND AND AND	فكالكال الشعاب المتحاد المتحاد والمتحاد والمتحاد والمتحاد والمتحاد والمتحاد والمتحاد والمتحاد والمتحاد		X	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~				
W 470V2       AXLE/DIFFERENTIAL F00356         W 470V2       AXLE/DIFFERENTIAL F00356         OW 470V2       PARKING SPACE         OW 4700V2	JOB		,		TECH #			
W 470%Z CUSTOMER STATES SERVICE 4X4 LIGHT COMING O DUTON TO EXCEED WITH REPAIRS ON A "NOT TO EXCEED WATH REPAIRS ON A "NOT TO EXCEED TO COMPLETE THE REQUESTED REPAIRS ON A "NOT TO EXCEED TO COMPLETE THE REQUESTED REPAIRS ON A "NOT TO EXCEED TO COMPLETE THE REQUESTED REPAIRS ON A "NOT TO EXCEED TO COMPLETE THE REQUESTED REPAIRS ON A "NOT TO EXCEED TO COMPLETE THE REQUESTED REPAIRS ON A "NOT TO EXCEED TO COMPLETE THE REQUESTED REPAIRS ON A "NOT TO EXCEED TO COMPLETE THE REQUESTED REPAIRS ON A "NOT TO EXCEED T		0					<u> </u>	
Image: State Stat			•.		IN			50
COSTONER STATES SERVICE AX LIGHT CONTROL ON A 'NOT TO CALLED & COSTONER SE CONTROL PARSE CONTROL PARSE CONT			<b></b>				the second second second second second second second second second second second second second second second s	
COSTONER STATES SERVICE AX LIGHT CONTROL ON A 'NOT TO CALLED & COSTONER SE CONTROL PARSE CONTROL PARSE CONT	A W AZONZ DA STOR	VAXLE/DIFFE	RENTIAL <b>F</b> O	() くつ ・ り				
	CUSTOMER STATES S	ERVICE 4X4 LIGHT CC	MING ON	_ ·			·	
		·				d with Repa	IRS ON A '	NOT TO
	the mart Strand	hate a lan'		20	EXCEED" B/	ASIS \$		
	amen		$\wedge + + \cdots$	RNER /	x			
	(A) ENTERVAISE		LAREIU	12/05				
	Tont - 1	AF	NP TI	ALE)	OF THE COST TO	O COMPLETE THE R	EQUESTED REI	PAIRS.
	1 A Dale		W V		_ x · ·	<u> </u>	and the second	
		4:00000	-1			TIME	AMT \$	· · · · ·
			$)/(\bigvee_{}$				; · · · · · • _	
3) DATE TIME AMT \$      AUTHORIZED BY      AUTHORIZED BY      AUTHORIZED BY      AUTHORIZED BY      AUTHORIZED BY      CONTROL NOT BELSEWHERE, AND HEREBY CHOOSE TO      HAVE SUCH REFAILS PERFORMED AT THIS FACILITY.      CLISTOMERS SIGNATURE      CLISTOMERS SIGNATURE      CLISTOMERS SIGNATURE      CATE      REW_ICRASEY DIVISION OF MOTOR VEHICLE INSPECTION CENTER      REW_ICRASEY DIVISION OF MOTOR VEHICLE INSPECTION CENTER      DAMAGE REPORT  DAMAGE REPORT  DAMAGE REPORT  CONTROL DAMAGE REPORT  CONTRO		V	land the second		AUTHORIZE	D BY		
LUNDERSTAND MY HIGHT TO HAVE INSPECTION REPAIRS AND ADJUSTMENTS DONE ELSEWHERE, AND HEREBY CHOOSE TO HAVE SUCH REFAIRS PERFORMED AT THIS FACILITY.      CLETOMERS SURATURE. EATE     NEW JERSEY DIVISION OF MOTOR VEHICLE INSPECTION CENTER     DATE     DATE     DUALITY CONTROL MILEAGE OUT PARKING SPACE     DAMAGE REPORT     DAMAGE REPORT					3) DATE			
LUNDERSTAND MY HIGHT TO HAVE INSPECTION REPAIRS AND ADJUSTMENTS DONE ELSEWHERE, AND HEREBY CHOOSE TO HAVE SUCH REFAIRS PERFORMED AT THIS FACILITY.      CLETOMERS SURATURE. EATE     NEW JERSEY DIVISION OF MOTOR VEHICLE INSPECTION CENTER     DATE     DATE     DUALITY CONTROL MILEAGE OUT PARKING SPACE     DAMAGE REPORT     DAMAGE REPORT	÷ .				AUTHOBIZE	DBY	<u> </u>	
L UNDERSTAND MY HIGHT TO HAVE INDRECTION REPAIRS AND ADJUSTMENTS BOORE ELSEWHERE, AND HEREBY CHOSEL TO HAVE SUCH REFAIRS PERFORMED AT THIS FACILITY. CUSTOMER'S SOMATURE MEW JERSEY DIVISION OF MOTOR VEHICLE INSREDTION CENTER MEW JERSEY DIVISION OF MOTOR VEHICLE INSREDTION CENTER ERF# 001670 QUALITY CONTROL BY/DATE DAMAGE REPORT DAMAGE REPORT				1		ACKNOWLEDG	EMENT	
CUETOMERTS SIGNATURE, DATE NEW JERSFY DIVISION OF MOTOR VEHICLE INSPECTION CENTER ERF# 001670 QUALITY CONTROL MILEAGE OUT PARKING SPACE DAMAGE REPORT DAMAGE REPORT						MY RIGHT TO HAVE	INSPECTION R	
CUETOMERTS SIGNATURE, DATE NEW JERSFY DIVISION OF MOTOR VEHICLE INSPECTION CENTER ERF# 001670 QUALITY CONTROL MILEAGE OUT PARKING SPACE DAMAGE REPORT DAMAGE REPORT	원 동				HAVE SUCH REP	VIRS PERFORMED AT	THIS FACILITY.	
			•					
					new denoit (			
						BF# 00	1670	,
					<b>~</b>			
		and the second second second				MILEAGE OUT	PARKING	SPACE
	ž I				BY/DATE	i i		
	85   1	19 - 19 - 19 - 19 - 19 - 19 - 19 - 19 -						
	·							
	<u>.</u>				DAMAGE REPORT	· · · · · · · ·	من میں ایک میں ہیں۔ محکوم کے ا	
	F					` <b>_O</b>		
TECH COPY						M Star		<b>_</b> + _ + -
	S≱ PAGE1 OF 1		TECH COPY			O		50291
	· · · · · · · · · · · · · · · · · · ·							

. Т

	MECHANIC'S NAME & NUMBER,		PLAGS			
:	COMPLAINT: 4X4 /isht Comming on	R.D. OR EMPL	S TIME	TANE FEB 25 16:67	ION I	
	CAUSE Chull apple until parameter	50291 39	1,6 W	FEB 25 13:39		
	CORRECTION FORM MANT. ORTH AND	th			01	
	Manuter will not change				OFF	
	COMPLAINT: TRAFAUL a NEW diter ashe follute	ήγ			ON	
	CAUSE ALOSO Chilk for 4xy upgrans I ling	mogran	FLAG			
		· · · · · · · · · · · · · · · · · · ·			ON	
	MECHANICIS NAME & NUMBER		FLAG			
	CAUSE	····			- ION	
			FLAG		OF	
	MECHANIC'S NAME & NUMBER				<u>l</u> ok	
	COMPLAINT:		Flag		Ŭ.	
	OAUSE.			<u> </u>	ON	
• · · · ·	CORRECTION.		FLAG		OF	
<u> </u>					- Ch	
			FLAG		-L	
	CAUSE:					
<u> </u>		FLAG				

\_\_\_\_\_

\_\_\_\_\_

\_ -- -

-

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

ECOMMENDED OPERATION	SERVICES	TION MO/MI	TOTAL	OPERATION	OPERATI	ON DESCRIPTION	MO/MI	TOTAL
01CVZ012 01CVZ048 01CVZ072 01CVT096T 01CVZ72	12000 MILE SERVICI 48000 MILE SERVICI 72000 MILE SERVICI 12000 MILE SERVICI 48000 MILE SERVICI	MI Mi Mi	43.50 195.50 195.50 244.88 244.88	01CVZ024 01CVZ096 01CVZ012T 01CVZ48	96000 Mi 12000 Mi	LE SERVICE LE SERVICE LE SERVICE LE SERVICE	MI MI MI	195.50 195.50 43.50 244.88
ERVICE HISTOP					OBED MICH	0057	TION DESCRIPT	
04TE 02/07/08 01/31/08	REPAIR ORDER 49835 49682	10830 1	/ISOR TECHN 78 017 78 017 78 017 017	7 W 7 W 7 W	OPERATION 51CVZ 00CVZ 20CVZ01 70CVZ03	BODY ELEC	TRICAL	
LESPERSON NO.			SFR	VIC	E	STATE	E REG# 2	
VEHICLE LD. N	T13S472		DLET TRUCK/ CURTOMER NO. 5443	SERVICE CONTRAC	PRODUCTION	E DELIVERY MILES	SELLING DEALER NO	02/25/08
IRVING			CVZZ	AIR COND.   P. S.	TRANS MILEAGE A 11.1 te of the price to complete line			449
	USTOMER ESTIMATE:		vehicle, or annues len in hows white to executive af testing and/or inspect	lang an an an an an an an an an an an an an		ili control; itidu on opprøsn rome potentio litre above vehicele en str Disclaimer of	Warranties	
X 1 W 47CVZ CUSTOMER S	<i>A)</i> TATES SERVICE 4X	 (LE/DIFFEREN'	TIAL G ON	ta por tra	either exp warranty of purpose, other per	r, hereby expressing pressed or implife of merchantability and neither assu rson to assume n with the sale of	d, including a or litness for a mes nor auth for it any	ny Implied particular orizes any
		ÇUST	OMER COPY	,				50291

0 0 1

2

DEALER 111242		n status in(	QUIRY		Page 2 02/25/08
RC NUMBER;	VIN: IGNDTI		INQUIRY	DATE: 02/2	5/2008
	VRHIC	LE INFORMAT	ION		
MODEL: CT15506 - TR	AILBLAZER LS 4WI	WARRAD	TTY START DA	R: 10/28/20	006
ORDSE TYPE: 70 - RE	TAIL - STOCK				
DELIVERING DÉALÉR:	MAWTHORNE CHEVRO	LET	SELLING SOU	RCT5: 13 - CI	HEVROLET
	HAWTHORNE, NJ 07 (973) 427-1560	7507-0008	SITE CODE:	02127	
		,	BUSINESS ASS	CIATE CODE	; 1,1,211
SERVICE CONTRACT: Y	BRANDED TITLE				
	REQUIRED	) FIELD ACTI	BMG		
CAMPAIGN TYPE: YT CAMPAIGN DESCRIPTIC CAMPAIGN MAIL DATE: CAMPAIGN DISPOSITIC	n: Engine/Fower:			ROGRAM **EX	TENDED TO
	SERVICE IN	FORMATIONAL	ITEMS		
BULLETIN TYPE: EI BULLETIN DESCRIPTIC BULLETIN ISSUE DATE	N: PAINT PERLING	3 FRONT/REAR	FASCIA - RE		-08-62-00
OF	STAR AND XM SA	relitre <b>ra</b> de	O INFORMATIO	N	
ONSTAR EQUIPPED: Y	ONSTAR S	tatus: activ	E		
XM RADIO EQUIPPED:					
	APPLIC	ABLE WARRANT	IES		
DESCRIPTION		RFFECTIVE DATE	EFFECTIVE ODOMETER	rnd date	end Odometer
36/35000 BUMPER TO WARRANTY	BUMPER LAMITED	10/28/2005	22	10/28/2009	36022
WARRANTY BLOCK: N 72/100000 SHEET MET RUST THROUGH LIMITS		10/28/2006	22	10/28/2012	100022
WARRANTY BLOCK: N 95/80000 FEDERAL EN	MISSION	10/28/2006	22	10/28/2014	8002:
CATALYTIC CONV. AND WARRANTY BLOCK: N	D ⊅CM				

.

. . .

-

Sec. 1. 1. 1.

		,		
				Page 2
DEALER (11124)		VIN STATUS INQUI	RY	02/25/08
RO NUMBER:	VIN: 16	NDT135472;		
			INQUIRY DATE: 0	2/25/2008
LIMITED WARRANTY				
WARRANTY BLOCK: N				
35/50000 CALIFORNIA	EMTSSIONS	10/28/2006	22 10/28/200	<b>50022</b>
WARRANTY BLOCK; N		10/20/2005	22 20/20/200	/9 50022
84/70000 CALIFORNIA	SELECT	10/29/2006	22 10/28/20:	13 70022
COMPONENT				
NARRANTY BLOCK: N				
		CLAIM HISTORY		
	PR LABOR (	OPERATION		ODOMETER
NUMBER				READING
02/07/2008 049835	יינרפא # אי <u>ק</u> רפא			
		LER/RETAILER TRADE		
		DSIDE SERVICE (TOP		10000
		LING AND/OR CONNECT		

RO DATE	RO	TYPE	LABOR OPERATION	ODOMETER
	NUMBER			READING
02/07/2008	049835	#	N2117-SWITCH - SWITCH MODULE, FRONT DOOR - LEFT	10830
02/07/2008	049835	#	25000-DEALER/RETAILER TRADE (PART OFTAINED LOCAL	10830
02/06/2008	T20331	11:	Z2080-ROADSIDE SERVICE (TOWING)	10000
01/31/2008	049682	#	N6642-WIRING AND/OR CONNECTOR - HVAC SYSTEM - F	10670
01/31/2008	049682	#	27901-1-DAY COURTESY TRANSPORTATION	10670
04/17/2007	299359	:IF	R0943-RADIO FRONT SIDE DOOR SPRAKER REPLACEMENT	4375
04/17/2007	299359	: #	B4156-OUTSIDE REARVIEW MIRROR REPLACEMENT - LOR	4375
04/17/2007	299359	#	89540-LAMP ASSEMBLY, EXTERIOR - STOP, TALL AND	4375
09/01/2006	285900	ŧ	X0105-06091 FRODUCT ENHANCEMENT - REPROGRAM POW	1 1
07/27/2006	A19767	л,	27000-PRE-DELIVERY INSPECTION - BASE TIME	0

12534 Pass Thru: Final Instructions

ì.

Programming Complete.

Warranty Claim Code: 1A40C Record this code on the warranty repair order (if applicable).

**Post Fragramming 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:

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

	VIN: 1GNDT135472
Print	Clear DTCs New Cancel

©TWS49682

Ē

CTWS49682

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

	ISOR	1.78	928	02/04/08		49682
	OR BAILE	MILEAGE		SILVER/SILV	STOCK NO.	
YEA	R / MAKE / MODEL			DELIVERY DATE	DELIVERY	MILES
IRVINGTON, NJ	7/CHEVROLET TE		EK/4 DQU	SELLING DEALOR NO.	PRODUCTIO	ON DAIE
	GNDT13	S 4 7 2 IR O. NO.		R, O, DATE		
BUSINESS PHONE CON	MENTS			01/31/08		40570
					MO:	10670
JOB# 1 CHARGES						
MOTO 200 200 2010 CARACTERIA CONCERN	0.50 TECH(S) 017	동안 가슴 소설한 만큼 알았는	enar <b>50%58</b>			· · · · · · · · · · · · · · · · · · ·
CUSTOMER STATES VEHICLE HAS NO HEAT AT	ND FUSE REEP BLOWI	NG				
SHORTED MARNESS DUE TO BD GROUND MELTI REPLACE RESISTER MARNESS AND HARNESS	ED ASSEMBLY					
PARTSDESCRIPTIO	9.215 47.50	47.50 /0.00	76.00 39.73			
1 89019100 RESISTOR	9.278 24.83 COST TOTAL	24.83 39.73 72.33	39.73 115.73			
		TOTAL - PARTS	115.75			
JOB# 1 TOTALS-		LABOR	50.58 115.73			1. S
ADD II. A DOLL		PARTS	166.31			
JOB# 2 CHARGES	RNAL PREFIX CTWS	JUB# 1 101/12				
LABOR- ENTERPRISE RENTAL COURTESY TRANSPORTATION ENTERPRISE RENTAL 1 DAY RENTAL			0:00			
SUBLETPO#VEND INV#-INV.DATE+DESCRIPTI 13612 D694402 02/04/08 1 DAY REN	ITAL .	TOTAL - SUBLET	42.00 42.00			
JOB# 2 TOTALS		SUBLET	42.00			1.16
.10B# 2.10U	RNAL PREFIX CTWS		42.00			
		R/O TAX	0.00			に、 一般は東 - 11日の日本語
		R/O TOTALS	208.31			
WARRANTY CLAIM DETAIL TOTALS		• • • • • • • • • • • • • • • • • • • •		-		
CLAIM#						18
CLAIM TOTALS 208.31					:	
						: * · · · ·
APPROVED BY SIGNATURE						. •.
				1		

CTWS49682

E

CTWS49682

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

54436		ADVISON JOE	178	928	02/04/08	
		LABOR RATE	MILEAC		SILVER/SILV	STOCK NO.
		VEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
RVINGTON, NJ		VEHICLE I.D. NO.		ZEK/4 000	SELUNG DEALER NO.	PRODUCTION DATE
		1 G N D T 1 3 S	<u>80.</u>		R.O. DATE	
	RUBINERS PHONE				01/31/08	
						мо: 10670
AUDIT SLIP	·····					
DCS DATA 1 02/04/2008	FILE: GMGMWF.506 8 WARR#	NTY NEW CLAIM				
1007 RO NUMBER	-		DMETER SERVICE	ADVISOR #		
049682	01/31/2008 1GNDT13542	3 02245 1	0670			
	NAME · EIRST:	MIDDLE: PHONE:WORK:	HOME :			
LAST:			OHRS NET-AMT.			
LN JOB CT 1 01	OK 2 15862656	115.73 6G N6642 .5		50.58		
LN-TOT:	166.31 TECH SSN: NUMBERS: 89019100	AUTH CODE: P	AUTH. AUTHO	K.: 0090		
LN JOB CT		T-PTS FC LABOP LHRS 98 Z7901	OHRS NET AMT.	LAB-TOT.		
2 02 LN-TOT:	MJ 42.00 TEC <u>H SSN</u>	98 Z7901 AUTH CODE :	42.00 AUTH, AUTHO	R.:		
COMMENTS :	1GCDT13E388					
		R.	0. TOTAL: 20	8.31		
						$G_{i} = \frac{1}{2} \frac{1}$
						e de la compañía de la compañía de la compañía de la compañía de la compañía de la compañía de la compañía de l
						. ·
					1	
						n an traini An traini

		, 	RENTAL AGREEMENT
	IN 02:05PM 2/01/08	ELGAC, INC 455 ROUTE 22 RAST 973-564-7877	D694402 FAGE 1 OF 1
	OUT 11:49AM 1/31/08	SPRINGFIELD NJ 07081-3541 24EM	
	24-HOUR DAY	RENTAL TYPE D SOURCE CH24EM	
		RENTER	BUNNARY OF CHARGES DAY = 24 HOLL PERIOD
	UNIT 1 UNIT # NY2CW1		MILES
	LIC# RXD14A	хт.т.	NO CHI IGE
	MODEL COLC	NEWARK NJ	
	COLOR SILVER IN 8522	LOCAL: (H) (W)	
	IN 8522 OUT 8463		1 DAXS 0 42.00 42.00
	V# 1GCDT13E38B		
		DR. LICENSE	
	•.	STATE NJ EXPIRE 3/31/10 DOB HT WT	
		DOB HT WT EYES HAIR	
		S.S.#	
		EMPLOYER	
		CELL	
		BILL TO Y CUST # 243008	· · · · · · · · · · · · · · · · · · ·
• •		BILL TO I CUST # 145000 MULTI-CHEVROLET-EM	
		ATTN: JOE**	
		2675 RT 22 WEST	
		UNION NJ	
	-(1)	908-586-2800 07093	
1	12614		
A X	13612		
WO'XI	10142		SALES (AX% 7.00 2.94
1.5	V 490 "		SALES TAX% 7.00 2.94
<b>N</b>	XX	ADDITIONAL DRIVER	
Ko.	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	NO OTHER DRIVER PERMITTED	1 DOMSECTE 5.00 5.00
10			
		PERMISSION TO LEAVE STATE	
	CLAIM INFO	YES X NO	
	POL/CLAIM/PO#		TOTAL CHARGE 49.94
	49682	STATES NY NJ ONLY CUSTOMER BIGNATURE ON FILE	TOTAM CARRENT
	Insured	CUSTOMER BIGNATORS ON FILES	DEPOSITS 250.00 245.00-
		PAYMENT INFORMATION	RRFUND 243.00-
	LOSS DATE	AMOUNT PD.BY TYPE DATE AUTH	
	THEFT ACCIDENT	250,00 VISA SALE 1/31/08 533116	
		245.00-VISA REND 2/01/08	TAX 2.94
	TYPE CAR		BILL TO CUE 243008 42.00
	TRAILBRAZE	•	BILL TO CUE 243008 42.00
	SHOP MULTI-CHEVRO		
•	PHONE 908-686-2800		OPENED BY #185CB CHRISLAIN DAUX
	NAME	CLOSED TICKET PAYMENT INFO	CLOSED BY # BIIN BRIAN G ECKERT
		san Agricit and and an an an an an an an an an an an an an	
,			
		•	
	н. Н		
.1	,		-
			N

RCHASE ORDER TO		NUMB	ER 13612		a da ser da ser a da ser a da ser a da ser a da ser a da ser a da ser a da ser a da ser a da ser a da ser a da Ser a da ser
10 (10 (10 (10 (10 (10 (10 (10 (10 (10 (	35	WRITTEN			
NTERPRISE RENT A CAR 55 ROUTE 22 EAST PRINGFIELD NJ 07081-3541		DEPARTN DATE		CE D. AMOUNT	42.00
IIP TO		BILL TO			
ULTI CHEVROLET 175 ROUTE 22 WEST NION NJ 07083			HEVROLET UTE 22 WEST IJ 07083		
전철학 상황 방법이 가지 않았다.		ΤΑΧ Ι	EXEMPT #	NOF	an an an an an an an an an an an an an a
DÉSCRIPTION			PRICE		AMOUNT

.

•...

Maddia

SIGNATURE

ACCT AMOUNT CONTROL NUMBER ACCT. AMOUNT CONTRO	A second s
ACCT. AMOUNT CONTROL NUMBER ACCT. AMOUNT CONTROL	LNUMBER
246 42.00 49682	

你的。"你们还想着你

V

CTCS49682

CTCS49682

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

54436			178 928	02/01/08	
			MILEAGE	0 SILVER/SILV	STOCK NO.
IRVINGTON, NJ		07/CHEVROLET TH	RUCK/TRAILBLAZER/4 DO	DELIVERY DATE	DELIVERY MILLS
, <b>,,</b>		IGNDT13		SELLING DEALER NO.	PRODUCTION DATE
		R.T.E.NO.	P.O. May		,
	DUSINESS PHONE	COMMENTS	l	01/31/08	ļ
DB# 1 CHARGES					MO: 10670
NBOR CUSTOMER ST/ FOR HEATING SHORTED HAR	TING CONCERN N 664	AND FUSE KEEP BLOWIN	N 17. Jacobski stala stala se sa <b>1814 da se se se se</b> se se se se se se se se se se se se se		
	2050 CONNEC	FUR 9.215 DR 9.278	ICE-UNIT PRICE- WARRANTY WARRANTY TOTAL - PARTS 0.00		
)B# 1 TOTALS	· · · · · · · · · · · · · · · · · · ·	••••••			
B# 2 CHARGES	JOB# 1 、	JOURNAL PREFIX CTCS	JOB# 1 TOTAL 0.00		
2:70CVZ09 ENTERPRISE R ENTERPRISE R	AL Z 790 RENTAL RENTAL	TECH(S):017	いたた。 「「「「」」」 「「」」」 「」」 「」」 「」」 「」」 「		
B# 2 TOTALS					. • .
	JOB# 2 3	JOURNAL PREFIX CTCS	JOB# 2 TOTAL 0.00		
TIMATE STOMER HEREBY ACKNOWLED ORIGINAL ESTIMAT TALS	GES RECEIVING E OF \$0.00 (+TAX)	•••••			
******			TAL LABOR 0.00		
[] CASH [] CHECK [] VISA [] MASTER [] AMER XPRESS []	CK NO. [ ] * CARD [] DI.SCOVER *		TAL         LABOR         0.00           TAL         PARTS         0.00           TAL         SUBLET         0.00           TAL         G.O.G         0.00           TAL         MISC         CHG.         0.00           TAL         MISC         CHG.         0.00           TAL         MISC         DISC         0.00           TAL         MISC         DISC         0.00           TAL         TAX.         0.00         0.00		
**************************************	THE PRIVILEGE OF SERVI A SURVEY FROM GENERAL M LY SATISFIED" ON EACH Q R THIS REPAIR: PLEASE C	CING YOUR NOTORS IF YOU NESTION AND ALL PETE	TAL INVOICE \$ 0.00		
LUSTOMER SIGNATURE	V				
AGE 1 OF 1	SERVICE FILE COPY	(	END OF INVOICE 1 02:47 pm		· · ·



.

# RECOMMENDED SERVICES

-7s'

OPERATION OPERATION DES	COURTION		·					
01CVZ009 9000 MILE SERV	0.00	TOTAL		PATION	OPERATION	DESCRIPTION	MO/M	TOTAL
01CVZ027 27000 MILE SER	VICE	68.00 79.88		VZ018 VZ036	18000 MILE	SERVICE	MI	
01CVZ069 69000 MILE SER	VICE MI	79.88	01C	VZ063	36000 MILE 63000 MILE	SERVICE	MI MI	57.2 79.8 79.8
01CVZ009T 9000 MILE SERV	ICE MI	10.00 67.28	010	/Z081 /Z018T	81000 MILE 18000 MILE	SERVICE	MI	79.8
ERVICE HISTORY						JERVICE	м	79.8
DATE REPAIR ORDER	MILEAGE ADVIS		ICIAN	TYPE	OPERATION			
					OFCHAITON	OPER	ATION DESCRIP	TION
					1			
					1 /			
					" [			
LESPERSON NO.		SER	VI	CΕ		STAT	E REG#2	
1GNDT13S472					PRODUCTION DATE			B. D. NQ.
	017 012 1 005	томея NO. 5443	BERVIC	CONTRACT	DELIVERY DATE	DELIVERY MILES	SELUNG DEALER NO	49682
			6					09/3170
IRVINGTON, N		üLVER/SI	LVER	C(	INTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	928
400-	ТИРВ		IR COND.	P.B. TAAN	MILEAGEIN			
Nevi	ESS FHONE					holed regalize	JOE	· · · · · ·
11.31am 01/31/08	06:00pm	and Agree: that you (	ALE NOIR LIGERO	n sat tenn to bo dor náibie fer siny delays	to by your legitinor with the it caused by unaveighbility or de- with a contr rate t	intishing by you of the aloyed availability of par	hoodshery parts and other s of material for any reaso	r material for such
DIVTMEN'T Yes	LADON RATE				eanly rate t	alan rapair; ann you do ài: that an express mac Ma stavé vehicle on sin	rosponelbio for lossi or rigr heinio's lian is hereby ack anta, highwaya or eleawha	nago to lho abova newletigod on the
No	( x							
6					TECH#	127		
LX					MILES	M	ILES /	<u></u>
LATER BARANGER DATA AND A STOLEN A	an an an an an an an an an an an an an a				1N	PARKING		20
W 20CVZ01 CUSTOMER STATES VEHICLE	IEATING CONCERN	K KEED		Geografia Inc	>			
FOR HEATING SYSTEM	AO NO HEAT AND FU	JOE NEEP	BLOW	ing ·	TI PROCEEL		AIRS ON A "	NOT TO
					EXCEED" BA	SIS \$		
					×			
W 70CVZ03	ENTAL ASSAULT	Excensional and	UTE (2020)	يې د مېسې د دې د دې د د ور ور ور ور د او د کا کې د کې د د د د د د ور و د ور ور	OF THE COST TO	MY RIGHT TO RE COMPLETE THE	CEIVE A WRITTEN REQUESTED REP	I ESTIMATE
ENTERPRISE RENTAL		14 14 10 A 14		an the second second second second second second second second second second second second second second second	×			
					2) DATE	TIME	AMT\$	
					AUTHORIZED			
							AMT \$	
	. 1				AUTHORIZED		AMI 5	<u> </u>
PARTSI	RETURNED/					ACKNOWLED	GEMENT	
$\land \Psi$	77,				ADJUSTMENTS DO HAVE SUCH REPAIR	ONE ELSEWHERE	E INSPECTION RE AND HEREBY C	PAIRS AND HOOSE TO
	<u>/</u> -/ /					HS PERFORMED /	AT THIS PACILITY.	
						B SIGNATURIA /ISION OF MOTOR V	ENICLE INSPECTION C	
0								2NTER
					I El	RF# 0	01670	
<u> </u>	•				QUALITY CONTROL	MILEAGE OUT	PARKING	SPACE
the A	-				BY/DATE			
excessive t	and and		_		•			·
ghan - h. t-	moltal	nesis	-Tri-	<b>L</b>	DAMAGE REPORT			
Homes's show the	Rell Bot	-1.						
NECC TO	-ept is a	5				KE		
AGE 1 OF 1 7 7 4 00 3	TECH CO	PΥ				~~~ <b>`</b> 6		49682
					· · · · · · · · · · · · · · · · · · ·			15002

<u> </u>	MECHANIC'S NAME & MUMBER	IN	FLAGS	
	COMPLAINT:	171		ON
			the second	
	CAUSE CR BLOWER.	/	YLAG	CFF
: !		i L	/	1
	CORRECTION: INOP At T.MLS			ON .
		FORGIS	KERINI	
	MECHANIC S NAME & NUMBER		FLAG	OFF
	COMPLANT: /////	ADESS /	RE	
		Je	FLAG REPEAC	ON
	0 s (PC) (	- /	FLAG HARN	
1		BAN /	FLAMA ~ NG	Off
		/		
·······		BAJ /		ÔN
	NICHANIC'S NAME & MAREER		FLAT C. K.	
· ·		/	FLAU ST	OFF
	Mac		FLAG ESIS FUR	
	CAUSE:	<u>-                                    </u>	K MB -	0K
··i	L:	······	FLAG	,
	CORP W.O. OR EMPL MECH, PAY FLAT RATE W - TIME REPAIR ORDER OFF		* turnes / /	CFF
	19682 17 FLAT RATE W. TIME REPAIR ORDER OFF			
	MEC 79682 5 FEB 110	3 [#12		ON
· :			FLAG	
:				OFF
· ·- ·	CAUSE.			
	· · · · · · · · · · · · · · · · · · ·			ON
··· -— [—	CORRECTION:		FLAG	OFE
				i Vicc I
	E MECHANICIS HAME & NUMBER			04
: : :	COMPLANT			
:			FLAC	OFF
:				
· · · · · · · · · · · · · · · · · · ·		· · · · · · · · · · · · · · · · · · ·	· ·	<u>G</u> M
	COHRECT ON			. U. I
	·		MLAG	• OFF
		·		
<u>LOMME</u>	NGC.			

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

ഴ
6
8
Ň

		. •	2	TI CHEV 2675 Rout UNION, 1 (908) 68	NJ 07083	NC.		4968	32 49682
RECOM	MENDED	SERVICES							
01CV2		OPERATION DESCR		TOTAL	OPERATION	OPERATION	DESCRIPTIO	N MO/MI	TOTAL
01CV2 01CV2 01CV2 01CV2	027 054 069	9000 MILE SERVICE 27000 MILE SERVIC 54000 MILE SERVIC 69000 MILE SERVIC 9000 MILE SERVICE	E MI E MI	68.00 79.88 79.88 10.00	01CVZ018 01CVZ036 01CVZ063 01CVZ081	18000 MILE 36000 MILE 63000 MILE 81000 MILE		MI MI MI	67.28 79.88 79.88 79.88 79.88
SERVICE	E HISTOR		MI	67.28	01CV2018T	18000 MILE	SERVICE	MI	79.88
	ATE .	REPAIR ORDER	MILEAGE AD	VISOR TECHNI	CIAN TYPE	OPERATION	OPE	RATION DESCRI	IPTION
SALESPER	RSON NO.			SER	VICE		CTAT		
		135472	C.	DILET TRUCK/T DUSTOMER NO. 54436	CONTRACT		DELIVERY MILLES	E REG# 2	01/31/08
	IRVINGT		PHONE	heroby walvo my right re e	VER I COND. P.S. TRANS	10.670	ADVISOR NO.		928
APPOINTMENT	TIME PROBINED			heroby authoriza the rapp) opain and agree: the value of mismo nor outhorize any of ahidh, or arrigtes left there ahidh, or arrigtes	work hardin an forth to be the end responsible for her with the interperion to casume for year of her perion to casume for year of the state of the, thet or any o mount of repaids from the such variation.	no by you, together with the fur caused by unnwithshilly or dolt y linbilly in connection with aug that cause bayand your conital	niahing by you of the ayed oveilability of po h repair; that you be h fint on express m	December y parts and off ris or matchial for any real phone is a long of or e ichanic's lies is hangly a	hit that you nother sont that you nother demage to the shows
No No JOB				f tooling and//or inanceling	anovin: of topolek themite; that y such vahiele.	our ompløyent may operate the	a no atalitik weath a	reats, highwaya or alaaw	hors for the purpose
1 W CUST	20CVZ01	ATES VEHICLE HAS	TOTAL 0.00 ATING CONCEI S NO HEAT AND	R <b>N</b> FUSE KEEP I	BLOWING	Dia The Seller, here either expresse warranty of mer purpose, and r other person connection with	by expressied or implie chantability neither assu to assume	ed, including a or fitness for Imes nor auth for it any	any implied a particular norizes any liability in
	70CVZ03 RPRISE RI		NTAL	e in the second	te de la de la de la de				
									b Green - Steal Marks - Sainter O. (1214)
PAGE 1	OF 1		DISPAT	СН СОРҮ					49682

ののないないです。

ÿ.

а ŝy a lite

말갑

t ig

Ş

# Thank you. Your TAC Case Closing data has been sent.

TAC Case Number: 10311430

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:

NERSON A TAC OUALITY SUS

CTWS52573

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

CTWS52573

UISTOMER NO.       54436       MICHAEL BARBOSA       480       335       05/23/08       CTWS52573         INTERACT       MILEAGU       DOLOR       SILVER/SILV       STOCK NO.         IRVINGTON, NJ       VEHICLE LD NO.       12,594       SILVER/SILV       STOCK NO.         IRVINGTON, NJ       VEHICLE LD NO.       07/CHEVROLET TRUCK/TRAILBLAZER/4 DOO       DELIVERY MILES       DELIVERY MILES         IRVINGTON, NJ       VEHICLE LD NO.       1 G N D T 1 3 S 4 7 2       PRODUCTION DATE       PRODUCTION DATE         IUBINEGS PHONE       COMMENTS       RO.NO.       RO.NO.       D5/20/08       MO: 12596         IUB# 1 CHARGES				ADVISOF			1AG	NO,	INVOICE DATE	INVOICE NO.
Disc         Disc <thdisc< th="">         Disc         Disc         <thd< td=""><td>CUSTOMER NO.</td><td>54436</td><td>•</td><td></td><td>BARBO</td><td>)SA</td><td></td><td></td><td>05/23/08</td><td></td></thd<></thdisc<>	CUSTOMER NO.	54436	•		BARBO	)SA			05/23/08	
IRVINGTON, NJ       Import American and a strategy of the strategy of								10	COLOR	STOCK NO.
IRVINGTON, NJ       Image: Intervent of the second of the se								12,594	SILVER/SILV	
IRVINGTON, NJ       Image: State				YEAR / MAKE / M	ODEI.					DELIVERY MILES
I G N D T 1.3 S 4 7 2         C. 201           INTERG         2000871         MOC.         05/20/08           INDER         2000871         MOC.         12596           INDER         CLONARES         2000871         MOC.         12596           INDER         CLOSTORER STATTS VEHICLE CRANKS MILL NOT START         MOC.         12596           PERFERRED FDS DIDIONET DIARCES SERVICE DUEL TANK AND REPLACE FUEL PUMP ASSEMUX         DESCRIPTION         400.10           PARTS         OTAL         PARTS         410.10           JOB# 1 JOURNAL PREFIX CINS JOB# 1 TOTAL         526.31         410.10           JOB# 1 JOURNAL PREFIX CINS JOB# 1 TOTAL         500.00         80.00           JOB# 1 JOURNAL PREFIX CINS JOB# 1 TOTAL         502.06           RATS         1010         JOB# 1 JOURNAL PREFIX CINS JOB# 1 TOTAL         502.06           RATS         OTAL         S02.06         R/0 TOTALS         502.06           CLAIME         OTAL         S02.06         R/0 TOTALS         502.06           DOS ALDIT SLIP         DISCRAPTINE         DIV DEALER 000METER SERVICE ADVISOR #           OSSTRO D SIGNATURE         DIV DEALER 000METER SERVICE ADVISOR #         005722/2008           OSTRO D SIGNATURE         DIV DEALER 000METER SERVICE ADVISOR #         005722/200	TRATINGTON	I N 71			ROLET	TRUCK/	TRALLBLA	ZER/4 000	BELLING DEALER NO.	PRODUCTION DATE
Interface         Product         Operation           10006         1 CMARGES         MOI: 12596           PELL PARK         VENILL CRANKEN KILL NOT START THE SYS .400/RS: 11.70 TECH(S):040         MOI: 12596           PELL PARK         VENILL CRANKEN KAND         PERCENT           PERCENT         PERCENT         PERCENT           PERCENT         PERCENT         MOI: 12596           PARTS	TRATION	, NJ		VEHICLE I.D. NO.	ът 1	2 C /	7 2			
DOG#         COLVER         DOG#         OS/20/08           ADDR         COLVER						234	1 P.O. NO.		PLO DATE	
IOWAGES       ADDR.       I.2.330         ADDR.       ADDR.       I.2.330         ADDR.       CUED CHARGES       INT INSURANCE PUBLICANCE AND START         PERFORMED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCED FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK AND REPARCED FLOW CHART DIARNOSSIS.REPARCE FULL TAK MARRANTY CLAIM DETAIL TOTALS         CLAIM DETAIL TOTALS       SE2.06 CLAIM TOTALS       SE2.06 CLAIM TOTALS       SE2.06 CLAIM TOTALS         CLAIM TOTALS       SE2.06 CLAIM TOTALS       SE2.06 CLAIM TOTALS       SE2.06 CLAIM TOTALS       SE2.06 CLAIM TOTALS         CLAIM TOTALS       SE2.06 CLAIM TOTALS       SE2.06 CLAIM TOTALS       SE2.06 CLAIM TOTALS       SE2.06 CLAIM TOTALS         CLAIM TOTALS       SE2.06 CLAIM TOTALS       SE2.06 TOTAL       SE2.06 TOTAL       SE2.06 TOTAL       SE2.06 TOTAL         CLAIM TOTALS       SE2.06 TOTAL <td< td=""><td></td><td></td><td></td><td>1. I. E. NO.</td><td></td><td></td><td></td><td></td><td>05/20/08</td><td></td></td<>				1. I. E. NO.					05/20/08	
000# 1 CHARGES       CONTROL STARTING SYS HOURS: 1: 70 TECH(S):040         010.100       CLISTORER STATES VEHICLE CRANKS WILL NUT START         010.100       PERCORED FLOW CHART DIARACES.REMOVED FUEL TANK AND         PERCORED FLOW CHART DIARACES.REMOVED FUEL TANK AND         PARTS       -0111         PARTS       -0111         PARTS       -0111         PARTS       -0111         DOB# 1 TOTALS			BUBINESS PHONE	COMMENTS						MO: 12596
MARRATING       STARTING SYS HOURS: 11,70 TECH(3):040       MARRATING SYS HOURS: 11,70 TECH(3):040         M# 1:500V2005       CLSTORER STARTING SYS HOURS: 11,70 TECH(3):040       MARRATING HIGLE CHANKS WILL NOT START         FLEL, PUMP LOSS OF PRESSURE       PRESSURE       SECOND       MARRATING SYS HOURS: 11,70 TECH(3):040         PARTS       OTY FF-HUMBER       DESCRIPTION       COST OF AL 256-31 410.10       410.10         1       19153374       MCOULE KI 3.107 265.31 410.10       410.10         JOB# 1 TOTALS       LAROR       171.96         PARTS       LAROR       10.10         JOB# 1 JOURNAL PREFIX CTNS JOB# 1 TOTAL       582.06         R/O TOTALS       S82.06         CLAIME       TOTAL       582.06         APPROVED BY SIGNATURE       MARRATIY NEW CLAIM         DCS AUDIT SLIP       MARRATIY NEW CLAIM         0542.000       INNOTALS         052.001       INNOTALS         053.0022/2008       INNOTALS         0542.003       INNOTALS         0542.003       INNOTALS         055704F ANATELS       INNOTALS         05704F ANATELS       INNOTALS         05704F ANATELS       INNOTALS         05704F ANATELS       INNOTALS         05704F ANATELS										MO. 12350
AMDR.       Control Co	108# 1 CHARGE	-S					••••••			
# 1:500/0205										
CUSTOMER STATES PERILLE GRANCS ALL ROT START FILE PUPE LOSS (FILER STARTS STREMDUED FUEL TANK AND FEFLACED FILE PUPE JOSENIX PARTS	LABOR-			2	rurs) vite	10	an istrative	******** <b>*71%96</b>		
FUEL PUMP LOSS OF PRESSURE PREPORTED FLOC PUMP ASSERT         PERSURE PERFORMED FLOC PUMP ASSERT           PARTS	0# 10506VZ05	систонго ста	ER STARTING STS ADDUR THE VEHICLE CDAMKS WIT	I NOT STAR	CHILOVIU:	T <b>V</b>		1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.		
DERFORMED FLOW CHART DIAGNOSTS. REMOVED PUEL TARK AND         OTY		EUSIUMER STA EUFI PUMP IN	SS OF PRESSURF							
PARTS		PERFORMED FL	OW CHART DIAGNOSIS.RE	MOVED FUEL 1	rank and					5 B
1       19153374       94000LE K1 3.10005 200 M		DEDIACED EHE	I DIIMD ACCEMPLV							
COST TUIL 2014 PARTS 410.10         TUTAL 1000000000000000000000000000000000000	PARTSQT	YFP·NUMBE	RDESCR	1 P 1 10N	256	1 - E/003	A10 10	410.10		
JOB# 1 TOTALS       TOTAL - PARTS       410.10         JOB# 1 JOURNAL PREFIX CTNS JOB# 1 TOTAL       592.06         R/0 TAX       0.00         R/0 TAX       0.00         R/0 TAX       0.00         R/0 TAX       592.06         CLAIN#       592.06         APPROVED BY SIGNATURE       592.06         DCS AUDIT SLIP       SIGNATURE         DCS AUDIT SLIP       GESTATA FILE: GNOME - 997         MARRANTY NEW CLAIM       DIV DEALER ODOMETER SERVICE ADVISOB         APPROVED BY SIGNATURE       DIV DEALER ODOMETER SERVICE ADVISOB         DOS JOINT SLIP       TEST:         MARRANTY NEW CLAIM       12594         MODER ND DATE       VIN         NUBER RD DATE       VIN         NO NUBER RD DATE       VIN         ND DUBER RD DATE       VIN         ND DUBER ND ATE       VIN         ND JOB CT CC PC       PART-NO. TOT-PTS         IN JOB CT CC PC       PART-NO. TOT-PTS         IN JOB CT CC PC       PART-NO. TOT-PTS         IN JOB CT CC PC       PART-NO. TOT-PTS         IN JOB CT CC PC       PART-NO. TOT-PTS         R.O. TOTAL:       582.06	ļ	1 19153	374 *MODU		IST TOTAL	256.3	\$1			
APROVED BY SIGNATURE DCS AUDIT SLIP OCS AUDI				0.		TOTAL	- PARTS	410.10		
APROVED BY SIGNATURE DCS AUDIT SLIP OCS AUDI										
PARTS       410.10         JOB# 1 JOURNAL PREFIX CTNS JOB# 1 TOTAL       582.06         R/O TAX       0.00         R/O TAX       582.06         CLAIN#	JOB# 1 TOTALS	S	· · · · · · · · · · · · · · · · · · ·			I ARO		171 96		
JOB# 1 JOURNAL PREFIX CTNS JOB# 1 TOTAL 582.05 R/O TAX 0.00 R/O TOTALS 582.06 CLAIN# TOTAL										
R/D TAX       0.00         R/D TAX       0.00         R/D TAX       582.06         CLAIN#       TOTAL         582.06       582.06         APPROVED BY SIGNATURE       582.06         DCS AUDIT SLIP       582.06         MARRANTY EXAMPLE       05.20.72008         MARRANTY NEW CLAIM       1346         1346       VIN         05.20.72008       WARRANTY NEW CLAIM         1346       05.20.72008         ISOLER NAME       VIN         017       DES DATA FILE: GNGMMF.997         05.20.72008       WARRANTY NEW CLAIM         1346       FO NUMBER ND DATE         VIN       DIV       DESLER         05.20.720.02008       IGNDTISS472:       3 02248         01010       DIV       DESLER         USTIMER NAME       FIRST:       MIDDLE:         HONE: WORK:       HOME         LN.TOT:       582.06       TECH SSN:         ADID       ZI LI225       AUTH. AUTHOR :         IN JOB CT CP CP PART-NO. TOT-PTS       FL LI225         LN-TOT:       582.06       TECH SSN:         AUTH CODE:       AUTH. AUTHOR :         R.O. TOTAL:       582.06 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>										
Ř/Ö TÖTALS         KARRANTY CLAIM DETAIL TOTALS         TOTAL         S82.06         CLAIM#         S82.06         APPROVED BY SIGNATURE         DCS AUDIT SLIP         DCS DATA FILE: GMGM/F.997         MARRANTY NEW CLAIM         1346         RO NUMBER RO DATE         VIN         OIV DEALER ODOMETER SERVICE ADVISOB         MIDDLE:         NI         19153374         AUTH CODE:         AUTH. AUTHOR:         R.0. TOTAL:         S82.06	1		JOB# 1	Journal, Pri	EFIX CT	WS JOB#	1 TOTAL	582.05		
Ř/Ö TÖTALS         KARRANTY CLAIM DETAIL TOTALS         TOTAL         S82.06         CLAIM#         S82.06         APPROVED BY SIGNATURE         DCS AUDIT SLIP         DCS DATA FILE: GMGM/F.997         MARRANTY NEW CLAIM         1346         RO NUMBER RO DATE         VIN         OIV DEALER ODOMETER SERVICE ADVISOB         MIDDLE:         NI         19153374         AUTH CODE:         AUTH. AUTHOR:         R.0. TOTAL:         S82.06						D/0		0.00		
WARRANTY CLAIM DETAIL TOTALS Solution Solution Solution APPROVED BY SIGNATURE DCS AUDIT SLIP DCS DATA FILE: GNGMMF.997 05/23/2008 ISADTE VIN DIV DEALER ODOMETER SERVICE ADVISOB RO MUMBER RO DATE VIN 05245 12594 CUSTOMER NAME: FIRST: PHONE: WORK: LAST: PHONE: WORK: HOWE LAST: PHONE: WORK: HOWE LAST: PHONE: WORK: HOWE LAST: LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS PC LABOD LHRS OHRS MET AMT. LAB-TOT. R.O. TOTAL: 582.06										
CLAIN#       582.06         CLAIN TOTALS       582.06         CLAIN TOTALS       582.06         APPROVED BY SIGNATURE         DCS AUDIT SLIP.         DCS DATA FILE: GMGMMF.997         MARRANTY NEW CLAIM         13/46         R0 NUMBER RD DATE         VIN         052573 / 2008         13/46         R0 NUMBER RD DATE         VIN         052573 / 05/20/2008         IASTI         MIDDLE:         PHONE: HORK:         HONE: HORK:         HONE: HORK:         IASTI         IN JOB CT CC PC         PART-NO, TOT-PTS         FC LABOP LHPS         IN JOB CT CC PC         PART-NO, TOT-PTS         FC LABOP LHPS         IN JOB CT CC PC         PART-NO, TOT-PTS         FC LABOP LHPS         NUTH CODE:         AUTH AUTHOR:         R.O. TOTAL:         582.06						K/U	I VIALS	202.00		
CLAIN#       582.06         CLAIN TOTALS       582.06         CLAIN TOTALS       582.06         APPROVED BY SIGNATURE         DCS AUDIT SLIP.         DCS DATA FILE: GMGMMF.997         MARRANTY NEW CLAIM         13/46         R0 NUMBER RD DATE         VIN         052573 / 2008         13/46         R0 NUMBER RD DATE         VIN         052573 / 05/20/2008         IASTI         MIDDLE:         PHONE: HORK:         HONE: HORK:         HONE: HORK:         IASTI         IN JOB CT CC PC         PART-NO, TOT-PTS         FC LABOP LHPS         IN JOB CT CC PC         PART-NO, TOT-PTS         FC LABOP LHPS         IN JOB CT CC PC         PART-NO, TOT-PTS         FC LABOP LHPS         NUTH CODE:         AUTH AUTHOR:         R.O. TOTAL:         582.06	WARDANTY CLAT	M DETAIL TOT	AI 5				• • • • • • • • • • • • •		-	
582.06         CLAIM TOTALS 582.06         APPROVED BY SIGNATURE         DCS AUDIT SLIP         DCS DATA FILE: (MGMWF.997 05/23/2008         MARRANTY NEW CLAIM 1346 R0 NUMBER RO DATE 052573 05/20/2008 1GNDT1354721         DIV DEALER ODOMETER SERVICE ADVISOB # 052573 05/20/2008 1GNDT1354721         ODIV DEALER ODOMETER SERVICE ADVISOB # 052573 05/20/2008 1GNDT1354721         MIDDLE: PHONE:WORK: HOME: LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 19153374 A10.10 2L L1225 1.7 AUTH. AUTHOR : LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 19153374 A10.10 2L L1225 1.7 AUTH. AUTHOR : R.0. TOTAL: 582.06         R.0. TOTAL: 582.06		it beinge to								
CLAIM TOTALS       582.06         APPROVED BY SIGNATURE         DCS AUDIT SLIP	CLAIM#									
APPROVED BY SIGNATURE DCS AUDIT SLIP. DCS DATA FILE: GMGMMF.997 MARRANTY NEW CLAIM 1346 RO NUMBER RO DATE UIN 052273 05/20/2008 IGNDT1354721 UIN CUSTOMER NAME: FIRST: UNJOB CT CC PC PART.NO. TOT.PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 1915374 410.10 21 LN JOB CT CC PC PART.NO. TOT.PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 1915374 410.10 21 AUTH CODE: AUTH. AUTHOR.: R.O. TOTAL: 582.06		582.06	)							
APPROVED BY SIGNATURE DCS AUDIT SLIP. DCS DATA FILE: GMGMMF.997 MARRANTY NEW CLAIM 1346 RO NUMBER RO DATE UIN 052273 05/20/2008 IGNDT1354721 UIN CUSTOMER NAME: FIRST: UNJOB CT CC PC PART.NO. TOT.PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 1915374 410.10 21 LN JOB CT CC PC PART.NO. TOT.PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 1915374 410.10 21 AUTH CODE: AUTH. AUTHOR.: R.O. TOTAL: 582.06	CLAIM TOTALS	582.06								
DCS AUDIT SLIP DCS DATA FILE: GMGMWF.997 05/23/2008 WARRANTY NEW CLAIM 1346 RO NUMBER RO DATE VIN 052573 05/20/2008 IGNDT1354721 CUSTOMER NAME: FIRST: MIDDLE: LAST: MIDDLE: LAST: MIDDLE: LN JOB CT CC PC PART.NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 19153374 410.10 2L L1225 1.7 171.96 LN.TOT: 582.06 TECH SSN: MIDDLE: R.O. TOTAL: 582.06 R.O. TOTAL: 582.06		002.00	,							
DCS AUDIT SLIP DCS DATA FILE: GMGMWF.997 05/23/2008 WARRANTY NEW CLAIM 1346 RO NUMBER RO DATE VIN 052573 05/20/2008 IGNDT1354721 CUSTOMER NAME: FIRST: MIDDLE: LAST: MIDDLE: LAST: MIDDLE: LN JOB CT CC PC PART.NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 19153374 410.10 2L L1225 1.7 171.96 LN.TOT: 582.06 TECH SSN: MIDDLE: R.O. TOTAL: 582.06 R.O. TOTAL: 582.06										
DCS AUDIT SLIP DCS DATA FILE: GMGMWF.997 05/23/2008 WARRANTY NEW CLAIM 1346 RO NUMBER RO DATE VIN 052573 05/20/2008 IGNDT1354721 CUSTOMER NAME: FIRST: MIDDLE: LAST: MIDDLE: LAST: MIDDLE: LN JOB CT CC PC PART.NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 19153374 410.10 2L L1225 1.7 171.96 LN.TOT: 582.06 TECH SSN: MIDDLE: R.O. TOTAL: 582.06 R.O. TOTAL: 582.06									-	
DCS AUDIT SLIP DCS DATA FILE: GMGMWF.997 05/23/2008 WARRANTY NEW CLAIM 1346 RO NUMBER RO DATE VIN 052573 05/20/2008 IGNDT1354721 CUSTOMER NAME: FIRST: MIDDLE: LAST: MIDDLE: LAST: MIDDLE: LN JOB CT CC PC PART.NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 19153374 410.10 2L L1225 1.7 171.96 LN.TOT: 582.06 TECH SSN: MIDDLE: R.O. TOTAL: 582.06 R.O. TOTAL: 582.06		D BY STONAT	IRE							
DCS DATA FILE: GMGMWF.997 05/23/2008 1346 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOD # 052573 05/20/2008 IGNDT135472: CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE:WORK: HOME: LAST: PHONE:WORK: HOME: LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 19153374 410.10 2L L1225 I.7 171.96 1 01. PN 1 19153374 410.10 2L L1225 I.7 171.96 LN-TOT: 582.06 TECH SSN: AUTH CODE: AUTH. AUTHOR.: R.O. TOTAL: 582.06										
05/23/2008 WARRANTY NEW CLAIM 1346 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR # 052573 05/20/2008 IGNDT135472: DIV DEALER ODOMETER SERVICE ADVISOR # CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE:WORK: HOME: LAST: HOME: WORK: HOME: LN JOB CT CC PC PART-NO, TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 19153374 410.10 2L L1225 1.7 171.96 LN-TOT: 582.06 TECH SSN: AUTH CODE: AUTH. AUTHOR.: R.O. TOTAL: 582.06 R.O. TOTAL: 582.06	DCS AUDIT \$LI	P		• • • • • • • • • • • • • • •	•••••	<b>···</b>				
1346       NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #         052573       05/20/2008 IGNDT13S472:       3       02245       12594         CUSTOMER NAME: FIRST: MIDDLE: PHONE;WORK: HONE:         LAST:       PHONE;WORK: HONE:       HOME:         LN JOB CT CC PC       PART-NO. TOT-PTS       FC       LABOP LHRS       OHRS NET-AMT, LAB-TOT.         1       01       PN 1       19153374       410.10       2L       L1225       1.7         LN-TOT:       582.06       TECH SSN:       AUTH CODE:       AUTH. AUTHOR.:         R.O. TOTAL:         S82.06			LE: GMGMWF.997		м					
RO NUMBER RO DATE       VIN       DIV       DEALER       DUVMETER       SERVICE ADDISIE       #         052573       05/20/2008       IGNDT13S4721       3       02245       12594       #			WARKAN							
052573       05/20/2008 1GNDT13S472:       3       02245       12594         CUSTOMER NAME: FIRST:       MIDDLE:       MIDDLE:       HOME: MORK:       HOME:         LAST:       PHONE: WORK:       HOME: MORK:       HOME: MORK:       171.96         LN JOB CT CC PC       PART-NO.       TOT-PTS       FC       LABOP       LHRS       OHRS NET-AMT. LAB-TOT.         1       01       PN 1       19153374       410.10       2L       L1225       1.7       171.96         LN-TOT:       582.06       TECH SSN:       AUTH CODE:       AUTH. AUTHOR.:       R.O. TOTAL:       582.06         R.O. TOTAL:       582.06		RO NUMBER	RO DATE VIN	DIV	DEALER	ODOMET	ER SERVICE	ADVISOR #		
LAST:       PHONE;WORK:       HOME:         LN JOB CT CC PC       PART-NO. TOT-PTS       FC       LABOP LHRS OHRS NET-AMT. LAB-TOT.         1       01       PN 1       19153374       410.10       2L       L1225       1.7       171.96         LN-TOT:       582.06       TECH SSN:       AUTH CODE:       AUTH. AUTHOR.:       R.O. TOTAL:       582.06		052573 (	)5/20/2008 1GNDT135472	3	02245	12594				*
LAST:       PHONE;WORK:       HOME:         LN JOB CT CC PC       PART-NO.       TOT-PTS       FC       LABOP       LHRS       OHRS       NET-AMT.       LAB-TOT.         1       01       PN 1       19153374       410.10       2L       L1225       1.7       171.96         LN-TOT:       582.06       TECH SSN:       AUTH CODE:       AUTH. AUTHOR:       R.O. TOTAL:       582.06         R.O. TOTAL:       582.06       S82.06       S82.06       S82.06       S82.06			NE MADOT							
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 PN 1 19153374 410.10 2L L1225 I.7 171.96 LN-TOT: 582.06 TECH SSN: AUTH CODE: AUTH. AUTHOR.: R.O. TOTAL: 582.06		LAST.	AME: FIRSI:	PHONE :	WORK:		HOME :			
1 01 PN 1 19153374 410.10 2L L1225 1.7 AUTH. AUTHOR.: LN-TOT: 582.06 TECH SSN: AUTH CODE: AUTH. AUTHOR: R.O. TOTAL: 582.06		1431								
1 01 PN 1 19153374 410.10 2L L1225 1.7 AUTH. AUTHOR.: LN-TOT: 582.06 TECH SSN: AUTH CODE: AUTH. AUTHOR: R.O. TOTAL: 582.06		LN JOB CT (	C PC PART-NO. TOT-	PTS FC	LABOP		RS NET-AMT.	LAB TOT.		
R.O. TOTAL: 582.06		1 01 4	PN 1 19153374 41	10.10 2L	L1225					
		LN-TOT: S	582.06 TECH \$\$N:	AU	TH CODE:		AUTH, AUTHO	лк.:		
						R.Ó. 1	0TAL: 58	32.06		
PAGE 1 OF 1 SERVICE FILE COPY-W [ END OF INVOICE ] 01:46pm										
PAGE 1 OF 1 SERVICE FILE COPY-W [ END OF INVOICE ] 01:46pm Computitive 0 1999 The Regional Re	1									
PAGE 1 OF 1 SERVICE FILE COPY-W [ END OF INVOICE ] 01:46pm										
PAGE 1 OF 1 SERVICE FILE COPY-W [ END OF INVOICE ] 01:46pm										
PAGE 1 OF 1 SERVICE FILE COPY-W [ END OF INVOICE ] 01:46pm	1									
PAGE 1 OF 1 SERVICE FILE COPY-W [END OF INVOICE ] 01:46pm										
PAGE 1 OF 1 SERVICE FILE COPY-W [END OF INVOICE ] 01:46pm										
PAGE 1 OF 1 SERVICE FILE COPY-W [ END OF INVOICE ] 01400711 . Copyright © 1998 The Research &						1 52				
ERAINTINUM GUTIAASS & COMPA	PAGE 1 OF 1		SERVICE FILE COPY-W	1				⊂ lou-obu	Copyright to 1998 TT	ERAINTINE GREATHAR CONTRACT ERAINTINNE GREATHAR CONTRACT

CTCS52573

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

2

 $\vec{e_i}$ 

. -

CUSTOMER NO. 54436	AOVISOR		TAG			INVOICE NO.	
54450	MICHAEL BA	RBOSA	480	335	05/20/08	CTCS5 STOCK NO.	2573
					SILVER/SILV		
		ET TRUCK/T	RAILBLAZ		DELIVERY DATE	DELIVERY MI	.ES
IRVINGTON, NJ	VEHICLE I.D. NO.	13547	• • • •	,	SELLING DEALER NO.	PRODUCTION	I DATE
	ET, E. NO.	1 3 3 4 /	P. O. NO.		R. O. DAFE		
BUSINESS PHONE	COMMENTS				05/20/08		
	Sommente					MO:	12596
JOB# 1 CHARGES							
LABOR J# 1 50CV205 CUSTOMER STATES VEHICLE CRANKS WIL FUEL PUMP LOSS OF PRESSURE PERFORMED FLOW CHART DIAGNOSIS.REM REPLACED FUEL PUMP ASSEMBLY	L NOT START		ala og Cjupa	****WARRANTY			
PARTSQTYFP-NUMBERDESCRI 1 19153374 *MODUL		IST PRICE-UNIT. TOTAL -		WARRANTY 0.00			
JOB# 1 TOTALS							
JO <b>B#</b> 1	JOURNAL PREFIX	CTCS J <b>OB#</b> 1	TOTAL	0.00			
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TOTALS-							
**************************************	*	TOTAL LAB	90	0.00			
*	*	TOTAL PAR	†\$	0.00			
* []CASH []CHECK CK NO. [ ]	*	TOTAL SUB TOTAL G.O	.G	$0.00 \\ 0.00$			
* [] VISA [] MASTERCARD [] DISCOVER	*	TOTAL MIS TOTAL MIS		0.00 0.00			
* [] AMER XPRESS [] OTHER [] CHARGE	*	TOTAL TAX		Ō.ŌŌ			
**************************************		TOTAL IN	VOICE \$	0.00			
THANK YOU FOR ALLOWING US THE PRIVILEGE OF SERV VEHICLE. YOU MAY RECEIVE A SURVEY FROM GENERAL CAN'T GIVE US A "COMPLETELY SATISFIED" ON EACH ANSWER FIRST (1) VISIT FOR THIS REPAIR: PLEASE CANDITO AT 908-686-2800, ANYTHING LESS THAN 100	MOTORS IF YOU QUESTION AND CALL PETE						
PAGE 1 OF 1 SERVICE FILE COPY		END O	INVOICE	) 04:12pm	Copyright & 1996 The l	Bayaolda and B GSAINTINNG SI	nyneida Company raj4479 G. (02/04)

"The Multi-Value O Chevy Dcaler" a e for B 2675 HOUTE 22 WEST, UNION, N.J. 07083 CHEVROLET TEL, (908) 686-2800

**OPERATION DESCRIPTION** 

F. O. NO.

52573

05/20/08

335

B, O. DATE

MG NO.

AXLE/DIFFERENTIAL

HEATING CONCERN

BODY ELECTRICAL RECOMMENDED MAINT

STATE REG# 2

JCENSE NO.

BELLING DEALEH NO

EXPRIMATION MILES

MICHAEL BARBOŠÁ

ADVISOR

RENTAL

RENTAL

DELIVERY MILES

SYPEATION DATE

ADVISOB NO

480

STOCK NO.

#### RECOMMENDED SERVICES

-51

-----

L DATE//MD 12:00pm 05/20/08

ORIGINAL CUSTOMER ESTIMATE:

אכ

í٨

CUSTOMER STATES VEHICLE CRANKS WILL NOT START

Ē	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
	01CVZ012 01CVZ048 01CVZ072 01CVZ072 01CVT096T 01CVZ72	12000 MILE SERVICE 48000 MILE SERVICE 72000 MILE SERVICE 12000 MILE SERVICE 48000 MILE SERVICE	MI MI MI MI	43.50 195.50 195.50 0.00 244.88	01CVZ012T 01CVZ48	24000 MILE SERVICE 96000 MILE SERVICE 12000 MILE SERVICE 48000 MILE SERVICE	МІ МІ МІ МІ	195.50 195.50 43.50 244.88

#### SERVICE HISTORY TECHNICIAN | TYPE ADVISOR MILEAGE REPAIR ORDER DATE 178 039 50291 11150 02/25/08 039 017 017 178 10830 49835 02/07/08 Õ17 10670 178 49682 01/31/08 õi7 ERVIC S SALESPERSON NO. DAR/MAKE/MODEL 1GNDT13S472 07/CHEVROLET TRUCK/TRAILBLAZER/4 DO SERVICE C CURTOMER NO. 54436 COLO SILVER/SILVER **IRVINGTON, NJ**

TOTAL

0.00

I boraby waive my right to menive a written estimate of the price to complete the request SUSINESS PHONE I horeby millionize the region work hormin set term to be device by you, together with the furnishing by you of the neoscoarty parts and of horminated for such regint, and agree: they you are not responsible for any administration of the second administration of the neoscoarty parts and of horminated for such explicit, and agree: they you are not responsible for any administration of the second administration of the neoscoarty parts and of horminated for a second administration of the second administra 06:00pm LABOR BATE х

w

ŵ

w

w

w

F

TRANS

А

OPERATION

PRODUCTION DATE

12,594

DELIVERY DATE

MILEAGE D

47CVZ

51CVZ

7027203

20CV201 70CV203

CONTRACT NO.

#### **Disclaimer of Warranties**

The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied W 50CVZ05 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.

01004

25655 (304)

332-5056

- 160<u>5</u>

APEOINTMEN ⊡ Yos IXNo

х

JOB

6.3

TIME CLO a Ku Durgo x 5 Ç ų. No. ii: (ill World AT her the Ц. ЧIJ, 8 9<u>5</u>6 HO F 3 8 ő 惕 3 3 25% a shop FCK Ly 12 have purp STANT - CK WEL CORRECTION RO. OR EMPL NECH. PAY FLAT ANTE TO SWEET 525734 No Mall prollar here for it CAUSE

COMPLAINT

OU ELMAKS BUT DWT STAAT

TIRE TREAD DEPTH* LABOR OF CODE GREENVELLOW/RED 8/32" or greater TIRE8 Green	D 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
7/32" / TIRE7 Yellow	7mm or greater	BK7	Green	Green	Green
5/32" / TIRE6 2 Yellow	_6កាក់ ទិកាក់	BK6 BK5	Yellow Yellow	Green Green	Green Green
4/32" 🔨 İ TIRE4 Têlīow	4mm	BK4	Yellow-7 Red ?	Green ***	Green
3/32" or less ' TIRE3	3mm <sup>,</sup> or less 2mm or less	BK3 BK2	Red	Red 📝	s Yellow Red
	1mm or less	BK1	Red ar faster, only enter rears as	Red s lowest readings if they mea	Red
* If thes are replaced this visit, monsure and record the new parts readings.		anco trant paus we.	ar laster, only enter rears at	Nowest readings if they mea	ione yenow or red.
			<b>.</b>		
Name:	Year/Model:		Date:		
1	100 m				
Repair Order #: VIN (last 8 digits):.	Od	ometer:	MI:	M11:	
Checked and OK					and and an an an an an an an an an an an an an
	andy cooperate recent		,		
	INTE	RIOR			
	5-6-6- 11.	Bem	alning engine oil life:	% Reset	; N/A;
Distar Subscription activated	<u>`</u> (		onditioning Performa		
hy <u>BM</u>			÷		
WIPER BLADES	CHECK TIRES AN				CHECK BATTERY
8/32 or Greater	r I Check bod	y condition)		ter	
LF/ 7/32 to 4/32			7/32 to 4		
3/32 or Less			3/32 or Le	<u></u>	
PSI@:P	si 🚺 🌔		PSi@:set	to:PSI	Articleo
8/32 or Greate			8/32 or Grea	tter	Marin In Marin In Marin In
LR 🗍 7/32 to 4/32			<i>I</i> 7/32 to 4	/324 AR	
LF RF 3/32 or Less	· · · · · · · · · · · · · · · · · · ·		9/32 or Le		*. age, <u>, , , , , , , , , , , , , , , , , , </u>
🗀 🖾 Þ\$l@:set to:F	(011004	lamps)	PSI@:set	to:PSI	
Rear (If applicable)	Lowest Tread D	•	_		[ ]] Battery condition
Rotation neede		nt needed	Balance nee		Battery cables and
Windshield condition Gratation perform		nt performed	🛄 Balance per AF 🛄 BB 🔤		connections
CracksChips	R Wear, Patter	m/namaĝe			· · · · · · · · · · · · · · · · · · ·
		·····			
		CHEC		JRE FRONT AND RE	
OK / FILLED	REQUIRES ATTENTION	L. K		9/32) of greater 2 to 4 min (5/32)	
Engine oil	r, Él		·	(4/32) Or Jese	
A Brake fluid reservoir					· / ·
<u> </u>				5/32) or greater a	
Transmission (If equipped w/dipatick)	··· []		4 1100		• 🗍 BR
Coolant recovery reservoir				(8/32) 01 1255	
Power'steering ()	[ ]	L			r Lipipa
	1.1	Lowest Front b		Lowest Real	
Windshield washer	<u> </u>	<u>  /  _   Brak</u>	e system (also inclus	ling/Ines, hoses and p	рагкіпу отаке)
ADDITIONAL CHECKS		Add	Itional Recomme	nded Services	FRH
/ Inspect for visible leaks:		1)	·	<u>\\_/</u>	
		1		//	
		(2)			
Fuel system (also Including gas cap seating)		2)			
Fuel system (also including gas cap seating)			12 m		
Fuel system (also Including gas cap seating)  Fuel system (also Including gas cap seating)  Fuel system  Fuel system					
Fuel system (also Including gas cap seating)     Fuel system (also Including gas cap seating)     Engine, transmission, drive axle, transfer cas     Engine cooling system     Shocks and struts – also check operation					······
Fuel system (also Including gas cap seating)     Fuel system (also Including gas cap seating)     Engine, transmission, drive axle, transfer cas     Engine cooling system     Shocks and struts – also check operation     Inspect visual condition:		- <u>3)</u>	***		······································
Fuel system (also Including gas cap seating)     Fuel system (also Including gas cap seating)     Engine, transmission, drive axle, transfer cas     Shocks and struts – also check operation     Inspect visual condition:     Belts: engine, accessory, serpentine, and/or		4) 5) 6)			······································
Fuel system (also Including gas cap seating)         Engine, transmission, drive axle, transfer cas         Engine cooling system         Shocks and struts – also check operation         Inspect visual condition:         Belts: engine, accessory, serpentine, and/or         Hoses: engine, power steering and HVAC		3)       4)       5)       6)       7)	10 / · · · · · · · · · · · · · · · · · ·		
Fuel system (also Including gas cap seating)         Engine, transmission, drive axle, transfer cas         Engine cooling system         Shocks and struts – also check operation         Inspect visual condition:         Belts: engine, accessory, serpentine, and/or         Hoses: engine, power steering and HVAC         Engine air filter and cabin air filters		4) 5) 6)			
Fuel system (also Including gas cap seating)     Figure, transmission, drive axle, transfer cas     Shocks and struts – also check operation     Inspect visual condition:     Belts: engine, accessory, serpentine, and/or     Hoses: engine, power steering and HVAC     Engine air filter and cabin air filters     Steering components and steering linkage	v-drive	3)       4)       5)       6)       7)			
Fuel system (also Including gas cap seating)         Engine, transmission, drive axle, transfer cas         Engine cooling system         Shocks and struts – also check operation         Inspect visual condition:         Belts: engine, accessory, serpentine, and/or         Hoses: engine, power steering and HVAC         Engine air filter and cabin air filters         Steering components and steering linkage         CV drive axle boots or driveshafts and U-joir	v-drive	3)       4)       5)       6)       7)       8)		No.:	
Fuel system (also Including gas cap seating)     Figure, transmission, drive axle, transfer cas     Shocks and struts – also check operation     Inspect visual condition:     Belts: engine, accessory, serpentine, and/or     Hoses: engine, power steering and HVAC     Engine air filter and cabin air filters     Steering components and steering linkage	v-drive	3) 4) 5) 6) 7) 8) Service Consultar			
Fuel system (also Including gas cap seating)         Engine, transmission, drive axle, transfer cas         Engine cooling system         Shocks and struts – also check operation         Inspect visual condition:         Belts: engine, accessory, serpentine, and/or         Hoses: engine, power steering and HVAC         Engine air filter and cabin air filters         Condition:         Engine air filter and cabin air filters         Condition:         Engine air filter and cabin air filters         Condition:         Engine air filter and cabin air filters         Engine air filter and cabin air filters         Engine air filter and cabin air filters         Condition:         Engine air filter and cabin air filters         Engine air filter         Engine	v-drive	3) 4) 5) 6) 7) 8) Service Consultar Technician:		Recommended F	
Fuel system (also Including gas cap seating)     Engine, transmission, drive axle, transfer cas     Engine cooling system     Shocks and struts – also check operation     Inspect visual condition:     Belts: engine, accessory, serpentine, and/or     Belts: engine, accessory, serpentine, and/or     Belts: engine, power steering and HVAC     Engine air filter and cabin air filters     Steering components and steering linkage     Steering components and steering linkage     Exhaust system components	v-drive nts MPLIFIED N	3) 4) 5) 6) 7) 8) Service Consultar Technician: 7 AINTEN	NANCE	Recommended F Tetal FRH Sold:	
Fuel system (also Including gas cap seating)         Engine, transmission, drive axle, transfer cas         Engine cooling system         Shocks and struts – also check operation         Inspect visual condition:         Belts: engine, accessory, serpentine, and/or         Hoses: engine, power steering and HVAC         Engine air filter and cabin air filters         Steering components and steering linkage         Close CV drive axle boots or driveshafts and U-joir         Exhaust system components	v-drive	3) 4) 5) 6) 7) 8) Service Consultar Technician: 7 AINTEN		Recommended F Tetal FRH Sold:	RH:

0.

#### VEHICLE EVENT SELECTION PROCESSING SOURCE: CHEVROLET

12/08/07 13:45:34 1

VIN: 1GNDT13S4 72 VIN TYPE: N	2	SELLG	SCE: 13 MDL YR:	07 ORD NO: KFKRNS
VIN TYPE: N EVENT DESC	SS/ SITE CD 13 02127 13 02127 13 02127 13 02127 13 02127 13 02127 13 02127 13 02127	DOCUMENT NUMBER 161187 161187 161187 161187 161187 161187	SCE: 13 MDL YR: I INC S EVENT DT CD 11/04/06 XJC 11/04/06 XJC 11/04/06 CCR 11/04/06 CCR 11/04/06 CCR 11/04/06 CCR 10/31/06 GMS 10/31/06 GMS 10/31/06 GMS	07 ORD NO: KFKRNS AMOUNT 3,184.59 3,184.59 3,184.59 2,000.00 2,000.00 2,000.00 1,407.50 1,407.50 1,407.50
INCENTIVE MEMO INCTV PAYMENT INCTV APPLICATN INCENTIVE MEMO INCTV PAYMENT INCTV APPLICATN INCENTIVE MEMO INCTV PAYMENT INCTV APPLICATN DELIVERY D.O.E.	13 02127 13 02127 13 02127 13 02127 13 02127 13 02127 13 02127 13 02127 13 02127 13 02127 13 02127	00031248610 00031248610 00031248610 00031248610 00031248610 00031248610 00031248610 00031248610 00031248610 00031248610	10/31/06 GMS 10/31/06 FFC 10/31/06 FFC 10/31/06 CVN 10/31/06 CVN 10/31/06 CVN 10/31/06 BRE 10/31/06 BRE 10/31/06 BRE 10/31/06 BRE 10/30/06 10/28/06	45.22
DELIVERY TO CUS SETTLEMENT DATE EXPIRATION TRAN ORIGINAL INVOIC COV/NVIS DATE SHIPMENT DATE PRODUCTION (BUI PREFERENCE TO P GM ORDER ACCEPT GM ORDER ACCEPT	13 02127 13 02127 13 02127 13 02127 13 02127 13 02127 13 02127 13 02127	1AD91622893 1AD91622893 1AD91622893 1AD91622893	08/05/06 08/04/06 07/27/06 07/27/06 07/27/06 07/27/06 06/06/06 06/02/06 06/02/06	28,824.63 CR 0.00 28,824.63 0.00 0.00 0.00 0.00 0.00 0.00 0.00

08/26/2008 14:47 FAX

KIMMEL & SILVERMAN

HALIMA SHAW

#### <u>RELEASE OF CLAIM</u>

(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 TrailBiazer bearing Vehicle Identification Number 1GNDT13S472 ("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  $\frac{14111}{111}$  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

7.21.08Claimant's Signatur#

**Claimant's Signature** 

Address

Address Newark, MJ. City, State, Zip/Cod-

City, State, Zip Code

2

.

÷

, · ·

Ξ.

.

.

STATE OF N
COUNTY OF Esser
Sworn to (or affirmed) and subscribed before me this $24^{\mu}$ day of $4^{\mu}$ , 2001, by Laverne Boyton.
MICHELE MURPHY-KERWIN NOTARY PUBLIC OF MENA (26/2012 Commission Expires 4/26/2012
Print, type or stamp Commissioned Name of Notary Public
Personally Known OR Produced identification
Type of identification $\mu \rho c - \beta 6 9 19 44462 60547$
My commission expires: $\frac{4}{36}/2$
CC: File

2

.

۰,

÷

· .

.

.

.

.

. •

L00029 V6302006

,

.

,

.

.

.

ī

1

,

.



General Motors Corporation Business Resource Center PO Box 33470 Detroit, MI 48232-5170

#### VIA FAX ONLY

May 29, 2008

Robert Silverman, Esq. Kimmel & Silverman PC 1930 E Marlton Cherry Hill, NJ 08003

#### RE:

Service Request: 71-631513688 2007 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDT13S472

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.



Copy of owner's current title and/or registration Other: Release of lien

 $\boxtimes$ 

Finance agreement 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









is devia nardo-dandras-referinda deserv 19 devia de junto en contra de contra - de co





#### **RELEASE OF LIEN INFORMATION**

I	,
(Client's Name)	,
hereby authorize	
hereby authorize(Lien holder Na	me)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ing my loan account # (Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, includin loan payoff amount, and per diem inform	g but not limited to a complete payment history of my account, a nation.
Date	
VE	EHICLE 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: 71-631	513688 GM Legal F	ile No.: NISM	
Vehicle ID No.: 1GNDT13S472 In Serv	vice 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	
Was TAC contacted for this vehicle (Y/N)? : YES		involvement?: YES (Ed Gnadinger 914055 8434)	Vehicle: \$ 30,385	

# VEHICLE REPAIR HISTORY

□ <u>Engine</u>	Engine/Fuel/Exhaust					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
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		
□ <u>Axle</u>						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
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/	<u>Trim</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
4/17/07	299359	1	4375	C/S wind noise coming from left front door window / Foam out of place. Perform diagnostic testing – <b>R&amp;R left mirror to reposition foam</b> insulation.		

Electrical						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
4/17/07	299359	*	4375	C/S left front speaker sound distorted, check all others. Speaker intermittent / Perform diagnostic testing – <b>Replace left front door speaker</b>		
				C/S right rear tail lamp lens has moisture / Excessive moisture – <b>Replace</b> 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.		
□ <u>HVAC</u>						
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:		
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. – <b>Replace resistor harness</b> and harness assembly.		
				1 Day Courtesy Transportation		

□ <u>Other</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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?  $\ensuremath{\textbf{Yes}}$ 

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: \$
DEMAND:		ATTORNEY FEES: \$
		OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

Date:

2007	' TRAILBLAZER LS 4WD		CHEVROLET	MOTOR DIVISION
16U	GRAYSTONE METALLIC	/L6G	GENERAL M	OTORS CORPORATION
28H	LIGHT GRAY R NO. KFKRNS/T <u>RE</u> STOCK NO	2	100 RENAI	SSANCE CENTER
ORDE VITM	IGN DT13 S4 72	).	DETROLT VEHICLE I	MI 48243-1114 NVOTOF 12091622893
* * * *	1GN DT13 S4 72	* * * * * * * * * * *	×**********	*********13*021275
MODF	L & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15	L & FACTORY OPTIONS 506 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	GVW RATING - 5750 LBS ASHTRAY AND LIGHTER REAR AXLE 3.42 RATIO ENGINE, VORTEC 4.2L SFI I6	30.00	24.90	EXP I/T 08/04/06
GU6 TTQ	REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 08/04/06
M30	TRANSMISSION, 4 SPD AUTOMATIC	N/C	N/C	KEYS S714D S714D
	50-STATE EMISSIONS	N/C	N/C	WFP-F QTR OPT-1
	SUN, SOUND, ENTERTAINMENT PKG	: 2040.00	1693.20	
	* POWER SUNROOF			СНС-ТО 02-127
	* AUDIO SYSTEM-BOSE PREM. SOUN	ND		4FF0
	* XM SATELLITE RADIO - SERVICE	ti r		SHIP WT: 4552
	* AM/FM STEREO W/6 DISC	<b>⊣</b> •		$\begin{array}{ccc} HP \cdot & 32.1 \\ GVWR : & 5750 \end{array}$
	CD PLAYER, AUTOTONE CONTROL			GAWR. FT: 2950
	RADIO DATA SYSTEM	,		GAWR.RR: 3200
	(REPLACES STD/OPT PKG RADIO)	)		GMS: 27417.13
	<ul> <li>* POWER SUNROOF</li> <li>* AUDIO SYSTEM-BOSE PREM. SOUN</li> <li>* XM SATELLITE RADIO - SERVICH FEE EXTRA. 1ST 3 MONTHS INCH</li> <li>* AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)</li> <li>* OVERHEAD CONSOLE</li> <li>PWR SEAT ADJUST-DRIVER, 8 WAY</li> <li>WOL ON/OFF ROAD TIRES</li> </ul>			SUPPLR: 28647.53
PDC	PWR SEAT ADJUST-DRIVER, 8 WAY	300.00	249.00	MRM: 31235.00
QTR	WOL ON/OFF ROAD TIRES CARGO SHADE	140.00	L16.20	NTR: 1/2
RIU	ONSTAR TURN-BY-TURN NAVIG AVAI	70.00 TT. N/C	50.10 N/C	MEMO 1407.50
	NEW JERSEY COST SURCHARGE			
VK3	FRONT LICENSE PLATE BRACKET	N/C	N/C	
	LS PREFERRED EQUIPMENT GROUP 2			
	* POWER DUAL OUTSIDE MIRRORS			
	* FLOOR MATS, FRONT/REAR			
	* REAR WINDOW DEFROSTER * GLASS, DEEP TINTED			
	* BODY SIDE MOLDING, BODY COLO	JR		
	* LUGGAGE RACK CROSS BARS			
	* WIRE HARNESS, TRAILER			
	* REMOTE KEYLESS ENTRY			
	* THEFT DETERRENT SYSTEM			
1SZ	PREFERRED EQUIPMENT SAVINGS	850.00-	705.50-	
TOTZ	AL MODEL & OPTIONS	29650 00	27496 63	ACT 237 27342.13
	INATION CHARGE			H/B 261 889.50
	DEALER CONTRIBUTION			ADV 261 296.50
LAM	GROUP CONTRIBUTION		296.50	EXP 65A 296.50
τοτα	т	20295 00	20021 62	PAY 310 28824.63
	): TOTAL LESS HOLDBACK AND	30303.00	20024.03	PAI 510 20024.05
	APPROX WHOLESALE FINANCE CR			
* * * *	* * * * * * * * * * * * * * * * * * * *			* * * * * * * * * * * * * * * * * *
	DICE DOES NOT REFLECT DEALER'S			
	TES, ALLOWANCES, INCENTIVES, H			
DEAL ****	LER OF ADVERTISING MONIES, ALL	OF WHICH I *********	MAY APPLY T *****	U VEHICLE.
	MOTOR VEHICLE IS SUBJECT TO A			
		ान प्र	MIT TO GMAC	NO. 020
НАМЈ	HORNE CHEVROLET		N 1GNDT13S4	
1				NV 1AD91622893

\$ 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:	Service Request: 71-631	513688 GM Legal I	File No.: N/A
Vehicle ID No.: 1GNDT13S472	n Service Date: 10/28/06	Vehicle is: New	BAC Code: 111211
Year, Make & Model: 2007 Chevrolet Trailbla Lien holder: GMAC Other : {Name} Was TAC contacted for this vehicle (Y/N)? :		Vehicle Purchased L odometer N/A DVM requests involvement?: YES (Ed Gnadinger 914055 8434)	Jsed on: N/A at Purchase Price of Vehicle: \$29847

# **VEHICLE REPAIR HISTORY**

Engine/Fuel/Exhaust						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
5/20/08	52573	1	12594	C/S vehicle cranks will not start / Fuel pump loss of pressure. Performed flow chart diagnosis. – <b>Removed fuel tank and replaced fuel pump assembly.</b>		
5/23/08	52681	5	12627	C/S engine won't start / <b>Burnt connector under fuse block assembly</b> <b>fuel pump circuit.</b> Performed flow chart diagnosis. Checked fuel pump circuitRemoved under hood fuse block assembly and checked connectors. <b>Repaired pin #120 in connector C3.</b> Reassembled and test drove. OK. <b>3 Days Rental</b>		
	DO #.	Dava Out	Miloogo	Description of Complaint and Densir Derformed		
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:		
2/25/08	50291	2	11146	C/S Service 4 X 4 light coming on. / Axle switch will not change – <b>Replace</b> axle actuator and reprogram TCM module. 1 Day Courtesy Transportation		
□ <u>Body/</u>	<u>Trim</u>					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:		
4/17/07	299359	1	4375	C/S wind noise coming from left front door window / Foam out of place. Perform diagnostic testing – <b>R&amp;R left mirror to reposition foam</b> insulation.		

Electrical					
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:	
4/17/07	299359	*	4375	C/S left front speaker sound distorted, check all others. Speaker intermittent / Perform diagnostic testing – <b>Replace left front door speaker</b>	
				C/S right rear tail lamp lens has moisture / Excessive moisture – <b>Replace</b> 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. <b>Test wiring, short in system.</b> <b>Replace fuse and re-test</b> . Test data line and ground. Install left front door module and program. <b>After programming module, lost</b>	
				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.	

□ <u>HVAC</u>

Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
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. – <b>Replace resistor harness</b> and harness assembly. 1 Day Courtesy Transportation
Other				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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:

PLAINTIFF'S FINAL DEMAND:

DATE:

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

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 Gugiotta (NJ) 2007 Trialblazer-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

RCMPR010	VEHICLE DE PROCESSING	LIVERY/INCEN SOURCE: CHE	TIVE HISTORY VROLET		12 13 PAGE:	2/08/07 3:38:55 1
VIN: 1GNDT13S4 72		SELLG SCE:	13 MDL YR	: 07	ORD NO:	KFKRNS
ODATE: 06/02/06 ORDE: DDATE: 10/28/06 DLV	R FAN: Y FAN:	OTYPE: 0 DTYPE: 0	70 DLVY SS/3 32 SRVC TYP	SITE CI E:	D: 13 MILEAGE	02127
DLVY DOE: 10/30/06 CANC: CANC DOE: TRADE: TRD DOE: SRVC IN: SRVC OUT: BFSO ORD DT: PRICE ASSUR DT:	DLVY TO: LB 41 NE CANC SRVC IN	BOYNTON 6 SO 7TH ST WARK : UST: ASSUR RT:		N	J 07103	
		INCENTIVES				
CODE PAY SS/SITE BRE 01 13 02127					DLR SHR 0.00	
PROCESS TYPE: 001 DATA SCE: DLR MISC DATE: POLICY PYMT CMNT:		00031248610	SSN: AUTH PUR		TYPE: 6	
FOLICI FIMI CMMI:				ACIV	IIFE. O	
CODE PAY SS/SITE CCR 01 13 02127	INV/INC NO 161187				DLR SHR 0.00	
PROCESS TYPE: 004 DATA SCE: GMAC MISC DATE: 10/28/06 POLICY PYMT CMNT:	INC MEMO NO:	161187 8982 A2	SSN: AUTH PUR		TYPE: 6	
CODE PAY SS/SITE CVN 01 13 02127	INV/INC NO 00031248610			MTHD OA	DLR SHR 0.00	
PROCESS TYPE: 001 DATA SCE: DLR MISC DATE:	CHECK NO: INC MEMO NO: MISC:	00031248610	SSN: AUTH PUR	CD:		
POLICY PYMT CMNT:				ACTV	TYPE: 6	
CODE PAY SS/SITE FFC 01 13 02127	INV/INC NO 00031248610		AMOUNT 45.22	MTHD OA	DLR SHR 0.00	
PROCESS TYPE: 001 DATA SCE: DLVY MISC DATE:	CHECK NO: INC MEMO NO: MISC:	00031248610	SSN: AUTH PUR	CD:		
POLICY PYMT CMNT:				ACTV	TYPE: 6	

RCMPR010		IVERY/INCEN SOURCE: CHEV	FIVE HISTORY VROLET			/08/07 :38:55
					PAGE:	2
VIN: 1GNDT13S4 72		SELLG SCE:	13 MDL YR	: 07	ORD NO: P	KFKRNS
CODE PAY SS/SITE GMS 01 13 02127	INV/INC NO 00031248610		AMOUNT 1,407.50	MTHD OA	DLR SHR 0.00	STAT 9
PROCESS TYPE: 001 DATA SCE: DLR MISC DATE: POLICY PYMT CMNT:	CHECK NO: INC MEMO NO: MISC:	00031248610	SSN: AUTH PUR		15710403 TYPE: 6	
CODE PAY SS/SITE XJC 01 13 02127	INV/INC NO 161187	DATE 11/04/06	AMOUNT 3,184.59	MTHD OP	DLR SHR 0.00	STAT 9
PROCESS TYPE: 004 DATA SCE: GMAC MISC DATE: 10/28/06 POLICY PYMT CMNT:	CHECK NO: INC MEMO NO: MISC: 0000008		SSN: AUTH PUR	-	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:

Service Request: 71-631513688 2007 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDT13S472 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









HUMINIER





Multi Chevy Kocks / Fanas Banne-Service Tos From: 0:06-K 63 8091 Faxa Date: Phone Pages: enice Request Re: cc: Urgent V For Review Bi please Comment 🗆 Please Reply 🗆 Please Recycle •Comments: RO 52754 5/28/08 Nothing Done because there Was RO arready open

CTWS52681

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

CUSTOMER NO.	ADVISOR	TAG N	Ö.	INVOICE DATE	INVOICE NO.
54436	MICHAEL BARBOSA		431	06/02/08	CTWS52681
		MILEAUSE.	12,627	SILVER/SILV	
	07/CHEVROLET TR	NUCK/TRAILBLAZ	ER/4 000	DELIVERY DATE	DELIVERY MILES
IRVINGTON, NJ	VEHICLE LD NO.			SELLING DEALER NO.	PRODUCTION DATE
	<u>1 G N D T 1 3</u> р.т.е. мо.	5472 RaNa			······································
SUSINESS PHONE	OOMMENTS			05/23/08	
					мо: 12629
JOB# 1 CHARGES					
J# 1 10CVZ08 WONT START CUSTOMER STATES ENGINE WONT S BURNT CONNECTOR UNDER FUSE BU CIRCUIT PERFORMED FLOW CHART DIAGNOSJ REMOVED UNDER HOOD FUSE BLOCK CONNECTORS.REPAIRED PIN #120 AND TEST DROVE OK	OCK ASSEMBLY,FUEL POMP S.CHECKED FUEL PUMP CIRCUI (ASSEMBLY AND CHECKED IN CONNECTOR C3.REASSEMBLE	T D	101.15		
JOB# 1. TOTALS		LABOR	101.15		
ומד	# 1 JOURNAL PREFIX CTWS	-	101.15		
JOB# 2 CHARGES			•••••••		
LABOR- J# 2+70CVZ03 RENTAL CUSTOMER REQUESTS RENTAL VEH ADDED OPERATION COURTESY TRANSPORTATION PROVIDED RENTAL VEHICLE	HOURS: TECH(S):451 CLE		D. <b>O</b> O		
	3 DAYS RENTAL	TOTAL · SUBLET	126.00 126.00		
JOB# 2 TOTALS		SUBLET	126.00		
ot.	3# 2 JOURNAL PREFIX CTWS	JOB# 2 TOTAL	126.00		
		R/O TAX R/O TOTALS	0.00 227.15		
WARRANTY CLAIM DETAIL TOTALS	••••			-	
CLATN# TOTAL 227.15					
CLAIM TOTALS 227.15					
APPROVED BY SIGNATURE					
1					
1					
PAGE 1 OF 2 SERVICE FILE CO	DPY-W [CONT	'INVED ON NEXT PAGE	] 02:52pm	Copyright 45 1990 Th	r Reynolds and Reynolds Compas CHAINTINGE SPOIA 70 0 (1220)

CTWS52681

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

CTIS52681

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

COUSTOMER NO. 54436		BARBOSA	480	431	INVOICE DATE 06/02/08	CTIS52	681
					COLOR	STOCK NO.	00T
	YEAR / MAKE / MA	bour.		12,627	SILVER/SILV	DÉLIVERY MILES	
IRVINGTON, NJ	07/CHEV	ROLET TRUCK/T	RAILBLAZ	ER/4 DOO		Principal and the same same	
	1 G N D	) T 1 3 S 4 7	2		SELUNC DEALER NO.	PRODUCTION D/	TE
	F.T.E.NO.		P. 0. NO.		05/23/08		
PUSINESS PHONE	COMMENTS			er og som attal kan attalen attalet som attal		MQ: 1	2629
JCB# 2 CHARGES						11021 04	
SUBLETPO#VEND INV#-INV.DATE-D	ESCRIPTION						
14578 05/29/08 1	DAY RENTAL	TOTAL	- SUBLET	42.00 42.00			
JOB# 2 TOTALS		SUBLET		42.00			
JOB	# 2 Journal Prei	FIX CTIS JOB# 3	2 TOTAL	42.00			
totals	•••••						
CONTROL# ACCOUNT NUMBER AMOUNT.		TOTAL LA		0.00			
		TOTAL PAI	RTS	0.00			
		TÓTAL G.O	).G	42.00 0.00			
		TOTAL MIS TOTAL MIS	SC.DISC	0.00 0.00			
		TOTAL TA		0.00			
		TOTAL IN	VOICE \$	42.00			
APPROVED BY SIGNATURE							
AFFROVED BY STONATORE							
				-			
PAGE 1 OF 1 SERVICE FILE CO	)₽Y4	[ END C	FINVOICE ]	02:52pm	<i>Copyri</i> ght & León The	Reynolda and Roya FRANTINAS SPOR	alda Company 1475 D (02/04)



PURCHA	Ľ	ORDER TO	

1

1035

# ENTERPRISE RENT A CAR 455 RTE 22 EAST SPRINGFIELD NJ 07081

SHIP TO

MULTI CHEVROLET 2675 ROUTE 22 WEST UNION NJ 07063

#### NUMBER 14578 WRITTEN BY PETER V CIFARELLI SERVICE DEPARTMENT DATE P.O. AMOUNT 05/29/08 BILL TO MULTI CHEVROLET

168.00

NOF

2675 ROUTE 22 WEST UNION NJ 07083

TAX EXEMPT #

OTY. DESCRIPTION	PRICE	AMOUNT
52681 3 DAYS RENTAL	126.00	
52681 1 DAY RENTAL	42.00	

- 이번 승규는 이 방법은 방법이 있는 것이 있는 것 같이 있는 것 같이 있는 것 같이 있는 것 같이 있는 것 같은 것 같이 있는 것 같이 있는 것 같이 있는 것 같이 있는 것 같이 있는 것 같이 있	er er af Nederskaller at en fan de fan de fan de fan de fan de fan de fan de fan de fan de fan de fan de fan de
ACCT. AMOUNT CONTROL NUMBER ACCT.	
246 168.00 52681	
an an an an an an an an an an an an an a	
- 이 사람은 것을 가지 않는 것을 알려야 한다. 것은 아이들은 것은 것을 가지 않는 것을 수 있는 것을 하는 것을 하는 것을 하는 것을 하는 것을 하는 것을 하는 것을 하는 것을 하는 것을 하는 것 같은 것은 것은 것을 하는 것을 하는 것을 하는 것을 하는 것을 하는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것 같은 것은 것은 것은 것을 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을 수 있는 것을	SIGNATURE

PAGE 1 OF 1

**PURCHASE ORDER** 

MAY-12-2008 01:56	From: To:4190868639	42 Page:4/4
IN 03:38PM 5/27/08 OUT 04:36PM 5/23/08 24-Hour Day	ELRAC, INC 455 ROUTE 22 EAST 973-564-7877 SPRINGFIELD NJ 07081-3541 24EM RENTAL TYPE D SOURCE 243008	RENTAL AGREEMENT D696987 PAGE 1 OF 1 - 029
UNIT 1 UNIT # NY3CF4 LIC# KCF55M MODEL IMPA COLOR SILVER IN 18000 OUT 17980 V# 2G1WB55K689	RENTER NEWARK NJ LOCAL; (H) (W) DR. LICENSE STATE NJ EXPIRE 3/31/10 DOB HT WT EYES HAIR S.S.# EMPLOYER	SUMMARY OF CHARGES DAY = 24 HOUR PERIOD MILES NO CHARGE 150 MI FREE/DA 4 DAYS @ 42.00 168.00
Ps.#. 14578 Rs.# 52681	BILL TO Y CUST # 243008 MULTI-CHEVROLET-EM ATTN: MIKE** 2675 RT 22 WEST UNION NJ 908-686-2800 07083 ADDITIONAL DRIVER NO OTHER DRIVER PERMITTED	: DSF 20.00
CLAIM INFO POL/CLAIM/PO# 52681 INSURED	PERMISSION TO LEAVE STATE YES X NO STATES NJ ONLX CUSTOMER SIGNATURE ON FILE	TOTAL CHARGES 188.00
LOSS DATE THEFT ACCIDENT TYPE CAR CHEVROLET	PAYMENT INFORMATION AMOUNT PD.BY TYPE DATE AUTH 250.00 VISA SALE 5/23/08 421906 230.00-VISA RFND 5/28/08	DEPOSITS 250.00 REFUND 230.00-
SHOP MULTI-CHEVRO PHONE 908-686-2800 NAME MIKE**	CLOSED TICKET PAYMENT INFO CLOSED TICKET PAYMENT INFO	BILL TO CUST 243008 168.00 OPENED BY #891DV JENNIFER 1. VETT CLOSED BY #9311N BRIAN G ECKERT

.

CTCS52681

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

	i novinci da la companya da companya da companya da companya da companya da companya da companya da companya d	TAG NO.	INVOICE DATE	INVOICE NO.
54436	MICHAEL BARBOSA	480 431	05/27/08	СТС\$52681
		MILEAGE	COLOH	STOCK NO.
		12,627	SILVER/SILV	and the set of the set
	AT CONTRACT TRUCK	TOATLELATER /A DOG	DELIVERY DATE	DELIVERY MILES
IRVINGTON, NJ	07/CHEVROLET TRUCK	/ TRAILDLAZER/ 4 DQU	SELLING DEALER NO.	PRODUCTION DATE
	1 G N D T 1 3 5 4	7 2		
	ET.E.NO	ID O. NO.	05/23/08	
	COMMENTS	A -/61/191	03/23/00	J <sub>100</sub> - 100 10 1000
BUAINERS PHONE	CASIMINICIAL S			MO: 12629
TOTALS	· · · · · · · · · · · · · · · · · · ·			
<del>*************************************</del>	* TOTAL	LABOR 0.00 PARTS 0.00		
* [] CASH [] CHECK CK NO. [] ]	* TOTAL	SUBLET 0.00		
*	* TOTAL	G.O.G 0.00		
* [] VISA [] MASTERCARD [] DISCOVER	*  U(AL * TOTAL	MISC CHG. 0.00 MISC DISC 0.00	1	
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	* TOTAL	TAX 0.00		
*		INVOICE \$ 0.00		
THANK YOU FOR ALLOWING US THE PRIVILEGE OF SERV				
IVEHICLE, YOU MAY RECEIVE A SURVEY FROM GENERAL "	MOTORS IF YOU			
ICAN'T GIVE US A "COMPLETELY SATISFIED" ON FACILI	OUESTION AND			
ANSWER FIRST (1) VISIT FOR THIS REPAIR: PLEASE CANDITO AT 908-686-2800. ANYTHING LESS THAN 100	IS A ZERO			
			1	
CUSTOMER SIGNATURE	E INVOICE ****	**************		
**************************************	E INVUIGE ****			
			1	
I PAGE 2 OF 2 SERVICE FILE COPY	T EN	D OF INVOICE 108:04am		

7

CTCS52681

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

đ

---

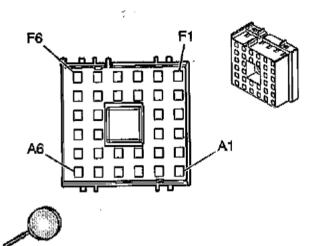
OUSTOMER NO.	C 4 4 3 C		ADVISOR			TAG				
	54436		MICHAEL BA	RBOS/	<b>\</b>			05/27/08	STOCK ND.	52681
							12,627	SILVER/SILV		
			07/CHEVROL	ET TË	ліск /-		ZER/4 DOO	OBLIVERY DATE	DELIVERY M	12.03
IRVINGTO	N, NJ		VEHICLE LD. NO.					SSU, NG DEALER NO.	PRODUCTIO	N DATE
			1 G N D T	13	S 4	7 2 F. O. NO.		R. O. DATE		
			F. T. E. NO.			is of the		05/23/08		
		DUSINESS PHONE	COMMENTS	bi. 4					MO:	12629
100# 1 CHADE			<u> </u>							
LABOR J# 1 10CVZ08	WONT CUSTOMER STAT BURNT CONNECT CIRCUIT PERFORMED FLC REMOVED LINDET	START TES ENGINE WONT START FOR UNDER FUSE BLOCK A OW CHART DIAGNOSIS_CHE R HOOD FUSE BLOCK ASSE EPAIRED PIN #120 IN CO	TECH(S SSEMBLY, FUEL PL CKED FUEL PUMP MBLY AND CHECKI	3):040 JMP CIRCUI			WARRANTY			
	5									
206# 1 101A							0.00			
JOB# 2 CHAR	GES	JUB# 1	JOURNAL PREFIX		JUB#	1 101AL				
J# 2+70CVZ03	RENT	AL UESTS RENTAL VEHICLE ION NSPORTATION TAL VEHICLE	TECH(	5):451			.WARRANTY			
SUBLET P	0#VEN	D INV#-INV.DATE-DESCRI	PTION	• • • • •			WARRANTY			
1	4578 4578	05/29/08 3 DAYS 05/29/08 1 DAY	RENTAL		TOTAI.	- SUBLET	INTERNAL 0.00			
J06# 2 TOTA	LS	• • • • • • • • • • • • • • • • • • • •	<b></b>							
		JOB# 2	JOURNAL PREFIX	CTCS	JOB#	2 TOTAL	0.00			
CUSTOMER HER	eby acknowled	GES RECEIVING E OF \$0.00 (+TAX)								
		1								
PAGE 1 OF 2		SERVICE FILE COPY		ICON.	TINUED	ON NEXT PAG	E} 08:04am	Copyright @ 1995 T'l	e Beyonkis and FIXABITINVE	8 Roznolde Compa 8 F8 14476 Q (02/0



 $\mathbf{c}_{i}, j_{i}, .$ 

	Revi				2800		ę	4	· U
RECOMMENDED		L 46 € 8 8					×	V	
OPERATION	OPERATION DESCRIP	TION MO/M	TOTAL	OPERATION	1′ 0	PERATION DE	SCRIPTION	MO/MI	TOTAL
01CV2012 01CV2048	12000 MILE SERVICE 48000 MILE SERVICE		195.50	01CVZ096		DOO MILE SE DOO MILE SE		MI	195 195
01CVZ072 01CVT096T	72000 MILE SERVICE 12000 MILE SERVICE	M	1 195.50	01CVZ0121	г   129	000 MILE SE	RVIČE	MI	43
> 01CVZ72	48000 MILE SERVICE	M		0107248	10	JOO MILE SE	RVICE	MI	244
SERVICE HISTO	RY								
DATE	REPAIR ORDER			NICIAN TYPE	OPER			ION DESCRIP	TION
05/20/08 02/25/08	52573 50291	12596 11150	178 03	10 W 19 W			*CHECK ST/ AXLE/DIFFE		
02/07/08	49835	10830	178 . 0		51CVZ	3	RENTAL BODY ELECT RECOMMEN	RICAL	
01/31/08	49682	10670	178 01		00CVZ 20CVZ0	ı	HEATING CO	DED MAINT DNCERN	
SALESPERSON NO	).	I	SER	VIC	E	· · ·	STATE	REG# 2	
1GNC	T13S472			/TRAILBLAZER,		DUCTION DATE	TOCK NO.	ICENSE NO	526
			CUSTOMETINO,				DELIVERY MILES	SELLING DEALER N	
			COLOR SILVER/S		CONTRACT	No /	SXPIRATION DATE	EXPIRATION MILES	7203
	TON, NI		TURNE LIVING	Terriford Lo. C			NOVISORINO.	NDVIBOR	
	EUSINESS P	MONE	CVZZ	nt to receive it written estin		12,600			ARBOS
						, · `			<u> </u>
03:50¢	om 05/23/08 06	:00pm	Libereby puthonize the repair, and agree: that docume nor authorize	repair work horein act forth you are not responsible for a any other person to assume	to be done by you, any delays caused by for you any Pability	logether with the fund cinevalishility of delete n connection with aud	shing by you of the ne and availability of parts of histopalic that you be re	cessary parts and other or material, for any rese sponsible for loss or de	or material lot on; that you n intage to the s
		LABOR RATE	vohicle, or anicles left above vehicle to secur of tealing and/or inspe	install work horein set forth tou and not responsible for a any other parson to assume therein, in case of fire, theft is the emocial of replaces there offig such vehicle.	br riny other pausio ate; that your employ	beyond your control; roce may operate the	that on express machin above vehicle on street	utio's lien (a horaby so la, hidhwbya dr olaowi ay	khowledged r iom for the pu
X No	an alter also and mark where a second			· · · · · · · · · · · · · · · · · · ·		<u>.</u>	<u></u>		
فالمتناف القائب فتقتن اعتاكم معتنا تشتقط المرجع والمتعاط									
JOB			·		TECH	<i>"</i>			
فالمتناف القائب فتقتن اعتاكم معتنا تشتقط المرجع والمتعاط				· · · ·	MILE	10		<b>E# 7 / -7</b>	9-
				/		10			9
	BEN ALMAN	NTSTART	Vabborbara	5	MILE	10			9
		MT START	Valeboren	5		h (a	PARKING S	PACE	9 "NOT 1
	BTATES ENGINE WON	NT START	Valoborbaraa	55		'h&	PARKING S	PACE	9 "NOT 1
	STATES ENGINE WON	WT START	Valeboolaaa	55			PARKING S WITH REP/ SIS S	PACE AIRS ON A	IN ESTIM
	BATES ENGINE WOR	WT START	Velotostara	55			PARKING S WITH REP/ SIS S	PACE AIRS ON A	IN ESTIMA
	STATES ENGINE WON	WTSTART	Valoboolaaa	55			PARKING S WITH REP/ SIS S	PACE AIRS ON A	IN ESTIM
	BATES ENGINE WOR	INT START	V.660-6.	5		PROCEED (CEED" BAS	PARKING S WITH REP SIS \$ V RIGHT TO RE COMPLETE THE TIME	PACE	IN ESTIMA
	STATES ENGINE WON	MTSTART	Valaborbara	5		PROCEED CEED" BAS REBY WAIVE N THE COST TO C	PARKING S WITH REP SIS \$ V RIGHT TO RE COMPLETE THE TIME	PACE	IN ESTIM
	BATES ENGINE WOR	INT START	Villoutine	ζ30 Γ		PROCEED (CEED" BAS REBY WAIVE & THE COST TO C		PACE	IN ESTIMA
	STATES ENGINE WON	UT START	Villoobaan Serving	11430 P			PARKING S WITH REP/ SIS \$ V RIGHT TO RE COMPLETE THE TIME BY TIME BY ACCRGWLED	PACE AIRS ON A CEIVE A WRITTE REQUESTED RE	IN ESTIMA
	BATES ENGINE WON	INT START	Villoobaa	3/1430 S	MILE IN ED X 11HI OF X 2) 3)	PROCEED (CEED" BAS (CEED" ARKING S           WITH REP/           SIS \$           Y RIGHT TO RE           COMPLETE THE	AIRS ON A CEIVE A WRITTE REQUESTED HE AMT \$ AMT \$ GEMENT. E INSPECTION I AND HEREBY	N ESTIMA PAIRS	
	BATES ENGINE WON	UT START	Villoobaan Serving	<b>103</b> /1430	MILE IN ED X 11HI OF X 2) 3)	PROCEED CEED" BAS REBY WAIVE N THE COST TO C DATE AUTHORIZED NDERSTAND MY NUSTMENTS DO RESUCH REPAIR	PARKING S WITH REP SIS \$	PACE AIRS ON A CEIVE A WRITTE REQUESTED RE AMT \$	N ESTIMA PAIRS PEPAIRS A CHOOSE
	STATES ENGINE WON	INT START	Villoubar	<b>103</b> /1/430	MILE IN ED X 11HI OF X 2) 3)	PROCEED CEED" BAS CEED" BAS REBY WAIVE M THE COST TO C DATE AUTHORIZED DATE AUTHORIZED NDENSTAND MY USTMENTS DO CUETOMER'S NEW JURSEY DW	PARKING S WITH REP/ SIS S PRIGHT TO RE POMPLETE THE POMPL	AIRS ON A CEIVE A WRITTE REQUESTED HE AMT \$ AMT \$ AMT \$ AMT \$ AMT S AMT FACILITY. EHISSE INSPECTION	N ESTIM PAIRS PEPAIRS A CHOOSE
	BATES ENGINE WOR	UT START	Velotodana Server	<b>103</b> 11430	MILE IN ED X 11HI OF X 2) 3)	PROCEED CEED" BAS CEED" BAS REBY WAIVE M THE COST TO C DATE AUTHORIZED DATE AUTHORIZED NDENSTAND MY USTMENTS DO CUETOMER'S NEW JURSEY DW	PARKING S WITH REP SIS \$	AIRS ON A CEIVE A WRITTE REQUESTED HE AMT \$ AMT \$ AMT \$ AMT \$ AMT S AMT FACILITY. EHISSE INSPECTION	N ESTIM PAIRS PEPAIRS A CHOOSE
	STATES ENGINE WON	INT START	Jenne	<b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b>	MILE IN ED X 1HI OF X 2) 3) I U AD HAV	PROCEED CEED" BAS CEED" BAS REBY WAIVE M THE COST TO C DATE AUTHORIZED DATE AUTHORIZED NDENSTAND MY USTMENTS DO CUETOMERS NEW JURSEY DIV EUCTOMERS	PARKING S WITH REP/ SIS S PRIGHT TO RE POMPLETE THE POMPL	PACE AIRS ON A CEIVE A WRITTE REQUESTED RE AMT \$	N ESTIMA PAIRS PEPAIRS A CHOOSE
	BATES ENGINE WOR	WT START	Server	<b>103</b> 11430 <b>1</b> 1430	MILE IN ED X 11HI OF X_ 2) 3)	PROCEED CEED" BAS CEED" BAS REBY WAIVE M THE COST TO C DATE AUTHORIZED DATE AUTHORIZED NDENSTAND MY USTMENTS DO CUETOMERS NEW JURSEY DIV EUCTOMERS		PACE AIRS ON A CEIVE A WRITTE REQUESTED RE AMT \$	N ESTIMA PAIRS HEPAIRS A CHOOSE N CENTER
	BRATES ENGINE WON	UT START	Villoob	<b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b>	MILE IN ED X 1HI OF X 2) 3) I U AD HAV	PROCEED CEED" BAS CEED" BAS REBY WAIVE M THE COST TO C DATE AUTHORIZED DATE AUTHORIZED NDENSTAND MY USTMENTS DO CUETOMERS NEW JURSEY DIV EUCTOMERS		PACE AIRS ON A CEIVE A WRITTE REQUESTED RE AMT \$	N ESTIMA PAIRS
	BATES ENGINE WOR	WT START	Villeo barrino	1120 11/20		PROCEED CEED" BAS CEED" BAS REBY WAIVE M THE COST TO C DATE AUTHORIZED DATE AUTHORIZED NDENSTAND MY USTMENTS DO CUETOMERS NEW JURSEY DIV EUCTOMERS		PACE AIRS ON A CEIVE A WRITTE REQUESTED RE AMT \$	N ESTIMA PAIRS
	BATES ENGINE WOR	UT START	Villeo la	<b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b> <b>1</b>		PROCEED CEED" BAS CEED" CONTROL CEED" ONTROL CEED CONTRO		PACE AIRS ON A CEIVE A WRITTE REQUESTED RE AMT \$	N ESTIMA PAIRS
	BATES ENGINE WOR		Victoria	<b>1</b> 1730 <b>1</b> 1730		PROCEED CEED" BAS CEED" CONTROL CEED" ONTROL CEED CONTRO		PACE AIRS ON A CEIVE A WRITTE REQUESTED RE AMT \$	N ESTIMA PAIRS

FLAGS MECHANIC'S NAME & NUMBER <u>D</u>N COMPLAINTE C/S Vehicle wow+ Stersi ag ਸੂਬਨ volucia IN lot includ CAUSE: L hant to Start, CK Under Hood File Bloch Kr. <u>ON</u> letar Surrecol Vehicle Lhe ... was able to this day which Stertert 71 A.C OFF shilled i wash MECHANIC'S BANDLAAUMBER CONCERNS S 167 7 5305 COMPLANT lectort all Stands ON Ar with two wires Ô Eurol H AG CAUSE OFF COUNTER S ( Sumport Mohin d CORRECTION: loninted Serve Clach ON harwers 1-2 和政治 MECHANIC'S MAME & NUMBER 100 OFF COMPLAINT: PUSH on Shop (NO SMMT BICANK)  $\cap M$ CAUSE 紅瓜 OFF Leeponp CIALT he VOLTIK CORRECTION: 7/1/ R.O. OR EMPLIMECH, PAY FLAT RATE W.O. NO. NO. S TIME AT CAME (Entimethe) W - TIME ON MECHANIC'S MARIE & NUMBER indichood Fire Star 52681 40 5 OFF COMPLAINT. move MAY 28 17:14 Mul Carochas & CA PIN BOOM NO. NO. NO. S PLAT BATE INME de Mal W - TIME -ON CAUSE 57.81 10 MAY 28 12:10 EXCOSING PINDINGS MAY 28 11-11 OFF Report PIN 120 Wel All L CORRECTION: pin put Supply winke ON 63 hsc NUIC  $\mathcal{O}^{(\lambda)}$ MECHANIC'S NAME & NUMBER 16 42 CARECTA Nerrymi + hecheck & wehill : COMPLAINT FLAG OFF STATIS + Kins CADSE: ON. COPRECTION: E.AG lor-COMMENTS:



# **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
	РК	739	Ignition 1 Voltage (4.2L w/K18)
A2	1		

÷١

5/28/2008

. c

÷

2

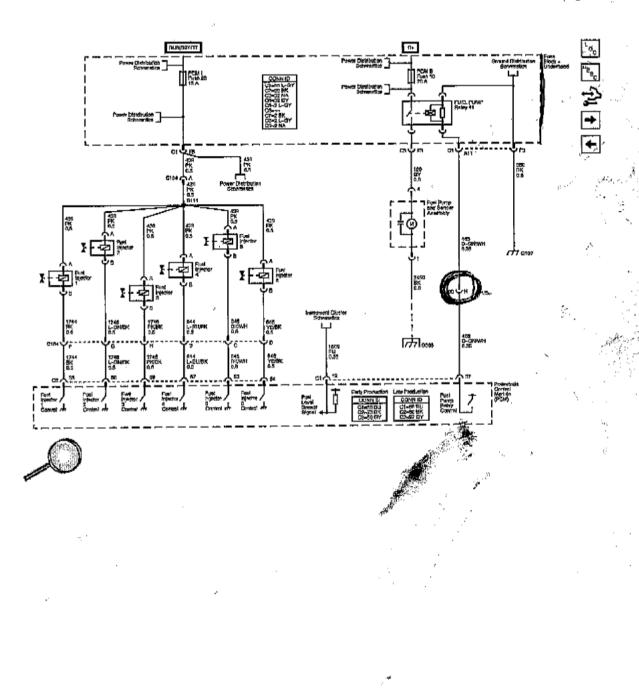
..

	РК	739	Ignition 1 Voltage (Late Production w/BAE)
A3	OG	2840	Battery Positive Voltage (G67)
A4			Not Used
	РК	239	Battery Positive Voltage (Early Production w/4.2L)
A5	РК	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
	BN	241	Ignition 3 Voltage (NP8)
E4	BN	241	Ignition 3 Voltage (G67)
E5	OG	1640	Battery Positive Voltage (NP8)
E6			Not Used
	ВК	350	Ground
F1	ВК	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

5/28/2008

2007 Chevrolet TrallBlazer - &WD [1gndt13s472116767] | Envoy, Rainier, TrailBlazer, Ascender (VIN S/T) Service Manual | Bulletins By Category | Technical | Document ID: 1763602

# Fuel Controls - Fuel Pump and Fuel Injectors



			· · · · · · · · · · · · · · · · · · ·						
А	РК	839;	Ignition 1 Voltage	Α	PK	839	Ignition 1 Voltage		
в	RD/BK	380	A/C Réfrigerant Pressure Sensor Signal	в	RD/BK		A/C Refrigerant Pressure Sensor Signal		
С	GY	597	5-Volt Reference	С	GY	597	5-Volt Reference		
D	PK	439	Ignition 1 Voltage	D	PK	439	Ignition 1 Voltage		
Ē	BK	2751	Low Reference	Е	BK	2751	Low Reference		
F	GY		5-Volt Reference	F			5-Volt Reference		
G	L-GN	2278	A/C Compressor Status Signal	G	L-GN	2278	A/C Compressor Status Signal		
н	D- GN/WH	465	Fuel Pump Relay Control	н	D- GN/WH	465	Fuel Pump Relay Control		
ו	GY	2365	Low Reference	J	GY	2365	Low Reference		
к	wн	1310	EVAP Canister Vent Solenoid Control	к	WН		EVAP Canister Vent Solenoid Control		
L	WH	1038	Class 2 Serial Data	L	WH	1038	Class 2 Serial Data		
Μ			Not Used	Μ			Not Used		

TIRE TREAD DEPTH	LADOR OF CODE TURES	GREEN/YELLOW/RED	BRAKE LINING" MEASUREMENT	LABOR OP CODE	Brako Gauge to backing plate – FRONT PADS	Brake Gauge to backing plate – REAR PADS	Tire Gauge/to rivets or backl
7/32	TIRE7 -	Yellow Yellow	7mm or greater a 6mm	BK7 BK6	Green	Green	plate - REAR SHOES
/32"		Yellow	. 5mm	BK\$	Yellow	Green	Green Green
2" or less	TIRE3	Yellow Ređ	4mm 3mm or less	BK4 BK3	Yellow Red	green	Groen
	0		2mm or less	BK2	Red	Yellow	Yellow
are replaced this visit;	measuro and record the	now parts readings.	1mm or less	BK1     Since front pads we	Red Or faster, only enter roars as	Red s lowest modings if they mea	
	A						suro yellow or red.
me:			Year/Model:		Date:	5/23/28	
pair Order #:_5	2681 VI	N (last 8 diaits).	0	dometers 17	627 MI:		
	Checked an	id OK	ay Require Atten	tion Soon	MI: [] Requires imm	MII:	
				RIOR			
	Subscription activ	vated		[    /.   Rem	alning engine oil life:	% Reset;	N/a;
	y <u>80</u>				onditioning Performa	псө	
WIPER BLAD	DES		CHECK TIRES A		Г <u>Н</u>		CHECK BATTERY
· · · · · · · · · · · · · · · · · · · ·		3/32 or Greater	(Check bot	y condition)	_		
/		2/32 to 4/32			8/32 or Great		MARTIN MARKET STATE
and the second second second second second second second second second second second second second second second		3/32 or Less			7/32 to 4/		And the second second second second second second second second second second second second second second second
<b>.</b> •	PSi@:	set to; RSI			3/32 or Le	···	· · · ·
····] [		432 or Greater			PSI@:set t		Chelco
	I I I I I I I I I I I I I I I I I	782-16 4/32			8/32 or Great		
		3/32 <u>.or Les</u> s			7/32 to 4/3		
] [""		set to:PSI			3/32 or Le		
		set 10:F81	(Check		PSI®:set t	o:PSI	
🛄 Rear (if appli	cable)		Lowest Tread D		_	l – – – r	Battery condition
Windshield co		lotation needed lotation performed	Alignmer		🔄 Balance need		_
ks Ghips			·	it performed	🗌 Balance perfo		Battery cables and connections
	اری میں میں میں میں میں میں میں میں میں می		Wear Patter	n/Damage	RF 🛄 RR 🛄		connections
· · · · · · · · · · · · · · · · · · ·						and a second second second second second second second second second second second second second second second	
FIÙĽÉD 🔂 🍶 🏷		~	UIRES ATTENTION	CHECK		E FRONT AND REA	
Engine oil					,	To 4mm (Siga	
	<u> </u>		<u>L</u>	[]	· · · · · · · · · · · · · · · · · · ·	1/32) or less	
🔲 Brake fluid re	servoir	iur U	1117	II			· · · · · · · · · · · · · · · · · · ·
	(If equipped w/dips	atick)					· —
		suck)	ن اخدا		4 mm (5)	2) or generating	
Coolant recov	ery reservoir		1.13			m (4/52)	of N. DA
				L		1/82) or less	
All March 1998 And Annual Annua Annual Annual r>Annual Annual r>Annual Annual	· · ·	[	Lowest Front Lin		Lowest Rear 1		
Windshield w	asner 🤄 🏒 🚤	· · · · · · · · · · · · · · · · · · ·		4		g lines, hoses and pa	rking brake)
	ADDITIONAL	CHECKS	, ,		onal Recommend	led Services	FRH
	sible leaks:	544-1	)	1)			
	also including gas		<u> </u>	2)	· · · · ·	·	
	nission, drive axle,	, trensfer case		3)			
the second second second second second second second second second second second second second second second s	g system > 🖉 👘			7	1000 BL		
Shocks and st	litute—also <del>;</del> čhěck d	operation		4			
Inspect visua	l condition:			5)			
	accessory, serpen	tine, and/or V-drive	2	6)			
	, power steering a						
	r and cabin air filte		<u>_</u> `	7).			
	and a second second second second second second second second second second second second second second second			8)			
	origina and steering		[	Service Consultant:			antan 1960 mili mili mili mili mili mili mili mil
	boots or driveshaft	ts and U-joints			_ (		
Exhaust syste	m componentis 🥂	<u> </u>		Technician:	0/	No.:	
		47) ···				Recommended FRH	l:
		SIMP	LIFIED M	AINTEN	ANCE I	otal FRH Sold:	
, MI 🗆	Required	Perfor	med	MII	🔛 Require		prmed
20pytigi5i; bli rights recorved.					<u>ial</u> noquite		



#### RECOMMENDED SERVICES

.

:

1002) 058329 - 9832 (209) 347 (209) 363-3769 - 9383-3700

OPERATION	OPERATION DESCRIPTION	MØ/MI	TOTAL	OPERATION	OBERATION DECODIDITION		
		iai se y la li	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/M1	TOTAL

-

SERVICE	HISTOR									
DATI 05/23/		REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN		OPERATION		ATION DESCRIPT	ION
· · ·		52681	12627	480	201 605	W	10CVZ08 70CVZ03	WONT ST/ RENTAL	ART	
05/20/ 02/25/	08	52573 50291	12596	480 178	040 039	W	50CVZ05 47CVZ	*CHECK S AXLE/DIFI	TARTING SYS	
02/07/	08	49835	10830	178	039		70CVZ03 51CVZ	RENTAL BODY ELE		
SALESPERS	ON NO.			S	ERVI				E REG# 2	
Y.	TGNDT	135472	YEARMAKEM	ODEL						B.O.NO.
l i	lene,	100472	07/CH				DO DELIVERY D		SELUNG (MALER NO	52754
			i		54436					05/28/08
1	IRVINGT	ON, NJ			VER/SILVER		CONTRACT NO.		EXPIRATION MILES	T
				TURBO	AIR COND.	P. S, TP			MICHAEL BA	RBOSA
ß	3( <del>5</del> )	DUSINE	39 PHONE	./				repairs.	-h	
Č	9.2 Tan	05723708	06:00pm					ig by you of the	notasaary parts and other	material for even
APPOINTMENT				- Contain Crita	affigen und April Alex Mar 101 1041	ponensis for any ac	ologis churdht by thiosallas	ing by you, of the billity or delayed availability of part with such repair; that you has control; that an express me state the above values of si	ts or matchiai for any roasan fôcponsible for loss or dom thànloig ilen is hereby ackri	; that you nother ago to the above owiedgod on the
Yas Xi No								stato the above vehicle of si	eets, highwaya or nisewhen	e for the purpese
JOB		alaman oʻshi ne shari ana sa	the construction of the second second	·						Page 11
			-00				TECH #		, '	
							MILES		AILES OUT	
			NEINEMINIA			期國時不能加		PARKING		
CUSTO	MER ST	ATES VEHICLE W	ILL NOT STAF	RT.	ander en vieren eine stelle steller en eine Braufen in	ter if Alfred V. Gebruch	· · · · ·			
		ant de la chefe	1. S. S. S. S. S. S. S. S. S. S. S. S. S.					CEED WITH REI		OT TO
		•						D" BASIS \$	·	
		4					I HEREBY A	WAIVE MY RIGHT TO H		ESTIMATE
		•	· ·				×			Aina.
							2) DATE .			
					,			RIZED BY		
:	ί.							TIME		
	· .		· · · ·		· · · ·		AUTHO	RIZED BY		
	1.1	· ·	•	· · ·				ACKNOWLE AND MY RIGHT TO HA ITS DONE ELSEWHER	VE INSPECTION DEE	AIRS AND
					1		HAVE SUCH	BEPAIRS PERFORMED	AT THIS FACILITY	TOUSE TO
1		· .	· . ·		•		GU NEW IER	STOMEP'E SIGNATURE		<u>TR</u>
· ·			· · · · ·		1					ENTER
	i							ERF# 0	01670	
			e sector				QUALITY CON BY/DATE		PARKING 9	PACE
					· ;		C I D I L			
	·				· · · · · · · · · · · · · · · · · · ·		DAMAGE HEP	ORT C		· · · ·
	$= 1 \sqrt{-2}$	•								(1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,1,
PAGEIO	iF 1	. · · · ·	TEC	CH COPY					CODA	52754
					· · · · ·					5-16 F 10-17



1-800-LEMON LAW

CORPORATE HEADQUARTERS 30 E. Buder Pike Ambler, PA 19002 P (215) 540-8868 F (215) 540-8868 F (215) 540-8817 IACQUELINE C. HERRITT<sup>-7</sup> ROBERT J. RAPEN<sup>A</sup> HY DAVID ELTENTEN<sup>®</sup> BARKY R. WINDERMAN<sup>®</sup> MELISSA K. FIALA<sup>®</sup> RA J. SAADES<sup>®</sup> DAVID L. LISSERMAN<sup>®</sup> ANGELA K. TROCTOLI<sup>®</sup> RED DAVIS<sup>®</sup> EQNALD EOWAAND<sup>®</sup> CHRISTICHER R. HULLDA<sup>V<sup>®</sup></sup> AMY L. BENNECOP<sup>\*\*</sup> CHRISTICHER R. HULLDA<sup>V<sup>®</sup></sup> AMY L. BENNECOP<sup>\*\*</sup> CHRISTICHER R. HULLDA<sup>V<sup>®</sup></sup> AMY L. BENNECOP<sup>\*\*</sup>

> Óf Coursei: RDNNA LUCAS<sup>‡</sup>

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. Marhon Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344 MARYLAND OFFICE, 500 Rediand 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.

July 16, 2008

VIA TELEFAX ONLY (866-398-3253)

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

RE:

Dear Ms. Moody:

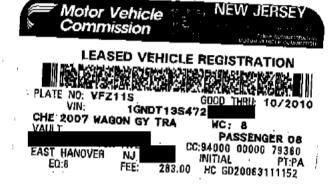
Please be advised that our client hereby accepts GM's most gracious offer to settle her claims against GM for \$3,500.00. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,900.00. The car has about 14000 on the odometer and attached 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.

v. GM

Very truly yours, Robert M. Silverman

ROBERT M. SILVERMAN"

<sup>4</sup> Member, PA Bar Member, NJ Bar Member, DE Bar Member, NZ Bar Member, ND Bar Member, OI Bar Member, DC Bar Member, DC Bar Member, CO Bar Member, VT Bar Member, NI Bar



#### Protection Plan <u>GM</u>

Vehicle Ident. No. 1GNDT13S472 MAJOR GUARD

Ref. No. 816154695 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 1-800-439-9318



General Motors Corporation Business Resource Center PO Box 33470 Detroit, MI 48232-5170

#### VIA FAX ONLY

June 3, 2008

Larry Aliberto Hawthorne Chevrolet PO Box 8 Hawthorne, NJ 07507-0008

RE:

Service Request: 71-631513688 2007 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDT13S472 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









de 2009 al relevên de versier de 2009 al 1930. De 2019 de juie de 2019 de 1930 de 2019 al 1930.







General Motors Corporation Business Resource Center PO Box 33470 Detroit, MI 48232-5170

#### VIA FAX ONLY

May 29, 2008

Steve Kochen Hawthorne Chevrolet PO Box 8 Hawthorne, NJ 07507-0008

RE:

Service Request: 71-631513688 2007 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDT13S472 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.

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













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 <sup>@</sup> Member, DC Bar Member, AZ Bar Member, CO Bar Member, VT Bar
- § Member, MI Bar ° Member, RI Bar
- <sup>D</sup>Member, NH Bar



#### 1-800-LEMON LAW

www.lemonlaw.com

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

JACQUELINE C. HERRITT ROBERT A. RAPKIN HY DAVID RUBENSTEIN<sup>-6#</sup> BARRY R. WINDERMAN MELISSA K. FIALA IRA P. SMADES DAVID L. LIEBERMAN<sup>x</sup> DAVID L. LIEBERMAN" ANGELA K. TROCCOLI<sup>G</sup> FRED DAVIS RONALD ROWLAND<sup>W</sup> CHRISTOPHER R. HOLLIDAYO<sup>-94</sup> AMY L. BENNECOFF CHRISTINA GILL ROSEMAN<sup>S</sup> RICHARD A. SCHOLER

Of Counsel RONNA LUCAS

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 O29, 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

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:

v. General Motors Corporation

Vehicle: 2007 Chevrolet TrailBlazer Date of Purchase: 10/01/2006 Place of Purchase: Hawthorn Chevrolet VIN: 1GNDT13S472

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



"Getting Bigger and Better" "Where Service Builds Sales" HAWTHORNE CHEVROLET 973-427-1560

1180 Gotfle Road P.O. Box 8 Hawthorne, N.J. 07507 Cars-Truoks-Corvettes-Service-Parts Leasing

485 Lafayette Avenue Used Cars-Used Trucks Used Corvettes

# FAX SHEET

;;

866-363-8691 TO; FAX: HOWTH CHUY DATE: FROM: Ma) 0ß 5 29 RE: PAGES including cover page



Chemoral Monter C. (1999) (1899) Hamingan Resonant (1999) (1997) PO Box 3/31/70 Detroit, MI 486231, 517

#### VIA FAX ONLY

May 29, 2008

Steve Kochen Hawthorne Chevrolet PO Box 8 Hawthorne, NJ 07507-0008

RE:

Service Request: 71-631513683 2007 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDT13S472 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 cust time. 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 Correct, Customer Copy, Accounting involces, 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 866-363-869... If there are any fax difficulti : cr the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate : ad application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consule 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 112.7 c fr x 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





















# General Motors Business Resource Center



## To: Steve Kochen

Company:	Hawthorne Chevrolet
Fax:	973-427-6296
Phone:	973-427-1560

## From: Valentin Rocky Farias

Fax: 8663638691 Phone: 8667905600 ext 11287 E-mail:

CCI

NOTES:





1180 GOFFLE ROAD HAWTHORNE, N.J. 07506 TEL. (973) 427-1560

Getting Bigger and Better



24 HOUR TOWING SERVICE

9NO.	JOHN MCGARRY			9 04/	17/07	CTCS299359
	1	104 NO.	4375	GRYST	ONE ME	073609
	07/CHEVROLET	RUCK/TRAI	<u>LBL AZER/4</u>	DR 4 10/	28/06	PRODUCTION DATE
	VERTISE ID, NO. 1 G N D T 1 3 P. 1. 5. NO.	<b>5472</b>		R. O. DATE		
NEWARK, NJ	Cris/MENTS			04/1	L7/07	
						MO: 4377
LABOR & PARTS- J# 1 22CVZ ACCESSORIES CUSTOMER STATES: L/F CMECK ALL OTHERS SPEAKER INTERMITTENT PERFORM DIAGNOSTIC T OL/6D	SPEAKER SOUND DIS ESTING, REPLACE L	TECH STORTED /F DOOR SP	(S):1452 Eafer			WARRANTY
PARTSQTYFP-NUMBER JOB # 1 1 1.5103799 JOB # 1 0 1.5214501 JOB # 1 00 SEPE	SPEAKER 9 Bezel 16.1	.665 DT 345	-LIST PRI	CE-UNIT I	PRICE-	WARRANTY WARRANTY
** QUANTITY	1 IS SPECIAL ORDE	RED **	COB #	1 TOTAL	Parts	0.00
		JOB #	1 TOTAL			0.00
J# 2 23CVZNOISE NOISE CUSTOMER STATES: WIN FOAM OUT OF PLACE DEFEORM DIAGNOSTIC J		OM L/F DOO		N		WARRANTY
PERFORM DIAGNOSTIC I FOAM INSULATION N3/2						
PARTSOTYFP-NUMBER	DESCRIPTI	ON	-LIST PRI	CE-UNIT 1 2 TOTAL 1	PRICE- PARTS	0.00
		JOB #	2 TOTAL	LABOR &	PARTS	0.00
J# 3 16CVZ CHASSIS ELEC CUSTOMER STATES: RIG EXCESSIVE MOISTURE REPLACE RIGHT TAIL I VN/3R	HT REAR TAIL LAMP LAMP ASSEMBLY	lens has				WARRANTY
PARTSQTYFP-NUMBER JOB # 3 1 15131579	LAMP 2.67	0N 9 DT	-LIST PRI	CE-UNIT	PRICE-	WARRANTY
// -			108 #	3 TOTAL	PARITS	0.00
			3 TOTAL	LABOR &	PARTS	12.50
J# 4+03CVZ00FREE 1ST FREE OIL FREE FIRST LUBE OIL DUE FIRST FREE LOF S PERFORM FIRST SERVIC	CB		((S) :1452			12.50
PARTSQTY FP-NUMBER JOB # 4 1 B9017342 JOB # 4 6 12345610	DESCRIPTI FILTER 1. OIL 5W30Q	ON 836 8.800	2	CE-UNIT 98 50 4 TOTAL	4.89	4.89 10.56 15.45
			4 TOTAL			27.95
MISCCODEDBSCRIPTION JOB # A EPA EPA COMPLIA JOB # 4 LLOF 1ST N/C LOP	ă		CONTH	TOTAL -		2.00 -29.95 -27.95
ESTIMATE	SIVING \$0.00 (+TAX)	<b>.</b>				

	CHEVROLET
CHEVROLET	SERVICE

1180 GOFFLE ROAD HAWTHORNE, N.J. 07506 TEL. (973) 427-1560

Getting Bigger and Bitter



24 HOUR TOWING SERVICE

				a	
ATOMER NO.	J.CHN MCGARRY		7 GAND NO. 559	04/17/07	CTCS299359
41615		6705 RNAK NO.	/ <u>559</u>	601.08	STOCK NO.
			4375	GRYSTONE ME	073609 OBLIVERY VILLER
	07/CHEVROLET		BI AZER/4DR	4 10/28/06	22 PRODUCTION DATE
	1 GNDT13	<u>\$472</u>			
NEWARK, NJ				04/17/07	
DB/CF.PLOWE	C MMENTS				MO: 4377
COMMENTS	6000 MILE		*****	***	
**************************************	NE CHEVROLET ************************************	**************************************	TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL	*** FARTS SUBLET MISC CHG. MISC CHG. TAX	12.50 15.45 0.00 2.00 -29.95 0.00  0.00
CUSTOMER SIGNATURE					
PAGE 2 OF 2 NOTICE TO CONSUMER: PLEASE F	READ IMPORTANT IN	[ FORMATION OF		NVOICE ]	mc_60 ± 80



1180 GOFFLE ROAD HAWTHORNE, N.J. 07508 TEL. (973) 427-1560

Getting Bigger and Better

Т



24 HOUR TOWING SERVICE

L

1615		13°26	N MCGARR	Y	6707	CARD NO. 559	04/18/07	CTWS299359
1013			RATE	LICENNE NO.	4	375	GRYSTONE ME	073609
		07	CHEVROLE	T TRUCK/1			4 10/28/06	DELMERY MR.54 22
		1		3547			SELLING DEALER NO.	PRODUCIDON DATE
EWARK, NJ		E LÊ	. ND.		P. O. NO.		04/17/07	
A.**		Çi MB	ENTR					MO: 4377
	ACCESSO CUSTOMER STATES CHECK ALL OTHER SPEAKER INTERMI PERFORM DIAGNOS	: L/F SPEAD S FTENT	er sound	DISTORTE	0			55.99
	OL/6D YFP-NUMBER 1 15103799 0 15214501		DESCRIF SPEAKER BEZEL 1 PECIAL OR	TION 9.665 D 6.345 DERED **	U/ r	COSTE/CO 93.48 93 4.11 0		149.57 0.00
					-031 I	(0B # 1)	3.48 FOTAL PARTS	149.57
				JOI	B # 1	TOTAL LA	BOR & PARTS	205.56
	SE NOISE CUSTOMER STATES FOAM OUT OF PLA	CE						28.00
	PERFORM DIAGNOS FOAM INSULATION	N3/2K	, RæR LEF	TOT.	10 KG B # 2	TOTAL LA	BOR & PARTS	28.00
J# 3 16CVZ	CHASSIS CUSTOMER STATES EXCESSIVE MOIST REELACE RIGHT T	ELECTRICAL RIGHT REA URE AIL LAMP AS	HOURS: R TAIL LA SEMBLY					18.66
	VN/3R YFP-NUMBER 1 15131579		DESCRIP	710N 679 DT 10B # 3	COST 1	UTAL /	OSTU/PRICE 1.75 114.80 1.75 TOTAL PARTS	114.80 114.80
				JO	в# Э	TOTAL LA	BOR & PARTS	133.46
COMMENTS								·
						R/ R/	O TAX O TOTALS	367.02
	M DETAIL TOTALS							
LAIM TOTALS	TOTAL 367.02 							
APPROVI	D BY SIGNATURE							

	27
	CHEVROLET
CHEVROLET	SERVICE

1180 GOFFLE ROAD HAWTHORNE, N.J. 07506 TEL. (973) 427-1560

Getting Bigger and Bitter



24 HOUR TOWING SERVICE

1615	JOHN MCGARRY	6707 559	INVOICE DATE	CTWS299359
	U DY AN ANTE	AGE IN	GRYSTONE ME	отоск но. 073609
		TRUCK/TRAILBLAZER/4DF	0ELIVERY DATE 4 10/28/06	
	$\frac{1}{5} \frac{G N D T 1}{5 N0}$	<u>38472</u>		
	C %/MENTO		04/17/07	
				MO: 4377
TERMITTENT AGNOSTIC TESTING LN JOB CT CC PC 2 02 N3 LN-TOT: 28.00 COMMENTS: CUSTOM F PLACE AGNOSTIC TESTING LN JOB CT CC PC 3 03 VN 1 LN-TOT: 133.46	, REPLACE L-F DOOR PART-NO. TOT-FTS TECH SGN: ER STATES- WIND NO. , R-R LEFT MIRROR 7 PART-NO. TOT-FTS 15131579 114.5 TECH SSN: ER STATES- RIGHT R	AUTH CODE: AKER SOUND DIS: ORTED CE SPEAKER OL-6D S FC LABOD' LHRS AUTH CODE: AUTH CODE: CSE COMING FROM L-F DOC TO REPOSITION NO S FC LABOD' LHRS SO 3R E964() .2 AUTH CODE: SAR TAIL LAMP LENS HAS	H OHRS NET-AMT. AUTH. AUTHOR DR WINDOW E OHRS NET-AMT. AUTH. AUTHOR MOISTURE E	55.99 PEAKER IN PERFORM DI LAB-TOT. 28.00 ERFORM DI LAB-TOT. 18.66



1180 GOFFLE ROAD HAWTHORNE, N.J. 07506 TEL. (973) 427-1560 Getting Bigger and Better



24 HOUR TOWING SERVICE

1

CONVENIENT SERVICE HOURS MONDAY THRU FRIDAY 7:00 AM TO 7:00 PM SATURDAY 8:00 AM TO 4:00 PM

, 010	COHN MCGARRY	6707	3609	09/12/06	CTCS285900
	L'EDREATE IJCENSEND.			GRYSTONIK ME	073609
AWTHORNE AUTO SALES COMPANY	YINIR/MAKE/MODEL			DELMERY DATE	OELIVERY MILES
180 GOFFLE RD	CT/CHEVROLET TRUC		BIAZER/4DR	DELLING DEALER NG	PRODUCTION DATE
O BOX 8	J <u>GNDT1354</u>	4 7 2 Mark	J.	09/01/06	· · · · · · · · · · · · · · · · · · ·
	2:2198720 COMMENTS			09/01/06	
973-427-1560					MO: 1
ABOR & PARTS I# 1 01CVZA INSPECT FOR C CUSTOMER STATES OPEN SPECIAL POLICY REPROGRAM PCM MK95	AMPALIGN CAMPAIGN: 06091	TECH	(S) :56		WARRANTY
		JOB #	1 TOTAL LAP	BOR & PAR'LS	0.00
STIMATE-					1
USTOMER HEREBY ACKNOWLEDGES RECEN ORIGINAL ESTIMATE OF	\$0.00 (+TAX)				
'OTALS					
THANK YOU FOR CHOOSING HAWTHO	DRNE CHEVROLET	*	TOTAL	LABOR	0.00
Payment Method: [ ] Cash	[ ] Check	*	TOTAL TOTAL	L SUBLET	0.00
i i Master Caro	i i Visa	*	TOTAL TOTAL	L G O G. L MISC CHG. L MISC DISC	0.00
Received American B By: [ ] [] A/R Acct #	] *******************	*	TOTAL	L TAX	0.00
You will be receiving a survey i Division. We would appreciat "COMPLETLY SATISIFIED" rating. "COMPLETLY SATISIFIED" PLEASE Ci JIM CHIRICHELLO (973) 427-1560 THANK YOU THE SERVICE DEPARTMENT	from Chevrolet Motor te ynn giving us a If ynn are not All OJR MANAGERS F OF HAWTHORNE CHEVY	*		L INVOICE \$	0.00
CUSTOMER SIGNATURE					
CODICITIA DI CARA DALL					
			END OF I	NVOICE ]	11:35am
AGE 1 OF 1 NOTICE TO CONSUMER: PLEASE				· · ·	11:55am
NOTICE TO CONSUMER: PLEASE	REAU IMPORTANT INFORM		INGVERSE SIDE	1	I

	47
<u></u>	<b>CHEVROLET</b>
CHEVROLET	SERVICE

1180 GOFFLE ROAD HAWTHORNE, N.J. 07506 TEL. (973) 427-1560

Getting Bigger and Better



24 HOUR TOWING SERVICE

.....

M		1 G N D T 1 3 S 7 E N0 27 198720 6 MMENTS	[1 CK/TRAILBI AZER/4D5 4 7 2 	ABOR & PARTS	INVESTIGATION         INVESTIGATION           OTTOCK NO.         073609           OTTOCK NO.         073609           OPLIVERY MILES         PRODUCTION DATE           MO:         1           71.98         71.98
1180 GOFFLE RD PO BOX 8 HAWTHORNE, NJ GEFHOME LABOR & PARTS- J# 1 OLCVZA C S R M WARRANTY CLAIM CLAIM#	D7507 SUBMERSIPHONE 973-427-1560 INSPECT FOR C STOMER STATES OPEN PECIAL POLICY SPROGRAM PCM C95 DETAIL TOTALS	07/CHEVROLET TRU VHOLED, NO 1 G N D T 1 3 S FILENO 27198720 0 MARKITS	CK/TRAILBI AZER/4D5 4 7 2	ABOR & PARTS	PRODUCTION DATE MO: 1 71,98
PO BOX 8 HAWTHORNE, NJ ( GEPHONE J# 1 OLCVZA WARRANTY CLAIM CLAIM#	973-427-1560 INSPECT FOR C ISTOMER STATES OPEN PECIAL POLICY SPROGRAM PCM 195 DETAIL TOTALS	1 G N D T 1 3 S 7 E N0 27 198720 6 MMENTS	4 7 2 P.O. NO. 20 TECH (S) : 56 JOB # 1 TOTAL LJ	ABOR & PARTS	MQ: 1 71.98
HAWTHORNE, NJ GEPHONE J# 1 OlCVZA C S R M WARRANTY CLAIM CLAIM#	973-427-1560 INSPECT FOR C ISTOMER STATES OPEN PECIAL POLICY SPROGRAM PCM 195 DETAIL TOTALS	стело. 27.198720 бйланта	JOB # 1 TOTAL LJ	Abor & Parts	71,98
ILABOR & PARTS- J# 1 OLCVZA C S R M WARRANTY CLAIM CLAIM#	973-427-1560 INSPECT FOR C ISTOMER STATES OPEN PECIAL POLICY SPROGRAM PCM 195 DETAIL TOTALS	0 2.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1	JOB # 1 TOTAL LJ	Abor & Parts	71,98
WARRANTY CLAIM	INSPECT FOR C JSTOMER STATES OPEN PECIAL POLICY SPROGRAM PCM C95 DETAIL TOTALS	CAMPAIGN HOURS: 0. CAMPAIGN: 06091	JOB # 1 TOTAL LJ		71,98
WARRANTY CLAIM	DETAIL TOTALS	CAMPAIGN: 06091			71.98
CLAIM#					
CLAIM#				/O TAX /O TOTALS	0.00
DCS AUDIT SLIP	DCS DATA FILE: GMGM 09/12/2006 1219 RO NUMBER RO DATE 285900 09/01/2000 CUSTOMER NAME; FIRS LAST: HAWTHORNE AUTO	6 1GHOTISS472		HOME :	ADVISOR #
	COMMENTS: CÚSTÓMER : LICY PCM MK95	STATES OPEN CAMPAIGN	I- 06091	2 F	SPECIAL PO REPROGRAM

	CHEVROLET
CHEVROLET	SERVICE

1180 GOFFLE ROAD HAWTHORNE, N.J. 07506 TEL. (973) 427-1560

Getting Bigger and Better



24 HOUR TOWING SERVICE

.

RN0. 1010		EDWARD SENICK	100	3609	03/11/06	CTCP284531
HAWTHORNE AUTO SA	LES COMPANY	LA-ICRI RATE LICENSE NO.	MILE YOF	IN C	GRY,STONE ME	8700× NO. 073609
1180 GOFFLE RD		0 7 CHEVROLET TRUCK	CTRATIPIA?	EP/4DP 4		
PO BOX 8		1 GNDT1354	7 2	1	ELUNG DEALERIND.	PRODUCTION DATE
MAWTHORNE, NJ 075	07	22198720	P. O. NO.		08/10/06	
REPHONE	973-427-1560	G'INMENTS				MO: 1.
LABOR & PARTS J# 1 35CVZ	PDI & USED CAR		TECH (S) : ]	00 54834		WARRANTY
			JOB # 1 TC	TAL LABO	R & FARTS	0.00
ESTIMATE						1
CIICTOMER HEREBY A	CKNOWLEDGES RECEIVI ESTIMATE OF \$0	ΝĠ . C() (+TAX)				
TOTALS						1
**************************************	R CHOOSING HAWTHORN	**************************************	*	TOTAL	LABOR	0.00
* Payment Method:	*********************	i Check	*	TOTAL	SUBLET	0.00
*	)   Master Card	Visa	*	TOTAL	G.C.G. MISC CHQ. MISC DISC	0.00
* Received * By: [ ] ****	American Expr A/R Acct # 1	ерн 11	*	TOTAL	TAX	ŏ.ŏŏ
			*	TOTAL	INVOICE \$	0.00
* You will be red * Division.	ceiving a survey fro le would appreciate	m Chevrolet Motor you giving us a	*			
* "COMPLETLY SAT	SIFIED" rating. If	You are not	*			
* JIM CHIRICHELL(	HOW'S OUR SERVICE ceiving a survey fro would appreciate ISIFIED" rating. If ISIFIED" PLEASE CALL ) (973) 427-1560 SERVICE DEPARTMENT C	F HAWTHORNE CHEVY				
- IMAR 100 IIII .						
CUSTOMER	TONATTRE					
COBIONER &						
PAGE 1 OF 1			[ EVTD	OF IN	VOICE 1	08:39am



1180 GOFFLE ROAD HAWTHORNE, N.J. 07506 TEL. (973) 427-1560

Getting Bigger and Bitter



24 HOUR TOWING SERVICE

٦.

			AL Y DOR			3609	08/11/06	CTWP284531
			ELWARD SI	UCENNA NO.	<u>100</u>	U AGE IN	GRYSTONE ME	CTWP284531 STOCK NO. 073609
HAWTHORNE AUTO	SALES COMPA	NY	YI-AR/MAKE/ MODEL		 //////		DELAVERY DATE	DELIVERY MILES
1180 GOFFLE RD			WHOLER NO.	DLET TRUCK, F 1 3 S 4 .	TRALLB	AGER/ ADR	SELLING DEALER NO	PRODUCTION DATE
PO BOX 8	7507		22198720	1 1 2 8 4	P. O. NO.		08/10/06	
HAWTHORNE, NJ C	973-427-	1560	C 3 MENTS					MO: 1
	973-427-	1300	n					
LABOR & PARTS J# 1 35CVZ CLAIM #		USED CAR	HOIT	RS: 1.30	TECH (S	1:100 548	34	116.99
CLAIM #	N						BOR & PARTS	116.99
								0.00 116.99
						R/	O TAX O TOTALS	116.99
WARRANTY CLAIM								
<u>СТ.А.ТМ#</u> N	LABOR 116.99	PARTS 0.00	SIDB.LAB. 0.00	SUB.PART 0.00	GOG	00 MISC	0.00 TAX	TOTAL 116.99
CLAIM TOTALS		0.00			ō		0.00 0.00	116.99

08/26/2008 14:47 FAX

KIMMEL & SILVERMAN

HALIMA SHAW

#### RELEASE OF CLAIM

(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 TrailBiazer bearing Vehicle Identification Number 1GNDT13S472 ("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 second in the amount of \$1,900.00, made the amount of \$3,500.00, made payable to payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is  $\frac{14111}{111}$  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

7.21.08Claimant's Signatura

Address Newark, " City, State,

**Claimant's Signature** 

Address

City, State, Zip Code

2

.

÷

, · ·

Ξ.

.

.

STATE OF NA
COUNTY OF Esser
Sworn to (or affirmed) and subscribed before me this $24^{\mu}$ day of $4^{\mu}$ , $20_{0}$ , by Laverne Boyton.
MICHELE MURPHY-KERWIN NOTARY PUBLIC OF NEW JERSE / Public Commission Expires 4/26/2012
Print, type or stamp Commissioned Name of Notary Public OR Produced identification
Type of identification $\underline{\mu} D - \underline{\beta} \underline{b} \underline{9} \underline{19} \underline{444} \underline{b} \underline{545} \underline{45}$ My commission expires: $\underline{4} \underline{36} \underline{12}$
CC: File

2

.

۰,

÷

· .

.

.

.

.

. •

L00029 V6302006

,

.

,

.

.

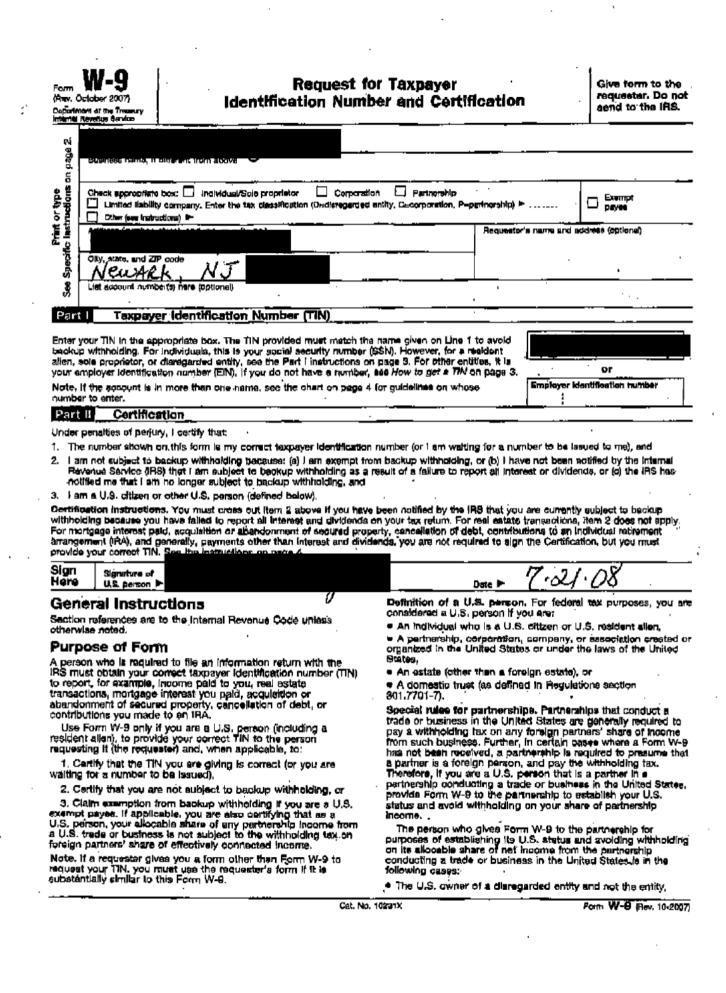
.

ī

ī

,

.





Sign Here	Signature of	$\frac{dN}{dN}$	L		1		
nere	U.S. person 🕨			<b>D</b> -1- <b>D</b>		. <del>.</del>	
Goner	al Instaura			Date 🕨	14	120.	

#### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted. sn i

#### 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 your 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:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be(issued).

2. Certify that you are not subject to backup withholding, or

3. 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.

163

 $\nu_{T_1}$ CER. . 30,21

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 allen.

 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).

Bpecial 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.

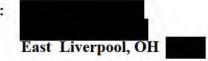
The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

The U.S. owner of a disregarded entity and not the entity.

Issued by: Buick Certificate No. 5GADT13S162

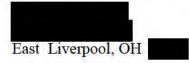
Issue Date: January 8, 2013

**Issued exclusively for:** 



Valid through: November 23, 2010

Amount: Two Thousand Dollars and Zero Cents \*\*\*\*\$\$2,000.00\*\*\*\* January 8, 2013



Service Request: 71-769559307

#### Dear

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) 352-3082 FACSIMILE (908) 352-6731 E: Mail-mhbrainin law@werizon.net

October 27, 2009

Via regular Mail Union Pontiac GMC, Inc. 2301 RTE 22 West Union, New Jersey 07083

# RE: 2006 GMC Envoy XL SLT

Dear Sir or Madam:

In March of 2008, my client, purchased a 2006 GMC Envoy XL Vehicle, Identification # 1GkET16S566 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. U١

Marvin H. Brainin

MHB/gr cc: client

Fax 17 FAC . 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



To:	Bran	dy	From:		Gloria M. Loren	zo
Fax:	(866)	-480-3626	Pages	: 2	including cover	sheet
Phone			Date:		October 30, 200	09
Re:			CC:			
	200	6 GMC Envoy X	LSLT			
🗆 Ur	gent	🗹 For Review	🗇 Please Comment		Please Reply	🗆 Piease 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-mbbrainin.law@verizon.net

October 27, 2009

Via regular Mail Union Pontiac GMC, Inc. 2301 RTE 22 West Union, New Jersey 07083

# RE: 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 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.

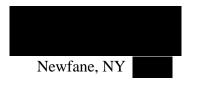
Please advise.

Thank you.

Very truly yours.

Marvin H. Brainin

MHB/gr cc: client January 8, 2013



Dear

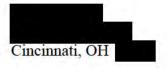
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

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



Dear

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 Seneral Motors Corporation Disbursements (2613) O Box 62530	. <u>GM</u>	CHECK NO.	50-96: 213
°,″02/,26/10	**************************************	AMOU X*XX98 CENTS	NT
PAY: TO THE CINCINNATI	OH	North American Opera General Motors Corpo Disbursement Account	tions ( the second seco
TO THE CINCINNATI		SIGRATURE	
The Chase Manhattan Bank, N.A. Syracuse, New York	AUDIT		•
/ENDOR 1	North America General Motors C Disbursements (26 PO Box 62530	n Operations DETAC Orporation CHECK NO. [3]	H BEFORE DEPOSITING CHECK
ENDOR NAME	Phoenix, AZ 8508,	2-2530 DATE	02/26/10
REGISTER NO. INVOICE DATE DOC, REFE DESCRIPTION 02/25/10 0 02/25/10	•	AMOUNT DISC. AMOUNT	NET AMOUNT
1GNDT13S462 71-789194707 1-DAURTB		838.98	838.98
		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	Viere X XV
	· · · · · · · · · · · · · · · · · · ·		
			•
			1
			н н н н
	د. ۲۵۰ میند (۲۹۵ میلی) در ۲۹۱ میلی (۲۹۹ میلی) در ۲۹۱ میلی (۲۹۹ میلی) در ۲۹۱ میلی (۲۹۹ میلی) در ۲۹۱ میلی (۲۹۹ م		2
			·
· · · · · ·			•
, , , , , , , , , , , , , , , , , , , ,			
ACCEPTANCE OF THIS CHECK CONST REINBURSEMENT\OR QUESTIONS CAL		· · · · · · · · · · · · · · · · · · ·	•.
	TOTAL	838.98 .00	. 838.9

fund fund



GENERAL MOTORS BUSINESS RESOURCE CENTER

January 7, 2010

TIM SHAW MCCLUSKEY CHEVROLET, INC. 9673 KINGS AUTOMALL RD CINCINNATI, OH 45249-8241

Re: Customer: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROLET TRAILBLAZER 1**GNDT** 13S462

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 ærvice 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 repairorders. (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.

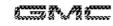
Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Sandra Slone BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 1, extension 41009 FAX# 866-775-9469







GENERAL MOTORS BUSINESS RESOURCE CENTER

January 7, 2010

TIM SHAW MCCLUSKEY CHEVROLET, INC. 9673 KINGS AUTOMALL RD CINCINNATI, OH 45249-8241

Re: Customer: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROLET TRAILBLAZER 1**GND**T 13S462

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 ærvice 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 hanny sand



CIII IN A CIII

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 11, 2010 Tibi Kelemen, Service Manager Joæph Chevrolet 8733 Colerain Ave Cincinnati, OH 45251

Re: Customer: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROLET TRAILBLAZER 1GNDT 13S462

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
- 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# 366-775-9469

### 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, <u>print</u> 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:		
Mailing address:		
City: Cincinnati	State:	OH Zip code:
Day phone	Evening phone:	Cell phone:
Fax:	E-mail address:	

#### SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model:	Trailblaze	er Year: 2	006	Current mileage: 47000		
Name(s) that appears on the vehicle t	itle:						
Selling dealer/city/state: McCluskey, Cincinnati, OH							
Primary Servicing dealer/city/state: Joseph Chevrolet,							
Acquired as 🗌 new 🗌 used 🗌 de	mo 🛛 I	eased	Is the vehicle in y	our possess	ion? 🛛 yes 🔲 no		
Purchase/lease date: 07/01/06			Mileage at purcha	se/lease:			
First repair attempt date: 07/03/06 First repair attempt mileage: 0							
How often is the vehicle used for business purposes (percentage):	0 0		of vehicles owne d by the business		Transmission type: 🛛 Automatic 🔲 Manual		
Has the vehicle been in an accident/had body damage?  yes  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 intially 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 INDENTIFICATION NUMBER	
Lienholder/Leasing Company	Phone Number
Account Number	

#### SECTION 4: VEHICLE PROBLEMS (List primary problem first)

SECTION 4: VEHICLE PROD			3.7	
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	
A/ C won't cool property	Ally Dealer, Inc.			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 <u>copies</u> 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 Page 2



#### GENERAL MOTORS BUSINESS RESOURCE CENTER

January 11, 2010 Tibi Kelemen, Service Manager Joseph Chevrolet 8733 Colerain Ave Cincinnati, OH 45251

Re: Customer: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROLET TRAILBLAZER 1GNDT13S462

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
- 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



#### GENERAL MOTORS BUSINESS RESOURCE CENTER

January 8, 2010

TIM SHAW MCCLUSKEY CHEVROLET, INC. 9673 KINGS AUTOMALL RD CINCINNATI, OH 45249-8241

Re: Customer: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROLET TRAILBLAZER 1GNDT13S462

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



**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 law<sup>1</sup> 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:

<sup>&</sup>lt;sup>1</sup> 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 (6<sup>th</sup> Cir. 2005).

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2006, Council of Better Business Bureaus, Inc.

- 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 consumer<sup>2</sup>). 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.

 <sup>&</sup>lt;sup>2</sup> 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.
 © 2006, Council of Better Business Bureaus, Inc.

# **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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2006, Council of Better Business Bureaus, Inc.

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 and the 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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2006, Council of Better Business Bureaus, Inc.

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 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.

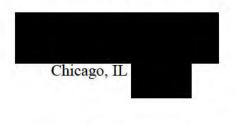
Best wishes, Renea Soto | CRS

### Aditya Birla Minacs | inspired every day

7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 **Phone** 866-790-5700 ext 21071 | **Fax 866-660-2731** | <u>www.minacs.adityabirla.com</u>| Follow us on <u>Twitter</u>

CONFIDENTIAL AND PRIVILEGED: This communication contains information intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient or an employee or agent responsible for delivering the communication to the intended recipient, you are hereby notified that 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\_ilohnson@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



Dear

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

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	-	Customer Information				
Vehicle Category:	GM, Used	Plan Customer:	Individual			
VIN:	1GNDT13S372	Customer Type:	Owner			
Sales Information						
Dealer Code:	32888	Chicago, Illinois, United States				
		60641				
Action:	Add Protection Plan	Evening Phone:				
Odometer:	64000	Daytime Phone:				
Delivery Date:	04/11/2012	Ext:				
Reference number:		Primary Language:	English			
Reference number.						
		Secondary Language:				
Plan Lienholder		Secondary Language:				
	Other	Secondary Language:				
Plan Lienholder	Other Chevrolet	Secondary Language:				
Plan Lienholder		Secondary Language:				
Plan Lienholder	Chevrolet PO Box 33170 Detroit, Michigan 48232					
Plan Lienholder	Chevrolet PO Box 33170 Detroit, Michigan 48232	Secondary Language:				
<b>Plan Lienholder</b> Lienholder Type:	Chevrolet PO Box 33170 Detroit, Michigan 48232					
Plan Lienholder Lienholder Type: Protection Plans	Chevrolet PO Box 33170 Detroit, Michigan 48232					
Plan Lienholder Lienholder Type: Protection Plans Plan Purchase Date:	Chevrolet PO Box 33170 Detroit, Michigan 48232 04/11/2012					
Plan Lienholder Lienholder Type: Protection Plans Plan Purchase Date: In Service Date:	Chevrolet PO Box 33170 Detroit, Michigan 48232 04/11/2012 04/11/2012					
Plan Lienholder         Lienholder Type:         Protection Plans         Plan Purchase Date:         In Service Date:         Schedule Type	Chevrolet PO Box 33170 Detroit, Michigan 48232 04/11/2012 04/11/2012					
Plan Lienholder         Lienholder Type:         Protection Plans         Plan Purchase Date:         In Service Date:         Schedule Type	Chevrolet PO Box 33170 Detroit, Michigan 48232 04/11/2012 04/11/2012					
Plan Lienholder Lienholder Type: Protection Plans Plan Purchase Date: In Service Date: Schedule Type Promotion Code:	Chevrolet PO Box 33170 Detroit, Michigan 48232 04/11/2012 04/11/2012 GMPP Retail					
Plan Lienholder         Lienholder Type:         Protection Plans         Plan Purchase Date:         In Service Date:         Schedule Type         Promotion Code:         Plan Type:	Chevrolet PO Box 33170 Detroit, Michigan 48232 04/11/2012 04/11/2012 GMPP Retail Smart Care Retail					



# OrderWORKBENCH

Rental Type:	None		
Plan Price:	\$0.00		
Tax:	\$0.00		
Total:	\$0.00		

Jose Garcia/Austin/GM1

To joyclyn.waters@gm.com

02/17/2012 06:00 PM

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 No involved dealer* 

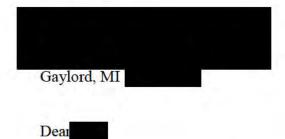
# This is only a notification. No action is required on your part at this time.

Best wishes, Joe Garcia | CRS

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 Phone 866-790-5600 x11291 | Fax 866-270-0217 | www.minacs.adityabirla.com

This email message may contain proprietary, private and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

January 8, 2013



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 2007 Chevrolet Trailblazer VIN 1GNDS13S672 Coastal Chevrolet, Inc., Savannah, GA Ike Eichstead/ Service Advisor

# This is only a notification. No action is required on your part at this time.

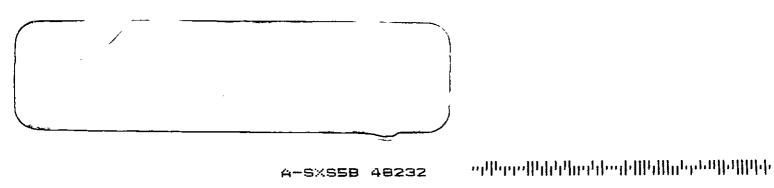
Best wishes, Rita Sanchez | CRS

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



02-21-12A07:4 RCVD

BILL SCHUETTE ATTORNEY GENERAL Lansing, Michigan 48913





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:

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

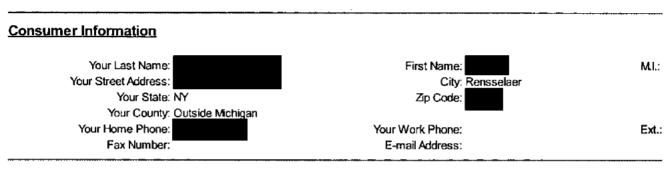
Consumer Protection Division (517) 373-1140 (877) 765-8388 - Toll Free in Michigan (517) 241-3771 - Fax

mlo

# Michigan Office Of Attorney General Consumer Complaint Form

#### Web Complaint Number: 2012-cp02141115079-A

#### Submitted: 2/14/2012 11:15:40 AM



#### Primary Company Or Person Your Complaint Is About

Company or Person? Company Complainee Last Name: Company Name: General Motors Street Address: P.O. Box 33170 State: Mi County: Wayne Fax Number: Web Site Address: www.gm.com Primary Jurisdiction: None

Complainee First Name:

City: Detroit Zip Code: 48232 Phone: E-mail Address: Product Offered: automobiles

#### 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

#### **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?

#### **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 it 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 Mchgan. 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/glQAxxXmAR\_story.html Please feel free to reach out with any questions. Thank you

[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.

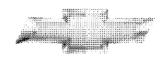
[False] Check if you want to sign up for the Consumer Protection Listserv.

[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

February 24, 2012

HEVROL

State of Michigan Office of the Attorney General Consumer Protection Division Attention: Bill Schuette - Attorney General

Customer:

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 **December** 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 **and the set of the s** 

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

Aditya Birla Minacs | inspired every day 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

CONFIDENTIAL AND PRIVILEGED: This communication contains information intended only for the use of the individual or entity to which it is addressed and may contain information that is privileged and/or confidential. If you are not the intended recipient or an employee or agent responsible for delivering the communication to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of its contents is prohibited. If you have received this communication in error, please notify us immediately

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 By returning the offginal communication by reply e-mail, and permanently delete the communication from your system. Thank you.

Jose Garcia/Austin/GM1 To	zachary.b.winters@gm.com
02/24/2012 12:24 PM 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. No involved dealer

# This is only a notification. No action is required on your part at this time.

Best wishes, Joe Garcia | CRS

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 Phone 866-790-5600 x11291 | Fax 866-270-0217 | www.minacs.adityabirla.com

This email message may contain proprietary, private and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.

Jose Garcia/Austin/GM1

To jack.griffin@gm.com

03/05/2012 10:39 AM

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 No involved dealer

# This is only a notification. No action is required on your part at this time.

Best wishes, Joe Garcia | CRS

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 Phone 866-790-5600 x11291 | Fax 866-270-0217 | www.minacs.adityabirla.com

This email message may contain proprietary, private and confidential information. The information transmitted is intended only for the person(s) or entities to which it is addressed. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited and may be illegal. If you received this in error, please contact the sender and delete the message from your system.



Thaddeus Kinzer/Austin/GM1 04/27/2012 02:47 PM To dan.minich@gm.com

сс

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 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

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 Phone 866-790-5700 x41039 | Fax 866-775-9477 | www.minacs.adityabirla.com



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

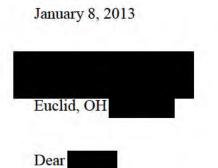
A product allegation claim has been made in your region. The customer is alleging thermal event originating from within drivers door. This case is being escalated to ESIS because it is a thermal event.

Customer: 2006 Chevrolet TrailBlazer 1GNDS13S462 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

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 Phone 866-790-5700 x41039 | Fax 866-775-9477 | www.minacs.adityabirla.com



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	То	larry.harrington@gm.com
05/10/2012 05:03 PM	сс	
	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

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 05/14/2012 11:34 AM

- To christopher.f.rose@gm.com
- сс

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: 2007 Chevrolet TrailBlazer 1GNDT13S572 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

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 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

сс

bcc

Subject 71-1069837265 PAR Case Sent to ESIS No Action Required

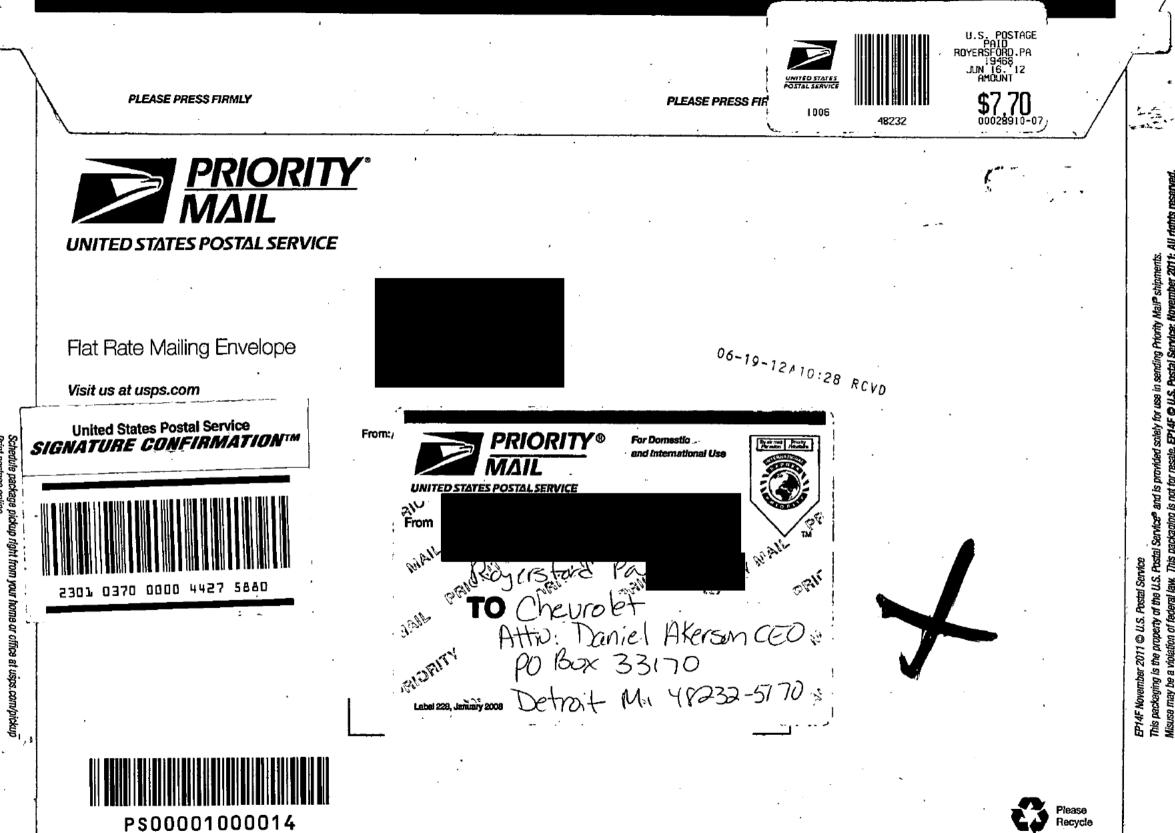
A product allegation claim has been made in your region. The customer is alleging smoke coming from the drivers side door switch. This case is being escalated to ESIS because of thermal event.

Mailloux 2007 Chevrolet TrailBlazer 1GNDT13S372 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 I CRS

Aditya Birla Minacs I inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 Phone: 866-790-5600 ext. 31117 I Fax: 866-775-9478 I www.minacs.adityabirla.com



Schedule package pickup right from Print postage online

I own a 2007 Tail 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 Roversford Pa 19468 Phone 610-948-9902 Fax 610-948-0564

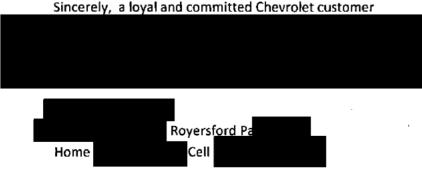
They had replaced the damaging parts & had to take my vehicle to the nearest Chevrolet dealer located at Fred Beans Chevrolet of Limerick 40 Auto Park Blvd, Limerick Pa 19468 to reset the computer I was told.

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



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 newChevrolet 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 | 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

			1 A	300 North L	e Center, Inc. ewis Road PA. 19468		INVOI0	
	•		Phone - 61	0-948-9902	Fax - 610-948-0564	<u>.</u> .		<u> </u>
			•		· _			
	•							
	INVOICE						nt Date: 06/0	05/2012
_					2007 Chevrolet - Tra			
				× .×. ,	4.2L, In-Line6, VIN ( Lic #:		dometer in : 4	43210
					Unit #			
	Royersford, PA	Cellular			Vin #: 1GNDT13S	X72		
	Cust ID :	149	Ref#:		Hat # :			<b>F</b>
~	Part Description / I	Number	Qty Sale	Extended	Labor Description			Extended 111.88
ঠ্	WINDOW SWITCH	I - Front,Left -		206 77	CHECK WINDOW SWIT REPLACE DRIVERS SW			111.00
URAN			1.00 306.77	306.77	REPLACE BLOWN FUS			
ిన					REPROGRAM NEW SW			
2								
J	i i							
				$\frown$				
				$\left( \frac{1}{12} \right)$				
				~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	ect 1× 170			
					2006			
					Nº TO	-		
						6		
						-		
5			5					
200-125-000-1								
6, tax 1-								
10-14-02			and the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second sec					
941 I 148					and a start of the second second second second second second second second second second second second second s	er stifte i		
policed								
anne (E		"interest						
ORDER:	( Technicians · Haine	s, Kevin; Haines, Kev	in ]	and a star in the				
an, 10	[Payments - ]						Labor:	111.88
di Comp	-		Thank you for	your busine	ss!	hy grant you	Parts:	306.77
d Rrmoh	and/or your omnly	weer nermission to	operate the car of	truck hereit	necessary material and here described on street, highw	ays of elsewhere	Sublet:	0.00
molds an	for the purpose to	testing and/or inspe	ection. An expres	s mechanic's	s lien is hereby acknowledge	d on above car	Sub:	418.65

The Reynolds 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. SNC-USC-L (STID) . · •

· . ' .

# SIGNATURE..... 돌 Written By: Haines, Kevin 안

.

25.12

443.77

\$443.77

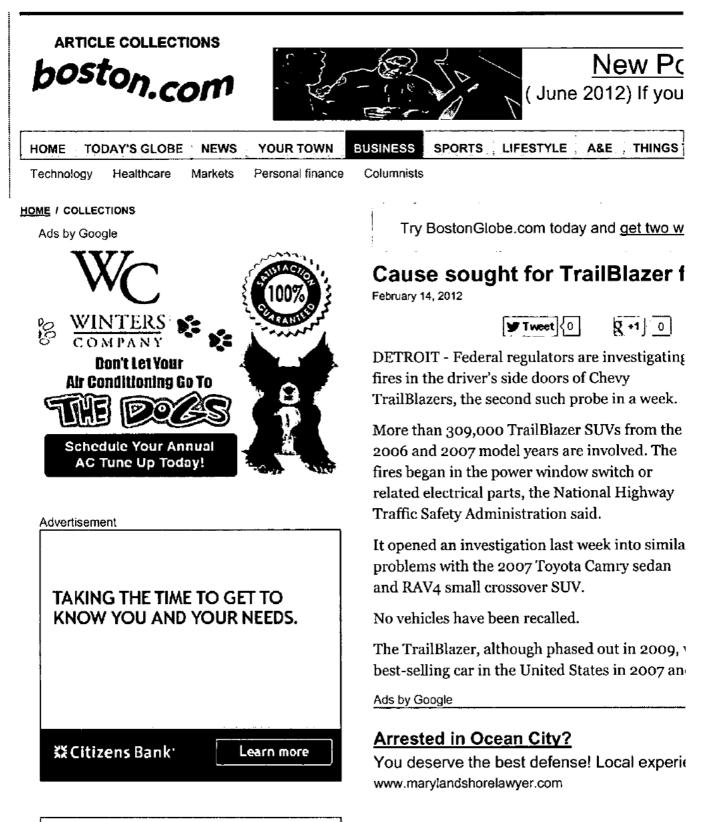
Tax:

Total:

Bal Due:

Page 1 of 1

۰,



### IRS Tax Lawyers

27 Years in Business, A+ BBB Rating Call N Tax-Lawyers.Omni-Financial.com

MORE LIKE THIS »

Volt's fires couldn't reoccur, GM says January 25, 2012

Volt's fires couldn't reoccur, GM says January 25, 2012 US probes door fires in 2006, 2007 TrailBlazers February 13, 2012



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.

Ads by Google

\$

## **Cabot Greek-Style Yogurt**

A richer, smoother, creamier yogurt that's ta www.cabotcheese.coop

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,

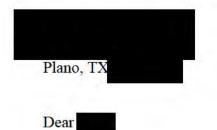
A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because thermal event.

Customer Last Name 2007 Chevrolet Trailblazer VIN 1GNDS13S572 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

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 January 8, 2013



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 2007 GMC Envoy VIN 1GKDT13S872 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

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 January 8, 2013



Dear

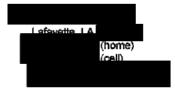
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

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





To:	Joe	@ General Motors	From:		
Fax:	866	-270-0217	Pages:	14 including cover	
Phone:	866	-790-5600 x11291	Date:	August 10, 2012	· · · · · · · · · · · · · · · · · · ·
Re:	File	#71-1095854751	cc:		
🗆 Urge	nt	X For Review	ї Please Comment	🗆 Please Reply	🗆 Please Recycle

#### • Comments:

Thanks for your assistance. As discussed on the telephone, I am including several documents relating to the fire that occurred in my 2006 Chevrolet Trailblazer in February 2011.

- Picture of burnt door (1)
- Bayou Cane Fire District Report (6)
- State Farm Check & Claim Info (4)
- Service Chevrolet R/O (1)
- Rental Vehicle Invoice (1)

During our telephone conversation, I stated that I had paid \$500 deductible and State Farm had paid \$950.08 for the vehicle repairs. There were additional charges paid by State Farm and myself for rental vehicle. Below Is summary that was paid by State Farm and myself.

State Farm		
Vehicle Repair - \$950.08	Vehicle Repair Deductible	- \$500.00
Rental Vehicle - <u>\$538.49</u>	Rental Vehicle	<u>\$134.62</u>
TOTAL \$1,488.57	TOTAL	\$634.62





Aug.10.2012 03:19 PM PAG	•
$\frac{1}{2} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{11} = \frac{11}{$	109
La Dayou Calle File Distille pa	
6166 West Main Street, Houma LA, 70360 ph: (985) 580-7230 fax: (985) 580-7238	Du )
INTEGRITY SERVICE HONOR	3H
4	
т.	
Company:	
From Law Debut	
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: (Including This Page)	
Subject: Vichille the	
Message: Duy for The delay	
	1
Α	
Hand	
1 au	·····
HAVE A NICE DAY!	

Au	g.10.2012 03:	:19 PM	PAGE. 4/14
	.02-28-111 11:03	B FROM-	T-228 P002/006 F-009
	- 102-20- 11 11:00 F070 - State		Station Indidant Musber 🏘 Exposure 🖈 🗌 No Activity
		and front this has to Ind	that the address for this indident is provided on the wildland fire Cansus Tract
B	Location*	-Hodule In Section & "	Alternative Location Specification". Use only for Wildland firms.
-	X Street address Intersection In front of Roar of Adjacent to Directions	Apt./Sulte/Room City	ITEM TO 360
	Incident Type *		Midnight is 6000 E2 Shift & Alarma
C.			E1 Date & Times Check boxes if Month Day Year Hy Min Sec
13 Inc	1 Passenger vehic		Same at Alann Alann Alanys required
b	Aid Given or Re	ceived *	Platoon
12345	Matual aid received Automatic aid received Matual aid given Automatic aid given Other aid given	Their PDID Their State	ARRIVAL required, unless canceled or did not arrive X Arrival * 02 24 2011 12:36:00 F3 CONTROLLED Optional, Except for wildland fires Controlled 02 24 2011 12:51:00 Less Option LAST UNIT CLEARED, required except for wildland fires Last Unit 02 24 2011 12:51:00 Special Special Special Special Study value
	Actions Taken *		G1 Resources * G2 Estimated Dollar Losses & Values
	187   Investigat Primary Action Taken (1) Madditional Action Taken (2)		Image: Structure of the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section if the section is used.       Image: Section if the section is used.       None         Suppresention       0004       0009       Contents \$
	Additional Action Taken (2	8)	Chuck box if received resources. Contents \$
	ompleted Modules	H1+Casualties	Khone Ma Hazardous Materials Release I Mixed Use Property
	Fire-2 Structure-3 Civil Fire Cas4 Fire Serv. Cas5	Deaths In Fire Service	Juries       N P.Notke       NN A.Resembly use         Juries       N P.Notke       10 Assembly use         1 Natural Gas: size less, so mulation of Math scholar       20 Education use         2 Proparie Gas: size less, so mulation of Math scholar       30 Medical use         3 Gasoline: vehale sub lank of pertable container       31 Row of stores         4 Kerosene: sub busses emigant as pertable container       51 Row of stores         5 Dissel fuel/fuel Cil:what her test or portable       59 Office use         6 Fires.       Motor Oil: free onging as pertable container       59 Office use         7 Motor Oil: free paint can bailing < 83 yallone       65 Farm use         0 Other: poold Math sching of store vehicles of stores       65 Farm use
t	J Property Use*	Structures	341 Clinic, clinic type infirmary 539 Nousehold goods, sale, roparty
	131 Church, place o 161 M Rostaurant or o 162 Dar/Tavern or s 213 Plementary school 215 Bigh school or 241 College, adult	pefotoria hightelub hol oz kindergarte juniós high	361 Prison or jail, not juvenils 571 Gas or pervise station 361 Prison or jail, not juvenils 571 Gas or pervise station 419 1-or 2-fumily dwelling 599 Business office 429 Multi-family dwelling 615 Steoric generating plant 439 Rooming/boarding house 629 Laboratory/science lab 449 Commercial house 700 Manufacturing plant 450 Receivering house 819 Livestock/poultry storage(barn)
	311 Care facility		464 Dormitory/barrack# 882 Non-residential parking galage
	331 Bespital		519 Food and beverage sales 891 Warehouse
	Outside 124 []Playground or 655 [Crops or orcha 669 [Forest (timber 807 [Outdoor storag 919 ] Dump or senits	rd 'land) Je grea	936     Vacant for     900     934     Industrial plant yard       938     Graded/care for plot of land     984     Industrial plant yard       946     Lake, river, stream     Lookup and enter a Property Use code only if       951     Railroad right of way     you have Hor cheated a Property Use box:       960     Other street     Property Use       961     Highway/divided highway     IRestaurant or cafeteria
	931 Open Land or f	lield	962 Residential streat/driveway STRE-1 Revision 03/11/99

,

.

02		03:19 PM					PAGE.	5/
	-28-111	1:03 FROM	J—			T-228	P003/006 F-009	_
ingident Then ski	is Box if news as location. p the three s address	HC., N6., M25. 300 Pumber		OF HIGHWAY	HI Last Name		J DR street Typ+ Suffix	
		Post Office Bo	*	Apt./Suite/Ro		· · · · · · · · · · · · · · · · · · ·	·····	
		LA State Zip C	loda					
Nore	people inv	rolved? Check	k this box and at	ttach Supplement	al Porms (NFIRS-1	5) as necessary		
K2 Ownes local Opti	The res	person involved ack this box and t of this sectio	19 4 skip Business asme (	(12 ¥ÞÞJ1¢Þþ16)		Area Code	Fhone Mumber	
			L	j			L	J
يراضد وسعجو استا	is box if rest as location.	Hr., Ns., Hrs. 1	First Name		MI Last Neme		Buffi II II	*
Then ski	p the three a address	Number	Frefin Street	or Highway	· · · · · · · · · · · · · · · · · · ·		Street Type Suffi	
		Post Office Bo		Apt./Suite/Re				-
			J = L		-			
L Rena		ŝtate ŝip G	2018	, , ,	·• "·	· · · ·		
Local O	ption				ware all an at the	and seems	ded to a	
					were dispatche Adder 1 arrivee			
nothing	g showing	. Captain	Boudreaux (60	06) establish	ed Dave's com	mand and plac	ced units in	.
investi	lgation m Ladder 1	ode. Engli personne	ne 4, 200, and 1 where a pow	a squad 2 ar: er control u	rived on scene hit on his driv	ver's door h	nt of the vehicl ad caught fire.	-
The occ	supant ad	wised he	extinguished t	the fire with	n an extinguis	her from the	restaurant.	
Command from Cu	d advised otain Bo	the fire noreaux t	was out and hen completed	cancelled End	gine 4 and Squa The occupant :	ad 2. 200 re stated his p	ceived report ower windows had	1
rolled	up on th	eir own e	arlier in the	day and the	controls would	d not work a	fter that. The	
occupa:	at stated	he was in Ji fire	nside the res <sup>.</sup> The occupant	taurant for a	approximately ABC dry chemic	two hours an al extinguis	d when he came her to extinguis	ih
the fi:	re. Comma	nd obtain	ed report inf	ormation. The	e occupant adv	ised he wish	ed to drive the	
vehicle	e back to	Lafayett	e, Louisiana	for repairs.	Ladder 1 had	the occupant e vehicle, t	start the he power control	8
for the	e windowa	were rem	oved from the	plugs and w	ires secured w	ith electric	al tape. The	
	e was res	started an	d no signs of	re ignition	occurred. The	scene was t	urned back over	
venici			Ladder 1 com	breced gaprd				1
to the	venicia	occupant.		•	nment.			
to the			h				anniel e	
to the			boudreaux				anniel C	
to the			boudreaux		nment. Let: I h Let vfr h		anniel e	
to the			boudreaux				anniel C	
to the			boudreaux				annied e	
to the			boudreaux				anniel e	
to the 02/24/		32:08 PM b	boudreaux					
to the 02/24/	2011 07:3	32:08 PM b	Boudreaux, E	* incov restur	LEAPT/PD	ed junt o re occurr		2011
to the 02/24/	2011 07:3	32:08 PM b ma		* incov restur	est: I h	ed juet a re occurr		2011
to the 02/24/ L Auti	2011 07:3	92:08 PM b 93 93 93 94 94 94 94 94 94 94 94 94 94 94 94 94	Boudreaux, E	* incov Nstur	LEAPT/PD	ed junt o re occurr	02 24 24	2011

55001 02/24/2011 11-0000380

bcfd

\_\_\_\_\_ .....

· ·---

ug.10.2012 03:20 PM	PAGE 6/ 1
02-28-'11 11:03 FROM- FOID * State * Incident Date *	T-228 P004/006 F-009
B Property Details	C On-Site Materials None Complete if there were any significant conversion, industrial, where or
B1 Stimuted Number of residential living unit building of origin whether or not all unit, became involved	
B2 Mumber of buildings involved	ned 1 Bulk storage or warehousing 2 Processing or manufacturing 3 Packaged goods for sale 4 Repair or service
B3 KiNone Acres burned (outside fires) Less than one more	Co-site material (3) Co-site material (3)
D Ignition	E: Cause of Ignition Cause of Ignition Contributing To Ignition Ship to section 6 Contributing To Ignition
D1 81   Operator/passenger area   Area of this origin # D2 UU   Undetermined   Mest source #	1       Yatentional       1       Asleep       Mone         2       Unintentional       2       Fossibly impaired by         3       Failure of equipment or heat source       3       Unintended person         4       Act of nature       3       Unintended person         5       Cause under investigation       4       Possibly montal disabled         11       Material of the source       5       Physically Disabled
D3 81   Electrical wire, cable Toom First Lymited # 1 E Whee confined to object at origin D4 99   Multiple types of Toom of withright Regulard only if item first	U K Cause undetermined after investigation 5 [Physically Diamited E2 Factors Contributing To Ignition 6 [Phyliphe persons involved [NN] None 7 [Age was a factor Factor Contributing To Ignition (1) Factor on onvolved
first iquited Appliad dode an CO or <70	Factor Contributing To Ignition (2) 1 Male 2 Female F2 Equipment Power G Fire Suppression Factors
NI Mone if Reminment was not involved, Skip to Section G	
Ruipment Iswelved	Equipment Portability     NNN     None       1     Portable     Fire suppression factor (1)
Nodel	2 Stationary Portable equipment normally can be
Serial #	moved by one person, is designed to be use in multiple locations, and requires no tools to install.
Hi Mobile Property Involved H2	Mobile Property Type & Make Mobile Pro-Fire Fire Fien Available Bome of the information presented in this report may be information presented in this report may be information presented in
1 Wet involved in ignition, but burned 2 Jawolved in ignition, but did not burn 3 X Involved in ignition and burned	sils property type Trum other Agencies
Trailblager Moblie property model	2006
	IGNES168866

i.

botd

.....

ug.	10.2012	03	:20 PM								PAGE. 7/
_	02-28-11			1-						T-228 PC	005/006 F-009
1	DID 🔶	Stat	* 🛪 Theid	ont Date	· +		Station	Inciden	it Mumber 📌	Exposure #	banga Nesources
	paratus on Resource	<b>e</b> *	<	heck if	and 5 same as th Day	alaza datu	Hour Min	Sent X	Number of * People	Use Check OWE box For each apparatus to indicate its main use at the incident.	Actions Taken
ī	10 200 *///* 92				2 24 2 24 2 24	2011	12:36	X	11	XX Suppression Data Other	
2	ID E4	1	Accival		2  24 2  24 2  24	2011	12:36 12:36 12:39	x	<u>[3]</u>	Suppression DES Other	
3	ID [L]				2  24 2  24 2  24	2011	12:36	×	L_41	Suppression BKS Other	
4	ID <b>52</b>	I	Bispatch Arrival Clear		2  24 2  24 2  24	2011	1 12:37	X	L_1	Suppression 245 Other	
5	ID	I	Dispetch Arrival Clear			1 1 1 1			L	9uppression 7xxs Other	
6	10   Type	I	Dispatch Arrival Clear		l [		 			Guppression mis Other	
7	ID	 	Dispatch Arrival Clear		 ] ] [	]     				Suppression E49 Other	
8	10	] J	Dispatch Arrival Cléar				J [		<u></u>	Buppression But But Cther	
9	10	1	Dispatch Arrival Clear						L	Suppression 1268 Other	
Gr 11 12 19 14 16 17 10 10 21 22 24 20 Ai 45	e of Appar ound Fire % Engine Truck of as Quint Fanker 4 pu Brush truck ANY (Airora Ground fire avy Ground Dozer or pl Tractor I Tanker or t Heavy equin roraft Airoraft Elicunker	huppr rial agenr ft Re supp Equi tow seacher meat,	combinati sque and ression, pment ; other	on Firafi other		51 52 50 80 61 62 60 10 73 73 73 73 73 73 73 73 75 75	rine Equip Fire boat Boat, no p Marine app pport Equi Resething Light and Bupport ap dical 5 Re Rescue uni Urban Soan High angle 5 BLS unit SALS unit	with pup paratus, ipment apparat air uni pparatus secue it rch i rescue a rescue	other An support t , other secue unit s unit	t Other 91 Mobile 92 Chisf o 93 Harmat 94 Type 1 95 Type 2 99 Frivate 00 Other 1	kand crew hand crew Ny owned vehicle Sparatus/resource
43	Helicoptar Aircraft, d	other	,							NFIRS	9 Revision 11/17/98

Aug.10.2012 03:20 PM 02-28-11 11:03 FROM FOID * Atake Inciden			Station I	ncident Number 🦂	Т-228 Барозия <b>:</b> 🛣	PAGE P006/006 F-009	,
Staff ID\Staff Name	Unit	Aa	tivity	Position	Rank PaySo	Hrs HrsPd	Pts
201 Bourgeois, Chris	200	χ τν	Investigate	BC	BATT	0.03 0.03	0.00 -
616 Rousseau, Drew	E-4	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	ЕF	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	ГJ	IV	Investigate	ff	FF/PD	0.25 0.25	0.00
638 Fury, William Penn	Ll	IV	Investigate	FF	FF/PD	0.25 0.25	0.00
622 LeBlanc, Chris	82	X FS	Fire On Standby	ff	FF/PD	0.05 0.05	0.00

Total Participants: 9

Total Personnel Hours: 1.23

14

An 'X' next to the unit denotes driver.

. . ...

-

55001 02/24/2011 11-0000380

Au	ng.10.2012	03:20		ECORD PAYMEN			PAGE. 9/ 14
COL	AMOUNT	PAY CODE	REPORTING PARTY	COL	AMOUNT	PAY	REPORTING PARTY
$\mathcal{D}$	950 /4	312					
							·
I	·····				CODE STATE 1	I.N.	
REMARK	S:		·····	·····			
12 CLAIM NUMBER	MONROE, LOUIS	IANA	Q JPMorgan Chase Columbus, Ohio DATE DE LOSA J-JY-/		56-1544/44	1 22	2 056 829 Q ISSUED 2-28-11
ORDER O		7		1.08/	· · · · · · · · · · · · · · · · · · ·		0
$\overline{n}$	MINI.	<u>MUNI</u>	reck fity a	+ 20-		DOLLARS	\$ <u>450 NO</u>
	FARM MUTUAL AUTOMOBILE INS FARM.COUNTY MUTUAL INSURA			ی نی BURÁNCE COMPANY	2		
	FARM GENERAL INSURANCE CO			11			A A A A A A A A A A A A A A A A A A A
STATE:	FARM FIRE AND CASUALTY COM	\$PANY	-	AUTHORIZED SOMAUURE	wha	y	(JAL)
MINDER R			300° mmining a sa barang sa sa sa sa sa sa sa sa sa sa sa sa sa				

Rootal Reservation #936127

Bayon Care Fire Dopt Kay Hebert 985-580-7230

.

3378398498

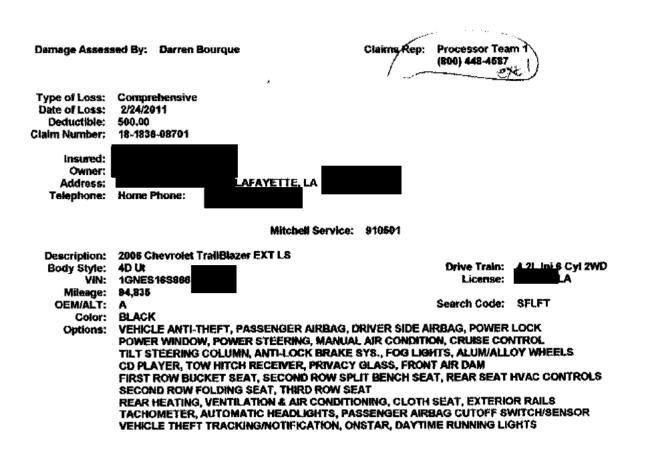
Aug.10.2012 03:21 PM Huffman

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



Line Item	Entry Number	Labor Type	Operation	Line Rem Description	Part Type/ Part Number	Dollar Amount	Labor Units
				Front Door			
1	000956	BDY	REMOVE/REPLACE	L Frt Door Trim Panel Assy	ORDER FROM DEALER	439.03	0.7
2	001005	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	15097309 GM PART	142.64	0.2 #
6	005068	BDY	REMOVE/REPLACE	R Frt Door Wining Harness	ORDER FROM DEALER	67.11	
7	001099	BDY	REMOVE/REPLACE	R Frt Door Power Glass Regulator	25824840 GM PART	184.82	0.9 #
				MANUAL ENTRIES			
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

Page 1 of 3

Dete: 2/28/2011 08:30 AM Estimate XD: 18-1838-08701 Estimate Version: 0 Committed Profile ID: Lafayette Parish

# \* - Judgment Item

# - Labor Note Applies

# **Estimate Totals**

ŀ	Labor Subtotals Body	Unita 2.8 Taxabie I Labor	Add7 Labor <u>Amount</u> 0.00 @ 8.0	Sublet Amount 0,00	Totals 140.00 T 140.00 11.20	Ħ.	Part Replacement Summa Taxable Parts Sales Tax Total Replacement Parts /	e	8.060%	Amount 1,202.67 96.21 1,298.89
	Labor Summary	2.8		/•	161.20					1,200,000
Ш.	Additional Costs Total Addition	nal Costs			Amount 0.00	IV.	Adjustments Insurance Deductib <del>le</del>			Amount 600.00-
							Customer Respon	sibliky		<b>800.00</b> -
						1. 13, ML	Total Labor; Total Replacement P Total Additional Cos Gross Total:			151.20 1,298.88 0.00 1,460,08
						₩.	Total Adjustments: Net Total:			600.00- 950.08
P	oint(s) of impact									

### 16 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.

REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING NOTICE : EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER.

#### ESTIMATE RECALL NUMBER: 02/28/2011 08:30:47 18-1938-08701 Mitchell Date 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 Page 2 of 3

Aug.10.2012 03:21 PM Huffman

3378398498

Date: 2/20/2011 06:30 AM Estimate ID: 18-1036-08701 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 18-1836-08701 Mitchell Data Yersion: 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

\_\_\_\_

Page 3 of 3

. -

Aug.10.2012	03:21	PM							PAGE. 13/ 14
									. <sup>2</sup>
CUSTOMER #: 1	0055533	3			162442				
							SERV	ICE CHEVRO	OLET, Inc.
				,	*INVOICE*				EET P.O. BOX 3707
						CHEVROLI	PHONE	E (337) 234-94 'ETTE, LOUISIA	
LAFAYETTE, LA		NYTT NY / 7			PAGE 1		LAPAT		NA 70002
HOME : BUS :		δnt:n/A Sll:		SER	VICE ADVIS	OR: 346	JAMI	WILTZ	
COLOR	۲. N	AKE/MODEL			VIN		CENSE	MILEAGE	IN/ OUT
BLACK 06	CURVA		AILBLAZE	1 CINES	S16S866			94835/9	4835 <b>TB</b> 4945
BLACK 06 DEL DATE PRO	DATE M	ARR EXP.	PROMI		PO NO.		te :	PAYMENT	INV. DATE
			0 <b>0</b> 06 0					CASH	14MAR11
28FEB11 DD R.O. OPENED		READY	07:06 2 OPTION		G:4.2 Lite		0.001 (		
13:33 28FEB11		<u>9 14MAR1</u>	1				LIST	NET	TOTAL
		<u>PE HOURS</u> IMATE					TTPT	1913 1	IUIAD
190 REPA		PER ESTI	MATE						
	322 CB1	FI 2.80						147.94	147.94
1 259	33507 )	PANEL					5.71	242.92	242.92
		F-DEFLEC	TOR				8.42	93.50	93.50
		SPEAKER					3.96	98.76	98.76
	67005 \$						6.59	281.76	281.76
	14501 1						.2.60	11.97	11.97
1 259	65491 H	HANDLE					0.39	\$ 57.37	57.37

PARTS:

PARTS:

OTHER :

147.94

C\*\* LT FRONT DOOR SWITCH PANEL NOT WORKING PROPERLY - VEH AT B/S

\*\*\*\*\*\*\*\*\*\*\*

1 20930663 REGULATOR

1 15240047 F-HARNESS

1 12088575 BREAKER 🙈

94835 REPAIRED AS PER ESTIMATE

LABOR:

1101.22

1 15123254 SW-OS/MIR

RTS REFER TO STORY BELOW FOR REPAIRS; 134 CPT 1.10 3: 0.00 LABOR: 93.50 OTHER;

\*CUSTOMER DAY 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, unnun, waste anti freeze, top off fluids, etc. 

0.00

0.00

196.88

67.21

53.98

No.

\*\*\*\*

. 91 9

TOTAL LINE A:

TOTAL LINE C:

187.04

67.21

51.28

93.50

9.41

187.04

67.21

51.28 1249.16

> 93.50 93.50

9.41

	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	The factory warranty constitutes all of the warranties with respect to	LABOR AMOUNT	241.44
SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	the sale of this item\itema. The Seller horaby expressly disclaims all	PARTS AMOUNT	1101.22
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED	warranties either express or implied, including any implied	GAS, OIL, LUBE	0.00
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	warranty of merchantability or fitness for a particular purpose.	SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT	Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sele of this	MISC. CHARGES	0.00
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		TOTAL CHARGES	1342.66
	item/items.	LESS INSURANCE	0.00
		SALES TAX	107.42
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER BIGNATURE	PLEASE PAY THIS AMOUNT	1450-08

Pd w SFCK 950.48 Sem mc 500.00

Page 1 of 1

\$0.00

\_\_\_\_\_

.

# 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 TRAV XLT2 VIN# 1GNKRGED6B) LIÇ#

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	Quantit	y 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	
		. 5	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
BIII-To / Deposits					
STATE FARM-ACC COLUMBI	A 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		PERCENT	4%	
K*			Subtotal:	(	\$538.49)

#### **Total Amount Due**

PAYMENT INFORMATION AMOUNT PAID TYPE

Mastercard \$134.62

CREDIT CARD NUMBER PENDING

Rental

\_

. .



Thaddeus Kinzer/Austin/GM1 08/27/2012 02:12 PM

- To james.lindsay@gm.com
- сс

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: 2006 Chevrolet TrailBlazer 1GNET16S766 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: DATE: PAGES: (INCLUDING COVER SHEET)
TO: Joe Gorcia FROM: Brian lawrence
COMMENTS: EST YOU REQUESTED FOR Drivers Door Module Replacement Jast 8 OF VIN 72

¥

Repairs	Labor Hours	Labor Rate	<u>Parts</u>	<u>Total</u>
drivers door module	0.8	\$96.31	\$306.77	\$383.82
part # 25867005				\$0.00
-				\$0.00
				\$0.00
			I.	\$0.00
	·			\$0.00
				\$0.00
				\$0.00
				\$0.00
· · · ·				\$0,00
				\$0.00
				\$0.00
				\$0.00
		,		\$0.00
				\$0.00
				\$0.00
				\$0.00
				\$0.00
Discount	0%		1	\$0.00
Tax				\$0.00
Shop Supplies				\$0.00
<u>Grand Total</u>				\$383.82
ENERGIET A				,
brian lawrence				
service manager				
248-889-3232 or248-748-1134				



3372 HIGHLAND RD HIGHLAND MI 48357 FAX:248-889-1945 PHONE: 248-889-3232



SUBJECT <u>TRAILBLAZER</u> DATE: <u>9-20-12</u> PAGES: <u>3</u> (INCLUDING COVER SHEET)
TO: <u>Joe Garcia</u> FROM: <u>Brinn Lawrence - 248-748-1134</u> FAX-248-889-2678
COMMENTS: WARRANT INVOICE YOU Asked FOR with Comments subwing Labor Rate OF 96.32 AND, 80 HOURS AND TOTAL

CUSTOMER #: 109248	230339	JAY CHEVROLET
	*WARRANTY*	3372 W. Highland Rd. Highland, MJ. 48357 Phone: (248) 889-3232 www.feldmanautomotive.com
	DUPLICATE 1	www.feidmanautomotive.com
HIGHLAND, MI HOME CONT:N/A	PAGE 1 SERVICE ADVISOR:	2757 WENDY SUE RAUCH
BUS: CCLOR MAKE/MODEL		LICENSE MILEAGE IN / OUT
BEIGE 07 CHEVROLET TRAILBLA	AZE 1GNDT135472	99320/99320 T3762 RATE PAYMENT INV DATE
	19SEP12	CASH 20SEP12
	IONS: STK: JA1159 ENG: 4	sz_prcer_Donc
07:02 19SEP12  18:10 20SEP12   LINE OPCODE TECH TYPE HOURS		LIST NET TOTAL
WARRANTY PER JOE GARCIA	NOP AND EURNING SMALL	PROM SWIFTCH GW
CAUSE: SHORTED OUT N2117 SWITCH - SWITCH MODULE	, FRONT DOOR - LEFT -	Σ
REPLACE 2590 BREIT, ROBERT JOH	N LIC#:	
1 25867005 W 0.80		<b>3</b> 06.77 <b>244.80 244.80</b>
	17486 24480 TPARTS 2320 7705 TLABOR	
TECH: 2590 ACTUAL HRS.: 3.23	SOLD HRS.: 0.80	<b>X</b>
SALE-LBR: 77.05 PTS: 244.80 MS	C: 0.00 LUB: 0.0	0 SUB: 0.00 TOTAL 321.95
COST-LBR: 23.20 PIS: 174.86 MS		0 SOB: 0.00 TOTAL 198.06
99320 SHORTED OUT N21175+.3E1A CIRCUITS TO MODULEAND REPAIR BLO		R ALL W/DOOR CONTROL
MODITLE AND BROGRAM	****	******
WARRANTY LABOR RATH IS 96.32 PRE HOUR AND REPAIR WAS .80	I FACILITY REGISTRATION	E# F132676
	Repairs ) ave been che	cked and approved by:
Neuronni (in annu sea		
TECH: 2590 ACTUAL HRS.: 3.23		
SALE-LBR: 77.05 PTS: 244.80 MS COST-LBR: 23.20 PTS: 174.86 MS	ici silo Lusi silo q	0 SUB: 0.00 TOTAL 198.06
NO REFUNDS OR EXCHANGES, AFTER 10 DAYS OR WITHOUT THIS INVOICE. ALL PARTS SOLD ARE NEW	STATEMENT OF DISCLAIMER	
<ul> <li>UNLESS SPECIFIED OTHERWISE.</li> <li>All returned good subject to a 20% handling - restocking</li> </ul>	the warranties wiln respect to the sale of this item items. The Seller hereby	PARTS AMOUNT
charge. Electrical items, special order parts and/or seles of \$10,00 or leass are non-returnable. Returned goods	expressly disclairs al warranties either express or impliel, including any implied warranty of merclantability or fitness for	SUBLET AMOUNT
must be in original package. credit will NOT be issued without inspection of items, after 10 days, or without this invoice.	a particular purpose. Seller neither assumes nor authorizes any other person <sup>11</sup> to assume for it any liability in connection.	TOTAL CHARGES
ALL RETURNS MUST MEET G.M. PART PACKAGING QUALITY STANDARDS, PLEASE CALL YOUR PARTS	with the sale of this item/items.	LESS INSURANCE
DEPT. FOR FURTHER INFORMATION REGARDING PACKING STANDARDS.	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

					(4) 		1		
CUSTOMER #: 109248				230339		` JA`		ROLET	
HIGHLAND. MT HOME: CONT:N/A			. <b>x</b>	VARRANTY	*		3372 W. Highlan Highland, Ml. 44 hone: (248) 889	d Rd. 3357	
			DU	PLICATE	1 .		w.feldmanautom		
				PAGE 2		· · · ·			
BUS: COLOR MEAR	CELL : MAKE/MODEL		SERV	/ICE ADVI	NAMES OF TAXABLE PARTY.	2757 WI LICENSE	INDY SUE I		TAG
BEIGE 07		AILBLAZE		13547			99320/	/99320	<u>T3762</u>
DEL DATE PROD	DATE WARR EXP.	PROMI		RONU		BATE	PAYNENT		
31JUL09 DD R.O. ORENED	READY		<u>9SEP12</u> IS: STK	:JA1159	ENG:4	.2_Lite	CASH er_DOHC	20SEP1	2
07:02 19SEP12	18:10 20SEP				i s ř: s				
LINE OPCODE TE DATE STA		; )URATION:	TYPE	C <b>E</b> CHILI	NE(S)	LIST	r ner		AL
09-19-12 08:	24 11:38	3.23	W	2590	ВA				
TRGT/ACCOUNT 1/46200	SALE COST 7705 2	CONTR	OL TR	GT/ACCOU 2/48000	NT Si	ALE 24480	COST C	CONTROL	
1/26300	32185 *****	***					-		
									9 (11) (* 8 (* (* (* (* (* (* (* (* (* (* (* (* (*
						Ên Konst			
	LE, & COMP TO	)TALS	19806	32185	0				
NO REFUNDS OR EXC	HANGES, AFTER 10 D. E. ALL PARTS SOLD A	AYSOR	STATEMEN	T OF DISCLAI	MER			77.	And a second second second
UNLESS SPE All returned good subjec	CIFIED OTHERWISE. It to a 20% handling -	restocking	nis item\items	in re≤pect to th a. The Seller in s al: warranti	hereby	PARTS AM GAS, OIL,		244.	
charge. Electrical items, of \$10.00 or lease are must be in original pac	non-returnable. Return	ned goods	xpress or impli- arranty of mer	el, including an chantability or fi	y Implied. itness for -	SUBLET AM	IOUNT	Ο,	00
without inspection of it this invoice.	ems, after 10 daγs, e	or without at	a particular purposit. Seller neithe assumes nor authorized any other persor to assume for it any lisbility in connection with the sale of this item/items.		er person :	TOTAL CH	ARGES	<u>321.</u> 0.	85
ALL RETURNS MUST QUALITY STANDARDS DEPT, FOR FURTHER	: PLEASE CALL YOU	R PARTS				SALES TA	( ( )		00
PACKING STANDARDS.						THIS AMO		321	85
Copyright 2000 ADP. Inc. SERVICE INVOICE #2	X512C		WARRAN	IY C <b>OPY</b>	:	:	```	Z'	$\mathcal{A}$



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 2006 Chevrolet Trail Blazer VIN 1GKDT13S262 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 2006 Chevrolet Trail Blazer VIN 1GNDT13S862 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

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

Lynda Eichorst/Austin/GM1	То	leonard.f.fox@gm.com
08/20/2012 06:07 PM	сс	
	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.

2007 Chevrolet TrailBlazer 1GNDT13S872

This is only a notification. No action is required on your part at this time.

Best wishes

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



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

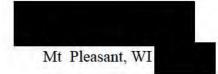
A product allegation claim has been made in your region. The customer is alleging thermal event. This case is being escalated to ESIS because customer seeking reimbursement.

Customer Last Name 2007 Chevrolet Trail Blazer VIN 1GNDT13S872 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

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 January 8, 2013



RE: Service Request: 71-1099476189 2006 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDT13S162 Customer Relationship Specialist: Dalia

Dear

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 27<sup>th</sup> and 28<sup>th</sup>.

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 1000DT13S162 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 I CRS

Aditya Birla Minacs I 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	То	james.nguyen@gm.com
08/23/2012 10:34 AM	сс	
	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

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 Dealership, City, State (BAC) no dlr ilnvolved Dealership Contact, Title/Position

# This is only a notification. No action is required on your part at this time.

Best wishes, Dalia Rangel I CRS

Aditya Birla Minacs I 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 To matt.edmiston@gm.com
08/29/2012 11:00 AM 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

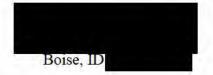
This is only a notification. No action is required on your part at this time.

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

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 January 8, 2013



RE: Service Request: 71-1100488540 2007 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDS13S872 Customer Relationship Specialist: Dalia

Dear

:

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 27<sup>th</sup> 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: 2006 Chevrolet TrailBlazer 1GNDT13S562 Dealership: no dealer involved Dealership Contact: n/a

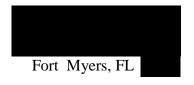
This is only a notification. No action is required on your part at this time.

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



Dear

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



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

1GNDT13S272

Wilson County Motors, Uc Lebanon TN 112891

(615) 444-9642

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: 866-790-5700 41026 I Fax: 866-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

# PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

Division:	Ref#	VIN:	
Claimant's Name (LAST, First)			
Inspected By: Phone:	Inspec	Organiza tion Date:	ition: Mileage at Inspection:
I: INSPECTION SUMMARY			
Following the inspection, summarize the facts and observations:			
	II: INTE	RVIEW - VEHICL	E HISTORY
		RVIEW - VEHICE	
2. Prior collision	· · · · · · · · · · · · · · · · · · ·	, etc.)	
3. Describe <b>existing vehicle conditions</b> at the time of the incident(e.g. warning lights "On", engine miss, etc.):			
4. <i>Repairs</i> outside of warranty (what, when, by whom?):			
5. Other <b>vehicle h</b>	<i>istory</i> information (from per	rson being interviewed	or GM Warranty History)?
6. Last brake ma	<i>intenance</i> (date, description	n, <b>by whom?)</b> :	

## 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 efter-market:

Anything on vehicle which is a modification:

\_\_\_\_\_

Other relevant information: \_\_\_\_\_

Other Comments:

Dalia Rangel/Austin/GM1 To	denise.zobel@gm.com
08/30/2012 03:01 PM 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 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 I CRS

Aditya Birla Minacs I 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

	<b>X</b>	TO Dalia Fax number 866-480-3628
Faulkner Chevy 298 STOKE PARK RD	<i>A</i> A	From: Bob McGarry Fax number: 610-317-6376 Email bmcgarry@faulknermotors.com
BETHLEHEM,PA 18016 610-867-4177		Date 9-7-12
		Regarding: Payment for Window switch replacement (pending recall #12180) 71-1102127659
	\ <u>\^\\\\</u>	Phone number for follow-up: 610-867-4177

Warr Labor Rate \$93.19

Ro # 1034502

and the second second second second second second second second second second second second second second second

7455 .8 @ 93.19 ÷. Cabor 240,80 240.80 Ponts 10.34 10.34 Fraisht Total 325, 6**9** 

09/07/2012	13:5	) I lau	lkner olds							(FAX)	,				002/003
ISTOMER #	: 125	388					1034!	502				EA	ULKNI	ĒB	
				•							СН				;
							WAR	RANTY				P.O.	Box 1		
LVIDERE, DME:	NJ		CONT • N / Z				PAC	JE 1			B	ethlehe (610)		18016 1177	
JS:			CELL			S	ERVICE	ADVISC	DR:	7002	PHI	L JA	COU	ES	
COLOR	YEAR		MAKE/MOD	L				<i>V</i>	08888					IN / OUT	
AY	06	BUI	CK RAINI	ER		5GA	DT13S	362				148	1626	/14862	26 T48
DEL: DATE::::	PROD.	DATE	WARR EXP.	i ilm	PROMIS			PO NO.::::		RATE	823 BR	PAYM		I SECUR	V. DATE
AUG06 DD					2:00 04	ISEDI	2	•				CASE	T	0651	010
R.O. OPENE	D	139884	READY					2_Lite	r_MF	I_DO	HC_7		1	0001	
04SE	012		06SEI	210				<u> </u>	_	_					
NE OPCODI	E_TEC		YPE HOUF	2Ş	1					L	IST	I	NE'	<u>г :</u>	TOTAL
CUSTOMER						MING	left	FRONT	WIN	DOW	SWII	ICH 👘			
USE: WINI N2117						RONT	DOOR	- LEF	E CAN	Ngan ka	0.4113				
	REPLA	ĊЕ				01100000000000	an a state state scate			radina da serena da ante	1999-1999 (999-199	www.com.acci			Pre 10 10101 01 10100 0014
			DC2 0.6 F-SWITC		$\mathcal{P}$	B				2011 2 A I					74.55
CC: 05				ii ()		Ĩœ				301	·/?	24	.0.8	24	10.80
FC: 65'		2040-010-0204	🗠 a s s hadas in schodarn	velenenene		00001010101000	0.0100000000000000000000000000000000000	Januar Angeleration and the state	and all all the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the st	********	09000000000000000000000000000000000000		eneren er en er er er er er er er er er er er er er	alddeletet e soed	peraganan tana kukulan si Shut
PART#: COUNT:		(155)	6			.7200	24(	)80 TP	ARTS	19603380					
CLAIM	rype :														
AUTH CO	DDE -	1612.001									1914-1918 20 <b>5</b>	Nistis Baana		TTURGER	2005920306226
SC OVNR 1	FRT E	PART	#2586155		iolisi suoreneet si stateta	, u, o, u, fa	anga ang ka	1919))))  1 <u>  1</u>	ABUR	Solan serte	99999899	**********	688866	n de Bernie kare	***************
		ws:	DC2							3:::: <b>:</b> :::::::::::::::::::::::::::::::		/####11	0.32	1	0.34
FC					83950138880										
CH: 3002	2 2	CTU	AL HRS.:		1.55	SOLD	HRS.				se oe aporto a con Le ce l'éporto de cu	erennienne enn	nanaranan oron Manaranan oron		
LE-LBR:	74 -	55]	PTS: 24	0.80	) MSC:	00000000 O F	34 T.T	TR •	• •					FOTAL	325.6
	Vlwa	~ (~~	à à∠	50 S	witch			00000233	n i i i i	ĬIJĬĬ			ŭŇti		
,,148626 ))SHOETEI	DIAG	). DI	RIVERS W	INDO	DW SWII	CH.	FOUND	SWITCH	I BU	RNT 1	DUE	TO			lenen ala siste a visitational
,,OPERATI	ION C	)K.J	REPROGRA	m sv	VITCH A	ND M	ODULE	ASSEMI	BLY.	ivt % (12)	N ED, IGIN	13 RE		23) 842 <b>F</b> eb	1000000000000
										****					
NOTE CASE	5 <del>7</del> /		10212765	<b>Э</b>	AV VA	RIAR	LE LAF	SOR RAT	re f.	ROM 2	545. ()	OO T	'O \$:	L15.00	
						IANK-	ΥΟΌ ΓΟ	R YOUR				o na Xi Notocuk	idi ata ta cara a	ana ana ang ang ang ang ang ang ang ang	ocorio instructo is initiati initiatise et stratteristici fis
					1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/1/	10)	867-41			3188993					
					VI	SIT	our we	BSITE							
				****	<b>ww</b> •••••••••••••••••••••••••••••••••••			MOTORS			Second		3376593-954		
CH: 3002	e en en de la serie de la serie de la serie de la serie de la serie de la serie de la serie de la serie de la s	CTU	AL HRS.:	8999887899 1			HRS.:		_	的情况的代表错误。	Singlen and Single		18,8101080		
N BEHALF OF S FORMATION CON HOWN, SERVICES	ERVICIN		LER, I HEREBY		FY THAT THE			OF DISCLA				TION		Ţ	TALS
HOWN, SERVICES	DESCRI	BED WI	ERE PERFORME	D AT N	O CHARGE T		the werran: a sele of t	reanty constitu- les with response its item\items	103 81 861 10 . The	LABOR PARTS					· · · · ·
WNER. THERE WA EHICLE OR OTHE NDER THIS CLAIN	A HAD 5	BEEN CO	ONNECTED IN	ANY WA	AY WITH AN		aller haraby el arranties el tolied inch	the item items pressly discial ther express ding any it	ms all s or polled	GAS, C	-				
CCIDENT, NEGLIO LAIM ARE AVAILO	GENCE ( Able fo	OR MIŞ R (1) Y	USE. RECORD EAR FROM TH	S SUPP E DATE	ORTING TH		arranty of these for a	ding any li merchantabilit particular pu	y or rpcas.	SUBLET		INT			
OTIFICATION AT ANUFACTURER'S	THE S	iervici	NG DEALER I	OR IN	SPECTION	BY S	eller neithe sthorizes any isume for	r assumes other person t any liabili h the sale o	nor In to	TOTAL	CHARC				
						CC ite	nnection with mitters.	h the sale o	f this	LESS IN		NCE			
(BIGNED) DEALER	R, GENERA	L MANA	GER OR AUTHORI	ZED PERS	50N (D					SALES		,			
												VI	18.88	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	CN CONTRACTOR OF

WARRANTY COPY

09/07/2012 13:52 faulkner olds		(FAX)6108612759	P.003/003
	·		
CUSTOMER #: 125388	1034502	FAULKI	JER
	WARRANTY	CHEVROLET C	
	WARRANII	298 Stoke Pa P.O. Box	ark Road 1368
BELVIDERE, NJ	PAGE 2	Bethlehem, P. (610) 867	A 18016
HOME: CONT:N/A BUS: CELL:			
		7002 PHIL JACOL	
GRAY 06 BUICK RAINIER	5GADT13S562	148626	7148626 T48
	MISEO	PAYMENT	
31AUG06 DD 12:00	04SEP12	CASH	06SEP12
B.O. OPENED OPTI	ONS: ENG:4.2_Liter_MF	I_DOHC_Alum	
04SEP12 06SEP12			
LINE OPCODE TECH TYPE HOURS		<u>LIST NE</u>	T TOTAL
SALE-LBR: 74.55 PTS: 240.80 MS	C: 10.34 LUB: 0.0	0 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 

COST, SALE, COMP TOTALS δc 20038 32569 o 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warrantias with respect to the asia of this itemitians. The Seller hareby appressly disclaims all warranties either express or implied. Including any implied warranty of marcheniobility or fitness for a particular purpose. Seller neither assumes nor authorizes any other paragent authorizes any other paragent assume for it any liability in connection with the sale of this item/items. LABOR AMOUNT 74.55 PARTS AMOUNT 2<u>40.80</u> GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MATERIALS 10.34 TOTAL CHARGES 325.69 LESS INSURANCE 0.00 Item/items. SALES TAX 0.00 DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) (DATE) CUSTOMER SIGNATURE PLEASE PAY 19 S S . . . THIS AMOUNT 325.69

#### Capplight 2000 ADP, Inc. BERVICE INVOICE TYPE 2 - SIZC

#### WARRANTY COPY

January 8, 2013



RE: Service Request: 71-1102326242 2007 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDS13S772 Customer Relationship Specialist: Lynda

Dear

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



A 14 14 4

#### Customer Assistance Center

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



- - -

09-20-12 A08:51 IN

 NIXIE
 322
 DE 1
 00 0.9/15/12

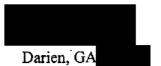
 RETURN TO SENDER
 NO MAIL RECEPTACLE
 NO MAIL RECEPTACLE

 UNARLE TO FORWARD
 BC: 48232517070
 \*0238-05995-15-43

 HEBESMP 312
 Hullmininininininininininininininininini



September 10, 2012



Customer did not receive letter from GM.

RE: Service Request: 71-1102326242 2007 Chevrolet TrailBlazer Vehicle Identification Number: 1GNDS13S772

Customer Relationship Specialist: Lynda

Dear

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	То	david.m.casey@gm.com
08/31/2012 02:24 PM	сс	
	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

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

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 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

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 Lang gand



CER MACE

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 13, 2010

TIM SHAW MCCLUSKEY CHEVROLET, INC. 9673 KINGS AUTOMALL RD CINCINNATI, OH 45249-8241

Re: Customer: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROLET TRAILBLAZER 1GNDT 138462

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 repairorders. (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,

funning gund



C III I Marine I Marine I Marine I Marine I Marine I Marine I Marine I Marine I Marine I Marine I Marine I Mari

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 13, 2010

TIM SHAW MCCLUSKEY CHEVROLET, INC. 9673 KINGS AUTOMALL RD CINCINNATI, OH 45249-8241

Re: Customer: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROL <u>ET TRAI</u>LBLAZER 1**GND**T 13S462

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 ærvice 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 repairorders. (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,

# 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

Customer Last Name:

Vehicle ID No.:In Service Date:1GNDT13S4627/6/2006Year, Make & Model:2006 CHEVROLET TRAILBLAZER

Current Mileage: 47000

Sale Type: Purchase: Lease X Other : {Type}

Lien holder: GMACX Other : NONE

Purchase Price of Vehicle:

Was TAC contacted for this vehicle (Y/N)? :

Attorney Involvement: {Name of Attorney or Firm} Phone Number : {Number} Fax Number : {Number} GM Legal File / BBB Case No.: CHV1010448 Negotiator: {Negotiator Name}

State: OHIO

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

DVM Name: KEITH RUSIE Phone/Cell Number: 513-404-6969

DVM requests involvement?: {Yes / No Only}

Service Manager Name: TIM SHAW Phone Number : 513-761-1111

Are there <u>additional</u> 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.

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

#### ⊠ Engine/Fuel/Exhaust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/04/200 7	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
7/09/200 7	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
□ <u>Restra</u>	<u>iints</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:

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

#### Transmission

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/09/200 7	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
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Body/	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Chass				
<u>Date:</u>	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
⊠ <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
□ <u>Glass</u>				
<u>Date:</u>	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
□ <u>HVAC</u>				
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Suspe				
Date:	<u>RO #:</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
□ <u>Wheel</u>	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
		<u></u> _	<b></b>	
		_		
Recall Date:	s / Camp <u>R0 #:</u>	Daigns <u>Days Out</u> :	Miloago	Description of Complaint and Popair Porformed
Date:	<u>KU #:</u>	Days Oul:	<u>ivineage:</u>	Description of Complaint and Repair Performed:
□ Other				
Date:	<u>RO #:</u>	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

	NO YES
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 If Yes obtain the following information below	NO NO
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) 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.	NO
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 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 INTIALLY 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 Is Lemon Law Pleo	<i>/ applicable for Legal ca</i> I/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

<pre># of Visits for a Non-Conformity?</pre>	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	3,000 MILES	

### Vehicle Service History (During Presumptive Period) is:

<pre># of Visits for a Non-Conformity?</pre>	{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 visits for a Safety Complaint? {Number}
Must Complaint Continue to Exist? {Yes or No}

## Related Repairs beyond NVLW:

Customer Pay?	{Yes or No}
Additional Days out of Service?	{Number}

## **Other Considerations:**

Outcome/Findings of Arb/Final Repa	ir:
Prior Goodwill/reimbursement:	{Yes or No}
Out of Pocket Expenses:	{Yes or No}

# of Days out of Service?{Number}# of Visits Total?{Number}Final Repair or Arbitration Req'd?{Yes or No}

# {Yes or No}

If no, identify responsible party:{Payee}Additional # of Repair Visits?{Number}

# {Yes or No}

{Date and Summary} {Date and Summary} {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?  $\{\text{TEXT}\}$ 

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)  $\{\text{TEXT}\}$ 

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.

*Add additional lines for addit	ional offers/counter offers.		
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: \${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Intial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

# 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.

<b>Recommendation of</b>	CRS:	Arbitrate case:	Settle case:
Settlement Type:	{GW/Repurchase/F	Repair}	 Attorney Fees (if applicable): \${Amount}
<b>Recommendation of</b>	Field:	Arbitrate case:	Settle case:
Settlement Type:	{GW/Repurchase/F	Repair}	 Attorney Fees (if applicable):
		F	 \${Amount}
Final Decision:		Arbitrate case:	Settle case:
Settlement Type:	{GW/Repurchase F	Repair}	Attorney Fees (if applicable):
			<b>\$</b> {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 16U	TRAILBLAZER LT 4WD GRAYSTONE METALLIC	/1.60	CHEVROLET	MOTOR DIVISION OTORS CORPORATION
				SSANCE CENTER
ORDE	EBONY R NO. JXBNBS/TRE STOCK NC	)	DETROIT	
VTN	1GN DT13 S4 62	•	VENICLE II	
****	1GN DT13 S4 62	******	*****	*********13*09596S
CT15	L & FACTORY OPTIONS 506 TRAILBLAZER LT 4WD	28825.00	26951.38	INVOICE 03/21/06
BVE	RUNNING BOARDS GVW RATING - 5750 LBS FEDERAL EMISSIONS REAR AXLE 3.42 RATIO ELECTRIC ADJUSTABLE PEDALS	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 16	N/C	N/C	WFP-S QTR OPT-1
M30	VORTEC 4200 SFI I6 4-SPD AUTO TRANS W/OVERDRIVE	N/C	N/C	BANK: ŨS BANK CLS
	AND ELECTRONIC CONTROL			СНС-ТО 09-596
PCR	SUN, SOUND, ENTERTAINMENT PKG:	1865.00	1547.95	
				SHIP WT: 4623
	<ul> <li>* POWER SUNROOF</li> <li>* BOSE PREMIUM SOUND SYSTEM</li> <li>* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL</li> <li>* AM/FM STEREO W/6 DISC CHANGE (REPLACES CD/CASSETTE RADIO)</li> <li>P245/65R17 ON/OFF ROAD</li> <li>WOL TIPES</li> </ul>			HP: 32.1
	* XM SATELLITE RADIO - SERVICE	1		GVWR: 5750
	FEE EXTRA. 1ST 3 MONTHS INCL	J •		GAWR.FT: 2950
	* AM/FM STEREO W/6 DISC CHANGE	lR		GAWR.RR: 3200
	(REPLACES CD/CASSETTE RADIO)			GMS: 29671.63
QTR	P245/65R17 ON/OFF ROAD	140.00	116.20	SUPPLR: 31003.48
	WOL IIRES			MRM: 34035.00
R8K	* * * * * * * * * * * * * * * * * * * *	* N/C	N/C	NTR: 1/2
YC6	LT PACKAGE 2	895.00	742.85	DAN: LT2
	* MEMORY: DRV SEAT, OSRV MIRROR			MEMO 1541.25
	* 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	2 1075.00	892.25	
	* LEATHER APPOINTED SEATING,			
	8-WAY PWR PSGR & PWR LUMBAR			
	* LEATHER WRAPPED STEERING WHL	L		
	W/AUDIO CONTROLS			
	* POWER OSRV MIRRORS - HEATED			
	* RR SEAT RADIO & HVAC CONTROL	S		
	* DRIVER INFORMATION CENTER			
	* AUTO CLIMATE CONTROLS			
	* REVERSIBLE CARGO MAT			
lsz	PREFERRED EQUIPMENT SAVINGS	1000.00-	830.00-	
** 0				

\*\* CONTINUED ON PAGE 2 \*\*

2006 TRAILBLAZER LT 4WD			CHEVROLE	T MOTOR DIVISION
16U GRAYSTONE METALLIC		/L6G	GENERAL	MOTORS CORPORATION
482 EBONY			100 RENA	AISSANCE CENTER
ORDER NO. JXBNBS/TRE	STOCK NO.		DETROIT	MI 48243-1114
VIN 1GN DT13 S4 62				INVOICE 10D83894336
* * * * * * * * * * * * * * * * * * * *	* * * * * * * * * * * *	*******	* * * * * * * * *	***********13*09596S
MODEL & FACTORY OPTIONS		MSRP	INV AMI	RETAIL – STOCK
** CONTINUED FROM PAGE	1 **			

710.00 Н/В 261 969.75 323.25 ADV 261 LAM DEALER CONTRIBUTION 323.25 323.25 EXP 65A 323.25 LAM GROUP CONTRIBUTION 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.

TOTAL MODEL & OPTIONS 32325.00 29856.38 ACT 237 29596.63

710.00

JAKE SWEENEY CHEVROLET, MAZDA, BMW

DESTINATION CHARGE

funning gund



GENERAL MOTORS BUSINESS RESOURCE CENTER

January 14, 2010

TIM SHAW MCCLUSKEY CHEVROLET, INC. 9673 KINGS AUTOMALL RD CINCINNATI, OH 45249-8241

Re: Customer: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROL<u>ET TR</u>AILBLAZER 1**GND**T 138462

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 ærvice 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 repairorders. (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,





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: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROLET TRAILBLAZER 1GNDT 138462

Dear Angle 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

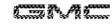
Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,







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: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROLET TRAILBLAZER 1GNDT 138462

Dear Angle 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,

# **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	6	File / BBB Case No.: r: {Negotiator Name}	
Customer Last Name:	l	State: OHIO	
	In Service Date:	Vehicle Purchased:	BAC Code:
1GNDT13S462       Year, Make & Model:       2006       CHEVROL	7/6/2006 _ET TRAILBLAZER	LEASED NEW Vehicle Purchased Us odometer N/A	112791 sed on: N/A at
Current Mileage: 47000		Dealer Name : MCCI CINCINNATI, OHIO	
Sale Type: Purchase: Lease 🛛 (	Other : {Type}	CAM Name: <b>ROB JO</b> Phone Number: <b>630-961</b>	HNSON
Lien holder: GMACX Other	: NONE	DVM Name: <b>KEITH</b> Phone/Cell Number:	
Purchase Price of Vehicle: <b>DEALER IS</b> <b>SUPPLY INFOMATION</b>	S PULLING PAPERS TO		
Was TAC contacted for this vehicle (Y	/N)? : <b>YES</b>	DVM requests involve	ement?: YES
Attorney Involvement: {Name of Attorney Involvement: {Name of Attorney Phone Number : {Number} Fax Number : {Number}	orney or Firm}	Service Manager Nar Phone Number : 513	
Are there <u>additional</u> field personnel i and phone number. Repeat as necess {Name, Position, Phone Number}		me, including role (D	VM, DSM, etc.)

Are there <u>additional</u> 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.

# **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.

X Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

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

#### ⊠ Engine/Fuel/Exhaust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/04/200 7- 5/14/200 7	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 92 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 & CUSTOMERBEING 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*
5/11/200 7	M0606 1	1	12000	(GMVIS RECORD) GM ROADSIDE Z2080 – ROADSIDE SERVICE (TOWING)

7	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*
□ <u>Restra</u>	ints			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Steerir	na			
Date:		Days Out:	Mileage:	Description of Complaint and Repair Performed:
	nission			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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*
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
□ <u>Body/</u> ]	<u>Frim</u>			
☐ <u>Body/</u> ] <u>Date:</u>	<u>Frim</u> <u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
Date:	<u>RO #:</u>	<u>Days Out</u> : <u>Days Out</u> :	<u>Mileage:</u> <u>Mileage:</u>	
Date:	<u>RO #:</u> S <u>RO #:</u>			
Date:	<u>RO #:</u> S <u>RO #:</u>			
Date:	<u>RO #:</u> S <u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:

<u> </u>									
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:					
12/28/20 09	449865	1	47,675	(DLR JOSEPH, CINCINNATTI, OH) C/S LEFT FRONT WINDOW IS STUCK DOWN NEEDS SWITCH ASSEMBLEY 25867000. ON BACK ORDER WILL NOTIFY CUSTOMER WHEN COMES INPARTS AND LABOR \$267.00					
□ <u>HVAC</u>									
□ <u>Paint</u>									
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:					
Susper <u>Susper</u>	<u>nsion</u>								
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:					
U Wheel	/Tires								
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:					
Recalls	Recalls / Campaigns								
Data		aiyiis							
Date:	<u>RO #:</u>	<u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:					
Date:			<u>Mileage:</u>	Description of Complaint and Repair Performed:					
□ <u>Other</u>			<u>Mileage:</u>	Description of Complaint and Repair Performed:					
			<u>Mileage:</u> <u>Mileage:</u>						
□ <u>Other</u>	<u>RO #:</u>	Days Out: Days Out:							
☐ <u>Other</u> Date:	<u>RO #:</u> <u>RO #:</u>	Days Out: Days Out: 0	Mileage:	Description of Complaint and Repair Performed: (GW RECORD) DLR JAKE SWEENEY, SPRINGDALE, OH 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       YES         ADR)/attorney (if Legal)? (Y or N)	5
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) If Yes obtain the following information below Insurance Company:	NO
(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) <b>AFTERMARKET MODIFICATIONS:</b> Are there any Aftermarket Modifications to the Vehicle? (Y or N) If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date and mileage if	NO
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: 71-533828533 – CLOSED 7/11/2007 - 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 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 INTIALLY 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? Does Purchase Qualify? {Yes or No} If not, why? State Presumption Is: OHIO # of Visits for a Non-Conformity? 3 # of Days out of Service? *#* of visits for a Safety Complaint? 1 # of Visits Total? Must Complaint Continue to Exist? YES (RECUR) Final Repair/Arbitration Required? Time Period for filing a Claim? 12 MONTHS/18,000 MILES Vehicle Service History (During Presumptive Period) is: *#* of Visits for a Non-Conformity? # of Days out of Service? 1

12 # of visits for a Safety Complaint? # of Visits Total? 0 2 Complaint appears to Continue? Final Repair/Arbitration Complete? N/A NO

#### **Does History appear Presumptive:** NO

Vehicle Service Hi	istory (Durin	ng Limited Warranty Period)	is:
<pre># of Visits for a Non-Conformity?</pre>	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
<b>Related Repairs beyond N</b> Customer Pay? Additional Days out of Service?	<b>/LW:</b> NO 9	<b>YES</b> If no, identify responsible party: Additional # of Repair Visits?	WARR 1

# Other Considerations:

Outcome/Findings of Arb/Final Repair:					
Prior Goodwill/reimbursement:	{Yes or No}				
Out of Pocket Expenses:	{Yes or No}				

RANTY

{Yes or No}

{Used/Lease/GVWR/Etc}

30

8

NO

# {Yes or No}

{Date and Summary} {Date and Summary} {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. Orginally 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 NONCONFORMTLY 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 AVAILABLITY. CUSTOMER DRIVER'S SIDE WINDOW FIXED IN CLOSED POSITION UNTIL REGULATOR IS AVAIALBE 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.

*Add additional lines for additional offers/counter offers.				
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: \${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
CRS Intial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}	
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}	

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

## 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.

<b>Recommendation of</b>	CRS:	Arbitrate case:	Settle case:	
Settlement Type:	{GW/Repurchase/F	?epair}	Attorney Fees \${Amount}	(if applicable):
<b>Recommendation of</b>	Field:	Arbitrate case:	Settle case:	
Settlement Type:	{GW/Repurchase/F	Repair}	Attorney Fees	(if applicable):
			\${Amount}	
Final Decision:		Arbitrate case:	Settle case:	
Settlement Type:	{GW/Repurchase R	lepair}	Attorney Fees	(if applicable):
			<b>\$</b> {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.





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: Siebel Request: Year, Make, Model VIN

71-789194707 2006 CHEVROLET TRAILBLAZER 1GNDT 138462

Dear Angle 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 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	6	File / BBB Case No.: r: {Negotiator Name}	
Customer Last Name:	l	State: OHIO	
	In Service Date:	Vehicle Purchased:	BAC Code:
1GNDT13S462       Year, Make & Model:       2006       CHEVROL	7/6/2006 _ET TRAILBLAZER	LEASED NEW Vehicle Purchased Us odometer N/A	112791 sed on: N/A at
Current Mileage: 47000		Dealer Name : MCCI CINCINNATI, OHIO	
Sale Type: Purchase: Lease 🛛 (	Other : {Type}	CAM Name: <b>ROB JO</b> Phone Number: <b>630-961</b>	HNSON
Lien holder: GMACX Other	: NONE	DVM Name: <b>KEITH</b> Phone/Cell Number:	
Purchase Price of Vehicle: <b>DEALER IS</b> <b>SUPPLY INFOMATION</b>	S PULLING PAPERS TO		
Was TAC contacted for this vehicle (Y	/N)? : <b>YES</b>	DVM requests involve	ement?: YES
Attorney Involvement: {Name of Attorney Involvement: {Name of Attorney Phone Number : {Number} Fax Number : {Number}	orney or Firm}	Service Manager Nar Phone Number : 513	
Are there <u>additional</u> field personnel i and phone number. Repeat as necess {Name, Position, Phone Number}		me, including role (D	VM, DSM, etc.)

Are there <u>additional</u> 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.

## **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.

X Verified: Once completed, please enter an "X" in this box to verify that the following listing has been compared to GMVIS for accuracy.

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

#### ⊠ Engine/Fuel/Exhaust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/04/200 7- 5/14/200 7	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 92 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 & CUSTOMERBEING 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*
5/11/200 7	M0606 1	1	12000	(GMVIS RECORD) GM ROADSIDE Z2080 – ROADSIDE SERVICE (TOWING)

7	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*
□ <u>Restra</u>	ints			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Steerir	na			
Date:		Days Out:	Mileage:	Description of Complaint and Repair Performed:
	nission			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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*
□ <u>Axle</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
□ <u>Body/</u> ]	<u>Frim</u>			
☐ <u>Body/1</u> Date:	<u>Frim</u> <u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
Date:	<u>RO #:</u>	<u>Days Out</u> : <u>Days Out</u> :	<u>Mileage:</u> <u>Mileage:</u>	
Date:	<u>RO #:</u> S <u>RO #:</u>			
Date:	<u>RO #:</u> S <u>RO #:</u>			
Date:	<u>RO #:</u> S <u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:

<u> </u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/20 09	449865	1	47,675	(DLR JOSEPH, CINCINNATTI, OH) C/S LEFT FRONT WINDOW IS STUCK DOWN NEEDS SWITCH ASSEMBLEY 25867000. ON BACK ORDER WILL NOTIFY CUSTOMER WHEN COMES INPARTS AND LABOR \$267.00
□ <u>HVAC</u>				
□ <u>Paint</u>				
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
□ <u>Susper</u>	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
U Wheel	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
☐ Recalls Date:	s / Camp <u>R0 #:</u>	aigns <u>Days Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
Date:			<u>Mileage:</u>	Description of Complaint and Repair Performed:
		Days Out:	<u>Mileage:</u>	
<u>Date:</u>			<u>Mileage:</u> <u>Mileage:</u>	
Date:	<u>RO #:</u>	Days Out: Days Out:		
Date:	<u>RO #:</u> <u>RO #:</u>	Days Out: Days Out: 0	Mileage:	Description of Complaint and Repair Performed: (GW RECORD) DLR JAKE SWEENEY, SPRINGDALE, OH 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       YES         ADR)/attorney (if Legal)? (Y or N)	5
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) If Yes obtain the following information below Insurance Company:	NO
(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) If "Yes" to aftermarket, please list: Be sure to note retailer installed or third party installed as well as date and mileage if	NO
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 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 INTIALLY 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? Does Purchase Qualify? {Yes or No} If not, why? State Presumption Is: OHIO # of Visits for a Non-Conformity? 3 # of Days out of Service? *#* of visits for a Safety Complaint? 1 # of Visits Total? Must Complaint Continue to Exist? YES (RECUR) Final Repair/Arbitration Required? Time Period for filing a Claim? 12 MONTHS/18,000 MILES Vehicle Service History (During Presumptive Period) is: *#* of Visits for a Non-Conformity? # of Days out of Service? 1

12 # of visits for a Safety Complaint? # of Visits Total? 0 2 Complaint appears to Continue? Final Repair/Arbitration Complete? N/A NO

#### **Does History appear Presumptive:** NO

Vehicle Service Hi	istory (Durin	ng Limited Warranty Period)	is:
<pre># of Visits for a Non-Conformity?</pre>	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
<b>Related Repairs beyond N</b> Customer Pay? Additional Days out of Service?	<b>/LW:</b> NO 9	<b>YES</b> If no, identify responsible party: Additional # of Repair Visits?	WARR 1

### Other Considerations:

Outcome/Findings of Arb/Final Repair:			
Prior Goodwill/reimbursement:	{Yes or No}		
Out of Pocket Expenses:	{Yes or No}		

RANTY

{Yes or No}

{Used/Lease/GVWR/Etc}

30

8

NO

### {Yes or No}

{Date and Summary} {Date and Summary} {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. Orginally 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 NONCONFORMTLY 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 AVAILABLITY. CUSTOMER DRIVER'S SIDE WINDOW FIXED IN CLOSED POSITION UNTIL REGULATOR IS AVAIALBE 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.

*Add additional lines for additional offers/counter offers.				
Plaintiff's Original Dema Amount to Plaintiff/Atty: Inclusive Offer:	nd: \${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
CRS Intial Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
Plaintiff Counter:: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
CRS Counter: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Countered}	
PLAINTIFF Final Offer: Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}	
<b>CRS Final Offer:</b> Amount to Plaintiff/Atty: Inclusive Offer:	\${Amount}/\${Amount} \${Amount}	Settlement Type: {Goodwill Type} Date: {mm/dd/yy}	{Accepted / Declined}	

\*Trade Repurchase offers should specify Trade Retail, Trade Collateral, or Trade New Finance.

## 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 Settlement Type:	<b>CRS:</b> Reimbursement 2 v customer declined	Arbitrate case: vehicle payments –	Settle case: X Attorney Fees (if applicable): \${Amount}
Recommendation of	Field:	Arbitrate case: 🛛	Settle case:
Settlement Type:	{GW/Repurchase/F	Repair}	Attorney Fees (if applicable):
Final Decision			\${Amount}
Final Decision:		Arbitrate case:	Settle case:
Settlement Type:	{GW/Repurchase R	epair}	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.



To: Sandra	From: Blouda Polleusen
Company: GTM	_Company: McCluskey Chevrolet
Phone:	_ Pages:
Fax: 1-8100-775-94109	Date: 11510
Phone: (513) 679-9200	Fax::(513)679-9461

Comments:	retrive the tale's docto	
that I ant	Hetrive the fall & docto	
Sim Soid	Oling Critart Subhanio En	
0 33 6	19-9352	
		_

P.O. Box 15309 • Cincinnati, OH 45215 • 513.761.1111 • mccluskeychevrolet.com

UNIT# 61210 CINCINNATI, HOME:		BUS :				376793 INVOICE PAGE 1	M	8525 REA CIN Pł	key C) DING RD. ICINNATI, IONE (513 www.mcclus	<ul> <li>P.O. B</li> <li>OHIO 45</li> <li>) 761-11</li> </ul>	215 11
						RVICE ADVISC			NCE TUR	NER	
COLOR YE	EAR	MAKE/MODEL				VIN Social address		LICENSE	MILEA	GE IN / OL	JT TAG
SILVERSTON O DEL.DATE PR		WROLET TI WARR EXP	LIAIL	BLAZ PROMIS	1GND ED	T13S462 PONO		RATE	1258 PAYMENT	7/1258	7 <u>T58</u> NV. DATE
06JUL06 DE R.O. OPENED		READY		<u>: 00 04</u> OPTIONS	MAY07	K:62734 DLH	B · 0.9	0.00	CASH	240	CT07
04MAY0		<u>14MAY(</u>	)7								
LINE OPCODE					7 1	The second second second	1. N. 1	LIST		ĒΤ	TOTAL
A CUS RPTS A CAUSE: F							47. i i i		s services and a service services and a service service services and a service service service service services	· /	
J9991 C FC:	58	WC COUNT:						na na seu anna anna an Airtí gcanna anna an seu a Mar Martín gcanna an seu Airtí an an seu anna an seu	V v		(N/C)
	H CODE		terre e	<u>A PARTI</u>	nve tve	eneropyopisci i sistem Stationalisci sistema	-	Verta Martinia			
· · · · · · · · · · · · ·		·	an an an an an an an an an an an an an a								
12587 DID N FO UND HIST 9627373 TAL MADE AT THI TIM.	ORY CO KED TO	DE CO244, BRIAN.	FOUN	D SI ) IF N	DOC # IO CURI	1911737 CAI RENT CODES	LLED NO	T.A.N. REPAIRS	CASE # CAN BE		
B CUST RPTS CAUSE: F NPF NO		ING SMELL					<b>* * * *</b> 1772: 1913:	******	***		·
CT.A	TM TVP	Γ.			210,12192						(N/C)
AUT	H CODE	1				CATA PARAT					
	• •				adaree e		a pri sta s Doublinite	n an an an an an an an an an an an an an		••••••	· · · · ·
12587 DID S	MELL A	NYTHING O	N RO	AD TE	ST *****	4. (1999) - 1999 (1999) 1993 - Harris Angeler, 1999 * * * * * * * * * * * *		*****	* * *		
C** ENTERPRI	SE REN WORK!!									<u>.</u>	· · ·
CAUSE: F								n antiga no conservação A construição de la Agric	1. 19		
		OR MORE R REQUIRE " WC				<b>e.</b> 10. 60008708 a 19911			·····		(N/C)
		MC .				WARRANTY STATEMENT		DESCR	IPTION		TOTALS
						AND DISCLAIMED.					
					INCLUC OF ME	EALER MEREBY DISCLAIM ANTIES, EXPRESS OR IN DING ANY IMPLIED WARR RCHANTABILITY OR FITNE	ANTIES 33 FOR	PARTS AMOL			
					A PAR	NGHANIABLITY OR FITNE TICULAR PURPOSE AND N IES NOR AUTHORIZES : PERSON TO ASSUME / IABILITY IN CONNECTION ALE OF ANY PARTS OF A TH'S DISCLAIMER IN NO TH'S DISCLAIMER IN NO		GAS, OIL, LU SUBLET AMO			
					ANY L	ABILITY IN CONNECTION		MISC. CHAR			
					REPAIF AFFEC MANUG	R. THIS DISCLAIMER IN NO TO THE PROVISIONS OF ACTURER OR OTHER SUP					
					WARR	NITIES.		LESS INSUR/	INCE		
					NEW	PARTS INSTALLED UNLESS OTHER		PLEASE PA	ŇT		· · · · ·
•••					INDK	ATED.					

### CUSTOMER COPY

01/15/10	12:03	MCCLUSKE	EY CHEV →	1866775	9469PPPP4736			NO.294	Pe
UNIT# 61210	:	104 <b>96</b> 8			376793	8525 REAL CIN	<b>Key Che</b> DING RD. 1 CINNATI, OF	P.O. BOX 15 IIO 45215	<b>Inc</b> 309
CINCINNATI . HOME :	OH	BUS :		-	PAGE 2	W	iONE (513) 7 ww.mccluske		
COLOR YE	AR	MAKE/MODEL		SEF	RVICE ADVISOR:	<u>36 TERE</u> LICENSE	NCE TURNE MILEAGE		-
SILVERSTON	G CHE	VROLET TR			- Construction of the second second second second second second second second second second second second second				TAG
	ROD. DATE	WARR EXP	PROMIS	ED TOWD.	F13\$462 P0 NO	RATE	L 12587/ PAYMENT	22587   NV. DA	<u></u> TE
06JUL06 DD			17:00 04	4MAY07		0.00	CASH		
R.O. OPENED		READY	OPTIONS		C:62734 DLR:0	9412	<u>CASH</u>	240CT07	
04MAY0	7	14MAY0	7						
LINE OPCODE FC:	<u>TECH T</u> PART#	YPE HOURS		N	u Marana 4960.	LIST	NET	TOTA	Г
	TH TIP	15 1							
AUT	H CODE		n an arwei ar yn rwyn Carlen yw regel ar yn rwyn		in 1997 - Anna a' Stan Alanya an Alanya Alaman Azartinta a tala a satutu bara a			· · · · · · · · · · · · · · · · · · ·	
NRM NOR FC: CLA	S OIL MAL COI 58	PRESSURE ( NDITION WC : COUNT: E:	GAGE WENT	' <b>TO 6</b> 0	anda a comun Luna de comuna Luna de comunado		tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanina tanin tanin tanin tanin tanin tanin tanin tanin tanin tanin tanin tanin tanin tanin tanin ta		·· · · ·
				ene verver på det ener Reserver af det ener		Boko et kildi.		· .	
12587 OIL P	RESSURI	E READING	WAS NORM	al on	ROAD TEST	e den en en en en Lindende en en en Linden en en en en en en	1997 - Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio 1997 - Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio Antonio	м. — М.	
	*****	******	******	★★★★★★ ***	n an ann an Arris ann an Arraige ann an Arraige Ar Ar Ar Ar Ar Ar Ar Ar Ar Ar Ar Ar Ar A	******	**		
					ann a' seach ann ann ann ann A' Neachdean Anna Anna Anna Anna A' Neachdean Anna Anna Anna Anna				• •
	·. ·		n - Lyn Mill Angelen Nafal an Eilen an Angelen Nafal an Eilen an Angelen ndan Alas ya	e de la companya da ser antes de la companya da ser antes de la companya da ser a companya da ser a companya d Na companya da companya da companya da companya da companya da companya da companya da companya da companya da c	na an taon an taon an taon Ny INSEE dia mampiasa amin'ny faritr'ora dia mampiasa amin'ny faritr'ora dia mampiasa Ny INSEE dia mampiasa amin'ny faritr'ora dia mampiasa amin'ny faritr'ora dia mampiasa amin'ny faritr'ora dia ma	· · · · · · · · · · · ·			
	••••	· · · · · · · · · · · · · · · · · · ·	je spinensku. De i standaru	, seren yalan a Tizli yalan a	e Marine e servicio de Gardon Contra La contra de	rang ang ang ang ang ang ang ang ang ang			
· · · · · · · · · · · ·									
						DESCRI		TOTALS	
					VARRANTY STATEMENT AND DISCLAIMER: LER HEREBY DISCLAIMS, ALL			0.00	
				INCLUDIN OF MERC	LER HEREAY DISCLAIMS ALL TIES, EXPRESS OR IMPLIED, IG ANY IMPLIED WARRANTIES HANTABILITY OR FITNESS FOR	PARTS AMOU		0.00	
				A PARTIC ASSUME: OTHER	HANTABLITY OR FITNESS FOR CULAR PURPOSE AND NEITHER NOR AUTHORIZES ANY TEREON TO ASSUME FOR IT	GAS, OIL, LUB SUBLET AMOL		0.00	
				ANY LA	BILITY IN CONNECTION WITH E OF ANY PARTS OR THIS THIS DISCLAIMER IN NO WAY THE PROVISIONS OF ANY	MISC. CHARGE		0.00	
				AFFECTS MANUFA	THIS DISCLAIMER IN NO WAY THE PROVISIONS OF ANY TURER OR OTHER SUPPLIERS			0.00	
				WARRAN	TIES.	LESS INSURAN	ICE	0.00	
					ARTS INSTALLED ARE		, "	0.00	
				INDICA	UNLESS OTHERWISE TED.	THIS AMOUN	nr	0.00	

0.00

I.

1

1

:

WWW.MOCILINATION           PAGE 1           SERVICE ADVISOR: 4.9 GARY DOZIER           COLOR WARENCEL         WWW.MOCILIST TRAIL HLAZ           LINE OF COLOR         MARE NO.           BEL DATE         MARE NO.           PROD DATE WARENCEL         WWW.MOCILIST TRAIL HLAZ           LINE OF COLOR         MARE NO.           RATE         PATHENT MARENT MARENT           PATHENT MARENT         MARENT OF TAGE           LIST NET TOTAL           ALUBE OF COLSPECT         REAV         OF TOTAL           ALUBE OF COLSPECT         COLOR TECK TYPE HOURS           LIST NET TOTAL           ALUBE OF COLSPECT         COLOR TECK TYPE HOURS           ALUBE OF COLSPECT         COLOR TECK TYPE HOURS           ALUBE OF COLSPECT         COLOR TECK TYPE HOURS           ALUBE OF COL AND FILTER CHANGE         S.95         S.95         S.95         S.95         S.95         S.95         S.95         S.95         COLO	UNIT# 61210		104968		÷	371279 *INVOICE*	CIN PH	NNG RD. F CINNATI, OH ONE (513) 7	P.O. BOX 19 10 45215 61-1111	<b>, ínc.</b> 5309
SERVICE ADVISOR:         49 CABY         MAXEMACODE           SILVERSTON         06         CHEVROLET TRAIL H.AZ         IGNOTI 3545         MICROSE         MI		OH	BUS			PAGE 1	v	ww.mccauske	y.com	
SILUERSTON         OC         CHEVROLET         TRAL         BLAZ         MULEAGE IN /OUT         TAG           GELDATE         PROD. DATE         WARRERY         PROMMED         PROM         Ball 4/9914         T350           OBLIDATE         PROM. DATE         WARRERY         PROMMED         PROM         Ball 4/9914         T350           OBLIDATE         PROM. PROM         PROM         PROM         PROM         Ball 4/9914         T350           OBLIDATE         SALUER CHANGE         STK: 62734 DLR: 09412         0.00 CC         26JAN07         26JAN07         26JAN07         5.95         5.95         5.95         5.95         7.90         1.900173 CC         5.95         5.95         5.95         5.95         7.90         1.900173 CC         1.70         1.70         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90         1.90 </th <th></th> <th>1.0</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>		1.0								
DEL DATE         PAGE DATE         WARE EXE         PROMISED         TOP DO NO.         PATHE PATHENT MARK 2017 2017 NO. CATE           GGUILOG IS         WATT 26.1NN07         0.00 CC         26.JAN07         26.JAN07								MILEAGE	IN / OUT	TAG
R.O. OPENED         READY         OPHONS         STR: 62734 DLR: 09412         D.O. DU CC         125.0AND7           26.078007         26.078007         26.078007         25.0780         1.09412         25.0790         TOTAL           3A LUBE, ODLE TECH TYPE HOURS         LIST         NET         TOTAL         55.95         5.95           1 39017342 FLITER         6.30         5.50         5.95         5.95           9814 LOP         21.00         NASH AND VAC         1.70         11.90           55 CPC         0.00         0.00         0.00         0.00           ************************************	SILVERSTON 00	6 CHE DD. DATE	VROLET TI WARR. EXP.	RAIL BLAS	Z 1GND' ISED	T13546 P0 NO.	RATE	9814 PAYMENT		<u>T350</u>
26JAN07         26JAN07         26JAN07         26JAN07           LINE OPCODE TECH TYPE HOURS         LIST         NET         TOTAL           A LUBE, OIL, FILTER CHANGE         5.95         5.95         5.95           JABUES OIL AND FILTER CHANGE         6.30         5.50         5.50           9814 LOP         1.70         1.70         11.90           E** WASH & VAC         0.00         0.00         0.00         0.00           100 WASH AND VAC         55         CPC         0.00         0.00         0.00           55         CPC         0.00         0.00         0.00         0.00         0.00           914 LOP         S5         CPC         0.00         0.00         0.00         0.00           55         CPC         0.00         0.00         0.00         0.00         0.00		<u> </u>	DC NEW (				0.00	cc	26JAN0	7
LINE_OPCODE_TECH TYPE HOURS         LIST         NET         TOTAL           A LUBE OIL, FILTER CHANGE         5.95         5.95         5.95         5.95           1 & 30017342         FILTER CHANGE         6.30         5.50         5.50           9814         LOF	N.O. OPENED	·· ·	READY		NS: STI	K:62734 DLR:	09412			
A LUBE, OLL, FILTER CHANGE         0.02         101AD           3A LUBE OLL AND FILTER CHANGE         5.5 CPC         5.95         5.95           1 30017342 FILTER         6.30         5.50         5.50           9814 LOF			26JAN	27					_	
MA LOBE OIL AND FILTER CHARGE       5.95       5.95       5.95         1 89017342 FILTER       6.30       5.50       5.55         9814 LOF	A LUBE, OIL, FI	LTER	CHANGE							
1       0.30       5.50       5.50         9314       LOF	3A LUBE	OTI Z	ND FTTTE	CUANCE						
B** WASH & VAC         0.00         0.00           100 WASH AND VAC         55 CPC         0.00         0.00           ************************************	. 1.890	17342	FILTER	<ul> <li>The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second s</li></ul>	e in the second second	un de la compañía de Norre de La Bernardia de La Bernardia. Na compañía de La Bernardia	6.30	5.50	5.5	
B** WASH & VAC         0.00         0.00         0.00           55         CPC         0.00         0.00         0.00         0.00           ***********************************	9814 LOF	L 011	2HR			an dhang an an Albain.	1.70	1.70	. 11,9	9,0
100 WASH AND VAC       0.00       0.00       0.00         Statement         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT         WASANT STATEMENT										

#### CUSTOMER COPY

01/15/10	12:03	MCCLUSKE	Y CHEV → :	1866775	;9469PPPP4736			NO.294	<b>P</b> 05
		104968			365857	McClusk	ey Che	vrolet,	Inc.
UNIT# 6121	0				*INVOICE*		NG RD F INNATI, OH NE (513) 74	IO 45215	309
CINCINNATI HOME	, OH				PAGE 1		w.mccluske		
		BUS		SEF		C 36 TEREN	CE TURNE	<b>T</b>	
COLOR	YEAR	MAKE/MODEL			VIN	LICENSE	MILEAGE		TAG
SILVERSTON DEL DATE	06 CH PROD. DAT	EVROLET TR	AIL BLAZ PROMIS		1 <u>135462</u> PO NO.	RATE	5923	/5923	<u>T666</u> TE
06JUL06 IS		READY	WAIT 18			0.00	2 <b>C</b>	180CT06	<u>.</u>
1000	TOC			- 511	K:62734 DLR:	09412			
180CT LINE OPCODE	TECH	180CT06 TYPE HOURS				LIST	NET	TOTA	
A LUBE, OIL, 3A LUE	FILTER BE OIL	CHANGE AND FILTER	CHANGE	an an an an an an an an an an an an an a	a baat in the Ream Mithelite			<u> </u>	
1 8	42 901734	CFT 2 FILTER		lade de la	in an an an an an an an an an an an an an	6.30	5.95		
5923	OIL OI		7		oo ya waga lukuwa ka kata kata ya tayo Wanazi ka Marinda kata kata kata ya	1.70	1.70		
		2			444 ordeno.				
B ROTATE TI	RES SE	*********** T PSI.	*****	*****		*****	*.		
3 ROTA	TE TIR 42	ES CPT						· · · · · ·	
5923 ROTAT					i venerala kalanda di bartan dari da barta. 1944 - Handar Bartan da bartan da bartan da bartan da bartan da bartan da bartan da bartan da bartan da bartan 1945 - Bartan Bartan da bartan da bartan da bartan da bartan da bartan da bartan da bartan da bartan da bartan d	and a state of the second second		<b>19</b> .9	5
· · · · · · · · · · · · · · · · · · ·	<u>→</u> _				<u>****</u> ************	*****	<b>*.</b>	'.,	
EST: 42.	50	180CT0	6 08:41	SA:	36 advantiger variations.	alistan at da as ar co	e e trade	·	••• <u>.</u>
	· · ·		an an an an an an an an an an an an an a	na Managara Kangara	n an an an ann an an an an an an an an a		·	;	·· ·
	: : .				in magnetic general generation The magnetic Black with the set				
	•••••	· · · · · · · · · · · · · · · · · · ·	a de Carro de	1 (1 4 M )		an an an an an an an an an an an an an a			
······································	•		an e geografie de la composition de la composition de la composition de la composition de la composition de la Composition de la composition de la comp	n san yang san san san san san san san san san san	dan sa sa santa tantan 1997 yang ta na dan santa sa sa sa kabupaté	venin, solito por tenero da Maria da de constituir da como	An ann an An A		•
					an an an an an an an an an an an an an a				
					MOZALI AL CONTURA MANAGAN MANANANANAN MANANANAN MANANAN MANANANANAN MANANANAN MANANAN				
•	. *				1997 - Andrea Maria, ang pangha 1997 - Ang panghalan ang panghalan ang panghalan ang panghalan ang panghalan ang				
a and a second second second second second second second second second second second second second second second	1.25				- Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Service - Se				
				· · · · · ·	VARRANTY STATEMENT	DESCRIPTI	ON	TOTALS	
				THE DE	and disclaimer: Aler Hereby Disclaims at Ities, Express or Impliei			25.90	
				OF MERC	ng any implied warrantie Chantability or fitness fo Cular purpose, and neithe	GAS, OIL, LUBE		<u> </u>	
				ASSUME OTHER I ANY LIA	ALER HEREBY DISCLAMS AL ITTES, EXPRESS OR IMPLIE SUANTABILITY OR FITHEBO SUANTABILITY OR FITHEBO SUANTABILITY OR FITHEBO SERBON TO ASSUME FOR I BILITY IN CONNECTION WIT E OF ANY PARTS OR THI THIS DISCLAMER IN NO WA' O THE PROVISIONS OF AN CTURER OR OTHER SUPPLIE TISS.	SUBLET AMOUNT	·	0.00	)
				THE SAU	E OF ANY PARTS OR THI THIS DISCLAIMER IN NO WA	TOTAL CHARGES		0.00	
				WARRAN	CTURER OR OTHER SUPPLIES	LESS INSURANCI		43.30	
				ALL P	ARTS INSTALLED ARI	SALES TAX		2,81	
					UNLESS OTHERWIS			42.49	<u> </u>

01/19/2	030 08:14 FAX				<b>₫</b> 002/002
		d Hum			
	(ci	ineral motors but	RESERESORDCE CENT	ER	
	January 7, 2010 ANGIE FRYMAN – FINAN MCCLUSKEY CHEVROLE 9673 KINGS AUTOMALL 1 CINCINNATI, OH 45249-83	T, INC. RD		Æ	
	Re: Customer: Siebel Request: Year. Make, Model VIN	71-789194707 2006 CHEVROLI 1GNDT138462	T TRAILBEATER		
	Dear Angie Fryman: This is a letter of notificati	on regarding a Bener	Sosiness Bureau case inv	olving the shore reference	
	customer,				
	In order to perform a case documents regarding this velo	icle within 24 hours. Th	specific document neede	भ्ये अग्रह;	20
	<ul> <li>The incentives acknowledge</li> <li>Copy of the Title and</li> </ul>	owindgement form	ncheding: a conversion arvo	vice (if applicab c)	
	Please fax them to the numb pages, please contact me as so	er found below. If the	¢ are any fax difficulties	or the documents exceed 5	0
	Your cooperation is greatly a number below.	ppreciated. If you have	any questions, fact free (	to contact me circotly at th	<b>e</b> .
	Sincerely,				
	Saudra Slone BRC Castomer Relationship S Ph# 800-231-1841, prompt 1 FAX# 866-775-9469	pecialist txtension 41009			
				:	
· · · · · · · · · · · · · · · · · · ·					
-					
				:	
				· · · · · · · · · · · · · · · · · · ·	
	0001#				

JNIT# 61210		104968			3767 INVC			8525 REA Cil P	DING RD. NCINNATI,	<b>hevrole</b> - P.O. BOX OHIO 45215 3) 761-1111	15309
CINCINNATI,	OH	BUS :			PAG	E 1			www.mcciu	iskey.com	
	EAR						DR:	36 TER	ENCE TU		TAG
SILVERSTON		HEVROLET		•••••••••••••••••••••••••••••••••••••••							
DE DATEN I	ROD. DA	TE WARR EX		XOMISED		<b>9 M B</b>		RAIE		87/12587 T	DATE
			17:0	0 04MAY				0.00	CASH	24001	07
				TIONS.	STK:627	343 DL	R:09	412			
04HAY LINE OPCODE	TECH	14MA I TYPE HOU	nks					LIS	Ţ]	NET TC	TAL
acus rets Cause: F						- K- 3- (00000 H- 19-3-					
<b>J9991</b>	- 58	S WC					i I			(N	(신요) (/C)
	AIM 7	YPE								an an an an an an an an an an an an an a	A.T.A. Dealey includ
	NH CC	DB: B						pocolici linici de esse		useus <mark>e</mark> (99).	
							<b>S</b> LENT			SREE <mark>E</mark> RADSS	
12587 DID FO UND HIS	NOT	CT UP ROA	d TBSF	17 MILE	s dir N	ourac	ê or	, scan	TEST	Real of the second	3.2.7.7.7. <i>7.</i>
				the King of the Column Ford	じりにはためたくか あいがほ	6.5	199 <b>0 1</b> 99	DEDATO		<b>:</b> 2011:11:15-11:57,57,57	
MADE AT TH	IS TI	ME1.6	HRS	-TOTAL-	58	92- 11		-GAVE	CARD TO	inneesigine: varias as Seexxxeesigine: varias as	anarista (m. 1917) Angelanda (m. 1917)
CUST PORS	*** A <sup>1</sup> B1	******** RNING SME	******	* * * * * * *	*****	***** 37 <b>84</b> 88	* * * *	4 4 4 4 A 4 4	* * * *		
'AUSE: F NP <b>E N</b> O							£i   .			1	
	<u>4</u> 8	WC					i   1		sonna e volati SSNRG Restants	(N	/c)
CL	атм т	YPE.									
1140							1			and a state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the	
										137613 (jila <i>"</i>	
12587 BHD	SMELE ***	<b>ANYTHING</b>	ON ROAL	)	*****	****	***	*****	****		
	ISE R WORK	Ental-Due 11	TO BREA	KDOWN a	custo	<b>HAR</b> E	SING	ETWO-H	JURS LAT	<b>re</b> ti se pat	8844 - A.G
AUSE E	5 DAY	S OR MORE	RENTAL.				N.SS			586 <mark>X </mark> 695 (13	
<b>V</b>	RHICL 50	E-REQUIRE	PDAC 7	740		n <b>ar</b> is		des parts	enderste der State Seidenste der State		
					WARRANT	STATES		DES	RIPHON .		/C) ∿s
				0350	ARRANTIES, EX CLUDING ANY I FIMERCHANTABL		ANTES	PARTS AM	JUINT		
				430	PARTICULAR PU SELMES NOR THER PERSON T	AND AND AND AND AND AND AND AND AND AND	FOR IT	GAS, OIL, L SUBLET AN			
					WARDANF AND DISC ALE DEALER HER AND DISC ALE DEALER HER ANTICULAR PUR PARTICULAR PUR SUMMES I NOR THER PERSON T HER PERSON T HER ALE OF AN PART THIS DISC THER SHE IF MURACTREES	M PRIMA CITAL		MISC. CHAI TOTAL CHA			-
								LESS INSUL			
				A	AL PARTS I NOICATED.	NSTALLED S ONTHE	ARE RWISE	PLEASE P	AY		
				<u>]</u> 1							<u></u>
				CUST	MER CO	PY					

NIT# 61210	104968			3767: INVO:	**		25 READII CINCI PHC	ey Chev NG RD P.( INNATI, OHIC NE (513) 761 w.mccluskey.	D. BOX 1530 45215 -1111	
OME OH				PAGI	3 2		VVVV	w.moauskey.	com	
1 · FB	BUS	and a subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the subscription of the		RVICE				CE TURNER		AG
COLOR			ACCULT FOR					MHEAGE IN		AG
DE DATE PRODUCT	EVROLET TRA	AIL BLAZ	lGN	DT13S4	52 10. : jan -	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	ARE	12587/1 PAYMENT	2587	<u>r586</u>
		17:00 04M	AYO	7			0.00	CASH	240CT07	
Rotopened	READY	OPTIONS:	S	TK:627	34 DLR	0941				
04MAY07	14MAY0	7								
INE OPCODE TECH	# : COUNT:		i pálészi ter				LIST	NET	TOTAL	earth a'
CLAIM TY	PE:							<b>XX</b> 1944///////////////////////////////////	X	entre s
UBL ENER PRISE P		en en en en en en en en en en en en en e	eneren en anderen Eneren en anderen					erete da esta	alaa <del>ay cond</del> aa fi Mii Mii Nataa ahaa	naturia.
PD#382233	,	annigaeth Martinean an annaich Martinean an Martinean an an annaich					· · · · · · · · · · · · · · · · · · ·			
12587	l we see f									
**** 							*****	<b></b>	<b>98</b> 7-299999999999	5. AV 51
)** CUST RPTS OIL AUSE: R	DK.9.9.4	TANGE WEAVE	10					ESENCE AND AND AND AND AND AND AND AND AND AND	s <b>e</b> o seregad	 
NRM NORMAL C	WC 4						96 - 98 - 97 - 98 - 98 - 98 - 98 - 98 - 98		(N/C)	R(M).;-
FC: PART	# : COUNT :							Repair and a second second	Maria Maria Manana Manana Ang Ang Ang Ang Ang Ang Ang Ang Ang Ang Ang	
AUTH COD	E:							<b>88</b> ,62,62,64,13,65	(2018-19-19-19-19-19-19-19-19-19-19-19-19-19-	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
						a teorio defició Azote concerne				
12587 OIL PRESSU	RE READING	WAS NORMA	T O	N ROAD	TEST.			<b></b>		
927458	n service and a service and a service service service service service service service service service service s The service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service s				印刷を開	****	*****	₩		la se e
	*********							<b>198</b> 3 - 25 - 27 - 27	i Angeler a	jykr¦r∳
and a second second second		alah bertekan karangan bertekan karangan Alam bertekan karangan bertekan karangan bertekan karangan bertekan karangan bertekan karangan bertekan karanga	nan de Dy De generation			Kierzy	nertent	dender) - 2757 mar fan fan fan Mander - Frider Stoffensker		n an tha tha tha tha tha tha tha tha tha tha
							(#1947215 <b>%</b> 261]		n Networks	
			ananina na kalina Manana i Kanaza	n ann ann ann ann ann a Railtean ann ann ann ann a						
	eren eren sens er fan se fis	nt: Marsin: 516. 5 881						<b>Net</b> est to state (All)		
a none wa			ъ	WARRANTY AND DISC E DEALER HER	STRUCTURE N		DESCRIPTION		0.00	a - Xişlər
				RRANTIES, EX LUDING ANY I	RESS OR ME		ARTS ANICUS		0.00	
			ASI	AND DISC. E DEALER HER RRANTES, EX LUDING: ANY M MERCHANTABL MERCHANTABL MERCHESSON T Y LABUTY IN E SALE OF M ARC THIS DISC FECTS THE PP NULFACTORES.	ALEXANE FO	жит жит Wina	UBLET AMOL	INT	0.00	
				AIR THIS DISC FECTS THE PR	A PRICES OR	WAY MNY T	IISC. CHARGI OTAL CHARG		0.00	
			W.A	NUFACTURER C RRANTIES.	R CANCER SUPP		ESS INSURAL ALES TAX	4CE	0.00	
Anna Anna Anna Anna Anna Anna Anna Anna				l parts i Ew <b>Unle</b> s	NSTALLED S OTHERV		LEASE PAT			23.4 S S
ting the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second se				DICATED.		┼╌╌└╹		••	<u>  </u>	· · · · · · · · · · · · · · · · · · ·

			luskey Chevr	olat Inc
104968 UNIT# 61210			5 READING RD. P.O. CINCINNATI, OHIO	. BOX 15309
CINCINNATI, OH			PHONE (513) 761- www.mocluskey.c	
HOME : BUS	SERV	PAGE 1 ICE ADIVISOR: 49	GARY DOZIER	
COLOR FARE MAKEAMOD			ENSE MULLAGE IN	COUTAIN A TAG
SILVERSTON 06 CHEVROLET	TRAIL BLAZ 1GNDTI BROMSED	3.54 6 2	9814/9	9814 <u>T350</u>
06JUL06 IS	WAIT 26JAN07		0.00 CC 2	26JAN07
RO. OF BALD		62734 DLR:09412	2	
26JAN07 26JAN LINE OPCODE TECH TYPE HOUR	25		LIST NET	TOTAL
A LUBE CLANCE 3A LUBE OIL AND FILT	R CHANGE			
1 89017342 FILTER			5.95 6.30 5.50	5.95 5.50
9814 LOF 21	IRS		<b>1.70</b>	666 <b>81-90</b> 7-2652
B** WASH & VAC				en dar bernetar de Beller († 1944). Reserved an en verser de Beller († 1945).
55 CPC			0-00	0.00
			eristikani andalari andari andari Estim ting satisfikani kara kara kara kara kara kara kara kar	Weinsenschutzwich beitrich nicht in 1993 Beitrichter Anweise beitricht die
				ante ante con las constructions de la construction de la construction de la construction de la construction de
an an an an an an an an an an an an an a				Yana katata
	CANCELLING TO CHARTER PROVIDENT	heirig <b>ha</b> rthar (1997)	WINE RECEIPTION	
	in a station of the state	n <b>seisine</b> n eiseen j		
		1 一 一 新聞 6 一 載 4 日		
		UPRAINTY STRUCTURES ALL LAR BY HERESY TISCIAMINS ALL LAR ES. EXPRESS OR PARTLED. SANT MAPLES WARDANTES ANT AND LES WARDANTES ANT AND LES WARDANTES AND NET AND NET AND NOR AUGUSTORISTICS AND NET AND NET AND AND AUGUSTORISTICS AND NET AND NET AND AND AUGUSTORISTICS AND AND AND AND AND AND AUGUSTORISTICS AND AND AND AND AND AND AUGUSTORISTICS AND AND AND AND AND AND AUGUSTORISTICS AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND AND		TOTALS
		ES. EXPRESSION MARLED, PAR ANY INFLEE WARLANTES PAR MATTAGE ITY OF FITTINGS FOR	TS AMOUNT	<u>5.95</u> <u>17.40</u> 0.00
	ASSUMES OTHER PE ANY LIAS THE SALE	NOR AUGENIZES ANY FRONTO ASSOUNCE FOR IT SUE UTY IN COMMECTION WITH OF ANY POWER OF THESE MIS	LET AMOUNT C. CHARGES	0.00
	REPAIR TH AFFECTS MARKERACT WARREACT	NS CUSCLANDER IN NO WAY THE PROVISIONS OF MAY THE PROVISIONS OF MAY TOT	AL CHARGES	23.35
		SAL	ES TAX	1.52
	INDICAT		SAMOUNIT	24 87
SERVICE BIOCICE #2 XXX2.	CUSTOMET		·	
500/ too a 999t#			T	TI:00 7002/02/20

UNIT# 61210	104968		3658 *INVC			READING RD. CINCINNATI, PHONE (51:	3) 761-1111
CINCINNATI, OH HOME	BUS :		PAC			www.mcclu	skey.com
COLOR # MEAR		17574572016820000 ()	SERVICE	the second second second second second second second second second second second second second second second s	R: 36	TERENCE TU	
SILVERSTON 06 C	HEVROLET TI	RAIL BLAZ	1GN0T1354				923/5923 <u>T666</u>
06JUL06 IS		WAIT 180	ocro6		0	.00 CC	180СТ06
180CT06	180CT		STK:627	734 <b>DL</b> R	:09412		
LINE OPCODE TECH A LUBE, CL, FILTE	TYPE HOURS	3				LIST 1	
3A LUBE OIL		R CHANGE					95
1 890173 7 101L 0	42 FILTER						.50 5.50 70 11.90
5923	ik	OF				1944-7.12 <b>6</b> 204-7.1	fu <b>fette</b> ile <b>E</b> therikanon versitettette
B ROTATE TIRES S	ET PSI.	*****	********		*****		
	CPT		net i ser <b>e</b> i	in <b>n</b> eri			95 19.95
5923 ROTATED AN	D SET	3			*****	<b>**</b> ↓ <b>**</b> ₩*	FREETRIC CONTRACTOR
BST: 42.50	1800	PO6 08:41	<b>SA: 3</b>	tin <b>d</b> irik	Liovationat		1997 - Maria Bartana (m. 1997)
( <b>1916), Andres (1917</b> ), Andres (1917)			ni strift	z kaj <b>o</b> rna k			tana ana wata kata a s
: <b>Hillings</b> (							<b>BARAN PERGANA</b> ADATA
						· ·	<b>enan basi s</b> ti disebuten berezi kena
		i					
					:		
							nev ne sezence transmission
		996 - 199 <u>8 - 1999 - 1999</u>			. 1	nsis versioners for N <b>DE Screen o</b> nder (se	in Kielsen ander sollter in der sollter sollter sollter sollter sollter sollter sollter sollter sollter sollter
			WARRAN ANDORS THE DEALER HE WARRANTER, IS INCLUDING ANY OF MERCHINATH A PARTICULARIN A PARTICULARIN ANY LABOUTY I REPAR THIS DE AFECTS THEIT MANULACT REP WARRANTES			OR AMOUNT TS AMOUNT	<u>25.90</u> 17.40
			OF MERCHANTAE A PARTICULARIP ASSUMES INCR OTHER PERSON	ALIFY GENETING	ANY SUB	, OIL, LUBE	0.00
			ANY LIABLITY I THE SALE OF A REPAIR THIS DE AFTECTS THE I	N COMPECTION		. CHARGES AL CHARGES	
					SAL	5 INSURANCE ES TAX	3.62
			ALL PARTS NEW UNLE INDICATED:	Inistrilled SS Girter	ARE MSE PLE THE	ASE PAY S AMOUNT	42.49
SERVICE INVOLE #2 ISERC		q	USTOMER C	opy		,	
;;   ₩J002 5002 \002					1	ł .	.  ZI:00 400Z/0Z/ZO



TACSIMILE COVER SHEET

andre Stone TO:

COMPANY:

PHONE: <u>\$10-331-1841</u>

FAX: \$66-775-9469

DATE: 1-37-3010

PAGES INCLUDING THIS COVER PAGE:

FROM: STEPHANIE ROSE ADMINISTRATIVE ASSISTANT roses@mccluskey.com PHONE: 513-679-9352 MOBIL: 513-560-0242 FAX: 513-679-9123

105 Fact On the 14 David on D. O. Boy 15200 a Cincingsti OH 45215-5598 a 513 761 1111 a mecluskey com

170299	OGML		· · · (	GMAC Sma	RTLEASE® AGRE	Ement Mont	thly Payn	nent		
		i) ("You") nam	e and address, in		Garaging address (If c			LESSOR (Retail	er)	
				*	Principal driver (if busi	iness use)		MCCLUSKE 8525 REA	Y CHEVROL DING RD.	
C 1	INCINNAT	I OH		LITON				CINCINNA		45215
If this box is cl if this box is cl if this box is c if this box is c	hécked, Less hécked, GM/ hecked, Less hecked, Less	sor (Retailer) w C helped to a sor (Retailer) w cor (Retailer) ir	rill assign this lease mange this lease r fill assign this lease stends not to assid	and sell the ve and Lessor (Ret se and sell the w on this lease.	ou are not buying the va signee" is a person to w ehiole to General Motor aller) will assign it and a ehicle to	self the vehicle to Cen	Igned (if it is as: allon ("GMAC") Itral Originating	algnad). Lease Trust.	e front and bao	
	ear		Model	Body Sty		cie 10 #	Mileage		Primary I	·····································
NEN O	6 CI	EVROLET	TRAIL BL/	AZ PU	1GNDT13	3\$462	100	Dersonal, Family, (		Commercial, Business
)ealer installed	d Options:							GVW (II truck)	· · · · · · · · · · · · · · · · · · ·	Agricultural
Amount Due Signing or D (Itemized Bek	ellvery	\$	nonthly payment o	_, followed by m the6	Hof each month.	Disposition fee	(If you do	s	. •   (Th	al of Payments e amount you will have pa the end of the lease.)
		1110	, jear menning pag	hillen its is à	20039.52	ł		Total \$	N/d	• 21672 00
			jedi menini puj		ation of Amount Due	at Lease Signing or	Delivery	Total \$	_N/4	\$21672_03_
		igning or Dell	very:	*itemiz	ation of Amount Due		•	Total \$		*
a. Capitalizé b. Firşt mont	id čost reduc hly:pavimeni	Signing or Dell	Very:	Titemiz Anton of the State Anton of the State Anton State State	ation of Amount Due	6. How the Amou	nt Due at Leas	e Signing or Deliver	y will be paid:	* <u></u> * <u>***</u>
a. Capitalizé b. Firşt mont c. Refundabi d. Titlé fege s. Registrati f. Sales/use 9	d cost reduc hty-payment le security de on fees text 2 TA	Ngning or Dell Non posit K. ON: CAP	Very:		ation of Amount Due 1321 61 417,49 	6. How the Amount a. Net trade in a b. Rebates and c. Amount to be	nt Due at Leas Iongash.credits pald in cash	e Signing or Deliver	y will be paid:	*
a. Capitalizé b. Firşt mont c. Refundabi d. Titlé fege se. Registrati f. Sales/use 9	d cost reduc hly payment le security de	lion posit X. Oll: CAP	Nery:	*Itemiz	ation of Amount Due 417, 49 417, 49 	6. How the Amount a, Net trade In a b. Rebates and c. Arhount to be	nt Due at Leas	e Signing or Deliver	y will be paid:	К
<ul> <li>a. Capitalizé</li> <li>b. First mont</li> <li>c. Refundabi</li> <li>d. Titlé fégé</li> <li></li></ul>	d cost reduc inly payment le security d on fees tax TiA ENSE piralized co and any ou ed cost reduced	Igning or Dell Ilon Posit X ON: CAP St. The agreed Istanding priori Intion. The am Cost The amount	REDUCTION	<pre>"Itemiz "Itemiz " " " " " " " " " " " " " " " " " " "</pre>	ation of Amount Due 1321 61 417 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49 A17 49	6. How the Amou a, Net trade in a b. Rebates and c. Arbount to be the answer of the answer determined as show to any items you pay dit, or cestryou pay dit, or cestryou pay	nt Due at Leas lowance noncash credits peld in cash an belew: for over the lease harreduces the	e Signing or Deliven	y will be pald:	* * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * * *_ *

#0981 P.002 /011

06/28/2007 03:06

· · ··································		AL ADVALUE WERE TELEVISION AND A ADVALUES AND A ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES AND ADVALUES
Rectain and a set an arrival an air a share a safet - garant an sain a	A Terror monthly payment is a second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second seco	determined as shown below:
al Gross capitalized cost. The agreed upon value of the ve	hicle (\$1. Associate Fight Dig to ) an	determined as shows below: It any items you pay for over the lease term (such as service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, and the service contracts, an
Insurance, and any outstanding prior credit or lease balance	an to an an an an an an an an an an an an an	18 M. A. H. W. B. B. B. B. B. B. B. B. B. B. B. B. B.
b. Capitalized cost reduction if the amount of any net trade	-in allowance, rebate noncash crec	iii, on cash you bay that reduces the prossicabilitized cost a new with the part of the product of the product the prostication of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the product of the produc
c: Adjusted cepitalized cost. The amount used in calcular	ng vourbase monthly baymant	all, or cash you pay that reduces the gross capitalized costs and the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second se
Besidual value. The value of the vehicle at the end of the	Lease licen in coldination with some	A STATE BUILDING STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES AND A STATES
B. Denreciation and survey and another the analysis	Above a factor of the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second	
	Charged for the vehicle's decline in	valuettingdon flormatuse and for other tems baid over
. I Hent charge. The amount chalged in addition to the	Horrow Marine Marine Marine Andrews	
sag. Lotal of base monthly payments. The appreciation a		
A starting and a start of the start of the start of the start of the start of the start of the start of the star	ាត់ទំនាក់អាចក្រស់ដែល ដែលខ្លាំង ទំនាក់ សំរោង សំរោង	
habease payments. The number of payments in your lease.	ىرىيا مىچكىم كەمەلەيلە بىرماللەكلىلىغام مەيچىر ئ <sup>ۇ</sup> سىشەنەت (اردۇرىلىلىكەر مەرەپ	164-16-18-18-18-18-18-18-18-18-18-18-18-18-18-
Base monthly payment and actimated	and and the faith and had the she had been been a straight and the	and the second second second second second second second second second second second second second second second
I. Monthly sales/use tax (estimated)		
	1.2 A 10.1014 (415, 2111 (2-1.60)	
I. Total monthly payment		
		THE REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A REAL PROPERTY AND A RE
Early Termination. You may have to	jay a substantial charge if you en	id this lease daily. The charge may be up to several the control control and approximation of the control of the charge may be up to several the control of control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the control of the
The actual charge will depend on	when the lease is terminated. The	ia thisslease early ( <u>photoharge may be up to several this said sollars)</u> is its but my asternative e earlier you end the lease, the greater this charge is likely to be, it and a solid reast way as
. Excessive Wear and lise. You may be chamed for excessive upper t	acad on our standards for namel use a	
is Pitrchase Online al Peri el Lesco Torm. Vor hous on Antich is Real	ange regeneration of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state	
iana mana mpinana ang ang ang ang ang ang ang ang ang	ning Andread Strath College and Coll that lease to the up	and for mileage in excess of
ing ourser importances crins, see your lease decoments top additional in	formalforbureariv tendination. "neuchase	e optiblistand maintenance tesponsibilities: warranties; late and default charges, and his prances
1. ITEMIZATION OF GROSS CARITALIZED COST. a. Agreed upon value of the vehicle	2 released to Alice and Alice and Alice	
1. ITEMIZATION OF GROSS CARITALIZED COST.	and the standing state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the s	16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay
a. Agreed upon value oldhe vehicle	\$ <u>****</u> 3114 <u>B343</u> *	promptly; we may pay it East time we pay a fine you will pay us the fine blog \$20,000 https://
B. GMAC administrative rea	595.0A	07/05/140
c. License/registration/lite fees	A CARLES AND AND A CARLES	117 O GEO DECO DEMODIENTE UMBERANIS/9858-13/320000160 70 (200
d. Sales tax	+ \$ 1213.43	You are scheduled to return the vehicle on this date: (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rear, (rea
	+ \$ 1613,43	18.LEASE END DAILY EXTENSION CHARGES 5. 30. 30 per day (plus tax), beginning or
e. Other tax (describe) nr. N/A	MAN TO SUPERIOR NO.	the eight day after scheduled lease and date.
· A. Optional service contract, in the service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service service	+ \$	
g. Optional maintenance contract	+ \$	19. REQUIRED VEHICLE INSURANCE INFORMATION. You allight that liability and physical
h. Optional life insurance	+ \$	damage policies that meet our requirements (see the other site) are instant of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of this leaders in the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the date of the
	аталата Францияна на ЦСС на на на на на на на на на на на на на	
Optional disability insurance	+ \$ <u>N/A</u>	and be least to the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second sec
( 🐙	Comes to Summer a contract A	Insurance agency name: <u>DAK IN_INSURANCE</u>
k	+ \$ N/A	Agency address: 24E MUL BERRY ST EBANON OH 45236
. I. Gross Capitelized Cost.	- 32964.36	Agency phone no.c
	NDAL SANTE EE	Agent's name:DAKIN_TASURANCE
2. TREVEHICLE YOU ARE TRADING	Berny and the state of the state of the	Bolloy.no. A010165171
ARMAN PALLER & MARCH & (year) To main	nake)settes s(model) a costary	Deductibles: Colligion &
Gross trade-in value	<u>\$ 14080.00</u>	
Payoff	- \$ 14080,007	Insurance company name:
Net trade-in value	= \${/A	• •
		Agency address:
3. OFFICIAL FEES AND TAXES, You will pay all government	license, title, registration/ testing,	Agency phone no.:
nu inepegiion 1968 tor the Venicle. You will day all faxes on	the lease or the vehicle that the	Agent's name:
iovernment levies on voll the vehicle, or us (excent our net	income texas) . No mey shoppe	Policy no.:  Physical damage
our monthly payment if taxes change. We may bill you separate		Deductibles: Collision \$ Comprehensive \$
IDTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	\$ 1799.33	20 ORTIONALISH ICH AND, DIGARHETY INGERAMOCH UMMAR ARE EMADER MICH SHAREBUR
The actual total of fees and taxes may be blober or lower dens	inding on tax rates in effect or the	20: OPTIONAL**LIFE AND DISABILITY INSURANCE! We'do not require alle at allsability insurances if you sign below, we will by to get the coverage(s) checked for the lease tent. We will all and the
whicle value when a fee or tax is assessed.		the promium in your base monthly payment. A notice you receive when you sign this lease describes th
. a. Title/lien fees		coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.
b. Registration feesitaxes		
c. License legs taxes	\$500.00	Insurér nante: Address:
of Educority Previous		
d. Sales/use taxes (including tax on capitalized cost reduction	N	and the second second second second second second second second second second second second second second second

#0981 P.003 /011

..

06/28/2007 03:07

:

! ': i.. .

	· · · ·
vehicle Walter when a fee or lax is assessed.	- Insurance time And Disacher insurance version and the second of the lease describes the insurance may not cover taxes and other amounts due besides the 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.
a. Tille/lieg/jees b/Registration jees/taxes	have been demonstrated and the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second s
C. Ligense fees/(exes	Hulloga,
e Excise laxes: (including law on capitalized cost reduction)	
AV SATURE SO HIGH ADDES SU AND A COMPANY AND A COMPANY AND A COMPANY AND A COMPANY	Coverage Inflit \$
	Disability insurance (Lassee only) interactive of Monthly coverage limit     S
h. Olher (describe)	KESSHE SISTERATURET X
Uniter (describe)	ester for a second second second second second second second second second second second second second second s
14 MILEAGE	A A A A A A A A A A A A A A A A A A A
Give the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second se	21- WARBANTY AND EXCLUSION OF WARBANTY, You have the benefit of any wayranty checked below.
Extra Miles You are Boying 200 - 12 - 14 / Aparta miles at \$-2 - 1/A permile litipistease ends	🖸 Standard manufacturer's warranty
ton ar affamilite inst schall lief bayment is due we will create you with a <u>2007 - 128 CA</u> , per tone to	
each "builsed" extra-milier There will be the torrellt if the lease each each, you buy the	Wananty papers that are separate from this lease state dry opverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.
Totat Allowed Mileson the Odometer at Lease Englis	THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY, THERE IS NO WARRANTY THAT THE
Creative of Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million and Million an	VEHICKE IS FIT FOR A PARTICINAR PURROSE 1
11108	22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS
Purchased extra miles Purchased extra miles Bxcess Mileage Charge. The excess mileage charge is \$20 per mile tor each mile	NameNAATemSAATemSAA
We word the total ellowed miles nice tay. It the lease ends early and the vehicle is not a lotal	Blance of the start is and approximate an approximate and the month month of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the start of the st
toss 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 and the wear is a second wear of the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second	Name: If you's to buying a service of maintenance contract now you'may pay for it at lease signing. If you'do not, the place will be in the capitalized dost and you will pay rent charges on the prove
15 LATE CHARGE if you do not pay a monthly payment in full within 10 days after it is due,	and the second second second second second second second second second second second second second second second
you will pay a late charge sess of the part of the payment that is late.	25 Albert Martin State and Andrew Albert Andrew Andrew Andrew Andrew Andrew Andrew Andrew Andrew Andrew Andrew
1. THIS US THE FAILER AGEEDIENT: THIS JEASE. Including the front and back of this form icontains	s the entire agreement between you and us relating to the lease of the vehicle. Any change to
by you and us; No dranchanges are binging.	[1] A. M. M. M. M. M. M. M. M. M. M. M. M. M.
ohts under this lease without losing them.	U ARE ENTITLED TOTA COPY OF THIS AGREEMENT
NOTICE TO, LESSEE 1, DO NOT SIGN THIS AGREEMENT BEFORE 199 HEAD AF FEIDINE	The OH and the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second sec
YOU SCANDO THIS ACCEPTION AND REDEIVED & COPY AT	(weat) the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second se
	A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A CONTRACT OF A
MCCULISKEY CHEVROLET INC. SIGNATURE MONTHUR X	
Lesson assigney all right, fille, and interest in this lease to the party identified in this lease as the time with the assigney all right. The Dealer Agreement is Lesson also assigns all fight. If the additionest in	Threaded associate inder the terms of the lease Plan Dealer Agreement of effect from the to
time with the assignee (the Dealer Agreement), Lessor also assigns at furn, title, and interest in	D. We repaid, we have been reprinted in this lesse as the interned as all the reprinted of the contract of the new less of the internet of the new less of the internet as all the former of the new less of the internet of the new less of the internet of the new less of the internet of the new less of the internet of the new less of the internet of the new less of the internet of the new less of the internet of the new less of the internet of the new less of the internet of the new less of the new less of the new less of the new less of the internet of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of the new less of t
Under the terms of the Dealer Agreement	
	ER OF YOUR INTEREST.
SEE OTHER SIDE FOR OTHER MPO	
671 MONTHLY 11/2001 (4) Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.	
	TRIPLICATE ORIGINAL - DEALER

1

#0981 P.004 /011

#### 06/28/2007 03:10

······

. ------

\_\_\_\_

、 ·

NULLUSKEY CHEVE	NAFE INC.	GMAC SMARH	New() Usag() Prior Deepo () Prior, REP () GM Employee () Low Milesge Users
Lessee Name ARY VOLANIB			New() UsadC Prior Deano L Prior REP L GM Employee () Low Mileage Users Monthly C Single C Term (Manths) Effective Rate (to be completed by GMAC)
Maximum Agreed Upon Value of the Veh			Mileage Factors
(Lines 1,2,3 and 5 Apply Only to Now Vehicles)	Agreed Upon Value Ro	sidualizable Amount	DEAL NO 170299 Extra Mileson Allower Mileson Allower Mileson Allower Mileson
1. MSBP front Factory Involce	s <u>34035_00</u>	\$34035_00	0 48000 48000 48000 Miles to be Delarge for Tanta
A. Times Markup Factor	× 110		A. Exposited Miles to be Driven for Term - <u>48000</u> + <u>48000</u> S. Standard or Low Milesope Allowance for Term - <u>ABUIDI</u> + <u>48000</u> C. Euth Milesope Ki Term
6. Marked Up MSRP 2. Preterrod Explorment Group Discounts (PEC)	= \$_37,438,50	5 N/A	D. Refundeble Extra Mileage Cost (per mile) 1 x 5 K/A K/A
			17. Total Allowed Lenso End Odometer Milesge
3. Dealer Installed Options:	N/A .	S. NAA	A 18, Annual Mileage ((Line 16A ÷ Term) x 12)
A. Capitalized and Residualized B. Capitalized Only C. Capitalized Only		s N/A	Residual Velue
C. MERP of Removed Equipment D. Total of Dealer Installed Options	- š \$7A		
4. Maximum Agraad Upon Value (Lines 1B + 3D i New Vehicle, Line PS of R7 if Used.)	_ s <u>37438.50</u>		20. Timas Residual Percentega (New Yehicio Only) Base% + Low Milesge% = 53.
5. Max. Reskhaulzable Antonit Net Trada-In	· · · · =	<u>s34035,0</u> 0	0 21. Base Residual Velue (loc Usad Velues obtain from Like Rto II Certilled, Line R12 If Non-Certilloc) - \$ 18038
6. Gross Trade-in Valuo		\$ 14080.00	0 22. Loss Total Cost for Helundeble Extre Made (Link for)
A, Less Payoff B, Nat Trade in Value (Peallive or Negative)		14080.00 S R/A	A B. Other Factors Alacting Decrectation (describe)
C. Less Amount Used Towards Face/Taxes/1st D. Loss Amount Allocated To Capitalized Cost I	Prof/Sec Cep -	\$ <u>N/A</u>	A 24. Residuat Value = 3_18038.
E. Amoont Hatained by Lessee		*N	A Monthly Payments/Single Pariodic Payment (if 10/ WA, Complete R14 - R18 instead).
Capitalized 7. Agreed Upon Value of the Vehicle (Not to Excee		s 31145.93	3 25. Date Monitariangle Poncial Parenta N/A
8. GMAC Administrative Fee (il Capitalized)		s595.00	A Source Change
6. A. Optional Service Contract (7 Capitalized) B. Optional Materiananos Contract (7 Capitalized)	. 1	\$N/A	
	9 -	\$ <u></u> N/A	A. Monthly Seles/Use Tax
10. Optional Life Insurance (if Capitalized) 11. Optional Disability insurance (if Capitelized)	-	sN/A	A C. Other (describe) 70 + 5
12. Other amounts Levied at Lease theoplien Not Inc			27. Total Monthly/Single Periodic Payment = 3 417. 20039.
A Title Fees	\$ N	/A	28. Total of Monthly Payments (Line 27 x Territr) = \$ Depreciation and Other Amounts
B. License Fees C. Registration Fees	÷ š <u> </u>	孫	29. Adjusted Capitalized Cost (Line 15) \$ 31632.
D. Saks/Use Tax E. Other Tax (describe)	+ <u>\$ 1213.</u>	43 7A	30. Less Peridual Value (Line 24) - \$ 18038.
F, Other (describe)	÷ \$	<u>5 1213.4</u> 9	31. Depreciation and Other Amounta
13, Gross Capitalized Cost		s 32954.35	5 Rent Charge 20. Total Bace Monthly/Since Periodic Payment (Line 258 or Line R16) \$ 417.
14. Less Capitalizad Cost Reduction			32. Total Base Monthly/Single Periodic Payment (Line 258 or Line R16)      5      33. Timos Number of Periodic Payments *
A. Cash	<u>s 571</u>	61 /A	34. Total Base Manufacturale Periodic Payments for Lesse Term = \$ 20039.
B, Trada-In Value Allocation (Line 6D) C. Other (describe) RFBATES		00 1321.61	
D. Total Capitalized Cost Reduction 15. Adjusted Capitalized Cost		s 31632.75	38. Toini Bani Charge = \$ 5445.
Amount Due at Losse Si	igning or Delivery		Amount Due Deater Front GMAC 31632.
37. Capitalized Cost Reduction	571	61	47. Adjusted Capitalized Cost (Line 15) \$
A. Cash (Line 14A) B. Trade In Alioculion (Line 60)	+ \$N	ΖÁ	48, Level Cosh Adjustments A. First Monitrity Single Periodic Payment (Line 39) \$ 417,43
C. Capitalized Cast Reduction Allowance D. College Graduate Allowance	: : : : : : : : : : : : : : : : : : : :	YX I	B. Retundable Security Deposit (Line 40) + 5 <u>N/A</u> - 5 417.
E. GM Card Robard Allocation F. Other (describe) G. Other (describe)	- ::::::::::::::::::::::::::::::::::::	ΤÂ /A	49. A. Other (describe) N/A
38. Total Capitalized Cost Reduction (squal to Line	14D) -> ->	s <u>1321.6</u> 1	h, Other (deseding)
39, First Monthly/Single Periodic Payment (Line 27)		• <u>* 417.4</u> 9	= <u>\$ 30620.</u>
40, Refundable Security Depose		+ \$K/N	New Vehicla Ecginning Milesge Adjustment If Over 500 Miles
41. Additional Amounts			Mileoge and Tenth Parameters,
A. Tille Foos B. Liogues Foos	+ \$ <u>125</u> N	60	Current Series Prior Model Yet
B. License Fees C. Fagistration Féés D. GMAC Administrative Fee	: \$	<del>/</del> A	Maximum Term (months)         60         48           Standard Regioning Milesago         0         0
E. Sciective Drie Date First F. Sciective Drie Date First F. Sciecture Tax	BUCTIDA <u>65.</u>	7A 90	Unadusted Beginning Miles May Not Exceed 500 500
G. Offsot If Negative Trade Equity (equal to Un H. Total	wee)+şb	7A 210.90	1 Martin State State Actual Company Milande of Line 52A
42. Other (descrips)	++/	_s <u>N/A</u>	S01 or more         Not Define or Far         Each return Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contract Contrect Contract Contract Contrect Contract Contract Con
43. Total Amount Due at Leese Signing or Delivery	,	- s	0 <u>Litte 158 on Line 528</u> 501 - 25,000 Prior PEP/GM Lines the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source of the source o
		ل	D     Ling 156 on Line 22A     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D     D    D
Purchase Option at Es	ed of Lense Term		P j 52. Beginning Mileogo Adjustment 1
44, Residual Valuo (Line 24)		+ \$ 500,00	A Actual Odomeler Mileage
45, Parchase Option increment At: Sweepoor Control of Lasse Term		- *	5. Linus Seglerinen Auflichter to Beglering Mileage (enler on x \$

SalespersonHIC	TZ HARK			Submitted	to GMAC	0	7/06/2006 Date	
Venute Description:	Approved By 05	CNEVROLET	Time Model	TRAIL B	LAZ	168911354623	Application Number 04352	
Administrative Mossage #					MEMO: Program Loade Fact Rate Decrement Single Payment Loa			
Security Depute Waiver:	Noti	Yos Customer Red	le Increase? No 🗆	Yor	Dealer Lease Factor	r	6.4000	
Loyally Program?	No 🖸	Yest I Yes, Authorization			Security Deposit Wa Federally Tex Excen	pt:		
Other Reason for Security	Deposit Watver (desc	10e)	<u>∽</u>		Other Increment: Total Loase Factor:			

SES REVERSE (LINES R1 - R13) FOR USED LEASE CALCULATIONS

SEE REVERSE (LINES R14 - R16) FOR WA AND ID SALES TAX EXEMPTION CALCULATIONS

.

••• . ..

,

4

. . . . .

06/28/2007 03:11

.

ł	
	USTOMER NAME: <u>AMY VOLAND</u>
Ŷ	IN: 1 / G / N / D / T / 1 / 3 / S / 4 / 6 / 2
0	stomer Incentive
	sign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer entive(s) be applied: (a) $\times$ to the down payment of this vehicle, (b) where permissible by law, as a price reduction
	entry $(s)$ be applied: $(a_{XX}, b)$ are down payment of any vanishes, $(b)$ <u>where perturbisions</u> by law, as a price reduction If of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or $(c)$ <u>a</u> check be
•	in of sale indicates pre-integritive prices, another of incentive, and this price with meentive applicacy, or (b) a one of the integration of the sale of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices of the prices
10.01	• -
	INC CAP-CST RED \$ \$ \$
	\$ \$
	Total Incentive Amount Received \$ 750.00
	her Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division
	ported financing/leasing, etc) I elect to receive GMAC_I_EASE_PROGRAM
6	in lieu of CONSUMER CASH
	and/or
ł	I elect to receive
	CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -
2	Mahinla Incentive A algorithed agent I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle
2	<u>Vehicle Incentive Acknowledgment</u> . I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/lessed to me by the Dealer, named below. This vehicle was purchased/lessed
2	<u>Vehicle Incentive Acknowledgment</u> . I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased
2	<u>Vehicle Incentive Acknowledgment</u> . I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>07/05</u> / <u>06</u> . I ack nowledge receipt of incentive(s) as described in Item <sub>2A</sub> and release GM Division from any future claim or obligation for incentive(s) on this unit.
	Vehicle Incentive Acknowledgment. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>07/16 / 06</u> . I ack nowledge receipt of incentive(s) as described in Item <sub>2A</sub> and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? <u>XX</u> Yes <u>No</u>
	<u>Vehicle Incentive Acknowledgment</u> . I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>07/65</u> / <u>06</u> , I ack nowledge receipt of incentive(s) as described in Item2A and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? <u>XX</u> Yes <u>No</u>
	<ul> <li><u>Vehicle Incentive Acknowledgment</u>. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>07/16</u> / <u>06</u>. I ack nowledge receipt of incentive(s) as described in Item<sub>2A</sub> and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? <u>XX</u> Yes <u>No</u></li> <li><u>Terms and Conditions Acknowledgment</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the</li> </ul>
	<ul> <li><u>Vehicle Incentive Acknowledgment</u>. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>07/65</u> / <u>06</u>, I ack nowledge receipt of incentive(s) as described in Item<u>2A</u> and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? <u>XX</u> Yes <u>No</u></li> <li><u>Terms and Conditions Acknowledgment</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <u>www.onstar.com</u>, or by contacting OnStar as described below).</li> </ul>
	<ul> <li><u>Vehicle Incentive Acknowledgment</u>. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>07/67/06</u>. I ack nowledge receipt of incentive(s) as described in Item2A and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? YesNo</li> <li><u>Terms and Conditions Acknowledgment</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <u>www.onstar.com</u>, or by contacting OnStar as described below).</li> <li>I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in the terms of the term Sarvilees be.</li> </ul>
	<ul> <li><u>Vehicle Incentive Acknowledgment</u>. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>07/06</u> / <u>06</u>. I ack nowledge receipt of incentive(s) as described in Item<u>2A</u> and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? <u>XX</u> Yes <u>No</u></li> <li><u>Vehicle Terms and Conditions Acknowledgment</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <u>www.onstar.com</u>, or by contacting OnStar as described below).</li> </ul>
	<ul> <li><u>Vehicle Incentive Acknowledgment</u>. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>07/65</u> / <u>06</u>. I ack nowledge receipt of incentive(s) as described in Item2A and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? <u>XX Yes No</u></li> <li><u>Star Terms and Conditions Acknowledgment</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <u>www.onstar.cop</u>, or by contacting OnStar as described below).</li> <li>I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888 <u>to be the former of the Constar services in my vehicle</u>. The present that my Services be cancelled.</li> </ul>
1	<ul> <li><u>Vehicle Incentive Acknowledgment</u>. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>0.746 / 06</u>. I ack nowledge receipt of incentive(s) as described in Item2A and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? XX YesNo</li> <li>Star <u>Terms and Conditions Acknowledgement</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <u>www.onstar.com</u>, or by contacting OnStar as described below).</li> <li>I understand that in order to cancel the OnStar service in my vehicle. I must press the blue OnStar button in my vehicle or call 1.888 to the the OnStar service in my vehicle is provided in the press the blue OnStar button in my vehicle or call 1.888 to the the OnStar service in my vehicle or call 1.888 to the the OnStar service in my vehicle. I must press the blue OnStar button in my vehicle or call 1.888 to the the OnStar service in my vehicle. I must press the blue OnStar button in my vehicle or call 1.888 to the the onStar service in my vehicle. I must press the blue OnStar button in my vehicle or call 1.888 to the the onStar service in my vehicle. I must press the blue OnStar button in my vehicle or call 1.888 to the the onStar service in my vehicle. Date: <u>07/06//06</u></li> </ul>
1	<ul> <li><u>Vehicle Incentive Acknowledgment</u>. I am the <u>altimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>n7/16 / 06</u>. I ack nowledge receipt of incentive(s) as described in Item<sub>2A</sub> and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? <u>XX</u> Yes <u>No</u></li> <li><u>Star Terms and Conditions Acknowledgment</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <u>www.onstar.com</u>, or by contacting OnStar as described below).</li> <li>I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888 to the one of the service in my vehicle. The request that my Services be cancelled.</li> <li>Purchaser/Lessee Signat</li> </ul>
l he u	<ul> <li><u>Vehicle Incentive Acknowledgment</u>. I am the <u>altimate retail purchaser or lesses</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>0.7/0.6 / 0.6</u>. I ack nowledge receipt of incentive(s) as described in Item2A and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? XX YesNo</li> <li><u>Notice Terms and Conditions Acknowledgment</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <u>www.onstar.com</u>, or by contacting OnStar as described below).</li> <li>I understand that in order to cancel the OnStar service in my vehicle. I must press the blue OnStar button in my vehicle or call 1.888 the provided of store provided and request that my Services be cancelled.</li> <li>Purchaser/Lessee Signat</li> <li>Date: <u>0.7/10.6/10.6</u></li> </ul>
he u acen	<ul> <li>Vehicle Incentive Acknowledgment. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>0.746 / 06</u>. I ack nowledge receipt of incentive(s) as described in Item<sub>2A</sub> and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? YesNo</li> <li>Westing and Conditions Acknowledgment, I acknowledge that I have received the Terms and Conditions a described in the vehicle glovebox, from the dealer, at <u>www.onstar.com</u>, or by contacting OnStar as described below).</li> <li>I understand that in order to cancel the OnStar service in my vehicle. I must press the blue OnStar button in my vehicle or call 1.888 to the the onStar service in my vehicle. The presentative of the terms and correct, and the five(s) described in Item <u>2A</u> and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been for the said purchaser/lesse who has a set of the onstar Terms and Conditions have been provided to the said purchaser/lessee who has a described in Item <u>2A</u> and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has a described in Item <u>2A</u> and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has a described in Item <u>2A</u> and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has a described in Item <u>2A</u> and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has a described in Item <u>2A</u> and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has a described in Item <u>2A</u> and the OnStar Terms and Conditions have been provided to the said purch</li></ul>
he u acen	<ul> <li>Vehicle Incentive Acknowledgment. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>0766 / 06</u> I ack nowledge receipt of incentive(s) as described in Item2A and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? <u>XX</u> Yes <u>No</u></li> <li>Star <u>Terms and Conditions Acknowledgment</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <u>www.onstar.com</u>, or by contacting OnStar as described below).</li> <li>J understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888 the formation on this application is true and correct, and the five(s) described in Item 2A and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who ken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been mided to General Motors or Saab Cars USA.</li> </ul>
he t ncen as ta orwa	<ul> <li>Vehicle Incentive Acknowledgment. I am the altimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>n766</u> / <u>06</u> I ack nowledge receipt of incentive(s) as described in Item<sub>2A</sub> and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? <u>XX</u> Yes <u>No</u></li> <li>Star <u>Terms and Conditions Acknowledgment</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <u>www.onstar.com</u>, or by contacting OnStar as described below).</li> <li>J understand that in order to cancel the OnStar service in my vehicle. I must press the blue OnStar button in my vehicle or call 1.888 to the terms and Conditions have been provided to the said purchaser/lessee who five(s) described in Item <u>2A</u> and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who ken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been mided to General Motors or Saab Cars USA.</li> </ul>
ihe t icen as ta orwa	<ul> <li>Vehicle Incentive Acknowledgment. I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on <u>0766 / 06</u> I ack nowledge receipt of incentive(s) as described in Item2A and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? XX YesNo</li> <li>Star <u>Terms and Conditions Acknowledgment</u>. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <u>www.onstar.com</u>, or by contacting OnStar as described below).</li> <li>J understand that in order to cancel the OnStar service in my vehicle. I must press the blue OnStar button in my vehicle or call 1.888 the formation on this application is true and correct, and the five(s) described in Item 2A and the OuStar Terms and Conditions have been provided to the said purchaser/lessee who ken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been meded to General Motors or Saab Cars USA.</li> </ul>

the customer. GM3795 9/05

----

06/28/2007 03:12

#0981 P.007 /011

.....

\_\_\_\_

. .\_\_\_\_

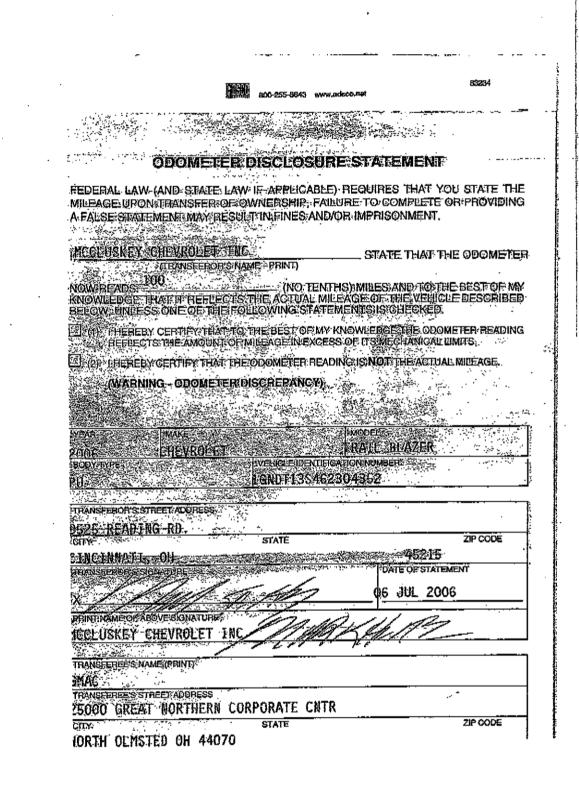
			•
.e.			
	DEALER TRADE FORM		···
·. · ·	CONTROL # DAT	5 7/6/06	
	APPR	ROVED BY W.K.	
	DEALER JAKE SWEENEY		
-	ADDRESS 33 WEST LEMPER RD.		
	SPRINGDALE, OH 45246		
		NE	
	50-00/		
	DEALER CODE $07576$		·
•		-	· · · · ·
			-
	UNIT WE ARE SELLING		1
: . •	STOCK# 62410 ук 06	•	
- 1.		•	•
	VIN# 161AK 557961 MAKE CHEVROLET	6	;
•	INT. COMM. DATE MODEL		÷. *
	AMOUNT OF CHECK TO US 13, 269	•	
	GROS5 (ACCT #30008 CONTROL # 624)		
	UNIT WE ARE BUYING	' . 	
	STOCK# <u>62734</u> ук <u>86</u>		
	VIN# IGNOT13.\$460 MAKE CHEVROLET		
	INT. COMM. DATE MODEL Trail Blaz	es .	
	AMOUNT OF CHECK TO THEM $29,596.63$		
	REASON STOCK SOLD		
••	•	0	
	182-2809	nspi	
	4 Dear 14,500	Nº .	11.
	1 Louis	· · · · · · · · · · · · · · · · · · ·	Sible
•	· · ·	1,02	
•		H	-
de antes est	متعجمهم وسروا المراجع بالمتعالية المتعالية والمتعالية فالمتعالية فتتعاصب والمتعالية والمتعادية والمراجع		
		<u>.</u>	

CHECK CONTROL NO	. 24131	17 I.	SSUED BY: ANGELA F_	McCluskey C Cincinnati, Oh	nevrolet io 45215	PAGE 1
INVOICE STERCK NO.	DATE	PURCHASE ORDER NO.	COMMENT/VITN	AMOUNT	DISCOUNT AGCOUNT NO	NET AWOUNT
	071805		PAYOFF FOR SS#ON A O HYUNDAI SANT A FE VIN#KM8SC73D23 ST#G8026CT	)3		14,160.52
	•		• •	241317 104968 6636	20201 30100 32103	-14,160.52 14,080.00 80.52
					• ,	
		•		- · ·		
					War	3/8537
					310	
·				TOTAL	20201	14,160.52
DETACH AT P	ERFORATION	BEFORE DEPOSITING (	CHECK	••		ITTANCE ADVICE
		Det Transition at the G	l, Ohio 45215 8-9100	FIFTH THIRD BANK CINCINNATI, OHIO	241317	13-31/420 ·
3ATE 18JULIO			PANTHE AMOU *****14,160 DOLLAR	S 52 SENTS	ey Chevrolet, Inc.	,160.52
TO THE ORDER OF	WELLS F	ARGO FINANCIA	· ·	* *** *** ****************************	<u>BLE ***</u>	
			ACCOUNTING	COPY		

								90A	
	_				S - HAM	ILTON COUL	NTY, OF	10	
GREGOF	XY HARŢM∕	ANN C	LERK	b - www.cou	rtcierk.ord				
0,000		0	n the we		TOAM	otor vehicle No within 30 days (	പോൺസ്സ് ലി	nt.	
	APPLIC	ATION(S) 1	PUK CEN 2) Ees of \$	5.00 for failure	to apply for II	tie within 30 days of ssively signal sectors and the sector sectors and the sector sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and the sectors and	) seadleno		
CHECK	(TYPE OF APP	LIGATION	5, F66 (14 T	YPE OR PRINT I	N INK	SSN/EIN	284	882588	
u	CHIC					NOTED ON	440	70	
birtanir a Manue		CAT NO	PTHERN.	CORPORA	NORTH UL	MSTED OH lienholder) of the f	allowing dee	when motor	
plicant's Addrees	<u>_25000_044</u>	stunz ibat b	e/sha is th	e lawlul (owner	/ purchaser /	Banholder) of the t	010000		
reby declares un hicle and hereby	der penalty of pe	onis) for the	a following			lienholder) of the f		_	
	THREE CERT			YEAR 2006		CHEVROLLI			
	3\$4623043	DZ. TIMODEL		CONVERSION		MILEAGE 100			
ODY TYPE PU		TRAIL	BL AZE	L	<u></u>	( <sup>1</sup>		_	
PURCHASE		0	AMOUNT			SE S	E (check only a	one)	
PRICE \$	31145.9	3	NET			NDITION OF VEHICS	or []Wrecke	3d	
GROSS TAX S	299.33		TAX \$	Tay F	xemplion				
an anna llas				Numb	1 <b>97</b>			de end is punisitable	-
Reason				el insmelleta actel	in violation of 6	ection 2921, 13 of line C by the Department of 1 Iditional tax, tound to be	nio Heaseo - Azering The B	eller and buyer must	
WARNING: You are	required by law to st	lete the true S functo constitu	anng price. Meand dollar	s or both, All brand	perg are englied	by the Department of the De	dus.		
by six months imprise and a contribution	on manual and a line of Im requested by the	Department	ol Taxation.					-	
					FNORANDUX	CERTIFICATE OF	TITLE		
	L CENTIFICATE	OF TITLE		ainted 🔲 M		MSO			
	E CERTIFICATE			ON PRINTED EV	idence of Own		s Tille No. Regis	utration, Etc.	_
							B) FING (1997) - 4	front	ւկ
1									
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	e acoutrad sald mu	otor vehicle by	y (state how	(berlupas	the second second second second second second second second second second second second second second second se	······			1
Applican	et soquirad said mo	itar vehicle bi MCCLU	y (state how) SKFY ()	ræquired) HEVROLET	INC			45216	
I	new love Owen	MCCLU	SKEY C	HEAKOLFI	INC		DH	45215	
I	new love Owen	MCCLU	SKEY C	HEAKOLFI	INC		DH ons Hen, attac	45215 In statement of all	
Name of Address The foll	t Previous Owner s of Previous Owne owing is a toil state	MCCLU	SKEY C	HEAKOLFI	INC		DH one Hen, attac	45215 In statement of au	
Name of Address The foll	s of Previous Owner owing is a tuil state rat liene.	MCCLU ar 8525 ement of all R	READI	HEVRULET NG RD. motor vehicle. IT	INC C		0H one tien, ettac	45215 In statement of au	
Name of Address The foll addition	s of Previous Owner owing is a tuil state rat liene.	MCCLU ar 8525 ement of all R	READI	HEVRULET NG RD. motor vehicle. IT	INC C		DH one Nen, ettac	45215 In statement of all	
Name of Address The foll	: Previous Owner s of Previous Owner owing is a tuil state rai liene. Ider	MCCLU ar 8525 emaint of all l	SKEY C READT ans on safe	HEVROLET NG RD, motor vehicle. II	INC C) no tiens, stale	NCINNATI, H none". If more than	ons tien, anac	45215 In statement of all	
Name of Address The foll addition	: Previous Owner s of Previous Owner owing is a tuil state rai liene. Ider	MCCLU ar 8525 extent of all t	SKEY C READI ans on said	HEVROLET NG RD. motor vehicle. 11	INC E 1 no tiens, stals	NCINNATI, H none". Ir more than 311	DH one tien, attac 123944	45215 In statement of all	
Name of Address The fail additor Lianho Addres	i Previous Owner s of Previous Owne owing is a tuil state ratilians. Ider	MCCLU ar 8525 extent of all t	SKEY C READI ans on said	HEVROLET NG RD. motor vehicle. 11	INC E 1 no tiens, stale	NCINNATI, H none". Ir more than 311	ons tien, anac	45215 In statement of au	
Name of Address The fail additor Lianho Addres	: Previous Owner s of Previous Owner owing is a tuil state rai liene. Ider	MCCLU ar 8525 extent of all t	SKEY C READI ans on said	HEVROLET NG RD, motor vehicle. II	INC E 1 no tiens, stale	NCINNATI, 1 mone". If more than Number 311	L23944	In statement of all	
Name of Address The fail additor Lianho Addres	i Previous Owner s of Previous Owne owing is a tuil state ratilians. Ider	MCCLU ar 8525 extent of all t	SKEY C READI aris on said	HEVROLET NG RD. motor vehicle. 11	INC E 1 no tiens, stale	NCINNATI, 1 mone". If more than Number 311	L23944	In statement of all	
Name of Address The foll addition Lienhol Addres Deeler	F Previous Owner s of Previous Owne owing is a toll state ratiliere. ider ss ''s Permit Number:	MCCLU ar 8525 expent of all l	SKEY C READI ans on said	HEVROLET NG RD. motor vehicle. 11	INC E 1 no tiens, stale	NCINNATI, 1 mone". If more than Number 311	L23944	n statement of all	
Name of Address The foll addition Lienhol Addres Deeler	i Previous Owner s of Previous Owne owing is a tuil state ratilians. Ider	MCCLU ar 8525 expent of all l	SKEY C READI ans on said	HEVROLET NG RD. motor vehicle. 11	INC E no tiens, stals Vendor's	NCINNATI, "none". Ir more than Number311 App	23944	In statement of all	
Name of Address The foll addition Liambol Address Dealer	Previous Owner s of Previous Owner owing is a twi state rat liene. der 's Permit Number:	MCCLU ar 8525 encont of all 1	SKEY C READI ans on said ntLE	HEVROLET NG RD. motor vehicle. 11	INC E 1 no tiens, stale	NCINNATI, 1 mone". If more than Number 311	23944	n statement of all	
Name of Address The foll addition Liambol Address Dealer	F Previous Owner s of Previous Owne owing is a toll state ratiliere. ider ss ''s Permit Number:	MCCLU ar 8525 encont of all 1	SKEY C READI ans on said ntLE	HEVROLET NG RD. motor vehicle. 11	INC E no tiens, stals Vendor's	NCINNATI, "none". Ir more than Number311 App	23944	n statement of all	
Name of Address The foll addition Lionhol Addres Dealer DUPI Numi vend	Previous Owner owing is a twi state tai liene.  Ider 's Permit Number:  UCATE CERTIF per te hes not been so	MCCLU ar 8525 encent of all l FICATE OF	SKEY C READI ans on said ntLE	HEVROLET NG RD. motor vehicle. 11	INC E no tiens, stals Vendor's	NCINNATI, "none". Ir more than Number311 App	23944	In statement of all	
Name of Address The foll addition Liambol Address Deeler DUPI Numi verice	Previous Owner owing is a toil state ratiliane.  Ider SS CONTROLOGY CATE CERTIF Der Te hes not been so wehicle is in the po	MCCLU ar 8525 ensent of all li incate of bid or dispose essession of	SKEY C READI ars on said TITLE	HE V RULE I NG RD. motor vehicle. If as stated below.	INC E no hens, stale Vendor's	NCINNATI, "none". If more than Number Number App Number	23944	and that is sold	
Name of Address The foll addition Liambol Address Deeler DUPI Numi verice	Previous Owner owing is a toil state ratiliane.  Ider SS CONTROLOGY CATE CERTIF Der Te hes not been so wehicle is in the po	MCCLU ar 8525 ensent of all li incate of bid or dispose essession of	SKEY C READI ars on said TITLE	HE V RULE I NG RD. motor vehicle. If as stated below.	INC E no hens, stale Vendor's	NCINNATI, "none". If more than Number Number App Number	23944	and that is sold	
Name of Address The foll addition Liambol Address Deeler DUPI Numi verice	Previous Owner owing is a toil state ratiliane.  Ider SS CONTROLOGY CATE CERTIF Der Te hes not been so wehicle is in the po	MCCLU ar 8525 ensent of all li incate of bid or dispose essession of	SKEY C READI ars on said TITLE	HE V RULE I NG RD. motor vehicle. If as stated below.	INC E no hens, stale Vendor's	NCINNATI, "none". If more than Number Number App Number	23944	and that is sold	
Name of Address The foll addition Liambol Address Deeler DUPI Numi verice	Previous Owner owing is a toil state ratiliane.  Ider SS CONTROLOGY CATE CERTIF Der Te hes not been so wehicle is in the po	MCCLU ar 8525 ensent of all li incate of bid or dispose essession of	SKEY C READI ars on said TITLE	HE V RULE I NG RD. motor vehicle. If as stated below.	INC E no tiens, stale Vendor's been been	NCINNATI, "none". If more than Number Number App Number App Number descoved	123944	a that Certificate of that Certificate of that seld m	olor
Name of Address The foll addition Lienhol Address Dealer Numi verice The resh	Previous Owner owing is a toil state rai liere. Ider	MCCLU ar 8525 enabrit of all W FICATE OF bid or dispose assession of hereby recover	READI READI ans on sale TITLE ad of except	HEVRULET NG RD. motor vehicle. If as stated below. eppilcant he will d	INC E no tiens, stale Vendor's been been	NUMBER NUMBER NUMBER NUMBER App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App App App App App App App Ap	123944	and that is sold	
Name of Address The foll addition Lienho Addres Dealer Dealer Numi verto The resk Cer	Previous Owner s of Previous Owner owing is a tuil state rat lians. ider	MCCLU ar 8525 entent of all I GATE OF bid or dispose resession of	SKEY C READI ans on said TITLE ad of except	HEVRULET NG RD. motor vehicle. If as stated below. eppilcant he will d	INC E no tiens, stale Vendor's been been	NCINNATI, "none". If more than Number Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App App App App App App App Ap	123944	a that Certificate of that Certificate of that seld m	olor
Name of Address The foll addition Lienho Addres Dealer Dealer Numi verto The resk Cer	Previous Owner owing is a toil state rai liere. Ider	MCCLU ar 8525 entent of all I GATE OF bid or dispose resession of	SKEY C READI ans on said TITLE ad of except	HEVRULET NG RD. motor vehicle. If as stated below. eppilcant he will d	I NC E 1 no tiens, stale Vendor's been	NCINNATI, "none". If more than Number Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App App App App App App App Ap	123944	and that is seld nice	olor
Name of Address The foll addition Lienho Addres Dealer Dealer Numi verto The resk Cer	Previous Owner s of Previous Owner owing is a tuil state rat lians. ider	MCCLU ar 8525 eraent of all l iCATE OF bid or dispose researce by recover	SKEY C READI area on said TITLE ad of except	HEVRULET NG RD. motor vehicle. If as stated below. eppilcant he will d	INC E no tiens, stale Vendor's baen baen tie	NCINNATI, "none". If more than Number Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App Number App App App App App App App Ap	123944 Delication alater	In statement of all	olor

.

۰,



### 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 2921.13 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 .....NOBTH\_QLMSTED\_QH-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 Ohjo to make assignment on an Ohjo Certificate of Title in my name for the following motor vehicle or to apply on my behalf for an Ohjo Certificate of Title in my name covering the following motor vehicles

YEAR 2006	MAKE CHEVROLET	MODEL TRAIL BLAZER
BODY TYPE PU	MFR'S SERIAL NO	1GNDT13S462304352

## COMPLETE THE FOLLOWING ONLY IF AFFIDAVIT IS FOR AN

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

COUNTY OF	(Customer) (Owner)
Sworn to before me, a Notary Public, in and for said County, this Till. day of	
,	(Notary Public)
(SEAL)	My Commission Expires
FORM 118	809-255-8643 (513)771-5995 www.adsco.net



"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 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:

"Liust wanted to give you an update on this claim. I had not opened it until I was able to talk to Ms. to verify LL eligibility. She only sent in 1 RO, so I was unable to determine if there were 3 repairs in 1<sup>st</sup> yr/18,000 for OH LL.

She insisted that there were 3 attempts in the 1<sup>st</sup> 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

#### BBB International Torch Awards TRUST . PERFORMANCE . INTEGRITY

Participate in the nation's leading program promoting trust in the marketplace. Learn more at: <u>BBB International Torch Awards</u>



SANDRA SLONE/Austin/GM1 02/01/2010 09:11 AM To "Marin, Daniel" <dmarin@council.bbb.org>@SITELCWEB

cc bcc

Subject Re: CHV1010448

RE: Customer Last Name BBB Case: CHV1010448 Service Request: 71-789194707 2006 CHEVROLET TRAILBLAZER Vehicle Identification Number: 1GNDT13S462

Daniel

In reference to your question: " 3 attempts in the 1<sup>st</sup> 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 1<sup>st</sup> yr/18,000 for OH LL.



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: BBB Case: CHV1010448 Service Request: 71-789194707 2006 CHEVROLET TRAILBLAZER Vehicle Identification Number: 1GNDT13S462

Daniel:

Our customer/client the second second as 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



Re:SET CHV1010448: vs Chevrolet Motor Division 1GNDT13S462

Dear

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, **and the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the** 

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)

	and CO-4	ESSEE)	("You") name	and address, includi		EASE® AGREEN			LESSOR (Batallar)	· · · · · · · · · · · · · · · · · · ·
									NCCLUSKEY CHE	WORLET THE
					D.4a	almat side as the survey			8626 READING	RD.
	CTNC	Î ÛNAT Î	GH	HANTI TO		alpai driver (if busins	336 USA)		CINCINNATI, O	H 45215
☐ )f this box ☐ If this box ☐ If this box ☐ If this box	is check is check is check is check is check	ed, Lesso ed, GMAC ed, Lesso ed, Lesso	(Retailer) will helped to an r (Retailer) will r (Retailer) into	ll assign this lease an ange this lease and t Il assign this tease an ands not to assign thi	id sell the vehicle Lessor (Retailer) Id sell the vehicle is lease.	<ul> <li>is a person to who</li> <li>ic General Motors /</li> <li>will assign it and sei</li> </ul>	An unis lease is assi Acceptance Corpon If the vehicle to Cen	gned (if it is asi alon ("GMAC") trai Originating	•	
New/Used	Year	ANK 302 A 1992 A	Make & I		Body Style	Vehicl			。 2. 点错误器器器器器 医疗疗法	の「自動物語」を見ていた。
NEN	06	CHE	VROLET	TRAIL BLAZ	FU	1GNDT 13S		Mileage 160	Pri Defensional, Family, or House	mary Use Lotif 👔 Commercial, Busines
Dealar Ins	lalied On	tions:					102	100		Agricultura
									. GVW (If buck)	Public Conveyance
3	1960.(	<u></u>	THE WAAR OF	your monthly paymen	The second second second second second second second second second second second second second second second se	20039.52 of Amount Due at	NOTOVAL FOR		N/A	<u>\$21572_03</u>
5. Amoun	t Due at	Lease Siç	ming or Delly	iery:					e Signing or Delivery will be	naid:
			a		an den sigt af johan e. Statistister en den statiste	** <u>1221 61</u>	a, Net trade in el	lówanice		£ 1
					-hand (there is a special second		<ul> <li>Bebatas anor</li> </ul>	oucash aredita	annaite Singai (1911) ann an an an an an an an an an an an an	
		CURITY CREP	3915	(11:10-10-10-10-10-10-10-10-10-10-10-10-10-1	K(a. 1 * <b>\$</b>	N/A 10/A	a Amount to be	aid in cash 🛄	5	10 10 10 10 10 10 10 10 10 10 10 10 10 1
C Refur	969		-	- Salaha - Salaha - Salaha - Salaha - Salaha - Salaha - Salaha - Salaha - Salaha - Salaha - Salaha - Salaha - S	<b>.</b>	······································	ي. در ايرو دهو دمو اين	· · · · · · · · · · · · · · · · · · ·	ng ter tan. An Antonio an Antonio an Antonio	المراجع والمراجع المراجع
c: Retur d. Title ; 	tration fe	¢6	ON ORD D		All Andrea Structures	10 m 22 . 00 .	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	دي لا يحقد قاد .	and the second second second second second second second second second second second second second second second	والمراجع والقوام وترجع والمحافة
c: Retur d. Title ; 	tration fe	n-TAX	ON CAP R	EDUCTION	é					
c: Refur d. Titla e. Regis 1." Sales 9	tration fe	TAX			••••••••••••••••••••••••••••••••••••••	125.00			a	abinia pret appira ,
c: Refur d. Titla e. Regis 1." Sales 9	tration fe vise text	TAX		<u></u>	5	125.00	n 1 and (man and th	n pagaran an Glubbaran an an	್ . ಸ್ಮಾರ್ಟ್ ಕ್ರಾಮ್	- ಕರ್ಷಕ್ರೆ ನಿರ್ದೇಶ - ಕರ್ಷಕ್ರ 1. ಕರ್ಷಕ್ರೆ ಕ್ರಮಾಣ ಕರ್ಷಕ್ರಿ ಕಿ. ಕ್ರೀಕ್ರೆ 1. ಕರ್ಷಕ್ರೆ ಕರ್ಷಕ್ರಿ ಕರ್ಷಕ್ರೆ ಕರ್ಷಕ್ರೆ
c: Refur d. Titla e. Regis 1." Sales 9	tration fe vise text	TAX				125.00	n 1 and (man and th	n gr≊ging son son gelgin oren son en s	and the standard states	ે એવન સાહે તે સંસ્થારણ
c Refur d. Trië e. Regis s. Tales 9	Amplion for Autor taxo	ie Tax		et. satisfield	1	125 40 125 40 126 00 1260 00	a Rose Nation	ydfar in e .	n fan werken de seiner Verster <mark>Verster de seiner</mark> Verster verster	1950. ****
c: Refur d. Trije e. Regis f. Sales g. t. t. t. t. t. t. t. t. t. t. t. t. t.	Analion fa Auise taxo ICENS S capital s capital anale, and alizad, a	E Ized cost I any oute ostredue	tion: The amo	et. satisfield		125-00 125-00 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-09 1960-000 1960-09 1960-09 1960-000-000-000-000-000-000-000-000-000-	termined se ahon Dry Rems you pay or celstryou pay it	n below: Isr over the lat strifeduces the	Under State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State State	1950. ****

ł

ł

۰.

D6/2B/2007 03:06

	STATE OF (	DHIO - BUREAU	OF MOTOR VEHI	CLES		
	ÇEF	TIFICATE OF R	EGISTRATION			
PLATE NO.: 103DV VALIDATION NO.: 103DV LESSEE NAME:	REG. DATE: 03/20/200 C9265	ELECTRONIC POA	3/20/2011 ISSUE DATE: 0 VEHICLE OWNERSHIP: U		AGENCY:	683861BN 3176 AC UP61042
LESSEE ADDR:		LESSOR: GMAC AUT	JMOTTVEBANK		OLD PLATE:	
CITY: CINCINN STATE OH TAX DISTRICT: CHEVIO	ZIP:	LESSOR ADDR: ADD. CITY: MIDVALE ADD. STATE: UT	ADD. ZIP:			
COUNTY:HAMILTINSIDE CORP LIMIT:YEVEHICLE YEAR:20BODY TYPE:4H	38 06	VEHICLE CLASS: ODOMETER READING: MAKE: CHEV	PASSENGER 100	STATE FEI	ES:	
	DT138462	PLATE TYPE: SUNBURS REG TYPE: RENEWAL/I		LOCAL TA REFL./CO.		
PURCHASE DATE: 07/2 NEW	1/2006		OPERATION: YES	DEPUTY F		25.د
		FRES P	AID: YES	TOTAL FE	ES:	\$107.25
• In Ohio, it is illegal to driv	e any motor vehicle without in	nsurance or other financial te	sponsibility (FR) coverage.	Altern		ų,
<ul> <li>PROOF OF COVERAGE checks by the Registrar of ANY DRIVER OR OWNI offense, one year on secon and \$500.00 on any additi maintain special FR cover</li> </ul>	IS REQUIRED: Whenever a Motor Vehicles. ER WHO FAILS TO SHOW d offense* Lose his or her lice ond offense*Pay a \$50.00 pg age ("High-risk" insurance or	polide officer issues a traffic PROOF OF INSURANCE O ense plaites and vehicle regist naity for any failure to surren equivalent) on file with the I	a vehicle without FR coverage ticket*At all vehicle inspection R OTHER COVERAGE WILL ration*Pay reinstatement fees of der histon-her driver. license, his sureau of Motor Vehicles for 7	Lose his of her F \$75.00 on first begiste plates-or-rej HREE or FIVE \$	r driver license fo offense, \$250.00 รู่ระบบเมือนว่าไป EARS.	tor second offense required to
confiscated for at least 30	IN IS IN EFFECT: Any driver DAYS first offense and 60 D. r any motor vehicle in Ohio fo	AYS second offense. For this	uspension will have his or her a rd or subsequent offenses, the	vehicle immobilis vehicle willibe fo	zed and his or her rfeited and sold ar	ticense platos of the person will

- 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, PROOP 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" AN INSURANCE IDENTIFICATION CARD (same coverage)\*A SURETY BOND OF \$30,000 issued by any authorized surety company or insufance company\*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000\*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State\*A BMY CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

#### 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,

#### SIGNATURE ON FILE Х

SIGNATURE OF OWNER(S)

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.

Printed on: 3/12/2012 2/20/21 AM

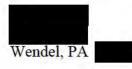
DO NOT DISCARD.

# THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

DATE

CUSTOMER COPY

January 8, 2013



Dear

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 <u>one</u> service visit on VIN 1GNDT13S172 . 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,

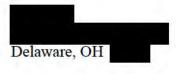
Chevrolet Customer Assistance Center Service Request 71-824766631

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 <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

January 8, 2013



Dear

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 <u>one</u> service visit on VIN 1GKDT13S972 . 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

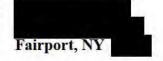
When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

# Issued by: GMC

Certificate No. 1GKDT13S372

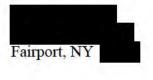
Issue Date: January 8, 2013

**Issued exclusively for:** 



Valid through: November 1, 2011

Amount: One Thousand Five Hundred Dollars and Zero Cents \*\*\*\*\$1,500.00\*\*\*\* January 8, 2013



Dear

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):

Accelerator/Throttle Control	Restraint-SIR/Seatbelts	Seats
Brake/ABS/TCS/VSES	Side Impact	<b>Power Sliding Door</b>
Steering/Suspension/Tires/Wheels	Inadvertent Deployment	🗌 OnStar
Engine Exhaust/Odor	Transmission/Transaxle	OTHER:
Engine Stalling	Thermal Events	

**Special Instructions:** 

<b>Interview Owner?</b>	Yes	No	Vetronix Requested	Obtain Fire/Police Report
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:	YES NO	
Please acknowledge acceptance of this ca	ise promptly by phone, fax or email.	
Date Report Uploaded to EAA FTP SIT		

Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011

File 71-902525467

Inspector: Dale O. Brown With EAA.

Number of Photos 805-534-0576

Photo.#	Description
944	Description VIN plate.
945	VIV plate.

Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772

Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



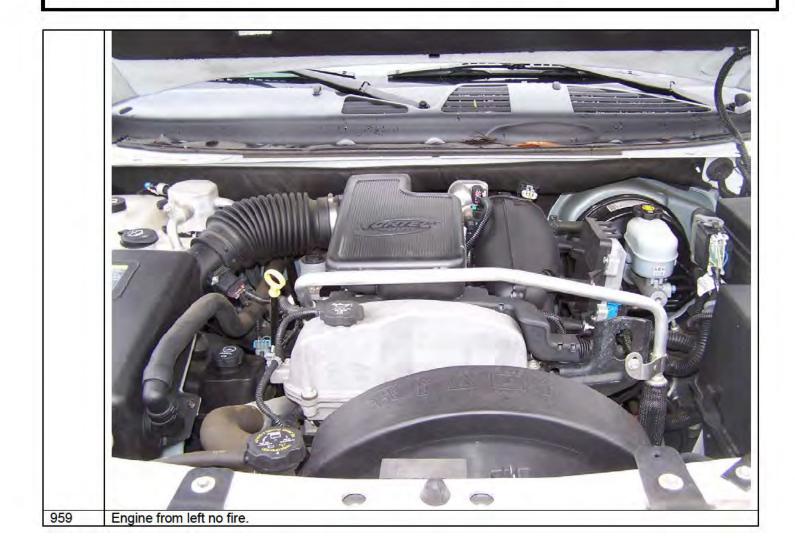
Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



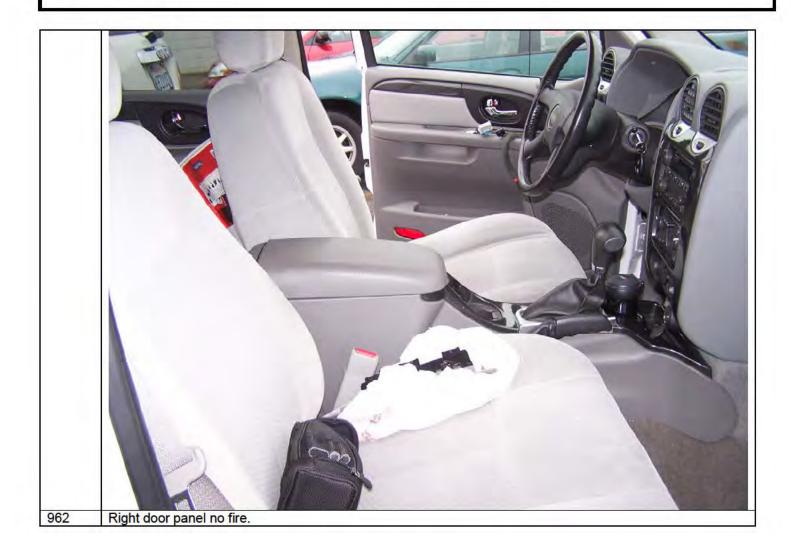
Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 Inspection Date: 01/03/2011



Customer's Name: Model: 07 GMC Envoy VIN: 1GKDS13S772 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.
946	Tire plate.
947	Front no fire.
948	Left front corner no fire.
949	Left side no fire.
950	Left rear corner no fire.
951	Rear no fire.
952	Right rear corner no fire.
953	Right side no fire.
954	Right front corner no fire.
955	Hood top no fire.
956	Hood bottom no fire.
957	Engine from right no fire.
958	Engine from front no fire.
959	Engine from left no fire.
960	Right instrument panel no fire.
961	Right seat no fire.
962	Right door panel no fire.
963	Left instrument panel no fire.
964	Left seat no fire.
965	Left front door panel no fire.
966	CLOSE UP OF WIRING LEFT DOOR, NO FIRE.
967	CLOSE UP OF WIRING LEFT DOOR ANOTHER ANGLE.
968	CLOSE UP OF WIRING LEFT DOOR ANOTHER ANGLE.
969	TOP OF LEFT FRONT DOOR MASTER SWITCH NO FIRE.
970	ON SIDE OF LEFT FRONT DOOR MASTER SWITCH SHOWING DEFORMED AREA NEAR LEFT END.
971	CLOSE UP OF LEFT FRONT DOOR MASTER SWITCH SHOWING DEFORMED AREA 1 3/4" DIAMETER.
972	OTHER SIDE OF MASTER SWITCH SHOWING NO FIRE.
_	

NI Ioood	Keyes <b>lanc</b>	Hills
BUICK	GMC	Cadillac.

# IOB CHANGE ORDER

RO #			DATE	19_8011	TIME	ADVISOR	Hovi	(Khache	:Kian	CUSTOMER					
YEAF	1200		MODE	Envoy	PROD. DATE	L	ENG.		TRANS		RIM	E	BODY	•	
	TECH	RC	) LN #		SERVICE	NEEDED			PART	#(S)	PARTS	LABOR	LABOR HRS.	TOTA	
# 1			#7	To rep	lace shoits	d drivers a	vinda	1 258	6699	4 4	<sup>\$</sup> 999.17		.2	\$ 241.	25
2				Contro	switch	panel									
3															
4	-														
5	-														_
6														ļ	v
7				· · · · ·											
8														• · ·	
9															
10													. 		
11										······································					
enecii	Ged or n	orts not	t included	in the origin	al written estimate	d price for par	rts and la	bor:		individual named b					
Nam	e of De	signee	·							il:		Fax	x <i>#.</i>		
Cust	omer N	ame:				Work Orde	er #: Custow			omer's Signature		PERSONAL	CONTACT		<del>.</del>
ADD	TIONAL	REPAIR	RS AUTH	DRIZED			- CUSION			Nort	1-	PHONE			_
							ADDITIO	NAL AMOUNT	NEW	V TOTAL	DAT	ETIME			
ADDITIONAL REPAIRS AUTHORIZED		CUSTON	ler.	ADV	ISOR	· 1 –	PERSONAL	CONTACT							
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,							ADDITIO	NAL AMOUNT	NEV	Y TOTAL		PHONE E/TIME			
							CUSTON	AEB	ADV	(ISOR		PERSONAL	CONTACT		
ADDI	TIONAL	REPAI	RS AUTH	ORIZED	-					-		PHONE			
				-			ADDITIO	NAL AMOUNT	NEV	V TOTAL	DAT	e/TIME		·	

. ,

-

പ്

·. .

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

@ 2011 General Motors. All rights reserved.

# **ROCKET CHEVROLET**

233 MANSFIELD AVENUE Smelmy, On 44873 419-342-3019 419-324-6232 FAX: 419-347-3993 PARTS/SERVICE FAX: 115-342-8069

# FAX TRANSMITTAL

Bater 3-28-2011 Company Finx # 866-775-9478 10 Stoupert Dell Attentions Preuning & l 16 Dauge:01 Freezest Roas requested for Casett Messager 171-929098-515, CH EVROL SHELBY, OH.

CUSTOMER #:	2492242		120637	CHEVRO		(ET DS GEO	, INC
UNIT# 503	34122.44			23		Id Avenue	
			*INVOICE*		elephones:		
SHELBY, OH			PAGE 1		Mansfield	524-6252	
NOME BUS:	CONT CELL:		NICE ADVISOR		RISTOPHE	R PREUNING	E.
12 40 1 4 4 4 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	FARLELINGSEMODEL		VIN	LICENSE		GEIN/ CUT	TAG
	07 CHEVROLET TE	LAIL BLAZ 1GND	T135672		78061 PAYMENT	5/78066	
28JAN09 DD		17:00 18MAR11		0.00	CHG	18MAR11	
R OS OPENES	Allia IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII		K:1635P DLR:				
08:29 18MAR LINE OPCODE	11 11:43 18MARD TECH TYPE HOURS		·····	LIST		ET TOTA	τ.
A INSTALL S	OF UP MASTER WI	IDON SWETCH MOR	MLE:				
	5867005 SWITCH			296.55		00000004800	
	*******	<u>Realisean</u> teanteantea	c de sans ans ans an sans an sans an sans an sa	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		8648868386688	
SERVICE MAT	ERIALS AND SUPPI	a a a a a a a a a a a a a a a a a a a	Be soon ret	elenes:	. Buevey:	2.4 Eronsyours	
		i de la compañía de la compañía de la compañía de la compañía de la compañía de la compañía de la compañía de l	turer. The	ileason yo	du daniko	t answer	
		these c	uestions as contact your	COMPLETE: DEFENDECE	LY SATIS Nanager	FIED, Cessicolità	
			•				
			2197/199799999999999999999999999999999				
	SCOUND STATES						
	oomaaanaa Madaamaa						
I herecy st	at the second	enterin's law is addressing and on Ti-	E SELLER, ROCKET CHEVE	юцет- <u>1999-1988</u>	CRIETION	TOTAL	98789999999999999999999999999999999999

e constanti e constanti e constanti e constanti e constanti e constanti e constanti e constanti e constanti e c	p amp meen min úpúlas Inn is advisivits ged og i a ar Sarrags: Io wehide m	THE SELLER, ROCKET CHEVROLET- OLDS-GED, MC., HEREBY EXPRESS- LY DISCLAMS ALL WARRANTIES, EITHER EXPRESS OR BMFUED. INCLUDING ANY IMPLIED WAR-	LABOR AMOUNT PARTS AMOUNT	<u>48.00</u> 222,44
различите постоя разристения по така ополнатурного разле, читрудного суртов.	CHIERSI, FORMARE	RANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR	GAS, OIL, LUBE	0.00
1:30 KOT	CUE ONTH CORPTANCE	PURPOSE, AND ROCKET CHEV-	SUBLET AMOUNT	0,00
WRITTEN XAAL PEOLERT STINIATEAN BSTINIATE		ROLET-OUDS-GED, MC. NOITHER ASSUMES NOR AUTHORIZES ANY	MISC. CHARGES	2.40
REPLACED PARK'S WILL BE MADE AVAILABLE UNI 1955 SPECIFIED	AUTORIZED ADDITIONS	OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION	TOTAL CHARGES	272.84
BAVE USED MANTS DIEGARD USED MARTE	l	WITH THE SALE OF THE VEHICLE OF PART.	LESS ADJUSTMENTS	0.00
THE ANCTORY MARANANT' I'UNERTIMIES OLI OF THE WARANTIES WITH HERVEL TO THE SALE OF THE MENATEME THE STUR MENERY ENPRESSIV MELLINES OF	* <u>-</u>		SALES TAX	0.00
AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTED AND TRANSPORTE	9745 	-	TOTAL	272.04
	1			

Fax Server P 2/2

<<

SIGNATURE COPXVJ

5011-02-58 11**:**¢3

Ļ

;

# **ROCKET CHEVROLET**

233 MANSFIELD AVENUE Smelmy, On 44873 419-342-3019 419-324-6232 FAX: 419-347-3993 PARTS/SERVICE FAX: 115-342-8069

# FAX TRANSMITTAL

Bater 3-28-2011 Company Finx # 866-775-9478 10 Stoupert Dell Attentions Preuning & l 16 Dauge:01 Freezest Roas requested for Casett Messager 171-929098-515, CH EVROL SHELBY, OH.

OPTIONS: STK:1635P DLR:26491           OPTIONS:         STK:1635P DLR:26491           08:29         19MAR11         11:43         19MAR11           LINE OPCODE         TECH TYPE HOURS         LIST         NET           A INSTALL         SOF DEF MASTER WINDOW SWITCH MODULE         149         INSTALLED AND PROGRAM LF DOOR MODULE           149         INSTALLED AND PROGRAM LF DOOR MODULE         148:00         148:00	152 MINGE THIRTON
BLACK       0.7       CHEVROLET TRAIL BLAZ       IGNDT135872       78066/7806         BLACK       0.7       CHEVROLET TRAIL BLAZ       IGNDT135872       78066/7806         BLACK       0.7       CHEVROLET TRAIL BLAZ       IGNDT135872       78066/7806         BLACK       0.7       CHEVROLET TRAIL BLAZ       IGNDT135872       78066/7806         BLACK       0.00       CHE       PANMENT       IN         28UAN0.9       DE       17:00       18MAR11       0.00       CHG       18M         28129       18MAR11       11:43       18MAR11       11:43       18MAR11       18M         1108       OPCODE TECH TYPE HOURS       LIST       NET       NET         14.9       INSTALLED AND PROGRAM LF DOOR MODULE       296.59       222.44       2         12.5867005       SWITCH       296.59       222.44       2         2867005       SWITCH       296.59 <td< th=""><th>VIDATE</th></td<>	VIDATE
DECLATE       ENDINE ATE WAAR EXF       FROM SED       FORMULE       FORMULE         28JAN09 DE       17:00 18MAR11       0.00 CHG       18M         28JAN09 DE       17:00 18MAR11       0.00 CHG       18M         38:29 18MAR11       11:43 18MAR11       0PTIONS: STK:1635P DLR:26491       08:29 18MAR11       11:43 18MAR11         LINE OFCODE TECH TYPE HOURS       SWITCH MODULE       LIST       NET         A INSTALL SOF DE MASTER WINDOW BWITCH MODULE       145 INSTALLED AND PROGRAM LF DOOR MODULE       296.59 222.44 2         1 25867005 SWITCH       296.59 222.44 2       296.59 222.44 2         SERVICE MATERIALS AND SUPPLIES       YOU may be scon receiving a survey from y manufacturer. The results are very imported by the use of the use of the cuestions as COMPLETELY SATISFIED.         LIST WE WINDOW       SUPPLIES       Tease contact your Service Manager.	M DATE
R.G. DPENED       PEADX       DPTIONS       STK: 1635P       DLR: 28491         08:29       18MAR11       11:43       19MAR11         LINE OPCODE TECH TYPE HOURS       LIST       NET         A INSTALL SOF LF MASTER WINDOW SWITCH MODULE       149       INSTALLED AND PROGRAM LF DOOR MODULE         149       INSTALLED AND PROGRAM LF DOOR MODULE       296.59       222.44         1       Z5867005       SWITCH       296.59       222.44         2       SERVICE MATERIALS AND SUPPLIES       You may be scon receiving a survey from y manufacturer. The results are very imported to the sequestions as COMPLETELY SATISFIED, please contact your Service Manager.	
AG OPENFOR       DPTIONS       STK:1635P DLR:26491         08:29       19MAR11       11:43       19MAR11         LINE OPCODE TECH TYPE HOURS       LIST       NET         A INSTALL SOF DF MASTER WINDOW SWITCH MODULE       149 INSTALLED AND PROGRAM LF DOOR MODULE       125867005 SWITCH         1       25867005 SWITCH       296.59       222.44         2       25867005 SWITCH       296.59       222.44         3       3       3       3         SERVICE MATERIALS AND SUPPLIES       You may be soon reserving a survey from manufacturer. The results are very importing a survey from the substant of these questions as COMPLETELY SATISFIED, please contact your pervice Manager.	
LINE OPCODE TECH TYPE HOURS LIST NET A INSTALL SOF LF MASTER WINDOW SWITCH MODULE 145 INSTALLED AND PROGRAM LF DOOR MODULE 1 25867005 SWITCH 296.59 222.44 2 SERVICE MATERIALS AND SUPPLIES You may be soon receiving a survey from y manufacturer. The results are very import to us. If for any reason you bannot any these questions as COMPLETELY SATISFIED.	TOTA
A INSTALL SOF LF MASTER WINDOW SWITCH MODULE 145 INSTALLED AND PROGRAM LF DOOR MODULE 1 25867005 SWITCH 296.59 222.44 2 1 25867005 SWITCH 296.59 222.44 2 SERVICE MATERIALS AND SUPPLIES You may be soon fectiving a survey from you manufacturer. The results are very import to us. If for any reason you manufacture as COMPLETELY SATISFIED. these questions as COMPLETELY SATISFIED.	
1 25867005 SWITCH 296.59 222.44 2 ************************************	
**************************************	48208222
You may be soon tereiving a survey from manufacturer. The results are very import these questions as COMPLETELY SATISFIED, please contact your pervice Manager.	22.44
manufacturer. The results are very import to us. If for any reason you pannot and these questions as COMPLETELY SATISFIED. please contact your Service Manager.	2.40
these questions as COMPLETELY SATISFIED,	stant
Weinalden Your Business, Thank Your	
,	
	ulan Robert Silan Robert
	MANARIMAN Sin Amerikan Manifation
	uanoninen Suonnaan Ondoonin Ondoonin

	r grapinyere misy û¢oto?: Inn is adkrowie:getionj	THE SELLER, ROCKET CHEVROLET-	DEBCRIETION	
	in stations to rehible mi	OLDS-GEO, W.C., HEREBY EXPRESS- LY DISCLAIMS ALL WARRANTIES,	LABOR AMOUNT	48.00
		EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WAR-	PARTS AMOUNT	222,44
receipting or constructions with the most grant monthly like distance. Instruction of CHORDE.	CPIERS, FSHWATE	BANTY OF MERCHANTABILITY OR	GAS. OIL. LUBE	0.00
៍ ១០ សហ	CUEVONTH COMPTANCE	PURPOSE, AND ROCKET CHEW-	SUBLET AMOUNT	0.00
WRITTEN SAAL PEQUERT BSTINIATEBSTINIATEAN B\$TIMATZ	CDB DK PH GODIER FOR	ROLST-OLDS-GED. W.C. NEITHER ASSUMES NOR AUTHORIZES ANY	MISC. CHARGES	2.40
REPLACED PARTS WILL BE MADE AVAILABLE UNITERS SPECIFIED	איטי אספק סאאולטין (11)	OTHER PERSON TO ASSUME FOR IT	TOTAL CHARGES	272.84
BAVE USED PARTS		WITH THE SALE OF THE VEHICLE OF PART.	LESS ADJUSTMENTS	0.00
THE ANCTORY WARRANTY CONSTRUCTES ALL OF THE WARRANTIES WITH REPART TO THE SALE OF THE MEMOTEN'S THE SHLLED MENDER ENDERS SIV MACLINING ALL WARRANTIES, OTHER SMHLES OF	4		SALES TAX	0.00
по прически сулирали и торого и по конструкти од мерсилиталниту си упидер сов а окатиска и Римине, имактика конструкти и конструкти и соверсили по конструкти сонструкти и аконструкти Гала и аконструкти составется и составется и составется и составется и составется и составется и составется и с	114		TOTAL	
ALL PARTE INSTALLED AND NEW WILLES SPECIFIED ABOVE	0418		TOTAL	272.84

Fax Server P 2/2

<<

.

Apr. 4. 2011 11:07AM SHEL	Apr.	4.	2011	11:07AM	SHEL
---------------------------	------	----	------	---------	------

SHELBY POLICE DEPARTMENT

No. 7858 P. 1

Fax	Cover	Sheet
-----	-------	-------

Shelby, OH Richland County

<u>`</u>			
To: (Company Name)			· · · · · · · · · · · · · · · · · · ·
GENERRI .	MOTORS		
Attention:			· · · · · · · · · · · · · · · · · · ·
$D_{6B81E}$			
Fax Number:	ζ.		
1 - 866 -	755-9478		
From:			
	SUB		
🗆 Urgent	C Reply ASAP	XPlease Review	For Your Information
Total Pages, incl	uding cover: <u>2</u>	-	
Comments / Notes	71-929092	515	
		•••	
			· · · · · · · · · · · · · · · · · · ·
	· · ·		
		·	· · · · · · · · · · · · · · · · · · ·

### 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.

	ICE DEPARTMENT	N₀. 7858——P. 2——
Apr. 4. ZVII II.VAM ONEEDI IOE	IVE DEFARIMENT.	NO. 7050 1. 2
CUSTOMER #: 3472242	120637	
	*INVOICE*	33 Mansfield Avenue - Shelby, Ohio 44875
SHELBY, OH HOME: CONT:	PAGE 1	Telephones: 342-3010 Mansfield 524-6252
BUS: CELL: CELCA MAKEMODEL	SERVICE ADVISOR:	121 CHRISTOPHER PREUNINGE HGENSE MILEAGE AFOUT TAS
BLACK 07 CHEVROLET TRAIL B	LAZ 1GNDT135872 COMISED POINC	78066/78066
	0 18MAR11 TIONS: STK: 1635P DLR: 2	0.000 000 77 FIBMAR11
08:29 18MAR11 11:43 18MAR11 LINE OPCODE TECH TYPE HOURS		EIST NET TOTAL
A INSTALL SOP LF MASTER WINDOW S 149 INSTALLED AND PROGRAM L		
311 CPT 0.80 1 25867005 SWITCH		48.00 48.00 296.59 222.44 222.44
SERVICE MATERIALS AND SUPPLIES	You may be soon yess	2.40 iving a survey from your
· .	manufacturer. The r to us. If for any r	esults are very important eason you cannot answer
	these questions as C please contact your a	
	WE VALUE YOUR BUSINE	SS, THANK YOU!!
And the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second s		
	3)*	
	73 421	
• • •		
		• ·
and the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second sec		
••••••••••••••••••••••••••••••••••••••	ALTER ALTER OLD	

I detaily definition the shows repair wat to be done along with researcy matching. You and you matching the purpose of tensing, respective or definity at my risk. An depress conception	and the sector contraction of the	THE SELLER, ROCKET CHEVROLET-	OESCRIPTION	TOTALS
atoms which to scours the annual of statist theats. You will not be bed responded by loss atticks law is which is they of the first accelerate or stars cause beyond your cannol.	a or comage to values or	OLDS-GED, INC HEREBY EXPRESS-	LABOR AMOUNT	48.00
<u>×</u>		ETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WAR-	PARTS AMOUNT	222.44
EXTERNELS UNDER OND LAWS You have the right to an estimate if the expected cost of rapoles or solvings will be more than twenty-file costs and that. You'r CHORCE.	ORIGINAL ESTREATE	RANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR	GAS, OIL, LUBE	0.00
WRITTEN OKAL REQUEST		PURPOSE AND ROCKET CHEY- ROLET-OLDS-GED INC. NEITHER	SUBLET AMOUNT	0.00
69784ATEATENTATE		ASSUMES NOR AUTHORIZES ANY	MISC. CHARGES	2.40
REPLACED PARTS WILL BE MADE AVAC ABLC UNLOSS SPECIFIED	AURICRUP ADDITIONS	OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION	TOTAL CHARGES	272.84
THE FACTORY WARRANTY COMMITTEE ALL OF THE WARRANTIES OFFIC FROM STALLS OF THE TRANSMITTER, THE ASLAND ACCOUNTS AND A COMMITTEE ALL OF THE ASLAND ACCOUNTS AND A COMMITTEE ASLAND ACCOUNTS AND A COMMITTEE ASLAND ACCOUNTS AND A COMMITTEE ASLAND ACCOUNTS AND A COMMITTEE ASLAND ACCOUNTS AND A COMMITTEE ASLAND ACCOUNTS AND ACCOUNTS AND ACCOUNTS AND A COMMITTEE ASLAND ACCOUNTS AND A	AVENUES AVE IN	WITH THE SALE OF THE VEHICLE OR PART.	LESS ADJUSTMENTS	0.00
THE CONSTRUCTORS, THE SELICE REPORT CONSTRUCT CONTRACTOR, STREET CONTRACTOR, STREET CONTRACTOR, STREET CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREET, CONTRACTOR STREE			SALES TAX	/ 0.00
SOR IT MAY LIABLITY IN CONVECTION WITH THE SALE OF THE ITEMPTIME.	TRAN DATE		TOTAL	
NIL PARTS RESTALLED ARE NEW UNLESS SPECIFIED ABOVE			TOTAL	272.94

Apr.	4.	2011	11:07AM	

SHELBY POLICE DEPARTMENT

No. 7858 P. 1

# **Fax Cover Sheet**

Shelby, OH Richland County

To: (Company Name)			
GENERAL /	MATT 12.5		
Attention:			
DEBRIE		-	
Fax Number:	·		
/ - 866 -	755-9478		
From:	· ,		
C. Ko	UB		
	· · · · · · · · · · · · · · · · · · ·		
🗆 Urgent	Reply ASAP	XPlease Review	🗆 For Your Information
	~		
Total Pages, inclu	uding cover: <u>2</u>	-	
		•	
Comments / Notes	71-929092	· · · · ·	
	11- 929092	12/2	······································
	·		
	······		
		· · · · · ·	
	······		•···
			· · · · · · · · · · · · · · · · · · ·

# 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.

	POLICE DEP	ARTMENT	No. 78	58 P. 2
				- <b>k</b>
			=Dock	
CUSTOMER #: 3472242		120637 🎍		<b>77 8</b> \
UNIT# 503			Grevrolet · Olds · Geo,	lac.
		*INVOICE*		
			33 Mansfield Avenue	Shelby, Ohio 44875
				: 342-3010
SHELBY, OH		PAGE 1	Mansfield	524-6252
HOME : CONT :				
BUS: CELL:		SERVICE ADVISOR:	121 CHRISTOPHER	<u>GEIN/OUT</u> TAS
			LIGENER:	GE IN OUT
BLACK 07 CHEVROLET TRAIT	BT.AZ T		78066	78066
DELDATE PROD. CATE WARK EXP	FROMISED		SATE PAYMENT	INN. DATE
28JAN09 DE	.00 18MA	RII	6.77 ARA 77	SEMAR11
R.O. OPENED READY	OPTIONS:	STK:1635P DLR:28		
			4 00.200	1 ク
08:29 18MAR11 11:43 18MAR11	L		K73/ 8	,
LINE OPCODE TECH TYPE HOURS			LIST NE	T TOTAL
A INSTALL SOP LF MASTER WINDOW				· · · · · · · · · · · · · · · · · · ·
149 INSTALLED AND PROGRAM	I LF DOOR	MODULE		i.
311 CPT 0.80			48.0	
1 25867005 SWITCH			296.59 222.4	4 222.44
SERVICE MATERIALS AND SUPPLIES				2.40
CHARLEN MARKAND AND SOFFLIES		may be soon recei	iving a survey f	
	manu	facturer. The re	sults are very	important
•	tou	s. If for any re	ason vou cannot	answer
	thes	e questions as CO	MPLETELY SATISF	'IED,
		se contact your S		
			-	
	WE V	ALUÉ YOUR BUSINES	S, THANK YOU!!	
		5 10 100 5		
and a second second second second second second second second second second second second second second second		11 - 1177 ÚČEN, F 2073 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177 – 1177		
And the state of the line of the state of the state of the state of the state of the state of the state of the		2 AFAL LINE P 2 AFAL SINE SINE P 2 AFAL SINE P 2 AFAL SINE P 2 AFAL SINE P 2		
			A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR O	America Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Julia Juli
	,			
	- 1*			
	3 1%			
		าปมีไ		,
	1	3421		
		-		
•				
			•	,
		000 - 1000 - 000 000 00 000 000 000 000		
-				
I handbay anabtarian the adarwa majata manta to be dance allung wide nearmany materials. You and no datawa wideba far surpoon of totaling, lengration or delibery at my risk. An elements conclusive darwa wideba to secure the ansatum of adarba sharesa. You wan ook to hade majarawa konclusive	e for is standarding any operate	THE SELLER, ROCKET CHEVROLET-	OESCRIPTION	ICIALS
WILLIAM MALE AND AND AND AND AND AND AND AND AND AND	n or comage 10 YMAGE 67	OLDS-GEO, INC HEREBY EXPRESS- LY DISCLAIMS ALL WARRANTIES	LABOR AMOUNT	48.00
X	OROMAL ESTREATE	ETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WAR-	PARTS AMOUNT	222.44
EXTERNETS - 2002ER OFFIC LAW) You have the fight to an extense if the expected cost of reports or convers will be more than treasing the common matched tour and the CONCE.	UNICIPAL ES INDATE	RANTY OF MERCHANTABILITY OR FITNEES FOR A PARTICULAR	GAS, OIL, LUBE	0.00
VISTEN OKAL ROUSST STMAATE STMAATE AVENTKATE	CLE INTER ADDRESS	PURPOSE AND ROCKET CHEY- ROLET-OLDS-GEO INC. NEITHER	SUBLET AMOUNT	0.00
	1	ASSUMES NOR AUTHORIZES ANY	MISC. CHARGES	2.40
		DTHES PERSON TO ASSIME TOO IT		
REMARCED PARTS WALL BE KADE AVAR AND UNLOCK SPECIFIED SAVE USED PARTS THE REDUCT WOODENTY CONSTITUTES ALL OF THE WARRANTS OFFICE REDUCT TO THE SALE OF THE REDUCTION THE SELEN HERE SALE OF THE WARRANTS WARRANTS, STATES AND THE REDUCTION THE SELEN HERE SALE	Automatic Alternation	OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE OR	TOTAL CHARGES	272.84

-		
CILI	STOMER	COPY
~~		

SALES TAX

TOTAL

0.00

272.84

I MARI DA TE

ALL PARTS INSTALLED ARE NEW UNLESS BRECERED ABOVE

LI SAVE USED PARTS DISCARD USED PARTS THE REGISTARY WARANATY CONSTITUTES ALL OF THE WARMANTES BITA RESPECT TO THE SALE OF THE REGISTARY WARANATY CONSTITUTES ALL OF THE WARMANTES BITA RESPECT TO THE SALE OF BRIES, BELLERE ARY BULES WARANTY OF BECOMMUNATION TO THESE FOR A PARTICULAR BRIES, BELLERE ARY BULES WARANTY OF BECOMMUNATION TO THESE FOR A PARTICULAR STRUCK, AND THE SALE OF STRUCK ADDINES BOAR ATTORNEY AND THESE FOR A PARTICULAR FOR IT ANY LIABLITY IN CONSISTION WITH THE SALE OF THE ITELEVITIES.

The information contained in this facsimile may contain privileged and/or confidential information intended only for the use of the individual listed below. If the reader of this transmission is not the intended recipient, you are hereby notified that any dissemination or copying of this transmission is strictly prohibited. If you have received this transmission in error, please immediately notify this sender by telephone and return the original of this transmission to the sender at the address below via regular United States Mail without making a copy. Thank you.

	(SVC MGR Name) (Name of Dealership)
Phone:	(CRS Name) 800-231-1841 ext.(CRM's Ext.) Fax Number
DATE: Pages including this	10/17/2011
Case Number: Owner's Name:	(File Number)

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 !!! THESES 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.

# PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION

Division:	Ref#	VIN:		
Claimant's Name (LAST, F	First)			
Inspected By: Phone:	Inspection Date:	Drganization: Mileage at Inspection:		
	I: INSPECTIO	N SUMMARY		
Following the inspection, s	ummarize the facts and observatio	ns:		
	II: INTERVIEW - V			
1. Name, address & phone number of person being interviewed:				
3. Describe <b>existing vehicle conditions</b> at the time of the incident(e.g. warning lights "On", engine miss, etc.):				
4. <i>Repairs</i> outside of warranty (what, when, by whom?):				
5. Other <i>vehicle history</i> information (from person being interviewed or GM Warranty History)?				
6. Last brake maintenar	<b>xce</b> (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: