



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 21, 2004

[Redacted]  
Deer Park, New York [Redacted]

**STRAIGHT SETTLEMENT OFFER**

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

Subject: Repurchase of 2004 Chevrolet Malibu  
Case Number [Redacted]

Dear [Redacted]

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

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **\$22,064.40**. This offer is calculated by using the following figures:

Purchase Price	\$22,935.40
Plus Doc Fee & Inspection Fee	\$ 30.00
Plus Registration/License/Title	\$ 99.00
Less incentives	<u>\$ 1,000.00</u>
<b>TOTAL REPURCHASE PRICE</b>	<b>\$22,064.40</b>
 PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 02/11/04	 \$22,074.43
 TOTAL AMOUNT CUSTOMER OWES	 (\$ 9.63)

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

General Motors will repurchase vehicle **1G1ZU54834F** [Redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

*Please return this document to fax number 866-233-7026 by January 21, 2004. The conditions of the straight repurchase are as follows:*

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

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license and current registration. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Palanker Chevrolet**. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57098 if you have any questions or concerns.

Sincerely,  
*Kathy Meszaros*  
Business Resource Center

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

\_\_\_\_\_  
Signature and Date



**GMC**

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RVDC Case# 81672

BRC Case Number	1166349638	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZU54834F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	111276	Retrieve Sales Tax?	N	Title Brand?			
Dealership Name	PALANKER CHEVROLET-GEO	Reason for not Retrieving Sales Tax: NOT AVAILABLE IN THIS STATE					
Dealer Contact/Title	Richard Dahlgren, Service Manager	Original Sales Tax Paid in State:	NY	Repurchased Under Laws of State:	NY		
Dealer Phone	6314223700	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	6314226563	Closing Schedule:	2004-01-29	Established on:	2004-01-23		
Dellivery Date	2003-10-06	If no, where: BAC is 0					
Buyback Mileage	2700	Location Site Name:					
Transmision	A	Contact Name:					
UCC Code(s)	H5007 J5804	Address 1:					
MSRP	23495.00	Address 2:					
NADA	19195.75	City:					
Case Number	81672	State:					
TAC Case Number	6849129	Zip:					
Type of Transaction	SR	Phone #:					
Replacement VIN		Fax #:					
Repurchase Type	AVM Voluntary	Comment: BRC Case Number 1-166349638.					
Repurchase Source	PRA AVM Frank Angelico	GM Legal Case Number:					
Reason for Repurchase: Service engine soon light, code P0703 and brake pedal concern, code C0561.		GM Counsel Name: N/A					
		Gm Counsel Contact Name: N/A					
		Address1:					
		Address2:					
		City:					
		State:					
		Zip:					
		Phone #:					
		Fax #:					
<b>Lien Payoff</b>							
Lien Payoff Amount: 22074.43			Lien Payoff Expires on: 2004-02-11			Per Diem: 3.54	
Customer Due to GM: 9.63				Dealer Due GM: 0.00			
<b>Check Information</b>							
<b>Customer</b>		<b>Lienholder</b>			<b>Plaintiff's Attorney</b>		
Check Amt:	0.00	Payee1:	CHASE AUTO FINANCE	Check Amt:	0.00		
Payee1:	[REDACTED]	Payee2:	1032-7816-362706	Payee1:			
Payee2:	and Palanker Chevrolet	Address1:	900 Stewart Avenue	Payee2:			
Address1:	[REDACTED]	Address2:		Address1:			
Address2:		City:	Garden City	Address2:			
City:	Deer Park	State:	NY	City:			
State:	NY	Zip:	11530	State:			
Zip:	11729	Phone #:	800-336-6675	Zip:			
Phone #:	631-242-6491	Fax #:		Phone #:			
Fax #:		Attention:	Lien Payoff Dept	Fax #:			
		Account #:	[REDACTED]	Attention:			
				Fed Tax ID:			
				Firm Name:			

Case ID: 81672 Initiator: meszarok

*Sheldon B...*

JAN 26 2004

**BRC REPURCHASE WORKSHEET**

**File Number**  
1-166349638

**Customer Name**  
[REDACTED]

**Worksheet filled out by:**  
Kathy Meszaros

**Old Vehicle VIN:**  
1G1ZU54834F [REDACTED]

**New Vehicle VIN:**

**Date:**  
1/20/04

JAN 26 2004 14:02 FR SITEL

TD 918662337026

P.02/12

		SALE PRICE		LEASE PRICE		
1		1	Base Price	\$22,935.40	1	Lease Terms MO ___ MI ___ Lease Usage Mo ___ MI ___
2		2	Doc Fee & Inspection Fee	\$30.00	2	Dealer Buyout Price
3		3	Tax	\$0.00	3	Payments (opt)
4		4	Reg./Lic./Title (opt)	\$99.00	4	Pre-Payment(s) (Pro-rate)
5		5	Aftermarket Items		5	Cap Cost Reduction
6		6	Finance Charges	\$0.00	6	Tax
7		7	Incentives (deduct)	\$1,000.00	7	Reg./Lic./Title (opt)
8		8	<b>Total Purchase Price</b>	<b>\$22,064.40</b>	8	Other
9		9			9	<b>Total Additions</b>
10		10	Usage/Depreciation		10	Usage/Depreciation
11		11	Damage		11	Damage
12		12	Over Allowance		12	Over Allowance
13		13	Negative Equity		13	Negative Equity
14		14			14	Security Deposit
15		15	<b>Total Deductions</b>	<b>\$0.00</b>	15	Incentives
16		16			16	<b>Total Deductions</b>
17		17			17	\$0.00
18		18	<b>Total Repurchase Amount</b>	<b>\$22,064.40</b>	18	<b>Total Repurchase Amount</b>
19		19			19	\$0.00
20		20	<b>Total Payoff Amount</b>	<b>\$22,074.03</b>	20	<b>Dealer Buyout Price (From Line 1)</b>
21		21			21	\$0.00
22		22	<b>Total Refund to Customer</b>	<b>(\$9.63)</b>	22	<b>Total Refund to Customer</b>
23		23			23	\$0.00
24		24			24	
25		25	Estimated Auction Price	\$19,195.75	25	Estimated Auction Price
26		26	Projected Loss	(\$2,868.65)	26	Projected Loss

**PAYMENT METHOD**

Payee(s)	Amount	Contact(s)	BAC Code	Dealer Name	G.M. Signature	Date
A Credit to Dealership						
B Check to Customer						
C Check to Lienholder & Customer						
D Check to Lienholder						
E Check to Attorney (1099 info)						
F Check to Other						
				115621		
				JENNINGS PONTIAC INC		
				G.M. Signature	Date	
				[Signature]		

Jan-22-04

01:34pm

From-CITIBANK

718-793-9859

T-348

P.003/003

F-574

# CERTIFICATE OF TITLE

## NEW YORK STATE



Title and Identification No. <b>1G1ZUS48347</b>		Year <b>2004</b>	Make <b>CHEVR</b>	Model Code <b>MAL</b>	Body/Hull <b>4DSD</b>	<b>LIENS</b> Document No. <b>915314M</b>
Color <b>BL</b>	Wt/Sts./Lgh. <b>3202</b>	Fuel <b>GAS</b>	Cyl./Prop. <b>6</b>	New or Used <b>NEW</b>	Type of Title <b>VEHICLE</b>	Date Issued <b>11/26/03</b>
Name and Address of Owner(s) <b>DEER PARK NY</b>		ODMETER READING <b>00010</b>		ACTUAL MILEAGE <b>00010</b>		

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder <b>CHASE NATIONAL BANK</b>	Lienholder <b>CHASE NATIONAL BANK</b>
<b>* ONE LIEN RECORDED *</b>	<b>* ONE LIEN RECORDED *</b>
<b>* ONE LIEN RECORDED *</b>	<b>* ONE LIEN RECORDED *</b>

DEPARTMENT OF MOTOR VEHICLES

NEW YORK STATE REGISTRATION DOCUMENT

PAS  
CPF3827  
2004 CHEVR NONTRANSFERABLE  
4DSD BL 1G1ZUS48347  
003202 G 6 CR900451 OCT 06 2003  
Wt/Sts Fuel/Cyl CMC GDAA9R

10/05/05  
\*NYMA\*  
20.75

ANNUAL CHG  
AMT PAID (REG, ADD CHG)  
81.50

CR900451

# electronic Preliminary Repurchase Authorization (ePRA)

10327816362706  
\$ 22,017.79  
@ 1/26 per diem  
\$ 3.54  
900 Stewart Ave  
Garden City NY 11530

- (\*\*To go from field to field, use the TAB KEY)
- 01/13/2004
1. Date (mm/dd/yyyy):
  2. Customer Name:
  3. Customer Address: Deer Park, Ny
  4. Customer City, State, and Zip: Home
  5. Primary Customer Phone #: Work
  6. Additional Customer Phone #:
  7. Customer fax #:
  8. Cust Drivers Licenses #
  9. State tax % rate: 8.5%

## Customer Vehicle Information

10. Year/Make/Model: 2004 Chevrolet Malibu
11. VIN (17 Digits): 1G1ZU54834F
12. Current Mileage: 2,700
13. Purchased: NEW

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

- Dealer that will handle entire transaction:
14. Dealership Name: Palanker Chevrolet
  15. Dealership Phone #: (631) 422-3700
  16. Dealership Contact Name and TITLE: Richard Dahlgren Service Manager
  17. Dealership Contact Phone # (if different than Dealership #):
  18. Dealership Contact Fax #: (631) 422-6563
  19. Dealership BAC: 111276 Region: Northeast

20. What **GOODWILL TOOLS** were offered?
- |                          |                           |                                     |                             |
|--------------------------|---------------------------|-------------------------------------|-----------------------------|
| <input type="checkbox"/> | Component Coverage Letter | <input type="checkbox"/>            | Miscellaneous Reimbursement |
| <input type="checkbox"/> | Maintenance Letter        | <input type="checkbox"/>            | American Express Check      |
| <input type="checkbox"/> | Owner Loyalty Certificate | <input type="checkbox"/>            | Other                       |
| <input type="checkbox"/> | GM SmartCare              | <input checked="" type="checkbox"/> | NOTHING OFFERED             |
| <input type="checkbox"/> | GMPP                      |                                     |                             |

21. Was a **TRADE** Repurchase offered? YES
22. If this will not be a Trade Repurchase, Please explain Why? Customer changed his mind because he has to pay the difference in list to list from a malibu to an Impala.

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

23. CAC Case Number: 1-166349638
24. TAC Case Number: 6849129
25. If no TAC number, Explain:

**26. Reason for Repurchase (Include specific mechanical failure):** Numerous "Service Engine S" light on dash repeat P0703 and C0561 (brake pedal position switch code). Field engineer involved. Note: a field engineer has been involved.

HSD1 JS8

27. This case was resolved by: Field Voluntary Decision
28. Does this vehicle meet the presumption of Lemon Law in applicable state? YES
29. Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 account # or 10 authorization code).
30. Type of TRANSACTION? STRAIGHT REPURCHASE
31. Vehicle Damage (explain what damage is present and who is responsible): none

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

33. New Vehicle Year/Make/Model:
34. Upgrade  Downgrade  Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP):
35. Usage/Depreciation Amount:  
(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; \*\*NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: No usage charge. Vehicle is under 12,000 miles and meets presumption of the New York State Lemon Law.

36.Aftermarket Items: Yes  
-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): GMPP  
WILL BE CANCELED BY CUSTOMER.

37.Lease Termination Terms: NA

38.Who will be responsible for the **Taxes and/or Fees?** Other (Explain Below)  
-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)  
Explain: Customer is responsible for sales tax and GM is responsible for Dealer fee's of \$10 inspection fee, \$20 Documentation fee.

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

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

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

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

40.General Comments/Special Instructions: GM pays dealer fee's totaling \$30.00. Customer to cancel GMPP

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 01/13/2003

42.Authorizer Name: Frank S. Angelico

43.GM Position: AVM

44.VoiceMail Node: 914055 Mailbox Number: 8480

45.Email Address: frank.s.angelico@gm.com

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

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

Forward any supporting documentation to FAX- 866-827-1129

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

2004 MALIBU LT SEDAN  
 28U NAVY BLUE METALLIC /V6G  
 522 NEUTRAL  
 ORDER NO. GKJS4C/TRE STOCK NO.  
 VIN 1G1 ZU54 83 4F

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD23856304

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU69 MALIBU LT SEDAN	22870.00	20926.05	INVOICE 09/11/03
LX9 3.5L V6 ENGINE	0.00	0.00	SHIPPED 09/11/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	EXP I/T 09/22/03
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 09/22/03
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 09/10/03

\*\*\*\*\*13\*02279S  
 KEYS G0833 G0833  
 WFP-S QTR OPT-1  
 BANK: GMAC - 103  
 CHG-TO 02-279

SHIP WT: 3202  
 HP: 32.9  
 GMS: 20889.95  
 SUPPLR: 21725.55  
 MRM: 23495.00  
 MEMO 1118.50

TOTAL MODEL & OPTIONS	22870.00	20926.05	ACT 231	20864.95
DESTINATION CHARGE	625.00	625.00	H/B 261	686.10
LAM DEALER CONTRIBUTION		228.70	ADV 261	228.70
LAM GROUP CONTRIBUTION		114.35	EXP 65A	114.35

TOTAL 23495.00 21894.10 PAY 310 21894.10  
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20864.95

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

PALANKER CHEVROLET-GEO

REMIT TO GMAC NO. 103  
 VIN 1G1ZU54834F  
 \$ 21894.10 INV 1AD23856304  
 DUE 09/22/03 DEALER 02-279

Jan 13 04 10:02p



# W. BABYLON CHEVROLET, Inc. D/B/A/ PALANKER CHEVROLET, Inc.

670 W. Montauk Highway  
WEST BABYLON, NEW YORK 11704  
(631) 422-3700  
DEALER FACILITY NO. 7069108



INVOICE

35418

SOLD TO

ADDRESS

DATE 10/06/03

DEER PARK NY

YEAR	NEW OR USED	MAKE	MODEL	INVOICE	STOCK NO.	CUST. NO.	USED STK NO.	DEAL NO.
04	NEW	CHEV	MALI	35418	45	31358		23137
VIN. NO.	1G1ZU54834F			KEY NO.	SALESMAN		CHITSHOLM, PAUL	554
DESCRIPTION OF TRADE-IN				DESCRIPTION		ACCT. NO.	SALE	COST

YEAR	MAKE	V.I. OR SERIAL NO.	DESCRIPTION	ACCT. NO.	SALE	COST
			NEW UNIT SOLD CUC	4_@		
			NEW CAR RETAIL	4_	22938.40	
			NEW CAR FLEET	41		
			NEW TRUCK RETAIL	4_		
			NEW TRUCKS FLEET	43_		

GROUP	DESCRIPTION	PRICE
-------	-------------	-------

VEHICLE IS DELIVERED AS PER WINDOW STICKER ALL INCENTIVES AND DISCOUNTS HAVE BEEN APPLIED TO PURCHASE PRICE. NOTHING IS PROMISED OR OWED AFTER DELIVERY.

60 MONTH / 75,000 MILE GMPP  
MAJOR GUARANTEED WARRANTY ZERO DEDUCTIBLE.

INVENTORY NEW CUC	23_@		
INVENTORY NEW CAR	231		
INVENTORY NEW TRUCK	237		
LUX TAX		N/A	
USED UNIT SOLD CUC	44_@		
USED CAR OR TRUCK RETAIL	44_		
USED CAR OR TRUCK WHOLE	44_		
WARRANTY	4_@		
WARRANTY	4_	1440.00	
GAROLINE			
INSPECTION		20.00	DL
DOC FEE	324_	10.00	SM
SALES TAX			
LICENSE AND TITLE	905	2132.85	20%
REGISTRATION	905A		
TOTAL CASH PRICE		99.00	IL
FINANCING		26637.25	
INSURANCE		N/A	
TOTAL TIME PRICE		N/A	
DEPOSIT	220B	26637.25	+
CASH ON DELIVERY	220B		+
	220C	2699.00	+
		1000.00	
REBATE			
TRADE-IN ALLOWANCE			
PAYMENTS			
MONTHS			
DOLLARS			
PER MONTH			
TOTAL	442.39	22938.25	
PAY OFF BALANCE	300B	26637.25	
OWNING FINANCE CO.	205		+
FINANCE CONTRACT	205@	N/A	+
	484		+
	281A		+
	65@		+
RECONDITIONING - USED CARS	647		+
RECONDITIONING - USED TRUCKS	651		+
COST OF SALES - USED CARS	646		+
COST OF SALES - USED TRUCKS	650		+
VALUE OF TRADE-IN(S)	240		+
	241		+

X  FINANCED THRU: CHASE MANHATTAN BANK USA  
"If this motor vehicle is classified as a used motor vehicle DEALER NAMED ABOVE certifies that the entire vehicle is in condition and repair to render under normal use, satisfactory and adequate service upon the public highway at the time of delivery."

All warranties on this vehicle are the manufacturer's. The Seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. This disclaimer by the Seller in no way affects the terms of the Manufacturer's Warranty.

\*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE, UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES. YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.  
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE - \$20.00

Jan 13 04 10:02p



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

CUSTOMER NAME: 1G1ZU54834F [redacted] 10/06/03 000010  
 VIN: [redacted] 12611783 31358 [redacted] (or see attached list\*)  
 NY DEER PARK  
 CPF3827 20155905 20155905  
 4052 04 1ZU69 3202 NAVY BLUEZ

### 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
	\$	
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$1000.00	

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

- a. I elect to receive \$1000.00  
 in lieu of GMC FINANCE and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

### CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 1/1. I acknowledge receipt of incentive(s) as described in Item        and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] Date: 10/6/03

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item        have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 10/6/03  
 Dealership Name: PALMIGE CHEVROLET Dealer Code: 02279

\* List must include VIN, Delivery Date and Program Reference

Jan 13 04 10:05p

TO ORDER CALL (800) 422-3102 OR FAX (800) 365-8900

LINE UP COMPUTER / PRINTER SQUARELY WITH BRACKET BELOW



**RETAIL INSTALMENT CONTRACT**

Date 10/06/03  
DEAL# 23137

If this box is checked, this is a simple interest contract **WITH** a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest contract **WITHOUT** a "Balloon Payment" as the last scheduled payment.

Buyer (and Co-Buyer) Name and Address (Include County and Zip Code)  DEER PARK, SUFFOLK, NY	Creditor - Seller Name and Business Address  PALANKER CHEVROLET INC 670 MONTAUK HIGHWAY WEST BABYLON, NY 11704
---	---

**WHO IS BOUND:** You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable for any amount due. In this Contract, "we", "us", and "our" mean the creditor named above and, after assignment, the creditor's assignee, Chase Manhattan Bank USA, N.A., and/or any other assignee.  
**DESCRIPTION OF VEHICLE:** You agree to buy and we agree to sell the following vehicle:

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Use for Which Purchased
NEW	04	3202	CHEVROLET MALIBU	SD	1G1ZU54834F		<input checked="" type="checkbox"/> personal <input type="checkbox"/> business <input type="checkbox"/> agricultural

If truck - Describe body, gross vehicle weight and major items of equipment sold:

**NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES:** The information you see on the window form for this vehicle is part of this Contract. Information on the window form overrides any contrary provisions in the contract of sale.

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of
5.90 %	\$ 3605.15	\$ 22938.25	\$ 26543.40	\$ 30242.40

**PAYMENT SCHEDULE:** Your payment schedule will be 60 monthly payments of \$ 442.39 each, due on the same day of each month starting on 06 NOV 03

**BALLOON PAYMENT:** If this Contract is checked with "Balloon Payment" above, your payment schedule will be N/A monthly payments of \$ N/A each, due on the same day of each month starting on N/A and then your last payment will be \$ N/A due on N/A

**PREPAYMENT:** You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

**SECURITY:** You are giving us a security interest in the motor vehicle being purchased.

**LATE FEE:** If a payment is more than 10 days late, you may be charged 5% of the unpaid amount of the installment.

**OTHER TERMS:** Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

**ITEMIZATION OF THE AMOUNT FINANCED**

- Cash Price (including any accessories, installation of accessories, and taxes): \$ 25088.25
- Downpayment:
  - Net Trade-In: \$ N/A  
Your Trade-In is a \_\_\_\_\_ Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_
  - Cash Downpayment: \$ 3699.00
  - Total Downpayment (A + B): \$ 3699.00
- Unpaid Balance of Cash Price (1 - 2C): \$ 21389.25
- Other Charges Including Amounts Paid to Others on Your Behalf:
  - Cost of Original Credit Insurance for the Term (as Specified in the Credit Insurance Document)

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ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of
5.90 %	\$ 3605.15	\$ 22938.25	\$ 26543.40	\$ 30242.40

**PAYMENT SCHEDULE:** Your payment schedule will be 60 monthly payments of \$ 442.39 each, due on the same day of each month starting on 06 NOV 03

**BALLOON PAYMENT:** If this Contract is checked with "Balloon Payment" above, your payment schedule will be monthly payments of \$ N/A each, due on the same day of each month starting on N/A, and then your last payment will be \$ N/A due on \_\_\_\_\_

**PREPAYMENT:** You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

**SECURITY:** You are giving us a security interest in the motor vehicle being purchased.

**LATE FEE:** If a payment is more than 10 days late, you may be charged 5% of the unpaid amount of the installment.

**OTHER TERMS:** Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

**ITEMIZATION OF THE AMOUNT FINANCED**

1. Cash Price (including any accessories, installation of accessories, and taxes):	\$ <u>25088.25</u>
2. Downpayment:	
A. Net Trade-in	\$ <u>N/A</u>
Your Trade-in is a _____ Year _____ Make _____ Model _____	
B. Cash Downpayment	\$ <u>3699.00</u>
C. Total Downpayment (A + B)	\$ <u>3699.00</u>
3. Unpaid Balance of Cash Price (1 - 2C):	\$ <u>21389.25</u>
4. Other Charges Including Amounts Paid to Others on Your Behalf:	
A. Cost of Optional Credit Insurance for the Term (s) Specified in the "Credit Insurance" Paragraph of this Contract Paid to the Insurance Company (s) Named Below:	
Life \$ <u>N/A</u> Disability, Accident and Health \$ <u>N/A</u>	\$ <u>N/A</u>
B. Official Fees Paid to Government Agencies	INSPEC FEE \$ <u>10.00</u>
C. Government License and/or Registration Fees (Itemize)	\$ <u>99.00</u>
D. Government Certificate of Title Fees	\$ <u>N/A</u>
E. Other Charges (Describe who will receive payment and purpose)	
To <u>032781636270</u> For <u>EXT WARRANTY</u>	\$ <u>1440.00</u>
To _____ For _____	\$ <u>N/A</u>
F. Total Other Charges and Amounts Paid to Others on Your Behalf (A + B + C + D + E)	\$ <u>1549.00</u>
5. Amount Financed (Unpaid Balance) (3 + 4F):	\$ <u>22938.25</u>

\*\* We may retain, or receive, a portion of these amounts.

**PROMISE TO PAY:** You promise to pay us the Amount Financed shown above, plus a Finance Charge determined by applying a daily rate of 1/365th of the Annual Percentage Rate shown above to the unpaid balance of the Amount Financed each day.

**PAYMENTS BEFORE OR AFTER DUE DATE:** This is a simple interest contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received. If no late charge and/or returned check charge is owed, we credit each payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If a late charge and/or returned check charge is owed, we credit each payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late charge and/or returned check charge, and then to the unpaid balance of the Amount Financed. We compute your Finance Charge each day on the unpaid balance of the Amount Financed. The earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. We will send you a check for any amount owed you (if it is \$1.00 or more) after you make your last payment; we will advise you of any additional amount owed (if it is \$1.00 or more).

**BALLOON PAYMENT:** IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. That amount may be less than what we estimate the vehicle will be worth at the time such payment is due. The paragraph appearing on the reverse entitled "LAST PAYMENT OPTIONS" applies and the odometer reading referred to in Section (B)(5) of such paragraph is 00010 miles.

**LOCATION OF VEHICLE:** The vehicle will be kept at the above address of the Buyer, unless another address is listed:

(Street and Town)

**CREDIT INSURANCE:** Credit life and credit disability, accident and health insurance are not required to obtain credit and will not be provided under this Contract unless you sign for them and agree to pay the additional cost. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:

Life     Buyer     Co-Buyer     Both at a premium of \$ \_\_\_\_\_ for a term of \_\_\_\_\_

Credit life insurance will pay your debt on this Contract if you die.

N/A

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To 032781636270 For EXT WARRANTY \$ 1440.00  
To For \$ N/A

F. Total Other Charges and Amounts Paid to Others on Your Behalf (A + B + C + D + E) \$ 1549.00  
5. Amount Financed (Unpaid Balance) (3 + 4F): \$ 22938.25

\*\* We may retain, or receive, a portion of these amounts.

PROMISE TO PAY: You promise to pay us the Amount Financed shown above, plus a Finance Charge determined by applying a daily rate of 1/365th of the Annual Percentage Rate shown above to the unpaid balance of the Amount Financed each day.

PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received. If no late charge and/or returned check charge is owed, we credit each payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If a late charge and/or returned check charge is owed, we credit each payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late charge and/or returned check charge, and then to the unpaid balance of the Amount Financed. We compute your Finance Charge each day on the unpaid balance of the Amount Financed. The earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. We will send you a check for any amount owed you (if it is \$1.00 or more) after you make your last payment; we will advise you of any additional amount owed (if it is \$1.00 or more).

BALLOON PAYMENT: IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. That amount may be less than what we estimate the vehicle will be worth at the time such payment is due. The paragraph appearing on the reverse entitled "LAST PAYMENT OPTIONS" applies and the odometer reading referred to in Section (G)(5) of such paragraph is 000010 miles.

LOCATION OF VEHICLE: The vehicle will be kept at the above address of the Buyer, unless another address is listed:

(Street and Town)

CREDIT INSURANCE: Credit life and credit disability, accident and health insurance are not required to obtain credit and will not be provided under this Contract unless you sign for them and agree to pay the additional cost. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.  
If you want the following insurance, sign below:  
 Life ( Buyer  Co-Buyer  Both) at a premium of \$ N/A for a term of \_\_\_\_\_  
Credit life insurance will pay your debt on this Contract up to \$ \_\_\_\_\_  
 Disability, Accident and Health (Buyer Only) at a premium of \$ N/A for a term of \_\_\_\_\_  
Credit disability, accident and health insurance will pay your debt on this Contract up to \$ N/A  
The name of the Insurer is \_\_\_\_\_ of \_\_\_\_\_  
Name Home Office Address  
Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

PROPERTY INSURANCE: Insurance coverage for loss or damage to the vehicle (collision, fire and theft) is required and you have the option of furnishing the required insurance either through your existing policies or you may purchase equivalent insurance coverage through anyone you wish acceptable to the Seller. If you elect to purchase this coverage through the Seller, it will be furnished by PALANKER CHEVROLET INC in the initial term of 60 at a premium of N/A but such charge is not included in this Contract.

BY SIGNING THIS CONTRACT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE, THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.  
IMPORTANT: READ THE ADDITIONAL TERMS ON REVERSE SIDE BEFORE SIGNING BELOW.

WARNING: The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others unless so indicated hereon.

The following notice is required for second hand cars by a regulation of the New York City Department of Consumer Affairs:  
IMPORTANT NOTICE TO BUYER: (a) STATE LAW REQUIRES THAT SELLERS OF SECOND HAND CARS CERTIFY IN WRITING TO THE BUYER THAT EACH CAR IS IN SAFE CONDITION AT THE TIME OF SALE. (b) THIS CERTIFICATION IS A GUARANTEE THAT THE CAR IS IN SAFE CONDITION AT THE TIME OF SALE. (c) YOU HAVE A RIGHT TO REQUEST THE DEALER TO REPAIR OR TO PAY IN FULL FOR REPAIRS OF ANY UNSAFE CONDITION IN THE CAR WHICH DOES NOT COMPLY WITH THIS CERTIFICATION. (d) THIS BUSINESS IS LICENSED BY THE DEPARTMENT OF CONSUMER AFFAIRS, 80 LAFAYETTE STREET, NEW YORK, NEW YORK 10013. COMPLAINT PHONE: (212) 577-0111.

NOTICE TO BUYER: 1. Do not sign this agreement before you read it or if it contains any blank space. 2. You are entitled to a completely filled in copy of this agreement. 3. Under the law, you have the right to pay off in advance the full amount due. If you do so, you may, depending on the nature of this credit service charge, either: (a) prepay without penalty, or (b) under certain circumstances obtain a rebate of the credit service charge. 4. According to law you have the privilege of purchasing the insurance on the motor vehicle provided for in this contract from an agent or broker of your own selection.

You acknowledge that you have received a copy of this Contract with all blanks filled and that you have read it and understand it.

RETAIL INSTALLMENT CONTRACT

Buyer Signs \_\_\_\_\_ Co-Buyer Signs \_\_\_\_\_

By signing here, the Creditor-Seller accepts this Contract and also agrees to the terms of the Seller's Assignment of this Contract as set forth in the Dealer's Agreement with assignee.

Creditor-Seller Signs Palanker Chevrolet By \_\_\_\_\_

Jan-22-04 01:33pm From-CITIBANK

718-793-9859

T-346 P.002/003 F-574



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

January 21, 2004

[Redacted]

**STRAIGHT SETTLEMENT OFFER**

Dear Park, New York [Redacted]

**Subject: Repurchase of 2004 Chevrolet Malibu  
Case Number 1-166349638**

Dear [Redacted]

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

This offer to repurchase your vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$22,064.40. This offer is calculated by using the following figures:

Purchase Price	\$22,935.40
Plus Doc Fee & Inspection Fee	\$ 30.00
Plus Registration/License/Title	\$ 99.00
Less incentives	<u>\$ 1,000.00</u>
<b>TOTAL REPURCHASE PRICE</b>	<b>\$22,064.40</b>
<b>PAYOFF OF ORIGINAL VEHICLE GOOD UNTIL 02/11/04</b>	<b>\$22,074.43</b>
<b>TOTAL AMOUNT CUSTOMER OWES</b>	<b>(\$ 9.63)</b>

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

General Motors will repurchase vehicle 1G1ZU54834F [Redacted] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-233-7026 by January 21, 2004. The conditions of the straight repurchase are as follows:

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

If this straight-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above or the address below along with a copy of your driver's license and current registration. Upon receipt of your signed acceptance, a check will be processed and forwarded to Palenker Chevrolet. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date. I can be reached at (800) 231-1841 ext. 57098 if you have any questions or concerns.

Sincerely,  
Kathy Mazzroy  
Business Resource Center

Please bring the following items for you to bring to the signing.

[Redacted]

1/22/04

Signature and Date

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P.1

**General Motors**  
**Frank S. Angelico, ASM**  
**Northeast Region**

# Fax

To: TRADE Repurchase Group From: Frank S. Angelico, ASM  
 Fax: (866) 827-1129 Pages: 10 including cover page  
 Phone: (800) 231-1841 Date: 1-13-04  
 Re: [REDACTED] Repurchase

Urgent

● Comments:

Please process THIS PRA. IF YOU  
 HAVE ANY QUESTIONS CALL ME AT  
 1800 321-0164 Box 8480  
 Node 914-055

THANK YOU  
 FRANK Angelico

Jan 13 04 10:05p

2004 IMPALA LS SEDAN /V60  
 12U GALAXY SILVER METALLIC  
 92D MEDIUM GRAY  
 ORDER NO. [REDACTED]  
 VIN 2G1WH55K2 [REDACTED] STOCK NO. 4096

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48249-1114  
 VEHICLE INVOICE [REDACTED]

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1W119 IMPALA LS SEDAN	24505.00	22422.08	INVOICES 11/06/03
A86 DRIVER-SIDE IMPACT AIRBAG	350.00	311.50	SHIPPED 11/06/03
L36 3.5L V6 ENGINE	0.00	0.00	EXP I/T 11/14/03
M00 4-SPEED AUTOMATIC TRANS W/OD	0.00	0.00	INT COM 11/14/03
M01 50-STATE EMISSIONS	N/C	N/C	PRC EFF 11/06/03
L68 GROUP L68 INCLUDES:	780.00	694.20	KEYS 86888 86888
* FLOOR MATS & CARGO NET			WEP-E QTR OPT-1
* AM/FM STEREO W/ CD			BANK: GMAC - 103
* 200 WATT PREM SOUND SYS			CHG-TO 02-115
* MIRROR GROUP			
HEATED OUTSIDE MIRRORS			SHIP WT: 3389
ELECTROCHROMIC ISRV MIRROR			HP: 34.7
* STEERING WHL RADIO CONTROLS			MS: 23393.73
			SUPPLA: 24446.45
			MRM: 26295.00
			DAN: LSRF
			MEMO 1206.75

Replacement Vehicle

KIM  
 HB FROM  
 #2858  
 781/35

TOTAL MODEL & OPTIONS	25695.00	23427.78	ACT 231	23318.73
DESTINATION CHARGE	660.00	660.00	M/B 261	769.05
LAM DEALER CONTRIBUTION		256.35	ADV 261	256.35
LAM GROUP CONTRIBUTION		129.18	EXP 65A	129.18

TOTAL 26295.00 24472.31 PAY 310 (24472.31)  
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 23395.68

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

CARTER CHEVROLET CO, INC.

REMIT TO GMAC NO. 103  
 VIN 2G1WH55K249 [REDACTED]  
 S 24472.31 INV 1AD26049848  
 DUE 11/14/03 DEALER 02-115

310/310

Jan 13 04 10:04p

SU NAVY BLUE METALLIC  
22 NEUTRAL

/V6G

GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE

ORDER NO. GKJ54C/TRE STOCK NO.  
IN 1G1ZU54 83 4F **4052**

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
ZU69 MALIBU LT SEDAN	22870.00	20926.05	INVOICE 09/11/03
X9 3.5L V6 ENGINE	0.00	0.00	SHIPPED 09/11/03
X0 4-SPEED AUTO TRANSMISSION	0.00	0.00	EXP I/T 09/22/03
E1 50-STATE EMISSIONS	N/C	N/C	INT COM 09/22/03
K3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 09/10/03
			KEYS G0833 G0833
			WFP-S QTR OPT-1
			BANK: GMAC - 103
			CHG-TO 02-279

*3 miles*

SHIP WT: 3202  
 HP: 32.9  
 GMS: 20889.95  
 SUPPLR: 21725.55  
 MRM: 23495.00  
 MEMO 1118.50

*ORIGINAL  
Vehicle*

TOTAL MODEL & OPTIONS	22870.00	20926.05	ACT 231	20864.95
ESTIMATION CHARGE	625.00	625.00	H/B 261	686.10
AM DEALER CONTRIBUTION		228.70	ADV 261	228.70
AM GROUP CONTRIBUTION		114.35	EXP 65A	114.35

TOTAL	23495.00	21894.10	PAY 310	21894.10
EMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		20864.95		

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*

HIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

ALANKER CHEVROLET-GE0

REMIT TO GMAC NO. 103  
 VIN 1G1ZU54834F  
 \$ 21894.10 INV 1AD23856304  
 DUE 09/22/03 DEALER 02-279



231 + 21208.00  
 237 + \_\_\_\_\_  
 261 + 686.10  
 310 21894.10  
 261Z + \_\_\_\_\_  
 65A - \_\_\_\_\_

Jan 13 04 10:01p

Ver.4-9/25/2002

### electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 01/13/2004
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Deer Park, Ny 1 [REDACTED]
- 5.Primary Customer Phone #: [REDACTED] Home
- 6.Additional Customer Phone #: [REDACTED] Work
- 7.Customer fax #: [REDACTED]
- 8. Cust Drivers Licenses #: [REDACTED]
- 9. State tax % rate: 8.5%

#### Customer Vehicle Information

- 10.Year/Make/Model: 2004 Chevrolet Malibu
- 11.VIN (17 Digits): 1G1ZU54834E [REDACTED]
- 12.Current Mileage: 2,700
- 13.Purchased: NEW

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

- Dealership that will handle entire transaction:
- 14. Dealership Name: Palanker Chevrolet
  - 15. Dealership Phone #: (631) 422-3700
  - 16. Dealership Contact Name and TITLE: Richard Dahlgren Service Manager
  - 17. Dealership Contact Phone # (if different than Dealership #): \_\_\_\_\_
  - 18. Dealership Contact Fax #: (631) 422-6563
  - 19. Dealership BAC: 111276 Region: Northeast

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

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

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

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

- 23. CAC Case Number: 1-166349638
- 24. TAC Case Number: 6849129
- 25. If no TAC number, Explain: \_\_\_\_\_

26. Reason for Repurchase (Include specific mechanical failure): Numerous "Service Engine Soon" light on dash repeat P0703 and C0561 (brake pedal position switch code). Field engineer involved.

- 27. This case was resolved by: Field Voluntary Decision
- 28. Does this vehicle meet the presumption of Lemon Law in applicable state? YES
- 29. Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
- 30. Type of TRANSACTION? TRADE REPURCHASE
- 31. Vehicle Damage (explain what damage is present and who is responsible): none

32. If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 2G1WH55K249 [REDACTED]

- 33. New Vehicle Year/Make/Model: 2004 Chevrolet Impala
- 34. Upgrade  Downgrade  Difference Amount (PURCHASED NEW ONLY: Old MSRP to New MSRP): 2,800

#### 35. Usage/Depreciation Amount:

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; \*\*NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: Vehicle is under 12,000 miles and meets presumption of the New York State Lemon Law.

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36. Aftermarket Items: Yes

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

GMPPWILL BE CANCELED BY CUSTOMER.37. Lease Termination Terms: NA

38. Who will be responsible for the Taxes and/or Fees? Other (Explain Below)

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

Explain: Customer is responsible for sales tax and GM is responsible for Dealer fee's of \$10 inspection fee.\$20 Documentation fee and Registration transfer fee??39. I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): No*\*NO Rebates are to be applied to the replacement vehicle**\*GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle***Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed**40. General Comments/Special Instructions: Customer pays difference in list to list plus sales tax on difference.  
GM pays dealer fee's and registration transfer fee.41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 01/13/200342. Authorizer Name: Frank S. Angelico43. GM Position: AVM44. VoiceMail Node: 914055 Mailbox Number: 848045. Email Address: frank.s.angelico@gm.com**Save this document using the customers last name plus the last 8 of the VIN as the Filename.****Attach this saved file to a Lotus Notes document and E-mail this ePRA to cPRA@GMExpert.com****Forward any supporting documentation to FAX- 866-827-1129**

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

Jan 13 04 10:02p



**W. BABYLON CHEVROLET, Inc.**  
**D/B/A/ PALANKER CHEVROLET, Inc.**

670 W. Montauk Highway  
 WEST BABYLON, NEW YORK 11704  
 (831) 422-3700  
 DEALER FACILITY NO. 7069108



**INVOICE**

SOLD TO [REDACTED]

DATE 10/06/03

ADDRESS [REDACTED]

DEER PARK NY

YEAR	NEW OR USED	MAKE	MODEL	INVOICE	STOCK NO	CUST. NO.	USED STK. NO.	DEAL NO.
04	NEW	CHEV	MALI			31358		23137
VIN. NO. 1G1ZU54834F				KEY NO.	SALESMAN	CHTSHO, M. PAUL		554
YEAR	MAKE	DESCRIPTION OF TRADE-IN		DESCRIPTION		ACCT. NO.	SALE	COST
			V.I. OR SERIAL NO.	NEW UNIT SOLD CUC		4_@		
				NEW CAR RETAIL		4_	22935.40	
				NEW CAR FLEET		41_		
				NEW TRUCK RETAIL		4_		
				NEW TRUCKS FLEET		43_		
BODY COLOR				OPTIONAL EQUIPMENT AND ACCESSORIES		AFTERSALE		
				INVENTORY NEW CUC		23_@	N/A	
				INVENTORY NEW CAR		231		
				INVENTORY NEW TRUCK		237		
GROUP				DESCRIPTION		LUX TAX		
				USED UNIT SOLD CUC		44_@	N/A	
				USED CAR OR TRUCK RETAIL		44_		
				USED CAR OR TRUCK WHOLE		44_		
				WARRANTY		4_@		
				WARRANTY		4_	1440.00	
				GASOLINE				
				MIS. INSPECTION			20.00	
				DOE FEE		324_	10.00	
				SALES TAX		905	2132.85	
				LICENSE AND TITLE		905A		
				REGISTRATION				
TOTAL CASH PRICE							99.00	
FINANCING							26637.25	
INSURANCE							N/A	
TOTAL TIME PRICE							N/A	
DEPOSIT							220B	26637.25
CASH ON DELIVERY							220B	
							220C	2699.00
								1000.00
DEBATE								
TRADE-IN ALLOWANCE								
PAYMENTS								
MONTHS DOLLARS PER MONTH								N/A
TOTAL 442.39								22938.25
PAY OFF BAL. 2.39							300B	26637.25
OWNERS FINANCE CO.							205	
FINANCE CONTRACT							205@	N/A
							464	
							261A	
							65@	
RECONDITIONING - USED CARS RETAIL							647	
RECONDITIONING - USED TRUCKS RETAIL							651	
COST OF SALES - USED CARS RETAIL							646	
COST OF SALES - USED TRUCKS RETAIL							650	
VALUE OF TRADE-IN(\$)							240	
							241	

VEHICLE IS DELIVERED AS PER WINDOW STICKER ALL INCENTIVES AND DISCOUNTS HAVE BEEN APPLIED TO PURCHASE PRICE. NOTHING IS PROMISED OR OWED AFTER DELIVERY.

60 MONTH / 75,000 MILE GMPP  
 MAJOR GUARD WARRANTY ZERO DEDUCTIBLE.

[REDACTED]

FINANCED THRU [REDACTED] CUSTOMER SIGNATURE  
 CHASE MANHATTAN BANK USA

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

All warranties on this vehicle are the manufacturer's. The Seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorized any other person to assume for it any liability in connection with the sale of the vehicle. This disclaimer by the Seller in no way affects the terms of the Manufacturer's Warranty.

\*THE DEALER APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEE. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES YOU MAY AVOID THIS FEE BY SUBMITTING YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.

DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE \$20.00



Jan 13 04 10:05p

P.8

TO ORDER CALL (800) 422-2102 OR FAX (800) 365-8960

LINE UP COMPUTER / PRINTER SQUARELY WITH BRACKET BELOW



**RETAIL INSTALMENT CONTRACT**

Date 10/06/03  
DEAL# 23137

If this box is checked, this is a simple interest contract **WITH** a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest contract **WITHOUT** a "Balloon Payment" as the last scheduled payment.

Buyer (and Co-Buyer) Name and Address (Include County and Zip Code)  [REDACTED]  DEER PARK, SUFFOLK, NY [REDACTED]	Creditor - Seller Name and Business Address  PALANKER CHEVROLET INC 670 MONTAUK HIGHWAY WEST BABYLON, NY 11704
--	---

**WHO IS BOUND:** You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing below, you choose to buy the vehicle on credit under the terms on the front and back of this Contract and are individually liable for any amount due. In this Contract, "we", "us", and "our" mean the creditor named above and, after assignment, the creditor's assignee, Chase Manhattan Bank USA, N.A., and/or any other assignee.  
**DESCRIPTION OF VEHICLE:** You agree to buy and we agree to sell the following vehicle:

New, Used or Demo	Year	Weight (lbs.)	Make and Model	Body Type	Vehicle Identification No.	Key No.	Use for Which Purchased
NEW	04	3202	CHEVROLET MALIBU	SD	1G1ZU54834F [REDACTED]		<input checked="" type="checkbox"/> personal <input type="checkbox"/> business <input type="checkbox"/> agricultural

If truck - Describe body, gross vehicle weight and major items of equipment sold:

**NOTICE TO BUYERS OF USED OR DEMONSTRATION VEHICLES:** The information you see on the window form for this vehicle is part of this Contract. Information on the window form overrides any contrary provisions in the contract of sale.

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of
5.90 %	\$ 3605.15	\$ 22938.25	\$ 26543.40	\$ 3699.00
			\$ 26543.40	\$ 30242.40

**PAYMENT SCHEDULE:** Your payment schedule will be 60 monthly payments of \$ 442.39 each, due on the same day of each month starting on 06 NOV 03

**BALLOON PAYMENT:** If this Contract is checked with "Balloon Payment" above, your payment schedule will be N/A monthly payments of \$ N/A each, due on the same day of each month starting on N/A, and then your last payment will be \$ N/A, due on N/A

**PREPAYMENT:** You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

**SECURITY:** You are giving us a security interest in the motor vehicle being purchased.

**LATE FEE:** If a payment is more than 10 days late, you may be charged 5% of the unpaid amount of the installment.

**OTHER TERMS:** Please read this Contract, including the reverse side, for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled maturity date.

**ITEMIZATION OF THE AMOUNT FINANCED**

- Cash Price (including any accessories, installation of accessories, and taxes): \$ 25088.25
- Downpayment:
  - Net Trade-In: \$ N/A  
Your Trade-in is a \_\_\_\_\_ Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_
  - Cash Downpayment: \$ 3699.00
  - Total Downpayment (A + B): \$ 3699.00
- Unpaid Balance of Cash Price (1 - 2C): \$ 21389.25
- Other Charges Including Amounts Paid to Others on Your Behalf: \_\_\_\_\_

Jan 13 04 10:05p

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS	TOTAL SALE PRICE
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of
5.90 %	\$ 3605.15	\$ 22938.25	\$ 26543.40	\$ 30242.40

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2. Downpayment:	
A. Net Trade-in	\$ N/A
Your Trade-in is a _____ Year _____ Make _____ Model	
B. Cash Downpayment	\$ 3699.00
C. Total Downpayment (A + B)	\$ 3699.00
3. Unpaid Balance of Cash Price (1 - 2C):	\$ 21389.25
4. Other Charges Including Amounts Paid to Others on Your Behalf:	
A. Cost of Optional Credit Insurance for the Term (a) Specified in the "Credit Insurance" Paragraph of this Contract Paid to the Insurance Company (s) Named Below:	
Life \$ _____ Disability, Accident and Health \$ _____	\$ N/A
B. Official Fees Paid to Government Agencies	INSPEC FEES \$ 10.00
C. Government License and/or Registration Fees (Itemize)	\$ 99.00
D. Government Certificate of Title Fees	\$ N/A
E. Other Charges (Describe who will receive payment and purpose)	
To <u>032781636270</u> For <u>FXT WARRANTY</u>	\$ 1440.00
To _____ For _____	\$ N/A
F. Total Other Charges and Amounts Paid to Others on Your Behalf	\$ 1549.00
(A + B + C + D + E)	
5. Amount Financed (Unpaid Balance) (3 + 4F):	\$ 22938.25

\*\* We may retain, or receive, a portion of these amounts.

**PROMISE TO PAY:** You promise to pay us the Amount Financed shown above, plus a Finance Charge determined by applying a daily rate of 1/365th of the Annual Percentage Rate shown above to the unpaid balance of the Amount Financed each day.

**PAYMENTS BEFORE OR AFTER DUE DATE:** This is a simple interest contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received. If no late charge and/or returned check charge is owed, we credit each payment first to accrued Finance Charge and then to the unpaid balance of the Amount Financed. If a late charge and/or returned check charge is owed, we credit each payment first to accrued Finance Charge, then to the scheduled unpaid balance of the Amount Financed, then to unpaid late charge and/or returned check charge, and then to the unpaid balance of the Amount Financed. We compute your Finance Charge each day on the unpaid balance of the Amount Financed. The earlier you make payments before their due dates, the less Finance Charge you will owe. The later you make payments after they are due, the greater the Finance Charge. We will send you a check for any amount owed you (if it is \$1.00 or more) after you make your last payment; we will advise you of any additional amount owed (if it is \$1.00 or more).

**BALLOON PAYMENT:** IF THIS CONTRACT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS CONTRACT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. That amount may be less than what we estimate the vehicle will be worth at the time such payment is due. The paragraph appearing on the reverse entitled "LAST PAYMENT OPTIONS" applies and the odometer reading referred to in Section (B)(5) of such paragraph is 000010 miles.

**LOCATION OF VEHICLE:** The vehicle will be kept at the above address of the Buyer, unless another address is listed:

(Street and Town)

**CREDIT INSURANCE:** Credit life and credit disability, accident and health insurance are not required to obtain credit and will not be provided under this Contract unless you sign for them and agree to pay the additional cost. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:  
 Life  Buyer  Co-Buyer  Both at a premium of \$ \_\_\_\_\_ for a term of \_\_\_\_\_  
 Credit life insurance will pay your debt on this Contract up to \$ \_\_\_\_\_ N/A

Jan 13 04 10:07p

To 032781636270 For EXT WARRANTY \$ 1440.00  
To For \$ N/A

F. Total Other Charges and Amounts Paid to Others on Your Behalf \$ 1549.00  
(A + B + C + D + E)  
5. Amount Financed (Unpaid Balance) (3 + 4F): \$ 22938.25

\*\* We may retain, or receive, a portion of these amounts.

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**LOCATION OF VEHICLE:** The vehicle will be kept at the above address of the Buyer, unless another address is listed:

(Street and Town)

**CREDIT INSURANCE:** Credit life and credit disability, accident and health insurance are not required to obtain credit and will not be provided under this Contract unless you sign for them and agree to pay the additional cost. The policies or certificates issued by the insurer will describe the terms and conditions in further detail.

If you want the following insurance, sign below:

Life  Buyer  Co-Buyer  (Both) at a premium of \$ \_\_\_\_\_ for a term of \_\_\_\_\_  
Credit life insurance will pay your debt on this Contract up to \$ \_\_\_\_\_ N/A

Disability, Accident and Health (Buyer Only) at a premium of \$ \_\_\_\_\_ for a term of \_\_\_\_\_  
Credit disability, accident and health insurance will pay your debt on this Contract up to \$ \_\_\_\_\_ N/A

The name of the Insurer is \_\_\_\_\_ of \_\_\_\_\_  
Name Home Office Address

Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**PROPERTY INSURANCE:** insurance coverage for loss or damage to the vehicle (collision, fire and theft) is required and you have the option of furnishing the required insurance either through your existing policies or you may purchase equivalent insurance coverage through anyone you wish acceptable to the Seller. If you elect to purchase this coverage through the Seller, it will be furnished by PALANKER CHEVROLET, INC. the initial term of \_\_\_\_\_ at a premium of \_\_\_\_\_ N/A, but such charge is not included in this Contract.

**BY SIGNING THIS CONTRACT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE. THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.**

**IMPORTANT: READ THE ADDITIONAL TERMS ON REVERSE SIDE BEFORE SIGNING BELOW.**

**WARNING:** The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others unless so indicated hereon.

The following notice is required for second hand cars by a regulation of the New York City Department of Consumer Affairs:  
**IMPORTANT NOTICE TO BUYER:** (a) STATE LAW REQUIRES THAT SELLERS OF SECOND HAND CARS CERTIFY IN WRITING TO THE BUYER THAT EACH CAR IS IN SAFE CONDITION AT THE TIME OF SALE. (b) THIS CERTIFICATION IS A GUARANTEE THAT THE CAR IS IN SAFE CONDITION AT THE TIME OF SALE. (c) YOU HAVE A RIGHT TO REQUEST THE DEALER TO REPAIR OR TO PAY IN FULL FOR REPAIRS OF ANY UNSAFE CONDITION IN THE CAR WHICH DOES NOT COMPLY WITH THIS CERTIFICATION. (d) THIS BUSINESS IS LICENSED BY THE DEPARTMENT OF CONSUMER AFFAIRS, 80 LAFAYETTE STREET, NEW YORK, NEW YORK 10013. COMPLAINT PHONE: (212) 577-0111.

**NOTICE TO BUYER:** 1. Do not sign this agreement before you read it or if it contains any blank space. 2. You are entitled to a completely filled in copy of this agreement. 3. Under the law, you have the right to pay off in advance the full amount due. If you do so, you may, depending on the nature of this credit service charge, either: (a) prepay without penalty, or (b) under certain circumstances obtain a rebate of the credit service charge. 4. According to law you have the privilege of purchasing the insurance on the motor vehicle provided for in this contract from an agent or broker of your own selection.

You acknowledge that you have received a copy of this Contract with all blanks filled and that you have read it and understand it.

**RETAIL INSTALMENT CONTRACT**

Buyer Signs \_\_\_\_\_ Co-Buyer Signs \_\_\_\_\_

By signing here, the Creditor-Seller accepts this Contract and also agrees to the terms of the Seller's Assignment of this Contract as set forth in the Dealer's Agreement with assignee.

Creditor-Seller Signs Palanker Chevrolet By \_\_\_\_\_



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

January 28, 2004

Mr. Richard Dahlgren  
PALANKER CHEVROLET

RE: Repurchase for 2004 Chevrolet Malibu  
[REDACTED]

Dear Mr. Dahlgren:

The following parties, [REDACTED] and Palanker Chevrolet have a closing date outlined below as the date that the Repurchase is to be completed. This is the date the *final package* will arrive. Please make sure the customer completes the repurchase on this day and that you return the documents to the RVDC immediately after for completion of the repurchase.

The closing date has been set for January 29, 2004. Once you are in receipt of the packet, please contact the customer. The customer will be notified to coordinate the time with you. *Once the transaction has been completed, please call me at the number listed below so that the customers file can be closed.*

*Note: Do not payoff the customers lien, General Motors will handle that portion of the transaction.*

[REDACTED] will bring a certified check in the amount of \$9.63 for his portion owed to General Motors. Thank you for your cooperation

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

# NORMAN TAYLOR & ASSOCIATES

A Professional Law Corporation

NORMAN F. TAYLOR  
BRET A. SHEFTER  
RENÉ KORPER

425 WEST BROADWAY  
SUITE 220  
GLENDALE, CA 91204  
TEL (818) 244-3805  
FAX (818) 244-6052  
NORM@NORMANTAYLOR.COM  
WWW.NORMANTAYLOR.COM

## FAX TRANSMITTAL COVER SHEET

**DATE:** September 30, 2004  
**CASE NAME:** [REDACTED] vs. GMC, et al.  
**NUMBER OF PAGES:** 01 INCLUDING THIS COVER SHEET

\*\*\*\*\*

**PLEASE DELIVER TO:**

**NAME:** Robert Villanueva  
**FIRM:** GMC/BRC – Legal Department  
**FAX NUMBER:** (866) 311-2780  
**TELEPHONE NUMBER:** (800) 231-1841 Ext.#58727

\*\*\*\*\*

**FROM:** Weber DeSiqueira

\*\*\*\*\*

**RE:/MESSAGE:**

Thank you for your fax dated September 28, 2004 regarding the above referenced matter.  
Please refer to our letter sent to GMC on September 13, 2004. An answer to our client's demand was expected by September 5, 2004. An extension was given 'till September 16, 2004 and GMC did not respond. The matter was transferred to litigation but not yet filed. Is GMC going to repurchase the vehicle or not? Let me know by October 1, 2004.  
Thank you, Weber.

**IF THERE ARE ANY PROBLEMS, ERRORS, OR OMISSIONS WITH THIS TRANSMISSION, PLEASE CONTACT THE PERSON NAMED ABOVE**

THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE AND ANY ACCOMPANYING DOCUMENTS MAY BE SUBJECT TO THE ATTORNEY/CLIENT PRIVILEGE, AND AS SUCH CONFIDENTIAL INFORMATION INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY NAMED ABOVE. IF THE READER OF THIS MESSAGE IS NOT THE RECIPIENT IDENTIFIED ABOVE, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE IMMEDIATELY NOTIFY THE SENDER BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE AND ANY ACCOMPANYING DOCUMENTS TO SENDER AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE.

# NORMAN TAYLOR

A Professional Law Corporation & ASSOCIATES

NORMAN F. TAYLOR  
BRET A. SHEFTER  
RENÉ KORPER

425 WEST BROADWAY  
SUITE 220  
GLENDALE, CA 91204  
TEL (818) 244-3905  
FAX (818) 244-6052  
NORM@NORMANTAYLOR.COM  
WWW.NORMANTAYLOR.COM

## FAX TRANSMITTAL COVER SHEET

**DATE:** October 21, 2004  
**CASE NAME:** [REDACTED] vs. GMC, et al.  
**NUMBER OF PAGES:** 05 INCLUDING THIS COVER SHEET

\*\*\*\*\*

**PLEASE DELIVER TO:**

**NAME:** Robert Vullanueva  
**FIRM:** GMC/BRC – Legal Department  
**FAX NUMBER:** (866) 311-2780  
**TELEPHONE NUMBER:** (800) 231-1841 ext. #58727

\*\*\*\*\*

**FROM:** Weber DeSiqueira

\*\*\*\*\*

**RE:/MESSAGE:**

**Attached please find copy of Lien Holder Information Request Form and other documents regarding the above referenced matter.**

**Should you have any questions, please do not hesitate to contact our office.**

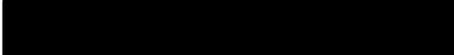
**Thank you, Weber.**

**IF THERE ARE ANY PROBLEMS, ERRORS, OR OMISSIONS WITH THIS TRANSMISSION, PLEASE CONTACT THE PERSON NAMED ABOVE**

THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE AND ANY ACCOMPANYING DOCUMENTS MAY BE SUBJECT TO THE ATTORNEY/CLIENT PRIVILEGE, AND AS SUCH CONFIDENTIAL INFORMATION INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY NAMED ABOVE. IF THE READER OF THIS MESSAGE IS NOT THE RECIPIENT IDENTIFIED ABOVE, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE IMMEDIATELY NOTIFY THE SENDER BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE AND ANY ACCOMPANYING DOCUMENTS TO SENDER AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE.

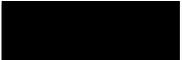
 **wamu.com** A Washington Mutual, Inc. Web site

### Transaction Details

Account: 

Transaction Type: DIRECTDEBIT

Posting Date: 01/23/2004

Transaction Description: CAPITAL ONE AUTO ONLINE PMT 

Amount: -\$489.78

Confirmation Number: 

FDIC Insured  
 EQUAL HOUSING LENDER

[close window](#)

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1st lender -> CAPITAL ONE

\* MISSING Payment #1 & #2  
DON Client ordered copies of checks.

# Lien Holder Information Request Form

Customer Name: [REDACTED] SSN: [REDACTED]

VIN: 1G1ZU54804F [REDACTED] YR/MAKE 04 Chevy MALIBU

### Lending Institution Information:

- \* Account #: [REDACTED]
- \* Institution Name: House hold Auto Finance
- \* Institution Address: P.O. BOX 120115
- \* City: City of Industry State CA Zip Code: 91714-0115
- \* Contact Person: \_\_\_\_\_
- \* Telephone #: 1-800-418-1888

\* <sup>30 DAYS</sup> Payoff: \$ \_\_\_\_\_  
\* Good Until: \_\_\_\_\_ NEXT DATE DUE 11/4/04  
\* Per Diem: \$ \_\_\_\_\_ (OR) % \_\_\_\_\_

LATE CHARGES PAID: \$ \_\_\_\_\_ LATE CHARGES DUE: \$ \_\_\_\_\_

No. Payments Made: \_\_\_\_\_ at \$ \_\_\_\_\_ /month  
Total Amount of Payments Made: \$ \_\_\_\_\_  
Total Interest Paid to Date: \$ \_\_\_\_\_ as of \_\_\_\_\_  
2000 \$ \_\_\_\_\_ 2002 \$ \_\_\_\_\_ 2004 \$ \_\_\_\_\_ 2006 \$ \_\_\_\_\_  
2001 \$ \_\_\_\_\_ 2003 \$ \_\_\_\_\_ 2005 \$ \_\_\_\_\_ 2007 \$ \_\_\_\_\_

\* CURRENT MILEAGE OF VEHICLE: 8069  
\* DATE MILEAGE READ: 10/20/04

[REDACTED] hereby authorize the above-referenced lending institution to release any and all information regarding the above referenced account to General Motors Corporation, including but not limited to a complete payment history of my account. Dated this 21 day of October, 2004.

SIG [REDACTED] SIGNATURE \_\_\_\_\_

**HOUSEHOLD AUTO FINANCE**

Monthly Statement

Account Number [REDACTED]



**BILLING SUMMARY**

PAYMENT DUE BY	AMOUNT PAST DUE	CURRENT AMOUNT DUE	LATE CHARGE(S) DUE	OTHER CHARGE(S) DUE	PLEASE PAY THE AMOUNT
11/04/04	\$0.00	\$425.96	\$0.00	\$0.00	\$425.96

**BILLING DETAIL**

TRANSACTION DATE	DESCRIPTION	TRANSACTION AMOUNT
11/04/04	Scheduled Payment	425.96
	<b>TOTAL</b>	<b>\$425.96</b>

**ACCOUNT BALANCE**

Note: Account balance is not the payoff amount. See reverse side for payoff information. **\$23,012.57**

**APPLIED TRANSACTIONS**

TRANSACTION DATE	AMOUNT RECEIVED	INTEREST PAID	LATE CHARGES	OTHER CHARGES	PRINCIPAL	UNAPPLIED
10/04/04	441.00	166.38	0.00	0.00	275.62	0.00

**MAIL PAYMENT TO:**  
 HOUSEHOLD AUTO FINANCE  
 P.O. BOX 60115  
 CITY OF INDUSTRY, CA 91716-0115

**PAY BY PHONE OPTION:**  
 HAF Customer Service  
 1-800-418-1888

**OTHER PAYMENT OPTIONS:**  
 Western Union Quick Collect  
 Agent Locator Number: 1-800-325-6000  
 Code City: Selling California  
 MoneyGram Express Payment  
 Agent Locator Number: 1-800-925-9400  
 Receive Code: 1403

**IMPORTANT INFORMATION**

Tired of writing checks? Want to save time and money? Use our automatic electronic debit service. Your monthly payment will be automatically debited from your checking account. This service is free. For more information call 1-800-418-1888. We're changing our name and we want you to be the first to know! On January 17, 2005, Household Auto Finance will officially change its name to HSBC Auto Finance. HSBC Auto Finance is part of HSBC - North America, one of the top 10 financial organizations in the United States with assets approaching \$200 billion. We are excited to be part of the HSBC family.

STAFF 1531 (06/04)

0018977

Please enclose the bottom portion of your statement with your payment so that our address appears in the window. Page 1 of 1

Account Information	
Account Number	[REDACTED]
Statement Date	10/18/04
Due Date	11/04/04
Amount Due	\$425.96

Amount \$ Enclosed

- IMPORTANT:**
- Make Checks payable to Household Auto Finance
  - Please write your account number on your check.
  - Do not fold, staple or clip.
  - Do not send cash.
  - Please mail your payment with this coupon 7 days prior to the due date to ensure timely receipt.



**AUTO FINANCE**  
 HSBC North American Holdings Inc.

S-00015800 003050700000

[REDACTED]  
 PALO ALTO CA [REDACTED]

HOUSEHOLD AUTO FINANCE  
 P.O. BOX 60115  
 CITY OF INDUSTRY, CA 91716-0115



**IMPORTANT INFORMATION ABOUT YOUR ACCOUNT**

**Insurance**

Under the terms of your contract, you are required to maintain comprehensive as well as collision insurance coverage on your vehicle. (State law may require you to maintain additional insurance coverage.) Please send any information regarding coverage changes to: HAF, Insurance, P.O. Box 17901, San Diego, CA 92177-7901.

**Credit Reporting**

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**Inaccurate Reporting**

If you believe any information we have reported about you to a consumer reporting agency is inaccurate, please write us at: Household Auto Finance, P.O. Box 17904, San Diego, CA 92177-7904, ATTN: Dispute. Please include your name, account number, address, and home telephone number, and specify the information that appears to be inaccurate and why.

**Address & Employment**

You must promptly notify us of any change in your residence address and telephone number and any change in your employment (including telephone number).

**Negotiable Instruments - "Payment in Full"**

All communications you send to us regarding a disputed debt, including any check or negotiable instrument that you send to us as payment in full of a disputed debt, must be mailed to: Household Auto Finance, P.O. Box 17903, San Diego, CA 92177. Payments by checks or other negotiable instruments mailed to our normal payment address that are marked "Payment in full" or that include other restrictive endorsements may be accepted without waiving any of our rights under the contract governing your account.

**PAYOFF INFORMATION**

The payoff amount is subject to payment being received in full by Household Auto Finance and is contingent upon our receipt of good funds for all recent payments to your account. We may increase the payoff amount at any time to reflect the amount of returned checks, accrued interest, fees, or other charges added to your account. To obtain your payoff amount, call 1-800-418-1856.

Mall payoff to:  
Household Auto Finance  
P.O. Box 60179  
City of Industry, CA 91716-0179  
Attn: Payoffs

**Notice to Connecticut Residents.** This is an attempt to collect a debt and any information obtained will be used for that purpose.

**Notice to Iowa Residents.** This is an attempt to collect a debt by a debt collector as defined under Iowa law and any information will be used for that purpose.

Household Auto Finance services auto loans and motor vehicle sales finance contracts for HSBC Bank USA, HSBC Motor Credit (USA), Inc. and Household Finance Corporation and their affiliates and subsidiaries.

**CUSTOMER SERVICE INFORMATION**

- Customer Service: 1-800-418-1856 Contamos con representantes de servicio al cliente de habla hispana.
- Hours: 8:00 a.m. - 7:00 p.m. (PST), Monday through Thursday; 8:00 a.m. - 6:00 p.m. (PST), Friday; 8:00 a.m. - 12:00 p.m. (PST), Saturday.
- In order to provide quality customer service, telephone calls may be monitored and/or recorded.
- General Correspondence: HOUSEHOLD AUTO FINANCE P.O. BOX 17904 SAN DIEGO, CA 92177

STMT187J (09/04)

STMT187J (09/04)

**NEW ADDRESS OR PHONE NUMBER(S)**

To ensure accuracy, please print neatly using upper-case letters and numbers only!  
If you've filled in a new address and/or phone number, please be sure to check the box on the reverse side of this payment coupon.

Faded area containing a grid or table structure, likely for recording new address or phone numbers.



**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER  
VIA FAX ONLY

January 28, 2014

Weber Desiqueira, Esq.  
Norman Taylor & Associates

RE: [REDACTED]  
Service Request: 1-178691257  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZU54804F [REDACTED]  
Customer Relationship Manager: Robert Villanueva

Dear Mr. Desiqueira:

Regarding the above case, General Motors would like to make the following trade repurchase offer for all defendants:

- An even trade-out of the present vehicle into a vehicle of equal or greater value, at which time your client(s) would be responsible to cover any difference in MSRP as well as taxes, tag, license and registration fees insofar as they exceed the amounts of taxes, tag, license and registration fees incurred in the sale of the original vehicle. It is agreed that the MSRP of the original vehicle is \$ 24,725.00. The payment must be in the form of a certified check or money order.
- Your client(s) will be additionally responsible for reasonable usage on the present vehicle in the amount of \$ 310.87.
- General Motors will pay reasonable attorney fees in the amount of \$ 2,500.00.

Your client must take whatever steps are necessary to provide General Motors with clear title to your client's present vehicle. Your client may accomplish this by getting the lender to substitute the replacement vehicle for the present vehicle as collateral for any outstanding loan. Otherwise, your client must pay off any current loan or obtain new financing to do so. All terms with respect to the substitution of collateral or any new financing are to be negotiated by your client(s), the current lien holder, any new lender, and the exchange dealership. We ask that your client(s) work with the sales staff of Anderson Chevrolet to select an acceptable replacement vehicle.

General Motors requires a vehicle inspection be performed at the dealership where the trade repurchase is taking place prior to the issuance of any funds. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year of the vehicle.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show

proof of ownership of the present vehicle. General Motors requests that you make this offer available to your client(s) at the earliest possible opportunity.

If the terms of this offer letter are acceptable, please have your client(s) sign on the line below. Please return this signed offer letter to the fax number shown on the fax cover sheet. An appropriate release of claims will be forwarded for your client(s) to execute once the desired replacement vehicle has been selected and identified by its Vehicle Identification Number. This offer is good for 10 calendar days from the date of this letter.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4,

cc: FILE

LG0072-T  
Rev 5/31/2004

Attach.

CURRENT VEHICLE MILEAGE: \_\_\_\_\_

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date



**GMC**

# HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER  
VIA FAX ONLY

January 28, 2014

Weber Desiqueira  
Norman Taylor & Associates

RE: [REDACTED]  
Service Request: 1-178691257  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZU54804F [REDACTED]  
Customer Relationship Manager: Robert Villanueva

Dear Mr. Desiqueira:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2004 Chevrolet Malibu for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 6 @ \$489.78	\$ 2,938.68 (which includes sales tax of \$ 1,843.30)
Total payments 6 @ 425.96	\$ 2,555.76
Total down payment	\$ 1,300.00
License/Title/Registration	\$ 189.00
Subtotal:	\$ 6,983.44
Less Rebates/Incentives	- \$ 1,300.00
Less Usage/Depreciation	- \$ 310.87
Less ANES Insurance	- \$ 199.00
Less GMPP	- \$ 1,740.00
Subtotal:	\$ 3,433.57
Attorney's Fees	\$ 2,500.00
Subtotal:	\$ 5,933.57



California Home

Saturday, Nov



- [DMV Homepage](#)
- [What Do I Need?](#)
- [Full Listing of FAQs](#)
- [Renewal ID Number FAQ](#)
- [Smog Info FAQ](#)
- [Insurance Info FAQ](#)
- [Non-Operation FAQ](#)
- [Browser Info FAQ](#)
- [Privacy/Security Info](#)

# Department of Motor Vehicle

## Vehicle Registration Internet Renewal

### Step 3: Transaction Confirmation

### CONGRATULATIONS!

Your online Planned-Non-Operation (PNO) was successful. An acknowledgment of this transaction will in 2 weeks. The information from your transaction will update on the vehicle registration record after as daily transactions. This usually occurs during the next business day.

### IMPORTANT!!!

The following information should be retained for your records and any subsequent inquiries regarding

Year:	2004
Make:	CHEV
License Plate or CF Number:	[REDACTED]
Fee Paid:	\$56.00
Date and Time of Transaction:	11/20/2004 at 9:38:11AM
Credit Card Authorization Number: (sent by your credit card company)	567748

Print this page for a record of this transaction.

Help us improve our online services. Please take a moment to complete a brief Survey.

© 2003 State of California.  
Conditions of Use Privacy Policy

ATTN: ROBERT VILLANUEVA  
 (866) 311-2780  
 Re: [REDACTED] vs. GMC

GMP Refund \$1,500.00  
 \$240.00 S/cont  
 Received on 11/27/04



**RVDC Case# 89511**

BRC Case Number	1178691257	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	Y
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZU54804F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	112208	Retrieve Sales Tax? Y		Title Brand?			
Dealership Name	ANDERSON CHEVROLET.	Reason for not Retrieving Sales Tax:					
Dealer Contact/Title	Cathy Rhodas, Controller	Original Sales Tax Paid in State: CA		Repurchased Under Laws of State: CA			
Dealer Phone	6503214280	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	6503214235	Closing Schedule:	2004-12-03	Established on:	2004-11-23		
Delivery Date	2003-10-25	If no, where: BAC is 0					
Buyback Mileage	8069	Location Site Name:					
Transmission	A	Contact Name:					
UCC Code(s)	J0108	Address 1:					
MSRP	24725.00	Address 2:					
Est. Auction Value	14751.94	City:		State:		Zip:	
Case Number	89511	Phone #:					
TAC Case Number	6998841	Fax #:					
Type of Transaction	SR	Comment:					
Replacement VIN		GM Legal Case Number:					
Repurchase Type	Legal-Early Resolution-NISM	GM Counsel Name: N/A					
Repurchase Source	Legal CRM, Robert Villanueva	Gm Counsel Contact Name: N/A					
Reason for Repurchase: Engine No Start.		Address1:					
		Address2:					
		City:		State:		Zip:	
		Phone #:					
		Fax #:					
<b>Lien Payoff</b>							
Lien Payoff Amount: 23370.11		Lien Payoff Expires on: 2004-12-10			Per Diem: 5.11		
Customer Due to GM: 0.00				Dealer Due GM: 0.00			
<b>Check Information</b>							
<b>Customer</b>		<b>Lienholder</b>			<b>Plaintiff's Attorney</b>		
Check Amt:	0.00	Payee1:	Household Auto Finance	Payee1:	[REDACTED]	Check Amt:	6318.47
Payee1:	[REDACTED]	Payee2:	Acct.# [REDACTED]	Payee2:	Norman Taylor & Associates		
Payee2:	[REDACTED]	Address1:	6602 Convoy	Address1:	425 West		
Address1:	[REDACTED]	Address2:	Court	Address2:	Broadway, Suite #220		
Address2:	[REDACTED]	City:	San Diego	City:	Glendale		
City:	Palo Alto	State:	CA	State:	CA		
State:	CA	Zip	92111	Zip	91204		
Zip	[REDACTED]	Phone #:	800-836-6469	Phone #:	818-244-3905		
Phone #:	[REDACTED]	Fax #:	858-609-4872	Fax #:	818-244-6502		
Fax #:	[REDACTED]	Attention:	Payoff Dept.	Attention:	Norman Taylor		
		Account #:	[REDACTED]	Fed Tax ID:	94-6001385		
				Firm Name:	Norman Taylor, et al		

Case ID: 89511 Initiator: villanue



RVDC Case# 89511

BRC Case Number	1178691257	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	Y
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZU54804F	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	112208	Retrieve Sales Tax? Y		Title Brand?			
Dealership Name	ANDERSON CHEVROLET.	Reason for not Retrieving Sales Tax:					
Dealer Contact/Title	Cathy Rhodas, Controller	Original Sales Tax Paid in State: CA		Repurchased Under Laws of State: CA			
Dealer Phone	6503214280	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	6503214235	Closing Schedule:	2004-12-03	Established on:	2004-11-23		
Delivery Date	2003-10-25	If no, where: BAC is 0					
Buyback Mileage	8069	Location Site Name:					
Transmission	A	Contact Name:					
UCC Code(s)	J0108	Address 1:					
MSRP	24725.00	Address 2:					
Est. Auction Value	14751.94	City:		State:		Zip:	
Case Number	89511	Phone #:					
TAC Case Number	6998841	Fax #:					
Type of Transaction	SR	Comment:					
Replacement VIN		GM Legal Case Number:					
Repurchase Type	Legal-Early Resolution-NISM	GM Counsel Name: N/A					
Repurchase Source	Legal CRM, Robert Villanueva	Gm Counsel Contact Name: N/A					
Reason for Repurchase: Engine No Start.		Address1:					
		Address2:					
		City:		State:		Zip:	
		Phone #:					
		Fax #:					
<b>Lien Payoff</b>							
Lien Payoff Amount: 23370.11		Lien Payoff Expires on: 2004-12-10			Per Diem: 5.11		
Customer Due to GM: 0.00				Dealer Due GM: 0.00			
<b>Check Information</b>							
<b>Customer</b>		<b>Lienholder</b>			<b>Plaintiff's Attorney</b>		
Check Amt:	0.00	Payee1:	Household Auto Finance	Payee1:	[REDACTED]	Check Amt:	6318.47
Payee1:	[REDACTED]	Payee2:	Acct.# [REDACTED]	Payee2:	Norman Taylor & Associates		
Payee2:	[REDACTED]	Address1:	6602 Convoy	Address1:	425 West		
Address1:	[REDACTED]	Address2:	Court	Address2:	Broadway, Suite #220		
Address2:	[REDACTED]	City:	San Diego	City:	Glendale		
City:	Palo Alto	State:	CA	State:	CA		
State:	CA	Zip	92111	Zip	91204		
Zip	[REDACTED]	Phone #:	800-836-6469	Phone #:	818-244-3905		
Phone #:	[REDACTED]	Fax #:	858-609-4872	Fax #:	818-244-6502		
Fax #:	[REDACTED]	Attention:	Payoff Dept.	Attention:	Norman Taylor		
		Account #:	[REDACTED]	Fed Tax ID:	94-6001385		
				Firm Name:	Norman Taylor, et al		

Case ID: 89511 Initiator: villanue

# NORMAN TAYLOR & ASSOCIATES

NORMAN F. TAYLOR  
BRET A. SHEFTER  
RENÉ KORPER

425 WEST BROADWAY  
SUITE 220  
GLENDALE, CA 91204  
TEL (818) 244-3905  
FAX (818) 244-6052  
NORM@NORMANTAYLOR.COM  
WWW.NORMANTAYLOR.COM

## FAX TRANSMITTAL COVER SHEET

**DATE:** November 4, 2004  
**CASE NAME:** [REDACTED] vs. GMC, et al.  
**NUMBER OF PAGES:** 05 INCLUDING THIS COVER SHEET

\*\*\*\*\*

**PLEASE DELIVER TO:**

**NAME:** Robert Villanueva  
**FIRM:** GMC/BRC – Legal Department  
**FAX NUMBER:** (866) 311-2780  
**TELEPHONE NUMBER:** (800) 231-1841 ext.#58727

\*\*\*\*\*

**FROM:** Weber DeSiqueira

\*\*\*\*\*

**RE:/MESSAGE:**

Please be advised that [REDACTED] rejects GMC replacement offer. Attached please find copy of first two payments made to Capital One in the amount of \$489.70 each. Please forward your repurchase offer as soon as possible.

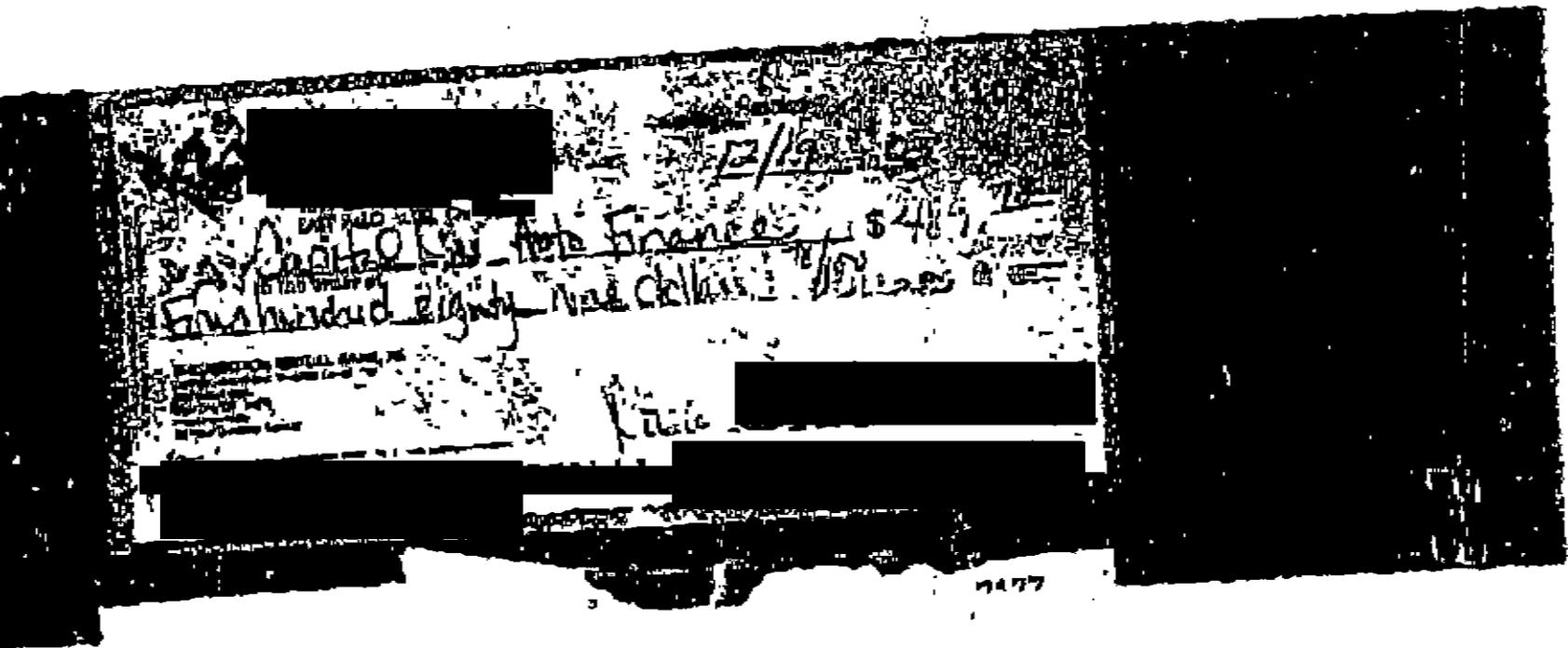
Should you have any questions, please do not hesitate to contact our office.

Thank you, Weber.

**IF THERE ARE ANY PROBLEMS, ERRORS, OR OMISSIONS WITH THIS TRANSMISSION, PLEASE CONTACT THE PERSON NAMED ABOVE**

THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE AND ANY ACCOMPANYING DOCUMENTS MAY BE SUBJECT TO THE ATTORNEY/CLIENT PRIVILEGE, AND AS SUCH CONFIDENTIAL INFORMATION INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY NAMED ABOVE. IF THE READER OF THIS MESSAGE IS NOT THE RECIPIENT IDENTIFIED ABOVE, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE IMMEDIATELY NOTIFY THE SENDER BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE AND ANY ACCOMPANYING DOCUMENTS TO SENDER AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE.

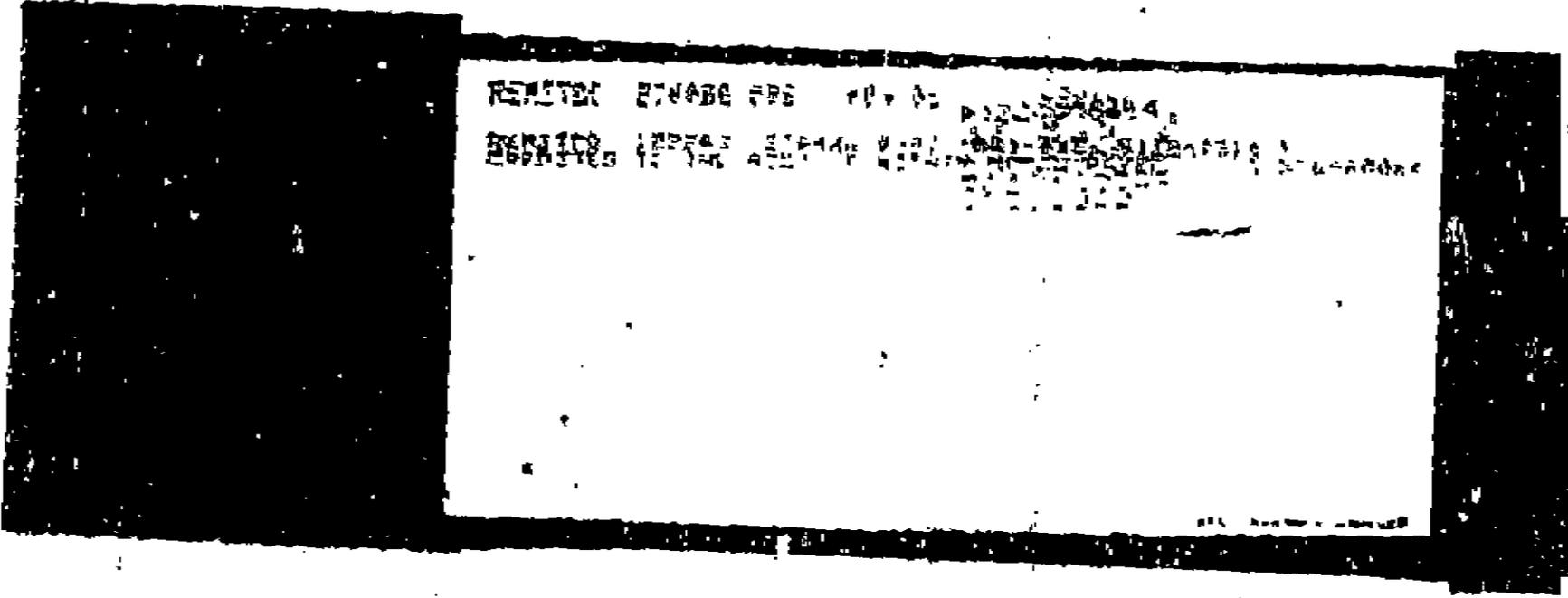
The attached copy is the best we could produce from microfilm.



NOV-02-2004 14:12

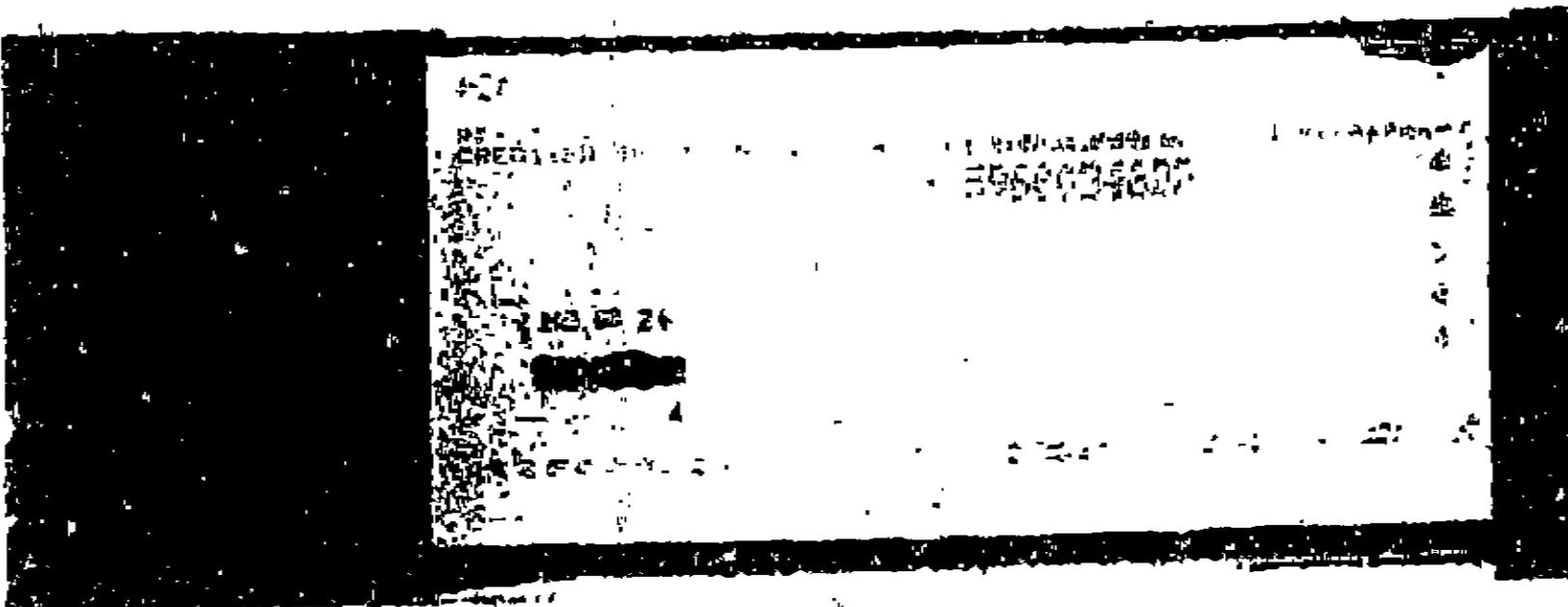
POSTAL ANNEX NO. 112

408 379 6387



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**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER  
VIA FAX ONLY

August 11, 2004

Norman Taylor, Esq.  
Norman Taylor & Associates  
425 West Broadway, Suite 220  
Glendale, CA 91204

RE: [REDACTED]  
Service Request: 1-178691257  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZU54804E [REDACTED]  
Customer Relationship Manager: Paula Bryder

Dear Mr. Taylor:

This is to advise that General Motors is in receipt of the above referenced case dated August 5, 2004. This case file has been assigned, and you will be contacted in the next 10-15 business days for review.

In order to do a thorough review and assessment of this case, General Motors would appreciate your assistance in having the attached **Lien Information form completed** and faxed to the number on the fax coversheet within the next five (5) days. As you know, this information is **REQUIRED** in order to assess this customer's demand.

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

- Copy of owner's current title and/or registration
- Finance agreement
- Buyer's agreement
- Other:

General Motors Corporation  
c/o MSX International, ATTN: BRC Legal  
MC 336-105-000  
1426 Pacific Drive  
Auburn Hills, MI 48326-1571

If you have any questions, please call the number below.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4

cc:  
LG0006-T

# Lienholder Information Request Form

Customer Name: \_\_\_\_\_

Social Security No: \_\_\_\_\_ / \_\_\_\_\_

VIN: \_\_\_\_\_ YR/MAKE \_\_\_\_\_

## Lending Institution Information:

Account #: \_\_\_\_\_

Institution Name: \_\_\_\_\_

Institution Address: \_\_\_\_\_

City : \_\_\_\_\_ State \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Person : \_\_\_\_\_

Telephone # : \_\_\_\_\_

Payoff: \$ \_\_\_\_\_

Good Until: \_\_\_\_\_ NEXT DATE DUE \_\_\_\_\_

Per Diem: \$ \_\_\_\_\_ (OR) % \_\_\_\_\_

**LATE CHARGES PAID: \$ \_\_\_\_\_ LATE CHARGES DUE: \$ \_\_\_\_\_**

No. Payments Made: \_\_\_\_\_ at \$ \_\_\_\_\_ /month

Total Amount of Payments Made : \$ \_\_\_\_\_

Total Interest Paid to Date: \$ \_\_\_\_\_ as of \_\_\_\_\_

2000 \$ \_\_\_\_\_ 2001 \$ \_\_\_\_\_ 2002 \$ \_\_\_\_\_ 2003 \$ \_\_\_\_\_

**CURRENT MILEAGE OF VEHICLE: \_\_\_\_\_**

**DATE MILEAGE READ: \_\_\_\_\_**

I, \_\_\_\_\_, hereby authorize the above-referenced lending institution to release any and all information regarding the above referenced account to General Motors Corporation, including but not limited to a complete payment history of my account. Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
SIGNATURE



# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025  
(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NAME [REDACTED] PALO ALTO, CA	ALIAS IN JASON KETCHUM 910041	TALENT # 4075	INVOICE DATE 06/23/04
		MI TACH 4,782	COLOR SILVER GREE
	YEAR / MAKE / MODEL 04 / CHEVROLET / MALIBU / MALIBU LT SEDAN		DELIVERY DATE 10/25/03
	VEHICLE ID. NO. 1G1ZU54804F [REDACTED]		DELIVERY MILES 119
	COMMENTS		SELLING DEALER ID 05/24/04
			MO: 4782

#### DCS AUDIT SLIP

DCS DATA FILE: GMGMNF.323  
06/23/2004 WARRANTY NEW CLAIM  
1200

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
127141 05/24/2004 1G1ZU54804F [REDACTED] 3 06202 4782 XXX-XX-1399

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	WG	1		12591027	316.18	6C	J6360	5.9			569.35
LN-TOT: 885.53 TECH SSN: [REDACTED] AUTH CODE: B AUTH. AUTHOR.: 0090												
COMMENTS: CUSTOMER REPORTS ENGINE WILL NOT START, EITHER WITH KEY IN INO CODES S TORED, ENGINE WILL NOT CRANK OVER, TRACED TO FAULT WITH PCM REPLACED P CM, RELEARNED TDM - VTD. RELEARNED CRANK VARIATION												
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	03	MJ					98	Z7907				971.00
LN-TOT: 971.00 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: WALT PRE FAXED TO YOU SPAC CASE 500441896 PART NUM, 12591027 PCM PART NOT MADE YET A ENGINE WILL NOT STAART PCM FAILURE 971.00 IN RENT VIN 1GKEK13V04J												
COMMENT ROUTING CODE: H												

R.O. TOTAL: 1856.53

*Handwritten signature*

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X  
PAGE 2 OF 2

CUSTOMER SIGNATURE

ANDERSON CHEVROLET INVOICE 1 12:00pm

2003110 1005 The Raymond and Reynolds Company ESTABLISHED 1858



# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025  
(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO. [REDACTED]	ADVISOR <b>JASON KETCHUM</b>	910041	FACT NO. <b>4075</b>	INVOICE DATE <b>06/23/04</b>	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	PRICE <b>4,782</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	VEHICLE I.D. NO. <b>1G1ZU54804F [REDACTED]</b>	ACTIVITY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.G. NO.	R.O. DATE <b>05/24/04</b>	MO: <b>4782</b>	
COMMENTS					

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
J# 1 08CVZE ENGINE DIAGNOSIS			HOURS: 5.90 TECH(S):137			569.35
CUSTOMER REPORTS ENGINE WILL NOT START, EITHER WITH KEY IN IGNITION OR WITH FACTORY KEYLESS REMOTE STARTING FEATURE WHEN TRYING TO USE REMOTE STARTING FEATURE. PARKING LIGHTS FLASH. HE NOTICED THIS HAPPENING WHEN HE WAS HAVING SAME PROBLEM IN THE PAST. NO CODES STORED. ENGINE WILL NOT CRANK OVER. TRACED TO FAULT WITH PCM. REPLACED PCM. RELEARNED TDM & VTD. RELEARNED CRANK VARIATION & ROADTESTED. VEHICLE STARTS & OPERATES AS DESIGNED AT THIS TIME.						
PARTS	1	12591027	PCM 3.670	225.84	225.84	316.18
JOB # 1	JOB # 1 COST TOTAL					225.84
	JOB # 1 TOTAL PARTS					316.18
	JOB # 1 TOTAL LABOR & PARTS					885.53
J# 2 09CVZSUSPS INSPECT STEERING			HOURS: TECH(S):137			0.00
CUSTOMER REPORTS TURNING FEELS VERY TIGHT. HAS HAD PROBLEM WITH STEERING ASSIST IN THE PAST. FEELS THIS AT SLOWER & FASTER SPEEDS. AFTER PCM WAS REPLACED, ROADTESTED VEHICLE. NO PROBLEM FOUND MOST LIKELY RELATED TO PCM, REPAIRED ON LINE 1						
	JOB # 2 TOTAL LABOR & PARTS					0.00
J# 3 21CVZR RENTAL CAR			HOURS: TECH(S):137			0.00
PROVIDE RENTAL VEHICLE TO CUSTOMER. VEHICLE WAS TOWED IN. CSI. TRANSPORTATION PROVIDED RENTAL VEHICLE TO CUSTOMER.						
	JOB # 3 TOTAL LABOR & PARTS					0.00
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION		
JOB # 3	24203	D821900	06/15/04	RENTAL/GANNON WARRANTY		971.00
TOTAL - SUBLET						971.00
R/O TAX						0.00
R/O TOTALS						1856.53

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	1856.53
CLAIM TOTALS	1856.53

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 1 OF 2 CUSTOMER SIGNATURE [PRINT NAME] (CONTINUED ON NEXT PAGE) 12:00pm ANDERSON CHEVROLET

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# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025  
(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. [REDACTED]	ADVISOR <b>JASON KETCHUM</b>	910041	INVOICE NO. <b>4075</b>	INVOICE DATE <b>06/23/04</b>	INVOICE # [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE <b>4,782</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>			DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
	VEHICLE ID. NO. <b>1G1ZU54804F [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		R.O. DATE <b>05/24/04</b>	
					<b>MO: 4782</b>

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	AMOUNT
JOB # 3	24203			06/23/04	RENTAL/GANNON INTERNAL	30.00
TOTAL - SUBLET						30.00
<b>TOTALS</b>						
CONTROL#	ACCOUNT#	AMOUNT..				
102869			TOTAL LABOR....			0.00
			TOTAL PARTS....			0.00
			TOTAL SUBLET...			30.00
			TOTAL G.O.G....			0.00
			TOTAL MISC. CHG.			0.00
			TOTAL MISC. DISC			0.00
			TOTAL TAX.....			0.00
<b>TOTAL INVOICE \$</b>						<b>30.00</b>

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

**X** PAGE 1 OF 1 CUSTOMER SIGNATURE PRINT NAME END OF INVOICE | 12:09pm

ANDERSON CHEVROLET

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300 El Camino Real, Menlo Park, California 94025  
(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

H.A.R.# RB 004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. [REDACTED]	REVISIONS JASON KETCHUM 910041	TAX NO. 4075	DATE 06/15/04	[REDACTED]
[REDACTED]	[REDACTED]	MILEAGE 4,782	COLOR SILVER GREE	STOCK NO. 102869
PALO ALTO, CA [REDACTED]	YEAR / MAKE / MODEL 04 / CHEVROLET / MALIBU / MALIBU LT SEDAN		DATE 10/25/03	DELIVERY MILES 119
[REDACTED]	VEHICLE I.D. NO. 1G1ZU54804F [REDACTED]		REPAIRS TO ATTEND	PRODUCTION DATE
[REDACTED]	F.I.T. NO.	D.O. NO.	DATE 05/24/04	
[REDACTED]	COMMENTS			MO: 4782

JOB# 1 CHARGES

LABOR-----  
J# 1 08CVZE ENGINE DIAGNOSIS TECH(S):137 WARRANTY  
CUSTOMER REPORTS ENGINE WILL NOT START, EITHER WITH KEY IN IGNITION OR WITH FACTORY KEYLESS REMOTE STARTING FEATURE WHEN TRYING TO USE REMOTE STARTING FEATURE. PARKING LIGHTS FLASH. HE NOTICED THIS HAPPENING WHEN HE WAS HAVING SAME PROBLEM IN THE PAST. NO CODES STORED, ENGINE WILL NOT CRANK OVER. TRACED TO FAULT WITH PCM. REPLACED PCM, RELEARNED TDM & VTD. RELEARNED CRANK VARIATION & ROADTESTED. VEHICLE STARTS & OPERATES AS DESIGNED AT THIS TIME.

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	12591027	PCM 3.670		
			TOTAL - PARTS		0.00

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

JOB# 2 CHARGES

LABOR-----  
J# 2 09CVZSUSPS INSPECT STEERING TECH(S):137 WARRANTY  
CUSTOMER REPORTS TURNING FEELS VERY TIGHT. HAS HAD PROBLEM WITH STEERING ASSIST IN THE PAST. FEELS THIS AT SLOWER & FASTER SPEEDS. AFTER PCM WAS REPLACED, ROADTESTED VEHICLE. NO PROBLEM FOUND MOST LIKELY RELATED TO PCM. REPAIRED ON LINE 1

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

JOB# 3 CHARGES

LABOR-----  
J# 3 21CVZR RENTAL CAR TECH(S):137 WARRANTY  
PROVIDE RENTAL VEHICLE TO CUSTOMER, VEHICLE WAS TOWED IN. CSI. TRANSPORTATION PROVIDED RENTAL VEHICLE TO CUSTOMER.

SUBLET-----	PO#-----	VEND INV#-----	INV. DATE-----	DESCRIPTION-----	WARRANTY
	24203	D821900	06/15/04	RENTAL/GANNON WARRANTY	
				TOTAL - SUBLET	0.00

JOB# 3 TOTALS-----  
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

PAGE 1 OF 2

CUSTOMER SIGNATURE

[CONTINUED ON NEXT PAGE] 04:54pm  
ANDERSON CHEVROLET



# Anderson Chevrolet

L/m

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025-5239

(650) 321-4280 1 (800) ANDERSON

B.A.R.# RB-004517

EPA# CAD981391626

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

RECOMMENDED SERVICES

ANDERSON CHEVROLET

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ3K	3000 MILE SERVICE	MI	26.99	01CVZ6K	6000 MILE SERVICE	MO	76.99
01CVZ15K	15000 MILE SERVICE	MO	273.73	01CVZ30K4	30000 MILE SERV 4CYL	MO	0.00
01CVZ30K6	30000 MILE SRV 6CYL	MO	0.00	01CVZ30K8	30000 MILE SRV 8CYL	MO	432.98
01CVZRB	ROTATE & BALANCE TIR	MO	0.00	01CVZ15K96N	15K SERVICE 96&NEWER	MO	169.10
01CVZ30K96N	30K SERVICE 96&NLW	MO	209.19				

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/06/04		3088	252	74	W	03CVZ	DRIVEABILITY/EMISSI
				137	W	05CVZ	ELECTRICAL
				116	W	21CVZR	RENTAL CAR
				8794	I	27CVZ	LOF
02/04/04		3064	252	137	W	03CVZ	DRIVEABILITY/EMISSI
02/03/04		3064	252	137	W	05CVZ	ELECTRICAL

SALESPERSON NO. 9480

EUGENE MARTIN

S E R V I C E

STATE REG# 3

VEHICLE ID NO <b>1G1ZU54804F</b>	PLANT/MAKE/MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	PRODUCTION DATE <b>102869</b>	FINO. NO. <b>127141</b>
CUSTOMER NO. <b>60156</b>	SERVICE CONTRACT <b>GMPP</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
COLOUR <b>SILVER GREEN ME/G</b>	CONTRACT NO.	EXPIRATION DATE <b>10/25/07</b>	EXPIRATION MILES <b>4075</b>
ADVISOR NO. <b>910041</b>	ADVISOR <b>JASON KETCHUM</b>		

APPOINTMENT:  Yes  No

TIME RECEIVED: **03:39pm** DATE/TIME PROMISED: **05/24/04 06:00pm** PRIORITY: **3**

To Need reply!!

- ORIGINAL CUSTOMER ESTIMATE: TOTAL
- 1 W \* 08CVZE ENGINE DIAGNOSIS/137**  
CUSTOMER REPORTS ENGINE WILL NOT START, EITHER WITH KEY IN IGNITION OR WITH FACTORY KEYLESS REMOTE STARTING FEATURE WHEN TRYING TO USE REMOTE STARTING FEATURE, PARKING LIGHTS FLASH. HE NOTICED THIS HAPPENING WHEN HE WAS HAVING SAME PROBLEM IN THE PAST.
  - 2 W \* 09CVZSUSPS INSPECT STEERING**  
CUSTOMER REPORTS TURNING FEELS VERY TIGHT, HAS HAD PROBLEM WITH STEERING ASSIST IN THE PAST. FEELS THIS AT SLOWER & FASTER SPEEDS.
  - 3 W \* 21CVZR RENTAL CAR**  
PROVIDE RENTAL VEHICLE TO CUSTOMER, VEHICLE WAS TOWED IN. #971.00

DATE	TIME	PHONE # OR REFERENCE	AUTHORIZED BY	ADDITIONAL AMOUNT
5-25				

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS FOR CUSTOMER:  YES  NO

CALL WHEN COMPLETE:  YES  NO

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

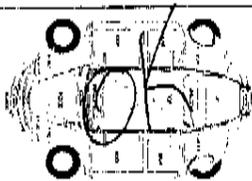
I understand that my Engine/Transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$\_\_\_\_\_

**WARRANTY PARTS**

REC'D *Pcan*

DATE *6-15-04*

*Rush*



NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE

127141

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 :	1G1ZU54804F [REDACTED]
-------	------------------------

Merchandising Model :	1ZU69 -2004 MALIBU LT SEDAN	Warranty Start Date :	10/25/2003				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	ANDERSON CHEVROLET 300 EL CAMINO REAL MENLO PARK , CA 94025-5239 (650) 321-4280	Selling Source :	13 - CHEVROLET				
		Site Code :	06202				
		Business Associate Code :	112208				
Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

Type	Number	Description	Posted Date	Status
RC	03048	OBDII MISFIRE MONITOR - REPROGRAM PCM	N/A	Closed
RC	04011	AIR BAG WARNING LABEL	04/16/2004	Open

Vehicle Has No Current Record Of Outstanding Service Information

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSSTAR1 (888)667-8271			
XM Equipped	Yes	XM Radio ID	AX12200T	XM Status	Inactive	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600	

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	10/25/2003	119 miles	10/25/2006	36119 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/25/2003	119 miles	10/25/2009	100119 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/25/2003	119 miles	10/25/2011	80119 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/25/2003	119 miles	10/25/2010	70119 miles
36/50000 CALIFORNIA EMISSIONS	10/25/2003	119 miles	10/25/2006	50119 miles

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Forward ->

Document ID# 1386954  
2004 Chevrolet Malibu

Print

# Starter Solenoid Does Not Click

Step	Action	Yes	No
<i>Schematic Reference: Starting and Charging Schematics</i>			
1	Did you perform the Vehicle Diagnostic System Check?	Go to Step 2	Go to Diagnostic System Check - Vehicle in Vehicle DTC Information
2	Turn the ignition switch to the START position. Does the engine crank?	Go to Testing for Intermittent and Poor Connections in Wiring Systems	Go to Step 3
3	Turn the ignition switch to the START position. Does the starter relay click?	Go to Step 9	Go to Step 4
4	1. With a scan tool, observe the Crank Request Signal parameter in the Engine Electrical PCM data list. 2. Turn the ignition to the START position. Does the scan tool display that the Crank Request Signal parameter is Yes?	Go to Step 5	Go to Step 12
5	1. Disconnect the starter relay. 2. Connect a test light between the starter relay coil supply voltage circuit and the starter relay coil control circuit of the starter relay. 3. Turn the ignition switch to the START position. Does the test light illuminate?	Go to Step 22	Go to Step 6
6	1. Connect a test light between a battery positive voltage circuit and the starter relay coil control circuit of the starter relay. 2. Turn the ignition switch to the START position. Does the test light illuminate?	Go to Step 7	Go to Step 18
7	1. Turn ON the ignition, with the engine OFF. 2. Disconnect the Park Neutral Position (PNP) switch. 3. Connect a test light between the ignition 1 voltage circuit and a good ground.		

	Does the test light illuminate?	Go to Step 8	Go to Step 16
8	<ol style="list-style-type: none"> <li>1. Turn OFF the ignition.</li> <li>2. Connect a 10-amp fused jumper between the starter relay coil supply voltage circuit and the ignition 1 voltage circuit of the PNP switch.</li> <li>3. Turn the ignition switch to the START position.</li> </ol>		
	Does the starter motor crank?	Go to Step 23	Go to Step 17
9	<ol style="list-style-type: none"> <li>1. Turn OFF the ignition.</li> <li>2. Disconnect the starter relay.</li> <li>3. Connect a test lamp between the battery positive voltage circuit of the starter relay and a good ground.</li> </ol>		
	Does the test lamp illuminate?	Go to Step 10	Go to Step 19
10	Connect a 10-amp fused jumper between the battery positive voltage circuit and the starter solenoid crank voltage circuit of the starter relay.		
	Does the engine crank?	Go to Step 22	Go to Step 11
11	Does the fuse in the jumper open?	Go to Step 21	Go to Step 20
12	<ol style="list-style-type: none"> <li>1. Connect a test lamp between the Off/Run/Crank voltage circuit of the ignition switch and a good ground.</li> <li>2. Turn the ignition switch to the START position.</li> </ol>		
	Does the test lamp illuminate?	Go to Step 27	Go to Step 13
13	Connect a test lamp between the battery positive voltage circuit of the ignition switch and a good ground.		
	Does the test lamp illuminate?	Go to Step 14	Go to Step 15
14	Test the Off/Run/Crank voltage circuit of the ignition switch for an open, a high resistance and a short to ground. Refer to Circuit Testing and Wiring Repairs in Wiring Systems.		
	Did you find and correct the condition?	Go to Step 34	Go to Step 25
15	Repair the battery positive voltage circuit of the ignition switch. Refer to Wiring Repairs in Wiring Systems.		
	Did you complete the repair?	Go to Step 34	--

## Service Information

16	Repair the ignition 1 voltage circuit of the PNP switch. Refer to <u>Wiring Repairs in Wiring Systems</u> .  Did you complete the repair?	Go to Step 34	--
17	Repair the starter relay coil supply voltage circuit of the PNP switch. Refer to <u>Wiring Repairs in Wiring Systems</u> .  Did you complete the repair?	Go to Step 34	--
18	Test the starter relay coil control circuit of the starter relay for an open or high resistance. Refer to <u>Circuit Testing and Wiring Repairs in Wiring Systems</u> .  Did you find and correct the condition?	Go to Step 34	Go to Step 24
19	Repair the battery positive voltage circuit of the starter relay. Refer to <u>Wiring Repairs in Wiring Systems</u> .  Did you complete the repair?	Go to Step 34	--
20	Test the starter solenoid crank voltage circuit of the starter relay for an open or high resistance. Refer to <u>Circuit Testing and Wiring Repairs in Wiring Systems</u> .  Did you find and correct the condition?	Go to Step 34	Go to Step 26
21	Test the starter solenoid crank voltage circuit of the starter relay for a short to ground. Refer to <u>Circuit Testing and Wiring Repairs in Wiring Systems</u> .  Did you find and correct the condition?	Go to Step 34	Go to Step 26
22	Inspect for poor connections at the starter relay. Refer to <u>Testing for Intermittent and Poor Connections and Connector Repairs in Wiring Systems</u> .  Did you find and correct the condition?	Go to Step 34	Go to Step 28
23	Inspect for poor connections at the harness connector of the PNP. Refer to <u>Testing for Intermittent and Poor Connections and Connector Repairs in Wiring Systems</u> .  Did you find and correct the condition?	Go to Step 34	Go to Step 29
	Inspect for poor connections at the harness connector of the powertrain control module		

24	(PCM). Refer to <u>Testing for Intermittent and Poor Connections and Connector Repairs in Wiring Systems</u> .  Did you find and correct the condition?	Go to Step 34	Go to Step 30
25	Inspect for poor connections at the harness connector of the ignition switch harness connector. Refer to <u>Testing for Intermittent and Poor Connections and Connector Repairs in Wiring Systems</u> .  Did you find and correct the condition?	Go to Step 34	Go to Step 31
26	Inspect for poor connections at the harness connector of the starter solenoid. Refer to <u>Testing for Intermittent and Poor Connections and Connector Repairs in Wiring Systems</u> .  Did you find and correct the condition?	Go to Step 34	Go to Step 32
27	Inspect for poor connections at the harness connector of the body control module (BCM). Refer to <u>Testing for Intermittent and Poor Connections and Connector Repairs in Wiring Systems</u> .  Did you find and correct the condition?	Go to Step 34	Go to Step 33
28	Replace the starter relay. Refer to <u>Relay Replacement in Wiring Systems</u> .  Did you complete the replacement?	Go to Step 34	--
29	Replace the PNP switch. Refer to <u>Park/Neutral Position (PNP) Switch Replacement in Automatic Transmission - 4T40-E/4T45-E</u> .  Did you complete the replacement?	Go to Step 34	--
30	<b>Important</b>  The replacement PCM must be programmed.  Replace the PCM. Refer to <u>Powertrain Control Module (PCM) Replacement in Engine Controls - 2.2 (L61) or Powertrain Control Module (PCM) Replacement in Engine Controls - 3.5L (LX9)</u> .  Did you complete the replacement?	Go to Step 34	--
31	Replace the ignition switch. Refer to <u>Ignition Switch Lock Cylinder Replacement in Instrument Panel, Gages, and Console</u> .		

	Did you complete the replacement?	Go to Step 34	--
32	Replace the starter. Refer to <u>Starter Motor Replacement</u> .		
	Did you complete the replacement?	Go to Step 34	--
33	<b>Important</b> The replacement BCM must be programmed. Replace the BCM. Refer to <u>Body Control Module Replacement in Computer/Integrating Systems</u> .		
	Did you complete the replacement?	Go to Step 34	--
34	Operate the system for which the symptom occurred.		
	Did you correct the condition?	System OK	Go to Step 2

<- Back      Forward ->

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2004 Chevrolet Malibu

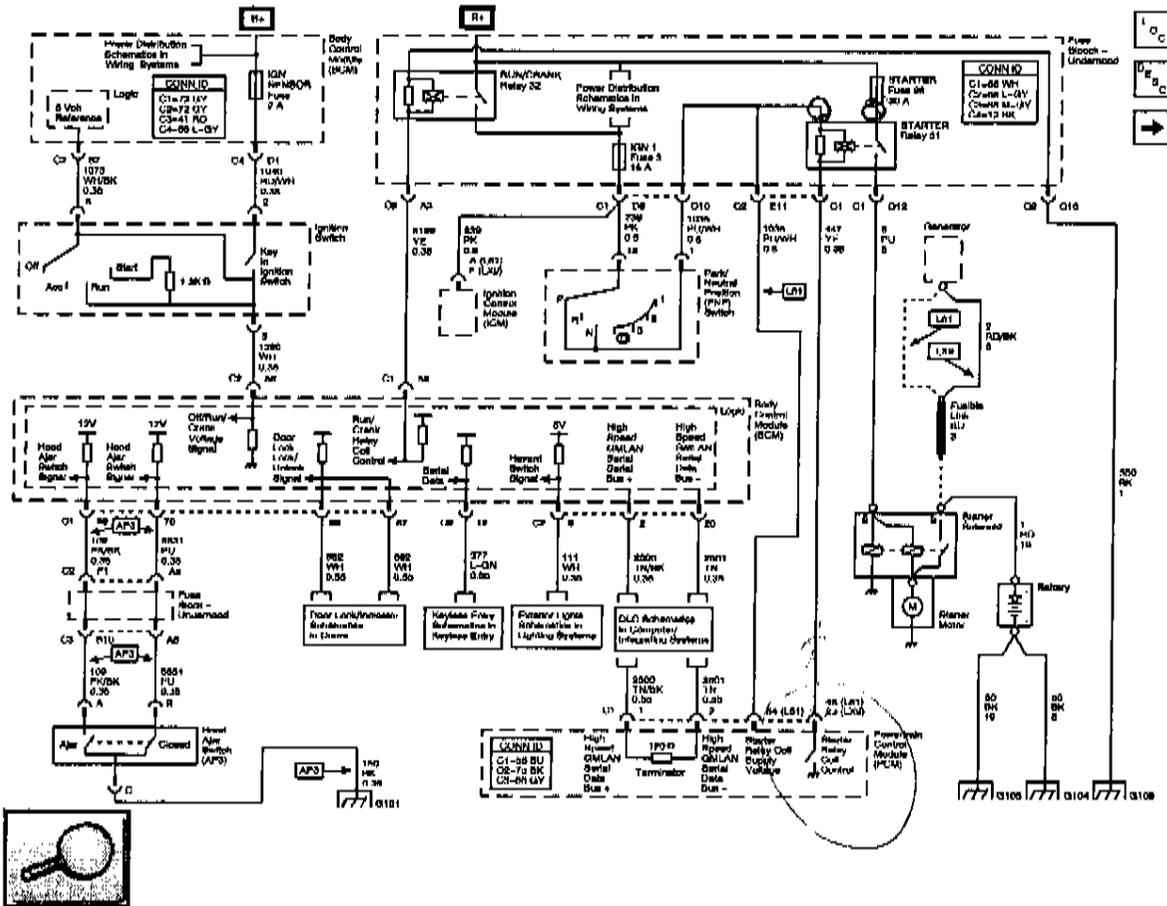
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<- Back Forward ->

Document ID# [Redacted]  
2004 Chevrolet Malibu

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FIGURE Starting(c)



<- Back Forward ->

Document ID# [Redacted]  
2004 Chevrolet Malibu

Print

04:00AM 8/17/04  
04:59PM 8/17/04  
24-HOUR DAY

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO  
300 EL CAMINO REAL 850-321-4220  
MENLO PARK CA 94025-5224 2225  
RENTAL TYPE D SOURCE 503136 - 095

RENTAL AGREEMENT  
0801500  
PAGE 1 OF 1

RENTER

LN2207  
507034  
7000  
5040  
2450  
0000  
4 251304025 37975

[REDACTED]  
RADIO ALTO CA [REDACTED]  
LOCAL: [REDACTED]

SUMMARY OF CHARGES  
DAY = 24 HOUR PERIOD  
MILEF  
NO CHARGE  
100 MT FREE 104

DL LICENSE [REDACTED]  
STATE CA EXPIRE 2/10/05  
DOB [REDACTED]  
EYES BRN HAIR BLK  
S.S.#  
EMPLOYER  
BURLINGTON COAT FACTORY

23 DAYS 381.50 29.100  
SPECIAL 4 4.00 4.00

BILL TO Y CUST # [REDACTED]  
ANDERSON CHEVROLET-MENLO PARK  
ATTN: JASON\*\*  
300 EL CAMINO REAL  
MENLO PARK CA  
850-321-4220 94025

SALES TAX 9.25 27.21

ADDITIONAL DRIVER  
NO OTHER DRIVER PERMITTED

INFO  
LAIN 504

PERMISSION TO LEAVE STATE  
YES NO X

1140 PD 2400  
ED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 1001.00

DATE  
ACCIDENT

PAYMENT INFORMATION  
AMOUNT PD.BY TYPE DATE AUTH

DEBITS  
REFUND

CAR  
#

ANDERSON CHE  
850-321-4220  
JASON

CLOSED TICKET PAYMENT INFO

BILL TO CUST 503136

OPENED BY #4610W ALEXANDER L WJ-YE  
CLOSED BY #4610W ALEXANDER L WJ-YE

*Per Alex @ Enterprise  
10:40am  
1001.00*



# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025

(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

## ANDERSON CHEVROLET

CUSTOMER NO. [REDACTED]	NAME: JASON KETCHUM	AGENCY: 910041	TAG NO.: 4075	INVOICE DATE: 06/23/04	IN [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE: 4,782	COLOR: SILVER GREEN	STOCK # 102869
PALO ALTO, CA	YEAR/MAKE/MODEL: 04/CHEVROLET/MALIBU/MALIBU LT SEDAN	[REDACTED]	[REDACTED]	DATE: 10/25/03	DELIVERY MILE: 119
[REDACTED]	VEHICLE I.D. NO.: 1G1ZU54804F [REDACTED]	[REDACTED]	[REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
[REDACTED]	F.E.T. NO. [REDACTED]	P.O. NO. [REDACTED]	[REDACTED]	DATE: 05/24/04	[REDACTED]
[REDACTED]	COMMENTS [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MO: 4782

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	AMOUNT
JOB # 3	24203			06/23/04	RENTAL/GANNON INTERNAL	30.00
TOTAL - SUBLET						30.00
<b>TOTALS</b>						
CONTROL#	ACCOUNT#	AMOUNT..				
102869			TOTAL LABOR....			0.00
			TOTAL PARTS....			0.00
			TOTAL SUBLET...			30.00
			TOTAL G.O.G....			0.00
			TOTAL MISC. CHG.			0.00
			TOTAL MISC. DISC			0.00
			TOTAL TAX.....			0.00
<b>TOTAL INVOICE \$</b>						<b>30.00</b>

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

CUSTOMER SIGNATURE \_\_\_\_\_ ANDERSON CHEVROLET

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# Anderson Chevrolet

www.AutoNation.com

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E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR <b>JASON KETCHUM</b>	910041	TAG NO. <b>4075</b>	INVOICE DATE <b>06/23/04</b>	
			MILEAGE <b>4,782</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
PALO ALTO, CA	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>		DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.F. NO.	P.O. NO.		<b>05/24/04</b>	
	COMMENTS				<b>MO: 4782</b>

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.323  
 06/23/2004 WARRANTY NEW CLAIM  
 1200  
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 127141 05/24/2004 1G1ZU54804F 3 06202 4782 XXX-XX-1399

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	WG	1		12591027	316.18	6C	J6360	5.9			569.35
LN-TOT: 885.53 TECH SSN: AUTH CODE: B AUTH. AUTHOR.: 0090												

COMMENTS: CUSTOMER REPORTS ENGINE WILL NOT START, EITHER WITH KEY IN INO CODES STORED, ENGINE WILL NOT CRANK OVER. TRACED TO FAULT WITH PCM REPLACED PCM, RELEARNED TDM - VTD. RELEARNED CRANK VARIATION

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	03	MJ					98	Z7907				971.00
LN-TOT: 971.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

COMMENTS: WALT PRE FAXED TO YOU SPAC CASE 500441896 PART NUM. 12591027 PCM PART NOT MADE YET A ENGINE WILL NOT STAART PCM FAILURE 971.00 IN RENT VIN 1GKEK13V04J

COMMENT ROUTING CODE: H

R.O. TOTAL: 1856.53

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I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 2 OF 2

CUSTOMER SIGNATURE

ANDERSON CHEVROLET

PRINTED IN INVOICE ] 12:00pm



# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025

(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO.	JASON KETCHUM	910041	TAG NO. 4075	INVT# 06/23/04
			MILEAGE 4,782	COLOR SILVER GREEN
PALO ALTO, CA	04/CHEVROLET/MALIBU/MALIBU LT SEDAN			DELIVERY MILES 119
	VEHICLE ID# NO. 1G1ZU54804F			SELLING DEALER NO.
				PRODUCTION DATE
				MO: 4782

**LABOR & PARTS**

J# 1 08CVZE ENGINE DIAGNOSIS HOURS: 5.90 TECH(S):137 569.35  
 CUSTOMER REPORTS ENGINE WILL NOT START, EITHER WITH KEY IN IGNITION OR WITH FACTORY KEYLESS REMOTE STARTING FEATURE WHEN TRYING TO USE REMOTE STARTING FEATURE. PARKING LIGHTS FLASH. HE NOTICED THIS HAPPENING WHEN HE WAS HAVING SAME PROBLEM IN THE PAST.  
 NO CODES STORED, ENGINE WILL NOT CRANK OVER. TRACED TO FAULT WITH PCM  
 REPLACED PCM, RELEARNED TDM & VTD. RELEARNED CRANK VARIATION & ROADTESTED. VEHICLE STARTS & OPERATES AS DESIGNED AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	12591027	PCM 3.670	225.84	225.84	316.18
JOB # 1 COST TOTAL				225.84		
JOB # 1 TOTAL PARTS						316.18
JOB # 1 TOTAL LABOR & PARTS						885.53

J# 2 09CVZSUSPS INSPECT STEERING HOURS: TECH(S):137 0.00  
 CUSTOMER REPORTS TURNING FEELS VERY TIGHT, HAS HAD PROBLEM WITH STEERING ASSIST IN THE PAST. FEELS THIS AT SLOWER & FASTER SPEEDS.  
 AFTER PCM WAS REPLACED, ROADTESTED VEHICLE. NO PROBLEM FOUND MOST LIKELY RELATED TO PCM, REPAIRED ON LINE 1  
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 21CVZR RENTAL CAR HOURS: TECH(S):137 0.00  
 PROVIDE RENTAL VEHICLE TO CUSTOMER. VEHICLE WAS TOWED IN. CSI. TRANSPORTATION  
 PROVIDED RENTAL VEHICLE TO CUSTOMER.  
 JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 3	24203	D821900	06/15/04	RENTAL/GANNON WARRANTY	971.00
TOTAL - SUBLET					971.00
R/O TAX					0.00
R/O TOTALS					1856.53

**WARRANTY CLAIM DETAIL TOTALS**

CLAIM#	TOTAL
	1856.53
<b>CLAIM TOTALS</b>	<b>1856.53</b>

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

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E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR <b>FREDDY RESNER</b>	TAG NO. <b>1037 1553</b>	INVOICE DATE <b>12/31/03</b>
PALO ALTO, CA	LICENSE NO. <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	MILEAGE <b>1,673</b>	STOCK NO. <b>102869</b>
	VEHICLE ID NO. <b>1G1ZU54804F</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
		SELLING DEALER NO.	PRODUCTION DATE
		R.O. DATE <b>12/11/03</b>	
COMMENTS			MO: 1673

#### DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.449  
 12/31/2003 WARRANTY NEW CLAIM  
 0911  
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 122508 12/11/2003 1G1ZU54804F 3 06202 1673 559-72-2357

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01						6C	E7680	4.0			376.20
LN-TOT: 376.20 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: REPAIR RATTILING NOISE FROM UNDER DASH-STEERING COLUMN AREA. INTERNAL S TEERING COLUMN DISASSEMBL												
E ENTIRE DASH-STEERING COLUMN AREA- CALLED TAN ORD												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02				22689441	70.13	1D	C2021	.3			28.22
LN-TOT: 98.35 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: REPLACE DRIVERS SUNVISOR-MIRROR COVER BROKEN. COVER HING E BROKE REPLACED V ISOR ASSEMBLY												

R.O. TOTAL: 474.55

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X \_\_\_\_\_  
PAGE 2 OF 2 CUSTOMER SIGNATURE

PRINT NAME  
END OF INVOICE 109:12am  
ANDERSON CHEVROLET



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B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR <b>FREDDY RESNER</b>	IAJL NO <b>1037</b>	INVOICE DATE <b>12/31/03</b>
	LICENSE NO.	MI FAGE <b>1,673</b>	COLOR <b>SILVER GREE</b>
	VEHICLE MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>		STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	VEHICLE I.D. NO. <b>1G1ZU54804F</b>		DELIVERY MILES <b>119</b>
	VEHICLE REG. NO.	REG. NO.	DELIVERY DATE <b>10/25/03</b>
			PRODUCTION DATE
	COMMENTS		R.O. DATE <b>12/11/03</b>
			MO: 1673

LABOR & PARTS	TRIM ITEMS	HOURS	TECH(S)	PRICE
J# 1 19CVZ	REPAIR RATTLING NOISE FROM UNDER DASH/STEERING COLUMN AREA. AUDIBLE IN STREET DRIVING. INTERNAL STEERING COLUMN DISASSEMBLE ENTIRE DASH/STEERING COLUMN AREA/ CALLED TAN ORDERED STEERING COLUMN FROM TAN/#69-98-841 MARK	4.00	104	376.20
JOB # 1 TOTAL LABOR & PARTS				376.20
J# 2 19CVZT	REPLACE DRIVERS SUNVISOR/MIRROR COVER BROKEN. COVER HINGE BROKE REPLACED VISOR ASSEMBLY	0.30	104	28.22
PARTS				
JOB # 2	QTY - FP - NUMBER - DESCRIPTION	U/COST	E/COST	U/PRICE
	1 22689441 SUNSHADE 10.203	50.09	50.09	70.13
JOB # 2 COST TOTAL				50.09
JOB # 2 TOTAL PARTS				70.13
JOB # 2 TOTAL LABOR & PARTS				98.35

COMMENTS  
LINE 1 IS 4.0 TIME TO RR COMPONENTS AND HAVE TO PUT VEHICLE BACK WHILE TAN ORDERED STEERING COLUMN. PER JOE C

R/O TAX 0.00  
R/O TOTALS 474.55

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	474.55
CLAIM TOTALS	474.55

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 1 OF 2 CUSTOMER SIGNATURE (CONTINUED ON NEXT PAGE) 09:12am ANDERSON CHEVROLET

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B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### RECOMMENDED SERVICES

ANDERSON CHEVROLET

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

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/19/03		751	252	116 56 56	I I I	24CVZD 04CVZ 27CVZ	DETAIL VEHICLE FUEL SYSTEM LOF
10/02/03		3	1037	56 133	W I	19CVZTO 21CVZ	INSP OUTSIDE TRIM SUBLET

SALESPERSON NO. 9480 EUGENE MARTIN

## S E R V I C E

VEHICLE ID NO. <b>1G1ZU54804F</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	PRODUCTION DATE 	STOCK NO. <b>02869</b>	LICENSE NO. 
CUSTOMER NO. <b>60156</b>	SERVICE CONTRACT <b>GMPP</b>	DELIVER BY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	SELLING DEALER NO. 
COLOUR <b>SILVER GREEN ME/G</b>	CONTRACT NO. 	EXPIRATION DATE <b>10/25/07</b>	EXPIRATION MILES 	H.O. DATE <b>12/11/03</b>
ADDRESS <b>PALO ALTO, CA</b>	APPOINTMENT YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	SALES TAX <b>1,673</b>	ADVISOR NO. <b>1037</b>	ADVISOR <b>FREDDY RESNER</b>
TIME RECEIVED <b>08:48am</b>	DATE/TIME PROVIDED <b>12/11/03 03:00pm</b>	TYMILITY <b>4</b>	<p>I hereby authorize the repair work (credit not fact) to be done with the necessary material and sublet repairs. I agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant your staff and employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express warranty is hereby acknowledged on the above vehicle to secure the grant of repairs (credit) except of vehicle described herein for repair or replacement is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer agrees on articles of personal property have been left in the vehicle, and the dealer is not responsible for insurance therefor. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection. I hereby appoint Anderson Chevrolet as my attorney.</p>	

**JOB**

ORIGINAL CUSTOMER ESTIMATE: TOTAL

**1 W \* 19CVZ TRIM ITEMS**  
REPAIR RATTLING NOISE FROM UNDER DASH/STEERING COLUMN AREA.  
AUDIBLE IN STREET DRIVING.

**2 W \* 19CVZT TRIM**  
REPLACE DRIVERS SUNVISOR/MIRROR COVER BROKEN.

*1877-446 8227*  
*1-9-98-8414*  
*Removed Dash to Diagnose*  
*found parts not Available*  
*MARK-STRETT*  
*TECH/INSP*

ADDITIONAL REPAIRS				
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS FOR CUSTOMER  YES  NO      CALL WHEN COMPLETE  YES  NO

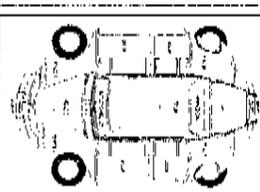
BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I understand that my Engine/Transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$.

MI IN \_\_\_\_\_

MI OUT \_\_\_\_\_

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE





Technical Service Person

FAX THIS SIDE

FAX # 1 800 544-1761

Caller Name: RON LEMONS Dealer Code: 06202  
 VIN: 1G1ZU54804F RO Number: [REDACTED]  
 Mileage: 1673 Dealer Name: Anderson Chevrolet  
 State: CA Date: 12/12/03 Fax Phone: \_\_\_\_\_  
 TAC Case No: 69-98-841 TAC Consultant's Name: Steve Radziok  
 Consumer Relation Case No. \_\_\_\_\_

Questions To Answer Prior to Contacting Technical Assistance

- 1 What is the number of times this vehicle has been to your dealership for the same condition?
- 2 How many days has this vehicle been in your dealership for this condition?
- \_\_\_ What is the customer's concern (why did the customer bring their vehicle to your dealership)?
- yes Is the vehicle in your dealership now?
- yes Can you duplicate the customer's concern?
- \_\_\_ What is the frequency of the concern? Times per day Per km/miles ALL TIME
- yes Have you compared this vehicle to an identical vehicle? VIN (if known)
- NO Does this vehicle have any after market accessories, or has it been modified from production?  
Please list.
- yes Have you reviewed the service or owner's manual? What is the page number? \_\_\_\_\_ What is the SI 2000 document number? \_\_\_\_\_
- \_\_\_ What Bulletins or Service Manual procedures were performed? Bring them to the phone.
- \_\_\_ What diagnostic checks were performed and what were the results?
- \_\_\_ Can you isolate the area of the customer's concern? Tech 2 software version: \_\_\_\_\_

TAC Suggested Action: Told Tech line, constant rattle from steering column. Was told, have had other complaints, I was going to lub in front end stuff. If problem still there, call back

TAC Case Closing Information: (In the technician's own words, what fixed the vehicle? Be specific. Include circuit and terminal numbers, locations, part name and numbers) AND they would order steering column  
TALKED TO MARK STRETIEN. He ordered parts

TAC Dealer Survey - - Technician Only

We would like your feedback on the assistance you received. To assure quality improvements, it is important that only the related technician for this repair complete this survey.

Please use this rating system for the questions below:

Completely satisfied	select 5	Somewhat satisfied	select 2
Very satisfied	select 4	Not satisfied	select 1
Satisfied	select 3		

- 1. Did the TAC Consultant handle the call in a professional manner? yes
- 2. Was the TAC Consultant knowledgeable about the product? yes
- 3. Did the TAC Consultant provide clear and adequate technical direction to assist in fixing the vehicle? yes
- 4. Considering all of your contacts with the "General Motors Technical Assistance Center", how would you rate your overall satisfaction level with us?

Comments: steering column on without back order.



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B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR <b>FREDDY RESNER</b>	1037	1628	INVOICE DATE <b>12/22/03</b>
	LICENSE NO.	MILEAGE	<b>1,810</b>	COLOR <b>SILVER GREE</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	STOCK NO. <b>102869</b>	DELIVERY MILES <b>119</b>
	VEHICLE ID NO. <b>1G1ZU54804F</b>	SELLING DEALER NO.	PRODUCTION DATE	
	PHONE	PHONE	RECEIVE DATE <b>12/19/03</b>	
	COMMENTS			<b>MO: 1810</b>

#### DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.377  
12/22/2003  
1529  
WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
122815 12/19/2003 1G1ZU54804F 3 06202 1810 559-72-2357

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	OJ	1		22627235	33.40	60	J3250	.4			37.62
LN-TOT: 71.02 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: TOWED TO SHOP.CLIENT STATES SEEING SMOKE COMING FROM ENGINE COOLANT RE SERVOIR LEANING AGAINST EGR TUBE DIAGNOSE-R												
EPLACED COOLANT RESERVOIR AND SECURED AWAY FROM EG												
2	01	MJ					08	T2020			35.00	
LN-TOT: 35.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: TOWED TO SHOP.CLIENT STATES SEEING SMOKE COMING FROM ENGINE COOLANT RE SERVOIR LEANING AGAINST EGR TUBE DIAGNOSE-R												
EPLACED COOLANT RESERVOIR AND SECURED AWAY FROM EG												

R.O. TOTAL: 106.02

*7 PDH4D*

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

**X** PAGE 2 OF 2 CUSTOMER SIGNATURE

PRINT NAME  
END OF INVOICE 103:29pm  
ANDERSON CHEVROLET



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E.P.A.# CAD981391626

B.A.R.# RB-004617

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO	ADVISOR <b>FREDDY RESNER</b>	1037	FAO NO <b>1628</b>	INVOICE DATE <b>12/22/03</b>	IN
PALO ALTO, CA	LICENSE NO.	MILEAGE <b>1.810</b>	COLOR <b>SILVER GREE</b>	VEHICLE NO <b>102869</b>	
	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>	DATE OF PURCHASE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	PRODUCTION DATE	
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>	SELLING DEALER NO			
	P.L.T. NO.	P.D. NO.	INVOICE DATE <b>12/19/03</b>		
	COMMENTS				MO: 1810

LABOR & PARTS

J# 1 08CVZ ENGINE HOURS: 0.40 TECH(S):2442 37.62  
 TOWED TO SHOP. CLIENT STATES SEEING SMOKE COMING FROM ENGINE  
 COOLANT RESERVOIR LEANING AGAINST EGR TUBE  
 DIAGNOSE/REPLACED COOLANT RESERVOIR AND SECURED AWAY FROM  
 EGR PIPE. FILL TO LEVEL

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	2262/235	TANK 1.240	23.86	23.86	33.40	33.40
JOB # 1 COST TOTAL				23.86			
JOB # 1 TOTAL PARTS							33.40
JOB # 1 TOTAL LABOR & PARTS							71.02

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	21953	189262	12/19/03	TOWING		35.00
TOTAL - SUBLET						35.00
R/O TAX						0.00
R/O TOTALS						106.02

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	106.02
CLAIM TOTALS	106.02

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 1 OF 2 CUSTOMER SIGNATURE

[CONTINUED ON NEXT PAGE] 03:29pm ANDERSON CHEVROLET

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**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

RECOMMENDED SERVICES

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

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/11/03		1673	1037	57	I	27CVZSK	SK SERVICE PACKAGE
12/11/03		1673	1037	57	W	04CVZ	FUEL SYSTEM
12/11/03		1673	1037	104	W	19CVZ	TRIM ITEMS
11/19/03		751	252	116	W	03CVZ	TRIM
					I	24CVZD	DRIVEABILITY/EMISSI DETAIL VEHICLE

SALESPERSON NO: 9480 EUGENE MARTIN

### SERVICE

VIN: <b>1G1ZU54804F</b>	YEAR/MODEL: <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	PRODUCTION DATE: <b>102869</b>	LICENSE NO: [REDACTED]
CUSTOMER: [REDACTED]	SALES CONTRACT: <b>60156 GMPP</b>	DELIVERY DATE: <b>10/25/03</b>	SELLING DEALER NO: <b>12/19/03</b>
ADDRESS: <b>PALO ALTO, CA</b>	EXPIRATION DATE: <b>10/25/07</b>	EXPIRATION MILES: <b>1628</b>	
APPOINTMENT: <b>12:53pm</b>	DATE/TIME: <b>12/19/03 06:00pm</b>	PROB: <b>4</b>	
APPOINTMENT: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TAX/WASH ESTIMATE: [REDACTED]		
PHONE: <b>325-4811 (COMM. STATION)</b>			

I hereby authorize the repair work herein set forth to be done with the necessary material and sublet repairs. I agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair thereto. Except of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer retains no portion of personal property hereon left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for any loss and empower you to negotiate and cash any draft or instrument issued in payment of this repair bill.

**JOB**

ORIGINAL CUSTOMER ESTIMATE: TOTAL

**1 W 08CVZ ENGINE**

**TOWED TO SHOP. CLIENT STATES SEEING SMOKE COMING FROM ENGINE**

**WARRANTY PARTS**

REC'D Kennedy

DATE 12-18-03

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS FOR CUSTOMER  YES  NO

CALL WHEN COMPLETE  YES  NO

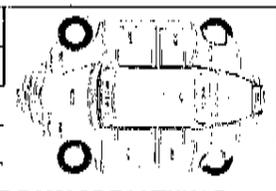
BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I understand that my Engine/Transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$\_\_\_\_\_

MI. IN

MI. OUT **1,810**

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE



Action: INV.# 1092-62





# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025  
(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. [REDACTED]	APV/CORP <b>NEIL COPPENS</b>	252	TAG NO. <b>4329</b>	INVOICE DATE <b>06/25/04</b>	IN [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE <b>5,039</b>	COLOR <b>SILVER GREE</b>	DATE SOLD <b>10/28/03</b>
<b>PALO ALTO, CA</b>	VEH / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>			DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
[REDACTED]	VEHICLE I.D. NO. <b>1G1ZU54804F [REDACTED]</b>			RETURN DATE <b>06/23/04</b>	PRODUCTION DATE
[REDACTED]	TEL NO	B.O. NO		MO: <b>5039</b>	
COMMENTS					

TOTAL - PARTS		0.00
SUBLET.....PO#.....VEND INV#-INV.DATE-DESCRIPTION.....		INTERNAL
24688 37708 06/25/04 CALIFORNIA CONCEPTS /GANNON		0.00
TOTAL - SUBLET		0.00
JOB# 4 TOTALS.....		
JOB# 4 JOURNAL PREFIX CVCS	JOB# 4 TOTAL	0.00
JOB# 5 CHARGES.....		
LABOR.....		INTERNAL
J# 5 19CVZT0 INSP OUTSIDE TRIM TECH(S):116		
CUSTOMER STATES SCRATCH IN LOWER LEFT REAR DOOR -LOT DAMAGE		
LOT DAMAGE		
REPAIRED AT MENLO COLLISION CENTER -327-0800		
JOB# 5 TOTALS.....		
JOB# 5 JOURNAL PREFIX CVCS	JOB# 5 TOTAL	0.00
ESTIMATE.....		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)		
COMMENTS.....		
TOWED IN -OK [REDACTED] 6/22/04		
CHARGE INTERNAL FOR TIRE TO SALES		
CHARGE INTERNAL FOR LOT DAMAGE RENTAL TO SERVICE		
TOTALS.....		
THANK YOU FOR COMING TO ANDERSON CHEVROLET.	TOTAL LABOR....	0.00
IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE	TOTAL PARTS....	0.00
SERVICE ADVISOR LISTED AT THE TOP OF THIS	TOTAL SUBLET...	0.00
INVOICE.	TOTAL G.O.G....	0.00
!!	TOTAL MISC CHG.	0.00
WE AT ANDERSON CHEVROLET WANT YOU TO BE	TOTAL MISC DISC	0.00
*****COMPLETELY SATISFIED*****	TOTAL TAX.....	0.00
[REDACTED]	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

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B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO	NEIL COPPENS	252	TRAC NO. 4329	INVOICE DATE	06/25/04
			MILEAGE	5,039	COLOR
			YEAR / MAKE / MODEL	04/CHEVROLET/MALIBU/MALIBU LT SEDAN	
			VEHICLE ID NO	1 G I Z U 5 4 8 0 4 F	
			DELIVERY DATE	10/25/03	
			COMMENTS	DELIVERY DATE	06/23/04
				STOCK NO	102869
				DELIVERY MILES	119
				PRODUCTION DATE	
					MO: 5039

JOB# 1 CHARGES-----

LABOR-----

J# 1 03CVZ DRIVEABILITY/EMISSI TECH(S):137 WARRANTY

CUSTOMER STATES SERVICE ENGINE SOON LIGHT HAS COME ON WHEN STARTING CAR AND STAYED ON LONGER THAN NEC -2 SEPERATE START SEE ATTACHED HISTORY CODE P1371 CRANK CASE VARIATION -MODULE NOT UPDATED/LEARNED CLEARED CODE AND UPDATED SOFTWARE ON MODULE AND RECHECKED AFTER MULTIPLE ROAD TESTS -NO MORE LIGHJT

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 03CVZDE DRIVEABILITY/EMISSI TECH(S):137 WARRANTY

CUSTOMER STATES 1 TIME WHEN CAR WAS STARTED -A STATEMENT CAME UP -DAP /DAM PROBLEM CAME UP -ADVISE OPERATING TO FACTORY SPECIFICATIONS INSPECTED COMPUTER SYSTEM FOR ANY CODES AND CHECKED SYSTEMS OPERATION WITH SCANNER ON ALL ROAD TESTS -NO CODES OR STATEMENTS RETURNED

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 21CVZR RENTAL CAR TECH(S):116 WARRANTY

PROVIDE RENTAL CAR -NO CHARGE -ENTERPRISE/WARRANTY PROVIDED RENTAL CAR -NO CHARGE

SUBLET-----

PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
24665	D822219	06/25/04	ENTERPRISE/	INTERNAL
24665	D822219	06/25/04	ENTERPRISE/	INTERNAL
TOTAL - SUBLET				0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

J# 4 10CVZ TIRES & WHEELS TECH(S):190 INTERNAL

CUSTOMER STATES LEFT REAR TIRE HAS GONE FLAT AND CUSTOMER HAS INSTALLED SPARE -ADVISE -OK TO PATCH IF POSSIBLE PUNCTURE IN SIDE WALL -UNABLE TO REPAIR REPLACED TIRE

PARTS-----

QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

I hereby appoint Anderson Chevrolet, as my attorney in WHEELS and power you to negotiate and cash any draft or instrument in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 1 OF 2 CUSTOMER SIGNATURE [CONTINUED ON NEXT PAGE] 05:02pm ANDERSON CHEVROLET

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# California CONCEPTS

1020 Hansen Way  
 Redwood City, CA 94063-2604  
 650-361-8193 Fax 650-361-8429  
 Bar Reg. # AC159408

10/12/04

Invoice # 1000000000

Invoice Date 08/18/04

Sold To:

SALES REPRESENTATIVE

SALES REPRESENTATIVE

SALES REPRESENTATIVE

SALES REPRESENTATIVE

Year	Make	Model	Color	License	Mileage	Vin #	Stock #	Hat #	Key #	Lug Wrench
Contract		Customer PO #				Payment Terms				
Sales Rep		Shipping Method			Shipping Date			Due Date		
QTY	ITEM NUMBER	DESCRIPTION					UNIT PRICE	EXTENSION		

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described for purpose of testing, inspection and/or delivery. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, accident or any other cause beyond your control.

Authorized by:

*[Handwritten Signature]*

Product Subtotal 2,100.00  
 Sales Tax 168.00  
 Shipping  
 Total Invoice 2,268.00

## GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -  
Service Contract - Warranty Block - Branded Title

Help

<b>VIN :</b>	1G1ZU54804F [REDACTED]
--------------	------------------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	IZU69 -2004 MALIBU LT SEDAN	<b>Warranty Start Date :</b>	10/25/2003
<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	ANDERSON CHEVROLET 300 EL CAMINO REAL MENLO PARK , CA 94025-5239 (650) 321-4280	<b>Selling Source :</b>	13 - CHEVROLET
		<b>Site Code :</b>	06202
		<b>Business Associate Code :</b>	112208
<b>Service Contract :</b>	Yes	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	[REDACTED]	OBDII MISFIRE MONITOR - REPROGRAM PCM	N/A	Closed
RC	[REDACTED]	AIR BAG WARNING LABEL	04/16/2004	Open
RC	[REDACTED]	DRIVER'S SAFETY BELT ANCHORAGE	06/09/2004	Open
RC	[REDACTED]	UNWANTED ABS ACTIVATION	06/08/2004	Open

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

### ON STAR AND XM SATELLITE RADIO INFORMATION

<b>OnStar Equipped</b>	No	<b>OnStar Status</b>	N/A	Refer to Help page for details or: <a href="http://www.onstarenrollment.com">www.onstarenrollment.com</a> or (888)ONSSTAR1 (888)667-8271		
<b>XM Equipped</b>	Yes	<b>XM Radio ID</b>	AX12200T	<b>XM Status</b>	Inactive	Refer to Help page for details or: <a href="http://www.gm.xmradio.com">www.gm.xmradio.com</a> or (800)556-3600

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	10/25/2003	119 miles	10/25/2006	36119 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/25/2003	119 miles	10/25/2009	100119 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/25/2003	119 miles	10/25/2011	80119 miles



#137 LINE 1  
 SCAN CODE P1371  
 RELEARN CRANKCASE VENTILATION  
 CLEAR CODE  
 \* NO ATTACHED

LINE 2  
 SCAN BODY -  
 NO CODES

LINE 4  
 INSPECT TIRE  
 \* HOLE IN SIDEWALL  
 UNABLE TO REPAIR  
 BRIDGESTONE INSIGNIA SE 200  
 P215/60R16-94S M+S

④ Replaced L/R Tire &  
 Balanced - reinstalled  
 Spare in it's compartment  
 T91

R.O. No.	EMP. NO.	MGR. AUTH.	FLAT RATE TIME	CODE	R.O. TIME	OFF	
[REDACTED]	137				1.6	ON	3
[REDACTED]	137	4		C	1.5	ON	2



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**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. [REDACTED]	ADVISOR <b>FREDDY RESNER</b>	1037	TAG NO <b>1919</b>	INVOICE DATE <b>06/28/04</b>	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE <b>4,782</b>	STOCK NO <b>102869</b>	[REDACTED]
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>	[REDACTED]	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	[REDACTED]
[REDACTED]	VEHICLE ID. NO. <b>1G1ZU54804F</b>	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	[REDACTED]
[REDACTED]	F.T.E. NO.	[REDACTED]	[REDACTED]	H.C. DATE <b>06/17/04</b>	[REDACTED]
[REDACTED]	COMMENTS	[REDACTED]	[REDACTED]	[REDACTED]	<b>MO: 4782</b>

<b>LABOR &amp; PARTS</b>		J# 1 01CVZSMC SMARTCARE LOF		HOURS: 0.50	TECH(S): 101	0.15
GOODWRENCH CAR CARE OP CODE M0045/(\$15.00) CHANGED ENGINE OIL AND REPLACED FILTER. LUBED ALL AVAILABLE FITTINGS.						
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	25010792	OIL FLTR 1.836	3.23	3.23	5.95
JOB # 1 COST TOTAL				3.23		
JOB # 1 TOTAL PARTS						5.95
JOB # 1 TOTAL LABOR & PARTS						6.10
<b>G.O.G. &amp; SUPPLIES</b>						
JOB # 1	5.0	WARR 10W/30 OIL	@	2.110	/UNIT	10.55
TOTAL - GOG						10.55
<b>COMMENTS</b>						
CALLED 06/17/04 VERIFIED 8.30 AM						
R/O TAX						1.36
R/O TOTALS						18.01

<b>WARRANTY CLAIM DETAIL TOTALS</b>	
CLAIM#	TOTAL
[REDACTED]	15.00
<b>CLAIM TOTALS</b>	<b>15.00</b>

APPROVED BY SIGNATURE \_\_\_\_\_

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.404  
06/28/2004 WARRANTY NEW CLAIM  
0918

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
127760 06/17/2004 1G1ZU54804F [REDACTED] 3 06202 4782 XXX-XX-2357

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	0	MF				97	M0045			15.00	

LN-TOT: 15.00 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:  
COMMENTS: GOODWRENCH CAR CARE OP CODE M0  
045-(\$15.00) CHANGED EN  
GINE OIL AND REPLACED FILTER. LUBED ALL AVAILABLE

R.O. TOTAL: 15.00

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

PAGE 1 OF 1 CUSTOMER SIGNATURE \_\_\_\_\_

ANDERSON CHEVROLET

DATE OF INVOICE ] 09:19am

*Handwritten signature/initials*

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\*\*\*\*\*  
GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 06232-CLAIM MEMO 433  
BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
\* WARRANTY PARTS CENTER \*  
\* 45 NORTHPOINTE DRIVE \*  
\* ORION, MI 48359 \*  
\*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS AIR LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
332818326	K4124	091903	[REDACTED]	1GNDT13WX12 [REDACTED]
332817741	B1784	111903	[REDACTED]	1G1ZU54804F [REDACTED]

\*\*\*\*\*END OF WPC TRANSMISSION\*\*\*\*\*

*pd. 433*



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B.A.R.# RD 004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

Aug 18 04 02:30p  
Return user  
Grease, brake  
oil service, clean  
and materials used  
for repair should  
be returned to  
991626  
RECOMMENDED SERVICES

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

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/02/03	120389	3	1037	133	1	21CVZ	SUBLT

SALESPERSON NO. 9480 EUGENE MARTIN

## SERVICE

1G1ZU54804F [REDACTED] YEAR/MAKE/MODEL 04/CHEVROLET/MALIBU/MALIBU LT SEDAN PRODUCTION DATE 10/25/03 STOCK NO. 102869 LICENSE # [REDACTED]

[REDACTED] DELIV BY MILES 119 NET INVENTORY # [REDACTED]

PALO ALTO, CA COLOR SILVER GREEN ME/G CONTRACT # 751 EXPIRATION DATE 10/25/07 EXPIRATION MILES 3571

ADVISOR NO. 252 ADVISOR NEIL COPPENS

APPOINTMENT: Yes  No  HAZ WASH ESTIMATE \$ [REDACTED] PRIORITY 4

I hereby authorize the repair work herein set forth to be done with the necessary material and skilled repairs. I agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you dealer's permission to operate the above vehicle to secure the material of repairs thereto. Receipt of vehicle represents basis for repair or attention to be given as directed by dealer. Good customer is requested by that the car is returned when the property returned with the dealer. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for damages by any third party in my name and to my injury or damage thereto.

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

- 1 I 24CVZD **DETAIL VEHICLE AS PER GET READY** *Done*
- 2 I 04CVZ **FUEL SYSTEM FILL GAS TANK AS PER GET READY** *X50*
- 3 I 27CVZ **LOF LUBE, OIL, AND FILTER SERVICE PACKAGE. AS PER GET READY** *X50*
- W 19CVZ **INSP OUTSIDE TRIM CUSTOMER STATES DRIVERS WIPER SKIPS WHEN USED** *X50*

DATE	TIME	REPAIR DESCRIPTION	AUTHORIZED BY	ADDITIONAL AMOUNT

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

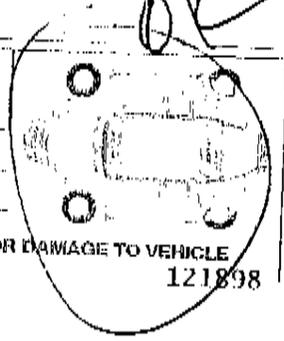
SAVE PARTS FOR CUSTOMER  YES  NO

CALL WHEN COMPLETE  YES  NO

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I understand that my Engine/transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$\_\_\_\_\_.

WARRANTY PARTS  
REC'D W/ PER BLADE  
DATE 11-20-04



NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE  
121898

TERMS: CASH OR APPROVED CREDIT CARDS  
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE



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**RECOMMENDED SERVICES**

ANDERSON CHEVROLET

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ3K	3000 MILE SERVICE	MI	26.99	01CVZ6K	6000 MILE SERVICE	MO	76.99
01CVZ15K	15000 MILE SERVICE	MO	273.73	01CVZ30K4	30000 MILE SERV-4CYL	MO	0.00
01CVZ30K6	30000 MILE SRV 6CYL	MO	0.00	01CVZ30K8	30000 MILE SRV 8CYL	MO	432.98
01CVZRB	ROTATF & BALANCE TIR	MO	0.00	01CVZ15K96N	15K SERVICE 96&NEWER	MO	169.10
01CVZ30K96N	30K SERVICE 96&NEW	MO	209.19				

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/06/04		3088	252	74	W	03CVZ	DRIVEABILITY/EMMISSI
				137	W	05CVZ	ELECTRICAL
				116	W	21CVZR	RENTAL CAR
				8794	I	27CVZ	LOF
02/04/04		3064	252	137	W	03CVZ	DRIVEABILITY/EMMISSI
02/03/04		3064	252	137	W	05CVZ	ELECTRICAL

SALESPERSON NO. 9480 EUGENE MARTIN

**S E R V I C E**

STATE REG# 3

VEHICLE ID. NO. <b>1G1ZU54804F</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	PRODUCTION DATE <b>10/25/03</b>	STOCK NO. <b>102869</b>	LICENSE NO. <b>[REDACTED]</b>	R.O. NO. <b>127760</b>
CUSTOMER NO. <b>60156</b>	SERVICE CONTRACT <b>GMPP</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILE <b>119</b>	NETTING DEALER NO. <b>[REDACTED]</b>	R.O. DATE <b>06/17/04</b>
COLOR <b>SILVER GREEN ME/G</b>	CONTRACT NO. <b>[REDACTED]</b>	EXPIRATION DATE <b>10/25/07</b>	EXPIRATION MILES <b>[REDACTED]</b>	TAG NO. <b>1919</b>	
RESIDENCE PHONE <b>[REDACTED]</b>	BUSINESS PHONE <b>[REDACTED]</b>	AIR COND. <b>Y</b>	P.S. <b>Y</b>	TRANS. <b>A</b>	MILEAGE <b>4,782</b>
ADVISOR NO. <b>1037</b>	ADVISOR <b>FREDDY RESNER</b>	I hereby authorize the repair work herein set forth to be done with the necessary material and sublet repairs. I agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipment 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 lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss or destruction by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for enforcement. I hereby appoint Anderson Chevrolet as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of the above repair, by any third party in my name and sign my name thereto.			
TIME RECEIVED <b>08:00am</b>	DATE/TIME PROMISED <b>06/17/04 06:00pm</b>	PRIORITY <b>4</b>	HAZ WASTE ESTIMATE <b>\$</b>		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					

ORIGINAL CUSTOMER ESTIMATE: TOTAL

**X**

1 **W** 01CVZSMC **SMARTCARE LOF**  
**PERFORM SMARTCARE LUBE, OIL & FILTER SERVICE**  
**RESET OIL LIFE INDEX (IF APPLICABLE)**  
**OP CODE M0017**

*Not available due to 8/17/06 d-M*

**X 101**

ADDITIONAL REPAIRS				
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			HAZ WASTE FEE	REVISID TOTAL
			\$	\$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			HAZ WASTE FEE	REVISID TOTAL
			\$	\$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			HAZ WASTE FEE	REVISID TOTAL
			\$	\$
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.				
ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.				
SAVE PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO		CALL WHEN COMPLETE <input type="checkbox"/> YES <input type="checkbox"/> NO		
BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.				
I understand that my Engine/Transmission will be reassembled within _____ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$_____				
<b>X</b>				
MI. IN				
MI. OUT				
<b>NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE</b>				

2004 GM Corp. and The Chevrolet and Buick Companies. EPA est. mileage 24 city/32 hwy/28 combined.

① - 3k Done - X101

R.O. No.	EMP. NO.	MSR. ALT.	FLAT RATE TIME	CODE	R.O. TIME	OFF
	101	1	.5	W	.5	ON

# NORMAN TAYLOR

A Professional Law Corporation & ASSOCIATES

NORMAN F. TAYLOR  
BRET A. SHEFTER  
RENÉ KORPER

425 WEST BROADWAY  
SUITE 220  
GLENDALE, CA 91204  
TEL (818) 244-3905  
FAX (818) 244-6052  
NORM@NORMANTAYLOR.COM  
WWW.NORMANTAYLOR.COM

November 16, 2004

**VIA FACSIMILE ONLY (866) 311-2780**

Robert Villanueva  
General Motors Corporation  
BRC c/o MSX International, MC 336-105-000  
1426 Pacific Drive  
Auburn Hills, MI 48326

**Re: [REDACTED] vs. General Motors Corporation, et al.**

Dear Mr. Villanueva:

This is to confirm the settlement of the above referenced matter as follows:

1.	Down Payment	\$1,300.00
2.	03 Payments @ \$489.78 to Capital One	\$1,469.34
3.	10 Payments @ \$441.00 to HouseHold	\$4,410.00
4.	DMV	\$ 189.00
5.	Less ANES Insurance	(\$ 199.00)
6.	Less GMPP (Mr. Gannon will be directly reimbursed 100% from GMPP)	(\$1,740.00)
7.	Less MFR's Rebate	(\$1,300.00)
8.	Less Mileage Offset @ 1,673 miles	(\$ 310.87)
	<b>SUBTOTAL</b>	<b>\$3,818.47</b>
9.	Plus Attorney's Fees	<u>\$2,500.00</u>
	<b>TOTAL SETTLEMENT</b>	<b>\$6,318.47</b>

In addition, General Motors Corporation will pay off the loan in the amount of approximately \$23,319.01 in a timely manner, satisfying any remaining obligations [REDACTED] may have to HouseHold Auto Finance in reference to subject vehicle.

In exchange for the above, the subject vehicle will be returned in an undamaged condition, with the exception of normal wear and tear.

Please use Anderson Chevrolet as the exchange dealership. You and your dealership may relay all subsequent paperwork and ANY phone communication to our settlement

[REDACTED] vs. General Motors Corporation, et al.

Page 2  
11/16/2004

coordinator, Michael Watters. The settlement check for the client's portion together with the attorney's fees should be made payable to Norman Taylor & Associates and [REDACTED]

Your courtesy and cooperation is appreciated.

Very truly yours,

Norman Taylor & Associates  
A Professional Law Corporation

**"DICTATED BUT NOT READ"**

By: \_\_\_\_\_  
Norman F. Taylor, Esq.

NFT: wds



neopost NO42J80031942  
**\$1.06**  
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Mailed From 91204  
US POSTAGE

**NORMAN TAYLOR**

Professional Law Corporation & ATTORNEYS

425 WEST BROADWAY SUITE 220 • GLENDALE, CA 91204

**Brenda Horchler**  
**General Motors Corporation**  
BRC c/o MSX International, MC 336-105-000  
1426 Pacific Drive  
Auburn Hills, MI 48326

AUG 10 2004

# NORMAN TAYLOR

A Professional Law Corporation & ASSOCIATES

NORMAN F. TAYLOR  
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NORM@NORMANTAYLOR.COM  
WWW.NORMANTAYLOR.COM

August 5, 2004

Brenda Horchler  
General Motors Corporation  
BRC c/o MSX International, MC 336-105-000  
1426 Pacific Drive  
Auburn Hills, MI 48326

**Re: [REDACTED] vs. General Motors Corporation, et al.**

**Vehicle: 2004 Chevrolet Malibu**  
**Vin#: (last 8 figures) 4F [REDACTED]**

Dear Mrs. Horchler:

Please be advised that **Norman Taylor & Associates** represent the interests of [REDACTED] concerning his 2004 Chevrolet Malibu. In accordance with the Song-Beverly Consumer Warranty Act, California Civil Code Section 1790 et seq., and in accordance with Civ. Code § 1794(e), [REDACTED] hereby requests that you comply with Civ. Code § 1793.2(d)(2), based on the following facts:

1. The vehicle was purchased new on October 25, 2003 from Anderson Chevrolet in the city of Menlo Park, California. The vehicle came with a warranty as defined in the Act.
2. The vehicle is not fit for the ordinary purposes for which it was sold, and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:
  - A faulty Electronic Control Unit (ECU): This defect causes a variety of nonconformities that include; engine light on, smoke coming out from the engine, engine won't crank over with key or with factory keyless remote; keyless remote is inoperative, body computer won't accept update flashing; at times vehicle will state DAP/DAM problem. Recall 03048/-misfire monitor PCM reprogrammed without success. Vehicle has had to be towed in twice to dealership because of these defects. Eight (8) attempts have been made to correct these problems to no avail.

- Other problems with this vehicle include rattling noise from under dash, when turning it feels very tight; it has problems with the steering it feels like this when the vehicle is being driven at slower and faster speed.

3. A reasonable opportunity to repair these non-conformities has taken place either directly or through agents. **This vehicle is presumed to be defective according to the Act by virtue of 4 repair attempts for the same nonconformity within 18 months or 18,000 miles.** These nonconformities substantially impair the use, value and safety of this vehicle to [REDACTED]

Our client is entitled to full restitution, to date, as follows:

Actual Damages to Date

- |                          |             |
|--------------------------|-------------|
| 1. Amount Paid & Payable | \$36,564.16 |
| 2. DMV Registration      | \$ 189.00   |

**Total Actual Damages \$36,753.16**

Our client is further entitled to a civil penalty, which is twice the amount of actual damages.

**Civil Penalty.....\$73,506.32**

Accordingly, at trial, the damages sought will be in the amount of \$110,259.48

In addition, our client is entitled to attorney fees, costs, and expenses as provided in the statute. However, in the spirit of compromise and in the interest of settlement, [REDACTED] hereby makes an offer to settle for \$36,753.16 for actual damages, **plus** \$2,500.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Anderson Chevrolet.

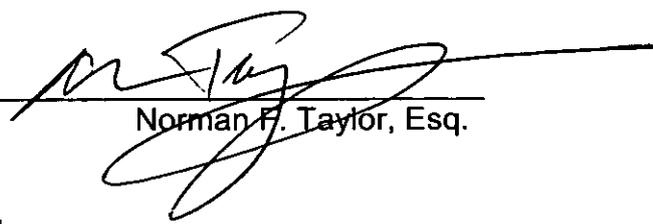
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[REDACTED] vs. General Motor Corporation, et al.

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our client with regard to this matter, and forward all communications to this office.

Very truly yours,

NORMAN TAYLOR & ASSOCIATES  
A Professional Law Corporation

By: 

Norman F. Taylor, Esq.

NFT: wds/eo

Enclosures:

Purchase Agreement  
Dept. of Motor Vehicle Registration  
Repair Orders

Cc: [REDACTED]

WHOLE INTEREST FINANCE CHARGE

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ F.O.S. Number \_\_\_\_\_ Stock Number 102009

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)
PALO ALTO SAN MATEO CA
Creditor - Seller (Name and Address)
ANDERSON CHEVROLET
300 EL CAMINO REAL
MENLO PARK CA 94025

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-in-Lending Disclosures below are part of this contract.

Table with columns: New Used, Year, Make and Model, Odometer, Vehicle Identification Number, Primary Use For Which Purchased. Includes details for CHEVROLET MALIBU, 119 miles, VIN 1G1ZU54804F.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

Table with columns: ANNUAL PERCENTAGE RATE, FINANCE CHARGE, Amount Financed, Total of Payments, Total Sale Price. Values include 11.60%, \$9942.86, \$25321.30, \$35264.16, \$36564.16.

YOUR PAYMENT SCHEDULE WILL BE:

Table with columns: Number of Payments, Amount of Payments, When Payments Are Due. Shows 71 payments of \$489.78 starting 1/24/2003.

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

- 1. Total Cash Price: \$22298.00
A. Cash Price of Motor Vehicle and Accessories: \$22099.00
B. Document Preparation Fee: \$45.00
C. Smog Fee Paid to Seller: N/A
D. Sales Tax: \$1843.30
E. (Optional) BPA New Vehicle Report of Sale or Renewal Transaction Fee: N/A
F. (Optional) Service Contract: \$1240.00
G. Prior Credit or Lease Balance paid by Seller to: N/A
H. (Optional) Gap Contract: N/A
I. Other: ANES \$199.00
Total Cash Price: \$26125.30
2. Amounts Paid to Public Officials: \$491.00
3. Amount Paid to Insurance Companies: N/A
4. Smog Certification Fee Paid to State: N/A
5. Subtotal: \$26621.30
6. Total Downpayment: \$1300.00
7. Amount Financed: \$25321.30

STATEMENT OF INSURANCE

NOTICE No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker.

Vehicle Insurance

Table with columns: Term, Premium. Lists various insurance types like Bodily Injury, Property Damage, Medical with N/A premiums.

Total Vehicle Insurance Premiums \$ N/A

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer [Signature]
Co-Buyer [Signature]
Seller [Signature]

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life: [ ] Buyer [ ] Co-Buyer [ ] Both
Credit Disability (Buyer Only)

Table with columns: Term, Exp., Premium. Shows Credit Life and Credit Disability with N/A premiums.

Insurance Company Name N/A
Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered")

Date [Signature] Buyer Signature Age
Date [Signature] Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra cost. If you choose to buy a gap contract, the cost is shown in item 1H. See your gap contract for details on the protection it provides.

Term N/A Mos N/A
Buyer [Signature]

WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

DISCLOSURE  
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

OPTIONAL SERVICE CONTRACT You want to purchase a service contract written with the following company the term shown below for the price shown in item 1F.

Proceeds of Loan From: N/A  
Amount \$ N/A Finance Charge \$ N/A  
Total \$ N/A Payable in N/A  
installments of \$ N/A \$ N/A  
from this Loan is shown in item 6D.

Name of autobroker receiving fee, if applicable:  
N/A

Company GMPP  
Term 36 Months  
Buyer [Redacted]

HOW THIS CONTRACT CAN BE CHANGED  
This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

X  
Co-Buyer Initials

**NOTICE OF RESCISSION RIGHTS**

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer [Redacted] Co-Buyer X

OPTION:  You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A Year     SELLER'S INITIALS

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:  
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER ACKNOWLEDGES THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [Redacted] X

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer [Redacted] Co-Buyer X

Notice to buyer:  
(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair trade practice to make a unilateral change.

Buyer Signature [Redacted] Co-Buyer Signature X

**THERE IS NO COOLING OFF PERIOD**

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT BEFORE SIGNING BELOW.

YOU ACKNOWLEDGE RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS CONTRACT AND EVERY OTHER DOCUMENT THAT YOU SIGNED DURING CONTRACT NEGOTIATIONS.

Buyer Signature X [Redacted] Date 10/25/2003 Co-Buyer Signature X Date

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The co-buyer or other owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner Signature X Address  
Seller Signature X By Title

**FINANCE CHARGE AND PAYMENTS**

- a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.
- b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.
- c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on the front on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
- d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) \$25 if the original Amount Financed does not exceed \$1,000, (2) \$50 if the original Amount Financed is more than \$1,000 but not more than \$2,000, or (3) \$75 if the original Amount Financed is more than \$2,000.

**2. YOUR OTHER PROMISES TO US**

- a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.
- b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
- c. **Security Interest.**  
You give us a security interest in:
  - The vehicle and all parts or goods installed on it;
  - All money or goods received (proceeds) for the vehicle;
  - All insurance or service or gap contracts we finance for you; and
  - All proceeds from insurance or service or gap contracts or other incidental contracts we finance for you. This includes any refunds of premiums.
 This secures payment of all you owe on this contract. It also secures your other agreements in this contract as the law allows. You will make sure the title shows our security interest (lien) in the vehicle.
- d. **Insurance you must have on the vehicle.**  
You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge at the Annual Percentage Rate shown on the front of this contract. If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.
- e. **What happens to returned insurance or service or gap contract charges.** If we obtain a refund on insurance or service or gap contracts or other incidental contracts, we will subtract the refund from what you owe.

- f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle. We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses we pay as a direct result of taking the vehicle holding it, preparing it for sale, and selling it. Attorney fee and court costs the law permits are also allowed expense. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If more from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at the Annual Percentage Rate shown on the face of this contract, not to exceed the highest rate permitted by law, until you pay.
- g. **What we may do about optional insurance or service or gap contracts.** This contract may contain charges for optional insurance or service or gap contracts or other incidental optional products or services charges. If we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle.

**4. WARRANTIES SELLER DISCLAIMS**

If you do not get a written warranty, and the Seller does not enter into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

5. **Used Car Buyers Guide.** The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.  
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.
6. **Applicable Law**  
Federal law and California law apply to this contract. If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
7. **Warranties of Buyer.** You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Calif. Vehicle Code Section 1808.21 and authorize the California Department of Motor Vehicles to furnish your residence address to us.

**CREDIT DISABILITY INSURANCE NOTICE CLAIM PROCEDURE**

If you become disabled, you must tell us right away. (You are advised to send this information to the same address to which you are normally required to send your payments, unless a different address or telephone number is given to you in writing by us as the location where we would like to be notified.) We will tell you where to get claim forms. You must send in the completed form to the insurance company as soon as possible and tell us as soon as you do.  
If your disability insurance covers all of your missed payment(s), WE CANNOT TRY TO COLLECT WHAT YOU OWE OR FORECLOSE UPON OR REPOSSESS ANY COLLATERAL UNTIL THREE CALENDAR MONTHS AFTER your first missed payment is due or until the insurance company pays or rejects your claim, whichever comes first. We can, however, try to collect, foreclose, or repossess if you have any money due and owing us or are otherwise in default when your disability claim is made or if a senior mortgage or lien holder is foreclosing.

**YOU PAY LATE OR BREAK YOUR OTHER PROMISES**

- a. **You may owe late charges.** You will pay a late charge on each late payment as shown on the front. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments. If you pay late, we may also take the steps described below.
- b. **You may have to pay all you owe at once:** If you break your promises (default), we may demand that you pay all you owe on this contract at once, subject to any right the law gives you to reinstate this contract. Default means:
  - You do not pay any payment on time;
  - You start a proceeding in bankruptcy or one is started against you or your property; or
  - The vehicle is lost, damaged or destroyed.
  - You break any agreements in this contract.
 The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.
- c. **You may have to pay collection costs.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed \$15 if any check you give to us is dishonored.
- d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.
- e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges, providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem the vehicle.

... or repossess if you have ... and owing us or are otherwise in default whi ... ability claim is made or if a senior mortgage or lie ... foreclosing.

If the insurance company pays the claim within calendar months, we must accept the money as t ... paid on time. If the insurance company rejects the c ... the three calendar months or accepts the claim withir ... calendar months on a partial disability and pays les ... a total disability, you will have 35 days from the dat ... rejection or the acceptance of the partial disability clai ... to pay past due payments, or the difference between ... due payments and what the insurance company pay ... partial disability, plus late charges. You can contact ... we will tell you how much you owe. After that time, ... take action to collect or foreclose or repossess any c ... you may have given.

If the insurance company accepts your claim but requir ... you send in additional forms to remain eligible for cor ... payments, you should send in these completed ad ... forms no later than required. If you do not send in these ... on time, the insurance company may stop paying, and v ... then be able to take action to collect or foreclose or repo ... any collateral you may have given.

**Rescission Rights**

- a. Seller agrees to deliver the vehicle to you on the date contract is signed by Seller and you. You understand th ... may take a few days for Seller to verify your credit and ass ... the contract. You agree that if Seller is unable to assign ... contract to any one of the financial institutions with wh ... Seller regularly does business under an assignment acce ... able to Seller, Seller may rescind (cancel) the contract.
- b. Seller shall give you written notice (or in any other mann ... in which actual notice is given to you) within 10 days of th ... date this contract is signed if Seller elects to rescind. Upo ... receipt of such notice, you must immediately return the ... vehicle to Seller in the same condition as when sold, rea ... reasonable wear and tear excepted. Seller must give back to ... you all consideration received by Seller, including any ... trade-in vehicle.
- c. If you do not immediately return the vehicle, you shall be ... liable for all expenses incurred by Seller in taking the vehicle ... from you, including reasonable attorney's fees.
- d. While the vehicle is in your possession, all terms of the ... contract, including those relating to use of the vehicle and ... insurance for the vehicle, shall be in full force and you shall ... assume all risk of loss or damage to the vehicle. You must ... pay all reasonable costs for repair of any damage to the ... vehicle until the vehicle is returned to Seller.

**NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.**

The preceding NOTICE applies only if the "personal, family or household" box in the "Primary Use for Which Purchased" section of this contract is checked. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

Seller assigns its interest in this contract to \_\_\_\_\_ (Assignee) at (address) \_\_\_\_\_ under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse       Assigned without recourse       Assigned with limited recourse

Seller \_\_\_\_\_ By \_\_\_\_\_ Title \_\_\_\_\_

10/20/2003 TO 10/26/2004 11 SEUA473

VEHICLE IDENTIFICATION NUMBER  
1G1ZU54804F

MAKE	
CHEV	
YR	Yr. Model
0000	2004
TOTAL FEES PAID	
\$189	
4100 4	

DOY TYPE MODEL

40  
DATE ISSUED  
12/09/2003

CYLS.	DATE FIRST SOLD	CLASS
00	00/00/2003	FB
TYPE VEH.	MP	AX
011	G	G
WG	UNLADEN WGT	
	00000	

D  
M  
V  
E

[REDACTED]

CAPITAL ONE AUTO FIN  
PO BOX 255605

SACRAMENTO

95865

67120031204240321C

STATE OF CALIFORNIA  
DEPARTMENT OF MOTOR VEHICLES  
VALIDATED REGISTRATION CARD  
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

X 4224007



**AUTOMOBILE  
REGISTRATION  
CARD  
VALID FROM**

**10/26/2003 TO 10/26/2004**

LICENSE NUMBER	
[REDACTED]	
YEAR MODEL	MAKE
2004	CHEV

Vehicle Identification Number		
1G1ZU54804F [REDACTED]		
Body Type	Type Veh	Type Lic
4D	12	11
MP	Axis	UNLADEN/G/CGW WC
G		

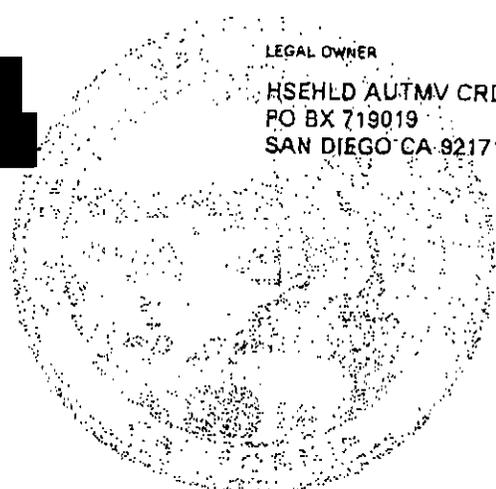
Year First Sold	VLF Class
2003	FB
Date Issued	Year
03/19/2004	
County Code	Fees Paid
41	\$15

REGISTERED OWNER

[REDACTED]  
PALO ALTO CA

LEGAL OWNER

HSEHLD AUTMV CRDT CORP  
PO BX 719019  
SAN DIEGO CA 92171



**IMPORTANT:** This card or facsimile copy is to be kept in the vehicle for which issued. This requirement does not apply when the vehicle is left unattended. It need not be displayed. Present it to any peace officer upon demand.



MO	Clearance #	PC
KP	176040309 270005P1000015	L

1. If you do not receive a renewal notice, use this form to pay your renewal fees or to notify the Department of Motor Vehicles (DMV) of the non-operational status of a stored vehicle (\$15). You must do this on or before the vehicle expiration date or penalties will be due in accordance with Vehicle Code Sections 9552-9554.
2. If you are cited for not registering a vehicle, the court may impose a \$60 to \$250 fine.
3. **IMMEDIATELY** notify DMV in person or by mail on the proper DMV forms when:
  - You CHANGE YOUR ADDRESS.
  - You SELL YOUR VEHICLE.
  - You are INVOLVED IN AN ACCIDENT (whether or not it was your fault) when the damage is over \$750, or any bodily injury or death.

4. When writing to DMV, always give your full name, present address, vehicle make, license and identification number.

**IMPORTANT:** California law requires that every driver or owner of a vehicle shall maintain liability insurance or another form of financial responsibility at all times. The space below is provided for your vehicle insurance information.

Insurance Company: \_\_\_\_\_

Policy Number: \_\_\_\_\_

[REDACTED]  
PALO ALTO CA

05/24/2004

HISTORY LISTING

3651

15:44:03

PAGE 1

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1G1ZU54804F [REDACTED]

R.O NO. : [REDACTED] R.O DATE : 02/06/2004 R.O TYPE : S  
MILEAGE : 3088 ADVISOR NO. : 252

JOB NUMBER : 1 OPERATION 03CVZ OP. DESC. DRIVEABILITY/EMMISSI  
SALE TYPE : W TECHNICIAN NO(S). 74  
COMPLAINT : CUSTOMER STATES ENGINE WILL NOT CRANK OVER WITH KEY  
DID START WITH REMOTE TRANSMITTER 1 TIME -WHEN CUSTOMER  
PUT KEY IN IGNITION TO ENGAGE SHIFTER -WOULD NOT ALLOW  
SHIFTER TO MOVE  
CAUSE : RELATED TO LINE#2

JOB NUMBER : 2 OPERATION 05CVZ OP. DESC. ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 137  
COMPLAINT : CUSTOMER STATES REMOTE START PORTION OF REMOTE TRANSMITTER  
INOP -SPECIAL ORDERED RECEIVER KIT HERE  
CAUSE : INTERMITTENT OPERATION  
CORRECTION : REPLACED TRANSMITTER AND MODULE AND RECHECKED OPERATION  
OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] R2925

JOB NUMBER : 3 OPERATION 21CVZR OP. DESC. RENTAL CAR  
SALE TYPE : W TECHNICIAN NO(S). 116  
COMPLAINT : PROVIDE RENTAL CAR -NO CHARGE -UNABLE TO DRIVE CAR  
ENTERPRISE  
CAUSE : WARRANTY  
CORRECTION : PROVIDED RENTAL CAR -NO CHARGE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
[REDACTED] Z7906

JOB NUMBER : 4 OPERATION 27CVZ OP. DESC. LOF  
SALE TYPE : I TECHNICIAN NO(S). 8794  
COMPLAINT : LUBE, OIL, AND FILTER SERVICE PACKAGE.  
AS PER GENE R -1 TIME GOODWILL SERVICE  
CORRECTION : LUBED, CHANGED OIL, AND REPLACED OIL FILTER.  
RESET OIL LIFE MONITOR.

COMMENTS : TOWED IN -RECHECK  
CHARGE INTERNAL TO SERVICE -1 TIME GOODWILL AS PER GENE R 2/26/04

R.O NO. : 124068 R.O DATE : 02/04/2004 R.O TYPE : S  
MILEAGE : 3064 ADVISOR NO. : 252

JOB NUMBER : 1 OPERATION 03CVZ OP. DESC. DRIVEABILITY/EMMISSI  
SALE TYPE : W TECHNICIAN NO(S). 137  
COMPLAINT : B-CLAIM -BODY COMPUTER -WILL NOT ACCEPT UPDATE FLASHING

290

05/24/2004

HISTORY LISTING

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SEQUENCE -SEE COPY RO#124026 -ATTACHED

CAUSE : WILL NOT ACCEPT PROPER UPDATE FLASHING  
 CORRECTION : REPLACED BODY COMPUTER -RECHECKED -OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
 [REDACTED] N4800

COMMENTS : SEE RO#124026

R.O NO. : 124026 R.O DATE : 02/03/2004 R.O TYPE : S  
 MILEAGE : 3064 ADVISOR NO. : 252

JOB NUMBER : 1 OPERATION 05CVZ OP. DESC. ELECTRICAL  
 SALE TYPE : W TECHNICIAN NO(S). 137  
 COMPLAINT : CUSTOMER STATES REMOTE START FEATURE INOP -SPECIAL  
 ORDERED PCM HERE -SEE ATTACHED  
 CAUSE : INSTALLED PCM AND PROGRAMMED -AS PER TECHNICAL  
 ASSISTANCE AND DID SOLVE CONCERN -PCN WILL NOT  
 PROGRAMM PROPERLY  
 CORRECTION : SPECIAL ORDERED NEW TRANSMITTER AND RECEIVER  
 WILL NOTIFY WHEN PARTS ARRIVE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
 [REDACTED] J6360

JOB NUMBER : 2 OPERATION 09CVZ OP. DESC. SUSPENSION  
 SALE TYPE : W TECHNICIAN NO(S). 101  
 COMPLAINT : CUSTOMER STATES AT FWEWAY SPEEDS -CAR SEEMS TO SWAY  
 EXCESSIVELY -SEE JOB C -HAS ROAD TESTED WITH CUSTOMER  
 CAUSE : ALIGNMENT OFF -TOE IN  
 CORRECTION : REALIGNED FRONT WHEELS AND ROAD TESTED -OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
 [REDACTED] E2020

JOB NUMBER : 3 OPERATION 21CVZSH OP. DESC. PROVIDE SHUTTLE SERV  
 SALE TYPE : W TECHNICIAN NO(S). 133  
 COMPLAINT : PROVIDE SHUTTLE SERVICE TO CUSTOMER  
 CAUSE : SHUTTLE  
 CORRECTION : PROVIDED SHUTTLE SERVICE TO CUSTOMER

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
 [REDACTED] E7910

JOB NUMBER : 4 OPERATION 21CVZ R OP. DESC. RENTAL CAR  
 SALE TYPE : W TECHNICIAN NO(S). 133  
 COMPLAINT : RENTAL VEHICLE  
 CAUSE : WARRANTY  
 CORRECTION : PROVIDED RENTAL CAR -NO CHARGE

05/24/2004  
15:44:03

HISTORY LISTING

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WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
          : ██████████ 27902

R.O NO. : ██████████ R.O DATE : 01/21/2004 R.O TYPE : S  
          MILEAGE : 2673 ADVISOR NO. : 910041

JOB NUMBER : 1 OPERATION 05CVZ OP. DESC. ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 137  
COMPLAINT : REMOTE START FEATURE DOES NOT OPERATE.  
CAUSE : INTERNAL PCM FAULT  
CORRECTION : PART HAS BEEN ORDERED. THE CUSTOMER WILL BE NOTIFIED WHEN  
              THE PART ARRIVES.

JOB NUMBER : 2 OPERATION 09CVZ OP. DESC. SUSPENSION  
SALE TYPE : W TECHNICIAN NO(S). 101  
COMPLAINT : STEERING WHEEL IS DIPPED LEFT WHEN DRIVING ON A FLAT ROAD  
CAUSE : STEERING WHEEL OFF CENTER  
CORRECTION : ADJUSTED TO CENTER, OPERATES AS DESIGNED NOW.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
          : ██████████ E2000

JOB NUMBER : 3 OPERATION 21CVZ OP. DESC. RENTAL CAR  
SALE TYPE : W TECHNICIAN NO(S). 116  
COMPLAINT : RENTAL VEHICLE  
              RESERVED AT ENTERPRISE.  
CAUSE : TRANSPORTATION  
CORRECTION : PROVIDED RENTAL VEHICLE TO CUSTOMER.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
          : ██████████ 27901

JOB NUMBER : 4 OPERATION 21CVZSPEI OP. DESC. SUBL EX/IN PAINT SEA  
SALE TYPE : I TECHNICIAN NO(S). 116  
COMPLAINT : SUBLET PAINT SEALANT EXTERIOR/INTERIOR  
              PER SALES DEPT. (BILLY J)  
CORRECTION : COMPLETED

JOB NUMBER : 5 OPERATION 19CVZ OP. DESC. TRIM ITEMS  
SALE TYPE : I TECHNICIAN NO(S). 101  
COMPLAINT : INSTALL FRONT UPPER LIC. PLATE FASTENERS  
CORRECTION : COMPLETED

COMMENTS : PRIORITY VEHICLE PER JOE C.

R.O NO. : 123273 R.O DATE : 01/07/2004 R.O TYPE : S

05/24/2004

HISTORY LISTING

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MILEAGE : 2499

ADVISOR NO. : 910041

JOB NUMBER : 1 OPERATION 03CVZ OP. DESC. DRIVEABILITY/EMISSI  
 SALE TYPE : W TECHNICIAN NO(S). 190  
 COMPLAINT : CUSTOMER REPORTS RATTLING NOISE IN STEERING COLUMN AREA,  
 S/O STEERING COLUMN IN STOCK.  
 CAUSE : INTERNAL KNOCKING NOISE  
 CORRECTION : REPLACED STEERING COLUMN, ROADTESTED TO CONFIRM REPAIR,  
 RECALIBRATED POWER STEERING ASSIST. OK NOW

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
 [REDACTED] E7680

JOB NUMBER : 2 OPERATION 19CVZ OP. DESC. TRIM ITEMS  
 SALE TYPE : W TECHNICIAN NO(S). 190  
 COMPLAINT : CUSTOMER REPORTS THE INSTRUMENT PANEL LENSE HAS SCRATCHES &  
 FINGER PRINTS ON THE INSIDE OF THE LENSE.  
 SCRATCH WHEN LOOKING AT AN ANGLE.  
 CAUSE : VERIFIED CONCERN  
 CORRECTION : REPLACED INSTRUMENT CLUSTER WITH EXCHANGE UNIT. OK NOW

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
 [REDACTED] N4180

JOB NUMBER : 3 OPERATION 24CVZD OP. DESC. DETAIL VEHICLE  
 SALE TYPE : I TECHNICIAN NO(S). 116  
 COMPLAINT : DETAIL CAR IN & OUT FOR CUSTOMER, HE PICKED CAR UP LAST TIME  
 & THERE WERE BLACK MARKS ON LEFT DOOR PANEL, VARIOUS SPOTS  
 ON FORWARD HEADLINER.  
 CAUSE : INTERIOR DIRTY  
 CORRECTION : DETAILED VEHICLE, CLEANED BLACK MARKS FROM INTERIOR.

R.O NO. : [REDACTED] R.O DATE : 12/19/2003 R.O TYPE : S  
 MILEAGE : 1810 ADVISOR NO. : 1037

JOB NUMBER : 1 OPERATION 08CVZ OP. DESC. ENGINE  
 SALE TYPE : W TECHNICIAN NO(S). 2442  
 COMPLAINT : TOWED TO SHOP, CLIENT STATES SEEING SMOKE COMING FROM ENGINE  
 CAUSE : COOLANT RESERVOIR LEANING AGAINST EGR TUBE  
 CORRECTION : DIAGNOSE/REPLACED COOLANT RESERVOIR AND SECURED AWAY FROM  
 EGR PIPE. FILL TO LEVEL

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
 [REDACTED] T2020 122816 J3250

R.O NO. : 122806 R.O DATE : 12/11/2003 R.O TYPE : S  
 MILEAGE : 1673 ADVISOR NO. : 1017

05/24/2004

HISTORY LISTING

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JOB NUMBER : 1 OPERATION 27CVZJK OP. DESC. 1K SERVICE PACKAGE  
 SALE TYPE : I TECHNICIAN NO(S) . 57  
 COMPLAINT : 3,000 SERVICE PACKAGE.  
 PER GET READY  
 CORRECTION : LUBED, CHANGED OIL AND REPLACED OIL FILTER. ADDED  
 MOC ENGINE OIL AND WINDSHIELD WASHER SOLVENT.

JOB NUMBER : 2 OPERATION 04CVZ OP. DESC. FUEL SYSTEM  
 SALE TYPE : I TECHNICIAN NO(S) . 57  
 COMPLAINT : FILL TANK PER GET READY.  
 CORRECTION : FILL TANK PER GET READY

R.O NO. : [REDACTED] R.O DATE : 12/11/2003 R.O TYPE : S  
 MILEAGE : 1673 ADVISOR NO. : 1037

JOB NUMBER : 1 OPERATION 19CVZ OP. DESC. TRIM ITEMS  
 SALE TYPE : W TECHNICIAN NO(S) . 104  
 COMPLAINT : REPAIR RATTLING NOISE FROM UNDER DASH/STEERING COLUMN AREA.  
 AUDIBLE IN STREET DRIVING.  
 CAUSE : INTERNAL STEERING COLUMN  
 CORRECTION : DISASSEMBLE ENTIRE DASH/STEERING COLUMN AREA/ CALLED TAN  
 ORDERED STEERING COLUMN FROM TAN/#69-98-841.MARK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
 [REDACTED] 27480

JOB NUMBER : 2 OPERATION 19CVZT OP. DESC. TRIM  
 SALE TYPE : W TECHNICIAN NO(S) . 104  
 COMPLAINT : REPLACE DRIVERS SUNVISOR/MIRROR COVER BROKEN.  
 CAUSE : COVER HINGE BROKE  
 CORRECTION : REPLACED VISOR ASSEMBLY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
 [REDACTED] C2021

COMMENTS : LINE 1 IS 4.0 TIME TO RR COMPONENTS AND HAVE TO PUT VEHICLE BACK  
 WHILE TAN ORDERED STEERING COLUMN. PER JOE C

R.O NO. : [REDACTED] R.O DATE : 12/11/2003 R.O TYPE : S  
 MILEAGE : 1673 ADVISOR NO. : 1037

JOB NUMBER : 1 OPERATION 03CVZ OP. DESC. DRIVEABILITY/EMMISSIONS  
 SALE TYPE : W TECHNICIAN NO(S) . 58  
 COMPLAINT : RECALL 03048/MISSFIRE MONITOR -REPROGRAM PCM.  
 CAUSE : RECALL  
 CORRECTION : PERFORM RECALL REPAIRS

05/24/2004  
15:44:03

HISTORY LISTING

1651  
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WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
          : [REDACTED] V1061

R.O NO. : [REDACTED] R.O DATE : 11/19/2003 R.O TYPE : S  
          MILEAGE : 751 ADVISOR NO. : 252

JOB NUMBER : 1 OPERATION 24CVZD OP. DESC. DETAIL VEHICLE  
SALE TYPE : I TECHNICIAN NO(S). 116  
COMPLAINT : DETAIL VEHICLE  
          AS PER GET READY  
CORRECTION : COMPLETED

JOB NUMBER : 2 OPERATION 04CVZ OP. DESC. FUEL SYSTEM  
SALE TYPE : I TECHNICIAN NO(S). 56  
COMPLAINT : FILL GAS TANK AS PER GET READY  
CAUSE : AS PER GET READY  
CORRECTION : COMPLETED

JOB NUMBER : 3 OPERATION 27CVZ OP. DESC. LOP  
SALE TYPE : I TECHNICIAN NO(S). 56  
COMPLAINT : LUBE, OIL, AND FILTER SERVICE PACKAGE.  
          AS PER GET READY  
CORRECTION : LUBED, CHANGED OIL, AND REPLACED OIL FILTER.  
          RESET OIL LIFE MONITOR.

JOB NUMBER : 4 OPERATION 19CVZTO OP. DESC. INSP OUTSIDE TRIM  
SALE TYPE : W TECHNICIAN NO(S). 56  
COMPLAINT : CUSTOMER STATES DRIVERS WIPER SKIPS WHEN USED  
CAUSE : STREAKY BLADES  
CORRECTION : REPLACED BLADES

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
          : [REDACTED] B1784

COMMENTS : CHARGE INTERNAL TO SALES AS PER GET READY

R.O NO. : [REDACTED] R.O DATE : 10/02/2003 R.O TYPE : S  
          MILEAGE : 3 ADVISOR NO. : 1037

JOB NUMBER : 1 OPERATION 21CVZ OP. DESC. SUBLET  
SALE TYPE : I TECHNICIAN NO(S). 133  
COMPLAINT : LOT DAMAGE/REMOVE CREASE FROM LEFT 1/4 PANEL  
CORRECTION : PER SUBLET



# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025

(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD5d1391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

**COPY**

ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR <b>NEIL COPPENS</b>	252	TAG NO. <b>4329</b>	INVOICE DATE <b>06/25/04</b>	INVOICE #
	LP		MILEAGE <b>5,039</b>	COLOR <b>SILVER GREE</b>	STOCK # <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>		DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/23/04</b>		
	COMMENTS	<b>MO: 5039</b>			

**JOB# 1 CHARGES**

LABOR

DRIVEABILITY/EMISSIONS/TECHS/DIAGNOSIS/WARRANTY

CUSTOMER STATES SERVICE ENGINE SOON LIGHT HAS COME ON WHEN STARTING CAR AND STAYED ON LONGER THAN NEG 2 SEPERATE START SEE ATTACHED HISTORY

CODE P1371 CRANK CASE VARIATION MODULE NOT UPDATED/LEARNED

CLEARED CODE AND UPDATED SOFTWARE ON MODULE AND RECHECKED AFTER MULTIPLE ROAD TESTS NO MORE LIGHT

**JOB# 1 TOTALS**

**JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00**

**JOB# 2 CHARGES**

LABOR

DRIVEABILITY/EMISSIONS/TECHS/DIAGNOSIS/WARRANTY

CUSTOMER STATES 1 TIME WHEN CAR WAS STARTED A STATEMENT CAME UP DAP/DAM PROBLEM CAME UP ADVISE OPERATING TO FACTORY SPECIFICATIONS

INSPECTED COMPUTER SYSTEM FOR ANY CODES AND CHECKED SYSTEMS OPERATION WITH SCANNER ON ALL ROAD TESTS NO CODES OR STATEMENTS RETURNED

**JOB# 2 TOTALS**

**JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00**

**JOB# 3 CHARGES**

LABOR

RENTAL CAR/NO CHARGE ENTERPRISE/WARRANTY

PROVIDED RENTAL CAR NO CHARGE

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
	24665	D822219	06/25/04	ENTERPRISE/GANNON		INTERNAL
	24665	D822219	06/25/04	ENTERPRISE/GANNON		INTERNAL
					TOTAL	SUBLET 0.00

**JOB# 3 TOTALS**

**JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00**

**JOB# 4 CHARGES**

LABOR

TIRES & WHEELS/TECHS/DIAGNOSIS/WARRANTY

CUSTOMER STATES LEFT REAR TIRE HAS GONE FLAT AND CUSTOMER HAS INSTALLED SPARE ADVISE OK TO PATCH IF POSSIBLE

PUNCTURE IN SIDE WALL UNABLE TO REPAIR

REPLACED TIRE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE

Thereby appointing Anderson Chevrolet, as my attorney in fact, to execute and cash any draft or instrument in payment of this repair order, by any third party in my name and to sign my name thereto.

**X**

PAGE 1 OF 2



# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025  
(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD9#1391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

**COPY**

ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR <b>NEIL COPPENS</b>	252	TAG NO. <b>4329</b>	INVOICE DATE <b>06/25/04</b>	FIN
			MILEAGE <b>5,039</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>			DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.G. NO.	H.O.V.# <b>06/23/04</b>	
	COMMENTS				<b>MO: 5039</b>

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	TOTAL	PARTS	INTERNAL
	24688		37708	06/25/04	CALIFORNIA CONCEPTS /GANNON			0.00
<b>JOB# 4 TOTALS</b>								0.00
<b>JOB# 4 JOURNAL PREFIX CVCS</b>								0.00
<b>JOB# 5 CHARGES</b>								0.00
LABOR								
CUSTOMER STATES SCRATCH IN LOWER LEFT REAR DOOR LOT DAMAGE								
REPAIRED AT MENLO COLLISION CENTER 327-0800								
<b>JOB# 5 TOTALS</b>								0.00
<b>JOB# 5 JOURNAL PREFIX CVCS</b>								0.00
<b>ESTIMATE</b>								
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)								
<b>COMMENTS</b>								
TOWED IN OK MR GANNON 6/22/04								
CHARGE INTERNAL FOR TIRE TO SALES								
CHARGE INTERNAL FOR LOT DAMAGE RENTAL TO SERVICE								
<b>TOTALS</b>								
THANK YOU FOR COMING TO ANDERSON CHEVROLET						TOTAL LABOR		0.00
IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE SERVICE ADVISOR LISTED AT THE TOP OF THIS INVOICE						TOTAL PARTS		0.00
WE AT ANDERSON CHEVROLET WANT YOU TO BE COMPLETELY SATISFIED						TOTAL SUBLET		0.00
						TOTAL I.O.G.		0.00
						TOTAL MISC CHG		0.00
						TOTAL MISC DISC		0.00
						TOTAL TAX		0.00
						<b>TOTAL INVOICE \$</b>		<b>0.00</b>

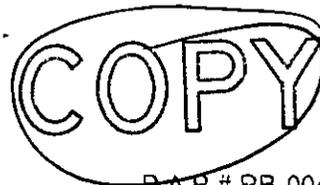
CUSTOMER SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto.



# Anderson Chevrolet

www.AutoNation.com



300 El Camino Real, Menlo Park, California 94025-5239

EPA# CAD981391626

(650) 321-4280 1 (800) ANDERSON

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

**RECOMMENDED SERVICES**

ANDERSON CHEVROLET

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ3K	3000 MILE SERVICE	MI	26.99	01CVZ6K	6000 MILE SERVICE	MO	76.99
01CVZ15K	15000 MILE SERVICE	MO	273.73	01CVZ30K4	30000 MILE SERV-4CYL	MO	0.00
01CVZ30K6	30000 MILE SRV 6CYL	MO	0.00	01CVZ30K8	30000 MILE SRV 8CYL	MO	432.98
01CVZRB	ROTATE & BALANCE TIR	MO	0.00	01CVZ15K96N	15K SERVICE 96&NEWER	MO	169.10
01CVZ30K96N	30K SERVICE 96&NEW	MO	209.19				

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/06/04		3088	252	74	W	03CVZ	DRIVEABILITY/EMMISSI
				137	W	05CVZ	ELECTRICAL
				116	W	21CVZR	RENTAL CAR
				8794	I	27CVZ	LOF
02/04/04		3064	252	137	W	03CVZ	DRIVEABILITY/EMMISSI
02/03/04		3064	252	137	W	05CVZ	ELECTRICAL

SALESPERSON NO. 9480

EUGENE MARTIN

S E R V I C E

STATE REG# 3

IG1Z054804F	04/CHEVROLET/MALIBU/MALIBU LT SEDAN	PRODUCTION DATE	102869	STOCK NO	1277142
CUSTOMER	60156	SERVICE CONTRACT	10/25/03	DELIVERY MILES	119
DEALER	PALO ALTO, CA	SELLING DEALER NO.	0527704	CONTRACT NO.	4075
COPIES	SILVER GREEN ME/G	EXPIRATION DATE	10/25/07	EXPIRATION MILES	4075
	CVZZ AIR COND. P. S. Y. TRANK A	MILEAGE	4,782	ADVISOR	910041 JASON KETCHUM
APPOINTMENT	03:40pm	05/24/04	06:00pm	PRIORITY	3

I hereby authorize the repair work herein set forth to be done with the necessary materials and parts. I agree that you are not responsible for any delays caused by unavailability of parts or delays in part 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, safety inspection. An express warranty is hereby acknowledged on the above vehicle to operate the vehicle as described herein for repair or alterations is hereby acknowledged by dealer. Said customer is hereby notified that this sale property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the understanding thereof, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection. I hereby approve Anderson Chevrolet as my attorney in fact and empower you to negotiate and cash any draft or instruments issued in payment of this repair order by any third party in my name and sign my name thereto.

ORIGINAL CUSTOMER ESTIMATE	TOTAL
X	
1 W 01CVZSMC	SMARTCARE LOF
PERFORM GOODWRENCH CARE, LUBE, OIL & FILTER CHANGE	
RESET OIL MONITOR	
OP CODE M0045	

DATE	TIME	REPAIR OR REASON	AUTHORIZED BY	ADDITIONAL AMOUNT
				HAZ WASTE FEE
				REVISED TOTAL

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS FOR CUSTOMER  YES  NO

CALL WHEN COMPLETE  YES  NO

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I understand that my Engine/Transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$\_\_\_\_\_.

MILE IN \_\_\_\_\_

MILE OUT \_\_\_\_\_

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE



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**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

**RECOMMENDED SERVICES**

ANDERSON CHEVROLET

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ3K	3000 MILE SERVICE	MI	26.99	01CVZ6K	6000 MILE SERVICE	MO	76.99
01CVZ15K	15000 MILE SERVICE	MO	273.73	01CVZ30K4	30000 MILE SERV-4CYL	MO	0.00
01CVZ30K6	30000 MILE SRV 6CYL	MO	0.00	01CVZ30K8	30000 MILE SRV 8CYL	MO	432.98
01CVZRB	ROTATE & BALANCE TIR	MO	0.00	01CVZ15K96N	15K SERVICE 96&NEWER	MO	169.10
01CVZ30K96N	30K SERVICE 96&NEW	MO	209.19				

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/06/04		3088	252	74	W	05CVZ	DRIVEABILITY / EMISSIONS
				137	W	05CVZ	ELECTRICAL
				116	W	21CVZR	RENTAL CAR
				8794	I	27CVZ	LOF
02/04/04		3064	252	137	W	03CVZ	DRIVEABILITY / EMISSIONS
02/03/04		3064	252	137	W	05CVZ	ELECTRICAL

SALESPERSON NO. 9480

EUGENE MARTIN

**S E R V I C E**

STATE REG# 3

YEAR/MAKE/MODEL: 04/CHEVROLET/MALIBU/MALIBU LT SEDAN  
 PRODUCTION DATE: 102869  
 STOCK NO: [REDACTED]  
 VIN: 1G1ZU54804F [REDACTED]  
 CUSTOMER NO: 60156  
 SERVICE CONTRACT: GMP  
 CALL DATE: 10/25/03  
 DELIVERY MILES: 119  
 SELLING DEALER NO: 992404  
 COLOR: SILVER GREEN ME/G  
 CONTRACT NO: 10/25/07  
 EXPIRATION MILES: 4075  
 MILEAGE: 4,782  
 ADVISOR: JASON KETCHUM  
 APPOINTMENT: 03:39pm  
 DATE/TIME PROMISED: 05/24/04 06:00pm  
 PRIORITY: 3  
 HAZ WASTE ESTIMATE: [REDACTED]

I hereby authorize the repair work herein set forth to be done with the necessary material and such repairs to your that you do not responsible for any delays caused by unavailability of parts or delays in parts shipment by the supplier or manufacturer. I hereby grant you, under your employee's permission to operate the vehicle hereinafter described in excess of highway or elsewhere for the purpose of testing or for inspection. An advance mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair of a defect is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected for the amount of actual cash value thereof, or otherwise, by the undersigned dealer, against loss or damage by fire or vandalism while the property remains with the dealer. Customer agrees the articles of personal property have been left in the vehicle, and the dealer is not responsible for any loss or damage thereto. Customer is hereby responsible for payment of reasonable attorney fees and costs in the event suit is brought for professional liability against Anderson Chevrolet or my attorney in fact and empower you to negotiate and make any such or settlement in full payment of the repair order, by any third party in my name and sign my name thereon.

APPOINTMENT:  Yes  No

HAZ WASTE ESTIMATE: [REDACTED]

**ORIGINAL CUSTOMER ESTIMATE - TOTAL**

**ADDITIONAL REPAIRS:**

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				HAZ WASTE FEE
				REVISED TOTAL
				HAZ WASTE FEE
				REVISED TOTAL
				HAZ WASTE FEE
				REVISED TOTAL

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS FOR CUSTOMER:  YES  NO

CALL WHEN COMPLETE:  YES  NO

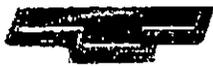
BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS, WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I understand that my Engine/Transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$\_\_\_\_\_

MI. IN: \_\_\_\_\_

MI. OUT: \_\_\_\_\_

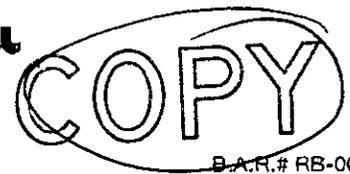
NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE



ANDERSON CHEVROLET

www.AutoNation.com

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(650) 321-4280 1 (800) ANDERSON



E.P.A.# CAD981391626

B.A.R.# RB-004517

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR JASON KETCHUM	910041	TAC NO. 4075	INVOICE DATE 06/15/04
			MILEAGE 4,782	COLOR SILVER GREE
				STOCK NO. 102869
PALO ALTO, CA	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LT SEDAN		DELIVERY DATE 10/25/03	DELIVERY MILES 119
	VEHICLE I.D. NO. 1G1ZU54804F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		F.O. NO.	R.O. DATE 05/24/04
	COMMENTS			MO: 4782

JOB# 1 CHARGES  
LABOR  
JOB# 1: 0BCVZE ENGINE DIAGNOSTIC TECHNICIAN WARRANTY  
CUSTOMER REPORTS ENGINE WILL NOT START EITHER WITH KEY IN IGNITION OR WITH FACTORY KEYLESS REMOTE STARTING FEATURE WHEN TRYING TO USE REMOTE STARTING FEATURE. PARKING LIGHTS FLASH. HE NOTICED THIS HAPPENING WHEN HE WAS HAVING SAME PROBLEM IN THE PAST. NO CODES STORED. ENGINE WILL NOT CRANK OVER. TRACED TO FAULT WITH PCM. REPLACED PCM. RELEARNED IDP & VTD. RELEARNED CRANK VARIATION & ROADTESTED. VEHICLE STARTS & OPERATES AS DESIGNED AT THIS TIME.

PARTS	QTY	CP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12591027	PCM 3.670		
				TOTAL PARTS	0.00

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

JOB# 2 CHARGES  
LABOR  
JOB# 2: 09GVZSUSP ASST STEERING INSTEERING TECHNICIAN WARRANTY  
CUSTOMER REPORTS TURNING FEELS VERY LIGHT. HAS HAD PROBLEM WITH STEERING ASSIST IN THE PAST. FEELS THIS AT SLOWER & FASTER SPEEDS. AFTER PCM WAS REPLACED. ROADTESTED VEHICLE. NO PROBLEM FOUND. MOST LIKELY RELATED TO PCM. REPAIRED ON LINE 1.

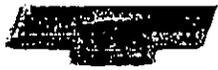
JOB# 2 TOTALS  
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES  
LABOR  
JOB# 3: 21CVZRE RENTAL CAR TECHNICIAN WARRANTY  
PROVIDE RENTAL VEHICLE TO CUSTOMER. VEHICLE WAS TOWED IN. CST. TRANSPORTATION. PROVIDED RENTAL VEHICLE TO CUSTOMER.

SUBLET	PO#	VEND. INV#	INV. DATE	DESCRIPTION	TOTAL	SUBLET	WARRANTY
	24203	DB21900	06/15/04	RENTAL/GANNON WARRANTY			0.00

JOB# 3 TOTALS  
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party to my name and to sign my name thereto.



# Anderson CHEVROLET

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E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

**COPY**

ANDERSON CHEVROLET

CUSTOMER NO. [REDACTED]	ADVISOR <b>JASON KETCHUM</b>	910041	TAG NO. 4075	INVOICE DATE 06/15/04	IN [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE 4,782	COLOR SILVER GREE	STOCK # 102869
PALO ALTO, CA [REDACTED]	YEAR / MAKE / MODEL 04 / CHEVROLET / MALIBU / MALIBU LT SEDAN	[REDACTED]	[REDACTED]	DELIVERY DATE 10/25/03	DELIVERY MILES 119
[REDACTED]	VEHICLE I.D. NO. 1G1ZU54804F [REDACTED]	[REDACTED]	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	[REDACTED]	P.O. NO.	HOURS 05/24/04	[REDACTED]
[REDACTED]	COMMENTS	[REDACTED]	[REDACTED]	[REDACTED]	MO: 4782

**TOTALS**

THANK YOU FOR COMING TO ANDERSON CHEVROLET. IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE SERVICE ADVISOR LISTED AT THE TOP OF THIS INVOICE.

\*\*\*\*\*COMPLETELY SATISFIED\*\*\*\*\*

*[Signature]*

CUSTOMER SIGNATURE

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.S.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

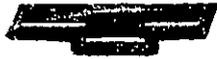
JUN 17 2004

By signing and appointing Anderson Chevrolet as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by Aroc Third Party in my name and to sign my name thereto.

CUSTOMER SIGNATURE: \_\_\_\_\_

PRINT NAME OF INVOICE: 104:54pm

ANDERSON CHEVROLET



# ANDERSON CHEVROLET

www.AutoNation.com

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(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

**COPY**

## ANDERSON CHEVROLET

CUSTOMER NO.	ADVRCR <b>FREDDY RESNER</b>	TAG NO. <b>1037</b>	INVOICE DATE <b>12/12/03</b>
	LICENSE NO.	MILEAGE <b>1,673</b>	COLOR <b>SILVER GREE</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	VEHICLE I.D. NO. <b>1G1ZU54804F</b>	SELLING DEALER NO.	DELIVERY MILES <b>119</b>
	F.T.E. NO.	P.O. NO.	PRODUCTION DATE
		R.C. DATE <b>12/11/03</b>	
COMMENTS			MO: 1673

JOB# 1 CHARGES

LABOR

J# 1 19CVZ TRIM ITEMS TECH(S) 104 WARRANTY

REPAIR RATTLING NOISE FROM UNDER DASH/STEERING COLUMN AREA  
 AUDIBLE IN STREET DRIVING  
 INTERNAL STEERING COLUMN  
 DISASSEMBLE ENTIRE DASH/STEERING COLUMN AREA/ CALLED TAN  
 ORDERED STEERING COLUMN FROM TAN/#69-98-841 MARK

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 19CVZ TRIM TECH(S) 104 WARRANTY

REPLACE DRIVERS SUNVISOR/MIRROR COVER BROKEN  
 COVER HINGE BROKE  
 REPLACED VISOR ASSEMBLY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22689441	SUNSHADE 10.203		
TOTAL PARTS					0.00
G.O.G. & SUPPLIES					
FREIGHT (PARTS)					
TOTAL GOG					0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

TOTALS

THANK YOU FOR COMING TO ANDERSON CHEVROLET  
 IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE  
 SERVICE ADVISOR LISTED AT THE TOP OF THIS  
 INVOICE  
 WE AT ANDERSON CHEVROLET WANT YOU TO BE  
 \*\*\*\*\*COMPLETELY SATISFIED\*\*\*\*\*

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE'S</b>	<b>0.00</b>

CUSTOMER SIGNATURE

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RVDC Case# 89511

BRC Case Number	1178691257	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	Y
Customer Name	[REDACTED]	Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G1ZU54804F [REDACTED]	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	112208	Retrieve Sales Tax? Y		Title Brand?			
Dealership Name	ANDERSON CHEVROLET.	Reason for not Retrieving Sales Tax:					
Dealer Contact/Title	Cathy Rhodas, Controller	Original Sales Tax Paid in	State: CA	Repurchased Under Laws of	State: CA		
Dealer Phone	6503214280	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	6503214235	Closing Schedule:	2004-12-10	Established on:	2004-12-02		
Delivery Date	2003-10-25	If no, where: BAC is 0					
Buyback Mileage	8069	Location Site Name:					
Transmission	A	Contact Name:					
UCC Code(s)	J0108	Address 1:					
MSRP	24725.00	Address 2:					
Est. Auction Value	14751.94	City:			State:		Zip:
Case Number	89511	Phone # :					
TAC Case Number	6998841	Fax # :					
Type of Transaction	SR	Comment: Please contact Mike Watters at Norman Taylor & Associates at 818-244-3905 to arrange the surrender of the vehicle.					
Replacement VIN		GM Legal Case Number:					
Repurchase Type	Legal-Early Resolution-NISM	GM Counsel Name: N/A					
Repurchase Source	Legal CRM, Robert Villanueva	Gm Counsel Contact Name: N/A					
Reason for Repurchase: Engine No Start.		Address 1:					
		Address 2:					
		City:			State:		Zip:
		Phone # :					
		Fax # :					
<b>Lien Payoff</b>							
Lien Payoff Amount: 23395.66		Lien Payoff Expires on: 2004-12-18			Per Diem: 5.11		
Customer Due to GM: 0.00				Dealer Due GM: 0.00			
<b>Check Information</b>							
Customer		Lienholder			Plaintiff's Attorney		
Check Amt:	0.00	Check Amt:	6318.47				
Payee1:	[REDACTED]	Payee1:	Household Auto Finance			Payee1:	[REDACTED]
Payee2:	[REDACTED]	Payee2:	Acct.# [REDACTED]			Payee2:	Norman Taylor & Associates
Address1:	[REDACTED]	Address1:	[REDACTED]			Address1:	425 West
Address2:	Avenue, # 22	Address2:	Court			Address2:	Broadway, Suite # 220
City:	Palo Alto	City:	San Diego			City:	Glendale
State:	CA	State:	CA			State:	CA
Zip:	[REDACTED]	Zip:	92111			Zip:	91204
Phone # :	[REDACTED]	Phone # :	800-836-6469			Phone # :	818-244-3905
Fax # :	[REDACTED]	Fax # :	858-609-4872			Fax # :	818-244-6502
		Attention:	Payoff Dept.			Attention:	Norman Taylor
		Account # :	[REDACTED]			Fed Tax ID:	94-6001385
						Firm Name:	Norman Taylor, et al

Case ID: 89511 Initiator: villanue



**GMC**

# HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER  
VIA FAX ONLY

January 28, 2014

Weber Desiqueira  
Norman Taylor & Associates

RE: [REDACTED]  
Service Request: 1-178691257  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZU54804F [REDACTED]  
Customer Relationship Manager: Robert Villanueva

Dear Mr. Desiqueira:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2004 Chevrolet Malibu for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 2 @ \$489.78	\$ 979.56 (which includes sales tax of \$ 1,843.30)
Total payments 10 @ 441.00	\$ 4,410.00
Total down payment	\$ 1,300.00
License/Title/Registration	\$ 189.00
Subtotal:	\$ 6,878.56
Less Rebates/Incentives	- \$ 1,300.00
Less Usage/Depreciation	- \$ 310.87
Less ANES Insurance	- \$ 199.00
Less GMPP	- \$ 1,740.00**
Subtotal:	\$ 3,328.69
Attorney's Fees	\$ 2,500.00
Subtotal:	\$ 5,828.69



**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER  
VIA FAX ONLY

November 16, 2004

Weber Desiqueira  
 Norman Taylor & Associates

RE: [REDACTED]

Service Request: 1-178691257  
 2004 Chevrolet Malibu  
 Vehicle Identification Number: 1G1ZUS4804F [REDACTED]  
 Customer Relationship Manager: Robert Villanueva

Dear Mr. Desiqueira:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2004 Chevrolet Malibu for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 3 @ \$489.78	\$ 1,469.34 (which includes sales tax of \$ 1,843.30)	
Total payments 10 @ 441.00	\$ 4,410.00	
Total down payment	\$ 1,300.00	
License/Title/Registration	\$ 189.00	
Subtotal:	\$ 7,368.34	
Less Rebates/Incentives		- \$ 1,300.00
Less Usage/Depreciation	- \$ 310.87	
Less ANES Insurance	- \$ 199.00	
Less GMPP	- \$ 1,740.00**	
Subtotal:	\$ 3,818.47	
Attorney's Fees	\$ 2,500.00	

November 16, 2004  
Page 2

Subtotal: \$ 6,318.47

\* Payoff to lien holder (good through 12/3/04) \$ 23,319.01

\* The payoff amount is subject to change if this offer letter is not received in time for the current payoff amount to be processed; however, General Motors will be responsible for paying off the lien holder if the amount should change.

\*\* Customer will be directly reimbursed 100% from GMPP

Repurchase Offer \$ 29,637.48

Total due to attorney and client: \$ 6,318.47

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. We will need a copy of your federal tax ID. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4

cc: FILE  
LG0052-T  
Rev. 7/20/2004

Attach



Client's Signature

11/17/04  
Date

Date

## RELEASE OF CLAIM

1. I [REDACTED] (hereinafter referred to as "Releasor(s)", as buyer(s) of a certain 2004 Chevrolet Malibu, bearing Vehicle Identification Number 1G1ZU54804F [REDACTED] hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$ 29,637.48, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 6,318.47, made payable to [REDACTED] and Norman Taylor & Associates; the second in the amount of \$ 23,319.01, made payable to Household Auto Finance.

Note: These checks are subject to change if Releases are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$ 29,637.48, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of \$ 29,637.48, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2004 Chevrolet Malibu as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 10,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 25 cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and his attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that he is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for himself, his heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 17<sup>th</sup> DAY OF November, 2004.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 86129 DATE SIGNED: 9/17/04

WITNESS: [Redacted]

X [Redacted] Claimant's Signature Claimant's Signature

X [Redacted] Address Address

X PALE ALTO CA [Redacted]

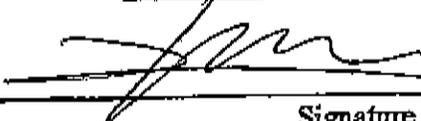
City, State, Zip Code

City, State, Zip Code

STATE OF California

COUNTY OF Santa Clara

Sworn to (or affirmed) and subscribed before me this 17<sup>th</sup> day of November  
2004, by [REDACTED]



Signature of Notary Public

GYUNG HEE KIM

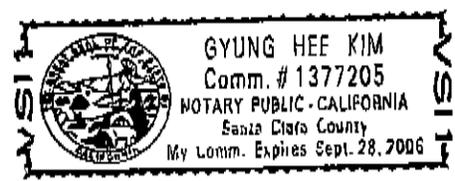
Print, type or stamp Commissioned Name of Notary Public

Personally Known  OR Produced identification

Type of identification CA DRIVER LICENSE

My commission expires: Sept. 28. 2006

CC: File



LG0025-T  
Rev 10/5/04



**GMC**

# HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER  
VIA FAX ONLY

January 28, 2014

Weber Desiqueira  
Norman Taylor & Associates

RE: [REDACTED]  
Service Request: 1-178691257  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZU54804F [REDACTED]  
Customer Relationship Manager: Robert Villanueva

Dear Mr. Desiqueira:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2004 Chevrolet Malibu for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 3 @ \$489.78	\$ 1,469.34 (which includes sales tax of \$ 1,843.30)
Total payments 10 @ 441.00	\$ 4,410.00
Total down payment	\$ 1,300.00
License/Title/Registration	\$ 189.00
Subtotal:	\$ 7,368.34
Less Rebates/Incentives	- \$ 1,300.00
Less Usage/Depreciation	- \$ 310.87
Less ANES Insurance	- \$ 199.00
Less GMPP	- \$ 1,740.00**
Subtotal:	\$ 3,818.47
Attorney's Fees	\$ 2,500.00
Subtotal:	\$ 6,318.47





# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025

(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO	ADVISOR <b>JASON KETCHUM</b>	910041	TAG NO. <b>4075</b>	INVOICE DATE	
			MILEAGE <b>4,782</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
PALO ALTO, CA	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>			DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
	VEHICLE ID. NO. <b>1G1ZU54804F</b>			SITTING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	<b>05/24/04</b>	
COMMENTS					MO:

TOTALS-----

THANK YOU FOR COMING TO ANDERSON CHEVROLET. IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE SERVICE ADVISOR LISTED AT THE TOP OF THIS INVOICE. !! WE AT ANDERSON CHEVROLET WANT YOU TO BE *****COMPLETELY SATISFIED*****	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

REPAIR ORDER 127142 VOIDED ON 06/22/04

JUN 22 2004

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 1 OF 1 CUSTOMER SIGNATURE

PRINTED IN INVOICE ] 01:33pm ANDERSON CHEVROLET



# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025-5239

EPA# CAD981391626

(650) 321-4280 1 (800) ANDERSON

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

**RECOMMENDED SERVICES**

ANDERSON CHEVROLET

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ3K	3000 MILE SERVICE	MI	26.99	01CVZ6K	6000 MILE SERVICE	MO	76.99
01CVZ15K	15000 MILE SERVICE	MO	273.73	01CVZ30K4	30000 MILE SERV-4CYL	MO	0.00
01CVZ30K6	30000 MILE SRV 6CYL	MO	0.00	01CVZ30K8	30000 MILE SRV 8CYL	MO	432.98
01CVZR8	ROTATE & BALANCE TIR	MO	0.00	01CVZ15K96N	15K SERVICE 96&NEWER	MO	169.10
01CVZ30K96N	30K SERVICE 96&NEW	MO	209.19				

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/06/04		3088	252	74	W	01CVZ	DRIVEABILITY/EMISSI
				137	W	05CVZ	ELECTRICAL
				116	W	01CVZR	RENTAL CAR
				8794	I	2XCVZ	LOF
02/04/04		3064	252	137	W	03CVZ	DRIVEABILITY/EMISSI
02/03/04		3064	252	137	W	05CVZ	ELECTRICAL

SALESPERSON NO. 9480 EUGENE MARTIN

**S E R V I C E**

STATE REG# 3

VEHICLE ID NO. <b>1G1ZU54804F</b>	YEAR/MK/MODEL 04/CHEVROLET/MALIBU/MALIBU LT SEDAN	PRODUCTION DATE 10/25/03	STOCK NO. 102869	LICENSE NO. 4F102869	PLANT 127142
CUSTOMER NO. 60156	SERVICE CONTRACT GMPP	DELIVERY DATE 10/25/03	DELIVERY MILES 119	SELLING DEALER NO. 05/24/04	REG. DATE 05/24/04
COLOR SILVER GREEN ME/G	CONFIRMATION NO.	EXPIRATION DATE 10/25/07	EXPIRATION MILES 4075	WARRANTY	
DEALER PALO ALTO, CA	CVZZ	AIR COND. Y	P.S. Y	TRANS. A	MILEAGE 4,782
			ADVISOR NO. 910041	ADVISOR JASON KETCHUM	

I hereby authorize the repair work herein set forth to be done with the necessary material and labor repairs. I agree that you are not responsible for any delays caused by unavailability of parts or delays in such 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 making needed repairs. All express warranties hereon are hereby acknowledged on the date of vehicle described herein for repair of alterations is hereby acknowledged by dealer. Said customer has authorized the amount of actual cash value thereof, or otherwise, by the individual owner, and the dealer is not responsible for inspection thereof. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I hereby appoint Anderson Chevrolet as my attorney in fact and empower you to negotiate and cash any check or instrument issued in payment of the above order, by any third party to me, and signing same thereon.

APPOINTMENT:  Yes  No

HAZ WASTE TRIMMALS:  Yes  No

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1 W 01CVZSMC SMARTCARE LOF  
PERFORM GOODWRENCH CARE, LUBE, OIL & FILTER CHANGE  
RESET OIL MONITOR  
OP CODE M0045

DATE	TIME	PHONE # OR EMPLOYEE	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
				\$
				\$
				\$
				\$
				\$

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS FOR CUSTOMER  YES  NO      CALL WHEN COMPLETE  YES  NO

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I understand that my Engine/Transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$\_\_\_\_\_.

X

MI. IN \_\_\_\_\_

MI. OUT \_\_\_\_\_

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN	1G1ZU54804E [REDACTED]
-----	------------------------

Policy Number :	[REDACTED]	Owner Name :	[REDACTED]
Description :	72/60000 GMPP MAJOR GUARD		
Deductible Amount :	\$ 200		
Inception Date :	10/25/2003	Expiration Date :	10/25/2009
Inception Odometer :	119 miles	Expiration Odometer :	60119 miles
Policy Number :	[REDACTED]	Owner Name :	[REDACTED]
Description :	48/100000 GMPP GOODWRENCH CARE, LUBE, OIL, AND FILTER		
Deductible Amount :	\$ 0		
Inception Date :	10/25/2003	Expiration Date :	10/25/2007
Inception Odometer :	119 miles	Expiration Odometer :	100119 miles

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# Anderson Chevrolet

www.AutoNation.com

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E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK**

402

### ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR <b>NEIL COPPENS</b>	TAG NO. 252 469	INVOICE DATE 02/06/04
		MILEAGE 3,064	COLOR SILVER GREE
PALO ALTO, CA	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LT SEDAN	DELIVERY DATE 10/25/03	STOCK NO. 107869
	VEHICLE ID. NO. 1G1ZU54804F	DELIVERY MILES 119	PRODUCTION DATE
	F.I.L. NO.	R.O. NO.	R.O. DATE 02/04/04
COMMENTS			MO: 3064

Warranty New Claim      SMGMWF.452

Date:      VIN:      Dealer:      Odometer:      Service Advisor #  
12/02/04      1G1ZU54804F      06202      3064      364-52-3758

Phone:      Home:  
Riddlet  
Phone:      Home:

```

*****
Part    Tot-Pts   FC   LaboP   Lhrs   Ohrs   Net-Amt   Ln-Tot.
1008      15.60   6C   N4800   1.5      144.75      144.75
*****
12/02/04   30-33-1574   Auth   Code: 3      Authorized   Author: 1008

```

R.O. Total: 300.35

#### DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.140  
02/06/2004      WARRANTY NEW CLAIM  
1521

RO NUMBER   RO DATE      VIN      DIV   DEALER   ODOMETER   SERVICE ADVISOR #  
124068    02/04/2004   1G1ZU54804F      3    06202      3064      364-52-3758

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

```

LN   JOB   CT   CC   PC   PART-NO.   TOT-PTS   FC   LABOP   LHRS   OHRS   NET-AMT.   LAB-TOT.
1    01   B   OJ   1   22732979   155.60   6C   N4800   1.5      144.75
LN-TOT:   300.35   TECH SSN:      AUTH CODE:      AUTH.   AUTHOR.:
COMMENTS: B-CLAIM -BODY COMPUTER -WILL NOT ACCEPT UPDATE FLASHING SEQUILL NOT A
CCEPT PROPER UPDATE FLASHING      REPLACED B
ODY COMPUTER -RECHECKED -OK

```

R.O. TOTAL: 300.35

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X  
PAGE 1 OF 1      CUSTOMER SIGNATURE

PHIN NAME  
END OF INVOICE 103:21pm  
ANDERSON CHEVROLET

Copyright © 1995 The Reynolds and Reynolds Company      BSAZLINE      DLIST      GM377693      06/03



# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025

(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR <b>NEIL COPPENS</b>	252	TAG NO <b>469</b>	INVOICE DATE <b>02/05/04</b>	INVENTORY NO.
			MILEAGE <b>3,064</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>			DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
	VEHICLE ID. NO. <b>1G1ZU54804F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.F. NO.		P.O. NO.	R.O. DATE <b>02/04/04</b>	
	COMMENTS				<b>MO: 3064</b>

JOB# 1 CHARGES-----

LABOR-----

J# 1 03CVZ DRIVEABILITY/EMISSI TECH(S):137 WARRANTY

B-CLAIM -BODY COMPUTER -WILL NOT ACCEPT UPDATE FLASHING

SEQUENCE -SEE COPY RO#124026 -ATTACHED

WILL NOT ACCEPT PROPER UPDATE FLASHING

REPLACED BODY COMPUTER -RECHECKED -OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1 22732979 MODULE 2.560

TOTAL - PARTS 0.00

WARRANTY 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

COMMENTS-----

SEE RO#124026

TOTALS-----

THANK YOU FOR COMING TO ANDERSON CHEVROLET.

IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE

SERVICE ADVISOR LISTED AT THE TOP OF THIS

INVOICE.

!!

WE AT ANDERSON CHEVROLET WANT YOU TO BE

\*\*\*\*\*COMPLETELY SATISFIED\*\*\*\*\*

TOTAL LABOR.... 0.00

TOTAL PARTS.... 0.00

TOTAL SUBLET... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 0.00

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.



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EPA# CAD981391626

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B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**  
**RECOMMENDED SERVICES**  
 ANDERSON CHEVROLET

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ3K	3000 MILE SERVICE	MI	26.99	01CVZ15K	15000 MILE SERVICE	MO	273.73
01CVZ30K4	30000 MILE SERV-4CYL	MO	0.00	01CVZ30K6	30000 MILE SRV 6CYL	MO	0.00
01CVZ30K8	30000 MILE SRV 8CYL	MO	432.98	01CVZRB	ROTATE & BALANCE TIR	MO	0.00
01CVZ15K96N	15K SERVICE 96&NEWER	MO	169.10	01CVZ30K96N	30K SERVICE 96&NEW	MO	209.19

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/21/04		2673	91004	137 101 116 116	W W W I	05CVZ 09CVZ 21CVZR 21CVZSPEI	ELECTRICAL SUSPENSION RENTAL CAR SUBL EX/IN PAINT SEA
01/07/04		2499	91004	101 190	I W	19CVZ 03CVZ	TRIM ITEMS DRIVEABILITY/EMMISSI

SALESPERSON NO. 9480 EUGENE MARTIN

**S E R V I C E**

VEHICLE #	1G1ZU54804F	YR. MAKE/MODEL	04/CHEVROLET/MALIBU/MALIBU LT SEDAN	PRODUCTION DATE	10/28/03	STOCK NO.	124068
CUSTOMER NO.	60156	SERVICE CONTRACT	GMP	DELIVERY DATE	10/25/03	DELIVERY MILE	119
COLOR	SILVER GREEN ME/G	CONTRACT NO.		EXPIRATION DATE	10/25/07	EXPIRATION MILE	469
ADVISOR	CVZZ	AIR COND.	Y	P.S.	Y	THANK	A
MILEAGE	3,064	ADVISOR	252	ADVISOR	NEIL COPPENS		

I hereby authorize the legal work herein not to be done with the necessary material and outfit repairs. I agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanical lien is hereby acknowledged on the above vehicle to secure the amount of repairs therein. Hereof, the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss incurred by theft, fire or vandalism when the property remains with the dealer. Customer agrees to articles of personal property have been left in the vehicle, and the dealer is not responsible for same. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection. I hereby appoint Anderson Chevrolet as my attorney in fact and authorize you to negotiate and cash any draft or instrument issued in payment of this repair order, by any bank, party in fact, and sign my name therein.

APPOINTMENT:  Yes  No

HAZ. WASTE ESTIMATE: \$

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

COMMENTS: SEE RO#124026

1 W \* 03CVZ DRIVEABILITY/EMMISSI  
 B-CLAIM -BODY COMPUTER -WILL NOT ACCEPT UPDATE FLASHING SEQUENCE -SEE COPY RO#124026 -ATTACHED

*Type "B" OK ~~2/9/04~~*

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			HAZ WASTE FEE	REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			HAZ WASTE FEE	REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			HAZ WASTE FEE	REVISED TOTAL

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS FOR CUSTOMER  YES  NO

CALL WHEN COMPLETE  YES  NO

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

I understand that my Engine/Transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$\_\_\_\_\_

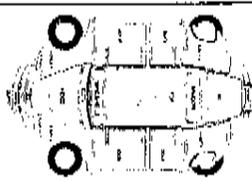
X

MI. IN \_\_\_\_\_

MI. OUT \_\_\_\_\_

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE

WARRANTY PARTS  
 REC'D 2-4 BCM  
 DATE *[Signature]*



#137 LINE 1

REPLACE BCM  
PROGRAM ACCORDING TO  
BULL # 03-08-47-002

TEST - REMOTE START  
STILL INOP  
\* KEY FOB & RECEIVER  
ORDER - PARTS NEW UPDATE  
PARTS

STRAIGHT TIME -HRS-	FLAT RATE PRICE	R. O. NO. EMP NO.	TIME	OFF
		137 1	1.1	2 ON
		137 1	3	3 ON

CAR IN SHOP  
 PART TRANSMITTER  
 DATE 2-4  
 INTL [Signature]

ANDERSON CHEVROLET - MENLO PARK - 300 EL CAMINO REAL

Name [REDACTED]  
 Address \_\_\_\_\_  
 Telephone \_\_\_\_\_  
 Vehicle (VIN#) \_\_\_\_\_  
 License [REDACTED]  
 Color GREEN  
 Technician #101 BOB  
 Mileage 3064  
 Time Printed 2/5/04 9:56 AM

Chevrolet : Malibu :

Left Front

Right Front

Actual	Before	Specified	Range
-1.1°	-1.1°	-1.5°	-0.5°
2.9°	2.9°	2.8°	3.8°
0,07"	0,07"	0,00"	0,20"
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

Camber  
 Caster  
 Toe  
 SAI  
 Included Angle  
 Turning Angle Diff.

Actual	Before	Specified	Range
-0.6°	-0.6°	-1.5°	-0.5°
2.8°	2.8°	2.8°	3.8°
0,10"	0,10"	0,00"	0,20"
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

Front

Cross Camber  
 Cross Caster  
 Total Toe

Actual	Before	Specified	Range
-0.4°	-0.4°	-0.5°	0.5°
0.1°	0.1°	-0.5°	0.5°
0,17"	0,17"	0,00"	0,40"

Left Rear

Right Rear

Actual	Before	Specified	Range
-1.1°	-1.1°	-1.3°	-0.3°
0,05"	0,05"	0,00"	0,20"

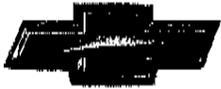
Camber  
 Toe

Actual	Before	Specified	Range
-1.2°	-1.2°	-1.3°	-0.3°
0,08"	0,08"	0,00"	0,20"

Rear

Total Toe  
 Thrust Angle

Actual	Before	Specified	Range
0,13"	0,13"	0,00"	0,40"
-0.03°	-0.02°	-0.20°	0.20°



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E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO. [REDACTED]	NAME <b>NEIL COPPENS</b>	252 TAG NO. <b>469</b>	INVOICE DATE <b>02/05/04</b>	STOCK NO. <b>102869</b>
[REDACTED]	[REDACTED]	MILEAGE <b>3,064</b>	COLOR <b>SILVER GREE</b>	DELIVERY MILEAGE <b>119</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	SELLING DEALER NO. <b>02/03/04</b>	PRODUCTION DATE
[REDACTED]	VEHICLE ID NO. <b>1G1ZU54804F [REDACTED]</b>	P.O. NO.	MO: 3083	
[REDACTED]	COMMENTS			

**JOB# 1 CHARGES**

LABOR  
**J# 1 05CVZ** ELECTRICAL TECH(S):137 WARRANTY  
 CUSTOMER STATES REMOTE START FEATURE INOP -SPECIAL  
 ORDERED PCM HERE -SEE ATTACHED  
 INSTALLED PCM AND PROGRAMMED -AS PER TECHNICAL  
 ASSISTANCE AND DID SOLVE CONCERN -*Ben* WILL NOT  
 PROGRAMM PROPERLY  
 SPECIAL ORDERED NEW TRANSMITTER AND RECEIVER  
 WILL NOTIFY WHEN PARTS ARRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22732979	MODULE 2.560		
				TOTAL - PARTS	0.00

**JOB# 1 TOTALS** .....  
 JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

**JOB# 2 CHARGES**

LABOR  
**J# 2 09CVZ** SUSPENSION TECH(S):101 WARRANTY  
 CUSTOMER STATES AT FREEWAY SPEEDS -CAR SEEMS TO SWAY  
 EXCESSIVELY -SEE JOE C -HAS ROAD TESTED WITH CUSTOMER  
 ALIGNMENT OFF -TOE IN  
 REALIGNED FRONT WHEELS AND ROAD TESTED -OK

				JOB# 2 TOTAL	0.00
--	--	--	--	--------------	------

**JOB# 2 TOTALS** .....  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

LABOR  
**J# 3 21CVZSH** PROVIDE SHUTTLE SERVICE TECH(S):133 WARRANTY  
 PROVIDE SHUTTLE SERVICE TO CUSTOMER  
 SHUTTLE  
 PROVIDED SHUTTLE SERVICE TO CUSTOMER

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY	
	C99	WARR. SHUTTLE RIDE			
				TOTAL - MISC	0.00

**JOB# 3 TOTALS** .....  
 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

**JOB# 4 CHARGES**

LABOR  
**J# 4+21CVZR** RENTAL CAR TECH(S):133 WARRANTY  
 RENTAL VEHICLE  
 WARRANTY  
 PROVIDED RENTAL CAR -NO CHARGE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 1 OF 2 CUSTOMER SIGNATURE \_\_\_\_\_ (CONTINUE ON NEXT PAGE) 04:59pm ANDERSON CHEVROLET

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# Anderson Chevrolet

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B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. [REDACTED]	ADVISOR <b>NEIL COPPENS</b>	252	TAG NO. <b>504</b>	INVOICE DATE <b>02/27/04</b>	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE <b>3,088</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	[REDACTED]	[REDACTED]	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
[REDACTED]	VEHICLE ID NO. <b>1G1ZU54804F [REDACTED]</b>	[REDACTED]	[REDACTED]	SELLING DEPT. FR. NO.	PRODUCTION DATE
[REDACTED]	TITLE NO.	[REDACTED]	R. G. NO.	SELL DATE <b>02/06/04</b>	
[REDACTED]	COMMENTS	[REDACTED]	[REDACTED]	[REDACTED]	MO: 3088

Warranty Plan Details: GMWarranty 951

City: [REDACTED] State: [REDACTED] Div: [REDACTED] Dealer: [REDACTED] Home: [REDACTED]  
 Phone: [REDACTED] (650) 321-4280 Fax: [REDACTED] (650) 321-4280 Service Advisor # [REDACTED] 550-93-1399

Midway: [REDACTED] Phone: [REDACTED] Home: [REDACTED]  
 \*\*\*\*\*  
 Net-Amt. 18.81  
 In-Tot. 18.81  
 Authorized Author.: [REDACTED]

*[Handwritten signature]*

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 2 OF 2 CUSTOMER SIGNATURE: \_\_\_\_\_ PRINT NAME OF INVOICE: [REDACTED] 107:32pm  
 ANDERSON CHEVROLET

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# Anderson Chevrolet

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B.A.R.# RB-004517

E.P.A.# CAD981391626

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR <b>NEIL COPPENS</b>	TAG NO. <b>252 504</b>	INVOICE DATE <b>02/27/04</b>
	MILEAGE <b>3,088</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	
VEHICLE I.D. NO. <b>1G1ZU54804F</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.O. DATE <b>02/06/04</b>	
COMMENTS			MO: 3088

LABOR & PARTS  
 CUSTOMER STATES ENGINE WILL NOT CRANK OVER WITH KEY  
 DID START WITH REMOTE TRANSMITTER 1 TIME WHEN CUSTOMER  
 PUT KEY IN IGNITION TO ENGAGE SHIFTER WOULD NOT ALLOW  
 SHIFTER TO MOVE  
 RELATED TO LINE#2  
 JOB # 1 TOTAL LABOR & PARTS 0.00

LABOR & PARTS  
 CUSTOMER STATES REMOTE START PORTION OF REMOTE TRANSMITTER  
 INOP SPECIAL ORDERED RECEIVER KIT HERE  
 INTERMITTENT OPERATION  
 REPLACED TRANSMITTER AND MODULE AND RECHECKED OPERATION  
 OK  

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	E/PRICE
JOB # 2	1	22733520	TRANSMITT	51.61	51.61	72.25	72.25
JOB # 2	1	22671216	MODULE 2-195	24.72	24.72	34.61	34.61
JOB # 2	1	12450139	SWITCH 2-188	12.18	12.18	17.05	17.05
JOB # 2 COST TOTAL				88.51			
JOB # 2 TOTAL PARTS						123.91	
JOB # 2 TOTAL LABOR & PARTS						606.41	

LABOR & PARTS  
 PROVIDE RENTAL CAR NO CHARGE - UNABLE TO DRIVE CAR  
 ENTERPRISE  
 WARRANTY  
 PROVIDED RENTAL CAR - NO CHARGE  
 JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND IN#	INV DATE	DESCRIPTION	
JOB # 3	22575	D820693	02/26/04	ENTERPRISE/GANNON	887.00
TOTAL - SUBLET					887.00

COMMENTS  
 TOWED IN - RECHECK  
 CHARGE INTERNAL TO SERVICE - 1 TIME GOODWILL AS PER GENE R 2/26/04  
 R/O TAX 0.00  
 R/O TOTALS 1493.41

WARRANTY CLAIM DETAIL TOTALS  

CLAIM#	TOTAL
124141	1493.41
CLAIM TOTALS	1493.41

APPROVED BY SIGNATURE  
 I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued  
 in payment of this repair order, by any third party in my name and to sign my name thereto.

PAGE 1 OF 2 CUSTOMER SIGNATURE [CONTINUED ON NEXT PAGE] 07:32pm  
 ANDERSON CHEVROLET

FEB 27, 2004 R/O CLOSE OUT

ANDERSON CHEVROLET PORT 5010 3651

X. R/O NO.	124141	TYPE SERVICE D#	1	PR	4	ST	K	11. ADVISOR	252		
1. CUSTOMER	[REDACTED]							12. DATE IN	02/06/2004		
PHONE (B)	PALO ALTO CA		[REDACTED]		PHONE (H)		[REDACTED]	13. TIME IN	11:21am		
2. SERIAL#	1G1ZU54804F	PROD DT	[REDACTED]						14. DATE PR	02/09/2004	
LICENSE#	[REDACTED]	STK#102869	DEL	10/25/2003						15. TIME PR	04:30pm
DESC.	CV MALIBU SILVER GREEN ME GRAY 04							16. TAG NO.	504		
3. JOBS (J#)	1	2	3	4					17. MI I/O	3088/3088	
STATUS	F	F	F	F					18. PO NO.		
4. LABOR	0.00		526.68						19. COMMENTS	Y	
5. PARTS	0.00		887.00						20. RECOMMEN		
6. SUBLET	0.00		0.00						21. JRNL PFX	PICKUP	
7. G.O.G.	0.00		0.00						22.		
8. MISC	0.00		0.00								
9. TAX	0.00		0.00								
10. EST \$ [	0.00]	TOTALS	C	0.00	[W]	1537.59	I	30.94			

(S=SAVE) (I=INVOICE) (CR=CONS REACH) (W=CLAIMS) (D=DISPLAY PAYMENT) (TAB)

*[Handwritten signature]*

*[Large handwritten scribble]*

*[Handwritten signature]*

FEB 27, 2004 . LABOP (PERATION R/O [REDACTED] ANDERSON CHEVROLET PORT 5010 3651

JOB#(1 ) OP/CODE 03CVZ DRIVEABILITY/EMMISSI  
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR  
 BILLING TIME 0.60 LABOR RATE 94.05 GRP  
 LABOR CHARGES 56.43 NOTE  
 COMPLAINT CUSTOMER STATES ENGINE WILL NOT CRANK OVER WITH KEY  
 MORE-> DID START WITH REMOTE TRANSMITTER 1 TIME -WHEN CUSTOMER  
 CAUSE RELATED TO LINE#2

CORRECTION

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE	START	FINSH	HOURS	ADJ	TY	P
1	1	74	JOHN A. BAZZANELLA	H	W	02/06/04	15.90	16.50	0.60			

TOTAL LABOR TIME 0.60 INVENTORY COST 16.14

(C=CHANGE) (CC=CCC SCREEN) (D=DELETE) (E=ENTER) (J=JRNL PFX) (TAB)

FEB 27, 2004 LABOR OPERATION R/O [REDACTED] ANDERSON CHEVROLET PORT 5010 3651

JOB#(2 ) OP/CODE 05CVZ ELECTRICAL  
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR  
 BILLING TIME 5.00 LABOR RATE 94.05 GRP  
 LABOR CHARGES 470.25 NOTE  
 COMPLAINT CUSTOMER STATES REMOTE START PORTION OF REMOTE TRANSMITTER  
 CAUSE INOP -SPECIAL ORDERED RECEIVER KIT HERE  
 INTERMITTENT OPERATION  
 CORRECTION REPLACED TRANSMITTER AND MODULE AND RECHECKED OPERATION  
 OK

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	123.91	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE	START	FINSH	HOURS	ADJ	TY	P
1	2	137	NEAL E. NEWMAN	H	W	02/09/04	8.90	12.00	3.10			
2	2	137	NEAL E. NEWMAN	H	W	02/24/04	11.30	11.90	0.60			
TOTAL LABOR TIME			5.00	INVENTORY COST					139.50			

(C=CHANGE) (CC=CCC SCREEN) (D=DELETE) (E=ENTER) (J=JRNL PFX) (TAB)

FEB 27, 2004 PARTS DISPLAY R/O [REDACTED] ANDERSON CHEVROLET PORT 5112 3651

J#	PART-NO.	DESCRIPTION	T	COST...	QTY	PRICE..	EXT.PRC	CWI	GRP
2	GM22733520	TRANSMITT	N	51.61	1	72.25	72.25	W	
2	GM22671216	MODULE 2.195	N	24.72	1	34.61	34.61	W	
2	GM12450139	SWITCH 2.188	N	12.18	1	17.05	17.05	W	
4	GM25010792	OIL FLTR 1.836	N	3.23	1	5.95	5.95	I	
4	GM3536966	SEAL 1.456	N	0.52	1	1.50	1.50	I	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	88.51	123.91
INTERNAL	3.75	7.45
<b>TOTALS</b>	<b>92.26</b>	<b>131.36</b>

(E=ENTER) (P=PAGE) (T=TRANSFER) (S=SP ORD)



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B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO.	NEIL COPPENS	252 TAG NO.	504	INVOICE DATE	02/27/04
TR		MILEAGE	3,088	COLOR	SILVER GREEN
YEAR / MAKE / MODEL	04/CHEVROLET/MALIBU/MALIBU LT SEDAN			DELIVERY DATE	10/25/03
VEHICLE I.D. NO.	1G1ZU54804F			SPRING OLEAH NO.	
F.I.E. NO.		R.O. NO.		R.O. DATE	02/06/04
COMMENTS					MO: 3088

**LABOR & PARTS**

J# 1 03CVZ DRIVEABILITY/EMISSI HOURS: 0.30 TECH(S):74  
CUSTOMER STATES ENGINE WILL NOT CRANK OVER WITH KEY  
DID START WITH REMOTE TRANSMITTER 1 TIME -WHEN CUSTOMER  
PUT KEY IN IGNITION TO ENGAGE SHIFTER -WOULD NOT ALLOW  
SHIFTER TO MOVE  
RELATED TO LINE#2

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 05CVZ ELECTRICAL HOURS: 5.00 TECH(S):137 482.50  
CUSTOMER STATES REMOTE START PORTION OF REMOTE TRANSMITTER  
INOP -SPECIAL ORDERED RECEIVER KIT HERE  
INTERMITTENT OPERATION  
REPLACED TRANSMITTER AND MODULE AND RECHECKED OPERATION  
OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	22733520	TRANSMITT	51.61	51.61	72.25
JOB # 2	1	22671216	MODULE 2.195	24.72	24.72	34.61
JOB # 2	1	12450139	SWITCH 2.188	12.18	12.18	17.05
JOB # 2 COST TOTAL				88.51		
JOB # 2 TOTAL LABOR & PARTS						123.91
JOB # 2 TOTAL LABOR & PARTS						606.41

J# 3 21CVZR RENTAL CAR HOURS: TECH(S):116  
PROVIDE RENTAL CAR -NO CHARGE -UNABLE TO DRIVE CAR  
ENTERPRISE  
WARRNATY  
PROVIDED RENTAL CAR -NO CHARGE

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 3	22575	D820693	02/26/04	ENTERPRISE/GANNON	887.00
TOTAL - SUBLET					887.00

COMMENTS  
TOWED IN -RECHECK  
CHARGE INTERNAL TO SERVICE -1 TIME GOODWILL AS PER GENE R 2/26/04

R/O TAX 0.00  
R/O TOTALS 1493.41

**WARRANTY CLAIM DETAIL TOTALS**

CLAIM#	TOTAL
	1493.41
<b>CLAIM TOTALS</b>	<b>1493.41</b>

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.



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B.A.R.# RB-004517

E.P.A.# CAD981391626

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO.	NEIL COPPENS	252 TAG NO. 504	INVOICE DATE 02/27/04
		MILEAGE: 3,088	COLOR SILVER GREEN
PALO ALTO, CA	04/CHEVROLET/MALIBU/MALIBU LT SEDAN	DELIVERY DATE 10/25/03	ST# 102869
	VEHICLE ID. NO. 1G1ZU54804F	SELLING DEALER NO.	DELIVERY MILES 119
	F.T.E. NO.	P.O. NO.	PRODUCTION DATE
	COMMENTS		MO: 3088

DCS AUDIT SLIP.....

DCS DATA FILE: GMGMWF.600  
02/27/2004 WARRANTY NEW CLAIM  
1931

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
124141	02/06/2004	1G1ZU54804F	3	06202	3088	XXX-XX-3758

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		0J	3	22671216	123.91	6C	R2925	5.0			482.50
LN-TOT: 606.41 TECH SSN: [REDACTED] AUTH CODE: P AUTH. AUTHOR.: 0090												

COMMENTS: CUSTOMER STATES REMOTE START PORTION OF REMOTE TRANSMITTER INTERMITTENT OPERATION  
REPLACED T  
TRANSMITTER AND MODULE AND RECHECKED OPERATION OK  
MEMO PART NUMBERS: 22733520 12450139

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	03		MJ				98	Z7906				887.00
LN-TOT: 887.00 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												

COMMENTS: VIN RENTAL EXT

R.O. TOTAL: 1493.41

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

PAGE 2 OF 2 CUSTOMER SIGNATURE: [REDACTED] FRIEND AND INVOICE | 07:32pm ANDERSON CHEVROLET

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05:33PM 2/26/04  
10:53AM 2/06/04  
24-HOUR DAY

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO  
300 EL CAMINO REAL 650-224-4450  
MENLO PARK CA 94025-5229 2224  
RENTAL TYPE D SOURCE 503124 - 999

RENTAL AGREEMENT  
4000145  
PAGE 1 OF 1

T 1  
T # X20952  
# 198639  
EL DEVI  
OR CASHMER  
2391  
807  
106KD54Y74U

RENTER  
████████████████████  
PALO ALTO CA ██████████  
LOCAL:  
(H) ██████████ (W) ██████████

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

DR. LICENSE ██████████  
STATE CA EXPIRE 2/02/05  
DOB ██████████ HT 5 10 WT 152  
EYES BRN HAIR BRN  
S.S.#  
EMPLOYER  
WEST PARK APPTS

20 DAYS 3 38.00 76.00  
SPECIAL 3 48.48 96.96

BILL TO Y CUST # ██████████  
ANDERSON CHEVROLET-MENLO PARK  
ATTN: ATTN: ACCT. PAYABLES  
300 EL CAMINO REAL  
MENLO PARK CA  
650-321-4280 94025

SALES TAX 8.2% 67.00

ADDITIONAL DRIVER  
SPOUSE  
LICENSE #  
STATE EXPIRES AGE 25

PERMISSION TO LEAVE STATE  
YES NO X

IM INFO  
/CLAIM/PO#

124141 PO 22375  
URED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 987.00

DEPOSITS  
REFUND

PAYMENT INFORMATION  
AMOUNT PD.BY TYPE DATE AUTH

S DATE  
FT ACCIDENT

E CAR

OC TAXES .00

BILL TO CUST 503124 987.00

P ANDERSON CHE  
NE 650-321-4280

OPENED BY #85791 SHEILA M MOURIARI  
CLOSED BY #15550 CLINT HASSELL

CLOSED TICKET PAYMENT INFO



# Anderson Chevrolet

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E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO.	ADVISOR <b>NEIL COPPENS</b>	252	TAG NO. <b>504</b>	INVOICE DATE <b>02/26/04</b>
			MILEAGE <b>3,088</b>	COLOR <b>SILVER GREE</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>		DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>		SELLING DEALER NO.	PRODUCTION DATE
	F. I. E. NO.		R. O. NO.	RECEIPT DATE <b>02/06/04</b>
	COMMENTS			<b>MO: 3088</b>

LABOR & PARTS  
JOB # 4+27CVZ LOF HOURS: TECH(S):8794 10.80  
LUBE, OIL, AND FILTER SERVICE PACKAGE.  
AS PER GENE R -1 TIME GOODWILL SERVICE  
LUBED, CHANGED OIL, AND REPLACED OIL FILTER.  
RESET OIL LIFE MONITOR.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	25010792	OIL FLTR 1.836	5.95	5.95
JOB # 4	1	3536966	SEAL 1.456	1.50	1.50
				JOB # 4 TOTAL PARTS	7.45
				JOB # 4 TOTAL LABOR & PARTS	18.25

G.O.G. & SUPPLIES  
JOB # 4 5.0 C/P 10W/30 @ 2.200 /UNIT 11.00  
TOTAL - GOG 11.00

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....  
JOB # 4 C1 HAZ MAT OIL & FILTER 1.69  
TOTAL - MISC 1.69

COMMENTS  
TOWED IN -RECHECK  
CHARGE INTERNAL TO SERVICE -1 TIME GOODWILL AS PER GENE R 2/26/04

TOTALS

CONTROL#	ACCOUNT#	AMOUNT..		
102869			TOTAL LABOR....	10.80
			TOTAL PARTS....	7.45
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	11.00
			TOTAL MISC.CHG.	1.69
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			<b>TOTAL INVOICE \$</b>	<b>30.94</b>

*[Handwritten Signature]*

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

**X**  
PAGE 1 OF 1 CUSTOMER SIGNATURE

PRINT NAME  
END OF INVOICE 105:47pm  
ANDERSON CHEVROLET

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### Rental Car Qualification Form

Dlr. Name: ANDERSON Dlr. Code: \_\_\_\_\_ Date: 2/26/04  
 R.O. No: 12414 R.O. Date: 2/26/04 VIN: 1G1ZU51801F [REDACTED]  
 Date Customer in Rental: 2/26/04 Date Customer out of Rental: 2/26/04 No. Days: 21  
 Reason for Rental:  Parts Delay  Diagnosis Time  Scheduling Problem

Other (Please Explain): \_\_\_\_\_

#### Parts Delay

Part Required: 12450139 Part Number: \_\_\_\_\_  
 (Handwritten circled '2' and 'A' next to Part Required)

PN# 22671216

Attempt made to obtain part(s) locally?  Yes  No If "No", why? \_\_\_\_\_

Date Part Ordered: 2/9/04 Part on Back Order?  Yes  No

If Part on Back Order, SPAC Case established?  Yes  No

SPAC Case Number: 500247861 SPAC Date: 2/17/04  
 (Handwritten circled '2' and '1' next to SPAC Case Number and Date)

Part Received on (date): 2/9/04 Part Installed & Repairs Completed (date): 2/26/04  
 (Handwritten circled '1' next to both dates)

Extensive Diagnosis Time: 2/13/04

Technical Assistance Contacted?  Yes Date: \_\_\_\_\_ Case No. \_\_\_\_\_  
 No If "No", why? \_\_\_\_\_

#### Shop Scheduling

Circumstances of Delay due to scheduling, i.e. customer scheduled when shop was not capable of scheduling job, shop overload, vehicle not operable or unsafe to drive, etc.  
 Please explain:

scheduling / parts / diagnoses

Service Manager: [Signature]

Please attach completed form to Hard Copy of Repair Order. All cases requiring greater than 3 days rental will require this form to be FAXED to (650) 573-9921 (Att: VICTOR JEW, AVM San Francisco Peninsula). "H" Routed Claims for Z7904 and above, will not be authorized if this form is not received. Rental days due to delays in part ordering or service scheduling are not to be submitted for payment.

MAR 10, 2004 DCS AUDIT REVIEW R/O 124141 ANDERSON CHEVROLET PORT 5180 3651

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		OJ	3	22671216	123.91	6C	R2925	5.0			482.50
LN-TOT: 606.41 TECH SSN: [REDACTED] AUTH CODE: P AUTH. AUTHOR.: 0090												
COMMENTS: CUSTOMER STATES REMOTE START PORTION OF REMOTE TRANSMITTER IINTERMITTE NT OPERATION RANMITTER AND MODULE AND RECHECKED OPERATION OK MEMO PART NUMBERS: 22733520 12450139												

*00469*

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	03		MJ				98	Z7906				887.00
LN-TOT: 887.00 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: VIN RENTAL EXT [REDACTED]												

*-Ret 46*

R.O. TOTAL: 1493.41

(E=ENTER) (F#=FORWARD) (B#=BACK) (P=PAGE)

*3.8  
re sub*

MAR 10, 2004 DCS AUDIT REVIEW R/O 124141 ANDERSON CHEVROLET PORT 5180 3651

DCS AUDIT SLIP-----

DCS DATA FILE: GMGMWF.600

02/27/2004

WARRANTY NEW CLAIM

1931

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[REDACTED]	02/06/2004	1G1ZU54804F [REDACTED]	3	06202	3088	XXX-XX-3758

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		OJ	3	22671216	123.91	6C	R2925	5.0			482.50
LN-TOT: 606.41 TECH SSN: [REDACTED] AUTH CODE: P AUTH. AUTHOR.: 0090												

COMMENTS: CUSTOMER STATES REMOTE START PORTION OF REMOTE TRANSMITTER IINTERMITTE  
 NT OPERATION REPLACED T  
 RANMITTER AND MODULE AND RECHECKED OPERATION OK  
 MEMO PART NUMBERS: 22733520 12450139

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.

(E=ENTER) (F#=FORWARD) (B#=BACK) (P=PAGE)

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS ARS LABELS  
TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
407108262	R2925	020604	[REDACTED]	1G1ZU54804F [REDACTED]
*****END OF WPC TRANSMISSION*****				

Tracking #

464

1291W 649 06 16 [REDACTED]

Sent MAR. 12. 04

F MD

• J 27200

Name: [Redacted]

Dr. Code: \_\_\_\_\_

Date: 2/26/04

R.O. No: 12414

R.O. Date: 2/16/04

VIN: 1G1ZU54801F [Redacted]

Date Customer in Rental: 2/16/04

Date Customer out of Rental: 2/26/04 No. Days: 10

Reason for Rental:  Parts Delay  Diagnosis Time  Scheduling Problem

Other (Please Explain): \_\_\_\_\_

Parts Delay

Part Required: 2450139

Part Number: \_\_\_\_\_

PN# 22671216

ST. 46

Attempt made to obtain part(s) locally?  Yes  No If "No", why? \_\_\_\_\_

Date Part Ordered: 2/9/04 Part on Back Order?  Yes  No

If Part on Back Order, SPAC Case established?  Yes  No

SPAC Case Number: 500241861 SPAC Date: 2/17/04

Part Received on (date): 2/19/04 Part Installed & Repairs Completed (date): 2/26/04

Extensive Diagnosis Time: 2/13/04

Technical Assistance Contacted?  Yes Date: \_\_\_\_\_ Case No. \_\_\_\_\_  
 No If "No", why? \_\_\_\_\_

Shop Scheduling

Circumstances of Delay due to scheduling, i.e. customer scheduled when shop was not capable of scheduling job, shop overload, vehicle not operable or unsafe to drive, etc.  
Please explain:

scheduling / parts / diagnoses

1) Confirmed no checks.

#137 LINE 2

REPLACE REMOTE TRANSMITTER

5 1/2 hrs 10:30

LINE 1

UNABLE TO COMM. WITH  
ANY HIGH SPEED DIAG MODULE  
UNABLE TO CONTACT TAN-

ORDER IGNITION SWITCH &  
THEFT MODULE

2-24-04

UPDATE TECH 2

NO ~~PROB~~ KNOW ABLE TO  
REDO ALL DATA -

CODE B3060

REPROGRAM MOTION KEY  
TEST REMOTE START-OIL

4-8794 PERFORMANCE L&E

3.5 V6 (8)

000

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. NO.	TIME	OFF
1	Winc	124141 EMP NO OPER NO 74	.6	ON
		124141 EMP NO OPER NO 137	2.1	ON
		124141 EMP NO OPER NO M	.6	ON
		124141 EMP NO OPER NO M	1.3	ON
		124141 EMP NO OPER NO 8794	4	ON

CAR IN SHOP  
PART IGN CYC + MODUL  
DATE 2-9  
INTL JA

TOTAL

OFF

Time: 4

No. No. 17

Date-Custom

P. 27

Aug 18 04 02:49p  
By an authorized Chevrolet  
parts and Accessories  
after installation  
For further information  
follow all manufacturer instructions  
do not start  
work in a well ventilated area  
California to cause  
work in a well ventilated area  
California to cause  
work in a well ventilated area  
California to cause

**Net To Neal**  
B.A.R.# 004517

**IMPORTANT WARRANTY INFORMATION ON BACK**  
ANDERSON CHEVROLET

MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MI	TOTAL
MI	26.99	01CVZ15K	15000 MILE SERVICE	MO	273.73
MO	0.00	01CVZ30K6	30000 MILE SRV 60K	MO	0.00
MO	432.98	01CVZRB	ROTATE & BALANCE TIR	MO	0.00
MO	169.10	01CVZ30K96N	30K SERVICE 96&NEW	MO	209.19

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/04/04	124068	3064	252	137	W	03CVZ	DRIVEABILITY/EMISSI
02/03/04	124026	3064	252	137	W	05CVZ	ELECTRICAL
				101	W	09CVZ	SUSPENSION
				133	W	21CVZSH	PROVIDE SHUTTLE SERV
01/21/04	123672	2673	910041	133	W	21CVZR	RENTAL CAR
				137	W	05CVZ	ELECTRICAL

SALESPERSON NO. 9480 EUGENE MARTIN

**S E R V I C E**

VEHICLE # NO <b>1G1ZU54804F</b>	YEAR/MAKE/MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	PRODUCTION DATE <b>10/25/03</b>	STOCK NO <b>102869</b>	FIN. NO. <b>4F102869</b>	PL. NO. <b>124141</b>
CUSTOMER NO <b>60156</b>	SERVICE CONTRACT <b>GMPP</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILE <b>119</b>	SELLING DEALER NO <b>02/06/04</b>	
COLOR <b>SILVER GREEN ME/G</b>	CONTRACT NO.	EXPIRATION DATE <b>10/25/07</b>	EXPIRATION MILE <b>504</b>		
CVZZ	AIR COND. <b>Y</b>	P.B. <b>Y</b>	TRANS <b>A</b>	MILEAGE <b>3,088</b>	ADVISOR <b>NEIL COPPENS</b>

I hereby authorize the repair work herein set forth to be done with the necessary material and submit repairs. I agree that you are responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier of 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 odometer inspection has been acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer agent. Loss of the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for repair work by any third party in the name and sign of name thereof.

APPOINTMENT:  Yes  No

HAZ. WASTE ESTIMATE:  Yes  No

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS: TOWED IN -RECHECK

1 **W \* 03CVZ DRIVEABILITY/EMISSI 1370**  
CUSTOMER STATES ENGINE WILL NOT CRANK OVER WITH KEY DID START WITH REMOTE TRANSMITTER 1 TIME -WHEN CUSTOMER PUT KEY IN IGNITION TO ENGAGE SHIFTER -WOULD NOT ALLOW SHIFTER TO MOVE

2 **W \* 05CVZ ELECTRICAL 1370**  
CUSTOMER STATES REMOTE START PORTION OF REMOTE TRANSMITTER INOP -SPECIAL ORDERED RECEIVER KIT HERE

3 **W \* 21CVZR RENTAL CAR 887.00**  
PROVIDE RENTAL CAR -NO CHARGE -UNABLE TO DRIVE CAR ENTERPRISE **D870693**

**LOF 8794**

**WARRANTY PARTS REC'D RECEIVER KIT DATE 11-24**

*OK after Gene R 2/26/04 2:00 1 time goodwill*

DATE	TIME	WORK # (BY PERSON)	AUTHORIZED BY	ADDITIONAL AMOUNT
2/26/04	2:00		NEIL COPPENS	

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS FOR CUSTOMER  YES  NO

CALL WHEN COMPLETE:  YES  NO

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOGS CHECK FACILITY TO PERFORM ANY NEED-TO REPAIRS OR ADJUSTMENTS WHICH THE SMOGS CHECK TEST INDICATES ARE NECESSARY.

I understand that my Engine/Transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$\_\_\_\_\_.

MI. IN **3088**

MI. OUT

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TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

1) Confirmed no cranks.

#137 Line 2  
REPLACE REMOTE TRANSMITTER

5 1/2 hrs 10:30

LINE 1

UNABLE TO COMM. WITH  
VAN 7 HORN IPSS DIAG MODULE  
UNABLE TO CONTACT TAN-

ORDER IGNITION SWITCH  
TRICKY MODULE

2-24-04

UPDATE YEAR 2

NO ~~ABS~~ KNOW ABLE TO  
REDO ALL DATA -

CODE B3060

REPROGRAM MPTION KEY  
TEST REMOTE START-OIL

4-8794 PERFORM LAF

3.5 V6 (8)

0000

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
1	Winc	24141 74	.6	ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		24141 137	3.1	ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		24141 137	.6	ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		24141 137	1.3	ON

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		24141 8794	4	ON

CAR IN SHOP  
PART IGN CYC + MODUL  
DATE 2-9  
INTL JA

# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025  
(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO <b>60156</b>	ADVISOR <b>NEIL COPPENS</b>	TAG NO <b>252 504</b>	INVOICE DATE <b>02/27/04</b>	INVOICE NO <b>CVWS124141</b>
		MILEAGE <b>3,088</b>	COLOR <b>SILVER GREE</b>	VEHICLE NO <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>		DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>		SELLING DEALER NO.	PRODUCTION DATE
	FIN. NO.	P.O. NO.	R.O. DATE <b>02/06/04</b>	
COMMENTS				<b>MO: 3088</b>

LABOR & PARTS  
**J# 1 03CVZ** DRIVEABILITY/EMISSI HOURS: 0.30 TECH(S):74 0.00  
 CUSTOMER STATES ENGINE WILL NOT CRANK OVER WITH KEY  
 DID START WITH REMOTE TRANSMITTER 1 TIME -WHEN CUSTOMER  
 PUT KEY IN IGNITION TO ENGAGE SHIFTER -WOULD NOT ALLOW  
 SHIFTER TO MOVE  
 RELATED TO LINE#2  
**JOB # 1 TOTAL LABOR & PARTS 0.00**

**J# 2 05CVZ** ELECTRICAL HOURS: 5.00 TECH(S):137 482.50  
 CUSTOMER STATES REMOTE START PORTION OF REMOTE TRANSMITTER  
 INOP -SPECIAL ORDERED RECEIVER KIT HERE  
 INTERMITTENT OPERATION  
 REPLACED TRANSMITTER AND MODULE AND RECHECKED OPERATION  
 OK

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	1	22733520	TRANSMITT	51.61	51.61	72.25
JOB # 2	1	22671216	MODULE 2.195	24.72	24.72	34.61
JOB # 2	1	12450139	SWITCH 2.188	12.18	12.18	17.05
				JOB # 2 COST TOTAL	88.51	
				JOB # 2 TOTAL PARTS		123.91
				JOB # 2 TOTAL LABOR & PARTS		606.41

**J# 3 21CVZR** RENTAL CAR HOURS: TECH(S):116 0.00  
 PROVIDE RENTAL CAR -NO CHARGE -UNABLE TO DRIVE CAR  
 ENTERPRISE  
 WARRNATY  
 PROVIDED RENTAL CAR -NO CHARGE  
**JOB # 3 TOTAL LABOR & PARTS 0.00**

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 3	22575	D820693	02/26/04	ENTERPRISE/GANNON	887.00
TOTAL - SUBLET					887.00

COMMENTS  
 TOWED IN -RECHECK  
 CHARGE INTERNAL TO SERVICE -1 TIME GOODWILL AS PER GENE R 2/26/04  
 R/O TAX 0.00  
 R/O TOTALS 1493.41

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	1493.41
CLAIM TOTALS	1493.41

APPROVED BY SIGNATURE \_\_\_\_\_  
 I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

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300 El Camino Real, Menlo Park, California 94025  
(650) 321-4280 1 (800) ANDERSON

F.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

VEHICLE IDENTIFICATION NUMBER <b>60156</b>	BUYER NAME <b>NEIL COPPENS</b>	SALES NO. <b>252</b>	TAX NO. <b>504</b>	INVOICE DATE <b>02/27/04</b>	INVOICE NO. <b>CW5124141</b>
ADDRESS <b>PALO ALTO, CA</b>	DEALER MILEAGE <b>3,088</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>	DELIVERY MILEAGE <b>119</b>	PRODUCTION DATE
YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	SELLING DEALER NO. <b>02/06/04</b>	MO: <b>3088</b>		
VIN <b>1G1ZU54804F</b>	PLANT NO.	REG. NO.	COMMENTS		

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.600  
02/27/2004 WARRANTY NEW CLAIM  
1931

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
124141 02/06/2004 1G1ZU54804F 3 06202 3088 XXX-XX-3758

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

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 02 OJ 3 22671216 123.91 6C R2925 5.0 482.50  
LN-TOT: 606.41 TECH SSN: AUTH CODE: P AUTH. AUTHOR.: 0090  
COMMENTS: CUSTOMER STATES REMOTE START PORTION OF REMOTE TRANSMITTER INTERMITTENT OPERATION  
REPLACED T  
TRANSMITTER AND MODULE AND RECHECKED OPERATION OK  
MEMO PART NUMBERS: 22733520 12450139

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
2 03 MJ 98 Z7906 887.00  
LN-TOT: 887.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:  
COMMENTS: VIN RENTAL EXT

R.O. TOTAL: 1493.41

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 2 OF 2  
CUSTOMER SIGNATURE

PRINT NAME OF INVOICE: J07:32pm  
ANDERSON CHEVROLET



# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025

(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ADVISOR <b>JASON KETCHUM</b>	910041	TAG NO. <b>4992</b>	INVOICE DATE <b>01/22/04</b>	INVOICE NO. <b>CVIS123672</b>
[REDACTED]	[REDACTED]	[REDACTED]	MI/ACT. <b>2,673</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>		DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	
	VEHICLE ID. NO. <b>1G1ZU54804F</b>		SETTING TRAILER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	INVOICE DATE <b>01/21/04</b>		
	COMMENTS				<b>MO: 2673</b>

<b>LABOR &amp; PARTS</b>			
J# 4 21CVZSPEI	SUBL EX/IN PAINT SEA HOURS:	TECH(S):116	0.00
	SUBLET PAINT SEALANT EXTERIOR/INTERIOR		
	PER SALES DEPT. (BILLY J)		
	COMPLETED		
		<b>JOB # 4 TOTAL LABOR &amp; PARTS</b>	<b>0.00</b>
J# 5 19CVZ	TRIM ITEMS HOURS:	TECH(S):101	0.00
	INSTALL FRONT UPPER LIC. PLATE FASTENERS		
	COMPLETED		
		<b>JOB # 5 TOTAL LABOR &amp; PARTS</b>	<b>0.00</b>

COMMENTS  
PRIORITY VEHICLE PER JOE C.

<b>TOTALS</b>			
CONTROL#	ACCOUNT#	AMOUNT..	
102869			
		TOTAL LABOR....	0.00
		TOTAL PARTS....	0.00
		TOTAL SUBLET...	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC. CHG.	0.00
		TOTAL MISC. DISC	0.00
		TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>			<b>0.00</b>

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

**X** PAGE 1 OF 1  
 CUSTOMER SIGNATURE \_\_\_\_\_  
 FRIENDLY SERVICE ANDERSON CHEVROLET INVOICE 106:02pm

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# Anderson Chevrolet

www.AutoNation.com

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(650) 321-4280 1 (800) ANDERSON

F.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ADVISOR <b>JASON KETCHUM</b>	910041	TAG NO. <b>4992</b>	INVOICE DATE <b>01/22/04</b>	INVOICE NO. <b>CVCS123672</b>
[REDACTED]	LIC. [REDACTED]	MILEAGE <b>2,673</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>	
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE ID. NO. <b>1G1ZU54804F</b>				
	F.I.E. NO.	P.O. NO.		<b>01/21/04</b>	
	COMMENTS				<b>MO: 2673</b>

**JOB# 1 CHARGES**

LABOR  
**J# 1 05CVZ** ELECTRICAL TECH(S):137 WARRANTY  
 REMOTE START FEATURE DOES NOT OPERATE.  
 INTERNAL PCM FAULT  
 PART HAS BEEN ORDERED, THE CUSTOMER WILL BE NOTIFIED WHEN  
 THE PART ARRIVES.

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

**JOB# 2 CHARGES**

LABOR  
**J# 2 09CVZ** SUSPENSION TECH(S):101 WARRANTY  
 STEERING WHEEL IS DIPPED LEFT WHEN DRIVING ON A FLAT ROAD  
 STEERING WHEEL OFF CENTER  
 ADJUSTED TO CENTER, OPERATES AS DESIGNED NOW.

**JOB# 2 TOTALS** -----  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

LABOR  
**J# 3 21CVZR** RENTAL CAR TECH(S):116 WARRANTY  
 RENTAL VEHICLE  
 RESERVED AT ENTERPRISE.  
 TRANSPORTATION  
 PROVIDED RENTAL VEHICLE TO CUSTOMER.

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
 22320 D820518 01/22/04 RENTAL/GANNON  
 TOTAL - SUBLET 0.00

**JOB# 3 TOTALS** -----  
 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

**JOB# 4 CHARGES**

LABOR  
**J# 4 21CVZSPEI** SUBL EX/IN PAINT SEA TECH(S):116 INTERNAL  
 SUBL PAINT SEALANT EXTERIOR/INTERIOR  
 PER SALES DEPT. (BILLY J)  
 COMPLETED

**JOB# 4 TOTALS** -----  
 JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

**JOB# 5 CHARGES**

LABOR  
**J# 5 19CVZ** TRIM ITEMS TECH(S):101 INTERNAL  
 INSTALL FRONT UPPER AND LOWER PLATE FASTENERS

I hereby appoint **ANDERSON CHEVROLET** as my agent to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

**X**  
 PAGE 1 OF 2 CUSTOMER SIGNATURE (CONTINUED ON NEXT PAGE) 05:08pm  
 ANDERSON CHEVROLET







# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025  
 (650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

CUSTOMER NO. 99999		ADVISOR FREDDY RESNER 1037		TAG NO. 69	INVOICE DATE 10/02/03	INVOICE NO. CVIS120389
ANDERSON CHEVROLET MENLO PARK 300 EL CAMINO REAL		LICENSE NO.	MILEAGE 3	COLOR SILVER GREE	STOCK NO. 102869	DELIVERY MILEAGE
MENLO PARK, CALIFORNIA 94025		YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LT SEDAN		DELIVERY DATE	PRODUCTION DATE	
		VEHICLE I.D. NO. 1G1ZU54804F		SELLING DEALER NO.		
RESIDENCE PHONE		BUSINESS PHONE 415-321-4280		P.O. NO.	H.O. DATE 10/02/03	
COMMENTS				MO: 3		

LABOR & PARTS		J# 1 21CVZ		SUBLET	HOURS:	TECH(S):133	0.00
		LOT DAMAGE/REMOVE CREASE FROM LEFT 1/4 PANEL, PER SUBLET					
		JOB # 1 TOTAL LABOR & PARTS					0.00
SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION		
JOB # 1	20404	6320		10/02/03	LOT DAMAGE		84.00
						TOTAL - SUBLET	84.00
TECHNICIAN CERTIFICATION		133		MARK A. SALVI		1	
TOTALS		CONTROL#		ACCOUNT#		AMOUNT..	
		102869					
				TOTAL LABOR....		0.00	
				TOTAL PARTS....		0.00	
				TOTAL SUBLET....		84.00	
				TOTAL G.O.G....		0.00	
				TOTAL MISC. CHG.		0.00	
				TOTAL MISC. DISC		0.00	
				TOTAL TAX.....		0.00	
				TOTAL INVOICE \$		84.00	

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

PAGE 1 OF 1

[ END OF INVOICE ]

02:36pm

CUSTOMER SIGNATURE

PRINT NAME







# Anderson Chevrolet

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(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ADVISOR <b>FREDDY RESNER</b>	TAG NO. <b>1037 1553</b>	INVOICE DATE <b>12/15/03</b>	INVOICE NO. <b>CVWS122511</b>
	LICENSE NO.	MILEAGE <b>1,673</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
ADDRESS <b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	
	VEHICLE ID NO. <b>1G1ZU54804F</b>	STYLING LABEL NO.	PRODUCTION DATE	
	COMMENTS	R.O. DATE <b>12/11/03</b>		

MO: 1673

LABOR & PARTS  
 J# 1 03CVZ DRIVEABILITY/EMMISSI HOURS: 0.50 TECH(S):58 47.03  
 RECALL 03048/MISSFIRE MONITOR -REPROGRAM PCM.  
 RECALL PERFORM RECALL REPAIRS  
 JOB # 1 TOTAL LABOR & PARTS 47.03  
 R/O TAX 0.00  
 R/O TOTALS 47.03

#### WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	47.03
<b>CLAIM TOTALS</b>	<b>47.03</b>

APPROVED BY SIGNATURE

#### DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.246  
 12/15/2003 WARRANTY NEW CLAIM  
 1312  
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 122511 12/11/2003 1G1ZU54804F 3 06202 1673 559-72-2357

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	MA					06	V1061	.5			47.03
LN-TOT: 47.03 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: RECALL 03048-MISSFIRE MONITOR -REPROGRAM PCM. RECALL PERFORM RE												
CALL REPAIRS												

R.O. TOTAL: 47.03

*PD 440*

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X  
PAGE 1 OF 1 CUSTOMER SIGNATURE

PRINT NAME  
[ END OF INVOICE ] 01:12pm  
ANDERSON CHEVROLET



# Anderson Chevrolet

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(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ALIAS <b>FREDDY RESNER</b>	1037	TAX NO. <b>1553</b>	INVOICE DATE <b>12/12/03</b>	INVOICE NO. <b>CVCS122511</b>
[REDACTED]	LICENSE NO.		MI TAG# <b>1,673</b>	COLOR <b>SILVER GREE</b>	DELIVERY MILES <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>			DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
	VEHICLE ID. NO. <b>1G1ZU54804F</b>			SELLING DEALER NO.	PRODUCTION DATE
	T. I. C. NO.		P. O. NO.	<b>12/11/03</b>	
	COMMENTS				<b>MO: 1673</b>

JOB# 1 CHARGES

LABOR  
 JOB# 1 03CVZ DRIVEABILITY/EMISSI TECH(S):58  
 RECALL 03048/MISSFIRE MONITOR -REPROGRAM PCM.  
 RECALL  
 PERFORM RECALL REPAIRS

WARRANTY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS

THANK YOU FOR COMING TO ANDERSON CHEVROLET.  
 IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE  
 SERVICE ADVISOR LISTED AT THE TOP OF THIS  
 INVOICE.  
 !!!  
 WE AT ANDERSON CHEVROLET WANT YOU TO BE  
 \*\*\*\*\*COMPLETELY SATISFIED\*\*\*\*\*

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

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.



# Anderson Chevrolet

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EPA# CAD981391626

(650) 321-4280 1 (800) ANDERSON

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

RECOMMENDED SERVICES

ANDERSON CHEVROLET

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

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/19/03	121898	751	252	116 56 56	I I I	24CVZD 04CVZ 27CVZ	DETAIL VEHICLE FUEL SYSTEM LOF
10/02/03	120389	3	1037	56 133	W I	19CVZTO 21CVZ	INSP OUTSIDE TRIM SUBLET

SALESPERSON NO. 9480 EUGENE MARTIN

## S E R V I C E

VIN: 1G1ZU54804F	YEAR/MAKE/MODEL: 04/CHEVROLET/MALIBU/MALIBU LT SEDAN	PRODUCTION DATE: 10/25/03	STOCK NO: 102869	LICENSER NO: 122511
CUSTOMER NO: 60156	SERVICE CONTRACT: CMPP	DELIVERY DATE: 10/25/03	DELIVERY MILES: 119	SET IN DATE: 12/11/03
COLOR: SILVER GREEN ME/G	CONTRACT NO:	EXPIRATION DATE: 10/25/07	EXPIRATION MILES: 1553	
AIR COND: R/S	THANKS	MILEAGE: 1,673	ADVISOR NO: 1037	ADVISOR: FREDDY RESNER

I hereby authorize the repair work herein set forth to be done with the necessary material and sublet repairs. I agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing said inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by owner. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer agrees no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fee and costs in the event suit is brought for collection. I hereby appoint Anderson Chevrolet as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair bill by any third party in my name and to sign my name thereto.

APPOINTMENT:  Yes  No

HAZ WASTE ESTIMATE:  Yes  No

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL	ADDITIONAL REPAIRS																														
X	1 W 03CVZ DRIVEABILITY/EMMISSI RECALL 03048/MISSFIRE MONITOR -REPROGRAM PCM.	<table border="1"> <thead> <tr> <th>DATE</th> <th>TIME</th> <th>PHONE #/DESCRIPTION</th> <th>AUTHORIZED BY</th> <th>ADDITIONAL AMOUNT</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	DATE	TIME	PHONE #/DESCRIPTION	AUTHORIZED BY	ADDITIONAL AMOUNT																									
DATE	TIME	PHONE #/DESCRIPTION	AUTHORIZED BY	ADDITIONAL AMOUNT																												
		<p>ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.</p> <p>ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.</p> <p>SAVE PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO      CALL WHEN COMPLETE <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.</p> <p>I understand that my Engine/Transmission will be reassembled within _____ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$_____.</p> <p>X _____</p> <p>MI. IN _____</p> <p>MI. OUT 1673</p> <p>NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE</p>																														

X58

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## GM Vehicle Inquiry System Summary

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

[Help](#)

<b>VIN :</b>	1G1ZU54804F [REDACTED]
--------------	------------------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	1ZU69 -2004 MALIBU LT SEDAN	<b>Warranty Start Date :</b>	10/25/2003
<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	ANDERSON CHEVROLET 300 EL CAMINO REAL, MENLO PARK, CA 94025-5239 (650) 321-4280	<b>Selling Source :</b>	13 - CHEVROLET
		<b>Site Code :</b>	06202
		<b>Business Associate Code :</b>	112208
<b>Service Contract :</b>	Yes	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	Paid

### CAMPAIGN ELIGIBILITY

Campaign Number	Description	Owner Notified	Campaign Status
03048	OBDII MISFIRE MONITOR - REPROGRAM PCM	09/10/2003	Open

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	10/25/2003	119 miles	10/25/2006	36119 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/25/2003	119 miles	10/25/2009	100119 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/25/2003	119 miles	10/25/2011	80119 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/25/2003	119 miles	10/25/2010	70119 miles
36/50000 CALIFORNIA EMISSIONS	10/25/2003	119 miles	10/25/2006	50119 miles

### CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/19/2003	121898	#	131784 - ARM, WIPEER - WINDSHIELD (ONE OR BOTH) - REPLACE	751 miles
08/25/2003	A02869	1	Z7000 - PRE-DELIVERY INSPECTION	0 miles

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# Anderson Chevrolet

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B.A.R.# RB-004517

E.P.A.# CAD981391626

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ADVISOR <b>NEIL COPPENS</b>	252 TAG NO. <b>3571</b>	INVOICE DATE <b>11/21/03</b>	INVOICE NO. <b>CVWS121898</b>
	LICENSE NO.	MILEAGE <b>751</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/23/03</b>	DELIVERY MILES <b>119</b>	
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	<b>11/19/03</b>	
COMMENTS				<b>MO: 751</b>

LABOR & PARTS		JOB # 4 19CVZTO		INSPECTION OUTSIDE TRIM	HOURS (10/30)	TECH(S) (56)	28.22
CUSTOMER STATES DRIVERS WIPER SKIPS WHEN USED							
STREAKY BLADES							
REPLACED BLADES							
PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 4	1	22675851	ARM	23.06	23.06	32.28	32.28
JOB # 4 COST TOTAL				23.06			
JOB # 4 TOTAL PARTS							32.28
JOB # 4 TOTAL LABOR & PARTS							60.50
COMMENTS							
CHARGE INTERNAL TO SALES AS PER GET READY							
						R/O TAX	0.00
						R/O TOTALS	60.50

#### WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	60.50
CLAIM TOTALS	60.50

#### APPROVED BY SIGNATURE

#### DCS AUDIT SLIP

DCS DATA FILE: GMGMF 983  
 11/21/2003 1335 WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
121898	11/19/2003	1G1ZU54804F	3	06202	751	364-52-3758

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

LN	JOB	CT	CC	PC	PART NO.	TOT	PTS	FC	LABOR	LHRS	OHRS	NET AMT.	LAB TOT.
1	04				22675851	32.28	60		BT784	3			28.22
LN TOT: 60.50 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.:													

COMMENTS: CUSTOMER STATES DRIVERS WIPER SKIPS WHEN USED STREAKY BL  
 ADES LADES REPLACED B

R.O. TOTAL: 60.50

*Handwritten signature/initials*

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

PAGE 1 OF 1 CUSTOMER SIGNATURE ANDERSON CHEVROLET INVOICE 01:35pm





# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025  
(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ADVISOR <b>NEIL COPPENS</b>	252 TAG NO. <b>3571</b>	INVOICE DATE <b>11/20/03</b>	INVOICE NO. <b>CVCS121898</b>
	LICENSE NO.	MILEAGE <b>751</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>		DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
	VEHICLE ID. NO. <b>1G1ZU54804F</b>		SELLING DEALER NO.	PRODUCTION DATE
	P. T. F. NO.	P. O. NO.	R. O. DATE <b>11/19/03</b>	
COMMENTS				<b>MO: 751</b>

REPLACED BLADES

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22675851	ARM		0.00
				TOTAL - PARTS	0.00
JOB# 4 TOTALS					
				JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL	0.00

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

COMMENTS  
CHARGE INTERNAL TO SALES AS PER GET READY

TOTALS

THANK YOU FOR COMING TO ANDERSON CHEVROLET. IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE SERVICE ADVISOR LISTED AT THE TOP OF THIS INVOICE.

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

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

DUPLICATE INVOICE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 2 OF 2 CUSTOMER SIGNATURE

PRINT NAME  
END OF INVOICE 104:52pm  
ANDERSON CHEVROLET



# Anderson Chevrolet

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300 El Camino Real, Menlo Park, California 94025

(650) 321-4280 1 (800) ANDERSON

E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ADVISOR <b>NEIL COPPENS</b>	252 (ACT) NO. <b>3571</b>	INVOICE DATE <b>11/20/03</b>	INVOICE NO. <b>CVCS121898</b>
[REDACTED]	(FIRST) (LAST) (MI) <b>[REDACTED]</b>	MILEAGE <b>751</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
PALO ALTO, CA	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	PRODUCTION DATE
[REDACTED]	VEHICLE ID. NO. <b>1G1ZU54804F [REDACTED]</b>	SELLING DEALER NO.		
[REDACTED]	F.T.E. NO.	P.O. NO.	RECEIVED DATE <b>11/19/03</b>	
COMMENTS				MO: 751

JOB# 1 CHARGES-----

LABOR-----  
 J# 1 24CVZD      DETAIL VEHICLE      TECH(S):116      INTERNAL  
 DETAIL VEHICLE  
 AS PER GET READY  
 COMPLETED

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL      0.00

JOB# 2 CHARGES-----

LABOR-----  
 J# 2 04CVZ      FUEL SYSTEM      TECH(S):56      INTERNAL  
 FILL GAS TANK AS PER GET READY  
 AS PER GET READY  
 COMPLETED

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL      0.00

JOB# 3 CHARGES-----

LABOR-----  
 J# 3 27CVZ      LOF      TECH(S):56      INTERNAL  
 LUBE, OIL, AND FILTER SERVICE PACKAGE.  
 AS PER GET READY  
 LUBED, CHANGED OIL, AND REPLACED OIL FILTER.  
 RESET OIL LIFE MONITOR.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		25010792	OIL FLTR 1.836		INTERNAL
	1		3536966	SEAL 1.456		INTERNAL
	1		0101	OIL TREAT		INTERNAL
	1		6113	WASHER AD		INTERNAL
					TOTAL - PARTS	0.00

G.O.G. & SUPPLIES-----  
 5.0 C/P 10W/30      @      /UNIT      INTERNAL  
 TOTAL - GOG      0.00

MISC-----  
 CODE      DESCRIPTION      CONTROL NO.      INTERNAL  
 C1 HAZ MAT OIL & FILTER  
 TOTAL - MISC      0.00

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL      0.00

JOB# 4 CHARGES-----

LABOR-----  
 J# 4 19CVZTO      INSP OUTSIDE TRIM      TECH(S):56      WARRANTY  
 CUSTOMER STATES DRIVERS WIPER SKIPS WHEN USED

I hereby appoint **STREAN CHANES** as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereon.

PAGE: 1 OF 2      CUSTOMER SIGNATURE      [CONTINUE ON NEXT PAGE] 04:52pm  
 ANDERSON CHEVROLET



# Anderson Chevrolet

www.AutoNation.com

300 El Camino Real, Menlo Park, California 94025-5239

(650) 321-4280 1 (800) ANDERSON

B.A.R.# RB 004517

EPA# CAD981391626

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

RECOMMENDED SERVICES

ANDERSON CHEVROLET

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

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/02/03	120389	3	1037	133	1	21CVZ	SUBLET

SALESPERSON NO. 9480 EUGENE MARTIN SERVICE

VIN: 1G1ZU54804F	YEAR/MAKE/MODEL: 04/CHEVROLET/MALIBU/MALIBU LT SEDAN	PRODUCTION DATE: 10/25/03	STOCK NO: 102869	TECHNOLOGICAL: 21898
CUSTOMER NO: 60156	SERVICE CONTRACT: GMPP	DELIVERY DATE: 10/25/03	DELIVERY MILE: 119	EXPIRATION DATE: 11/19/03
ADDRESS: PALO ALTO, CA	MODEL: SILVER GREEN ME/G	CONTRACT NO:	EXPIRATION DATE: 10/25/07	EXPIRATION MILE: 3571
APPOINTMENT: 05:32pm	DATE/TIME (PROMISED): 11/20/03 04:30pm	PRIORITY: 4	ADVISOR NO: 252	ADVISOR: NEIL COPPENS

I hereby authorize the repair work listed set forth to be done with the necessary material and adjust repairs. I agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged by the customer above written to secure the amount of repair thereto. Receipt of vehicle described herein for repair or maintenance is hereby acknowledged by the customer. Said customer is hereby notified that the said property is not insured or protected in the event of actual theft, fire, or vandalism while the property remains with the dealer. Customer notes no articles of personal property have been left in the vehicle, and the dealer is not responsible for recovering them. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection thereof against the dealer. I authorize you to negotiate and cash any check or instrument issued by payment of the repair bill by any third party to my knowledge.

APPOINTMENT:  Yes  No

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

- 1 I 24CVZD **DETAIL VEHICLE** AS PER GET READY
- 2 I 04CVZ **FUEL SYSTEM** FILL GAS TANK AS PER GET READY
- 3 I 27CVZ **LOF** LUBE, OIL, AND FILTER SERVICE PACKAGE. AS PER GET READY
- 4 W 19CVZ **INSP OUTSIDE TRIM** CUSTOMER STATES DRIVERS WIPER SKIPS WHEN USED

DATE	TIME	PHONE #	DESCRIPTION	AMOUNT	TOTAL
			HAZ WASTE FILL	\$	\$
			HAZ WASTE FILL	\$	\$
			HAZ WASTE FILL	\$	\$
			HAZ WASTE FILL	\$	\$

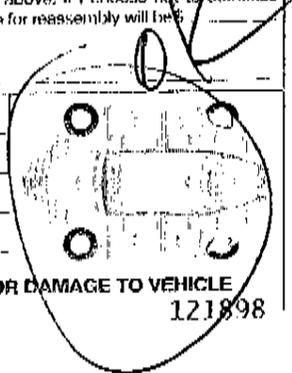
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.  
ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS FOR CUSTOMER  YES  NO

CALL WHEN COMPLETE  YES  NO

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED GMOG CHECK FACILITY TO PERFORM ANY NECESSARY REPAIRS OR ADJUSTMENTS WHICH THE GMOG CHECK TEST INDICATES ARE NECESSARY.  
I understand that my Engine/transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \_\_\_\_\_

**WARRANTY PARTS**  
REC'D W/ PER BLADE  
DATE 11-20-04



NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE 121898





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B.A.R.# RB-004517

### ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ADVISOR <b>FREDDY RESNER</b>	1037	IAG NO. <b>1553</b>	INVOICE DATE <b>12/12/03</b>	INVOICE NO. <b>CVIS122506</b>
	LICENCE NO.	MILEAGE <b>1,673</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>	
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>		DELIVERY MILES <b>119</b>	
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.I. NO.	P.O. NO.	R. DATE <b>12/11/03</b>		
COMMENTS					

MO: 1673

3,000 SERVICE PACKAGE PER HOUR  
 PER GET READY  
 LUBED, CHANGED OIL AND REPLACED OIL FILTER. ADDED  
 MOC ENGINE OIL AND WINDSHIELD WASHER SOLVENT.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25010792	OIL FLTR 1.836	5.95	5.95
JOB # 1	1	3536966	SEAL 1.466	1.50	1.50
JOB # 1 TOTAL PARTS					7.45
JOB # 1 TOTAL LABOR & PARTS					23.01

FILL TANK PER GET READY  
 FILL TANK PER GET READY  
 JOB # 2 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES					
JOB # 1	4.5	C/P 10W/30	@ 2.200 /UNIT	TOTAL - GOG	9.90
				TOTAL - GOG	9.90
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	C1	HAZ MAT OIL & FILTER		TOTAL - MISC	1.69
				TOTAL - MISC	1.69

TOTALS	CONTROL#	ACCOUNT#	AMOUNT
TOTAL LABOR	102869		15.56
TOTAL PARTS			7.45
TOTAL SUBLET			0.00
TOTAL G.O.G.			9.90
TOTAL MISC. CHG.			1.69
TOTAL MISC. DISC.			0.00
TOTAL TAX			0.00
<b>TOTAL INVOICE \$</b>			<b>34.60</b>

APPROVED BY SIGNATURE \_\_\_\_\_

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

CUSTOMER SIGNATURE \_\_\_\_\_  
ANDERSON CHEVROLET

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**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

B.A.R.# RB-004517

ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ADVISOR <b>FREDDY RESNER</b>	1037	TAG NO. <b>1553</b>	INVOICE DATE <b>12/12/03</b>	INVOICE NO. <b>CVCS122506</b>
<b>PALO ALTO, CA</b>	LICENSE NO.	MILEAGE <b>1,673</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>	
	YEAR / MAKE / MODEL <b>04 / CHEVROLET / MALIBU / MALIBU LT SEDAN</b>	INVOICE DATE <b>10/23/03</b>	DELIVERY MILES <b>119</b>		
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>	SELLING DEALER NO.	PRODUCTION DATE <b>12/11/03</b>		
	P.T.F. NO.	P.O. NO.			
	COMMENTS				

MO: 1673

LABOR - SERVICE PACKAGE PER-GET READY LUBED, CHANGED OIL AND REPLACED OIL FILTER, ADDED MOC ENGINE OIL AND WINDSHIELD WASHER SOLVENT. **INTERNAL**

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	1	25010792	OIL FLTR 1.836		INTERNAL
	1	3536966	SEAL 1.456		INTERNAL
TOTAL - PARTS					0.00

G.O.G. & SUPPLIES	QTY	DESCRIPTION	UNIT PRICE	INTERNAL
	4.5	C/P 10W/30		INTERNAL
TOTAL - GOG				0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	INTERNAL
	C1	HAZ MAT OIL & FILTER		INTERNAL
TOTAL - MISC				0.00

JOB# 1 TOTALS: **0.00**  
 JOB# 2 CHARGES: **0.00** (JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL)

LABOR - FILL TANK PER GET READY. **INTERNAL**  
 FILL TANK PER GET READY.

JOB# 2 TOTALS: **0.00** (JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL)

THANK YOU FOR COMING TO ANDERSON CHEVROLET. IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE SERVICE ADVISOR LISTED AT THE TOP OF THIS INVOICE.

WE AT ANDERSON CHEVROLET WANT YOU TO BE COMPLETELY SATISFIED

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

CUSTOMER SIGNATURE





\*\*\*\*\*  
 GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 06202-CLAIM MEMO 462  
 BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW  
 THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

\*\*\*\*\*  
 \* WARRANTY PARTS CENTER \*  
 \* 45 NORTHPOINTE DRIVE \*  
 \* ORION, MI 48359 \*  
 \*\*\*\*\*

USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS ARS LABELS  
 TO SHIP THE FOLLOWING:

- COPY OF THE REQUEST BELOW
- REPAIR ORDER (INCLUDING TECHNICIAN COMMENTS)
- ONLY PARTS ASSOCIATED WITH THE LABOR CODE

ALL FLUIDS MUST BE DRAINED FROM PARTS BEING RETURNED. PLACE THE ABOVE  
 ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART PRIOR TO SHIPPING.  
 EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
406406842	N5510	020404	124067	3GNEK12T54G
406408439	N2328	021804	124444	1GNDT13S442
406419651	N4800	020404	124068	1G1ZU54804F
406437581	J4340	121503	122637	KL1TD52634B
406431383	J6360	121503	122637	KL1TD52634B

*PA 463*

*Tracking.*

*1Z91W649 061688 1118*

*462*

*MAR. 5. 04*

*14F  
 27200 3*



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(650) 321-4280 1 (800) ANDERSON

B.A.R.# RB3-004517

CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

ANDERSON CHEVROLET

60156	ADVISOR NEIL COPPENS	252	TAG NO 469	INVOICE DATE 02/06/04	INVOICE NO CVWS124068
			MILEAGE 3,064	COLOR SILVER GREEN	STOCK NO 102869
PALO ALTO, CA	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/MALIBU LT SEDAN			DELIVERY DATE 10/25/03	DELIVERY MILES 119
	VEHICLE ID NO 1G1ZU54804F			SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO			R.O. DATE 02/04/04	
	COMMENTS				MO: 3064

LABOR & PARTS

J# 1 03CVZ DRIVEABILITY/EMISSI HOURS: 1.50 TECH(S):137 144.75  
B-CLAIM -BODY COMPUTER -WILL NOT ACCEPT UPDATE FLASHING  
SEQUENCE -SEE COPY RO#124026 -ATTACHED  
WILL NOT ACCEPT PROPER UPDATE FLASHING  
REPLACED BODY COMPUTER -RECHECKED -OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		22732979	MODULE 2.560	111.14	111.14	155.60	155.60
JOB # 1 COST TOTAL					111.14			
JOB # 1 TOTAL PARTS								155.60
JOB # 1 TOTAL LABOR & PARTS								300.35

COMMENTS  
SEE RO#124026

R/O TAX 0.00  
R/O TOTALS 300.35

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	300.35
CLAIM TOTALS	300.35

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.140  
02/06/2004 WARRANTY NEW CLAIM  
1521

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
124068 02/04/2004 1G1ZU54804F 3 06207 3064 364-52-3758

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	B	OJ	1	22732979	155.60	6C	N4800	1.5			144.75
LN-TOT: 300.35 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: B-CLAIM -BODY COMPUTER -WILL NOT ACCEPT UPDATE FLASHING SEQUWILL NOT A CCEPT PROPER UPDATE FLASHING REPLACED B ODY COMPUTER -RECHECKED -OK												
R.O. TOTAL:											300.35	

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X  
PAGE 1 OF 1 CUSTOMER SIGNATURE: PRINT NAME: ANDERSON CHEVROLET END OF INVOICE 103:21pm

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PARK - 300 EL CAMINO REAL



Address  
 Telephone  
 Vehicle (VIN#)  
 License  
 Color GREEN  
 Technician #101 BOB  
 Mileage 3064  
 Time Printed 2/5/04 9:56 AM

Chevrolet : Malibu :

Left Front

Actual	Before	Specified	Range
-1.1°	-1.1°	-1.5°	-0.5°
2.9°	2.9°	2.8°	3.8°
0,07"	0,07"	0,00"	0,20"
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

Right Front

Actual	Before	Specified	Range
-0.6°	-0.6°	-1.5°	-0.5°
2.8°	2.8°	2.8°	3.8°
0,10"	0,10"	0,00"	0,20"
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

Camber  
 Caster  
 Toe  
 SAI  
 Included Angle  
 Turning Angle Diff.

Front

Cross Camber  
 Cross Caster  
 Total Toe

Actual	Before	Specified	Range
-0.4°	-0.4°	-0.5°	0.5°
0.1°	0.1°	-0.5°	0.5°
0,17"	0,17"	0,00"	0,40"

Left Rear

Actual	Before	Specified	Range
-1.1°	-1.1°	-1.3°	-0.3°
0,05"	0,05"	0,00"	0,20"

Right Rear

Actual	Before	Specified	Range
-1.2°	-1.2°	-1.3°	-0.3°
0,08"	0,08"	0,00"	0,20"

Camber  
 Toe

Rear

Total Toe  
 Thrust Angle

Actual	Before	Specified	Range
0,13"	0,13"	0,00"	0,40"
-0.03°	-0.02°	-0.20°	0.20°

P.21

#137 LINE 1

REPLACE BOM  
PROGRAM ACCORDING TO  
BILL # 03-03-47-002

TEST - REMOTE START  
STILL INOP  
\* KEY FOB & RECEIVER  
ORDER - PARTS NEW UPDATE  
PARTS

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO.	TIME	OFF
		127068	1.1	2
		EMP NO 137 OPER NO 1		ON
		127068	.3	3
		EMP NO 137 OPER NO 1		ON

CAR IN SHOP  
TRANSMITTER

PART \_\_\_\_\_  
DATE 2-4  
INTE [Signature]

Aug 18 04 03:37p

ENLO PARK -

VIGAL GANNON

SEUA473  
GREEN BOB  
#101  
3064  
2/5/04

Vehicle (VIN#)  
License  
Color  
Technician  
Age  
Printed

ont

# Chevrolet

www.AutoNation.com

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(650) 321-4280 1 (800) ANDERSON

BAR # RB-004517

**CUSTOMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**  
ANDERSON CHEVROLET

OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
3000 MIL F SERVICE	MI	26.99	01 CVZ15K	15000 MIL F SERVICE	MO	273.73
30000 MILE SERV -4CYL	MO	0.00	01 CVZ30K6	30000 MILE SRV 6CYL	MO	0.00
30000 MILE SRV 8CYL	MO	432.98	01 CVZRB	ROTAIF & BALANCE TIR	MO	0.00
15K SERVICE 96&NEWER	MO	169.10	01 CVZ30K96N	30K SERVICE 96&NEW	MO	209.19

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/21/04	123672	2673	91004	137 101 116 116 101	W W W I I	05CVZ 09CVZ 21CVZR 21CVZSPEI 19CVZ	ELECTRICAL SUSPENSION RENTAL CAR SUBI EX/IN PAINT SEA TRIM ITEMS
01/07/04	123273	2499	91004	190	W	03CVZ	DRIVEABILITY/EMMISSI

SALESPERSON NO. 9480 EUGENE MARTIN

## SERVICE

VIN: 1G1ZU54804F	YEAR/MAKE/MODEL: 04/CHEVROLET/MALIBU/MALIBU LT SEDAN	PRODUCTION DATE: 10/28/03	STOCK NO: 124068
CUSTOMER ID: 60156	SALE CONTRACT: GMPP	DELIVERY DATE: 10/25/03	DELIVERY MILES: 119
ADDRESS: PALO ALTO, CA	COLOR: SILVER GREEN ME/G	CONTRACT NO: 10/25/07	EXPIRATION MILES: 469
SALES ID: CVZZ	AIR COND: Y	TRANS: A	MILEAGE: 3,064
SALES ID: 252	SALES ID: NEIL COPPENS		

YES  
 NO

**ORIGINAL CUSTOMER ESTIMATE: TOTAL**

**ADDITIONAL REPAIRS**

DATE	TIME	PROB. DESCRIBED	AUTHORIZED BY	ADDITIONAL AMOUNT

ORIGINAL CUSTOMER ESTIMATE: TOTAL  
 COMMENTS: SEE RO#124026  
 1 W \* 03CVZ DRIVEABILITY/EMMISSI  
 B-CLAIM -BODY COMPUTER -WILL NOT ACCEPT UPDATE FLASHING SEQUENCE -SEE COPY RO#124026 -ATTACHED  
*Type "B" of [signature] 2/9/04*

**WARRANTY PARTS**  
 REC'D 2-4 3000  
 DATE [signature]

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.  
 ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.  
 SAVE PARTS FOR CUSTOMER      CALL WHEN COMPLETE  
 YES    NO       YES    NO

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.  
 I understand that my Engine/transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$\_\_\_\_\_.

ML IN \_\_\_\_\_  
 ML OFF \_\_\_\_\_

**NOTE: ANY AND ALL PRIOR DAMAGE TO VEHICLE**  
 124068



# Anderson Chevrolet

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E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ADVISOR <b>JASON KETCHUM</b>	910041	TAG NO. <b>4942</b>	INVOICE DATE <b>01/16/04</b>	INVOICE NO. <b>CVWS123273</b>
PALO ALTO, CA	LICENSE NO.	MILEAGE <b>2,499</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>	DELIVERY MILES <b>119</b>
	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	VEHICLE I.D. NO. <b>1G1ZU54804F</b>	DELIVERY DATE <b>10/25/03</b>	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/07/04</b>		
COMMENTS:					<b>MO: 2501</b>

#### DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.710  
01/16/2004  
1742  
WARRANTY NEW CLAIM  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
123273 01/07/2004 1G1ZU54804F 3 06202 2499 550-93-1399

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

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 01 MQ 1 22687709 382.47 6C E7680 4.3 414.95  
LN-TOT: 797.42 TECH SSN: AUTH CODE: B AUTH. AUTHOR.: 0090  
COMMENTS: CUSTOMER REPORTS RATTLING NOISE IN STEERING COLUMN AREA, S-OINTERNAL K  
NOCKING NOISE REPLACED S  
TEERING COLUMN, ROADTESTED TO CONFIRM REPAIR, RECA

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
2 02 OJ 6C N4180 .7 67.55  
LN-TOT: 67.55 TECH SSN: AUTH CODE: AUTH. AUTHOR.:  
COMMENTS: CUSTOMER REPORTS THE INSTRUMENT PANEL LENSE HAS SCRATCHES - VERIFIED C  
ONCERN REPLACED I  
NSTRUMENT CLUSTER WITH EXCHANGE UNIT. OK NOW

R.O. TOTAL: 864.97

*70450*

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

**X** \_\_\_\_\_  
PAGE 2 OF 2 CUSTOMER SIGNATURE

PRINT NAME  
END OF INVOICE 105:42pm  
ANDERSON CHEVROLET



# Anderson Chevrolet

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E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	ALVINOR# <b>JASON KETCHUM</b>	TAG NO <b>910041</b>	INVOICE DATE <b>01/16/04</b>	INVOICE NO. <b>CVWS123273</b>
	LICENSE NO.	MILEAGE <b>2,499</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILE# <b>119</b>	
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.I.E. NO.	P.O. NO.	DATE <b>01/07/04</b>	
	EXAMINER			MO: 2501

<b>LABOR &amp; PARTS</b>		
J# 1 03CVZ	DRIVEABILITY/EMISSI HOURS: 4.30 TECH(S):190	414.95
	CUSTOMER REPORTS RATTLING NOISE IN STEERING COLUMN AREA, S/O STEERING COLUMN IN STOCK, INTERNAL KNOCKING NOISE REPLACED STEERING COLUMN, ROADTESTED TO CONFIRM REPAIR, RECALIBRATED POWER STEERING ASSIST. OK NOW	
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----U/COST--E/COST--U/PRICE		
JOB # 1 1 22687709	COLUMN KI 6.518	273.19 273.19 382.47
	JOB # 1 COST TOTAL	273.19
	JOB # 1 TOTAL PARTS	382.47
	JOB # 1 TOTAL LABOR & PARTS	797.42
J# 2 19CVZ	TRIM ITEMS HOURS: 0.70 TECH(S):190	67.55
	CUSTOMER REPORTS THE INSTRUMENT PANEL LENSE HAS SCRATCHES & FINGER PRINTS ON THE INSIDE OF THE LENSE. SCRATCH WHEN LOOKING AT AN ANGLE. VERIFIED CONCERN REPLACED INSTRUMENT CLUSTER WITH EXCHANGE UNIT. OK NOW	
	JOB # 2 TOTAL LABOR & PARTS	67.55
	R/O TAX	0.00
	R/O TOTALS	864.97

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#	TOTAL....
	864.97
CLAIM TOTALS	864.97

APPROVED BY SIGNATURE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

PAGE 1 OF 2 CUSTOMER SIGNATURE [PRINT NAME] (CONTINUED ON NEXT PAGE) 05:42pm ANDERSON CHEVROLET

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# Anderson Chevrolet

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E.P.A.# CAD981391626

B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b> PALO ALTO, CA	ATTENDING <b>JASON KETCHUM</b> LICENSE NO. YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b> VIN <b>1G1ZU54804F</b>	TAG NO. <b>910041 4942</b> MILEAGE <b>2,499</b>	INVOICE DATE <b>01/15/04</b> COLOR <b>SILVER GREE</b> DELIVERY DATE <b>10/25/03</b> SELLING DEALER NO. <b>01/07/04</b>	INVOICE NO. <b>CVCS123273</b> STOCK NO. <b>102869</b> DELIVERY MILES <b>119</b> PRODUCTION DATE
COMMENTS			MO: 2501	

JOB# 1 CHARGES-----

LABOR-----

J# 1 03CVZ DRIVEABILITY/EMISSI TECH(S):190 WARRANTY  
 CUSTOMER REPORTS RATTLING NOISE IN STEERING COLUMN AREA,  
 S/O STEERING COLUMN IN STOCK.  
 INTERNAL KNOCKING NOISE  
 REPLACED STEERING COLUMN. ROADTESTED TO CONFIRM REPAIR,  
 RECALIBRATED POWER STEERING ASSIST. OK NOW

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1 22687709 COLUMN KI 6.518 WARRANTY  
 TOTAL - PARTS 0.00

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 19CVZ TRIM ITEMS TECH(S):190 WARRANTY  
 CUSTOMER REPORTS THE INSTRUMENT PANEL LENSE HAS SCRATCHES &  
 FINGER PRINTS ON THE INSIDE OF THE LENSE.  
 SCRATCH WHEN LOOKING AT AN ANGLE.  
 VERIFIED CONCERN  
 REPLACED INSTRUMENT CLUSTER WITH EXCHANGE UNIT. OK NOW

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 24CVZD DETAIL VEHICLE TECH(S):116 INTERNAL  
 DETAIL CAR IN & OUT FOR CUSTOMER, HE PICKED CAR UP LAST TIME  
 & THERE WERE BLACK MARKS ON LEFT DOOR PANEL, VARIOUS SPOIS  
 ON FORWARD HEADLINER.  
 INTERIOR DIRTY  
 DETAILED VEHICLE, CLEANED BLACK MARKS FROM INTERIOR.

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X  
 PAGE 1 OF 2 CUSTOMER SIGNATURE [CONTINUED ON NEXT PAGE] 09:02am  
 ANDERSON CHEVROLET

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EPA# CAD981391626

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

RECOMMENDED SERVICES

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

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/19/03	122515	1610	1037	2442	W	08CVZ	ENGINE
12/11/03	122506	1673	1037	57	I	27CVZ3K	3K SERVICE PACKAGE
12/11/03	122508	1673	1037	57	I	04CVZ	FUEL SYSTEM
12/11/03	122511	1673	1037	104	W	19CVZ	TRIM ITEMS
12/11/03	122511	1673	1037	104	W	19CVZT	TRIM
12/11/03	122511	1673	1037	58	W	03CVZ	DRIVEABILITY/EMISSI

SALESPERSON NO: 9480 EUGENE MARTIN

## S E R V I C E

1G1ZU54804F	04/CHEVROLET/MALIBU/MALIBU LT SEDAN	DELIVERY DATE	102869	FINANCE NO.	123273
CUSTOMER: 60156	GMPP CONTRACT	DELIVERY TIME	10/25/03	DELIVERY MILEAGE	01/07/04
PALE ALTO, CA	SILVER GREEN ME/G	EXPIRATION DATE	10/25/07	EXPIRATION MILEAGE	4942
APPOINTMENT	08:58am 01/07/04 06:00pm	MILEAGE	2,499	ADVISOR	910041 JASON KETCHUM

JOB	DESCRIPTION	DATE	TIME	TECHNICIAN	ADDITIONAL REPAIRS
X	1 W* 03CVZ DRIVEABILITY/EMISSI CUSTOMER REPORTS RATTLING NOISE IN STEERING COLUMN AREA, S/O STEERING COLUMN IN STOCK.	01/07/04	06:00pm	57	ADDITIONAL AMOUNT \$
2	I* 19CVZ TRIM ITEMS CUSTOMER REPORTS WHEN DASH CLUSTER LENS WAS OUT OF THE CAR FOR STEERING COLUMN DIAGNOSIS, LENS WAS SCRATCHED, CAN SEE SCRATCH WHEN LOOKING AT AN ANGLE. <i>sent out for cluster 190</i>	01/07/04	06:00pm	57	ADDITIONAL AMOUNT \$
3	I* 24CVZD DETAIL VEHICLE DETAIL CAR IN & OUT FOR CUSTOMER, HE PICKED CAR UP LAST TIME & THERE WERE BLACK MARKS ON LEFT DOOR PANEL, VARIOUS SPOTS ON FORWARD HEADLINER.	01/07/04	06:00pm	57	ADDITIONAL AMOUNT \$

**WARRANTY PARTS**  
 REC'D *Column*  
 DATE *1-7-04*

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.  
 ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

SAVE PARTS FOR CUSTOMER  YES  NO  
 CALL WHEN COMPLETE  YLS  NO

BY LAW, YOU MUST HAVE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY MAINTENANCE REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.  
 I understand that my Engine/Transmission will be reassembled within \_\_\_\_\_ days of the date above. If I choose not to authorize repairs recommended the charge for reassembly will be \$\_\_\_\_\_.

MI IN \_\_\_\_\_  
 MI OUT *2501*

**OK**

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE

TERMS: CASH OR APPROVED CREDIT CARDS (UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE)

# SHOP SUPPLIES

## LABOR RECORD

Replaced Steering Column  
with new one per knocking  
noise per special  
order. Test drive  
to confirm repair.

Recalibrated Power Steering  
assist & cleaned BIR DPCS 190

Ordered instrument  
cluster bezel for scratches

~~UNABLE~~ to order →  
cluster has to be sent  
out - removed cluster  
assembly for speedo tach  
140

Installed s/o instrument  
cluster w/ lens - ck  
op - 120

- Both Visors
- 4th seat
- 4th Door panel
- Console - dirty
- Sill Plates
- DASH CLEAN

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 123253	TIME	OFF
1		190	1.9	ON
1		190	1.9	ON
1		190	1.5	ON
2		190	3	ON
2		190	4	ON

ENGINE TYPE			
TRUCK TYPE			
DIFF TYPE			
DRIVE TYPE			
OPTIONS	AC	PS	LA
AIR SYSTEM	SGL	DUAL	
SKID PLATE			

TOTAL

41.1



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**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER NO <b>60156</b>	ADVISOR <b>NEIL COPPENS</b>	252	INVOICE NO <b>469</b>	INVOICE DATE <b>02/21/04</b>	INVOICE NO <b>CVWS124026</b>
<b>PALO ALTO, CA</b>			3,064	COLOR <b>SILVER GREE</b>	102869
	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>			DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
	VEHICLE ID NO <b>1G1ZU54804F</b>			GETTING DEALER NO	PRODUCTION DATE
				HOLIDAY	
					<b>183</b>

WARRANTY 7234

WARRANTY 790

Warranty New Claim  
Div Dealer Odometer Service Advisor #  
3 06202 3064 350-93-1399

VIN

Phone: Work: Middle: Home:

\*\*\*\*\*  
 M. Ford FC LabOp Lhrs Ohrs Net-Amt. Ln-Tot.  
 223297 89.00 6C N4800 .8 2.0 263.34 418.94  
 10-33-1374 Auth Code: BE Authorized Author.: 0090

*Handwritten signature: M465*

R.O. Total 418.94  
... total 512.99

PROVIDE SHUTTLE SERVICE TO CUSTOMER  
 PROVIDED S  
 SHUTTLE SERVICE TO CUSTOMER  
 LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHS NET-AMT. LAB-TOT.  
 4 04 MJ N4800 .8 2.0 263.34 418.94  
 LN-TOT: 89.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:  
 COMMENTS: RENTAL VEHICLE WARRANTY PROVIDED R  
 RENTAL CAR -NO CHARGE

R.O. TOTAL: 645.25

DUPLICATE INVOICE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

PAGE 2 OF 2 CUSTOMER SIGNATURE ANDERSON CHEVROLET

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B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	APPROX <b>NEIL COPPENS</b>	FACTORY <b>252 469</b>	INVOICE DATE <b>02/21/04</b>	INVOICE NO. <b>CVWS124026</b>
[REDACTED]	[REDACTED]	MILEAGE <b>3,064</b>	EXTERIOR <b>SILVER GREEN</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	VEHICLE / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	PRODUCTION DATE
[REDACTED]	VEHICLE ID. NO. <b>1G1ZU54804F</b>	SELLING DEALER NO.		
[REDACTED]	FIN NO.		DATE <b>02/03/04</b>	
[REDACTED]	COMMENT			<b>MO: 3083</b>

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	PRICE
J# 1 05CVZ	ELECTRICAL CUSTOMER STATES REMOTE START FEATURE INOP -SPECIAL ORDERED PCM HERE -SEE ATTACHED INSTALLED PCM AND PROGRAMMED -AS PER TECHNICAL ASSISTANCE AND DID SOLVE CONCERN -PCN WILL NOT PROGRAMM PROPERLY SPECIAL ORDERED NEW TRANSMITTER AND RECEIVER WILL NOTIFY WHEN PARTS ARRIVE	3.10	137	299.15
PARTS	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1 22732979 MODULE	2.560	111.14	111.14 155.60
	JOB # 1 COST TOTAL		111.14	
	JOB # 1 TOTAL PARTS			155.60
	JOB # 1 TOTAL LABOR & PARTS			454.75
J# 2 09CVZ	SUSPENSION CUSTOMER STATES AT FREEWAY SPEEDS -CAR SEEMS TO SWAY EXCESSIVELY -SEE JOE C -HAS ROAD TESTED WITH CUSTOMER ALIGNMENT OFF -TOE IN REALIGNED FRONT WHEELS AND ROAD TESTED -OK	1.00	101	96.50
	JOB # 2 TOTAL LABOR & PARTS			96.50
J# 3 21CVZSH	PROVIDE SHUTTLE SERV HOURS: PROVIDE SHUTTLE SERVICE TO CUSTOMER SHUTTLE PROVIDED SHUTTLE SERVICE TO CUSTOMER		133	
	JOB # 3 TOTAL LABOR & PARTS			0.00
J# 4+21CVZR	RENTAL CAR RENTAL VEHICLE WARRANTY PROVIDED RENTAL CAR -NO CHARGE		133	
	JOB # 4 TOTAL LABOR & PARTS			0.00
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
JOB # 4	22516	D820666	02/05/04	ENTERPRISE/GANNON
				TOTAL - SUBLET
				89.00
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 3	C99	WARR. SHUTTLE RIDE		
				TOTAL - MISC
				5.00
TECHNICIAN CERTIFICATION				
	133	MARK A. SALVI	1	
				R/O TAX
				0.00
				R/O TOTALS
				645.25

WARRANTY CLAIM DETAIL TOTALS	
CLAIM#	TOTAL
[REDACTED]	645.25

Ultimate Total Anderson 645.25, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

X PAGE 1 OF 2 CUSTOMER SIGNATURE [REDACTED] (CONTINUED ON NEXT PAGE) 12:13pm ANDERSON CHEVROLET

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E.P.A.# CAD981391626

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

ANDERSON CHEVROLET

CUSTOMER NO. <b>60156</b>	NAME <b>NEIL COPPENS</b>	252 TAG NO. <b>469</b>	INVOICE DATE <b>02/05/04</b>	INVOICE NO. <b>CVCS124026</b>
ADDRESS <b>PALO ALTO, CA</b>	VEHICLE MAKE/MODEL <b>CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	MILEAGE <b>3,064</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>
	VEHICLE I.D. NO. <b>1G1ZU54804F</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	<b>02/03/04</b>	
COMMENTS				

DESCRIPTION	TOTAL	SUBLET	WARRANTY
SUBLET - PC# 22516 INV# D820666 02/05/04 ENTERPRISE/GANNON			0.00
JOB# 4 TOTALS			0.00
TECHNICIAN CERTIFICATION 133			
TOTALS			
TOTAL LABOR			0.00
TOTAL PARTS			0.00
TOTAL SUBLET			0.00
TOTAL G.O.G.			0.00
TOTAL MISC CHG.			0.00
TOTAL MISC DISC			0.00
TOTAL TAX			0.00
<b>TOTAL INVOICE \$</b>			<b>0.00</b>

THANK YOU FOR COMING TO ANDERSON CHEVROLET.  
IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE  
SERVICE ADVISOR LISTED AT THE TOP OF THIS  
INVOICE.  
!!  
WE AT ANDERSON CHEVROLET WANT YOU TO BE  
\*\*\*\*\*COMPLETELY SATISFIED\*\*\*\*\*

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I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

CUSTOMER SIGNATURE

PRINTED AT ANDERSON CHEVROLET INVOICE 104:59pm



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B.A.R.# RB-004517

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**

### ANDERSON CHEVROLET

CUSTOMER ID NO. <b>60156</b>	ADVISOR <b>NEIL COPPENS</b>	TAC NO. <b>252 469</b>	INVOICE DATE <b>02/05/04</b>	INVOICE NO. <b>CVCS124026</b>
[REDACTED]	[REDACTED]	MILEAGE <b>3,064</b>	COLOR <b>SILVER GREE</b>	STOCK NO. <b>102869</b>
<b>PALO ALTO, CA</b>	YEAR / MAKE / MODEL <b>04/CHEVROLET/MALIBU/MALIBU LT SEDAN</b>	DELIVERY DATE <b>10/25/03</b>	DELIVERY MILES <b>119</b>	PRODUCTION DATE
	VEHICLE ID. NO. <b>1G1ZU54804F</b>	SELLING DEALER NO.	R.O. DATE <b>02/03/04</b>	
	COMMENTS			<b>MO: 3083</b>

**JOB# 1 CHARGES**

LABOR  
**J# 1 05CVZ** ELECTRICAL TECH(S):137 WARRANTY  
 CUSTOMER STATES REMOTE START FEATURE INOP -SPECIAL  
 ORDERED PCM HERE -SEE ATTACHED  
 INSTALLED PCM AND PROGRAMMED -AS PER TECHNICAL  
 ASSISTANCE AND DID SOLVE CONCERN -PCN WILL NOT  
 PROGRAMM PROPERLY  
 SPECIAL ORDERED NEW TRANSMITTER AND RECEIVER  
 WILL NOTIFY WHEN PARTS ARRIVE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----WARRANTY  
 1 22732979 MODULE 2.560  
 TOTAL - PARTS 0.00

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

**JOB# 2 CHARGES**

LABOR  
**J# 2 09CVZ** SUSPENSION TECH(S):101 WARRANTY  
 CUSTOMER STATES AT FREEWAY SPEEDS -CAR SEEMS TO SWAY  
 EXCESSIVELY -SEE JOE C -HAS ROAD TESTED WITH CUSTOMER  
 ALIGNMENT OFF -TOE IN  
 REALIGNED FRONT WHEELS AND ROAD TESTED -OK

**JOB# 2 TOTALS**-----  
 JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

**JOB# 3 CHARGES**

LABOR  
**J# 3 21CVZSH** PROVIDE SHUTTLE SERV TECH(S):133 WARRANTY  
 PROVIDE SHUTTLE SERVICE TO CUSTOMER  
 SHUTTLE  
 PROVIDED SHUTTLE SERVICE TO CUSTOMER

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----WARRANTY  
 C99 WARR. SHUTTLE RIDE  
 TOTAL - MISC 0.00

**JOB# 3 TOTALS**-----  
 JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

**JOB# 4 CHARGES**

LABOR  
**J# 4+21CVZR** RENTAL CAR TECH(S):133 WARRANTY  
 RENTAL VEHICLE  
 WARRANTY  
 PROVIDED RENTAL CAR -NO CHARGE

I hereby appoint Anderson Chevrolet, as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order, by any third party in my name and to sign my name thereto.

20070803:006 The Reynolds and Reynolds Company FAX:214-465-0521 01/24/03 15:30



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EPA# CAD98139'626

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.**  
ANDERSON CHEVROLET

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ3K	3000 MILE SERVICE	MI	26.99	01CVZ1SK	15000 MILE SERVICE	MO	273.73
01CVZ30K4	30000 MILE SERV 4CYL	MO	0.00	01CVZ30K6	30000 MILE SRV 6CYL	MO	0.00
01CVZ30K8	30000 MILE SRV 8CYL	MO	432.98	01CVZRB	ROTATE & BALANCE TIR	MO	0.00
01CVZ15K96N	15K SERVICE 96&NEWER	MO	169.10	01CVZ30K96N	30K SERVICE 96&NEW	MO	209.19

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/21/04	123672	2673	910041	137 101 116 116	W W I I	05CVZ 09CVZ 21CVZR 21CVZSPEI	ELECTRICAL SUSPENSION RENTAL CAR SUBL EX/IN PAINT SEA
01/07/04	123273	2499	910041	101 190	I W	19CVZ 03CVZ	TRIM ITEMS DRIVEABILITY/EMISSI

SALESPERSON NO. 9480 EUGENE MARTIN

## SERVICE

**1G1ZU54804F** **04/CHEVROLET/MALIBU/MALIBU LT SEDAN** **124026**

CUSTOMER ID: **60156** SERVICE CONTRACT: **CMPP** **10/25/03** DELIVER BY MILE: **119** **02/03/04**

**PALO ALTO, CA** **SILVER GREEN ME/G** CONTRACT PRICE: **10/25/07** EXPIRATION DATE: **469**

**CVZZ** AIR COND: **Y** TIR: **Y** TRIM: **A** MILEAGE: **3,064** ADJUSTMENT: **252** **NEIL COPPENS**

09:18am 02/03/04 06:00pm PRIORITY 4

APPOINTMENT:  Yes  No

**ORIGINAL CUSTOMER ESTIMATE: TOTAL**

JOB	DESCRIPTION	AMOUNT	TOTAL
1	<b>W * 05CVZ ELECTRICAL</b> CUSTOMER STATES REMOTE START FEATURE INOP -SPECIAL ORDERED PCM HERE -SEE ATTACHED		
2	<b>W * 09CVZ SUSPENSION</b> CUSTOMER STATES AT FREEWAY SPEEDS -CAR SEEMS TO SWAY EXCESSIVELY -SEE JOE C -HAS ROAD TESTED WITH CUSTOMER		
3	<b>W * 21CVZSH PROVIDE SHUTTLE SERV</b> PROVIDE SHUTTLE SERVICE TO CUSTOMER		

**RENTAL - ENTERPRISE**  
D820666 **89.00**

OIC BACK  
OIC 2-2 OUT

**WARRANTY PARTS**  
REC'D **BCar**  
DATE **2-4 04**

52500  
3500  
16000

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE **124026**

#137 LINE 1  
 REPLACE BCM  
 REPROGRAM  
 RELEARN VTD  
 TEST REMOTE START

UNABLE TO PROGRAM  
 BPPS -  
 NEW SETUP PROCEEDURE  
 IN BULL # 03-08-47-002  
 HAVE TO ORDER BCM  
 2-3-04

### SHOP SUPPLIES

QTY	MATERIAL

LABOR RECORD				
STRAIGHT TIME HRS.	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		124026		3
		137 1	2.2	ON
		124026		4
		137 1	.9	ON
2 W		124026	1.0	ON
2 W		124026	.1	ON

② Inspect Tire Pressure ok  
 ck All Steering & Suspension Components  
 all OK - Pull up Alignment  
 Specs From Service Manual &  
 Enter into Hunter Computer.  
 ck 4 Wheel Alignment - Right  
 in spec Except Toe out of spec  
 on Left Front. Adjust Toe -  
 R-T OK - X101

CAR IN SHOP  
 PART Another BCM  
 DATE 2-3-04  
 INTL 2

ADDITIONAL INFORMATION			
ENG. TYPE		#	
TRANS. TYPE		#	
DR. TYPE		#	
CARB. TYPE			
OPTIONS	AC	PS	HR
EV SYSTEM	SGL	DUAL	
SKID PLATE		TRIP METER	

TOTAL RATE

02/03/2004  
09:16:57

## HISTORY LISTING

3030  
PAGE 1-----  
CUSTOMER NAME : ██████████ SERIAL NO. : 1G1ZU54804F ██████████  
-----R.O NO. : 123672 R.O DATE : 01/21/2004 R.O TYPE : S  
MILEAGE : 2673 ADVISOR NO. : 910041JOB NUMBER : 1 OPERATION 05CVZ OP. DESC. ELECTRICAL  
SALE TYPE : W TECHNICIAN NO(S). 137  
COMPLAINT : REMOTE START FEATURE DOES NOT OPERATE.  
CAUSE : INTERNAL PCM FAULT  
CORRECTION : PART HAS BEEN ORDERED, THE CUSTOMER WILL BE NOTIFIED WHEN  
THE PART ARRIVES.JOB NUMBER : 2 OPERATION 09CVZ OP. DESC. SUSPENSION  
SALE TYPE : W TECHNICIAN NO(S). 101  
COMPLAINT : STEERING WHEEL IS DIPPED LEFT WHEN DRIVING ON A FLAT ROAD  
CAUSE : STEERING WHEEL OFF CENTER  
CORRECTION : ADJUSTED TO CENTER, OPERATES AS DESIGNED NOW.WARRANTY : CLAIM NO. ██████████ OPERATION NO. CLAIM NO. OPERATION NO.  
E2000JOB NUMBER : 3 OPERATION 21CVZR OP. DESC. RENTAL CAR  
SALE TYPE : W TECHNICIAN NO(S). 116  
COMPLAINT : RENTAL VEHICLE  
RESERVED AT ENTERPRISE.  
CAUSE : TRANSPORTATION  
CORRECTION : PROVIDED RENTAL VEHICLE TO CUSTOMER.WARRANTY : CLAIM NO. ██████████ OPERATION NO. CLAIM NO. OPERATION NO.  
Z7901JOB NUMBER : 4 OPERATION 21CVZSPEI OP. DESC. SUBL EX/IN PAINT SEA  
SALE TYPE : I TECHNICIAN NO(S). 116  
COMPLAINT : SUBLET PAINT SEALANT EXTERIOR/INTERIOR  
PER SALES DEPT. (BILLY J)  
CORRECTION : COMPLETEDJOB NUMBER : 5 OPERATION 19CVZ OP. DESC. TRIM ITEMS  
SALE TYPE : I TECHNICIAN NO(S). 101  
COMPLAINT : INSTALL FRONT UPPER LIC. PLATE FASTENERS  
CORRECTION : COMPLETED

COMMENTS : PRIORITY VEHICLE PER JOE C.





January 28, 2014

[REDACTED]  
[REDACTED]  
Randolph, NJ [REDACTED]

Service Request: 1-296497114  
Customer Relationship Manager: Kelley Cantrell

Dear [REDACTED]

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

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

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

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

Wilmington, Ohio



RECEIVED JAN 24 2005

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

48232+5170 51



[REDACTED]  
Wilmington, Ohio  
home [REDACTED] work

January 19, 2005

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

VIN 1G1ZU54894F [REDACTED]

To Whomever It May Concern:

In late October 2003 we purchased a 2004 Chevrolet Malibu LT from Bush Auto Place in Wilmington, Ohio. Since we have had the car I have called your Customer Assistance Center (1-800-222-1020) several times but did not feel that I got any satisfaction. The biggest concern I have with your Customer Assistance Center is, at times, their lack of understanding and compassion of and for the customer point. A prime example of this was when my power steering went out and I was told the car was safe to drive – I had absolutely no control of the car. The car would jerk and it was almost impossible to turn the steering wheel to make a turn onto a road or driveway. My husband couldn't even control it and you told me it was safe to drive – I don't think so!

Since we purchased the car we have had the following problems:

- the remote start wouldn't work
- the power steering stopped working
- the radio doesn't hold the station and will change between the CD player and radio at will without any direction from the driver or passenger (*I was told that until they see it happen there is nothing that can be done to correct the problem*)
- at times the CD player jams and the CD's cannot be ejected (I have lost or ruined at least 10 CD's due to this problem because by the time they finally eject they have been scratched so badly)
- the rear window defogger quit working
- the remote door locks worked only some of the time
- the ABS light kept coming on but nothing showed up on the computer
- we have had at least 8 new computers installed
- the front panel was replaced
- had to reattach the outside passenger rearview mirror when the glue let go
- have felt that we have been given the runaround since the Chevrolet Technical Support has told the dealership that it isn't their problem but to check with some other support and they say it isn't their problem to check with the Chevrolet Technical Support – this isn't endearing to the customer when there is a problem and no one wants to take responsibility or help.

Over the years our family has dealt with GM cars and trucks. As a matter of fact I learned to drive on a 1957 Chevrolet BelAir and it had manual steering as did several of the first cars I drove. The first car I bought was a 1969 Camaro and in the last 33 years we have purchased only GM cars – Nova, 3 Citations, 2 Cavaliers, Cutlass, this Malibu, Blazer, and 8 S-10 pick-up trucks.

I feel that when Chevrolet introduced the new redesigned Malibu for 2004 they didn't do all of their homework to make sure the car was all it was hyped to be. At a cost of more than \$22,000 I feel that the car should be a little more reliable than the 5 year old Cutlass that I traded in for it, but I am having serious doubts about that. I would like to commend Bush Auto Place and Mark Bush, the owner, and Chris Musselman, Service Manager, and the service department for the work they have done to keep my car in some kind of working order. I feel that we have bought a "lemon" and would like to know what Chevrolet is planning to do about this. I am almost afraid to take this car far for fear of getting stranded because something else has gone wrong. As a consumer, I feel that I am due an explanation. I don't think that Bush Auto Place should be held accountable for the shoddy workmanship and obvious lack of concern shown to me by the Chevrolet Motor Division of General Motors.

Sincerely,



Cc: Mark Bush  
Bush Auto Place  
1850 Rombach Ave.  
Wilmington, Ohio 45177

Chris Musselman  
Bush Auto Place  
1850 Rombach Ave.  
Wilmington, Ohio 45177

January 28, 2014

[REDACTED]  
[REDACTED]  
Wilmington, OH [REDACTED]

Service Request: 1-305936355

Customer Relationship Manager: Mia Kirkland

Dear [REDACTED]:

Chevrolet is pleased to provide service coverage for the BCM in your 2004 Chevrolet Malibu, Vehicle Identification Number 1G1ZU54894F[REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 9, 2008, or 80,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

BCM (body control module)

Chevrolet 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 Malibu. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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

Sincerely,

General Motors Corporation

---

ATTENTION: DEALERSHIP SERVICE MANAGER  
Component Service Coverage

Submit the claim with all the appropriate authorization codes and 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.

# Midway Chevrolet Collision Center

## Facsimile Transmittal Sheet

To: RANDY BARELA From: MIDWAY SERVICE

Company: \_\_\_\_\_

- Urgent
- For review
- Please Comment

Fax number: 915-834-6849 Phone number: 915-834-6811 El Paso, TX

Total number of pages including coversheet: 5 Claim number: \_\_\_\_\_

RE:

These are the items you requested

5915 Montana  
 El Paso, TX 79925  
 Phone: (915) 834-6850 Fax: (915) 834-6859

# MOTORWAY AUTO GROUP

**EXPRESSWAY**  
**FORD**  
 5690 N. Desert Blvd  
 Service (915) 834-2840  
 Body Shop (915) 834-2850

**EL PASO**  
**JAGUAR**  
 5550 N. Desert Blvd  
 (915) 834-2904

**MIDWAY**  
**CHEVROLET • ISUZU**  
 5915 Montana Ave.  
 Service (915) 834-6840  
 Body Shop (915) 834-6850

**GATEWAY**  
**NISSAN**  
 8320 Gateway East  
 (915) 629-5540

**DRIVEWAY**  
**DODGE • CHRYSLER • JEEP**  
 8434 Gateway East  
 (915) 834-6340

**EL PASO**  
**MINISUBISHI**  
 1145 Magruder  
 (915) 782-1640

**EL PASO**  
**KIA**  
 5800 Montana Ave.  
 (915) 834-2340

Mailing Address: P.O. Box 981011 • El Paso, Texas 79998-1011

# Midway Chevrolet Collision Center

Facsimile Transmittal Sheet

To: RAMONA BARELA From: MIDWAY SERVICE

Company: \_\_\_\_\_

- Urgent
- For review
- Please Comment

Fax number: 915-834-6849 Phone number: 915-834-6841 JOHN TARR

Total number of pages including coversheet: 5 Claim number: \_\_\_\_\_

RE:

THESE ARE THE IIS YOU REQUESTED

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5915 Montana  
El Paso, TX 79925  
Phone: (915) 834-6850 Fax: (915) 834-6859

May 31, 2005

[REDACTED]  
El Paso, TX [REDACTED]

Service Request: 1-327348457  
Customer Relationship Manager: Ramona Barela

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation



**CERTIFIED MAIL™**



7003 3110 0001 6706 9691



9261



48232

U.S. POSTAGE  
PAID  
EL PASO, TX  
79906  
MAY 16, 05  
AMOUNT

**\$4.65**

00033-50-08

**RETURN RECEIPT  
REQUESTED**

General Motors Assistance  
P.O. Box 33170  
Detroit, MI 48232-5170

MAY 20 2005

Final

LS

El Paso TX

[REDACTED]  
El Paso, TX [REDACTED]  
[REDACTED]

May 11, 2005

**General Motors Assistance**  
**P.O. Box 33170**  
**Detroit, MI 48232-5170**

To whom it may concern,

I am writing to notify you of the problems I am experiencing with my 2005, Chevrolet, Malibu, VIN# 1G1ZT52895F [REDACTED] and to request that you correct this problem within thirty (30) days of your receipt of this letter.

I purchased my vehicle from Midway Chevrolet Isuzu in El Paso, Texas on November 26, 2005. Approximately 3 & 1/2 months I began having trouble with the electrical system. I took my vehicle back to the dealer for the repairs on March 7, 2005, March 10, 2005, March 19, 2005, April 15, 2005, April 28, 2005, May 2, 2005 and is still currently in the shop as of May 10, 2005 but, to date, the dealer has been unable to correct the problem. Attached are copies of the repair orders which document the dealership's attempt to repair my vehicle.

This problem substantially impairs the use or value of my vehicle and creates a serious safety hazard. Therefore, if you and/or your dealer are unable to correct this problem, I will expect you to replace the vehicle pursuant to Chapter 2301, Subchapter M of the Texas Occupations Code Annotated.

Please contact me on the receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary repairs.

Sincerely  
[REDACTED]

# MOTORWAY AUTO GROUP

**EXPRESSWAY FORD**  
5550 N. Desert Blvd  
Service (915) 834-2840  
Body Shop (915) 834-2850

**EL PASO JAGUAR**  
5550 N. Desert Blvd  
(915) 834-2904

**MIDWAY CHEVROLET • ISUZU**  
5915 Montana Ave.  
Service (915) 834-6840  
Body Shop (915) 834-6850

**GATEWAY NISSAN**  
8320 Gateway East  
(915) 629-5540

**DRIVEWAY DODGE • CHRYSLER • JEEP**  
8434 Gateway East  
(915) 834-6340

**EL PASO MITSUBISHI**  
1145 Magruder  
(915) 782-1640

**EL PASO KIA**  
4646 N. Mesa  
(915) 834-2340

Mailing Address: P.O. Box 981011 • El Paso, Texas 79998-1011

CUSTOMER NO <b>155007</b>	ADVISOR <b>ANTHONY MARTINEZ</b>	1666	TAG NO <b>7047</b>	INVOICE DATE <b>03/07/05</b>	INVOICE NO. <b>CVCS733361</b>
EL PASO, TX	LABOR RATE	LICENSE NO.	MILEAGE <b>1,056</b>	COLOR <b>GALAXY SILV</b>	STOCK NO. <b>C50528</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4DR SDN LS</b>			DELIVERY DATE <b>11/24/04</b>	DELIVERY MILES <b>6</b>
	VEHICLE I.D. NO. <b>1G1ZT52895F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		P.O. DATE <b>03/07/05</b>
BUSINESS PHONE		COMMENTS			<b>MO: 1059</b>

**LABOR & PARTS**  
J# 1 34CVZREPAIRS ELECTRICAL REPAIRS TECH(S):357 WARRANTY  
CUSTOMER STATES ALL GAUGES ESPECIALLY TACH AND ODOMETER ARE ACTING IRRATICALLY INSTRUMENT CLUSTER WAS ERRATIC REPROGRAMED P.C.M. AND CLUSTER.

JOB # 1 TOTAL LABOR & PARTS 0.00

TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS.

Not responsible for loss or damage to vehicles or articles left in vehicles in case of fire, theft, or any other cause beyond our control.

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
TECHNICIAN CERTIFICATION-----  
357 SAMUEL VEGA CHEVROLET

TOTALS-----

*****	TOTAL LABOR....	0.00
* MIDWAY CHEVROLET-ISUZU *	TOTAL PARTS....	0.00
*****	TOTAL SUBLET....	0.00
* CASH\$\$.....CHECK#.....AMOUNT.....*	TOTAL G.O.G....	0.00
* CREDIT CARD.....AMOUNT.....*	TOTAL MISC CHG.	0.00
* CHARGE NUMBER.....AMOUNT.....*	TOTAL MISC DISC	0.00
* CUSTOMER RELATIONS REP.....*	TOTAL TAX.....	0.00
* THIS VEHICLE WAS RELEASED TO.....*	<b>TOTAL INVOICE \$</b>	<b>0.00</b>
* (CUSTOMER SIGNATURE) *		
*****		

**DISCLAIMER OF WARRANTIES**

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

**SHOP SUPPLIES**

A charge is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvents, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc. And environmental disposal fees.

ADDITIONAL RECOMMENDED SERVICES SECTION

OPERATION NO.	OPERATION DESC	RC	RC COMMENTS
01CVZZ003	3000 MILE SERVICE	1	WILL COMPLETE AT NEXT VISIT

**ARBITRATION**

Any controversy or claim arising out of or relating to the part(s) which is the subject of this agreement, shall be submitted to arbitration before one arbitrator in El Paso, Texas, in accordance with the Texas General Arbitration Act, Chapter 171, of the Texas Civil Practices and Remedies Code. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any claim or controversy between the below signed individual and dealership and must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate arbitration shall constitute a waiver of the claim or controversy.

CUSTOMER SIGNATURE

**COPY**

**Thank You!**

# MOTORWAY AUTO GROUP

**EXPRESSWAY FORD**  
5550 N. Desert Blvd  
Service (915) 834-2840  
Body Shop (915) 834-2850

**EL PASO JAGUAR**  
5550 N. Desert Blvd  
(915) 834-2904

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8434 Gateway East  
(915) 834-6340

**EL PASO MITSUBISHI**  
1145 Magruder  
(915) 782-1640

**EL PASO KIA**  
4646 N. Mesa  
(915) 834-2340

Mailing Address: P.O. Box 981011 • El Paso, Texas 79998-1011

CUSTOMER NO. <b>155007</b>	ADVISOR <b>ANTHONY MARTINEZ</b>	1666	TAG NO. <b>2089</b>	INVOICE DATE <b>03/10/05</b>	INVOICE NO. <b>CVCS734218</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>1,084</b>	COLOR <b>GALAXY SILV</b>	STOCK NO. <b>C50528</b>
<b>EL PASO, TX</b>	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4DR SDN LS</b>			DELIVERY DATE <b>11/26/04</b>	DELIVERY MILES <b>6</b>
	VEHICLE I.D. NO. <b>1G1ZT52895F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		DATE <b>03/09/05</b>	
	BUSINESS PHONE	COMMENTS			<b>MO: 1095</b>

**LABOR & PARTS**  
J# 1 34CVZREPAIRS ELECTRICAL REPAIRS TECH(S):357 WARRANTY  
CUSTOMER STATES GETTING "LOCK" & "T/C" SYMBOLS ON DASHBOARD  
REPROGRAM P.C.M. AND B.C.M. CLEAR CODES AND ROAD TEST FOR 11 MILES.

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	1435354	H82883975	03/10/05	RENTAL	0.00
TOTAL - SUBLET					0.00

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

COMMENTS  
NEED BY 2:00 P.M.

TECHNICIAN CERTIFICATION  
357 SAMUEL VEGA CHEVROLET

*****		TOTAL LABOR....	0.00
* MIDWAY CHEVROLET-ISUZU *		TOTAL PARTS....	0.00
*****		TOTAL SUBLET...	0.00
* CASH\$\$.....CHECK#.....AMOUNT.....*		TOTAL G.O.G....	0.00
* CREDIT CARD.....AMOUNT.....*		TOTAL MISC CHG.	0.00
* CHARGE NUMBER.....AMOUNT.....*		TOTAL MISC DISC	0.00
* CUSTOMER RELATIONS REP.....*		TOTAL TAX.....	0.00
* THIS VEHICLE WAS RELEASED TO.....*		<b>TOTAL INVOICE \$</b>	<b>0.00</b>
* (CUSTOMER SIGNATURE) *		*****	

ADDITIONAL RECOMMENDED SERVICES SECTION			
OPERATION NO.	OPERATION DESC	RC	RC COMMENTS
01CVZ003	3000 MILE SERVICE	1	WILL COMPLETE AT NEXT VISIT

CUSTOMER SIGNATURE

**COPY**

TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS.

Not responsible for loss or damage to vehicles or articles left in vehicles in case of fire, theft, or any other cause beyond our control.

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

**SHOP SUPPLIES**  
A charge is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvents, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc. And environmental disposal fees.

**ARBITRATION**  
Any controversy or claim arising out of or relating to the part(s) which is the subject of this agreement, shall be submitted to arbitration before one arbitrator in El Paso, Texas, in accordance with the Texas General Arbitration Act, Chapter 171, of the Texas Civil Practices and Remedies Code. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any claim or controversy between the below signed individual and dealership and must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate arbitration shall constitute a waiver of the claim or controversy.

**Thank You!**

# MOTORWAY AUTO GROUP

**EXPRESSWAY FORD**  
5550 N. Desert Blvd  
Service (915) 834-2840  
Body Shop (915) 834-2850

**EL PASO JAGUAR**  
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8320 Gateway East  
(915) 629-5540

**DRIVEWAY DODGE • CHRYSLER • JEEP**  
8434 Gateway East  
(915) 834-6340

**EL PASO MITSUBISHI**  
1145 Magruder  
(915) 782-1640

**EL PASO KIA**  
4646 N. Mesa  
(915) 834-2340

Mailing Address: P.O. Box 981011 • El Paso, Texas 79998-1011

CUSTOMER NO. <b>155007</b>	ADVISOR <b>ANTHONY MARTINEZ</b>	1666	TAG NO. <b>7164</b>	INVOICE DATE <b>03/19/05</b>	INVOICE NO. <b>CVCS735662</b>
EL PASO, TX	LABOR RATE	LICENSE NO.	MILEAGE <b>1,191</b>	COLOR <b>GALAXY SILV</b>	STOCK NO. <b>C50528</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4DR SDN LS</b>			DELIVERY DATE <b>11/26/04</b>	DELIVERY MILES <b>6</b>
	VEHICLE I.D. NO. <b>1G1ZT52895F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/15/05</b>		
BUSINESS PHONE	COMMENTS				<b>MO: 1192</b>

LABOR & PARTS  
 J# 1 34CVZREPAIRS ELECTRICAL REPAIRS TECH(S): 357  
 CUSTOMER STATES GETTING "LOCK" & "T/C" SYMBOLS ON DASHBOARD PART ORDERED

WARRANTY

TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS.

Not responsible for loss or damage to vehicles or articles left in vehicles in case of fire, theft, or any other cause beyond our control.

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

**SHOP SUPPLIES**  
 A charge is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvents, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc. And environmental disposal fees.

\*\*\*\*\*  
 \* MIDWAY CHEVROLET-ISUZU \*  
 \*\*\*\*\*  
 \* CASH\$\$.....CHECK#.....AMOUNT..... \*  
 \* CREDIT CARD.....AMOUNT..... \*  
 \* CHARGE NUMBER.....AMOUNT..... \*  
 \* CUSTOMER RELATIONS REP..... \*  
 \* THIS VEHICLE WAS RELEASED TO..... \*  
 \* (CUSTOMER SIGNATURE) \*  
 \*\*\*\*\*

LABOR & PARTS

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION

JOB # 1 1435426 03/19/05 2 DAYS-MRS. [REDACTED]

TOTAL - SUBLET WARRANTY 0.00

ESTIMATE-----

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

COMMENTS-----

NEED A.S.A.P.

TECHNICIAN CERTIFICATION-----

357 SAMUEL VEGA CHEVROLET

TOTALS-----

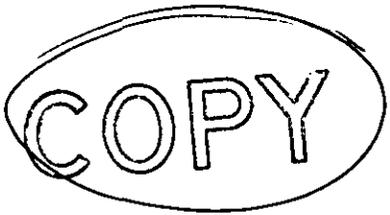
TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00

**TOTAL INVOICE \$ 0.00**

ADDITIONAL RECOMMENDED SERVICES SECTION

OPERATION NO.	OPERATION DESC	RC	RC COMMENTS
01CVZZ003	3000 MILE SERVICE	1	WILL COMPLETE AT NEXT VISIT

CUSTOMER SIGNATURE



**THANK YOU FOR YOUR BUSINESS**

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# MOTORWAY AUTO GROUP

**EXPRESSWAY FORD**  
5550 N. Desert Blvd  
Service (915) 834-2840  
Body Shop (915) 834-2850

**EL PASO JAGUAR**  
5550 N. Desert Blvd  
(915) 834-2904

**MIDWAY CHEVROLET • ISUZU**  
5915 Montana Ave.  
Service (915) 834-6840  
Body Shop (915) 834-6850

**GATEWAY NISSAN**  
8320 Gateway East  
(915) 829-5540

**DRIVEWAY DODGE • CHRYSLER • JEEP**  
8434 Gateway East  
(915) 834-6340

**EL PASO MITSUBISHI**  
1145 Magruder  
(915) 782-1840

**EL PASO KIA**  
4646 N. Mesa  
(915) 834-2340

Mailing Address: P.O. Box 981011 • El Paso, Texas 79998-1011

CUSTOMER NO. 155007	ADVISOR ANTHONY MARTINEZ 1666	TAG NO. 4366	INVOICE DATE 04/15/05	INVOICE NO. CVCS742123
EL PASO, TX	LABOR RATE	LICENSE NO.	MILEAGE 2,452	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE 11/26/04	DELIVERY MILES 6	STOCK NO. CS0528
	VEHICLE ID. NO. 1G1ZT52895F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	DATE 04/12/05	
	BUSINESS PHONE	COMMENTS	MO: 2452	

**LABOR & PARTS**

J# 1 34CVZREPAIRS ELECTRICAL REPAIRS TECH(S):357 WARRANTY  
CUSTOMER STATES TRACTION CONTROL LIGHT IS ON  
SUBLET TO ALAMO  
N/C

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 34CVZREPAIRS2 ELECTRICAL REPAIRS TECH(S):357 WARRANTY  
CUSTOMER STATES "LOCK" SYMBOLS ARE ON  
SUBLET TO ALAMO  
N/C

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----INTERNAL  
JOB # 1 1435742 04/15/05 RENTAL TOTAL - SUBLET 0.00

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

TECHNICIAN CERTIFICATION-----  
357 SAMUEL VEGA CHEVROLET

TOTALS-----

\*\*\*\*\*  
\* MIDWAY CHEVROLET-ISUZU \*  
\*\*\*\*\*

* CASH\$\$.....CHECK#.....AMOUNT.....*	TOTAL LABOR....	0.00
* CREDIT CARD.....AMOUNT.....*	TOTAL PARTS....	0.00
* CHARGE NUMBER.....AMOUNT.....*	TOTAL SUBLET....	0.00
* CUSTOMER RELATIONS REP.....*	TOTAL G.O.G....	0.00
* THIS VEHICLE WAS RELEASED TO.....*	TOTAL MISC CHG..	0.00
(CUSTOMER SIGNATURE).....*	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00

**TOTAL INVOICE \$ 0.00**

TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS.

Not responsible for loss or damage to vehicles or articles left in vehicles in case of fire, theft, or any other cause beyond our control.

**DISCLAIMER OF WARRANTIES**

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

**SHOP SUPPLIES**

A charge is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvents, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc. And environmental disposal fees.

**ARBITRATION**

Any controversy or claim arising out of or relating to the part(s) which is the subject of this agreement, shall be submitted to arbitration before one arbitrator in El Paso, Texas, in accordance with the Texas General Arbitration Act, Chapter 171, of the Texas Civil Practices and Remedies Code. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any claim or controversy between the below signed individual and dealership and must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate arbitration shall constitute a waiver of the claim or controversy.

**ADDITIONAL RECOMMENDED SERVICES SECTION**

OPERATION NO.	OPERATION DESC	RC	RC COMMENTS
01CVZZ003	3000 MILE SERVICE	1	WILL COMPLETE AT NEXT VISIT

CUSTOMER SIGNATURE



**Thank You!**

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# MOTORWAY AUTO GROUP

**EXPRESSWAY FORD**  
5550 N. Desert Blvd  
Service (915) 834-2840  
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**GATEWAY NISSAN**  
8320 Gateway East  
(915) 629-5540

**DRIVEWAY DODGE • CHRYSLER • JEEP**  
8434 Gateway East  
(915) 834-6340

**EL PASO MITSUBISHI**  
1145 Magruder  
(915) 782-1640

**EL PASO KIA**  
4646 N. Mesa  
(915) 834-2340

Mailing Address: P.O. Box 981011 • El Paso, Texas 79998-1011

CUSTOMER NO. <b>155007</b>	ADVISOR <b>ANTHONY MARTINEZ 1666</b>	TAG NO. <b>4424</b>	INVOICE DATE <b>04/28/05</b>	INVOICE NO. <b>CVCS744093</b>
[REDACTED] EL PASO, TX	LABOR RATE	LICENSE NO.	MILEAGE <b>2,552</b>	COLOR <b>GALAXY SILV</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4DR SDN LS</b>			STOCK NO. <b>C50528</b>
	DELIVERY DATE <b>11/26/04</b>			DELIVERY MILES <b>6</b>
VEHICLE I.D. NO. <b>1G1ZT52895F</b>		SELLING DEALER NO.		PRODUCTION DATE
F.T.E. NO.		P.O. NO.		P.O. DATE <b>04/20/05</b>
BUSINESS PHONE			COMMENTS	
				<b>MO: 2552</b>

**LABOR & PARTS**  
# 1 34CVZREPAIRS ELECTRICAL REPAIRS TECH(S):357 6004 70.00  
CUSTOMER STATES LOCK AND T/C SYMBOLS ARE ON CHECKED FOR CODES-HAS VARIOUS CODES--2105 2107,2109,V2100-ALSO HAD CODE C0899 ALL ARE NO COMMUNICATION CODES-REPAIRED ELECT WIRE GOING TO PCM  
JOB # 1 TOTAL LABOR & PARTS 70.00

# 2+34CVZREPAIRS1 ELECTRICAL REPAIRS TECH(S):6004 0.00  
CUSTOMER STATES VEH WAS HARD TO START WIRE LOOSE AT PCM RESOLDERED  
JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 1	1435853	H82884955	04/28/05	RETNAL	110.99
JOB # 1	1435884		04/25/05	10 DLLS FUEL	13.50
TOTAL - SUBLET					124.49

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$200.00 (+TAX)  
TECHNICIAN CERTIFICATION  
357 SAMUEL VEGA CHEVROLET

TOTALS

*****		TOTAL LABOR....	70.00
* NEXT RECOMMENDED SERVICE:		TOTAL PARTS....	0.00
* 05/09/2005 / 3000 MI 01CVZZ003 3000 MILE SERVICE *		TOTAL SUBLET...	124.49
*****		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
* CASH\$\$. . . . . CHECK#. . . . . AMOUNT. . . . . *		TOTAL MISC DISC	0.00
* CREDIT CARD. . . . . AMOUNT. . . . . *		TOTAL TAX.....	0.00
* CHARGE NUMBER. . . . . AMOUNT. . . . . *		<b>TOTAL INVOICE \$</b>	<b>194.49</b>
* CUSTOMER RELATIONS REP. . . . . *			
* THIS VEHICLE WAS RELEASED TO. . . . . *			
* (CUSTOMER SIGNATURE) *			
*****			

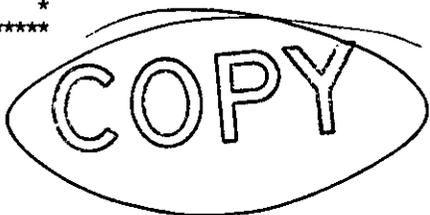
TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS.  
Not responsible for loss or damage to vehicles or articles left in vehicles in case of fire, theft, or any other cause beyond our control.

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

**SHOP SUPPLIES**  
A charge is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvents, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc. And environmental disposal fees.

**ARBITRATION**  
Any controversy or claim arising out of or relating to the part(s) which is the subject of this agreement, shall be submitted to arbitration before one arbitrator in El Paso, Texas, in accordance with the Texas General Arbitration Act, Chapter 171, of the Texas Civil Practices and Remedies Code. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any claim or controversy between the below signed individual and dealership and must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate arbitration shall constitute a waiver of the claim or controversy.

ADDITIONAL RECOMMENDED SERVICES SECTION  
OPERATION NO. OPERATION DESC RC RC COMMENTS



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**Thank You!**

# MOTORWAY AUTO GROUP 744093

EXPRESSWAY FORD 5550 N. Desert Blvd. Service (915) 834-2840 Body Shop (915) 834-2850  
 MIDWAY CHEVROLET • ISUZU 5915 Montana Ave. Service (915) 834-6840 Body Shop (915) 834-6850  
 GATEWAY NISSAN 8320 Gateway East Service (915) 629-5540  
 DRIVEWAY DODGE 8434 Gateway East Service (915) 834-6340  
 EL PASO JAGUAR 5550 N. Desert Blvd. Service (915) 834-2904  
 EL PASO MITSUBISHI 1145 Magruder (915) 778-7761  
 EL PASO 4646 N. Me Service (915) 834-2

Mailing Address: P.O. Box 981011 • El Paso, Texas 79998-1011

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZZ003	3000 MILE SERVICE	MI	0.01				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/12/05	742123	2452	1666	357	W	34CVZREPAIRS	ELECTRICAL REPAIRS
03/15/05	735662	1191	1666	357	W	34CVZREPAIRS2	ELECTRICAL REPAIRS
03/14/05	735387	1085	7071	1999	C	34CVZREPAIRS1	ELECTRICAL REPAIRS
03/09/05	734218	1084	1666	357	I	38CVZACCESS1	ACCESSORY SUBLET
03/07/05	733361	1056	1666	357	W	34CVZREPAIRS	ELECTRICAL REPAIRS

SALESPERSON NO. 1625 CESAR ROMERO SERVICE STATE REG#.

<input type="checkbox"/> SAVE PARTS MILEAGE OUT 2615	VEHICLE ID NO. <b>1G1ZT52895F</b>	YEAR/MAKE/MODEL <b>05/CHEVROLET/MALIBU/1DR SDN LS</b>	PRODUCTION DATE <b>C50528</b>	STOCK NO. <b>C50528</b>	LICENSE NO. <b>744093</b>		
	CUSTOMER NO. <b>155007</b>	SERVICE CONTRACT <b>FIRST EXTENDED</b>	DELIVERY DATE <b>11/26/04</b>	DELIVERY MILES <b>6</b>	SELLING DEALER NO. <b>04/20/05</b>		
	COLOR <b>GALAXY SILV MET/G</b>	CONTRACT NO. <b>916577</b>	EXPIRATION DATE <b>1/26/10</b>	EXPIRATION MILES <b>72,000</b>	TAG NO. <b>4424</b>		
	TURBO <b>CVZZ</b>	MM/C <b></b>	AIR COND. <b></b>	P. S. <b></b>	TRANS. <b></b>	MILEAGE <b>2,552</b>	
BUSINESS PHONE <b></b>		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that you employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.		ADVISOR NO. <b>1666</b>		ADVISOR <b>ANTHONY MARTINEZ</b>	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED <b>12:45pm</b>	DATE/TIME PROMISED <b>04/21/05 10:12am</b>	PRIORITY <b>3</b>	LABOR RATE <b>X</b>			
JOB [ CONV PROD CODE ] 175.00			MINIMUM CHARGE ON ALL DIAGNOSTIC WORK				

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

ADDITIONAL RECOMMENDED SERVICES SECTION

OPERATION NO.	OPERATION DESC	RC	RC COMMENTS
01CVZZ003	3000 MILE SERVICE	1	WILL COMPLETE AT NEXT VISIT
1	34CVZREPAIRS ELECTRICAL REPAIRS		CUSTOMER STATES LOCK AND TIC SYMBOLS ARE ON Case # 8135722

Check for codes. Has various U codes 2105, 2107, 2109, U 2100 Also had CO 899. All are no communication codes. Repaired Electrical wire going to PCM.

34CVZREPAIRS Wire loose at PCM; RESOLDERED

CUSTOMER AGREES TO PAY INTEREST AT 18% PER ANNUM ON PAST DUE ACCOUNTS. "I hereby grant a security interest in the above described vehicle to secure payments for all labor and materials provided by the Seller as reflected on this repair order."

"I hereby acknowledge that I was given an exact price quote of any and all charges known at the time of this write-up and payable by me. Any revisions to this quote are subject to my approval upon notification whether in person or by phone. All price quotes are exclusive of any taxes or shop supplies."

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

Notice Pursuant to §70.001, Texas Property Code  
 I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible or Agent for Person Responsible **X**

SHOP SUPPLIES A charge is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvents, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc. And environmental disposal fees.

PRELIMINARY ESTIMATE S

REVISED ESTIMATE (1) S	DATE	TIME	B
REVISED ESTIMATE (2) S			
REVISED ESTIMATE (3) S			

**COPY**

**North American Operations**

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



CHECK No. [REDACTED]

50-837  
213

DATE  
01/25/07

\*\*\*\*\*3,500 DOLLARS

\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*3,500.00

PAY  
TO THE  
ORDER  
OF

[REDACTED]  
 HOLMDEL NJ [REDACTED]

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Ribal C. [Signature]*  
 SIGNATURE

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

AUDIT

[REDACTED]

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

VENDOR  
 DUNS NO. 88 000000006

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT  
 DATE 01/25/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1612T54864F [REDACTED]	01/24/07 1-3373737	VH 1-7TEUR 08.1-7TEUR1	00.0000	3,500.00	.00	3,500.00
<b>TOTAL</b>				3,500.00	.00	3,500.00

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

WS

**North American Operations**

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



CHECK No. [REDACTED]

50-937  
213

DATE  
01/25/07

\*\*\*\*\*2,500 DOLLARS

\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*2,500.00

PAY  
TO THE  
ORDER  
OF

\*KIMMEL & SILVERMAN, P.C.\*  
 177 PALO ALTO CT  
 HOLMDEL NJ 07733-2534

North American Operations  
 General Motors Corporation  
 Disbursement Account

*[Signature]*  
 SIGNATURE

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

AUDIT



**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

VENDOR  
DUNS NO BB 000000007 1

CHECK NO. [REDACTED]

VENDOR NAME KIMMEL & SILVERMAN, P.C.

PAYMENT  
DATE 01/25/07

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

161ZT54864P [REDACTED]	01/24/07 .1-337373	VH 1-7TEUS4 08.1-7TEUS4	00.0000	2,500.00	.00	2,500.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782						

**TOTAL** 2,500.00 .00 2,500.00

4314

January 28, 2014

[REDACTED]  
[REDACTED]  
Holmdel, NJ [REDACTED]

Service Request: 1-337373708  
Customer Relationship Manager: Jennifer Alvarado

Dear [REDACTED]

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

To help us review your request in a timely manner, please contact me at 1-866-932-4368 extension 38443 on Monday during the hours of 9:30 a.m. and 8:15 p.m. or Tuesday through Friday during the hours of 9:30 a.m. to 5:30 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

January 28, 2014

[REDACTED]  
Holmdel, NJ [REDACTED]

Service Request: 1-337373708  
Customer Relationship Manager: Jennifer Fulkerson

Dear [REDACTED]

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

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

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

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

January 28, 2014

John Amari, Esq.  
Tansey Fanning Haggerty Kelly Convery & Tracy  
521 Green Street  
Woodbridge, NJ 07095

RE: [REDACTED] v. General Motors Corporation  
Service Request: 1-337373708  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZT54864F [REDACTED]  
Customer Relationship Specialist: Shera Vasquez

Dear Mr. Amari:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$3,500.00 made payable to [REDACTED]. The second is in the amount of \$2,500.00 made payable to Kimmel & Silverman, P.C.

A 72 month/ 75,000 mile (whichever comes first) Steering and Tail Light Assembly Component Letter will be sent directly to [REDACTED] after processing.

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

LG0008  
V10192006



**GMC**

---

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

---

VIA FAX ONLY

August 25, 2005

John Barchuk  
All American Chevrolet, Inc.  
1255 Hwy 35  
Middletown, NJ 07748

RE: [REDACTED]  
Service Request: 1-337373708  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZT54864F [REDACTED]  
Customer Relationship Manager: Heather Glanowski

Dear Mr. Barchuk:

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, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two faxes (or more, as appropriate).

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 any questions regarding this matter, feel free to contact us at the number below.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4

cc: FILE  
LG0040-T

Rev. 5/24/2005

[Main Menu](#)[Table of Contents](#)**ARTICLE 1.6**  
**PAGE 1**

## 1.6 DEALER RECORDS IN SUPPORT OF WARRANTY CLAIMS

### *Dealer Sales and Service Agreement Reference, Article 11.1*

"A uniform accounting system facilitates an evaluation of dealer business management practices and the impact of GM's policies and practices. GM therefore agrees to maintain, and dealer agrees to use and maintain records in accordance with a uniform accounting system set forth in an accounting manual furnished to dealer."

### *Dealer Sales and Service Agreement Reference, Article 7.1.2*

"Dealer agrees to perform (i) required warranty repairs on each qualified motor vehicle at the time of pre-delivery service and when requested by owner, and (ii) special policy repairs approved by GM. When the vehicle is returned to the owner, dealer will provide owner a copy and explanation of the repair document reflecting all services performed."

GMs' policies for dealer records in support of service claims are intended to be flexible and adaptive given the potential variables which may exist, such as dealership size and/or volume, type of repair order and claim processing systems, etc. From time-to-time, GM representatives may request certain records in support of warranty and other services performed. When this occurs, dealer will be advised as to the specific documents needed and the format for which the information is to be provided. Dealer must be able to produce, in paper form, the originals or true copies of the original documents for all records needed to support the services claimed and submitted to GM. In addition, dealer's internal repair order and claim process must comply with all requirements set forth in this Article. If dealer is unable to produce, support or verify claims, or any part of claims, appropriate counsel and/or corrective action may be taken.

### 1.6.1 TYPES OF REPAIR ORDER SYSTEMS

Dealers typically utilize one of three types of repair order systems - Electronic, Hybrid or Paper. Following is a description of each system:

#### a. **Electronic Repair Order Systems**

Repair Order's with electronic input, transfer, storage and printing capability. The following policies apply:

- Electronic repair order systems electronically record, store and internally route all required information without using any printed repair order copies to document any data input (i.e., shop copy).

Adding to or approving repairs to the repair order is the responsibility of service management. This can be accomplished electronically if you have an electronic repair order system with the capability to restrict, by user ID, the adding and approving of repairs to only those members of service management who have been delegated approval and/or authorization responsibility.

#### b. **Hybrid Repair Order Systems**

Hybrid repair order systems are those that utilize any combination of electronic and handwritten entries on a printed repair order copy for documenting repair order information. These systems typically have or use only some of the functional characteristics of a fully electronic system, such as electronic printing, an electronic work order and/or invoice copy of the repair order.



available upon request, but are not limited to records, accounts, and documents required to be kept by the dealer in the following publications:

- General Motors Service Policies and Procedures Manual
- WINS Claim Processing Manual
- GM Dealer's Standard Accounting System Manual
- GM Expense Management & Control Handbook
- GM Dealer's Business Manager's Handbook
- Dealer Parts and Accessories Policies and Procedures Manual

**e. Reproduction and Retrieval of Records**

All record's (with all associated documents) are to be legible, retrievable and reproducible in the requested format within a reasonable period of time. A reasonable period of time is defined as:

10 records or less	20 minutes
11 to 50 record's	60 minutes
200 or more record's	One day

If dealer uses optical scanning method of document storage, all supporting claim documents are to be scanned. Following document scanning, dealer may dispose of the original source documents provided a document disaster recovery plan is in place.

**f. Use of Claim Processing Services**

Dealer is ultimately responsible for accurately completing, submitting, and retaining all records in support of any claims and requests for payment. If dealer elects to utilize an outside provider of claim processing services, the responsibilities associated with claims, as outlined in the GM Service Policies and Procedures Manual and the WINS Claims Processing Manual, remain unchanged.

# FedEx

## Express

The World On  
Time

Align top of FedEx Shipping Label or AS/TRA Label here.

ORIGIN ID:ESCA  
313/MS-1030  
PMS / CH CORP HQ  
1600 HOWARD ST  
DETROIT, MI 48216

CAD # 40885  
SHIP DATE: 17MAR06  
ACTUAL NET : 1 LBS

**MAR 20 2006**  
PKG ID: 9583



TO: BRENDA HORCHLER  
MSX INTERNATIONAL  
1919 CONCEPT DR  
# -105-000  
WARREN, MI 48091

FedEx Revenue Barcode  
248 952 5100



Delivery Address Barcode (FedEx EDP)

FedEx PRIORITY OVERNIGHT

MON

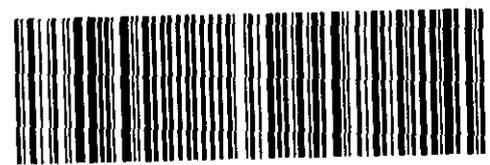
CAD # 40885 17MAR06  
TPK# 6747 1945 9720

FORM DTW  
0201

Deliver By:  
20MAR06  
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48091-MI-US

# 66 UIZA





**General Motors Corporation  
Legal Staff**

**Facsimile**  
248/267-4333

**Telephone**  
313/665-1555

March 16, 2006

Thomas V. Convery, Esq.  
Tansey Fanning Haggerty Kelly Convery & Tracy  
521 Green Street  
Woodbridge, NJ 07095

Dear Mr. Convery:

Re: GM Case No. 508948  
[REDACTED] v. General Motors

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

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

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

Sincerely,

Sharon Ledoux  
Legal Assistant

4/19

**Service of Process  
Transmittal**

03/15/2006  
Log Number 511001900



#50894E

**TO:** Rosemarie Williams  
General Motors Legal Staff  
400 Renaissance Center, Mail Code 482-038-210  
Detroit, MI, 48265-4000

**RE:** Process Served in New Jersey

**FOR:** General Motors Corporation (Domestic State: DE)

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

**TITLE OF ACTION:** [REDACTED] Pltf. vs. General Motors Corporation, Dft.

**DOCUMENT(S) SERVED:** Summons, Track Assignment Notice, Complaint, Jury Demand, Certification of Notice, and Exhibits

**COURT/AGENCY:** Camden County, Superior Court of New Jersey, Law Division, Camden, NJ  
Case # L-11252-05

**NATURE OF ACTION:** Product Liability Litigation - Breach of Warranty - Plaintiff alleges that a certain 2004, Chevrolet, Equinox, VIN# 1G1ZT54864F [REDACTED] is defective.

**ON WHOM PROCESS WAS SERVED:** The Corporation Trust Company, West Trenton, NJ

**DATE AND HOUR OF SERVICE:** By Process Server on 03/15/2006 at 11:40

**APPEARANCE OR ANSWER DUE:** 35 days

**ATTORNEY(S) / SENDER(S):** Robert M. Silverman  
Kimmel & Silverman, P.C.  
Executive Quarters  
1930 E. Marlton Pike  
T11  
Cherry Hill, NJ, 08003

**ACTION ITEMS:** SOP Papers with Transmittal, via Fed Ex 2 Day  
Fax Transmittal, Rosemarie Williams 313-665-7572  
CC Recipient(s)  
Rosemarie Williams, via Regular Mail

**SIGNED:** The Corporation Trust Company  
**PER:** Tyeasha Weaver  
**ADDRESS:** 820 Bear Tavern Road  
3rd Floor  
West Trenton, NJ, 08628  
**TELEPHONE:** 609-538-1818

NER-SJL

CT-web

3/16 10:10

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of the package only, not of its contents.

Thomas V. Convery

# MEMO

TO: General Motors Corp  
Business Resource Center

FROM: Fred W. Hertrich III

DATE: December 27, 2005

RE: [REDACTED]  
Service Request: 1-337373708  
2004 Chevrolet Malibu  
VIN: 1G1ZT54864F [REDACTED]  
Customer Relationship Manager: Heather Gianowski

To Whom It May Concern:

Attached are the requested service and sales file for the above referenced customer and their vehicle

If any further information is required, please contact me personally at 302-629-5100 or by fax at 302-629-8428.

Thank you,

Fred W. Hertrich III

41108

# Theft Protection Plus Theft Deterrent System

## LIMITED WARRANTY REGISTRATION

**CUSTOMER INFORMATION** TBP- TP 1105760

Last Name: [Redacted] First Name: [Redacted] Middle Initial: \_\_\_\_\_  
 Street Address: [Redacted]  
 City: HOLMDEL State: NJ Zip Code: [Redacted]  
 Home phone number: [Redacted] Business phone number: [Redacted]

**VEHICLE INFORMATION** New Vehicle  XX Used Vehicle

Make: CHEVROLET Model: MALIBU Year: 2004 VIN: 1G1ZT54864F [Redacted]  
 Vehicle purchase price:\$ 21757.56 Theft Protection Plus Theft Deterrent System selling price:\$ NONE

**DEALER INFORMATION**

Dealer name: ALL AMERICAN CHEVROLET INC. Street address: 1255 HIGHWAY 35  
 City: MIDDLETOWN State: NJ Zip Code: 07748

I acknowledge that the information contained above is, to the best of my knowledge, true. I have read the terms and conditions on the reverse side and I understand them.

Customer Signature: [Redacted] Dealer representative: [Signature] Effective date: 09/20/2004

### Theft Protection Plus Theft Deterrent System Limited Warranty

3 YEAR

4 YEAR

5 YEAR

The Theft Protection Plus Theft Deterrent System, permanently installed on Vehicle windows, guarantees to the original owner/lessee of the described vehicle the System installed will be a deterrent against Vehicle theft, and in the event the System fails and the described Vehicle is stolen and deemed a total loss as a result of unrecovered theft after 30 days we will pay the original owner:

- \$3000.00, or the actual cash value of the vehicle if settlement is less than \$3000.00
- \$2000.00 additional will be paid if Customer purchases a replacement vehicle from selling dealer within 45 days of receipt of payment from primary insurance carrier.

If the vehicle is recovered within 30 days we will pay:

Up to \$1000.00 deductible reimbursement, payable directly to the customer, but limited to the customer's actual primary insurance deductible amount, or the amount of damage, whichever is less. The \$1000.00 deductible reimbursement is limited to only one such payment for the term of this contract.

**SEE IMPORTANT TERMS AND CONDITIONS ON REVERSE SIDE**

### DEACTIVATION OF THEFT PROTECTION PLUS THEFT DETERRENT SYSTEM

I do not choose to register my Vehicle under the Theft Protection Plus Theft Deterrent System. I understand that by not accepting the registration, if my vehicle is stolen, I am not entitled to any of the limited warranty protection provisions provided herein.

09/20/2004

Customer: \_\_\_\_\_ Dealer Representative: \_\_\_\_\_ Date: \_\_\_\_\_  
Signature Signature



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

CUSTOMER NAME: \_\_\_\_\_  
 VIN: 1G1ZT54864F \_\_\_\_\_ (or see attached list")

1. Customer Incentive

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

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
_____	\$ <u>2325</u>	<u>DPA</u>
_____	\$ <u>500</u>	<u>GCT</u>
_____	\$ _____	_____
_____	\$ _____	_____
<b>Total Incentive Amount Received</b>	\$ <u>2825</u>	_____

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

- a. I elect to receive \_\_\_\_\_  
 in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 9/20/04 acknowledge receipt of incentive(s) as described in Item \_\_\_\_\_ and release the GM Division from any future claim or obligation

Purchaser/Lessee Signature: \_\_\_\_\_

Date: 9/20/04

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in item \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: \_\_\_\_\_

Date: 9/20/04

Dealer Name: AMERICAN

Dealer Code: 02-007

\* List must include VIN, Delivery Date and Program Reference

# GAP ADDENDUM *30510* NBIC 616598

This GUARANTEED AUTO PROTECTION (GAP) FINANCING CONTRACT Addendum dated 09/20/2004 amends the FINANCING CONTRACT: The Lender (WE, US, OUR) elects to enroll the following BORROWER (YOU, YOUR):

Borrower [REDACTED]  
 Address [REDACTED]  
 City, State, Zip HOLMDEL N.J.  
 Collateral Make/Model/Yr. CHEVROLET MALIBU 2004  
 Date of Loan/Installment Sales Contract 09/20/2004  
 Financial Institution GMAC  
 Address P.O. BOX 1994  
 City EAST HANOVER

Lender ALL AMERICAN CHEVROLET INC.  
 Address 1255 HIGHWAY 35  
 City, State, Zip MIDDLETOWN NJ 07748  
 VIN 1G1ZT54864F [REDACTED]  
 Term of GAP 48 Monthly Pymt. 289.40  
 Term of Loan 48  
 MSRP/NADA 23095.00  
 Amount Financed 21097.72  
 State NJ Zip 07936

Although not required to do so, YOU have elected to participate in OUR Financial GAP Program. GAP does not take the place of insurance on the Collateral. YOU are responsible for maintaining collision and comprehensive insurance for the full value of the Collateral and any other insurance required by the FINANCING CONTRACT or applicable law. YOU are responsible for all notifications or claims that are required to be filed with YOUR insurance company. WE will not process or handle YOUR insurance claims for YOU.

The Charge to YOU for GAP is \$ 595

**CANCELLATION:** In every event that the FINANCING CONTRACT Addendum for COLLATERAL is cancelled prior to its maturity date, WE shall refund the premium for the FINANCING CONTRACT Addendum according to the Rule of 78's, or by the refund method as may be required in your state, less a \$25 cancellation fee. If the FINANCING CONTRACT for COLLATERAL is cancelled within the first thirty (30) days, no loss having occurred, the return premium will be 100% of the premium charge.

\*In the event of a CONSTRUCTIVE TOTAL LOSS to the financed COLLATERAL, WE agree to waive OUR rights against YOU for the amount due under a PAYABLE LOSS. In the event that there is not a PRIMARY CARRIER in effect on the DATE OF LOSS, or if the PRIMARY CARRIER is declared insolvent, WE will only pay the difference between the Outstanding Balance as of the DATE OF LOSS and the ACTUAL CASH VALUE of the financed COLLATERAL, as determined by US. In additions to the terms of a PAYABLE LOSS, YOU will remain responsible for payment of any items stated on the back of this Addendum under EXCLUSIONS.

**REPORT YOUR TOTAL LOSS TO OUR GAP ADMINISTRATOR:**  
 AMERICAN HERITAGE INSURANCE SERVICES • PO BOX 660960, MIAMI SPRINGS, FL 33266-0960 • (305) 885-4216 • (800) 741-4216

YOU must notify OUR Administrator within ninety (90) days following the date the Collateral is determined to be a **CONSTRUCTIVE TOTAL LOSS**, and follow the **LOSS DOCUMENTATION PROCEDURES** noted below to be eligible for reimbursement.



**LOSS DOCUMENTATION PROCEDURES** - In the event of a CONSTRUCTIVE TOTAL LOSS, YOU must notify and provide the following to OUR Administrator, AMERICAN HERITAGE INSURANCE SERVICES (at the address shown above): (1) a complete copy of the Primary Insurance Settlement, including the valuation worksheet; (2) a copy of the original FINANCING CONTRACT and this Addendum; (3) a copy of the accident/police report; (4) a copy of YOUR insurance policy; (5) a copy of payoff from Financial Institution as of the DATE OF LOSS. YOU must also provide any reasonable documentation requested by OUR Administrator or US.

**BY YOUR SIGNATURE BELOW, YOU ACKNOWLEDGE AND AGREE THAT YOUR ACCEPTANCE OR REJECTION OF THIS GAP ADDENDUM IS VOLUNTARY AND IS NOT A CONDITION PRECEDENT TO, OR A CONSIDERATION REQUIRED TO OBTAIN CREDIT. YOU ALSO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS ADDENDUM AND ITS PROVISIONS. NO OTHER VERBAL REPRESENTATIONS HAVE BEEN MADE TO YOU THAT DIFFER FROM THESE WRITTEN PROVISIONS. IF I PURCHASE GAP FROM THIS LENDER, I UNDERSTAND THAT THE LENDER WILL RETAIN ALL OR A PORTION OF THE CHARGE PAID BY ME. YOU ACKNOWLEDGE THAT YOU MAY PURCHASE GAP FROM AN ALTERNATIVE SOURCE.**

\*Please refer to the reverse side of this GAP Addendum for Definitions.

Buyer [REDACTED] Lender ALL AMERICAN CHEVROLET INC.  
[REDACTED] 09/20/2004 [Signature] 09/20/2004  
 PRINT NAME DATE BY DATE

RETAIL INSTALLMENT SALE CONTRACT

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code) <b>HOLMDEL, NJ</b>	Creditor (Seller name and address) <b>ALL AMERICAN CHEVROLET INC., 1255 HIGHWAY 35 MIDDLETOWN, NJ 07748</b>
---	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below.

New or Used <b>NEW</b>	Year <b>2004</b>	Make and Model <b>CHEVROLET MALIBU</b>	Vehicle Identification No. <b>1G1ZT54864H</b>	Primary Use for Which Purchased <input type="checkbox"/> Personal, family, or household <input type="checkbox"/> Agricultural <input type="checkbox"/> Business <input type="checkbox"/>
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Your trade-in is a: Year **Year** Make **Make** Model **Model**

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate: <b>5.50</b>	The dollar amount the credit will cost you: <b>\$203.98</b>	The amount of credit provided to you or on your behalf: <b>\$2301.72</b>	The amount you will have paid after you have made all payments as scheduled: <b>\$2301.72</b>	The total cost of your purchase on credit, including your down payment: <b>\$25126.70</b>

Your Payment Schedule Will Be:			
Number of Payments	Amount of Payments	First Payment Due	Or as Follows
<b>203</b>	<b>\$11.53</b>	<b>12/27/04</b>	<b>203</b>

**Late Charge:** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

**Prepayment:** If you pay off all your debt early, you may be entitled to a refund of part of the finance charge.

**Security Interest:** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and security interest.

ITEMIZATION OF AMOUNT FINANCED	
1 Cash price (including 13.4% sales tax)	\$ 23923.98
2 Total downpayment	\$ 2825.00
3 Unpaid balance of cash price (1 minus 2)	\$ 20998.98
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	\$ 197.50
A Cost of optional credit insurance paid to the insurance company or companies	\$ N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ N/A
D Government taxes not included in cash price	\$ N/A
E Government license and/or registration fees	\$ N/A
F Government certificate of title fees (includes \$ activity interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose)	\$ 7.50
Total other charges and amounts paid to others on your behalf	\$ 197.50
5 Amount financed (3 + 4)	\$ 21096.48

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

Credit Life:  Buyer  Co-Buyer  Both

Credit Disability (Buyer Only)

Premiums:

Credit Life \$ **N/A**

Credit Disability \$ **N/A**

(Insurance Company)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability Insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Credit life insurance and credit disability insurance are for the term of this contract unless a different term for the insurance is shown below.

Other Insurance

Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ \_\_\_\_\_

(Insurance Company)

(Home Office Address)

I want the insurance checked above:

Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing.

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.**

NOTICE TO RETAIL BUYER

Do not sign this contract in blank.  
You are entitled to a copy of the contract at the time you sign.  
Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to ask questions. We confirm that you received a completely filled-in copy when you signed it.

Buyer Signs **X** \_\_\_\_\_ Date **12/27/2004**

Co-Buyer and Other Owners: A Co-Buyer is a person who is responsible for paying the entire debt. An Other Owner is a person whose name is on the title to the vehicle but does not have to pay for it. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here

Creditor Signs **ALL AMERICAN CHEVROLET INC.** 09/20/04 By **X** \_\_\_\_\_ Title \_\_\_\_\_

Seller assigns the interest in this contract for:  General Motors Acceptance Corporation (GMAC)  GMAC Automotive Bank  Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse \_\_\_\_\_ Assigned without recourse or with limited recourse \_\_\_\_\_

**ALL AMERICAN CHEVROLET INC.** Seller By \_\_\_\_\_ Title \_\_\_\_\_

**ALL AMERICAN CHEVROLET INC.** Seller By \_\_\_\_\_ Title \_\_\_\_\_


**SmartBuy<sup>SM</sup>**  
 Rider

New or Used		Year	Description of Property			Contract Number
Identification Number						
NEW	2004	CHEVROLET	MALIBU	4DR	SEDAN	1G1ZT54864F [REDACTED]

**BUYER'S LAST PAYMENT OPTIONS**

This SmartBuy<sup>SM</sup> Plan Rider ("Rider") is part of the contract relating to the credit sale of the motor vehicle described above ("Contract")

dated 09 20 04, between ALL AMERICAN CHEVROLET INC.

(Creditor), [REDACTED] (Buyer) and [REDACTED] (Co-Buyer). All references to "this Contract" include this Rider.

**Meaning of Words.** Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning. In this Rider, the words "you" and "your" refer to the Buyer and Co-Buyer, if any. The words "we," "us," and "our" refer to the Creditor named above and any assignee of the Creditor.

**Last Scheduled Payment. THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.**

**AN INSTALMENT OF \$** 9699.90 **WILL BE DUE ON** OCT 05 08

You may meet your obligation to make this last scheduled payment by choosing one of the following options:

- You may pay the last scheduled payment on its due date; or
- You may, if you have met each of the conditions in the paragraph below entitled "Your Option to Sell":
  - sell the vehicle to the Creditor and have the Sale Price applied to the last scheduled payment; and,
  - pay the Creditor the difference between the Sale Price and the last scheduled payment; or
- You may enter into a new written agreement with the Creditor to refinance the last scheduled payment.

**Your Option to Sell.** You have the option to sell the vehicle to the Creditor on the due date of the last scheduled payment at the Sale Price. The Sale Price will be the amount of the last scheduled payment; (A) less a ~~\$250~~ disposition fee; (B) less any Excess Wear and Tear Deduction; and, (C) less any Excess Mileage Deduction. You have this option only if each of the following conditions is met:

- You have given the Creditor at least 30 days advance written notice of your intention to sell the vehicle and you drive the vehicle as directed to a specified place so that the Creditor may make a preliminary appraisal of the vehicle's condition;
- You have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and encumbrances other than the Creditor's lien;
- You have paid the Creditor all amounts owing under the Contract except for the amount of the last scheduled payment;
- You deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by the Creditor;
- You pay the Creditor on the due date of the last scheduled payment the difference between the Sale Price and the last scheduled payment;
- You have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer requests in any recall campaign; and
- You have not altered the vehicle without obtaining the prior written permission of the Creditor.

If you exercise this option, you will sign and deliver all documents that may be needed to transfer title to the vehicle to the Creditor.

**Excess Wear and Tear Deduction.** The Excess Wear and Tear Deduction used to figure the Sale Price will be the amount the Creditor estimates it would cost to make all repairs to the vehicle that are not the result of normal wear and tear, whether or not the Creditor makes the repairs. These costs include, but are not limited to, the amount it would cost to repair or replace: (a) glass that is damaged or that you have tinted; (b) damaged body, fenders, metal work, lights, trim or paint; (c) missing equipment that was in the vehicle when delivered and has not been replaced with equipment of equal quality and design; (d) missing wheel covers, jack or wheel wrench; (e) missing or unsafe wheels or tires (including spars; snow tires are not acceptable); (f) any tire with less than 1/8 inch of tread remaining at the shallowest point; (g) torn, damaged, or stained dash, floor covers, seats, headliners, upholstery, interior work or trunkliners; (h) any mechanical damage or other condition that causes the vehicle to operate in a noisy, rough, improper, unsafe, or unlawful manner; (i) any other damage; and, (j) any other costs required to restore the vehicle to saleable condition.

**Independent Appraisal.** If you disagree with the Excess Wear and Tear Deduction, you may obtain at your own expense a professional appraisal of the vehicle's value. The appraiser must be an independent third party acceptable to both you and the Creditor. If you choose to obtain a professional appraisal, the Sale Price will be the lesser of: (1) the amount of the last scheduled payment as shown in the payment schedule, minus the ~~\$250~~ disposition fee; or (2) the appraised value of the vehicle minus the ~~\$250~~ disposition fee.

**Excess Mileage Deduction.** The Excess Mileage Deduction used to figure the Sale Price will be 20 per mile for each mile the vehicle is driven over 48000 miles.

**Your Option to Refinance.** You may enter into a new written agreement to refinance the payment due at the end of the Contract term. The monthly payments under the new agreement will be no greater than the average of your regular monthly payments under the Contract (exclusive of the payment due at the end of the Contract term). The Annual Percentage Rate for the new agreement may be different from the rate in effect under this Contract at the time of refinancing.

Buyer Signs [REDACTED] Co-Buyer Signs [REDACTED]

Other owner signs [REDACTED]

Creditor Signs ALL AMERICAN CHEVROLET INC. By \_\_\_\_\_ Title \_\_\_\_\_

ALL AMERICAN CHEVROLET, Inc.

P.O. BOX 400 1255 HIGHWAY 35
MIDDLETOWN, NJ 07748
(732) 671-8200



Motor Vehicle Retail Order
New Used
Demo

CUSTOMER: [Redacted] DATE: 09/20/04
ADDRESS: [Redacted] ANTHONY J TOTA
HOME PHONE: [Redacted] WORK PHONE: [Redacted] E-MAIL: [Redacted]
D. I. #: 2004-CHEVROLET # [Redacted] SALES REP: [Redacted]
ENTER ORDER NO. 21592

IF A NEW VEHICLE SALE OR LEASE... The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
Additional Equipment (options):
ETCHING
MAG 695
GMP NONE
All American Chevrolet has advised the undersigned customer that the purchase of Auto Theft Registration Protection is voluntary and not required as a condition of any financing for the purchase or lease of the above-described vehicle.
Auto Theft Registration Protection \$195.00
IF A LEASE, THE FOLLOWING APPLY:
MONTHLY PAYMENT AMOUNT \$
TERM: MONTHS
MILEAGE PER YEAR
CASH DUE AT DELIVERY \$
IF A PURCHASE, THE FOLLOWING APPLY:
TOTAL PRICE OF VEHICLE
Less Trade-in
TOTAL TAXABLE AMOUNT
State Sales Tax NJ TIRE FEE
Motor Vehicle Title Fee - \$150 per New Title
Registration/Title Fee (Estimated)
Documentary Fee
NET PAY-OFF ON TRADE-IN
TOTAL
Deposit/REBATE
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY
BALANCE DUE ON DELIVERY

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE OR LEASE)
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1985, Chpt. 373).

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.
The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law, Consumer Fraud Act claims which are excluded from arbitration under this agreement. The arbitrator shall be designated by a single arbitrator. The costs included in the arbitration process shall be shared as provided in the Rules of the Arbitration Center of New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL. PLEASE READ IT CAREFULLY.

Accepted By: [Redacted] Date: 09/20/04
Customer agrees that this Order on the face, and on the reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees that this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR SERVICE WHICH IS REIMBURSED BY THE WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY.
Accepted By: [Redacted] Date: [Redacted]

THIS ORDER NOT SUBJECT TO CANCELLATION - DEPOSIT NON-REFUNDABLE
IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

CUSTOMER NO. 29773	ADVISOR BONNIE HORVATH 3485	CARD NO. 7345	INVOICE DATE 12/26/05	INVOICE NO. FDWS91468
LABOR RATE	LICENSE NO.	MILEAGE IN 121505	COLOR GREY/MED PA	STOCK NO. 50387
YEAR/MAKE/MODEL 05/FORD TRUCK/EXCURSION/4X4 EB	DELIVERY DATE 02/09/05	DELIVERY MILES 12	PRODUCTION DATE	
VEHICLE ID. NO. 1FMSU45P25E	SELLING DEALER NO. FFM	R.O. DATE 12/15/05		
HEBRON, MD	F.T.E. NO.	P.O. NO.	MILEAGE OUT	
C# TBP1069774		E# 416A		

C ETC# J TBP1069774

LABOR & PARTS  
J# 1 40FOZ-2

ENG MECHANICAL WORK HOURS: 0.70 TECH(S):197  
CUST STS VEHICLE HESITATES AT TAKE OFF AND WHEN DRIVING ALL POWER LOST COULD NOT MAKE VEHICLE ACCELERATE CUSTOMER STS SM TECH STS NO PROBLEM FOUND TEST DROVE HOOKED UP WDS CHECKED FOR CODES NONE FOUND KOER TEST NO CODES RAN OASIS TEST DROVE AGAIN NO PROBLEM FOUND

JOB # 1 TOTAL LABOR & PARTS 46.74

R/O TAX 0.00  
R/O TOTALS 46.74

WARRANTY CLAIM DETAIL TOTALS

CLAIM# ..... TOTAL....  
46.73

CLAIM TOTALS 46.73

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: FOLMWF.246

RD NUMBER: 091468 REPAIR NUMBER: 01 REPAIR TYPE: 1  
CAUSAL PART FOUND FLAG: 1

VIN: 1FMSU45P25E  
REPAIR DATE: 12/15/2005  
DISTANCE: 26003 LICENSE STATE: MD  
DISTANCE INDICATOR: M DRIVER COMPANY NAME:  
DRIVER NAME/CARD ID#:  
SERVICE WRITER ID: 3485 VEH LICENSE:  
DISCOUNT PCT:

PROGRAM CODE: CUSTOMER PARTICIPATION: .00  
CUSTOMER CONCERN CODE: D42 DEALER PARTICIPATION: .00  
CONDITION/DEFECT CODE: 82

APPROVAL CODE 1:  
APPROVAL CODE 2:

LINE	PART NUMBER	CAUSAL EXCLUDE	CORE
NO.	PREFIX BASE/FINIS SUFFIX	PRICE PART MARKUP	AMOUNT
001			.00

PERSONAL SERVICE PLEDGE

We have made a commitment to Quality Customer Service. We pledge to do our best to ensure your satisfaction in your vehicle, from pre-delivery through a 56,177 and retail service. If you should experience difficulty with your vehicle, please let us know. We'll correct it to the best of our ability. If you are not completely satisfied, please call our Service Manager.

CUSTOMER COMMENTS  
CUST STS VEHICLE HESITATES AT TAKE OFF AND WHEN DRIVING ALL POWER LOST COULD NOT MAKE VEHICLE ACCELERATE CUSTOMER STS SM

CUSTOMER NO. 29773	ADVISOR BONNIE HORVATH	3485	CARD NO. 7345	INVOICE DATE 12/26/05	INVOICE NO. FOWS91468
	LABOR RATE	LIC	MILEAGE IN 121505	COLOR GREY/MEI PA	STOCK NO. 50387
	YEAR/MAKE/MODEL 05/FORD TRUCK/EXCURSION/4X4 EB			DELIVERY DATE 02/09/05	DELIVERY MILES 12
	VEHICLE ID. NO. 1 F M S U 4 5 P 2 5 E B			SELLING DEALER NO. FFM	PRODUCTION DATE
HEBRON, MD	F.T.E. NO.		P.O. NO.	R.O. DATE 12/15/05	
	CH# TBP1069774		EN# 416A		MILEAGE OUT

MAKE VEHICLE ACCELERATE CUSTOMER STS SM  
 TECH/DLR WRITER COMMENTS  
 TECH STS NO PROBLEM FOUND TEST DROVE HOOKED UP WDS CHECKED FOR CODES NONE FOU  
 NO KOER TEST NO CODES RAH OASIS TEST DROVE AGAIN NO PROBLEM FOUND

DIAGNOSTIC CODES(Y/N)? Y

MIL ON CODE: N

POWERTRAIN CODES

KOED: PASS  
 KOEC: PASS  
 KOER: PASS  
 BODY:  
 CHASSIS:  
 UNDEFINED:  
 OTHER: 509472072

TOTAL PARTS: .00  
 PARTIAL PARTS INDICATOR=  
 TOTAL LABOR: 46.73  
 PARTIAL LABOR INDICATOR=  
 TOTAL MISC EXPENSES: .00  
 CUSTOMER PARTICIPATION: .00  
 DEALER PARTICIPATION: .00  
 TOTAL REPAIR: 46.73  
 PARTIAL REPAIR INDICATOR=  
 PARTIAL REPAIR MESSAGE=

## PERSONAL SERVICE PLEDGE

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CUSTOMER NO. 32370	ADVISOR DANIELLE BITTLE	26555	CARD NO. 335	INVOICE DATE 08/15/05	INVOICE NO. COWS117583
	LABOR RATE		MILEAGE IN 22477	COLOR 7	STOCK NO. 41108
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE 09/20/04	DELIVERY MILES 17
	VEHICLE ID. NO. 1G1Z154864F			SELLING DEALER NO. 100	PRODUCTION DATE
HOLMDEL, NJ	F.T.E. NO.		P.O. NO.	R.O. DATE 08/13/05	
					MILEAGE OUT MO: 22477

LABOR & PARTS  
 J# 1 50CVZ ELECTRICAL BODY... HOURS: 0.20 TECH(S):35491 16.45  
 C/S THE LEFT REAR TURN SIGNAL IS INOP  
 FOUND SOCKET CONNECTION LOOSE, CAUSING LIGHT TO BE INOP  
 TIGHTENED CONNECTION TO SOCKET AND BULB  
 RETESTED LIGHT, ALL OK AT THIS TIME  
 N6612 .2

JOB # 1 TOTAL LABOR & PARTS 16.45

R/O TAX 0.00  
 R/O TOTALS 16.45

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
.....	16.45
CLAIM TOTALS	16.45

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.924  
 08/15/2005 WARRANTY NEW CLAIM  
 1202  
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 117583 08/13/2005 1G1ZT54864F 3 02007 22477 XXX-XX-8383

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT	LAB-TOT.
1	01		OJ				35	N6612	.2			16.45
LN-TOT: 16.45 TECH SSN: AUTH CODE: AUTH. AUTHO:												

R.O. TOTAL: 16.45

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

### PERSONAL SERVICE PLEDGE

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CUSTOMER NO. 32370	ADVISOR GENIENE KANE	34295	CARD NO. 660	INVOICE DATE 07/29/05	INVOICE NO.
	LABOR RATE		MILEAGE IN 20249	COLOR 7	STOCK NO. 41108
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE 09/20/04	DELIVERY MILES 47
	VEHICLE ID. NO. 1 G 1 Z T 5 4 B 6 4 F			SELLING DEALER NO. 100	PRODUCTION DATE
HOLMDEL, NJ	F.T.E. NO.		P.O. NO.	R.O. DATE 07/20/05	
					MILEAGE OUT MO: 20264

LABOR & PARTS  
 J# 1 35CVZ BRAKE WORK HOURS: 3.20 TECH(S):15554 263.14  
 CUST STATES THE BRAKES ARE STICKING AND GRINDING  
 OUT OF ROUND  
 DIAG. RESURFACED FRONT AND REAR BRAKE ROTORS  
 LF BEFORE .005 AFTER .000 RF .004 AFTER .000  
 LR BEFORE .004 AFTER .000 RR .004  
 AFTER .000  
 JOB # 1 TOTAL LABOR & PARTS 263.14

J# 7 40CVZ-1 ENG MECHANICAL WORK HOURS: 1.40 TECH(S):15554 115.12  
 CUST STATES THERE IS A BUNRING ODOR IN THE CAR AT TIMES,  
 PLEASE REFER TO JOB #6 FOR EXPLAINATON  
 NOTHING  
 DIAG. R&R THE MULTI FUNCTION SWITCH AND CHECKED ALL  
 WIRING AND CONNECTORS FOR ANYTHING BURNT. NOTHING FOUND  
 OF/6C N2355 1.4  
 JOB # 7 TOTAL LABOR & PARTS 115.12

J# 8 77CVZ INTERIOR TRIM WORK HOURS: 0.20 TECH(S):15554 16.45  
 CUST STATES THE DOME LIGHT STILL NEEDS TO BE INSTALLED  
 INOP  
 REPLACED THE DOME LIGHT  
 OJ/6C C2684 .2

PARTS	QTY	FF-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 8	1	22689424	LAMP	11.927	0	CP 12.77	12.77 20.43
				JOB # 8 COST TOTAL		12.77	
						JOB # 8 TOTAL PARTS	20.43
						JOB # 8 TOTAL LABOR & PARTS	36.88

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 2	89310	1		07/22/05	RENTAL	240.00
TOTAL - SUBLET						240.00
R/O TAX						0.00
R/O TOTALS						655.14

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	667.57
CLAIM TOTALS	667.57

APPROVED BY

**PERSONAL SERVICE PLEDGE**

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CUSTOMER NO. 32370	ADVISOR GENIENE KANE	34295	CARD NO. 660	INVOICE DATE 07/29/05	INVOICE NO. GWS116756
	LABOR RATE		MILEAGE IN 20249	COLOR 7	STOCK NO. 41108
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE 09/20/04	DELIVERY MILES 47
	VEHICLE ID. NO. 1G12T54864F			SELLING DEALER NO. 100	PRODUCTION DATE
HQLMDEL, NJ	F.T.E. NO.		P.O. NO.	R.O. DATE 07/20/05	
					MILEAGE OUT MO# 20264

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.659  
 07/29/2005 1752 WARRANTY NEW CLAIM  
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 116756 07/20/2005 1G1ZT54864F 3 02007 20249 XXX-XX-5386  
 CUSTOMER NAME; FIRST: MIDDLE:  
 LAST: PHONE; WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		NG				00R00	H0127	1.6			131.57
LN-TOT: 131.57 TECH SSN: AUTH CODE: AUTH. AUTHOR:												
2	02		NG				00R00	H0137	1.6			144.00
LN-TOT: 144.00 TECH SSN: AUTH CODE: BG AUTH. AUTHOR: 0090												
3	07		OP				C	N2355	1.4			115.12
LN-TOT: 115.12 TECH SSN: AUTH CODE: AUTH. AUTHOR:												
4	08		DJ	1	22689424	20.43	AC	C2684	.2			16.45
LN-TOT: 36.88 TECH SSN: AUTH CODE: AUTH. AUTHOR:												
5	02		OP				AC	Z7904			240.00	
LN-TOT: 240.00 TECH SSN: AUTH CODE: AUTH. AUTHOR:												

COMMENTS: 4 DAY RENTAL NEEDED FOR NUMEROUS COMPLAINTS GM OWNER ASSISTANCE INVOLV ED.  
 COMMENT ROUTING CODE: H

R.O. TOTAL: 667.57

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

PERSONAL SERVICE PLEDGE

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CUSTOMER NO. 32370	ADVISOR GENIENE KANE	CARD NO. 34295 660	INVOICE DATE 07/29/05	J#
	LABOR RATE	MILEAGE IN 20249	COLOR 7	STOCK NO. 41108
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS		DELIVERY DATE 09/20/04	DELIVERY MILES 47
	VEHICLE ID. NO. 1G1ZT54B624F		SELLING DEALER NO. 100	PRODUCTION DATE
HOLMDEL, NJ	F.T.E. NO.	P.O. NO.	R.O. DATE 07/20/05	
RESIDENCE PHONE	BUSINESS PHONE			MILEAGE OUT MO: 20264

LABOR & PARTS				
J#	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	88957992	KEY 2.187 OY C	35.09
JOB # 1 TOTAL PARTS				35.09
JOB # 1 TOTAL LABOR & PARTS				35.09

TOTALS		
CONTROL#	ACCOUNT#	AMOUNT..
41108		
	TOTAL LABOR....	0.00
	TOTAL PARTS....	35.09
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC.CHG.	0.00
	TOTAL MISC.DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	35.09

APPROVED BY SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

### PERSONAL SERVICE PLEDGE

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CUSTOMER NO. 32370	ADVISOR JOHN SCOTT	31838	CARD NO. 136	INVOICE DATE 05/31/05	IN
	LABOR RATE		MILEAGE IN 16063	COLOR 7	STOCK NO. 41108
	YEAR/MAKE/MODEL 04/CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE 09/20/04	DELIVERY MILES 47
	VEHICLE ID. NO. 1 G 1 Z T 5 4 B 6 4 F			SELLING DEALER NO. 100	PRODUCTION DATE
HOLMDEL, NJ	F.T.E. NO.		P.O. NO.	R.O. DATE 05/24/05	
					MILEAGE OUT MO: 16063

LABOR & PARTS						
J# 1 50CVZ	ELECTRICAL BODY... HOURS: 0.30 TECH(S):59				24.67	
	Q/S REAR BRAKE LIGHTS ARE OUT, CHECK AND ADVISE....					
	TESTED VEH FOUND VEH REAR BRAKE LIGHT BULB WAS BLOWN					
	REMOVED AND REPLACED BULB TESTED ALL OK					
	N07&0 .3 QJ/6G E					
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	9441839	BULB LP 8.991 OY C	1.29	1.29	2.06
			JOB # 1 COST TOTAL		1.29	
			JOB # 1 TOTAL PARTS			2.06
			JOB # 1 TOTAL LABOR & PARTS			26.73
J# 2 50CVZ-1	ELECTRICAL BODY... HOURS: TECH(S):59				0.00	
	Q/S WHILE DRIVING INTERIOR LIGHTS COME ON...					
	TESTED VEH FOUND DOME LIGHT NEEDED TO BE ORDERED					
	JOB # 2 TOTAL LABOR & PARTS					0.00
J# 3 15CVZ	STEERING/SUSPENSION HOURS: 1.40 TECH(S):59				115.12	
	Q/S THERE IS A KNOCKING IN THE STEERING...					
	TESTED VEH FOUND VEH STEERING COLUMN WAS KNOCKING					
	REMOVED AND REPLACED STEERING COLUMN TESTED ALL OK					
	E7480 1.1 + .3 DIAG					
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 3	1	88967179	S/CDL REM 6.518 OY	304.63	304.63	427.41
JOB # 3	-1	88967179	CORE RETURN	100.00	-100.00	100.00
			JOB # 3 COST TOTAL		204.63	
			JOB # 3 TOTAL PARTS			327.41
			JOB # 3 TOTAL LABOR & PARTS			442.53
J# 5+55CVZ	ELEC INSTRUMENT WORK HOURS: 0.50 TECH(S):59				41.12	
	C/S L/FRT HEAD LIGHT IS OUT					
	TESTED VEH FOUND L/FRT HEADLIGHT WAS OUT					
	REMOVED AND REPLACED HEADLIGHT ASSEM. TESTED ALL OK					
	B7291 .5					
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 5	1	15207724	HEADLAMP 2.725 OY	126.00	126.00	201.60
			JOB # 5 COST TOTAL		126.00	
			JOB # 5 TOTAL PARTS			201.60
			JOB # 5 TOTAL LABOR & PARTS			242.72
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION		
JOB # 1	88169	D627989	05/27/05	RENTAL		173.00
				TOTAL - SUBLET		173.00

COMMENTS  
REPORT TO BARCHUK

## PERSONAL SERVICE PLEDGE

We have made a commitment to Quality Customer Service. We pledge to ensure your satisfaction with your vehicle, from pre-delivery through warranty and retail service. If you should experience difficulty with your vehicle, please let us know. We respect it to the best of our ability. If you are not completely satisfied, please call your Service Manager.

R/O TAX 0.00  
TOTAL 884.98

WARRANTY CLAIM TOTALS 884.98  
CLAIM TOTALS 884.98

CUSTOMER NO. 32370	ADVISOR JOHN SCOTT	CARD NO. 31838	136	INVOICE DATE 05/31/05	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE IN 16063	COLOR 7	STOCK NO. 41108	
[REDACTED]	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS	DELIVERY DATE 09/20/04	DELIVERY MILES 47	PRODUCTION DATE	
HOLMDEL, NJ [REDACTED]	VEHICLE ID. NO. 1G1ZT54B64F [REDACTED]	SELLING DEALER NO. 100	R.O. DATE 05/24/05	MILEAGE OUT MO: 16063	
[REDACTED]	F.T.E. NO.	P.O. NO.			

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.525  
 05/31/2005 WARRANTY NEW CLAIM  
 1728  
 RD NUMBER RD DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 114580 05/24/2005 1G1ZT54864F [REDACTED] 3 02007 16063 XXX-XX-2053

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		DJ	1	09441839	2.04	4G	N0760	.3			24.67
LN-TOT: 26.73 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
2	03		NM	1	88967179	327.41	2N	E7680	1.4			115.12
LN-TOT: 442.53 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
3	05		DJ	1	15207724	201.60	4C	B7291	.5			41.12
LN-TOT: 242.72 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
4	01		DJ				4G	Z7904			173.00	
LN-TOT: 173.00 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
COMMENTS: 4 DAY RENTAL DUE TO PARTS DELAY COMMENT ROUTING CODE: H												

R.O. TOTAL: 984.98

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

### PERSONAL SERVICE PLEDGE

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CUSTOMER NO. 32370	ADVISOR JOHN SCOTT	31838	CARD NO. 136	INVOICE DATE 05/31/05	STOCK NO. 41109
	LABOR RATE		MILEAGE IN 16063	COLOR 7	DELIVERY MILES 17
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE 09/20/04	PRODUCTION DATE
	VEHICLE ID. NO. 1G1ZT54864F			SELLING DEALER NO. 100	
HOLMDEL, NJ	F.T.E. NO.		P.O. NO.	R.O. DATE 05/24/05	
RESIDENCE PHONE	BUSINESS PHONE				MILEAGE OUT MO: 16063

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
 JOB # 4 88175 : 05/31/05 INTERIOR DETAIL  
 TOTAL - SUBLET 50.00

COMMENTS-----  
 REPORT TO BARCHUK

TOTALS-----

CONTROL# 41108	ACCOUNT#	AMOUNT..	TOTAL LABOR....	0.00
			TOTAL PARTS....	0.00
			TOTAL SUBLET...	50.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	50.00

APPROVED BY SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**PERSONAL SERVICE PLEDGE**

*We have made a commitment to Quality Customer Service. We pledge to do our best to ensure your satisfaction with your vehicle, from pre-delivery through warranty and retail service. If you should experience difficulty with your vehicle, please let us know. We'll correct it to the best of our ability. If you are not completely satisfied, please call our Service Manager.*

CUSTOMER NO. 32370	ADVISOR JOHN SCOTT	CARD NO. 31838	941	INVOICE DATE 05/17/05	INVOICE NO.
	LABOR RATE	15311	MILEAGE IN	COLOR 7	STOCK NO. 41108
	YEAR/MAKE/MODEL 04/CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE 09/20/04	DELIVERY MILES 47
	VEHICLE ID. NO. 1G1ZT54864F			SELLING DEALER NO. 100	PRODUCTION DATE
HOLMDEL, NJ	P.T.E. NO.	P.O. NO.		R.O. DATE 05/16/05	
					MILEAGE OUT MO: 15312

LABOR & PARTS

J# 1 55CVZ ELEC INSTRUMENT WORK HOURS: 0.30 TECH(S):33669 24.67  
 C/S REAR TAIL LAMPS ARE OUT  
 TESTED VEH FOUND VEH TAIL LAMP BUL WAS BLOWN  
 REM, OVED AND REPLACED BULB TESTED ALL OK  
 OJ/6C N0410 .3

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	2	9441839	BULB LP 8.991 0Y C	1.29	2.58	2.06	4.12
				JOB # 1 COST TOTAL	2.58		
				JOB # 1 TOTAL PARTS			4.12
				JOB # 1 TOTAL LABOR & PARTS			28.79

J# 2 89CVZ-04027 RECALL-S/BELT ANCHOR HOURS: 0.20 TECH(S):33669 16.45  
 SEAT BELT ANCHOR MAY DISCONNECT DURING IMPACT...  
 ANCHOR POSITIONING...  
 INSTALL RETAINERS IN FRONT SAFETY BELT CONNECTORS...  
 MA-96 V1152 0.2

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	2	10388869	RETAINER 14.875 0Y	2.06	4.12	3.30	6.60
				JOB # 2 COST TOTAL	4.12		
				JOB # 2 TOTAL PARTS			6.60
				JOB # 2 TOTAL LABOR & PARTS			23.05

R/O TAX 0.00  
 R/O TOTALS 51.84

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	51.84
CLAIM TOTALS	51.84

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.316  
 05/17/2005 WARRANTY NEW CLAIM  
 1111  
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 114273 05/16/2005 1G1ZT54864F 3 02007 15311 XXX-XX-2053

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

**PERSONAL SERVICE PLEDGE**

We have made a commitment to you, our customer, to do our best to ensure your satisfaction with your vehicle. If we are unable to resolve your problem through warranty and retail service, we will correct it to your best satisfaction. If you are not satisfied, please let us know. We'll correct it to your best satisfaction. If you are not satisfied, please let us know.

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT	LAB-TOT.
1	02				9441839	2.58						24.67
2	02				10388869	4.12						16.45
											R.O. TOTAL:	51.84

CUSTOMER NO. 32370	ADVISOR JOHN SCOTT	31838	CARD NO. 941	INVOICE DATE 05/17/05	IN
	LABOR RATE	LICENSE NO.	MILEAGE IN 15311	COLOR /	STOCK NO. 41108
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE 09/20/04	DELIVERY MILES 47
	VEHICLE ID. NO. 1G1ZT54864F			SELLING DEALER ID. 100	PRODUCTION DATE
HOLMDEL, NJ	F.T.E. NO.	P.O. NO.		R.O. DATE 05/16/05	
					MILEAGE OUT NO: 15312

\*\*\*\*\* D U P L I C A T E I N V O I C E \*\*\*\*\*

### PERSONAL SERVICE PLEDGE

*We have made a commitment to Quality Customer Service. We pledge to do our best to ensure your satisfaction with your vehicle, from pre-delivery through warranty and retail service. If you should experience difficulty with your vehicle, please let us know. We'll correct it to the best of our ability. If you are not completely satisfied, please call our Service Manager.*

CUSTOMER NO. 32370	ADVISOR JEFF BRODZINSKI	19925	CARD NO. 795	INVOICE DATE 02/24/05	INV #
	LABOR RATE		MILEAGE IN 10298	COLOR 7	STOCK NO. 41108
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE 09/20/04	DELIVERY MILES 47
	VEHICLE ID. NO. 1G1ZT54864F			SELLING DEALER NO. 100	PRODUCTION DATE
HOLMDEL, NJ	F.T.E. NO.		P.O. NO.	R.O. DATE 02/23/05	
					MILEAGE OUT MO# 10298

LABOR & PARTS						
J# 1 50CVZ	ELECTRICAL BODY...	HOURS: 0.30	TECH(S):26537		24.67	
	C/S LEFT REAR DIRECTIONAL LIGHT IS OUT					
	BULB INOP...					
	REPLACE LEFT REAR LAMP BULB...					
	DJ/6C N0411 .3					
PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	9441839	BULB LP 8.991 OY C	1.29	1.29	2.06
			JOB # 1 COST TOTAL	1.29		
			JOB # 1 TOTAL PARTS			2.06
			JOB # 1 TOTAL LABOR & PARTS			26.73

R/O TAX 0.00  
R/O TOTALS 26.73

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	26.73
CLAIM TOTALS	26.73

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.785  
02/24/2005 0834 WARRANTY NEW CLAIM  
RD NUMBER RD DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
111225 02/23/2005 1G1ZT54864F 3 02007 10298 XXX-XX-9042  
CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	QHRS	NET-AMT	LAB-TOT.
1	01				09441839	2.06	6C	N0411	.3			24.67
LN-TOT:					26.73							

TECH SSN: AUTH CODE: AUTH. AUTHOR: R.O. TOTAL: 26.73

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**PERSONAL SERVICE PLEDGE**

We have made a commitment to Quality Customer Service. We pledge to do our best to ensure your satisfaction with your vehicle, from pre-delivery through warranty and retail service. If you should experience difficulty with your vehicle, please let us know. We'll correct it to the best of our ability. If you are not completely satisfied, please call our Service Manager.

CUSTOMER NO. 32370	ADVISOR DANIELLE BITTLE	CARD NO. 26555	033	INVOICE DATE 11/17/04	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE IN 5670	COLOR 7	STOCK NO. 41109
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE 09/20/04	DELIVERY MILES 47
	VEHICLE ID. NO. 1G1ZT54864F			SELLING DEALER NO. 100	PRODUCTION DATE
HOLMDEL, NJ	F.T.E. NO.	P.O. NO.		R.O. DATE 11/17/04	
RESIDENCE PHONE	BUSINESS PHONE				MILEAGE OUT NU: 5671

LABOR & PARTS  
 J# 1 01CVZ GENERAL MAINT WORK HOURS: TECH(S):9769 0.00  
 C/S THERE IS A ROTTEN EGG SMELL COMING FROM VEHICLE..  
 EXPERIENCEING POOR GAS MILEAGE, SOMETIMES WHEN  
 ACCELERATING THERE IS A HUMMING NOISE AND SLUGGISH TAKE OFF  
 INSPECTION ONLY, UNABLE TO VERIFY AT THIS TIME  
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 50CVZ ELECTRICAL BODY... HOURS: 0.80 TECH(S):32090 63.94  
 C/S THE DRIVERS SIDE WINDOW SQUEAKS WHEN GOING UP AND DOWN  
 VERIFIED CUST CONCERN  
 REMOVED AND REPLACED D/S WINDOW RUN CHANNEL  
 NU/6C C0183 .8

PARTS	QTY	PP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1		15146919	CHNL-FWDD 10.701 0	53.05	53.05	84.88	84.88
JOB # 2 COST TOTAL					53.05			84.88
JOB # 2 TOTAL PARTS								84.88
JOB # 2 TOTAL LABOR & PARTS								148.82

COMMENTS  
 WAITING  
 R/O TAX 0.00  
 R/O TOTALS 148.82

WARRANTY CLAIM DETAIL TOTALS  
 CLAIM# TOTAL  
 148.82  
 CLAIM TOTALS 148.82

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.095  
 11/17/2004 1749 WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 107346 11/17/2004 1G1ZT54864F 3 02007 5670 XXX-XXX-8383

CUSTOMER NAME: FIRST: MIDDLE: LAST: PHONE;WORK: HOME: 2

**PERSONAL SERVICE PLEDGE**

We have made a total commitment to ensure your satisfaction with your vehicle, from pre-delivery through warranty and retail service. If you should experience difficulty with your vehicle, please let us know. We will connect it to the best of our ability. If you are not completely satisfied, please call our Service Manager.

LN JOB # 1 02 NU 1 15146919 84.88 6C C0183 .8 LHR5 OHR5 NET-AMT LAB-TOT. 63.94  
 R.O. TOTAL 148.82

CUSTOMER NO. 32370	ADVISOR DANIELLE RITTLE	CARD NO. 26555	033	INVOICE DATE 11/17/04	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE IN 5670	COLOR 7	STOCK NO. 41108	
[REDACTED]	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS	DELIVERY DATE 09/20/04	DELIVERY MILES 47	PRODUCTION DATE	
HOLMDEL, NJ [REDACTED]	VEHICLE ID. NO. 1G1ZT54864R [REDACTED]	SELLING DEALER NO. 100			
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 11/17/04		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE OUT MO: 5671	

LABOR & PARTS-----  
 J# 3 01CVZ-LOF LUBE/OIL/FILTER HOURS: 0.30 TECH(S):32090 13.50  
 LUBE OIL FILTER CHANGE

PERFORMED LUBE,OIL & FILTER CHANGE  
 PERFORM 27 POINT MAINTENENCE CHECK .....

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
JOB # 3 1 25010792 OIL FLTR 1.836 2Y CPOBK 6.80	6.80
JOB # 3 TOTAL PARTS	6.80
JOB # 3 TOTAL LABOR & PARTS	20.30

G.O.G. & SUPPLIES-----	
JOB # 3 5.0 GM SPEC MOTOR OIL 5 W 30 @ 1.500 /UNIT	7.50
TOTAL - GOG	7.50

COMMENTS-----  
 WAITING

TOTALS-----

CONTROL# 41108	ACCOUNT#	AMOUNT..	TOTAL LABOR....	13.50
			TOTAL PARTS....	6.80
			TOTAL SUBLET....	0.00
			TOTAL G.O.G....	7.50
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE #	27.80

APPROVED BY SIGNATURE  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

### PERSONAL SERVICE PLEDGE

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CUSTOMER NO. 32370	ADVISOR DANIELLE BITTLE	CARD NO. 26555	INVOICE DATE 09/30/04	IRV
	LABOR RATE	LICENSE NO.	MILEAGE IN 569	COLOR 7
	YEAR / MAKE / MODEL 04 / CHEVROLET / MALIBU / SEDAN LS		DELIVERY DATE 09/20/04	STOCK NO. 41108
	VEHICLE ID. NO. 1G1ZT54864F		SELLING DEALER NO. 100	DELIVERY MILES 47
HOLMDEL, NJ	F.T.E. NO.	P.O. NO.	R.O. DATE 09/30/04	PRODUCTION DATE
				MILEAGE OUT NO: 569

LABOR & PARTS  
 JH 1 84CVZ      DETAIL WORK      HOURS: 0.00 TECH(S):9769      0.00  
 WASH AND CLEAN FOR DELIVERY....  
 JOB # 1 TOTAL LABOR & PARTS      0.00

SUBLET      PO#      VEND INV#      INV. DATE      DESCRIPTION  
 JOB # 1      83277           09/30/04      DETAIL      50.00  
 TOTAL - SUBLET      50.00

TOTALS

CONTROL# 41108	ACCOUNT#	AMOUNT..	TOTAL LABOR....	0.00
			TOTAL PARTS....	0.00
			TOTAL SUBLET...	50.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE #	50.00

APPROVED BY SIGNATURE      \*\*\*\*\*  
 \*\*\*\*\*      D U P L I C A T E      I N V O I C E      \*\*\*\*\*

### PERSONAL SERVICE PLEDGE

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CUSTOMER NO. 32370	ADVISOR KENNETH KIRCHOFER 30135	CARD NO. 555	INVOICE DATE 09/30/04	
	LABOR RATE	MILEAGE IN 569	COLOR 7	STOCK NO. 41108
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS		DELIVERY DATE 09/20/04	DELIVERY MILES 47
	VEHICLE ID. NO. 1G1ZT54864P		SELLING DEALER NO. 100	PRODUCTION DATE
HOLMDEL, NJ	F.T.E. NO.	P.O. NO.	R.O. DATE 09/28/04	
RESIDENCE PHONE	BUSINESS PHONE			MILEAGE OUT MO: 570

LABOR & PARTS					
J# 1 84CVZ	DETAIL WORK WASH AND CLEAN FOR DELIVERY.... DETAILED VEHICLE	HOURS:	TECH(S):9769		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 94CVZ	COURTESY LOANER CAR LOANER(A A RENTALS)	HOURS:	TECH(S):9769		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3 87CVZ	ACCESSORIES.... CUST NEEDS OWNERS MANUAL ORDERED MANUAL	HOURS:	TECH(S):9769		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	83247	2478		09/29/04	LOANER	34.00
					TOTAL - SUBLET	34.00

TOTALS					
CONTROL# 41108	ACCOUNT#	AMOUNT..			
			TOTAL LABOR....		0.00
			TOTAL PARTS....		0.00
			TOTAL SUBLET...		34.00
			TOTAL G.O.G....		0.00
			TOTAL MISC.CHG.		0.00
			TOTAL MISC.DISC		0.00
			TOTAL TAX.....		0.00
			TOTAL INVOICE #		34.00

APPROVED BY SIGNATURE  
 \*\*\*\*\*  
 DUPLICATE INVOICE  
 \*\*\*\*\*

### PERSONAL SERVICE PLEDGE

We have made a commitment to Quality Customer Service. We pledge to do our best to ensure your satisfaction with your vehicle, from pre-delivery through warranty and retail service. If you should experience difficulty with your vehicle, please let us know. We'll correct it to the best of our ability. If you are not completely satisfied, please call our Service Manager.

CUSTOMER NO. 100	ADVISOR KENNETH KIRCHOFER 30135	CARD NO.	INVOICE DATE 04/27/04	
ALL AMERICAN CHEVROLET	LABOR RATE	MILEAGE IN 10	COLOR 7	STOCK NO. 41108
1255 HIGHWAY 35	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/SEDAN LS		DELIVERY DATE 09/20/04	DELIVERY MILES 47
P.O. BOX 400	VEHICLE ID NO. 1G1L2LS48G4F		SELLING DEALER NO. 100	PRODUCTION DATE
MIDDLETOWN, NJ 07748	F.T.E. NO. 222-616-185-000	P.O. NO.	R.O. DATE 04/23/04	
RESIDENCE PHONE 732-671-6200	BUSINESS PHONE 732-671-6200			MILEAGE OUT MO: 10

LABOR & PARTS  
 J# 1 83CVZ-N-MALIBU FDI HOURS: 1.30 TECH(S):13292 103.90  
 PRE-PREP FOR DELIVERY...  
 FDI PERFORMED AS PER GM CHECK SHEET...  
 CLAIM # A90474\_N JOB # 1 TOTAL LABOR & PARTS 103.90  
 R/D TAX 0.00  
 R/D TOTALS 103.90

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC.....	TAX....	TOTAL....
N	103.90	0.00	0.00	0.00	0.00	0.00		103.90
CLAIM TOTALS	103.90	0.00	0.00	0.00	0.00	0.00	0.00	103.90

APPROVED BY SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

### PERSONAL SERVICE PLEDGE

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**GMC**

---

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

---

VIA FAX ONLY

August 17, 2005

John Barchuk  
All American Chevrolet, Inc.  
1255 Hwy 35  
Middletown, NJ 07748

RE: [REDACTED]  
Service Request: 1-337373708  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZT54864F [REDACTED]  
Customer Relationship Manager: Heather Glanowski

Dear Mr. Barchuk:

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, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two faxes (or more, as appropriate).

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 any questions regarding this matter, feel free to contact us at the number below.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4

cc: FILE  
LG0040-T

Rev. 5/24/2005



**GMC**

# HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER  
VIA FAX ONLY

August 4, 2005

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

RE: [REDACTED]  
Service Request: 1-337373708  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZT54864F [REDACTED]  
Customer Relationship Manager: Heather Glanowski

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated August 2<sup>nd</sup>. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

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

General Motors Corporation  
c/o MSX International, ATTN: BRC Legal  
MC 336-105-000  
1426 Pacific Drive  
Auburn Hills, MI 48326-1571

If you have any questions, please call the number below.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4

cc: {Local Counsel on Lawsuits}

**RELEASE OF LIEN INFORMATION**

I \_\_\_\_\_,  
(Client's Name) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

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

with \_\_\_\_\_  
(Lien holder Name)

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

Date \_\_\_\_\_.

**VEHICLE INFORMATION**

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature



# KIMMEL & SILVERMAN

— P.C. —

ROBERT M. SILVERMAN\*  
CRAIG THOR KIMMEL\*

\* Member, PA Bar  
\* Member, NJ Bar  
\* Member, DE Bar  
\* Member, NY Bar  
\* Member, MA Bar  
\* Member, MD Bar

1-800-LEMON LAW

[www.lemmlaw.com](http://www.lemmlaw.com)

CORPORATE HEADQUARTERS

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

JACQUELINE C. HERRITT\*  
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ERIC RAYZ\*  
CHRISTINE N. D'ANTONIO\*  
JENNIFER R. IURVITZ\*\*  
JACQUELINE BRADFORD PORRO\*

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

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

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

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

MASSACHUSETTS OFFICE, P O Box 288, Topsfield, MA 01983, P (781) 231-5200, F (781) 231-8500

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

November 15, 2005

VIA TELEFAX ONLY

Mr. Richard Peterson  
General Motors Corporation  
c/o MSX International  
Attn: BRC Legal  
1919 Concept Drive  
Warren, MI 48091

RE: [REDACTED]  
**Pre-litigation Case**

Dear Mr. Peterson:

Please accept this letter as confirmation that my client rejects your offer of \$3,000.00 and a 6/75 component part letter on the electrical system plus attorney fees and costs. As you indicated this is your clients' bottom line, I have no choice but to place this matter in suit as soon as possible. Although we may not be able to settle this case, I nevertheless appreciate the time you took to review the facts and discuss settlement with me.

Very truly yours,

Robert M. Silverman

RMS\gpk

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Front 1553/ 1800  
KIMMEL & SILVERMAN PC  
30 E BUTLER AVE  
AMBLER PA 19002-4514

OCT 18 2005  
TO General Motors Corporation  
c/o MSX International  
Attn: BLC Legal  
1919 Concept Drive  
Warren MI 48091

Label 228C September 2002

F05

HOW TO USE:



1. COMPLETE ADDRESS LABEL AREA  
Type or print return address and addressee information in designated area, or on label.



2. PAYMENT METHOD  
Affix postage, meter strip or PC postage label to area indicated in upper right hand corner.



3. ATTACH LABEL (optional)  
Remove label backing and affix in designated area.

PLACE LABEL HERE

ROBERT M. SILVERMAN\*\*  
CRAIG THOR KIMMEL\*\*

\* Member, PA Bar  
\* Member, NJ Bar  
\* Member, DE Bar  
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\* Member, MA Bar  
\* Member, MD Bar



# KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

[www.lemonlaw.com](http://www.lemonlaw.com)

CORPORATE HEADQUARTERS

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

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

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite T11, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8335, 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:

October 13, 2005

JACQUELINE C. HERRITT\*  
ROBERT A. RAPKIN\*  
JERRIL J. KROWEN\*  
VIVIAN BENZ PEIKIN\*  
AMY D. COX\*\*  
LOUIS DOBI, JR.\*  
SHANNON M. RYAN\*  
BRIAN T. GOLDENFARB\*  
SUSANNE KIMBERLAND\*  
HILARY K. WHEATLEY\*  
ROBYN G. KATZ\*  
BARRY R. WINDERMAN\*  
CHRISTINE N. DANTONIO\*  
JENNIFER R. HURVITZ\*\*  
JACQUELINE BRADFORD PORRO\*

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

RE: [REDACTED] v. General Motors Corporation  
VIN #1G1ZT54864F [REDACTED]

Dear Sir/Madam:

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

Plaintiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line amount of \$1,500.00. 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\gpk  
Enclosures

INVENTORY NO. 1172794

ALL AMERICAN CHEVROLET, INC.  
 1255 HIGHWAY 35  
 MIDDLETOWN, NEW JERSEY 07748  
 732-671-6200

**HERTRICH**  
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 PTON, MARYLAND 21629  
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 MIDDLETOWN, NJ 07748  
 Phone (908) 671-6200

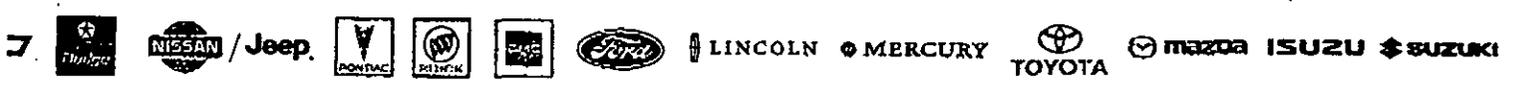
**HERTRICH**  
 NISSAN / Jeep  
 1378 S. DuPont Hwy.  
 DEVER, DELAWARE 19901  
 Phone (302) 678-4553

**HERTRICH**  
 Pontiac-Buick-GMC TRUCKS-SUZUKI  
 Route 13 South P.O. Box 770  
 SEAFORD, DELAWARE 19973  
 Phone (302) 629-9144

**Frederick**  
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 SEAFORD, DELAWARE 19973  
 Phone (302) 629-4553

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 1127 S. DuPont Hwy.  
 DOVER, DELAWARE 19901  
 Phone (302) 734-7605



R.N.O.	MANFRIFF BITTLE	26555	CARD NO.	INVOICE DATE	09/30/04
	LABOR RATE		MILEAGE IN	COLOR	STOCK NO. 41108
	YEAR/MAKE/MODEL	04/CHEVROLET/MALIBU/SEDAN LS		DELIVERY DATE	09/20/04
	VEHICLE I.D. NO.	1G12Y54864F	SELLING DEALER NO.	100	DELIVERY MILES 47
TEL. NJ	FTE. NO.		P.O. NO.	09/30/04	PRODUCTION DATE
					MILEAGE OVER 569

LABOR & PARTS				2
84CVZ	DETAIL WORK	HOURS: 0.00	TECH(S): 9769	INTERNAL
WASH AND CLEAN FOR DELIVERY....				
JOB # 1 TOTAL LABOR & PARTS				0.00

T	POH	VEND	INV#	INV. DATE	DESCRIPTION	
1	83277			09/30/04	DETAIL	INTERNAL
TOTAL - SUBLET						0.00

*****				TOTAL LABOR....	0.00
* CHARGE (A/R) [ ]	CREDIT CARD [ ]	*		TOTAL PARTS....	0.00
* CHECK [ ]	CASH [ ]	*		TOTAL SUBLET....	0.00
* OTHER [ ]	PENDING [ ]	*		TOTAL G.O.G....	0.00
* AMEX [ ]	DISCOVER [ ]	*		TOTAL MISC CHG.	0.00
* VISA/MC [ ]	GM CR CARD [ ]	*		TOTAL MISC DISC	0.00
*****				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	0.00

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YOU ARE COMPLETELY SATISFIED WITH OUR SERVICE PLEASE  
 SEND YOUR C.S.I. SURVEY TO GENERAL MOTORS A.S.A.P.  
 YOU ARE NOT COMPLETELY SATISFIED CALL ME JON BARCHUK  
 SERVICE DIRECTOR SO I CAN CORRECT ANY PROBLEM YOU MAY  
 BE HAVING. I'M EASILY REACHED AT 732 671-6200.  
 ALL AMERICAN CHEVROLET IS YOUR COMPLETE SERVICE CENTER "



CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

INVENTORY NO. 1172792

ALL AMERICAN CHEVROLET, INC.  
1255 HIGHWAY 35  
MIDDLETOWN, NEW JERSEY 07748

732-671-6200

**HERTRICH**

Chevrolet-DODGE, INC.  
1183 Shore Hwy.  
DENTON, MARYLAND 21689  
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Phone (908) 671-6200

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NISSAN / Jeep

1378 S. DuPont Hwy.  
DOVER, DELAWARE 19901  
Phone (302) 678-4553

**HERTRICH**  
Dodge-Subaru-CHRYSLER TRUCK- ISUZU

Route 10 South, P.O. Box 770  
SEAFORD, DELAWARE 19973  
Phone (302) 629-0141

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SEAFORD, DELAWARE 19973  
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1127 S. DuPont Hwy.  
DOVER, DELAWARE 19901  
Phone (302) 734-7505



INFORMER NO. 12370	DATE 11/17/04	LABOR RATE	26555	CARD NO.	033	INVOICE DATE	11/17/04
		LABOR HOURS	3670	VEHICLE IN		COLOR	STOCK NO. 41109
		VEHICLE MAKE/MODEL	047 CHEVROLET/MALIBU/SEDAN LS	DELIVERY DATE	07/20/04	DELIVERY MILES	47
		VEHICLE I.D. NO.	1G12T54864F	SELLING DEALER NO.	100	PRODUCTION DATE	
COLMDEL, NJ		FTE. NO.		P.O. NO.		R.D. DATE	11/17/04
							VEHICLE MILEAGE AT NO. 5671

**LABOR & PARTS**  
 JOB # 1 01CVZ GENERAL MAINT WORK HOURS: TECH(S):9769  
 C/S THERE IS A ROTTEN EGG SMELL COMING FROM VEHICLE..  
 EXPERIENCING POOR GAS MILEAGE. SOMETIMES WHEN  
 ACCELERATING THERE IS A HUMMING NOISE AND SLUGGISH TAKE OFF  
 INSPECTION ONLY. UNABLE TO VERIFY AT THIS TIME  
 ← Transmission

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
						JOB # 1 TOTAL PARTS 0.00
						JOB # 1 TOTAL LABOR & PARTS 0.00

**JOB # 2 50CVZ** ELECTRICAL BODY... HOURS: 0.80 TECH(S):32090  
 C/S THE DRIVERS SIDE WINDOW SQUEAKS WHEN GOING UP AND DOWN  
 VERIFIED CUST CONCERN  
 REMOVED AND REPLACED D/S WINDOW RUN CHANNEL  
 NU/6C C0183 JB

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	15146919	CLAMP-FUDD	10.701	0Y	JOB # 2 TOTAL PARTS 0.00
						JOB # 2 TOTAL LABOR & PARTS 0.00

**JOB # 3 01CVZ-LDF** LUBE/OIL/FILTER HOURS: 0.30 TECH(S):32090  
 LUBE OIL FILTER CHANGE  
 PERFORMED LUBE, OIL & FILTER CHANGE  
 PERFORM 27 POINT MAINTENANCE CHECK

INTERNAL

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3	1	25010792	OIL FLTR	1.836	2Y C	JOB # 3 TOTAL PARTS 0.00
						JOB # 3 TOTAL LABOR & PARTS 0.00

**G.O.G. & SUPPLIES**  
 JOB # 3 5.0 GM SPEC MOTOR OIL, 5 W 30 @ /UNIT  
 TOTAL - GOG INTERNAL 0.00

**COPY**

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

OCVZ TRANSMISSION WORK HOURS: TECH(S):15554  
CUST STATES THE SHIFTER KNOB CAME COMPLETELY OFF.  
TIGHTENED KNOB 0.00

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

JOB # 4 TOTAL LABOR & PARTS 0.00

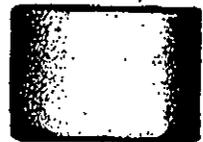
OCVZ-1 TRANSMISSION WORK HOURS: TECH(S):15554  
CUST STATES WHEN SLOWING DOWN AND GOING TO TAKE OFF IT FEELS  
LIKE THE TRANSMISSION JOLETS 2  
UNABLE TO DUPLICATE CUST CONCERN SERVICE PLEDGE  
TRANSMISSION 0.00

-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
JOB # 5 TOTAL PARTS 0.00

OCVZ ELECTRICAL BODYWORK HOURS: TECH(S):15554  
CUST STATES THERE IS A BURNING ODOR MOST OF THE TIME. WHEN  
USING THE BLINKER OR WIPERS OR A/C 3  
UNABLE TO DUPLICATE CUST CONCERN 0.00

-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
JOB # 5 TOTAL LABOR & PARTS 0.00

Thank You, We appreciate your business (CONTINUED ON NEXT PAGE)



INVENTORY NO. 1172790

ALL AMERICAN CHEVROLET, INC.  
 1255 HIGHWAY 35  
 MIDDLETOWN, NEW JERSEY 07748  
 732-671-6200

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 Phone (908) 671-6200

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 Seaford, Delaware 19901  
 Phone (302) 678-4553

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 Route 13 South P.O. Box 770  
 Seaford, Delaware 19973  
 Phone (302) 629-0744

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 Seaford, Delaware 19978  
 Phone (302) 629-4533

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 Milford, DE 19963  
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 1127 S. DuPont Hwy.  
 Dover, Delaware 19901  
 Phone (302) 734-7603



NO.	JOHN SCOTT	31R38	CARD NO. 941	INVOICE DATE	05/18/05
	LABOR RATE		MILEAGE IN	COLOR	STOCK NO. 41108
			15311		
	CAR MAKE/MODEL	047 CHEVROLET/MALIBU/SEDAN LS		DELIVERY DATE	07/20/04
	VEHICLE ID NO.	1G1ZT54864F		SELLING DEALER NO.	700
	F.T.E. NO.	PO. NO.		R.R. DATE	05/16/05
					RELEASE OUT NO. 15312

**8 PARTS**  
 SCVZ ELEC INSTRUMENT WORK HOURS: 0.30 TECH(S):33669  
 C/S REAR TAIL LAMPS ARE OUT  
 TESTED VEH FOUND VEH TAIL LAMP BUL WAS BLOWN  
 REM.OVED AND REPLACED BULB TESTED ALL OK  
 OJ/6C N0410 .3

2

**WARRANTY**

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	2 9441839	BULB LP 8.991 0Y CP			
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

**9CVZ-04027** RECALL-S/BELT ANCHOR HOURS: 0.20 TECH(S):33669  
 SFAI BELT ANCHOR MAY DISCONNECT DURING IMPACT...  
 ANCHOR POSITIONING...  
 INSTALL RETAINERS IN FRONT SAFETY BELT CONNECTORS...  
 MA-96 V1152 0.2

COPY

**WARRANTY**

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
2	2 10388869	RETAINER 14.875 0Y			
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

*****	TOTAL LABOR....	0.00
* CHARGE (A/R) [ ]	TOTAL PARTS....	0.00
* CHECK [ ]	TOTAL SUBLET....	0.00
* OTHER [ ]	TOTAL G.O.G....	0.00
* AMEX [ ]	TOTAL MISC CHG....	0.00
* VISA/MC [ ]	TOTAL MISC DISC....	0.00
*****	TOTAL TAX.....	0.00

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 YOUR C.S.I. SURVEY TO GENERAL MOTORS A.S.A.P.  
 IF YOU ARE NOT COMPLETELY SATISFIED CALL ME JOHN KARCHUK

TOTAL INVOICE \$ 0.00

INVENTORY NO. 1172788

ALL AMERICAN CHEVROLET, INC.  
1255 HIGHWAY 35  
MIDDLETOWN, NEW JERSEY 07748  
732-671-6200

**HERTRICH**  
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1127 Shore Hwy.  
DN, MARYLAND 21829  
one (410) 479-1144

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DR, DELAWARE 19901  
one (302) 678-4553

**HERTRICH**  
Dodge - Ram - GMC TRUCK - ISUZU  
Route 18 South P.O. Box 770  
SMARPOD, OKLAHOMA 19973  
Phone (302) 629-9144

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SMARPOD, DELAWARE 19973  
Phone (302) 629-4553

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1127 S. DuPont Hwy.  
DOVER, DELAWARE 19901  
Phone (302) 734-7606



JOHN SCOTT	31938	CARD NO. 136	INVOICE DATE 05/31/05
LABOR RATE		MESSAGE IN 10083	COLOR
STOCK NO. 41108			
0471 CHEVROLET/MALIBU/SEDAN I.S.			DELIVERY DATE 07/20/04
DELIVERY MILES 47			
VEHICLE ID NO. 7G12T54864F			SELLING DEALER NO. 100
PRODUCTION DATE			
RTE. NO.	P.O. NO.		REG. DATE 05/24/05
			MILEAGE OUT 16063

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
<b>3</b> CVZ ELECTRICAL BODY... HOURS: 0.30 TECH(S):59 Q/S REAR BRAKE LIGHTS ARE OUT. CHECK AND ADVISE.... TESTED VEH FOUND VEH REAR BRAKE LIGHT BULB WAS BLOWN REMOVED AND REPLACED BULB TESTED ALL OK N0760 .3 QJ/6G F					
1	9441839	BULB LP 8.991 OY CP			WARRANTY 0.00
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00
<b>4</b> CVZ-1 ELECTRICAL BODY... HOURS: TECH(S):59 Q/S WHILE DRIVING INTERIOR LIGHTS COME ON... TESTED VEH FOUND DOME LIGHT NEEDED TO BE ORDERED					
					WARRANTY 0.00
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00
<b>3</b> CVZ STEERING/SUSPENSION HOURS: 1.40 TECH(S):59 Q/S THERE IS A KNOCKING IN THE STEERING... TESTED VEH FOUND VEH STEERING COLUMN WAS KNOCKING REMOVED AND REPLACED STEERING COLUMN TESTED ALL OK F7680 1.1 + .3 DJAG					
1	88967179	3/COL REM 6.518 OY			WARRANTY 0.00
-1	88967179	CORE RETURN			WARRANTY 0.00
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00
<b>3</b> CVZ-1 GM COURTESY RENTAL.. HOURS: 1 TECH(S):9769 ... COURTESY TRANSPORTATION CHD ... REASON :					
					WARRANTY 0.00
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

COPY

INVENTORY NO. 1172789

ALL AMERICAN CHEVROLET, INC.  
 1255 HIGHWAY 36  
 MIDDLETOWN, NEW JERSEY 07748  
 732-671-6200

**HERTRICH**  
 CHRYSLER DODGE, INC.  
 183 Shore Hwy.  
 N. MARYLAND 21629  
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 78 S. DuPont Hwy.  
 R. DELAWARE 19901  
 Phone (302) 678-4553

**HERTRICH**  
 Pontiac - Buick - GMC - TRUCK - ISUZU  
 Route 13 South P.O. Box 770  
 SEAFORD, DELAWARE 19973  
 Phone (302) 629-9114

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 Phone (302) 639-4553

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 1127 S. DuPont Hwy.  
 DOVER, DELAWARE 19901  
 Phone (302) 734-7505



CUSTOMER NAME JOHN SCOTT		ACCOUNT NO. 31838	CARD NO. 136	INVOICE DATE 05/31/05	
LABOR RATE		MILEAGE IN 16063	COLOR	STOCK NO. 41108	
YEAR / MAKE / MODEL 047 CHEVROLET / MALIBU / SEDAN 1S			DELIVERY DATE 09/20/04	DELIVERY MILES 47	
VEHICLE ID NO. 1G1ZT54864F		SELLING DEALER NO. 100		PRODUCTION DATE	
FTE. NO.		PO. NO.		RO. DATE 05/24/05	
				MILEAGE OUT 16063	

S TO BARCHUK

\*\*\*\*\*  
 \* CHARGE (A/R) [ ] \* CREDIT CARD [ ] \*  
 \* CHECK [ ] \* CASH [ ] \*  
 \* OTHER [ ] \* PENNING [ ] \*  
 \* A/R [ ] \* DISCOVER [ ] \*  
 \* VISA/MC [ ] \* GM CR CARD [ ] \*  
 \*\*\*\*\*

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

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 YOU ARE NOT COMPLETELY SATISFIED CALL ME JON BARCHUK  
 SERVICE DIRECTOR SO I CAN CORRECT ANY PROBLEM YOU MAY  
 BE HAVING. I'M EASILY REACHED AT 732 671-6200.  
 ALL AMERICAN CHEVROLET IS YOUR COMPLETE SERVICE CENTER "



CUSTOMER SIGNATURE  
 \*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

INVENTORY # 1172762

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MIDDLETOWN, NEW JERSEY 07748  
732-671-6200

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Phone (908) 671-6200

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MILFORD, DELAWARE 19901  
Phone (302) 678-4553

**HERTRICH**  
Dodge/Chrysler/Jeep/Isuzu  
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SEAFORD, DELAWARE 19973  
Phone (302) 629-9144

**Frederick**  
Ford/Mercury Inc.  
Route 13 South • P.O. Box 1480  
SEAFORD, DELAWARE 19973  
Phone (302) 629-4553

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MILFORD, DE 19963  
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1127 S. DuPont Hwy.  
DOVER, DELAWARE 19901  
Phone (302) 734-7505



NAME	GENEENE KANE	34295	CARD NO.	860	INVOICE DATE	07/25/05		
LABOR RATE			MILEAGE IN	20249	COLOR			
VEHICLE MAKE/MODEL	047 CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE	09/20/04	DELIVERY MILES	47	
VEHICLE I.D. NO.	Y612Y54864F			SELLING DEALER NO.	100	PRODUCTION DATE		
STATE	NJ		RO. NO.		DATE	07/20/05	REPRINT#	2
						MILEAGE OUT	101-20264	

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
		JOB # 6 TOTAL PARTS			0.00
		JOB # 6 TOTAL LABOR & PARTS			0.00

7CVZ-1 ENG MECHANICAL WORK HOURS: 1.40 TECH(S):15554  
CUST STATES THERE IS A BURNING ODOR IN THE CAR AT TIMES.  
PLEASE REFER TO JOB #6 FOR EXPLAINATION  
NOTHING  
DIAG. R&R THE MULTI FUNCTION SWITCH AND CHECKED ALL  
WIRING AND CONNECTORS FOR ANYTHING BURNT. NOTHING FOUND

2

COPY

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
		JOB # 7 TOTAL PARTS			0.00
		JOB # 7 TOTAL LABOR & PARTS			0.00

7CVZ INTERIOR TRIM WORK HOURS: 0.20 TECH(S):15554  
CUST STATES THE DOME LIGHT STILL NEEDS TO BE INSTALLED  
INOP  
REPLACED THE DOME LIGHT

5

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
3	1	22689424 LAMP 11.927 0 CP			0.00
		JOB # 8 TOTAL PARTS			0.00
		JOB # 8 TOTAL LABOR & PARTS			0.00

PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
2	89310	1	07/22/05 RENTAL	0.00
TOTAL - SUBLET				0.00

* CHARGE (A/R) [ ]	* CREDIT CARD [ ]	* TOTAL LABOR....	0.00
* CHECK [ ]	* CASH [ ]	* TOTAL PARTS....	0.00
* OTHER [ ]	* PENDING [ ]	* TOTAL SUBLET....	0.00
* ANEX [ ]	* DISCOVER [ ]	* TOTAL S.O.G....	0.00
* VISA/MC [ ]	* GM CR CARD [ ]	* TOTAL MISC CHG.	0.00
		* TOTAL MISC DISC	0.00

INVENTORY NO 1172762

ALL AMERICAN CHEVROLET, INC.
1255 HIGHWAY 36
MIDDLETOWN, NEW JERSEY 07748
732-671-6200

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MARYLAND 21629
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DOVER, DELAWARE 19901
Phone (302) 734-7505



Table with columns: CUSTOMER (GENE KANE), CARD NO (34295), INVOICE DATE (07/25/05), LABOR RATE, MILEAGE IN (20247), COLOR, STOCK NO (41108), YEAR MAKE MODEL (04/CHEVROLET/MALIBU/SEDAN LS), DELIVERY DATE (07/20/04), DELIVERY MILES (47), VEHICLE ID NO (1G1ZT54864F), SELLING DEALER NO (100), PRODUCTION DATE, FILE NO, P.O. NO, I/O DATE (07/20/05), REPRINT# (2), MILEAGE OUT (NET 20264)

Summary table with columns: QTY, FP-NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE, JOB # 6 TOTAL PARTS (0.00), JOB # 6 TOTAL LABOR & PARTS (0.00)

OCVZ-1 ENG MECHANICAL WORK HOURS: 1.40 TECH(S):15554
CUST STATES THERE IS A BURNING ODDOR IN THE CAR AT TIMES. PLEASE REFER TO JOB #6 FOR EXPLAINATON NOTHING
DIAG. R&R THE MULTI FUNCTION SWITCH AND CHECKED ALL WIRING AND CONNECTORS FOR ANYTHING BURNT. NOTHING FOUND
WARRANTY 2
COPY

Summary table with columns: QTY, FP-NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE, JOB # 7 TOTAL PARTS (0.00), JOB # 7 TOTAL LABOR & PARTS (0.00)

7CVZ INTERIOR TRIM WORK HOURS: 0.20 TECH(S):15554
CUST STATES THE DOME LIGHT STILL NEEDS TO BE INSTALLED INOP
REPLACED THE DOME LIGHT
WARRANTY 5

Summary table with columns: QTY, FP-NUMBER, DESCRIPTION, LIST PRICE, UNIT PRICE, JOB # 8 TOTAL PARTS (0.00), JOB # 8 TOTAL LABOR & PARTS (0.00)

Table with columns: PO#, VEND INV#, INV. DATE, DESCRIPTION, TOTAL - SUBLET, WARRANTY (0.00)

Summary table with columns: CHARGE (A/R), CREDIT CARD, CHECK, CASH, OTHER, PENDING, AMEX, DISCOVER, VISA/MC, GM CR CARD, TOTAL LABOR, TOTAL PARTS, TOTAL SUBLET, TOTAL G.O.G., TOTAL MISC. CHG., TOTAL MISC DISC

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 Phone (302) 734-7605



ADVISOR	SENTENE KANE	34295	CARD NO	860	ISSUE DATE	07/25/05
LABOR RATE			MILEAGE IN	20247	COLOR	
STOCK NO.			YEAR/MAKE/MODEL	04/CHRYSLER/MALIBU/SEDAN LS	DELIVERY DATE	09/20/04
DELIVERY MILES	47		VEHICLE ID NO	1G1ZT54864F	SELLING DEALER NO.	100
PRODUCTION DATE			RTL NO.		ISSUE DATE	07/20/05
REPRINT#	2		P.O. NO.		MILEAGE OUT	20264

**8 & PARTS**  
 SCVZ BRAKE WORK HOURS: 3.20 TECH(S):15554  
 CUST STATES THE BRAKES ARE STICKING AND GRINDING  
 OUT OF ROUND  
 UJAG. RESURFACED FRONT AND REAR BRAKE ROTORS  
 LF BEFORE .005 AFTER .000 RF .004 AFTER .000  
 LR BEFORE .004 AFTER .000 RR .004  
 AFTER .000

**WARRANTY**

**COPY**

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	88957992	KEY 2.187 OY C			
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

SCVZ STEERING/SUSPENSION HOURS: TECH(S):15554  
 CUST STATES THE STEERING WHEEL MAKES A WHINE NOISE  
 INSIDE BY WHEEL  
 UNABLE TO DUPLICATE CUST CONCERN

**2**

**WARRANTY**

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
2	10400127	COIL 14.865 OY CP			
2	Z5000				
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

SCVZ-1 STEERING/SUSPENSION HOURS: TECH(S):15554  
 CUST STATES THE STEERING HAS TO HELD ON AN ANGLE FOR THE C  
 AR TO GO STRAIGHT,  
 TEST DROVE UNABLE TO DUPLICATE CUST CONCERN

**3**

**WARRANTY**

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

SCVZ TRANSMISSION WORK HOURS: TECH(S):  
 CUST STATES THE SHIFTER KNOB COME COMPLETELY OFF.  
 TIGHTENED KNOB

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NO.	ADVISOR GENEENE KANE	34295	CARD NO. 660	INVOICE DATE 07/25/05	STOCK NO. 41108
	LABOR RATE		MILEAGE IN 20249	COLOR	DELIVERY MILES 47
	YEAR MAKE MODEL 04/7 CHEVROLET/MALIBU/SEDAN LS			DELIVERY DATE 07/20/04	
	FTE. NO.		PO. NO.	DATE OF PRINT 07/20/05	REPRINT # 2
					MILEAGE OUT NO. 20264

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
<b>8 PARTS</b>					
5CVZ		<b>BRAKE WORK</b> HOURS: 3.20 TECH(S):15554 CUST STATES THE BRAKES ARE STICKING AND GRINDING OUT OF ROUND UJAG. RESURFACED FRONT AND REAR BRAKE ROTORS LF BEFORE .005 AFTER .000 RF .004 AFTER .000 LR BEFORE .004 AFTER .000 RR .004 AFTER .000			WARRANTY
1	88957992	KEY 2.187 OY C		JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00	0.00
5CVZ		<b>STEERING/SUSPENSION</b> HOURS: TECH(S):15554 CUST STATES THE STEERING WHEEL MAKES A WHINE NOISE INSIDE BY WHEEL UNABLE TO DUPLICATE CUST CONCERN		JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00	0.00
2	10400127	CITL 14.865 OY CP		JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00	0.00
2	Z5000			JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00	0.00
5CVZ-1		<b>STEERING/SUSPENSION</b> HOURS: TECH(S):15554 CUST STATES THE STEERING HAS TO HELD ON AN ANGLE FOR THE C AR TO GO STRAIGHT. TEST DROVE UNABLE TO DUPLICATE CUST CONCERN		JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00	0.00
				JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00	0.00
0CVZ		<b>TRANSMISSION WORK</b> HOURS: TECH(S):15554 CUST STATES THE SHIFTER KNOB COME COMPLETELY OFF. TIGHTENED KNOB		JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00	0.00

**COPY**

INVENTORY NO. 1172791

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CR NO.	OFFER BRODZINSKI	19925	CARD NO. 795	INVOICE DATE 02/23/05	
	LABOR RATE		MESSAGE# 10298	COLOR	STOCK NO. 41108
	YEAR MAKE MODEL	047 CHEVROLET/MALIBU/SEFRAN LS		DELIVERY DATE 07/20/04	DELIVERY MILES 47
	VEHICLE ID NO.	1G1E2T54864F		SELLING DEALER NO. 100	PRODUCTION DATE
EL. NJ	FTE NO.	PO NO.		R.A. DATE 02/23/05	
					MILEAGE OUT NO. 10298

LABOR & PARTS  
50CVZ ELECTRICAL BODY... HOURS: 0.30 TECH(S):26537 | WARRANTY  
C/S LEFT REAR DIRECTIONAL LIGHT IS OUT  
BULB INOP  
REPLACE LEFT REAR LAMP BULB...  
0J/6C N0411 .3

QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1	9441839	BULB LP 8.991 0Y CP			0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

*****	TOTAL LABOR....	0.00
* CHARGE (A/R) [ ]	TOTAL PARTS....	0.00
* CHECK [ ]	TOTAL SUBLET....	0.00
* OTHER [ ]	TOTAL G.O.G....	0.00
* AMEX [ ]	TOTAL MISC CHG.	0.00
* VISA/MC [ ]	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

" HELP US HELP YOU "  
YOU ARE COMPLETELY SATISFIED WITH OUR SERVICE PLEASE  
NO YOUR C.S.I. SURVEY TO GENERAL MOTORS A.S.A.P.  
YOU ARE NOT COMPLETELY SATISFIED CALL ME JON BARCHUK  
JR SERVICE DIRECTOR SO I CAN CORRECT ANY PROBLEM YOU MAY  
HAVING. I'M EASILY REACHED AT 732 671-6200.  
ALL AMERICAN CHEVROLET IS YOUR COMPLETE SERVICE CENTER "

**COPY**

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**Privileged and Confidential Information****CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Heather G. State: NJ

Customer Name: [REDACTED] Service Request: 1-337373708 GM Legal File No.: {Number}

Vehicle ID No.: 1G1ZT54864F [REDACTED] In Service Date: 9/20/2004 Vehicle is: New BAC Code: 111221  
Year, Make & Model: 2004 Chevrolet Malibu**VEHICLE REPAIR HISTORY**

Throughout the entire form, use an asterisk (\*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

 **Brakes**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
7/20/05	116756	*	20249	Brakes are sticking and grinding – resurfaced brake rotors

 **Steering**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
5/24/05	114580	*	16063	Knocking in steering – replaced steering column
7/20/05	116756	*	20249	Steering makes noise – <b>CND</b> Steering has to be turned to make wheels straight - <b>CND</b>

 **Transmission**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
11/17/04	107346	*	5670	Feels like the transmission jolts – <b>unable to verify</b>

 **Body/Trim**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
11/17/04	107346	*	5670	Window squeaks – removed and replaced d/s window run channel

 **Electrical**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
2/23/05	111225	1	10298	L/R directional light out – replace l/r lamp bulb
5/16/05	114273	1	15311	R/tail lamp out – bulb blown – replaced bulb
5/24/05	114580	8	16063	R/brake lights are out – r/brake light bulb was blown – replaced bulb Interior lights come on – light needed to be ordered
7/20/05	116756	*	20249	Dome light inoperative – replaced dome light
8/13/05	117583	1	22477	Wiring and/or connector – exterior lighting repaired - <i>GMVIS</i>

 **Other**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
11/17/04	107346	1	5670	Rotten egg smell coming from vehicle – <b>unable to verify</b>
5/16/05	114273	*	15311	Recall 04027 – seat belt
7/20/05	116756	6	20249	Burning odor in the car – checked wiring and connectors, <b>nothing</b> burnt

**Criteria for the state lemon law presumption period:**

**Days out of service:** {# of Days}

**Repairs** {# of repair attempts} / **Time period** {# of months}

**If applicable, safety-related repairs** {# of repair attempts} / **Time period** {# of months}

**Number of repair attempts in the presumption period:** 4

**Total days out of service during the presumption period:** 11

**Total days out of service during customer’s ownership:** 18

**RECOMMENDATION AND RATIONALE**

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a “substantial impairment” of the vehicle’s use, value or safety.

CRM recommends small cash and component letter for customer satisfaction. Customer hasn’t been to dealer in over two months.

**REASON FOR REMOVAL**

{TEXT}

**CRM FINAL OFFER:** {CASH/REP/TRADE}: **DATE:** {Date}

**OFFER TO CUST: \$**{Amount}  
**ATTORNEY FEES: \$**{Amount}  
**OR INCLUSIVE OFFER: \$**{Amount}

**PLAINTIFF’S FINAL DEMAND:** {CASH/REP/TRADE}: **DATE:** {Date}

**AMOUNT TO CUST: \$**{Amount}  
**ATTORNEY FEES: \$**{Amount}  
**OR INCLUSIVE OFFER: \$**{Amount}

TEAM MANAGER APPROVING: {Name}

Date: {Date}

January 28, 2014

[REDACTED]  
[REDACTED]  
Ville Platte, LA [REDACTED]

Service Request: 1-347229089  
Customer Relationship Manager: Rhonda Anderson

Dear [REDACTED]:

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

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

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

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

# GMAC

---

To: Leon  
Company : **084904794898**  
Fax Number : **9,18662140878**  
Phone Number :

From : Marilyn Unger

Phone Number 1-800-200-4622

Time Sent : **Friday, Aug 5, 2005 12:12PM**

Pages : **2**

Description :

---

Copy of title for [REDACTED]

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Thank you.....GMAC.

# CERTIFICATE OF TITLE

## STATE OF LOUISIANA

### DEPARTMENT OF PUBLIC SAFETY - OFFICE OF MOTOR VEHICLES

VIN 1G1ZT54874F [REDACTED]				TITLE NUMBER [REDACTED]		DATE ISSUED 03/18/2004	
MAKE CHEV	MODEL MAL	BODY 4D	COLOR WHI/	YR 2004	DATE ACQUIRED 02/27/2004	ODOMETER 84	N/U N

\* \* MAIL TO \* \*

GMAC C/O PDP GROUP

PO BOX 8104  
COCKEYSVILLE MD

21030

\* \* OWNER \* \*

[REDACTED]  
VILLE PLATTE LA [REDACTED]

(LIEN)

DATE

03/16/2004

GMAC C/O PDP GROUP  
PO BOX 8104  
COCKEYSVILLE MD

21030

First Lien Released \_\_\_\_\_  
Date

By \_\_\_\_\_  
Lienholder  
Authorized Representative

Second Lien Released \_\_\_\_\_  
Date

By \_\_\_\_\_  
Lienholder  
Authorized Representative

The undersigned as Vehicle Commissioner of the State of Louisiana, certifies that the applicant named herein has been duly registered in this office as owner of the motor vehicle described, pursuant to the laws of the State of Louisiana, subject to the mortgages and encumbrances, if any, herein set forth.

In witness whereof, I have affixed my signature at Baton Rouge

*Key Hodges*

FORM  
DPSMV 1663 (R3/03)

3387

G 368

25010347

**ANY ALTERATION OR ERASURE VOID THIS TITLE**

KEEP IN SAFE PLACE

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

Voluntary/ ~~Mandatory Repurchase~~

**BBB Case**

**Trade**

**OR**

~~Straight~~

~~State Case~~

~~Lease~~

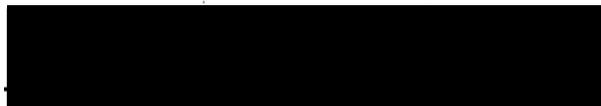
NA

~~COMPLIANCE DATE~~

**ADR REQUEST NUMBER**

1-347229089

**CUSTOMER NAME**



**LAST SIX OF VIN**

1310925

**ADR CRM**

Monyca Jackson

**EXT.**

58134

**AVM**

David Garner

**PHONE**

972075-8107

~~DATE ACCEPTANCE RECEIVED~~

NA

~~NUMBER OF DAYS FOR COMPLIANCE~~

**TEAM MANAGERS SIGNATURE**

*[Handwritten Signature]* NA

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

**COMMENTS/REASON FOR EXCEPTION:**

File will be returned without all information above completed.

*[Handwritten Signature]*  
Dachowski

## GENERAL MOTORS BUSINESS RESOURCE CENTER TRADE REPURCHASE CHECKLIST

<b>APP</b>	<b>APP</b>
_____ CHECK REQUEST FORM (CIF)	_____ SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____ RVDC CALCULATION WORKSHEET	_____ SIGNED SETTLEMENT OFFER LETTER
_____ SIGNED BILL OF SALE ON NEW VEHICLE	_____ SIGNED DEALER CONFIRMATION LETTER
_____ INVOICE ON REPLACEMENT VEHICLE	_____ RECEIPTS FOR ANY AFTERMARKET ITEMS
_____ PRA FORM	_____ INCENTIVES FROM <b>R028</b> IN BARS
_____ INCENTIVE SHUT-OFF REQUEST	_____ DESCRIPTIONS OF INCENTIVES <b>F071</b> IN BARS
_____ COPY OF TITLE OR REGISTRATION	_____ INCENTIVE ACKNOWLEDGEMENT FORM
_____ WARRANTY HISTORY	_____ INVOICE FOR ATTORNEY FEES (If Applicable)
_____ INVOICE ON ORIGINAL VEHICLE	_____ REPAIR ORDERS FOR REASON FOR REPURCHASE

(FLORIDA ONLY)

Substitution of Collateral

New Retail/Lease Contract

### REPURCHASE LIENHOLDER INFORMATION

**CUSTOMER INFORMATION:**

Name	[REDACTED]
VIN#	1G1ZT54874F [REDACTED]
Year-Make and Model:	2004 Chevrolet Malibu

**LIENHOLDER INFORMATION:**

Lienholder Name:	GMAC	
Lender Contact Person and Date:	Shane on 08/04/05	
Physical Address:	Attn: Tanya Bailey 600 North Marienfeld, Suite 201	
City/State/Zip	Midland, TX 79701	
Phone:	1-800-200-4622	
Fax Number:		
Account Number:	[REDACTED]	
Dealer Buyout/Payoff Amount:	\$15,880.29	\$15,928.09
Buyout/Payoff Expiration Date:	08/14/05	09/03/05
Per Diem:	\$2.39	

Additional Information

RVDC Active Case # 95945



RVDC Case# 95945

BRC Case Number	1347229089	Vehicle Is going to: Auction	Is Vehicle Drivable? Y	Issue 1099? N
Customer Name	[REDACTED]	Dealer Admin Fee Applies? Y	Issue Release N	
Original VIN	1G1ZT54874F	This vehicle was repurchased as a result of a: Voluntary settlement of a GM alternative dispute resolution program		
BAC	114335	Retrieve Sales Tax? N	Title Brand?	
Dealership Name	MOREIN MOTOR COMPANY INC	Reason for not Retrieving Sales Tax: TRADE REPURCHASE		
Dealer Contact/Title	Carla LaFleur, Sales Manager	Original Sales Tax Paid in State: LA	Repurchased Under Laws of State: LA	
Dealer Phone	3373636627	Vehicle Meets Presumption of LEMON LAW? Y		
Dealer Fax	3373637939	Closing Schedule: 2005-08-12	Established on: 2005-08-05	
Delivery Date	2004-02-27	If no, where: BAC is 0		
Buyback Mileage	23000	Location Site Name:		
Transmission	A	Contact Name:		
UCC Code(s)	N0107 H7304 N1302 N4002 N0504	Address 1:		
MSRP	22695.00	Address 2:		
Est. Auction Value	11700.00	City:	State:	Zip:
Case Number	95945	Phone #:		
TAC Case Number		Fax #:		
Type of Transaction	CR	Comment: Collateral Trade - Lienholder is GMAC, Attn: Tanya Bailey, 600 North Marienfeld, Suite 201, Midland, TX 79701, phone number 800-200-4622, account number 084904794898		
Replacement VIN	1G2ZG558164	GM Legal Case Number:		
Repurchase Type	ADR Mediated - BBB or State	GM Counsel Name: N/A		
Repurchase Source	PRA ADR AVM David Garner	Gm Counsel Contact Name: N/A		
Reason for Repurchase: Traction control module, turn signal, power window switch, BCM failures				
Address1:				
Address2:				
City:				
State:				
Zip:				
Phone #:				
Fax #:				
<b>Lien Payoff</b>				
Lien Payoff Amount: 20440.35		Lien Payoff Expires on: 2005-08-17		Per Diem: 2.39
Customer Due to GM: 0.00		Dealer Due GM: 0.00		
<b>Check Information</b>				
<b>Customer</b>		<b>Lienholder</b>		<b>Plaintiff's Attorney</b>
Check Amt:	0.00	Payee1:	Morein Motor Company, Inc.	Check Amt: 0.00
Payee1:	[REDACTED]	Payee2:		Payee1:
Payee2:	[REDACTED]	Address1:	1320 W. Main St.	Payee2:
Address1:	[REDACTED]	Address2:		Address1:
Address2:		City:	Ville Platte	Address2:
City:	Ville Platte	State:	LA	City:
State:	LA	Zip:	70586	State:
Zip:	70586	Phone #:	337-363-6627	Zip:
Phone #:	[REDACTED]	Fax #:	337-363-7939	Phone #:
Fax #:	[REDACTED]	Attention:	Carla LaFleur	Fax #:
		Account #:	[REDACTED]	Attention:
				Fed Tax ID:
				Firm Name:

Case ID: 95945 Initiator: olechole

*Sheldon B*

AUG 08 2005

8/8/2005

**BRC TRADE REPURCHASE WORKSHEET**

**File Number**

1-347229089

**Old Vehicle VIN:**

1G1ZT54874F

**Customer Name**

**New Vehicle VIN:**

1G2ZG558164

**Worksheet filled out by:**

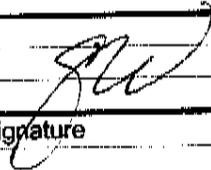
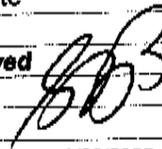
Leon Olechowski

**Date:**

August 4, 2005

Replacement Veh. Cost (231/237)	\$19,711.85	G E N E R A L M O T O R S
Conversion / Upfit Cost	\$0.00	
State Sales Tax	\$0.00	
Additional Tax	\$0.00	
Reg./Lic./Title Fees (opt)	\$138.50	
Taxes Reimbursed on old vehicle	\$0.00	
Fees (Explain)	\$0.00	
State Fees	\$0.00	
Cost to transfer Aftermarket Items	\$0.00	
Unused portion of non-GMPP	\$0.00	
H/B, ADV, EXP	\$0.00	
Transportation Fees	\$0.00	
Misc. (Explain)	\$0.00	
<b>Total Replacement Price</b>	<b>\$19,850.35</b>	
State Sales Tax	\$0.00	C U S T O M E R
Additional Tax	\$0.00	
Reg./Lic./Title Fees (opt)	\$0.00	
New Aftermarket Items	\$0.00	
Fees (Explain)	\$0.00	
State Fees	\$0.00	
Usage/Depreciation	\$0.00	
Damage	\$0.00	
MSRP Upgrade	\$0.00	
MSRP Downgrade (deducted)	\$590.00	
Reimb. of Aft. Mkts on Old Unit	\$0.00	
Misc. Customer Credit	\$0.00	
Less Dealer Contribution	\$0.00	
<b>Total Customer Cost</b>	<b>-\$590.00</b>	
<b>Trade Repurchase Amount</b>	<b>\$20,440.35</b>	
Attorney Fees	\$0.00	
<b>Total Repurchase Amount</b>	<b>\$20,440.35</b>	
(30-day) Lien Payoff	\$0.00	
Good Through XX/XX/XX		
Dealer Due to GM	NA	
GM Due to Dealer	\$20,440.35	
NADA (Legal Only)	\$0.00	
Est. Auction Price (Legal Only)	\$0.00	
Projected (Loss)	-\$20,440.35	

Substitution of collateral  
Payoff is \$15,928.09  
Good through 09/03/05

  
 Authorized Signature \_\_\_\_\_ Date 8/4/05  
**\*\*This is a "work in process" until approved by a Authorized Representative\*\***  
 (Repurchase Group Only)   
 Form Rev 6/23/2005



# MOREIN MOTOR COMPANY, INC.

YOUR NEW CAR AND TRUCK SUPERSTORE  
 W. MAIN • VILLE PLATTE, LA 70586  
 (337) 363-6627 • 1-800-456-5270 • FAX (337) 363-7939



PURCHASER			
ADDRESS			
CITY	PARISH	STATE	
Ville Platte	Evangeline	LA	
DRIVER		JOB	
SS#			
SALESMAN		2ND SALESMAN	
Clyde			
VEHICLE BEING PURCHASED			
<input type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> Car <input type="checkbox"/> Truck <input type="checkbox"/> Demo		STOCK NO.	130647
YEAR	MAKE	ODOMETER READING	
2006	PONTIAC		
MODEL	BODY TYPE	COLOR	
G6	4dr. sm	Red	
SERIAL # 1G2ZG558164			
USED VEHICLE TRADED IN AND OTHER CREDITS			
YEAR	MAKE	STOCK NO.	
MODEL	BODY TYPE	ODOMETER READING	
COLOR	SERIAL #		

DATE 8-4-05  
 DELIVERY DATE \_\_\_\_\_  
 PRICE HONORED ON DATE QUOTED ONLY

SALE PRICE	\$ 19711.85
TRADE	20440.35
DIFFERENCE	-728.50
REBATE	
PDS SERVICES	
TOTAL	-728.50
<input type="checkbox"/> In Town <input checked="" type="checkbox"/> Out of Town	
TAX	%
LIC. & TITLE	+138.50
TEMP. TAG & INSP.	
TOTAL	-590.00
PAYOFF	
TOTAL	
CASH DOWN	
BALANCE	\$ -590.00

**WE OWE**

All work promised must be listed below and done by MOREIN MOTOR CO.

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Any and all repairs in addition to above will be at customer's expense, unless covered by manufacturer's warranty or Mechanical Breakdown Policy.

CUSTOMER \_\_\_\_\_

MANAGER \_\_\_\_\_

SALES REPRESENTATIVE \_\_\_\_\_

New VIN #

2006 G6 - 6CYL SEDAN /V66  
270 CRIMSON RED  
708 LIGHT TAUFF  
ORDER NO. JFSVZR/TDC STOCK NO.  
VIN 1G2EG558164

PONTIAC/GMC DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 2AD5

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
22G69 G6 - 6CYL SEDAN	20030.00	18827.75	INVOICE 06/28/05
F40 SIMULATED WALNUT BURL ACCENTS	N/C	N/C	SHIPPED 06/28/05
F29 50-STATE EMISSIONS	N/C	N/C	EXP I/T 07/10/05
F83 AXLE RATIO 3.05	N/C	N/C	INT COM 07/11/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	PRC EFF 06/28/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G3043 G3043
PC9 PREMIUM VALUE PACKAGE INCLUDES	1475.00	1224.25	WFF-F QTR OPT-1
* (4) 16" PAINTED ALLOY WHEELS			BANK: GMAC - 084
* AM/FM STEREO 6 DISC CD PLAYER			CNC-TO 22-667
(REPLACES STD/OPT/VEG RADIO)			
* SUNROOF, POWER TILT & SLIDE			
PDD CONVENIENCE PACKAGE INCLUDES:	250.00	207.50	SHIP WT: 3376
* POWER ADJ BRAKES & ACCEL.			RP: 32.8
PEDALS			GMS: 19786.85
* FLOOR MATS, CARPET			SUPPLR: 20573.89
* CARGO NET			MRM: 22605.00
T43 SPOILER	225.00	186.75	NEMO 999.00
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
1S2 PREMIUM PACKAGE DISCOUNT	500.00	415.00	

06

TOTAL MODEL & OPTIONS	21480.00	19731.25	ACT 231 19711.85
DESTINATION CHARGE	625.00	625.00	N/A 261 644.40
DEALER CO-OP ADVERTISING		214.80	ADV 261 214.80

TOTAL	22105.00	20571.05	PAY 310 20571.05
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		19626.20	

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 084  
VIN 1G2EG558164  
\$ 20571.05 INV 2AD51704177  
DOE 07/11/05 DEALER 22-667

MOREIN MOTOR COMPANY, INC.

# electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 08/01/2005
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Ville Platte, La.
- 5.Primary Customer Phone #: [REDACTED] Work
- 6.Additional Customer Phone #: [REDACTED] Home
- 7.Customer fax #: (337) [REDACTED]
- 8. Cust Drivers Licenses # [REDACTED]
- 9. State tax % rate 8.50

*GAAR*  
*Lawyer refi.*  
*(337) 599-3250*

*Olachowski*  
*8-2-05*  
*9-10*

### Customer Vehicle Information *2004*

- 10.Year/Make/Model: 2004 Chevrolet/ Malibu
- 11.VIN (17 Digits): 1G1ZT54874F [REDACTED]
- 12.Current Mileage: 23,000
- 13.Purchased: NEW

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

- Dealership that will handle entire transaction: Moran
- 14.Dealership Name: Moran Motors
- 15.Dealership Phone #: 337-363-6627
- 16.Dealership Contact Name and TITLE: Carla Lafleur/ Sales Mgr
- 17.Dealership Contact Phone # (if different than Dealership #): 337-363-6627
- 18.Dealership Contact Fax # 337-363-7939
- 19.Dealership BAC: 114335 Region: South Central

*tax 7% 9% trade diff*  
*fee \$138.50 title reg.*

*Moran Motor Company, Inc.*

### 20.What GOODWILL TOOLS were offered?

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

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

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

- 23.CAC Case Number: 1-347229089
- 24.TAC Case Number: N/A
- 25.If no TAC number, Explain: N/a

### 26.Reason for Repurchase (Include specific mechanical failure): Electrical - Failure

- 27.This case was resolved by: Field Decision working with open case in Tampa ADR
- 28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES
- 29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
- 30.Type of TRANSACTION? TRADE REPURCHASE
- 31.Vehicle Damage (explain what damage is present and who is responsible): none

### 32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1G2ZG558164 [REDACTED]

- 33.New Vehicle Year/Make/Model: 2006 G6 - 6cyl Sedan
- 34..Upgrade  Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 500

### 35.Usage/Depreciation Amount:

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; \*\*NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)  
 -Please show how you arrived at this usage amount: NONE Can not do with Trade

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

37. Lease Termination Terms: N/A

38. Who will be responsible for the Taxes and/or Fees? General Motors

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

Explain: All

39. I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): **YES**

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

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

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

40. General Comments/Special Instructions: NONE

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/01/2005

42. Authorizer Name: Monyca Jackson/ David Garner

43. GM Position: CRM/ AVM

44. VoiceMail Node: 972075 Mailbox Number: 8107

45. Email Address: N/A

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

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

Forward any supporting documentation to FAX- 866-827-1129

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

*Spoke w/ Monyca  
acct # [redacted]  
payoff \$15,860.29  
good through 8/14/05  
per diem \$2.39  
title*

**INCENTIVE SHUT-OFF NOTICE**

SPECIALIST NAME: LEON OLECHOWSKI  
DEPARTMENT: BUSINESS RESOURCE CENTER  
CUSTOMER: [REDACTED]  
FILE NUMBER: 1-347229089  
OLD VEHICLE VIN: 1G1ZT54874F [REDACTED]  
REASON: TRADE REPURCHASE

**THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"**

DEALER CODE: 22667  
BRAND: PONTIAC (16)  
NEW VEHICLE VIN: 1G2ZG558164 [REDACTED]  
SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

08/08/2005

12:13 AUG 05, 2005

TEL NO: 1800-200-4622

#516748 PAGE: 2/2

# CERTIFICATE OF TITLE

## STATE OF LOUISIANA DEPARTMENT OF PUBLIC SAFETY - OFFICE OF MOTOR VEHICLES

VIN 1G1ZT54874F				TITLE NUMBER		DATE ISSUED 03/18/2004	
MAKE CHEV	MODEL MAL	BODY 4D	COLOR WHI/	YR 2004	DATE ACQUIRED 02/27/2004	ODDOMETER 84	N/U N

\* \* MAIL TO \* \*

GMAC C/O PDP GROUP

PO BOX 8104  
COCKEYSVILLE MD

21030

\* \* OWNER \* \*

VILLE PLATTE LA

LIEN	DATE
GMAC C/O PDP GROUP PO BOX 8104 COCKEYSVILLE MD	03/16/2004 21030

First Lien Released \_\_\_\_\_ Date \_\_\_\_\_  
 Lender \_\_\_\_\_  
 By \_\_\_\_\_ Authorized Representative

Second Lien Released \_\_\_\_\_ Date \_\_\_\_\_  
 Lender \_\_\_\_\_  
 By \_\_\_\_\_ Authorized Representative

The undersigned as Vehicle Commissioner of the State of Louisiana, certifies that the applicant named herein has been duly registered in this office as owner of the motor vehicle described, pursuant to the laws of the State of Louisiana, subject to the mortgages and encumbrances, if any, herein set forth.

In witness whereof, I have affixed my signature at Baton Rouge

*Key Hodges*

FORM  
DPGMV 1602 (02/02)

3387

G 368

25010347

ANY ALTERATION OR ERASURE VOIDS THIS TITLE

KEEP IN SAFE PLACE

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK



Louisiana Department of  
Public Safety and Corrections  
Office of Motor Vehicles  
PO Box 64088  
Baton Rouge, LA 70896

# REGISTRATION CERTIFICATE

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

**THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES**

11 N	161ZT5487AF	03/18/2004	2007	22695.00
CHEV	2004	000084	5767145	46.00
VILLE PLATTE LA	2050.00	02/27/2004	03/18/2004	9100.00
11545.00	458.34	577.25	46.00	10.00
21030	5.04	11.55	18.50	8.00
3.43	024	1022.43	82.50	
30	0286 169	1104.93		

*Old W/T*

2004 MALIBU LS SEDAN  
40U WHITE  
14C GRAY

/V6G

ORDER NO. GTDMVZ/TRE STOCK NO.  
VIN 1G1 ZT54 87 4F

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD29673760  
\*\*\*\*\*13\*24478S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 12/01/03
CF5 POWER SUNROOF	725.00	652.50	SHIPPED 12/01/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 12/14/03
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 12/15/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 12/01/03
T43 REAR DECKLID SPOILER	175.00	157.50	KEYS G1141 G1141
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFP-F QTR OPT-1
1SB MALIBU PREFERRED EQUIP GRP 1SB	800.00	720.00	BANK: GMAC - 084
* FLOOR MATS, FRONT & REAR			CHG-TO 24-478
* DRIVER SEAT 6-WAY POWER			
* HEAD CURTAIN SIDE AIR BAGS			SHIP WT: 3207
* REMOTE VEHICLE START SYSTEM			HP: 32.9
			GMS: 20206.45
			SUPPLR: 21115.74
			MRM: 22695.00
			MEMO 1028.50

TOTAL MODEL & OPTIONS	22070.00	20168.55	ACT 231	20131.45
DESTINATION CHARGE	625.00	625.00	H/B 261	662.10
DEALER CO-OP ADVERTISING		220.70	ADV 261	220.70

TOTAL	22695.00	21014.25	PAY 310	21014.25
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MEMO: TOTAL LESS HOLDBACK AND  
APPROX WHOLESALE FINANCE CREDIT 20046.60

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

ROY MOTORS, INCORPORATED

REMIT TO GMAC NO. 084  
VIN 1G1ZT54874E  
\$ 21014.25 INV 1AD29673760  
DUE 12/15/03 DEALER 24-478

JUL 20 05 01:20p

MARTIN A ROY III

337-942-9144

P.2



**ROY MOTORS**

929 N. Main P. O. Box 520  
OPELOUSAS, LOUISIANA 70570  
Telephone 942-9701  
1-800-960-8537



1WJFF442562

DATE 2-27-04

[Redacted]

1111e Platte La Escalonne

[Redacted]

DATE 12-13-12

PLEASE ENTER MY ORDER FOR THE FOLLOWING  
 NEW  USED OR  DEMO -  CAR OR  TRUCK

YEAR MAKE MODEL TYPE  
 04 Chevrolet Malibu LS 4dr

COLOR TRIM VIN  
 White Gray 1G6ZT54874F

STOCK NO. SALESMAN MILES  
 4154 R. Williams 84 miles

CASH PRICE OF VEHICLE	22695.00
OPTIONS	Super Bowl Sweep \$1500 Allowance included in trade

**MECHANICAL SERVICE CONTRACT WAIVER FORM**

The benefits of the General Motors Protection Plans and Mechanical Repair Protection Plans available to me have been fully explained to me by the undersigned dealer representative. I have elected not to purchase any such Plan. I understand that I am not entitled to any benefits thereunder and that I am

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Dealership Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

**PURCHASER IS NOT REQUIRED TO OBTAIN CREDIT LIFE INSURANCE COVERAGE.**

THE UNDERSIGNED HEREBY AFFIRMS THAT THE CHARGE FOR CREDIT LIFE INSURANCE HAS BEEN DISCLOSED IN WRITING PRIOR TO EXECUTION HEREOF BY THE UNDERSIGNED. PURCHASER SPECIFICALLY AFFIRMS THAT HE DOES OR DOES NOT WANT TO OBTAIN INSURANCE FOR WHICH CHARGES ARE DISCLOSED.

Liability insurance coverage for bodily injury and property damage caused to others is not included.

DESCRIPTION OF TRADE IN

YEAR MAKE MODEL COLOR  
 1999 GMC Yukon Blue/Tan

VIN MILES  
 1GKEC13RKKJ 106,442

FINANCE CHARGES begin to accrue on \_\_\_\_\_ The Total of Payments shall be repaid to GMC in 35 consecutive equal monthly installments of \$ \_\_\_\_\_ each on the \_\_\_\_\_ day of each month commencing \_\_\_\_\_ plus one final installment of \$ 8629.90 if the final monthly installment is more than twice the amount of an otherwise regularly scheduled equal payment. it shall constitute a Balloon Payment. A Balloon Payment may be refinanced only upon such terms and conditions as the then parties to this agreement may agree as of its due date. If any installment is in default more than ten days, default charges shall be payable in the amount of \_\_\_\_\_ % of the delinquent installment or \$ \_\_\_\_\_ whichever is less. Seller shall have a security interest in the vehicle being purchased pursuant hereto until the Total of Payments has been paid in full. If the obligation is prepaid in full, any rebate of unearned interest to which purchaser may be entitled will be computed.

CASH PRICE	22695.00
TAX	1039.05
LICENSE	132.50
REGISTRATION	
1. TOTAL CASH PRICE DELIVERED	23866.55
2. CASH DOWN PAYMENT	2050.00
3. TRADE IN	9100.00
LESS Citizens Bank	1634.33
4. TOTAL DOWN PAYMENT (2 + 3)	4835.67
5. UNPAID BALANCE OF CASH PRICE (1 - 4)	19030.88
6. OTHER CHARGES	495.00
7. UNPAID BALANCE (AMOUNT FINANCED) (5 + 6)	19525.88
8. FINANCE CHARGE	3137.59
9. TOTAL OF PAYMENTS (7 + 8)	22663.47
10. DEFERRED PAYMENT PRICE (1 + 6 + 8)	27499.14
11. ANNUAL PERCENTAGE RATE	5.5 % 48 - 298.08

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, (A) ON ALL GOODS AND SERVICES SOLD BY DEALER; AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD "AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED." Purchaser by his execution of this Order certifies that he is of legal age to execute binding contracts in this State and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

DATE \_\_\_\_\_

ACCEPTED BY [Signature]  
DEALER OR HIS AUTHORIZED REPRESENTATIVE

FROM : TANGLES\_HAIR\_SALON\_VA

P FAX NO. : 337 599 2678  
07/4/2005 2:49 PAGE 002/003Aug. 04 2005 01:52PM P1  
Fax Server**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 4, 2005

[REDACTED]  
Ville Platte, LA [REDACTED]**TRADE SETTLEMENT OFFER**

Subject: Repurchase of a 2004 Chevrolet Malibu, VIN 1G1ZT54874F [REDACTED] Case Number 1-347229089

Dear [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZT54874F [REDACTED] and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied General Motors customer. General Motors will assist you into a 2006 Pontiac G6, VIN 1G22G558164 [REDACTED]. Your responsibilities may be, but not limited to, taxes, state fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 09/03/05 (Will be satisfied with substitution of collateral)	\$15,928.09
Less downgrade	\$ 590.00
<b>TOTAL CREDIT TO CUSTOMER</b>	<b>\$ 590.00</b>

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

General Motors will repurchase VIN 1G1ZT54874F [REDACTED] in exchange for the release of liability stemming from warranties, expressed or implied, covering this vehicle.

Please return this entire document to fax number 866-214-0878 by 08/08/05. The conditions of the trade-repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Moren Motors. Please allow up to 7 business days for check processing. I will

FROM : TANGLES\_HAIR\_SALON\_VA  
1 2A JUL 1 2005

P FAX NO. : 337 599 2678  
8/8/2005 2:49 PAGE 003/003

Aug. 04 2005 01:53PM P2  
Fax Server



contact you to set up a signing date. You will be required to complete the transaction on the scheduled signing date or this transaction may be voided. I can be reached at (800) 231-1841 ext. 58622 if you have any questions or concerns.

Sincerely,

Leon Olechowski  
General Motors Business Resource Center

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

Signature at



**PLEASE READ BEFORE SIGNING!**  
**Dealer Confirmation Letter- Collateral Exchange**

**General Motors**  
5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610  
Phone (800) 231-1841 Extension 58622 -- Fax (866) 214-0878  
Leon Olechowski

Collateral Exchange Agreement between General Motors and its dealer partner Morein Motors

Customer's Name: [Redacted]  
Case Number: 1-347229089

Thank you for assisting General Motors in this collateral exchange transaction for our mutual customer. Please return this document signed along with a copy of the new Bill of Sale to fax # 866-214-0878 by 08/08/05.

General Motors will issue a check in the amount of \$20,440.35 made payable to Morein Motors after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (for usage on the old vehicle and to pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

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

Replacement VIN:	1G2ZG558164 [Redacted] ✓
New Vehicle Sales Price:	\$19,711.85
Used Vehicle Trade Value:	\$20,301.85
Trade Difference:	(\$590.00)
Taxes:	\$0.00
Rabates:	Not Applicable
Miscellaneous State Fees:	\$138.50
Document Fees:	Not paid by either party
Dealer Processing Fee:	\$200 applied as warranty credit via W.I.N.S.

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Downgrade = \$590.00  
Total Customer Credit = \$590.00

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

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-214-0878.

Morein Motors	BAC 114335	<i>Carla M Lafleur Sectreas</i> Management Agent's Signature and Title.
Morein Motors	BAC 114335	Carla M Lafleur Sectreas Management Agent's Printed Name and Title.

**Leon Olechowski**  
Authorized General Motors BRC Representative Signature

**Leon Olechowski**  
Authorized General Motors BRC Representative Printed Name

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

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

CUSTOMER NAME: \_\_\_\_\_  
 VIN: 1G1ZT54874F \_\_\_\_\_ (or see attached list\*)

## CUSTOMER INCENTIVE(S)

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

Incentive Program Reference	Amount	GM Incentive Code
<u>DOWN PAY ASST</u>	<u>\$ 2050</u>	_____
<u>SUPER BOWL SWEEP</u>	<u>\$ 7500</u>	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
<b>Total Incentive Amount Received</b>	<b>\$ _____</b>	_____

2. **Other Program Selection** (Which may or may not be in lieu of customer incentive programs, for example, Division supported financing/leasing, etc.)  
 a. I elect to receive \_\_\_\_\_  
 in lieu of \_\_\_\_\_  
 or  
 b. I elect to receive \_\_\_\_\_

### --- CUSTOMER AND DEALER ACKNOWLEDGMENT ---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 2/20/04. I acknowledge receipt of incentive(s) as described in Item # \_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: \_\_\_\_\_ Date: 2/20/04

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: \_\_\_\_\_ Date: 2/20/04  
 Dealership Name: Reg Motors Inc Dealer Code: 26-478

\* List must include VIN, Delivery Date and Program Reference

TO 918662140878 P.19/23

AUG 08 2005 16:13 FR SITEL

FROM : TANGLES\_HAIR\_SALON\_LVA P FAX NO. : 337 599 2678 Aug. 01 2005 07:47AM P1

801568-00592  
BILLST 1004

PO BOX 680208  
DALLAS TX 75268

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-333-4622



THANK YOU FOR DRIVING YOUR DEALER AND GMAC

VILLE PLATTE LA

MAKE/MODEL: 04 CHEV MALIBU  
VIN: 1G1ZT54874F

ACCOUNT NUMBER: [REDACTED]

PAGE 1 OF 1

NEXT PAYMENT DUE		PAST DUE PAYMENTS PAY IMMEDIATELY		OTHER UNPAID AMOUNTS	
Due Date	07/28/05	Due Date		Late Charge	
Amount Due	290.51	Amount		Insurance Premium	
TOTAL	290.51	TOTAL		Miscellaneous	
				TOTAL	
				TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:	290..

# REMAINING PAYMENTS: 32

SCHEDULED END DATE: 02/28/08

PAYMENTS APPLIED AS FOLLOWS							
DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID
04/28/05	298.71	05/02/05	194.81	105.69			300.00
05/28/05	298.71	06/06/05	212.95	87.05			300.00
06/28/05	298.71	06/27/05	298.45	51.55			290.00

MESSAGES



REMAINING UNPAID BALANCE \$16,085.74. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL GMAC FOR YOUR PAYOFF.

IN ORDER TO KEEP YOUR VEHICLE IN SAFE OPERATING CONDITION AND TO AVOID POSSIBLE EXCESS WEAR CHARGES, BE CERTAIN TO FOLLOW THE MANUFACTURER'S MAINTENANCE GUIDELINES OUTLINED IN YOUR OWNER'S MANUAL. YOUR GM DEALER IS AVAILABLE TO HANDLE ALL OF YOUR MAINTENANCE NEEDS SUCH AS OIL CHANGES, TIRE ROTATIONS, WHEEL ALIGNMENTS AND BRAKE REPAIRS.

REVISED 1/21/07

**Overallowance/Incentives/Negative Equity Form (non-Florida)**

Customer: [REDACTED]

Request #: 1-347229089

BBB#: CHV0579527

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$22,695.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$22,695.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$0

Trade Allowance (from dealer Bill of Sale)	\$9,100.00
Actual Cash Value Statement	\$8,000.00
Difference (if positive, this is the overallowance)	\$1,100.00

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$6,314.33
Actual Cash Value Statement	\$8,000.00
Difference (if positive, this is the negative equity )	+\$1,685.67

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$22,695.00
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$3,550.00
Overallowance and/or Negative Equity minus	\$0
<b>Actual price of Vehicle that should be presented to BBB for ATA</b>	<b>\$19,145.00</b>

JUL 20 05 01:20p

MARTIN A ROY III

337-942-9144

P.1

929 N. MAIN ST.  
OPELOUSAS, LA 70570

337-942-9701  
337-942-9144 (fax)



# Fax

To: Monica From: \_\_\_\_\_

Fax: 866-213-4643 Pages: 17

Phone: \_\_\_\_\_ Date: 7/18/05

Re: \_\_\_\_\_ CC: \_\_\_\_\_

- Urgent     For Review     Please Comment     Please Reply     Please Recycle

• Comments:

ACV - \$8,000.00

Revised 3/17/05

**ADR REPURCHASE CHECKLIST****Effective date: 08/26/2004**

- Cover sheet denoting a Request # and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- PRA FORM (Voluntary Repurchase only)
- Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
- Invoice on original vehicle Socrates (Max Retriever)-old VIN & new VIN if a trade
- Incentive Acknowledgement Form
- Signed Bill of Sale on original vehicle
- Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
- ~~Agreement to Arbitrate~~
- ~~Repair Orders (KY and FL only)~~
- ~~Invoice for any conversion package (if applicable)~~
- ~~Receipts for any after market items (if applicable)~~
- ~~BBB rating/ Lemon law ruling and/or BBB settlement letter (if applicable)~~
- ~~Signed customer acceptance of decision for Mandatory Repurchases~~
- Financial Institution information including: account #, phone # & Institution name
- Overallowance/Incentives/Negative Equity Form
- ACV on trade-in documented
- ~~Copy of the Customer Claim Form (CCF) only on Mandates~~
- ~~Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #~~

2004 MALIBU LS SEDAN /V6G  
40U WHITE  
14C GRAY  
ORDER NO. GTDMVZ/TRE STOCK NO.  
VIN 1G1 ZT54 87 4F

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD29673760

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	20370.00	18638.55	INVOICE 12/01/03
CF5 POWER SUNROOF	725.00	652.50	SHIPPED 12/01/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 12/14/03
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 12/15/03
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 12/01/03
T43 REAR DECKLID SPOILER	175.00	157.50	KEYS G1141 G1141
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFP-F QTR OPT-1
1SB MALIBU PREFERRED EQUIP GRP 1SB	800.00	720.00	BANK: GMAC - 084
* FLOOR MATS, FRONT & REAR			CHG-TO 24-478
* DRIVER SEAT 6-WAY POWER			
* HEAD CURTAIN SIDE AIR BAGS			
* REMOTE VEHICLE START SYSTEM			

SHIP WT: 3207  
HP: 32.9  
GMS: 20206.45  
SUPPLR: 21115.74  
MRM: 22695.00  
MEMO 1028.50

TOTAL MODEL & OPTIONS	22070.00	20168.55	ACT 231	20131.45
DESTINATION CHARGE	625.00	625.00	H/B 261	662.10
DEALER CO-OP ADVERTISING		220.70	ADV 261	220.70

TOTAL	22695.00	21014.25	PAY 310	21014.25
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		20046.60		

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*  
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

ROY MOTORS, INCORPORATED

REMIT TO GMAC NO. 084  
VIN 1G1ZT54874F  
\$ 21014.25 INV 1AD29673760  
DUE 12/15/03 DEALER 24-478



**BRC TRADE REPURCHASE WORKSHEET**

**File Number**

1-347229089

**Customer Name**

[REDACTED]

**Worksheet filled out by:**

Leon Olechowski

**Old Vehicle VIN:**

1G1ZT54874F [REDACTED]

**New Vehicle VIN:**

1G2ZG558164 [REDACTED]

**Date:**

August 4, 2005

TRADE REPURCHASE		
Replacement Veh. Cost (231/237)	\$19,711.85	G
Conversion / Upfit Cost	\$0.00	E
State Sales Tax	\$0.00	N
Additional Tax	\$0.00	E
Reg./Lic./Title Fees (opt)	\$138.50	R
Taxes Reimbursed on old vehicle	\$0.00	A
Fees (Explain)	\$0.00	L
State Fees	\$0.00	M
<b>Items below not shown on new Bill of Sale</b>		
Cost to transfer Aftermarket Items	\$0.00	T
Unused portion of non-GMPP	\$0.00	O
H/B, ADV, EXP	\$0.00	R
Transportation Fees	\$0.00	S
Misc. (Explain)	\$0.00	
<b>Total Replacement Price</b>	<b>\$19,850.35</b>	
State Sales Tax	\$0.00	
Additional Tax	\$0.00	
Reg./Lic./Title Fees (opt)	\$0.00	C
New Aftermarket Items	\$0.00	U
Fees (Explain)	\$0.00	S
State Fees	\$0.00	T
<b>Items below contribute to trade-in allowance</b>		
Usage/Depreciation	\$0.00	M
Damage	\$0.00	E
MSRP Upgrade	\$0.00	R
MSRP Downgrade (deducted)	\$590.00	
Reimb. of Aft. Mkts on Old Unit	\$0.00	
Misc. Customer Credit	\$0.00	
Less Dealer Contribution	\$0.00	
<b>Total Customer Cost</b>	<b>-\$590.00</b>	
<b>Trade Repurchase Amount</b>	<b>\$20,440.35</b>	
Attorney Fees	\$0.00	
<b>Total Repurchase Amount</b>	<b>\$20,440.35</b>	
(30-day) Lien Payoff	\$0.00	
Good Through XX/XX/XX		
<b>Dealer Due to GM</b>	<b>NA</b>	
<b>GM Due to Dealer</b>	<b>\$20,440.35</b>	
NADA (Legal Only)	\$0.00	
<b>Est. Auction Price (Legal Only)</b>	<b>\$0.00</b>	
<b>Projected (Loss)</b>	<b>-\$20,440.35</b>	
		Substitution of collateral Payoff is \$15,928.09 Good through 09/03/05
		Authorized Signature _____ Date _____
		<b>**This is a "work in process" until approved by a Authorized Representative** (Repurchase Group Only)</b>



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

- 1.Date (mm/dd/yyyy): 08/01/2005  
 2.Customer Name: [REDACTED]  
 3.Customer Address: [REDACTED]  
 4.Customer City, State, and Zip: Ville Platte, La. [REDACTED]  
 5.Primary Customer Phone #: [REDACTED] Work  
 6.Additional Customer Phone #: [REDACTED] Home  
 7.Customer fax #: [REDACTED]  
 8. Cust Drivers Licenses #: [REDACTED]  
 9. State tax % rate: 8.50

**Customer Vehicle Information**

- 10.Year/Make/Model: 2005/ Chevrolet/ Malibu  
 11.VIN (17 Digits): 1G1ZT54874F [REDACTED] 12.Current Mileage: 23,000  
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Moran Motors  
 15.Dealership Phone #: 337-363-6627  
 16.Dealership Contact Name and TITLE: Carla Lafleur/ Sales Mgr  
 17.Dealership Contact Phone # (if different than Dealership #): 337-363-6627  
 18.Dealership Contact Fax #: 337-363-7939  
 19.Dealership BAC: 114335 Region: South Central

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

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

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

22.If this will not be a Trade Repurchase, Please explain Why? n/a

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

23.CAC Case Number: 1-347229089 24.TAC Case Number: N/A

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

**26.Reason for Repurchase (Include specific mechanical failure):** Electrical - Failure

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

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

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).

30.Type of TRANSACTION? TRADE REPURCHASE

31.Vehicle Damage (explain what damage is present and who is responsible): none

**32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:** 1G2ZG558164 [REDACTED]

33.New Vehicle Year/Make/Model: 2006 G6 - 6cyl Sedan

34..Upgrade  Downgrade  Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): -590**35.Usage/Depreciation Amount:**

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; \*\*NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: NONE

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): \_\_\_\_\_

37. Lease Termination Terms: N/A

38. Who will be responsible for the **Taxes and/or Fees**? General Motors

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

Explain: All

39. I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

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

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

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

40. General Comments/Special Instructions: NONE

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/01/2005

42. Authorizer Name: Monyca Jackson/ David Garner

43. GM Position: CRM/ AVM

44. VoiceMail Node: 972075 Mailbox Number: 8107

45. Email Address: N/A

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

**Attach this saved file to a Lotus Notes document and E-mail this ePRA to [ePRA@GMExpert.com](mailto:ePRA@GMExpert.com)**

**Forward any supporting documentation to FAX- 866-827-1129**

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

**GMC**

## GENERAL MOTORS BUSINESS RESOURCE CENTER

August 4, 2005

[REDACTED]  
Ville Platte, LA [REDACTED]

## TRADE SETTLEMENT OFFER

Subject: Repurchase of a 2004 Chevrolet Malibu, VIN 1G1ZT54874F [REDACTED] Case Number 1-347229089

Dear [REDACTED]

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZT54874F [REDACTED] and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied General Motors customer. General Motors will assist you into a 2006 Pontiac G6, VIN 1G2ZG558164 [REDACTED]. Your responsibilities may be, but not limited to, taxes, state fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 09/03/05 (Will be satisfied with substitution of collateral)	\$15,928.09
Less downgrade	\$ 590.00
<b>TOTAL CREDIT TO CUSTOMER</b>	<b>\$ 590.00</b>

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

General Motors will repurchase VIN 1G1ZT54874F [REDACTED] in exchange for the release of liability stemming from warranties, expressed or implied, covering this vehicle.

Please return this entire document to fax number 866-214-0878 by 08/08/05. The conditions of the trade-repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used *only* for title corrections, if needed (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to Morcin Motors. Please allow up to 7 business days for check processing. I will



**GMC**

contact you to set up a signing date. You will be required to complete the transaction on the scheduled signing date or this transaction may be voided. I can be reached at (800) 231-1841 ext. 58622 if you have any questions or concerns.

Sincerely,

Leon Olechowski  
General Motors Business Resource Center

This letter

Signature an



929 N. MAIN ST.  
OPELOUSAS, LA 70570

337-942-9701  
337-942-9144 (fax)



# Fax

To: Monica From: \_\_\_\_\_

Fax: 866-213-4643 Pages: 17

Phone: \_\_\_\_\_ Date: 7/18/05

Re: \_\_\_\_\_ CC: \_\_\_\_\_

- Urgent     For Review     Please Comment     Please Reply     Please Recycle

● Comments:

ACV - \$8,000.00



# ROY MOTORS

929 N. Main P. O. Box 520  
OPELOUSAS, LOUISIANA 70570  
Telephone 942-9701  
1-800-960-6537



36220

1W7H442562

DATE 2-27-04

STOCK NO. [REDACTED]

CLERK [REDACTED]

PLEASE ENTER MY ORDER FOR THE FOLLOWING  
 NEW  USED OR  DEMO -  CAR OR  TRUCK

YEAR 04 MAKE Chevrolet MODEL Malibu TYPE 4 door

COLOR White TRIM Gray VIN 1G6ZT54874F

STOCK NO. 4654 SALES SMAN R. Williams MILES 84 miles

City Wille Plant, La Evangelist [REDACTED]

PHONE NO. 433-67-8736

DATE OF BIRTH 10-27-73 12-13-72

**MECHANICAL SERVICE CONTRACT WAIVER FORM**

The benefits of the General Motors Protection Plans and Mechanical Repair Protection Plans available to me have been fully explained to me by the undersigned dealer representative. I have elected not to purchase any such Plan. I understand that I am not entitled to any benefits thereunder and that I am

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Dealership Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

CASH PRICE OF VEHICLE 22695.00

OPTIONS Super Bowl Sweep \$1500 Allowance included in trade

**PURCHASER IS NOT REQUIRED TO OBTAIN CREDIT LIFE INSURANCE COVERAGE.**

THE UNDERSIGNED HEREBY AFFIRMS THAT THE CHARGE FOR CREDIT LIFE INSURANCE HAS BEEN DISCLOSED IN WRITING PRIOR TO EXECUTION HEREOF BY THE UNDERSIGNED. PURCHASER SPECIFICALLY AFFIRMS THAT HE DOES OR DOES NOT WANT TO OBTAIN INSURANCE FOR WHICH CHARGES ARE DISCLOSED.

Purchaser Signature \_\_\_\_\_

CASH PRICE 22695.00

TAX 1039.05

LICENSE 132.50

1. TOTAL CASH PRICE DELIVERED 23866.55

DESCRIPTION OF TRADE IN

YEAR 1999 MAKE GMC MODEL Yukon COLOR Blue/Tan

VIN 1GKEC13RKKJ MILES 106,442

FINANCE CHARGES begin to accrue on \_\_\_\_\_ The Total of Payments shall be repaid to GMAC in 35 consecutive equal monthly installments of \$ \_\_\_\_\_ each on the \_\_\_\_\_ day of each month commencing \_\_\_\_\_ plus one final installment of \$ 8624.90. If the final monthly installment is more than twice the amount of an otherwise regularly scheduled equal payment, it shall constitute a Balloon Payment. A Balloon Payment may be refinanced only upon such terms and conditions as the then parties to this agreement may agree as of its due date. If any installment is in default more than ten days, default charges shall be payable in the amount of \_\_\_\_\_ % of the delinquent installment or \$ \_\_\_\_\_, whichever is less. Seller shall have a security interest in the vehicle being purchased pursuant hereto until the Total of Payments has been paid in full. If the obligation is prepaid in full, any rebate of unearned interest to which purchaser may be entitled will be computed.

2. CASH DOWN PAYMENT 2050.00

3. TRADE IN 9100.00

BALANCE OWING TO Citizens Bank 6314.33

4. TOTAL DOWN PAYMENT (2 + 3) 4835.67

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE AND IN THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALER'S, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE (A) ON ALL GOODS AND SERVICES SOLD BY DEALER; AND (B) ON ALL USED VEHICLES WHICH ARE HEREBY SOLD "AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED." Purchaser by his execution of this Order certifies that he is of legal age to execute binding contracts in this State and

5. UNPAID BALANCE OF CASH PRICE (1 - 4) 19030.88

6. OTHER CHARGES 495.00

7. UNPAID BALANCE (AMOUNT FINANCED) (5 + 6) 19525.88

8. FINANCE CHARGE 3137.59

9. TOTAL OF PAYMENTS (7 + 8) 22663.47

10. DEFERRED PAYMENT PRICE (1 + 6 + 8) 27499.14

11. ANNUAL PERCENTAGE RATE 5.5 % 48 - 598.08

PURCHASER'S SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

ACCEPTED BY [Signature]  
DEALER OR HIS AUTHORIZED REPRESENTATIVE

2-1-04  
OK - 1-20-04

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

CUSTOMER NAME: [REDACTED]  
 VIN: 1G1ZT54874F [REDACTED] (or see attached list\*)

## CUSTOMER INCENTIVE(S)

### 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
<u>DOWN PAY ASST</u>	<u>\$ 2050-</u>	_____
<u>SUPERBOWL SWEEP</u>	<u>\$ 1500-</u>	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
<b>Total Incentive Amount Received</b>	<b>\$ _____</b>	_____

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

- a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_
- or
- b. I elect to receive \_\_\_\_\_

## --- CUSTOMER AND DEALER ACKNOWLEDGMENT ---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 2/20/04. I acknowledge receipt of incentive(s) as described in Item # \_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

*Eric Casper*  
Date: 2/20/04

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: *Martin A Roy III*  
Dealership Name: ROY MOTOR INC

Date: 2/20/04  
Dealer Code: 24-478

\* List must include VIN, Delivery Date and Program Reference

442562

200333

\*INVOICE\*



ILLI PLATTE LA

OME: [REDACTED] BUS:

PAGE 1929 N. Main St. • P.O. Box 520 • Opelousas, LA 70576

(337) 942-9701 • 1-800-960-OLDS  
115 TOMMY DUPRE

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	04	CHEVROLET MALIBU	1G1ZT54874F [REDACTED]	[REDACTED]	22559/22559	

SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			27JUN05			WARR	05JUL05

R.O. OPENED

READY

STK:4154 DLR:24478

21JUN05

05JUL05

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

ABS LIGHT IS ON AT TIMES							
CAUSE: EBCM HAS INTERNAL OPEN CIRCUIT							
H2505 REPLACE EBCM							
			456	WM	1.30	72.05	72.05
	1	22691088	MODULE			357.90	285.60
							285.60

\*\*\*\*\*

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

DISCLAIMER OF WARRANTIES

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

ALL PARTS ARE NEW EXCEPT AS NOTED

DESCRIPTION	TOTALS
LABOR AMOUNT	<del>72.05</del>
PARTS AMOUNT	<del>213.55</del>
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	359.05

CUSTOMER SIGNATURE

359.05

442562

200026

\*INVOICE\*



ILLIE PLATTE, LA

PAGE 1929 N. Main St. • P.O. Box 520 • Opelousas, LA 70571

DME: [REDACTED] BUS:

(337) 942-9701 • 1-800-960-OLDS  
410 LOUIS F FAY JR

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
HITE	04	CHEVROLET MALIBU	1G1ZT54874F [REDACTED]	[REDACTED]	22559/22559	
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
IS			08JUN05			WARR
R.O. OPENED	READY	STK:4154 DLR:24478				
08JUN05	01JUL05					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
TC LIGHT ON; ABS LIGHT ON							
AUSE: SENSOR IS OPEN							
E4301 REPLACE LEFT REAR HUB AND BEARING ASSEMBLY							
				477 WM 0.90		49.88	49.88
1				10399802 F-HUB	250.00	175.00	175.00
							<u>224.88</u>

\*\*\*\*\*

\*\* STARTER DRAGGING @ TIMES

AUSE: UNABLE TO DUPLICATE CUSTOMER'S CONCERN

N9995 CUSTOMER CONCERN NOT DUPLICATED

425	WM	0.20			11.08	11.08
-----	----	------	--	--	-------	-------

\*\*\*\*\*

\*\* ABS LIGHT IS ON

AUSE: EBCM SHORTED INTERNALLY

H2505 REPLACE EBCM

456	WM	1.30			72.05	72.05	
1				22691088 MODULE	357.90	285.60	285.60
12				12355108 F-TERMINAL,	1.83	1.27	15.24
OLH OTHER LABOR HOURS TO REPLACE CONNECTOR							
456	WM	0.50			27.71	27.71	
1				88988318 F-CONNECTOR	47.46	37.87	37.87
							<u>438.47</u>

\*\*\*\*\*

\*\* RENTAL

AUSE: CUSTOMER SATISFACTION

Z7902 RENTAL

423	WM	0.00			74.00	74.00
-----	----	------	--	--	-------	-------

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

DISCLAIMER OF WARRANTIES

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

ALL PARTS ARE NEW EXCEPT AS NOTED

DESCRIPTION	TOTALS
LABOR AMOUNT	239.90
PARTS AMOUNT	513.57
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	768.47
THIS AMOUNT	105.22
THIS AMOUNT	89.24
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	683.97

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

ALL PARTS ARE NEW EXCEPT AS NOTED

CUSTOMER SIGNATURE

442002

176135

INVOICE



[Redacted]

929 N. Main St. • P.O. Box 520 • Opelousas, LA 70571  
(337) 942-9701 • 1-800-960-OLDS

PLATE # [Redacted]  
LINE # [Redacted]

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
R.O. OPENED	READY	SIR#4154 ULR#24478				
22MAR05	22MAR05					

TIME	LEAVE	TECH	TIME	HOURS	LUB	WASH	TIRE
STATE INSPECTION							
SI STATE INSPECTION							
	802	DSI	0.00			10.00	10.00

\*\*\*\*\*

[Large area of faint, illegible text]

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

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ALL PARTS ARE NEW EXCEPT AS NOTED

\_\_\_\_\_  
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	10.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	10.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	10.00

442562

177918

\*INVOICE\*



1929 N. Main St. • P.O. Box 520 • Opelousas, LA 70571  
(337) 942-9701 • 1-800-960-OLDS

11000 PLANT, LA  
CITY: [REDACTED] STATE: [REDACTED]

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
FILE	04	CHEVY/OLDS	1617159874	[REDACTED]	18700/18700	
SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			22MAR05			WARR
R.O. OPENED	READY	STK#4154 DLN#24476				
14MAR05	23MAR05					

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

\*\*\*\*\*  
 DOME LIGHTS COMING ON AUTOMATICALLY (DASH LIGHTS ALSO)  
 LTD UNABLE TO DUPLICATE CUSTOMER'S COMPLAINT AT THIS TIME  
 \*\*\*\*\*  
 456 DN 0.00 0.00  
 UP 31 MILES IN DRIVING AND VEHICLE NEVER ACTED UP  
 \*\*\*\*\*  
 RADIO COMING ON AUTOMATICALLY WHILE ENGINE IS OFF  
 AGENT UNABLE TO DUPLICATE CUSTOMER'S COMPLAINT AT THIS TIME  
 \*\*\*\*\*  
 R9995 CUSTOMER CONCERN NOT DUPLICATED  
 456 WB 0.30 16.83 16.83  
 \*\*\*\*\*

\*\*\*\*\*  
 \*\* MIRROR COVER MISSING ON DRIVER'S SIDE  
 AGENT VISOR COVER MISSING  
 C2021 REPLACE DRIVER'S SIDE SUN VISOR  
 525 WB 0.20 11.08 11.08  
 1 10381588 F-SUNSHADE 75.48 58.60 58.60  
 \*\*\*\*\*  
 TOTAL 69.73

\*\*\*\*\*  
 \*\* FRONT TURN SIGNAL LIGHT OUT  
 AGENT BULB BURN  
 N0681 REPLACE LEFT TURN SIGNAL BULB  
 410 VM 0.30 18.88 18.88  
 1 12460108 BULB 3.19 2.28 2.28  
 \*\*\*\*\*  
 TOTAL 18.86

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

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

ALL PARTS ARE NEW EXCEPT AS NOTED

DESCRIPTION	TOTALS
LABOR AMOUNT	44.34
PARTS AMOUNT	60.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	105.22

CUSTOMER SIGNATURE

442562

188560

INVOICE



PAGE 1929 N. Main St. • P.O. Box 520 • Opelousas, LA 70571

(337) 942-9701 • 1-800-960-OLDS  
405 MURPHY J FOSTER BUDD

HOME: BUS:

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	04	CHEVROLET MALIBU	1G1ZT54874F		325/325	T2416
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
						WARR
R.O. OPENED	READY	STK:4154 DLR:24478				
01MAR04	05MAR04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
DASH LIGHTS OUT AND NO TAIL LIGHTS							
CAUSE: SWITCH SHORTED							
N2540 SWITCH - REPLACE HAZARD WARNING							
				456 WM 1.30		70.02	70.02
				1 22626457 F-SWITCH	15.57	13.08	13.08
FC: 60							
PART#: 22626457							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
DJ							
DISC OVN FREIGHT							
				WFR		6.37	6.37
FC:							
*****							

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

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**ALL PARTS ARE NEW EXCEPT AS NOTED**

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	89.47.00

CUSTOMER SIGNATURE







442562

196677

\*INVOICE\*



ILLE PLATTE LA

DME: [REDACTED] BUS:

PAGE 1 929 N. Main St. • P.O. Box 520 • Opelousas, LA 70571

(337) 942-9701 • 1-800-960-OLDS

SERVICE ADVISOR:

525 NICHOLAS LANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	04	CHEVROLET MALIBU	1G1ZT54874E	[REDACTED]	17152/17152	
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24 JAN 05	24 JAN 05	25 JAN 05				
R.O. OPENED	READY	STK:4154 DLR:24478		WARR	26 JAN 2005	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1							
LEFT REAR POWER WINDOW INOP							
CAUSE: SWITCH SHORTED							
N2145 SWITCH - REPLACE DOOR WINDOW LEFT FRONT							
				544	WB	0.60	
1				22733011	SWITCH		
				FC: 60			
				PART#: 22733011			
				COUNT: 1			
				CLAIM TYPE:			
				AUTH CODE:			
				DJ			
*****							
SUNVISOR MIRROR CASE BROKEN							
				110	PART ON ORDER		
				544	CB	0.00	
						0.00	0.00
*****							
REMOTE DOES NOT START CAR							
UTD BOTH REMOTES ARE OPERATING PROPERLY AT THIS TIME							
				458	CM	0.00	
						0.00	0.00
*****							
BRAKES MAKE SQUEALING NOISE FRONT AND BACK							
UTD NO NOISE HEARD AT THIS TIME							
				458	CM	0.00	
						0.00	0.00
*****							
INSIDE LIGHTS WORK WHEN THEY WANT							
UTD LIGHTS ARE WORKING PROPERLY AT THIS TIME							
				458	CM	0.00	
						0.00	0.00
*****							
** VOLUME ON RADIO INCREASES & DECREASES @ TIMES WHILE DRIVING							
UTD NORMAL OPERATION AT THIS TIME							
				458	CM	0.00	
						0.00	0.00

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

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PARTS ARE NEW EXCEPT AS NOTED

[REDACTED]

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	33.25
PARTS AMOUNT	53.96
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMT	87.21



ONPA INFO BULLORY

114 PATRONS MEMORIAL HWY  
LAKE CHARLES, LA 70508  
337-942-9144

929 N. Main St. • P.O. Box 520 • Opelousas, LA 70571  
(337) 942-9701 • 1-800-960-OLDS

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	04	CHEVROLET MALibu	1G1Z77G4400001000		14850/14850		
SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
R.O. OPENED	READY	ETK42154 01P100070					
2005004	2005004						

THE ABOVE TECH TYPE WORK

STEERING WHEEL IS JERKY AT TIMES  
 CAUSE:  
 57490 REPLACE STEERING COLUMN  
 490 WP 1.40 75.40 75.40  
 1 10873948 R-COLUMN KI 487.67 389.18 389.18  
 FC: 60  
 PARTS: 10873948  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 PU

Handwritten: 75.40, 389.18, 464.58

DRIVER'S REAR WINDOW IS INOPERATIVE  
 ONR CUSTOMER WILL RETURN AT A LATER DATE FOR  
 REPAIR  
 410 DM 0.00 0.00  
 ISO DWN PREIGHT  
 WFR MD  
 93 27501  
 FC: 60

\*\* VEHICLE STALLING @ TIMES, LIGHTS IN DASH FLASHING  
 CAUSE:  
 N4800 REPLACE BODY CONTROL MODULE  
 490 WP 1.00 59.90 59.90  
 1 10385512 BCM 227.40 159.18 159.18  
 FC: 60  
 PARTS: 10385512  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 PU

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

DISCLAIMER OF WARRANTIES

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

ALL PARTS ARE NEW EXCEPT AS NOTED

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

CUSTOMER SIGNATURE



929 N. Main St. • P.O. Box 520 • Opelousas, LA 70570  
 (337) 942-9701 • 1-800-960-OLDS

SERVICE ADVISOR:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
YEAR	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
R.O. OPENED	READY						

LABOR	PARTS	TOTAL
-------	-------	-------

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

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**ALL PARTS ARE NEW EXCEPT AS NOTED**

DESCRIPTION	TOTALS
LABOR AMOUNT	129.06
PARTS AMOUNT	548.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.37
TOTAL CHARGES	683.97
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	683.97

\_\_\_\_\_  
 CUSTOMER SIGNATURE

442562

194675



INVOICE

ILL PLATTE, LA

PAGE 1 929 N. Main St. • P.O. Box 520 • Opelousas, LA 70570

ONE: BUS:

(337) 942-9701 • 1-800-960-OLDS

SERVICE ADVISOR:

AGG ROBERT HELI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
		CHEVROLET MALIBU	1G1ZT54974E1		13832/13832	
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
			22NOV04			
R.O. OPENED	READY	STK:4154 DLR:24478		WARR	24NOV2004	
08NOV04	24NOV04					

LINE	DESCRIPTION	TECH	TYP	HOURS	LIST	NET	TOTAL
	STEERING WHEEL SHAKES WHEN TURNED TO RIGHT						
	230 ORDERED PARTS						
	490 CM 0.00					0.00	0.00

\*\*\*\*\*

RECALL # 04011 AIRBAG WARNING LABEL  
 CAUSE: AIR BAG WARNING LABELS ON BOTH SUN VISORS DO NOT HAVE EVERYTHING  
 REQUIRED BY THE SAFETY STANDARD  
 V1119 INSTALL AIR BAG WARNING LABEL  
 490 WM 0.20 10.77 10.77  
 FC: 96 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 MA

\*\*\*\*\*

RECALL # 04027 DRIVER'S SAFETY BELT ANCHORAGE  
 CAUSE: SEAT BELT COULD DISCONNECT  
 V1152 INSTALL CLIPS ON LEFT SEAT BELT ANCHORAGE  
 490 WM 0.20 10.77 10.77  
 1 10388869 F-RETAINER 3.62 2.88 2.88  
 FC: 96  
 PART#: 10388869  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 MA

\*\*\*\*\*

RECALL # 04030 UNWANTED ABS ACTIVATION  
 CAUSE: POSSIBLE EXTENDED ABS ACTIVATION  
 V1156 REPROGRAM ABS MODULE  
 490 WM 0.30 16.16 16.16

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

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ALL PARTS ARE NEW EXCEPT AS NOTED

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

CUSTOMER SIGNATURE

442562

194678

INVOICE



ILLE PLATTE, LA  
ONE: BUS:

PAGE 2 929 N. Main St. • P.O. Box 520 • Opelousas, LA 70570  
(337) 942-9701 • 1-800-960-OLDS

SERVICE ADVISOR:

403 ROBERT BELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	04	CHEVROLET MALIBU	1G1ZT54874E		13832/13832		
SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			22NDV04			WARE	24NDV2004
R.O. OPENED	READY	STK:4154 DLR:24478					
08NDV04	24NDV04						

LINE	QTY	DESCRIPTION	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	-----	-------------	------	------	-------	------	-----	-------

FC: 96 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 MA

\*\*\*\*\*

\*\* STALLS AT TIMES

145 PARTS ORDERED

490 DM 0.00

0.00 0.00

\*\*\*\*\*

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

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ALL PARTS ARE NEW EXCEPT AS NOTED

DESCRIPTION	TOTALS
LABOR AMOUNT	37.00
PARTS AMOUNT	2.88
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	40.58

CUSTOMER SIGNATURE



**PLEASE READ BEFORE SIGNING!**  
**Dealer Confirmation Letter- Collateral Exchange**

**General Motors**  
 5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610  
 Phone (800) 231-1841 Extension 58622 -- Fax (866) 214-0878  
 Leon Olechowski

Collateral Exchange Agreement between General Motors and its dealer partner Morein Motors

**Customer's Name:** [REDACTED]  
**Case Number:** 1-347229089

Thank you for assisting **General Motors** in this collateral exchange transaction for our mutual customer. Please return this document signed along with a copy of the new Bill of Sale to fax # 866-214-0878 by **08/08/05**.

General Motors will issue a check in the amount of **\$20,440.35** made payable to **Morein Motors** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (for usage on the old vehicle and to pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

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

Replacement VIN:	1G2ZG558164 [REDACTED]
New Vehicle Sales Price:	\$19,711.85
Used Vehicle Trade Value:	\$20,301.85
Trade Difference:	(\$590.00)
Taxes:	\$0.00
<b>Rebates:</b>	<b>Not Applicable</b>
Miscellaneous State Fees:	\$138.50
<b>Document Fees:</b>	<b>Not paid by either party</b>
<b>Dealer Processing Fee:</b>	<b>\$200 applied as warranty credit via W.I.N.S.</b>

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Downgrade =	<u>\$590.00</u>
Total Customer Credit =	\$590.00

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

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-214-0878.

Morein Motors

BAC 114335

*Carla M. Lafleur, Secreas*  
 Management Agent's Signature and Title.

Morein Motors

BAC 114335

*CARLA M Lafleur Secreas*  
 Management Agent's Printed Name and Title.

**Leon Olechowski**

Authorized General Motors BRC Representative Signature

**Leon Olechowski**

Authorized General Motors BRC Representative Printed Name

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

# MOREIN MOTOR COMPANY, INC.

YOUR NEW CAR AND TRUCK SUPERSTORE

W. MAIN • VILLE PLATTE, LA 70586

(337) 363-6627 • 1-800-456-5270 • FAX (337) 363-7939



PURCHASER		[REDACTED]	
ADDRESS		[REDACTED]	
CITY	PARISH	STATE	
Ville Platte	Evangeline	LA	
BUS PHONE		Cell [REDACTED]	
DRIVE	DOB	[REDACTED]	
SS# [REDACTED]			
SALESMAN		2ND SALESMAN	
Clyde			
VEHICLE BEING PURCHASED			
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used <input type="checkbox"/> Car <input type="checkbox"/> Truck <input type="checkbox"/> Demo			STOCK NO.
			130647
YEAR	MAKE	ODOMETER READING	
2006	PONTIAC		
MODEL	BODY TYPE	COLOR	
G6	4dr. sed	Red	
SERIAL # 1G2ZG558164 [REDACTED]			
USED VEHICLE TRADED IN AND OTHER CREDITS			
YEAR	MAKE	STOCK NO.	
MODEL	BODY TYPE	ODOMETER READING	
COLOR	SERIAL #		

DATE 8-4-05

DELIVERY DATE \_\_\_\_\_

PRICE HONORED ON DATE QUOTED ONLY!

SALE PRICE	\$ 19711.85
TRADE	20440.35
DIFFERENCE	-728.50
REBATE	
PDS SERVICES	
TOTAL	-728.50
<input type="checkbox"/> In Town <input checked="" type="checkbox"/> Out of Town	
TAX _____ %	
LIC. & TITLE	+ 138.50
TEMP. TAG & INSP.	
TOTAL	-590.00
PAYOFF	
TOTAL	
CASH DOWN	
BALANCE	\$ -590.00

## WE OWE

All work promised must be listed below and done by MOREIN MOTOR CO.

---



---



---



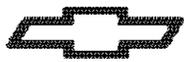
---

Any and all repairs in addition to above will be at customer's expense, unless covered by manufacturer's warranty or Mechanical Breakdown Policy.

CUSTOMER \_\_\_\_\_

MANAGER \_\_\_\_\_

SALES REPRESENTATIVE \_\_\_\_\_



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

August 4, 2005

████████████████████  
Ville Platte, LA ██████████

**TRADE SETTLEMENT OFFER**

Subject: Repurchase of a 2004 Chevrolet Malibu, VIN 1G1ZT54874F ██████████ Case Number 1-347229089

Dear ██████████

We regret that you are dissatisfied with your 2004 Chevrolet Malibu, VIN 1G1ZT54874F ██████████ and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **General Motors** customer. **General Motors** will assist you into a 2006 Pontiac G6, VIN 1G2ZG558164 ██████████. Your responsibilities may be, **but not limited to**, taxes, state fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle good until 09/03/05 (Will be satisfied with substitution of collateral)	\$15,928.09
Less downgrade	\$ 590.00
<b>TOTAL CREDIT TO CUSTOMER</b>	<b>\$ 590.00</b>

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

General Motors will repurchase VIN 1G1ZT54874F ██████████ in exchange for the release of liability stemming from warranties, expressed or implied, covering this vehicle.

**Please return this entire document to fax number 866-214-0878 by 08/08/05. The conditions of the trade-repurchase are as follows:**

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**
- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**
- ⇒ **the enclosed release agreement is signed and returned with this offer letter**

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to **Morein Motors**. Please allow up to 7 business days for check processing. I will



**GMC**

contact you to set up a signing date. You will be required to complete the transaction on the scheduled signing date or this transaction may be voided. I can be reached at (800) 231-1841 ext. 58622 if you have any questions or concerns.

Sincerely,

Leon Olechowski  
General Motors Business Resource Center

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

---

Signature and Date

**Overallowance/Incentives/Negative Equity Form (non-Florida)**

Customer: [REDACTED]

Request #: 1-347229089

BBB#: CHV0579527

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$22,695.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$22,695.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$0

Trade Allowance (from dealer Bill of Sale)	\$9,100.00
Actual Cash Value Statement	\$8,000.00
Difference (if positive, this is the overallowance)	\$1,100.00

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$6,314.33
Actual Cash Value Statement	\$8,000.00
Difference (if positive, this is the negative equity )	+\$1,685.67

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$22,695.00
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$3,550.00
Overallowance and/or Negative Equity minus	\$0
Actual price of Vehicle that should be presented to BBB for ATA	\$19,145.00



# MOREIN MOTOR COMPANY, Inc.

1320 West Main Street • P.O. Box 368 • Ville Platte, LA 70586  
Telephone 337-363-6627 • Toll Free 800-456-5270 • Fax 337-363-7939

## FAX COVER SHEET

DATE 8/11 2005

TIME SENT \_\_\_\_\_

PLEASE DELIVER THE FOLLOWING PAGE (S) TO:

COMPANY NAME: \_\_\_\_\_

ATTENTION: MONICA JACKSON

FROM: CARLA LAFLEUR

TOTAL NUMBER OF PAGES (INCLUDING COVER PAGE) 3

REGARDING: \_\_\_\_\_

IF YOU DO NOT RECEIVE ALL THE PAGES, PLEASE CALL OUR OFFICE.

TELEPHONE 337-363-6627  
OR 800-456-5270  
FAX 337-363-7939

THANK YOU!

*Nobody walks away!*



*They drive away!*

2006 G6 - 6CYL SEDAN  
 27U CRIMSON RED /V6G  
 70B LIGHT TAUPE  
 ORDER NO. JFSVZR/TDC STOCK NO.  
 VIN 1G2 ZG55 B1 64

PONTIAC/GMC DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 2ADS1704177

\*\*\*\*\*  
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
 2ZG69 G6 - 6CYL SEDAN 20030.00 18527.75 INVOICE 06/28/05  
 FAD SIMULATED WALNUT BURL ACCENTS N/C N/C SHIPPED 06/28/05  
 FE9 50-STATE EMISSIONS N/C N/C EXP I/T 07/10/05  
 F83 AXLE RATIO 3.05 N/C N/C INT COM 07/11/05  
 LX9 ENGINE, 3.5L V6 SFI N/C N/C PRC EFF 06/28/05  
 MX0 AUTOMATIC TRANSMISSION 0.00 0.00 KEYS G3043 G3043  
 PCH PREMIUM VALUE PACKAGE INCLUDES 1475.00 1224.25 WFF-F QTR OPT-1  
 \* (4) 16" PAINTED ALLOY WHEELS BANK: GMAC - 084  
 \*AM/FM STEREO 6 DISC CD PLAYER CHG-TO 22-667  
 (REPLACES STD/OPT/PKG RADIO)  
 \* SUNROOF, POWER TILT & SLIDE SHIP WT: 3376  
 HP: 32.9  
 PDD CONVENIENCE PACKAGE INCLUDES: 250.00 207.50 GMS: 19786.85  
 \* POWER ADJ BRAKES & ACCEL. SUPPLR: 20673.88  
 PEDALS MRM: 22605.00  
 \* FLOOR MATS, CARPET MEMO 999.00  
 \* CARGO NET  
 T43 SPOILER 225.00 186.75  
 VK3 LICENSE PLATE BRACKET, FRONT N/C N/C  
 1S2 PREMIUM PACKAGE DISCOUNT 500.00- 415.00-

06

TOTAL MODEL & OPTIONS 21480.00 19731.26 ACT 231 19711.85  
 DESTINATION CHARGE 625.00 625.00 H/B 261 644.40  
 DEALER CO-OP ADVERTISING 214.80 ADV 261 214.80

TOTAL 22105.00 20571.05 PAY 310 20571.05  
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESAL FINANCE CREDIT 19626.20

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

MOREIN MOTOR COMPANY, INC.  
 REMIT TO GMAC NO. 084  
 VIN 1G2ZG558164  
 \$ 20571.05 INV 2ADS1704177  
 DUE 07/11/05 DEALER 22-667



Louisiana Department of  
Public Safety and Corrections  
Office of Motor Vehicles  
PO Box 64886  
Baton Rouge, LA 70896

# REGISTRATION CERTIFICATE

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

**THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES**

11 N TITLE LICENSE CODE		02/2006 EXPIRATION		1G1ZT5487F VEHICLE IDENTIFICATION NUMBER		03/18/2004 DATE		2007 DOMICILE		22695.00 SALES PRICE OR VALUE	
CHEV MAKE		MAL MODEL/WEIGHT		4D BODY		WHI/ COLOR		2004 YEAR		000084 ODOMETER	
OWNER'S NAME								1 NY		OCL CITY/LIMITS	
3700 VETERANS STREET								02/27/2004 TAX DATE		03/18/2004 EFFECTIVE DATE	
VILLE PLATTE CITY/STATE		LA		2 SE0		REMITTANCE		CIVILIAN DATE		LICENSE CREDIT	
NAME		STATUS		NY		11545.00 TAXABLE VALUE		9100.00 TRADE-IN VALUE		LICENSE PENALTY CREDIT	
STREET		NETFD		2050.00 REBATE		458.34 STATE SALES TAX		577.25 P/M SALES TAX		LICENSE TRANSFER FEE	
CITY/STATE		ZIP		STATE TAX PENALTY		P/M TAX PENALTY		NET LICENSE FEE		46.00	
<b>VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS</b>						1 # OF LIENS		STATE INTEREST		P/M INTEREST	
GMAC C/O PDP GROUP FIRST LIENHOLDER				03/16/2004 DATE		STATE TAX CREDIT		WHEELCHAIR LIFT		MORTGAGE FEE	
PO BOX 8104 STREET				21030 ZIP		STATE PENALTY CREDIT		P/M PENALTY CREDIT		MISCELLANEOUS FEE	
COCKEYSVILLE MD CITY/STATE				21030 ZIP		5.04 STATE VENDOR'S COMP		11.55 P/M VENDOR'S COMP		SERVICE/HANDLING FEE	
SECOND LIENHOLDER				DATE		453.30 NET STATE TAX		565.70 NET P/M TAX		18.50 TITLE FEE	
STREET				ZIP		3.43 TOLUROM		TITLE HANDLING FEE		8.00	
CITY/STATE		ZIP		ADMINISTRATIVE FEE							
ORA DEALER CODE		0101 CLASS		SPECIAL CODES		PRIV AUTO USE		OLD EXPIRATION			
1L PLATE				BATCH/SEQUENCE NUMBER				R.P. FEE			
PREVIOUS TITLE		STATE		PREVIOUS LICENSE NUMBER		EXPIRATION		REPRINT		HCST	
02/27/2004											
024 OFFICE NUMBER		1022.43 TOTAL TAXES		82.50 TOTAL FEES		30		0286 169		1104.93	

January 28, 2014

[REDACTED]  
Sheboygan Fls, WI [REDACTED]

Service Request: 1-352537239  
Customer Relationship Manager: Teisha Davison

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-800-231-1841 Ext. 57932 on Monday through Friday during the hours of 8:00am to 6:00pm EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

FROM;  
MOORE WALLACE JUL 27 2005  
6531 N. SIDNEY PLACE  
MILWAUKEE WIS 53209

047 J82000978  
\$05.300  
07/25/2005  
Mailed From 53209  
US POSTAGE  
JUL 27 2005

Chevrolet Assistance Ctr.  
PO Box  
732-5170

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

**CHECK (X) APPROPRIATE BOX.**



My new address OR Vehicle sold/traded to:

Name \_\_\_\_\_

( ) 04088

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_

I have never owned/leased this vehicle.

1G2ZH528154

Vehicle was damaged beyond repair and scrapped.

Vehicle was stolen and not recovered.

Other: DO I HAVE TO GO THROUGH THIS HELL AGAIN. I WILL BUY JAPANESE FROM NOW ON!

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

ON!

ONTIAC.



**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 21530 MILWAUKEE, WI

POSTAGE WILL BE PAID BY THE ADDRESSEE

**RECALL PROCESSING CENTER  
P.O. BOX 90989  
MILWAUKEE, WI 53209-9967**

**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**



January 28, 2014

[REDACTED]  
[REDACTED]  
[REDACTED]  
Sheboygan Fls, WI [REDACTED]

Service Request: 1-352537239  
Customer Relationship Manager: Ciara Lampkins

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

**Overallowance/Incentives/Negative Equity Form (non-Florida)****Customer:** [REDACTED]**Request #:** 1-352537239**BBB#:** PGM0587413

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$ 25,994.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$ 25,275.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$719.00

Trade Allowance (from dealer Bill of Sale)	\$0.00
Actual Cash Value Statement	\$0.00
Difference (if positive, this is the overallowance)	\$0.00

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$0.00
Actual Cash Value Statement	\$0.00
Difference (if positive, this is the negative equity )	\$0.00

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$25,994.00
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$3,622.04
Overallowance and/or Negative Equity minus	\$0.00
Actual price of Vehicle that should be presented to BBB for ATA	\$22,371.96

HOOT MCINERNEY CADILLAC & TOYOTA  
37777 GRATIOT AVE.  
CLINTON TWP., MI. 48036

FAX COVER SHEET

TO: Teasha Davidson

FROM: PHIL CIMINELLI

DATE: 9-1-05

NUMBER OF PAGES INCLUDING COVER: 4

PHONE: (586)463-9000  
DIRECT LINE: (586)465-8064  
FAX: (586)463-9682

COMMENTS:

*Hard Copies to follow*

# "HOOT" McInerney Cadillac Toyota, Inc.

37777 Gratiot P.O.Box 46429  
Mt. Clemens, MI 48046-6429  
(586) 463-9000 (586) 954-0600  
Service Fax (586) 463-9682  
Body Shop Fax (586) 463-0935

State Reg. No. F123634  
Dealer License #A0092

*Customer Done*

77853

## RECOMMENDED SERVICES

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

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/31/05	75230	5	174	237	W	11CDZ03	RECALL
02/15/05	73696	3	221	46	W	60CDZ05	INT SQUEAK/RATTLES
10/28/04	70061	0	123	213	I	75CDZ	PDI

## SALESPERSON NO.

## S E R V I C E

STATE REG# F123634

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR PARTS LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VEHICLE I.D. NO. <b>1GYEE637550</b>	YEAR/MAKE/MODEL <b>05/CADILLAC/SRX/ST. WGN</b>	PRODUCTION DATE <b>H172</b>	STOCK NO. <b>H172</b>	LICENSE NO. <b>77853</b>	R. O. NO. <b>77853</b>					
	MCINERNEY CADILLAC-TOYOTA, INC 37777 GRATIOT CLINTON TWP., MICHIGAN 48036		CUSTOMER NO. <b>33883</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. <b>06/15/05</b>				
	RESIDENCE PHONE		BUSINESS PHONE	TURBO	M/MC <b>CDZZ</b>	AIR COND.	P. E.	TRANS	MILEAGE <b>12</b>	ADVISOR NO. <b>174</b>	ADVISOR <b>JUSTIN ROHDE</b>
	CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED <b>03:55pm</b>	DATE/TIME PROMISED <b>06/15/05 06:00pm</b>	PRIORITY	* SUPPLIES - A TOKEN CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AERO SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC. AND DISPOSAL OF HAZARDOUS WASTE MATERIALS.		STORAGE CHARGE OF \$7.50 PER DAY WILL BE CHARGED 48 HRS. AFTER WORK IS COMPLETED.	REPAIRS PROPERLY COMPLETED & CHECKED BY:			

105-100075

ORIGINAL CUSTOMER ESTIMATE: TOTAL

**X**

**COMMENTS : STOCK UNIT**

**W 10CDZ06 CHECK ENGINE LIGHT**

**CUSTOMER STATES CHECK ENGINE LIGHT ON CAR WOULD NOT ACCELERATE, AND SMOKE OUT THE EXHAUST.**

LABOR RATE: **82.00**

APPOINTMENT:  Yes  No

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereon. I understand that pursuant to said express garage keeper's lien, I have no right of possession to the above vehicle until the monies thereon have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

**X**

REVISED ESTIMATE (1) \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

**X**

**EXCLUSION OF WARRANTIES**

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

DATE: \_\_\_\_\_ SIGNED: **X**

**ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE**

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

**X**

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE PERMITTED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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# "HOOT" McInerney Cadillac Toyota, Inc.

37777 Gratiot P.O.Box 46429  
 Mt. Clemens, MI 48046-6429  
 (586) 463-9000 (586) 954-0600  
 Service Fax (586) 463-9682  
 Body Shop Fax (586) 463-0935

State Reg. No. F123634  
 Dealer License #A0092

## RECOMMENDED SERVICES

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

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/15/05	73696	3	221	46	W	60CDZ05	INT SQUEAK/RATTLES
10/28/04	70061	0	123	213	I	75CDZ	PDI

SALESPERSON NO.

## S E R V I C E

STATE REG# F123634

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR PARTS LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VEHICLE I.D. NO. <b>1GYEE637550</b>		YEAR/MAKE/MODEL <b>05/CADILLAC/SRX/ST. WGN</b>		PRODUCTION DATE <b>H172</b>	STOCK NO. <b>75230</b>	LIC/INSF NO.	R. O. NO. <b>75230</b>	
	MCINERNEY CADILLAC-TOYOTA, INC 37777 GRATIOT CLINTON TWP., MICHIGAN 48036			CUSTOMER NO. <b>33883</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE <b>03/31/05</b>
				COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
	RESIDENCE PHONE	BUSINESS PHONE	TURBO	MMIC <b>CDZZ</b>	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO. <b>174</b>

\* SUPPLIES - A TOKEN CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AERO SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC. AND DISPOSAL OF HAZARDOUS WASTE MATERIALS.

STORAGE CHARGE OF \$7.50 PER DAY WILL BE CHARGED 48 HRS. AFTER WORK IS COMPLETED.

REPAIRS PROPERLY COMPLETED & CHECKED BY:

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE.  SAVE

LABOR RATE: **82.00**

APPOINTMENT:  Yes  No

CALL WHEN READY:  YES  NO

TIME RECEIVED: **04:36pm** DATE/TIME PROMISED: **03/31/05 06:00pm** PRIORITY

00-120012

ORIGINAL CUSTOMER ESTIMATE: TOTAL

**X** \_\_\_\_\_  
 COMMENTS : STOCK UNIT

**CDZZ** CHECK RECALL 05524.

*Justin Rohde*  
*3/31/05*

### TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or vehicle left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession in the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

**X** \_\_\_\_\_  
 CUSTOMER SIGNATURE

REVISED ESTIMATE (1) \$	DATE	TIME	BY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

**X** \_\_\_\_\_  
 CUSTOMER SIGNATURE

### EXCLUSION OF WARRANTIES

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

DATE: \_\_\_\_\_ SIGNED: **X** \_\_\_\_\_

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

**X** \_\_\_\_\_

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

# "HOOT" McInerney Cadillac Toyota, Inc.

73696

State Reg. No. F123634  
Dealer License #A0092



37777 Gratiot P.O.Box 46429  
Mt. Clemens, MI 48046-6429  
(586) 463-9000 (586) 954-0600  
Service Fax (586) 463-9682  
Body Shop Fax (586) 463-0935

## RECOMMENDED SERVICES

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

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/28/04	70061	0	123	213	I	75CDZ	PDI

## SALESPERSON NO.

## S E R V I C E

## STATE REG# F123634

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	VEHICLE I.D. NO. <b>1GYEE637550</b>	YEAR/MAKE/MODEL <b>05/CADILLAC/SRX/ST. WGN</b>	PRODUCTION DATE <b>H172</b>	STOCK NO. <b>73696</b>	LICENSE NO. <b>02/15/05</b>	R. O. NO. <b>73696</b>		
	MCINERNEY CADILLAC-TOYOTA, INC 37777 GRATIOT CLINTON TWP., MICHIGAN 48036		CUSTOMER NO. <b>33883</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILS	SELLING DEALER NO.	
	RESIDENCE PHONE		BUSINESS PHONE	CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILS	TAG NO.
	CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO		TIME RECEIVED <b>09:21am</b>	DATE/TIME PROMISED <b>02/15/05 06:00pm</b>	PRIORITY	REPAIRS PROPERLY COMPLETED & CHECKED BY: <b>DENNIS</b>		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE <b>82.00</b>		* SUPPLIES - A TOKEN CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AERO SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC. AND DISPOSAL OF HAZARDOUS WASTE MATERIALS.		STORAGE CHARGE OF \$7.50 PER DAY WILL BE CHARGED 48 HRS. AFTER WORK IS COMPLETED.		ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE.	
JOB	AUTHORIZED REPRESENTATIVE							

100-122812

ORIGINAL CUSTOMER ESTIMATE: TOTAL

**LUBE DOOR HINGES PER BULLETIN**

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**  
I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on ATRIALS, HIGHWAYS or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.

X _____ CUSTOMER SIGNATURE			
REVISED ESTIMATE (1) \$	DATE	TIME	BY
REVISED ESTIMATE (2) \$			
REVISED ESTIMATE (3) \$			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE:

X \_\_\_\_\_  
CUSTOMER SIGNATURE

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

DATE: \_\_\_\_\_ SIGNED: X \_\_\_\_\_

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

X \_\_\_\_\_

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMER NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGE TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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AUG 29 2005 15:26 FR BUSINESS RES CNTR #1 8136354051 TO 919208935664 P.01/01

**GENERAL MOTORS  
ALTERNATIVE DISPUTE RESOLUTION**

**FACSIMILE TRANSMITTAL SHEET**

<b>TO:</b> FRANK KRAUS	<b>FROM:</b> TEISHA DAVISON
<b>FAX NUMBER:</b> 920-893-5664	<b>DATE:</b> 8/29/05
<b>COMPANY:</b> MEYER MOTORS	<b>TOTAL NO. OF PAGES INCLUDING COVER:</b> 1
<b>PHONE NUMBER:</b>	<b>VEHICLE PURCHASE DATE:</b> 11/15/04
<b>RE:</b>	<b>VEHICLE IDENTIFICATION NUMBER:</b> 1G2ZH528154 <span style="float: right;">11/15/04</span>

URGENT    FOR REVIEW    PLEASE COMMENT    PLEASE REPLY    PLEASE RECYCLE

**NOTES/COMMENTS:**

Please fax the following documents to assist us in preparing documentation.

- ✓ 1. Signed sales contract/buyers agreement
- 2. ~~Actual cash value (ACV) paperwork on any trade-in Dealer appraisal sheet~~
- ✓ 3. Incentive release/assignment documents
- ✓ 4. Registration/title (application)
- ✓ 5. Repair orders - HARD COPIES
- 6. Financial Institution Information with account number.

PHONE: 800-231-1841 EXT. 57932 • FAX: 866-440-5942

DEALER NAME: MEYER MOTORS INC. ADDRESS: 231 HWY 23 P.O. Box 79 Plymouth, WI 53073

SALES PERSON'S NAME: JERRY STEBLER SALES PERSON'S LICENSE NUMBER: [REDACTED]

CITY: SHEBOYGAN STATE: WI ZIP: 53081

PHONE: 388-58-8136

DATE: 7/06/02

VEHICLE STOCK NO. OR ORDER NO.: [REDACTED] ORDER DATE: [REDACTED]

SALES PERSON'S NAME (PLEASE PRINT): JERRY STEBLER SALES PERSON'S LICENSE NUMBER: [REDACTED]

CITY: SHEBOYGAN STATE: WI ZIP: 53081

PHONE: 388-58-8136

DATE: 7/06/02

PLEASE ENTER BY ORDER FOR THE LEASING AND DESCRIBE LEASE:

MODEL YEAR: 05 MAKE: PONTIAC MODEL: G6 TITLE AS: CAR BODY TYPE: 4DR GT VIN: 1G2ZH528154

LEARNED VEHICLE OWNED BY: [REDACTED]

WARRANTY INFORMATION (Check Applicable Boxes):

1.  New Vehicle Manufacturer Warranty

2.  Remaining vehicle mfr. warranty - Call mfr. or refer to warranty booklet for details

3.  Not known

4.  Expired

5.  Cancelled due to salvage or other vehicle history

6.  AS IS - NO WARRANTY DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

7.  Limited Warranty

Term: N/A (months) / N/A (miles), whichever comes first.

Percent of retail repair costs to be paid by you: N/A % Deductible to be paid by you: N/A

7. Term of Lease

a. 36 MONTHS 36000 MILES

b. Excess mileage charge of 20 cents per mile. \$ 296.68

8. Monthly Payment

a. Base Monthly Payment \$ 283.10

b. Sales/Use Tax \$ 13.58

c. \$ N/A

9. OPTION TO PURCHASE (Check A or B)

A.  You will have an option to purchase the leased vehicle at the end of the lease term for \$ 15739.50, plus fees, taxes and other charges required by law.

B.  You will not have an option to purchase the leased vehicle.

10. INSURANCE: You will be required to provide insurance for the leased vehicle as follows:

a. Public Liability Insurance:

Minimum Property Damage Limit \$ N/A

Minimum Bodily Injury Limit \$ N/A (per person)

\$ N/A (per accident)

b. Physical Damage:

Maximum Deductibles \$ N/A (collision)

\$ N/A (comprehensive)

11.  ORDER-OUT VEHICLE NOT PRICE PROTECTED. If the manufacturer's suggested retail price for the leased vehicle increases before vehicle delivery, the final capitalized cost shall be the current capitalized cost plus the increase in the manufacturer's suggested retail price adjusted by N/A % discount or N/A % markup of such increase. All other terms affected by capitalized cost will be adjusted accordingly.

12. DELIVERY DATE (Check A or B)

A.  Definite delivery date: [REDACTED]. Either party may cancel this agreement without penalty if, through no fault of either party, the leased vehicle is not delivered by the definite delivery date.

B.  Anticipated delivery date: 11/15/04. You may cancel this agreement without penalty if, through no fault of either party, the leased vehicle is not delivered within 15 days after the anticipated delivery date.

13. NET TRADE-IN ALLOWANCE Equals (1) \$ N/A gross allowance less (2) sum of \$ N/A (deductible) (strike through) less payoff of lease payoff and \$ N/A refund to lessee. If (2) is greater than (1), the difference will be included as part of the gross capitalized cost. If (1) is greater than (2) enter the difference on line 6a.

OTHER CONDITIONS OF LEASE

Auto Leases 399.00 in cap cost

LEASE INFORMATION:

1. Gross Capitalized Cost \$ 26443.30

a.  Gross Capitalized cost includes a Service Fee of \$ 19.50 (enter N/A on line 5b.)

2. Capitalized Cost Reduction \$ 3622.04

3. Adjusted Capitalized Cost (1 - 2) \$ 22821.26

4. Residual Value \$ 15239.50

5. Amount Due At Lease Signing (Total of lines a through h below)

a. Capitalized Cost Reduction \$ 3622.04

b. Service Fee \$ N/A (enter N/A on line 1a.)

c. \$ N/A

d. Sales/Use Tax \$ 181.10 (-.0 % of (5a + 5b + 5c - 6a))

e. First Monthly Payment \$ 296.68

f. Refundable Security Deposit \$ N/A

g. Title & Registration Fees \$ N/A

h. \$ N/A

i. \$ N/A

6. How Amount Due At Lease Signing Paid (Total of Lines a through d, below) (Must equal line 5)

a. Positive Net Trade-In Allowance \$ N/A

b. Cash Payment \$ 1000.00

c. Rebate 1 \$ 500.00

d. Rebate 2 \$ 500.00

(subject to eligibility at delivery)

c. Cash Payment with Order \$ 2622.04 GM CARD CARPING

d. Cash Payment Due at Lease Signing \$ 477.78

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, regulations and public safety, and must be reasonable.

THE VALUE OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO \_\_\_\_\_ MILE/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

PROSPECTIVE LESSEE'S REPRESENTATIONS: This transaction is voidable at the option of the dealer at any time prior to delivery of the leased vehicle if any of the following representations are untrue. The option to void this transaction in no way limits or restricts the selection of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies. You must read and answer these questions. I represent and warrant:

(A) That I am 18 years of age or older. YES NO

(B) That I have full power, right and lawful authority to dispose of the trade-in. YES NO

(C) That I did not have the trade-in against all claims and that it is free from all liens and encumbrances. YES NO

(D) That the trade-in does not have a cracked or defective head, block, piston, or frame (including a positive portion of the body). YES NO

(E) That the trade-in was not stolen or part thereof when I received the original equipment or comparable (used) replacement is intact. YES NO

(F) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications. YES NO

(G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I have no reason to believe that the trade-in vehicle's current odometer reading of \_\_\_\_\_ miles/kilometers does not reflect its actual mileage. YES NO

(H) That while I have owned or leased the trade-in its remaining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way. YES NO

(I) That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands. YES NO

(J) That the trade-in has not previously been flooded or water damaged. YES NO

(K) That the trade-in does not have any collective which is other evidence of repair to the front lower, floor pan, lower or rear portion of the body. YES NO

Explain All "NO" Answers:

This is a lease order only. It is not an agreement to enter into a Motor Vehicle Lease Agreement. The above lease terms presently are contemplated but are not binding on you and are binding on Dealer only if the Leased Vehicle is available from the manufacturer with the equipment and features (if any) described and a sales finance company with which Dealer does business approves your credit and agrees to accept a signment of the Motor Vehicle Lease Agreement between you and Dealer that includes these terms.

When the Leased Vehicle is available for delivery, if you do not sign the Motor Vehicle Lease Agreement offered to you and accept delivery of the Leased Vehicle within 5 days after dealer notifies you of such availability, the Dealer may cancel this order without further notice to you.

Dealer may also ask you to sign a Binding Motor Vehicle Pre-lease Agreement for the Leased Vehicle prior to the Leased Vehicle being available for delivery, but only after providing you with all lease disclosures required by applicable law. If you sign after receiving such disclosures, Dealer may cancel this order without further notice to you.

PROSPECTIVE LESSEE'S SIGNATURE(S): [REDACTED] DATE: 11/15/04 TIME: A.M. / P.M.

ACCEPTED BY DEALER OR AUTHORIZED AGENT: [REDACTED] DATE: 11/15/04 TIME: A.M. / P.M.

AUTHORIZED SIGNATURE: [REDACTED] DATE: 11/15/04 TIME: A.M. / P.M.

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

CUSTOMER NAME: [REDACTED]

VIN: 1G2ZH528154

(or see attached list\*)

## CUSTOMER INCENTIVE(S)

### 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
<u>GM CARD</u>	<u>\$2622.24</u>	<u>05 05 UDE</u>
<u>SMARTLEASE CASH &amp; CAP RED</u>	<u>\$ 500</u>	<u>05-35B-1</u>
<u>PULL AHEAD PROGRAM</u>	<u>\$</u>	<u></u>
<u>GG OPRAT</u>	<u>\$ 500</u>	<u>04-35CA-NRM</u>
<u>Total Incentive Amount Received</u>	<u>\$3622.24</u>	<u></u>

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

- a. I elect to receive \_\_\_\_\_ in lieu of \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_ or \_\_\_\_\_

### --- CUSTOMER AND DEALER ACKNOWLEDGMENT ---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 11/15/04. I acknowledge receipt of incentive(s) as described in Item # 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 11/15/04

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # 1 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature]  
Dealership Name: MEYER MOTORS INC

Date: 11/15/04

Dealer Code: 10730

\* List must include VIN, Delivery Date and Program Reference

WISCONSIN TITLE & LICENSE PLATE APPLICATION

MV11 10/2003

Processor ID No.

Received - Date - Opened

Title No. New License Plate No.

Amount Received, Document Number  
Check Cash

DO NOT WRITE ABOVE THIS LINE.  
Complete form using BLUE or BLACK INK.

Section A - Vehicle Owner Information Application Type (check one)  Title Transfer  Original Title  Title Only  Salvage Title  Check if also IRP

Owner Legal Name - Last, First, Middle Initial: VAULT Birth Date: [Redacted] Owner Social Security # or Driver License # or FEIN - Required: [Redacted] Area Code - Telephone #: [Redacted]

Co-Owner (If any) - Name - Last, First, Middle Initial: [Redacted] Birth Date: [Redacted] Co-Owner Social Security # or Driver License # or FEIN - Required: [Redacted]

Street Address: PO BOX 8121 City: COCKEYSVILLE State: WI Zip Code: 21030

Section B - Vehicle Information VEHICLE IDENTIFICATION NUMBER (frame number of cycle/moped): 1GZZH528154 Year: 2005 Make: PONTIAC Type (car, truck, van, etc): Car Color: [Redacted] Fleet Number: [Redacted]

Section C - Loan Information Secured Party Number(s): 003023 List all SECURED PARTY NAME(S) (lienholders): GMAC P.O. BOX 8121 COCKEYSVILLE WI 21030

Section D - Odometer Mileage ODOMETER NOW READS (No Tenths): 53 Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete a mileage statement or providing a false mileage statement may result in fines and/or imprisonment and may make you liable for damages to your transferee (Purchaser).

Section E - Vehicle Transaction a. Full purchase price (vehicle described in section "B") 25994.00 b. Less trade-in allowance N/A c. Amount subject to tax (line a. minus line b.) 25994.00

Tax Statement Date Vehicle Purchased: 11/15/2004 Used  Now  Date Delivered: 11/15/04

Licensed Dealer's Statement of Sale and Warranty Dealer Name: MEYER MOTORS INC. Dealer Number: 965

Fee Computation Title Fee \$35 (replacement \$8) 35.00 Loan Filing Fee \$4 4.00 License Plate Fee (see section "H") N/A

Certification All parties certify with their signature that to the best of their knowledge the information and statements on this application are true and correct. The prior owner's odometer statement has been shown to the applicant and a copy of this completed application including odometer statement has been furnished the applicant.

Mail application and check for Title and Plate fees to: Wisconsin Dept. of Transportation, P.O. Box 7949, Madison, WI 53707-7949.

Priority Service processing (Mail-in) - Remit an extra \$4 fee to: WI Dept of Transportation, P.O. Box 7306, Madison, WI 53707-7306

Remit state, county and local tax with form ST-12 to WI Department of Revenue.

# MEYER MOTORS INC.

Bus. Hwy. 23 East, P.O. Box 79  
Plymouth, WI 53073-0079

Plymouth 920-893-1851 / Sheboygan 920-458-9391  
Fax 920-893-5664



BUICK



PONTIAC



Oldsmobile

R/O	11980	VIN	1 G 2 Z H 5 2 8 1 5 4			DATE	11/15/04
YEAR	2005	MAKE	PONTIAC	MODEL	G6	COLOR	ORANGE
MILES IN	53	MILES OUT		FIRST USE	11/15/04	LOC.	
SERVICE CONTRACT	Expires:		SHEBOYGAN FALLS WI			FROM	04:00
				RES.	(920)	WRITER	TOM

(1) PREP NEW VEHICLE

(I)

DELIVER 11/15/04 4:00 PM



11980

(NO STICKER)

**ESTIMATE**  
BY LAW YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs but call me before continuing if the price will exceed \$
- I do not want an estimate.

This vehicle received without face to face customer contact.

SHOP REPRESENTATIVE SIGNATURE

ADDITIONAL WORK AUTHORIZED BY

DATE TIME A.M. P.M. NO. CALLED NEW TOTAL EST.

CALL WHEN READY

**NOTICE: CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP.**

Do you want the replaced parts you are entitled to?  Yes  No

### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

### TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Customer labor charges may be based on the complexity of the repair and the level of expertise required to effect the repair.

X

CUSTOMER'S SIGNATURE



# MEYER MOTORS INC.

Bus. Hwy. 23 East, P.O. Box 79  
 Plymouth, WI 53073-0079  
 Plymouth 920-893-1851 / Sheboygan 920-458-9391  
 Fax 920-893-5664



R/O	12057	VIN	1G2ZH528154			DATE	11/17/04
YEAR	2005	MAKE	PONTIAC	MODEL	G6	COLOR	ORANGE
MILES IN	106	MILES OUT		FIRST USE	11/15/04	LIC.	14047T
SERVICE CONTRACT Expires:						REF	(920) -
						WRITER	TOM

- (1) PACKAGE C: PAINT PROTECTION, INTERIOR PROTECTION (C)
- (2) INSTALL WIND DEFLECTOR ON SUNROOF (C)

N/C

12057

**ESTIMATE**  
 BY LAW YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs but call me before continuing if the price will exceed \$
- I do not want an estimate

This vehicle received without face to face customer contact.

SHOP REPRESENTATIVE SIGNATURE

ADDITIONAL WORK AUTHORIZED BY  
 NAME

DATE TIME A.M. P.M. NO. CALLED NEW TOTAL EST.

CALL WHEN READY

NOTICE: CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP.

Do you want the replaced parts you are entitled to?  Yes  No

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

R/O	DATE	MILES	TECH	TYPE	DESCRIPTION
11980A	11/15/2004	53	05	I	PREP NEW VEHICLE

**TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE**

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Customer labor charges may be based on the complexity of the repair and the level of expertise required to effect the repair.

X

CUSTOMER'S SIGNATURE



# MEYER MOTORS INC.

Bus. Hwy. 23 East, P.O. Box 79  
Plymouth, WI 53073-0079  
Plymouth 920-893-1851 / Sheboygan 920-458-9391  
Fax 920-893-5664



R/O	13153	VIN	1 G 2 Z H 5 2 8 1 5 4	DATE	01/18/05
YEAR	2005	MAKE	PONTIAC	MODEL	G6
				COLOR	ORANGE
MILES IN	1828	MILES OUT		FIRST USE	11/15/04
				LIC.	14047T
SHEBOYGAN FALLS WI				RES.	(920) -
SERVICE CONTRACT Expires				WRITER	TOM
				TIME	02:26
				FROM	WAITING 00:00

(1) REPLACE L.F. WINDOW CHANNEL, MISFORMED (W)

C0144 .5



13153

**ESTIMATE**  
BY LAW YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs but call me before continuing if the price will exceed \$\_\_\_\_\_.
- I do not want an estimate. \_\_\_\_\_

This vehicle moved without time to lose customer contact.

SHOP REPRESENTATIVE SIGNATURE \_\_\_\_\_

ADDITIONAL WORK AUTHORIZED BY \_\_\_\_\_

NAME \_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_ A.M. \_\_\_\_\_ P.M. NO. CALLED \_\_\_\_\_ NEW TOTAL EST. \_\_\_\_\_

CALL WHEN READY

**NOTICE:** CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP.

Do you want the replaced parts you are entitled to?  Yes  No

**DISCLAIMER OF WARRANTIES**  
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller assumes no authorized duty person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE**

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Customer's transportation may be based on the complexity of the repair and the level of expertise required to a

Page 1 of 1  
13153 Job 13153

CUSTOMER'S SIGNATURE \_\_\_\_\_



BUICK



# MEYER MOTORS INC.

Bus. Hwy. 23 East, P.O. Box 79  
Plymouth, WI 53073-0079  
Plymouth 920-893-1851 / Sheboygan 920-458-9391  
Fax 920-893-5664



PONTIAC



Oldsmobile

R/O	15540	VIN	1 G 2 Z H 5 2 8 1 5 4		DATE	05/31/05	
YEAR	2005	MAKE	PONTIAC	MODEL	G6	COLOR	ORANGE
MILES IN	4879	MILES OUT		FIRST USE	11/15/04	LIC.	14047T
Expires:				SHEBOYGAN FALLS WI		TIME	02:22
SERVICE CONTRACT						WAITING	00:00
				(920)		WRITER	ANGIE

(1) LUBE OIL AND FILTER (C)

(2) PHONE INOP (W)

(3) 4088 WATER INTRUSION RECALL (W)

15540

**ESTIMATE**  
BY LAW YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repair.
- Please proceed with repairs but call me before continuing if the price will exceed \$
- I do not want an estimate.

This vehicle received without face to face customer contact.

SHOP REPRESENTATIVE SIGNATURE

ADDITIONAL WORK AUTHORIZED BY  
NAME

DATE TIME A.M. P.M. NO CALL/FD NEW TOTAL EST.

CALL WHEN READY

**NOTICE:** CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP.

Do you want the replaced parts you are entitled to?  Yes  No

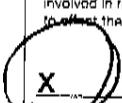
**DISCLAIMER OF WARRANTIES**  
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

*Reprogram B.C.M*  
*Thank you for your business!*  
*Lock Vehicle*  
*Bring Keys in.*

R/O	DATE	MILES	TECH	TYPE	DESCRIPTION
13153A	01/19/2005	1828	04	W	REPLACE L.F. WINDOW CH
12057B	11/18/2004	106	00	C	INSTALL WIND DEFLECTOR
12057A	11/18/2004	106	00	C	PACKAGE C: PAINT PROTE
12056A	11/18/2004	106	06	I	PACKAGE C: PAINT PROTE
11980A	11/15/2004	53	05	I	PREP NEW VEHICLE

### TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. 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 fix section. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Customer is responsible for the cost of the repair on the complexity of the repair and the level of expertise required to effect the repair.





BUICK



# MEYER MOTORS INC.

Bus. Hwy. 23 East, P.O. Box 79  
Plymouth, WI 53073-0079  
Plymouth 920-893-1851 / Sheboygan 920-458-9391  
Fax 920-893-5664



PONTIAC



Oldsmobile

H/O	15575	VIN	1G2ZH528154	DATE	06/01/05
YEAR	2005	MAKE	PONTIAC	MODEL	G6
				COLOR	ORANGE
MILES IN	4880	MILES OUT	5260	FIRST USE	11/15/04
				LIC.	14047T
SERVICE CONTRACT	Expires			RES.	
				WRITER	FRANK

(1) HORN BLOWS WHEN UNLOCKING DOOR WITH KEY (W)

5260

048801.0



15575

*Milage today*

5260

*Thank you for your business!*

*TAC. Case # 8222613 Normal  
after Reprogram - Tac called Brock  
Ouy Later - Order New BCM part  
# 15234845 - Install 6/14/05 OK*

**ESTIMATE**  
BY LAW YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs but call me before continuing if the price will exceed \$
- I do not want an estimate.

This vehicle received without force to force customer contact.

SHOP REPRESENTATIVE SIGNATURE

ADDITIONAL WORK AUTHORIZED BY

NAME

DATE TIME A.M. P.M. NO. CALLED NEW TOTAL EST.

CALL WHEN READY

NOTICE: CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP

Do you want the replaced parts you are entitled to?  Yes  No

### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply when prohibited by law.

### TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved. Charges may be based on the complexity of the repair and the level of expertise required to fix.

X

CUSTOMER'S SIGNATURE



BUICK



# MEYER MOTORS INC.

Bus. Hwy. 23 East, P.O. Box 79  
Plymouth, WI 53073-0079

Plymouth 920-893-1851 / Sheboygan 920-458-9391  
Fax 920-893-5664



PONTIAC



Oldsmobile

R/O	15832	VIN	1 G 2 Z H 5 2 8 1 5 4	DATE	06/15/05
YEAR	2005	MAKE	PONTIAC	MODEL	G6
COLOR	ORANGE		[REDACTED]		
MILES IN	5278	MILES OUT		FIRST USE	11/15/04
LIC.	14047T		SHEBOYGAN FALLS WI [REDACTED]		
SERVICE CONTRACT	Expires:				WRITER
					FRANK

(1) CRUISE INOP. (W)

*Job 350*

*60776*



(2) FOOT ON BRAKE START CAR PEDAL MAKES CLUNK NOISE (W)



*Code C07A BPPS not learned  
Tried 4 times to learn before it  
was learned  
Thank you for your business!*

15832

**ESTIMATE**  
BY LAW YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs but call me before continuing if the price will exceed \$
- I do not want an estimate.

This vehicle received without face to face customer contact.

*Frank*

SHOP REPRESENTATIVE SIGNATURE

ADDITIONAL WORK AUTHORIZED BY

NAME

DATE TIME A.M./P.M. NO. CALLED NEW TOTAL EST.

CALL WHEN READY

NOTICE: CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP

Do you want the replaced parts you are entitled to?  Yes  No

**DISCLAIMER OF WARRANTIES**

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, other expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE**

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you, and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Customer labor charges may be based on the complexity of the repair and the level of expertise required to effect the repair.

Page 1 of 1

15832 Job 15832

X

CUSTOMER'S SIGNATURE

7:20  
2:28  
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00  
00  
00

# MEYER MOTORS INC.

Bus. Hwy. 23 East, P.O. Box 79  
Plymouth, WI 53073-0079

Plymouth 920-893-1851 / Sheboygan 920-458-9391  
Fax 920-893-5664



BUICK



PONTIAC



Oldsmobile

VIN 16774		VIN 1 G 2 Z H 5 2 8 1 5 4		DATE 08/01/05	
YEAR 2005	MAKE PONTIAC	MODEL G6	COLOR ORANGE	TIME 03:35	
MILES IN 8182	MILES OUT	FIRST USE 11/15/04	LIC.	FROM	
SERVICE CONTRACT Expires:			RES H: [REDACTED]	BUS W: (920)	WRITER FRANK

(1) SERVICE ENGINE SOON LIGHT ON (W)  
 QUIT RUNNING ON STREET, DID RESTART, NO POWER, LOW TRAC LIGHT ON, LIGHT WENT OUT



(2) Z7901 RENTAL (W)



*code C0561 B3100 did all test in Doc # 1481672, 1333888, 1332866, 1455869, 1485571, NTF*  
*could not duplicate problem*

16774

**ESTIMATE**  
 BY LAW YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED, THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs but call me before continuing if the price will exceed \$
- I do not want an estimate.

The vehicle received without intent to face customer contact.  
 SHOP REPRESENTATIVE SIGNATURE: *Frank*

ADDITIONAL WORK AUTHORIZED BY  
 NAME:

DATE	TIME	A.M.	P.M.	NO. PAID	NEW TOTAL EST.
------	------	------	------	----------	----------------

CALL WHEN READY

NOTICE: CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP

Do you want the replaced parts you are entitled to?  Yes  No

**DISCLAIMER OF WARRANTIES**  
 Any warranties on the product sold hereby are those made by the manufacturer. The dealer hereby explicitly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

R/O	DATE	MILES	TECH	TYPE	DESCRIPTION
15832B	06/15/2005	5278	00	W	FOOT ON BRAKE START CA
15832A	06/15/2005	5278	03	W	CRUISE INOP.
15575B	06/14/2005	4880		W	SCHUTTLE
15575A	06/14/2005	4880	03	W	HORN BLOWS WHEN UNLOCK
15540C	05/31/2005	4879	03	W	4088 WATER INTRUSION R

### TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement of a repair or service, a charge will be imposed on the complexity of the repair and the level of expertise required.

X

CUSTOMER'S SIGNATURE



# Service Satisfaction Survey

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

\_\_\_\_\_  
\_\_\_\_\_

Home telephone: \_\_\_\_\_

Change to: ( ) \_\_\_\_\_

Please provide us with your preferred email address:

\_\_\_\_\_

## \*\* Dissatisfied Customer \*\*

██████████  
Cayce SC  
██████████



Dear ██████████

Our records indicate that you had your **2004 Malibu serviced at Columbiana Chevrolet on June 22, 2005**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Columbiana Chevrolet.

Sincerely,

Charles F. Ugolino  
Director of Operations

### Instructions

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

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

**\*\*PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JUNE 22, 2005, COMPLETE THIS SURVEY.\*\***

### About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
|--|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|  | Yes                                 | No                       | Does Not Apply/Not Required         | Don't Know               |                          |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                          |                          |
|  | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### About Your Service Consultant/Advisor

- |  | Completely Satisfied     | Very Satisfied                      | Satisfied                           | Somewhat Satisfied                  | Not At All Satisfied     | Does Not Apply/Not Required |
|--|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ..... | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                             |
|  | Yes                      | No                                  | Does Not Apply/Not Required         | Don't Know                          |                          |                             |
| 6. Were you <u>offered</u> transportation options? .....   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |                          |                             |
|  | Completely Satisfied     | Very Satisfied                      | Satisfied                           | Somewhat Satisfied                  | Not At All Satisfied     | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                        | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    |
|  | Yes                      | No                                  | No Time Promised                    |                                     |                          |                             |
| 8. Was your vehicle ready by the original time promised? .....   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |                                     |                          |                             |

Please complete other side

1G1ZU64874F ██████████ 16754

021527200329 00000166151 405591

0581

CSI 020200

**About Your Service Consultant/Advisor - continued**

- |  | Completely Satisfied     | Very Satisfied           | Satisfied                | Somewhat Satisfied                  | Not At All Satisfied                |
|--|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? ..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? .....                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

**About Service Delivery**

- |   | Completely Satisfied     | Very Satisfied           | Satisfied                | Somewhat Satisfied                  | Not At All Satisfied                |
|---|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: |                          |                          |                          |                                     |                                     |
| - The time it took to complete the transaction? .....             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| - The ease of getting your vehicle? .....                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| - The condition in which it was returned? .....                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit?

- |                          |                                     |
|--------------------------|-------------------------------------|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Yes                      | No                                  |

IF NO, why not? (check all that apply)

- |  |   |
|--|---|
| <input type="checkbox"/> Condition explained - repair not necessary                | <input checked="" type="checkbox"/> Parts not available |
| <input type="checkbox"/> Work performed did not correct the problem                | <input type="checkbox"/> I declined repair              |
| <input checked="" type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____   |
| <input type="checkbox"/> Service Department was too busy                           | <input type="checkbox"/> Don't know                     |

- |   | Completely Satisfied                | Very Satisfied                      | Satisfied                | Somewhat Satisfied       | Not At All Satisfied                |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? .....                                    | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 14. Were you given a copy of the completed repair order/invoice? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                          |                          |                                     |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ..... | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Don't Know/<br>Not Sure  |                                     |

**Summing Up Your Experience**

- |  | Completely Satisfied     | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied                |
|--|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Columbiana Chevrolet? ..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 17. Would you recommend this dealership for service? .....                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 18. Overall, how satisfied are you with your 2004 Malibu? .....                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

19. Are you ...  Male  Female

20. Your age ...  Under 25  25 - 34  35 - 44  45 - 54  55 - 64  65 or older

21. May we include your name when providing this survey information to your dealership?  Yes  No

22. Do you have any other comments/recommendations about Columbiana Chevrolet?

These mechanics can't find a problem until they have seen the car 3 visits.

**If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020**

*Thank You!!*

Your opinions will help us serve you better.

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

**0599**



January 28, 2014

[REDACTED]  
Cayce, SC [REDACTED]

Service Request: 1-357188825  
Customer Relationship Manager: Michelle Mock

Dear [REDACTED]

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

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

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

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

January 28, 2014

[REDACTED]  
Cayce, SC [REDACTED]

Service Request: 1-357188825  
Customer Relationship Manager: Michelle Mock

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2004 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZU64874F [REDACTED], is for the following:

- 60 months or 60,000 miles, whichever occurs first, beginning on November 3, 2005 and ending on November 3, 2010, and begins with 24,188 and ends with 84,188 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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



**Case Number** [REDACTED] 13878  
**Name** [REDACTED]  
**City-State-Zip** Fort Washington, MD [REDACTED]  
**Phone #** 2024042816  
**Specialist** Onitra Roberson oroberson@cbbb.bbb.org  
**Start Date** 01/03/06  
**Close Date** 01/03/06  
**Days Elapsed** 0  
**Attorney**  
**Arbitrator**

FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A01	11/23/2005	Internet Case
UPDATE	A10	01/03/2006	Case has been closed as a referral

**Documents:**

Please ONLY CLICK ONCE!

[View Selected Documents](#)

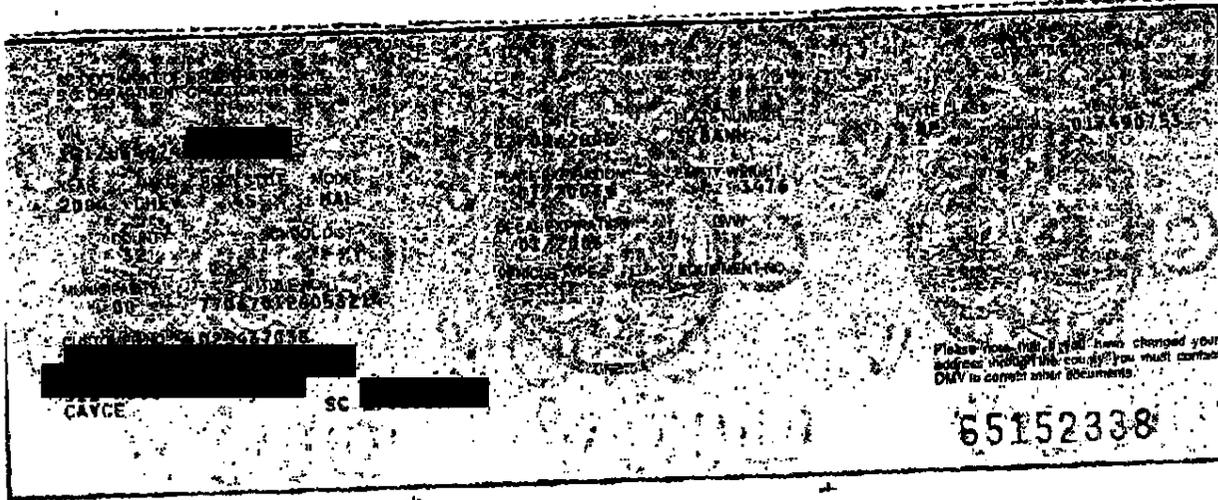
Select	Type	Description	Date
<input type="checkbox"/>	ccf	Customer Claim Form	11/23/05
<input type="checkbox"/>	m01	CCF To Manufacturer	11/23/05
<input type="checkbox"/>	prgm	Program Summary	11/23/05

**Time Line:**

Step Dated	Description	Dated By
01/03/06	Case Closed As/On	computer
11/23/05	Claim Sent to Mfr	gustavo
11/23/05	Date Claim Taken	gustavo

**Reports:**

[On-Line CRM Tickler](#)



**SOUTH CAROLINA INSURANCE CARD  
UNITED SERVICES AUTOMOBILE ASSN**

The coverage provided by this policy meets the South Carolina minimum Financial Responsibility Requirements prescribed by law.

NAME OF INSURED [REDACTED]  
 POLICY NUMBER [REDACTED] 7104 2  
 EFFECTIVE DATE 03/01/05      EXPIRATION DATE 03/01/06

VEHICLE DESCRIPTION      VEHICLE IDENTIFICATION NUMBER  
 YEAR      MAKE/MODEL  
 2004      CHEV      1G1ZU64874F [REDACTED]

SOUTH CAROLINA LAW REQUIRES  
 ID CARD TO BE CARRIED IN THE VEHICLE AT ALL TIMES.

9800 Fredericksburg Road      San Antonio, Texas 78288  
 FOR POLICY SERVICE, CALL  
 1-800-531-8111  
 FOR AUTO/PROPERTY CLAIMS, CALL  
 1-800-531-8222  
 PLEASE MAIL MEDICAL BILLS AND CLAIMS CORRESPONDENCE TO:  
 P.O. BOX 31643, TAMPA, FL 33631

**Voluntary/ Repurchase**

BBB CASE    STRAIGHT

COMPLIANCE DATE 2/2/06

ADR REQUEST NUMBER    1-357188825

CUSTOMER NAME    [REDACTED]

LAST SIX OF VIN    [REDACTED]

ADR CRM SHERI COOLEY    EXT. 58462

AVM CURT LAUDICK    PHONE 404082/8184

DATE ACCEPTANCE RECEIVED    1/3/06

NUMBER OF DAYS FOR COMPLIANCE    30

TEAM MANAGERS SIGNATURE \_\_\_\_\_

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

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.



**Case Number** CHV0530192  
**Name** [REDACTED]  
**City-State-Zip** Cayce, SC 29033  
**Phone #** 8034075608  
**Specialist** Scott Estep [sestep@cbbb.bbb.org](mailto:sestep@cbbb.bbb.org)  
**Start Date** 12/13/05  
**Close Date** open  
**Days Elapsed** 17  
**Attorney**  
**Arbitrator**

FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A01	11/30/2005	Internet Case
UPDATE	A13	11/30/2005	veh-model
UPDATE	A02	12/13/2005	Response Due Back by 12/20/05

**Documents:**

Please ONLY CLICK ONCE!

[View Selected Documents](#)

Select	Type	Description	Date
<input type="checkbox"/>	mrf	Manufacturer Response Form	12/13/05
<input type="checkbox"/>	m09	Updated CCF/Documentation Letter	12/13/05
<input type="checkbox"/>	csdoc	Customer's suprt docs	12/12/05
<input type="checkbox"/>	csla	Customer's SLA	12/12/05
<input checked="" type="checkbox"/>	veh	Vehicle Registration	12/12/05
<input type="checkbox"/>	CCF	Customer Claim Form	12/12/05
<input type="checkbox"/>	m01	CCF To Manufacturer	11/30/05
<input type="checkbox"/>	ccf	Customer Claim Form	11/30/05
<input type="checkbox"/>	prgm	Program Summary	11/30/05

**Time Line:**

Step Dated	Description	Dated By
------------	-------------	----------

Not Yet Dated	Mfr Offered Adjustment	N/A
12/20/05	Call Manufacturer	scott
12/20/05	Call Customer	scott
12/13/05	Create/Send C36 Letter	scott
12/13/05	Date Claim Opened	scott
11/30/05	Claim Sent to Mfr	gustavo
11/30/05	Date Claim Taken	gustavo

**Reports:**[On-Line CRM Tickler](#)[Recent FTP Cases](#)[Closed Cases Report](#)[On-Line Tickler for Managers](#)[New On-Line Tickler for Managers](#)[Upcoming Hearings Schedule](#)

C40712

410385



COLUMBIANA CHEVROLET HUMMER
P.O. Box 210068, Columbia, SC 29221
100 Parkridge Drive
Columbia, SC 29212
(803) 732-6400
www.loveautoteam.com

ACCOUNTING

PAGE 2

CAYCE, SC
HOME:
CELL:
BUS:

SERVICE ADVISOR: 353 JENNIFER L WARLICK

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL DATE, PROB DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes values like NAVY BLUE, 04, CHEVROLET MALIBU, 1G1ZU64874E, 25001/25001, T6289, 10APR04 IS, WAIT 30NOV05, 0.00, CASH, 30NOV05.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Includes account numbers 46000 and 22500, and costs 0 and 1200.



COST, SALE, & COMP TOTALS 1200 0 0

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE...

TERMS: STRICTLY CASH

"I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter..."

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER SIGNATURE X

ACCOUNTING 2 COPY

C40712

4 1 0 3 8 5  
ACCOUNTING

**CHEVROLET**  
GENUINE CHEVROLET  
**COLUMBIANA CHEVROLET HUMMER**  
P.O. Box 210068, Columbia, SC 29221  
100 Parkridge Drive  
Columbia, SC 29212  
(803) 732-6400  
www.loveautoteam.com

PAGE 1

CAYCE, SC  
HOME: [REDACTED]  
CELL: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 353 JENNIFER L WARLICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
NAVY BLUE	04	CHEVROLET MALIBU	1G1ZU64874F [REDACTED]		25001/25001	T6289	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10APR04 IS			WAIT 30NOV05		0.00	CASH	30NOV05
R.O. OPENED	READY	OPTIONS: STK:C40712 DLR:16754 ENG:LX9 TRN:MX0					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
0 *				153	CP	0.04	0.50	1200	0	0.00	0.00

25001 \*NO PROBLEM DUPLICATED, SYSTEM OPERATING PROPERLY AT TIME OF DIAG\*  
C/S WHEN USING REMOTE START, VEHICLE HAD EXTENDED CRANK. -CHECKED ENGINE  
CRANKING OPERATION WITH AND WITHOUT KEYLESS REMOTE. CHECKED MULTIPLE  
TIMES AT DIFFERENT TIMES OF MORNING. SCANNED VEHICLE MODULES FOR  
POSSIBLE TROUBLE CODES. NO CODES STORED. SYSTEM OPERATING AS DESIGNED AT  
THIS TIME.  
B C/S AFTER IT CRANKED --XM RADIO SHOWED ON DISPLAY "XM LOCK" FOR 5  
MINUTES--CHECK AND ADVISE

0 \*

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
0 *				153	CP	0.06	0.00	0	0	0.00	0.00

25001 \*NO ABNORMAL PROBLEM DUPLICATED, RADIO (XM) OPERATING PROPERLY\*  
C/S AFTER IT CRANKED...XM RADIO SHOWED ON DISPLAY "XM LOCK" FOR 5  
MINS. -CHECKED XM, RADIO SYSTEM. SCANNED RADIO FOR POSSIBLE TROUBLE  
CODES. NONE STORED, PRESENT OR HISTORY. POWER RADIO ON AND OFF SEVERAL  
TIMES. DID NOT DUPLICATED "XM LOCK" DISPLAY OR ANY ABNORMAL RADIO  
OPERATION DURING TIME OF DIAGNOSTICS. SYSTEM OPERATING AS DESIGNED AT  
THIS TIME. .C

EST: 0.01      30NOV05 09:19 SA: 353

YOUR COMPLETE SATISFACTION IS OUR GOAL  
SERVICE DEPARTMENT HOURS  
MONDAY - FRIDAY 7:30 - 6:00  
SATURDAY - 8:00 - 2:00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-30-05	10:20	10:22	0.04	W	153	A	
	10:22	10:26	0.06	W	153	B	

AS IS  
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE  
SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED  
WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES  
ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE.  
BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO  
PROPERTY, DAMAGES FROM LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL  
DAMAGES.

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

CUSTOMER  
SIGNATURE X

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

ACCOUNTING 2 COPY

C40712

410014



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ACCOUNTING

PAGE 2

CAYCE, SC
HOME:
CELL:
BUS:

SERVICE ADVISOR: 353 JENNIFER L WARLICK

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes vehicle details for a 2004 Chevrolet Malibu.

08:47 16NOV05 15:49 18NOV05
LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
24712 INTERNAL MOTOR FAILURE CUSTOMER STATES WHILE IN A DRIVE THROUGH THE PO THE DIC AND AN AUDIBLE ALARM BEGAN TO SOUND. (ST OFF- APPROX 10 MIN.) -CHECKE POWER STEERING SYSTEM AND FOUND CODE C0460 SYMPTOM 00 STORED IN SYSTEM. USING GM DOCT 1241498 TRACED DIAG CHART TO MOTOR FAILURE. REPLACED POWER STEERING MOTOR AND RECALIBRATED SYSTEM. TEST DROVE TO INSURE REPAIR- CAUSE: RENTAL

79903 3 DAYS RENTAL
999 SUBLET LIC#: 999
WC94 0.00 0.00
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL ENTERPRISE PO# 31808
PO#31808
24712 ENTERPRISE RENTAL-- \*\*PO #31808\*\* VIN#6H / \$126.00/ 3 DAYS
EST: 0.01 16NOV05 08:47 SA: 353

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SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY 7:30 - 6:00
SATURDAY - 8:00 - 2:00

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Shows repair work on 11-16-05 and 11-17-05.

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TERMS: STRICTLY CASH
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CUSTOMER SIGNATURE X

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

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PAGE 1

CAYCE, SC
HOME:
CELL:

BUS:

SERVICE ADVISOR: 353 JENNIFER L WARLICK

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU 1G1ZU64874F.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes date 10APR04 IS and 17:48 16NOV05.

08:47 16NOV05 15:49 18NOV05
A CUSTOMER STATES THE STARTER INTERMITTENTLY HANG UP WHEN CRANKING
00 NO CHARGE

24704 OPERATING AS DESIGNED C/S THE STARTER HANGS UP WHEN CRANKING
CHECKED CRANKING OF VEHICLE COULD NOT DUPLICATE

B CUSOTMER STATES THE CHECK RSE MESSAGE DISPLAYED WHEN THE VEHICLE WAS
FIRST STARTED AND THE DRIVERS DOOR WAS OPEN
0 \*

24704 SEE LINE C C/S THE CHECK RSE MESSAGE DISPLAYED WHEN VEHICLE FIRST
STARTED SEE LINE C

C CUSTOMER STATES THE REAR DVD AUDIO HAS ALOT OF STATIC/INTERFERENCE
79 PARTS ORDERED

24704 ORDERED DVD C/S THE REAR DVD AUDIO HAS ALOT OF STATIC VEREFIED
CONCERN, SCAN TESTED HAD MULTIPLE HISTORY CODES, B1015-44, B3100-73,

C0460-00 U2171-00, U2103-00, U2107-00, CLEARED CODES NONE RETURNED
FOLLOWED FLOW CHART FOR DVD SYSTEM, ORDERED 15148456

D CUSTOMER STATES WHILE IN A DRIVE THROUGH THE POWER STEERING LIGHT
CAME ON IN THE DIC AND AN AUDIBLE ALARM BEGAN TO SOUND. (STAYED
ON UNTIL VEHICLE WAS TURNED OFF- APPROX 10 MIN.)

CAUSE: INTERMITTNET
E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC
POWER STEERING REPLACE

Table with columns: PART, QTY, COST, LAB, NET, TOTAL. Includes entry for 155 WC94 1.48 1.20 2760 8290 0 295.00 235.41 235.41.

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TERMS: STRICLY CASH
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caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees
permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An
express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

CUSTOMER
SIGNATURE X

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

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PAGE 2

SERVICE ADVISOR: 576 LEROY MIKELL

CAYCE SC  
HOME  
CELL:  
BUS

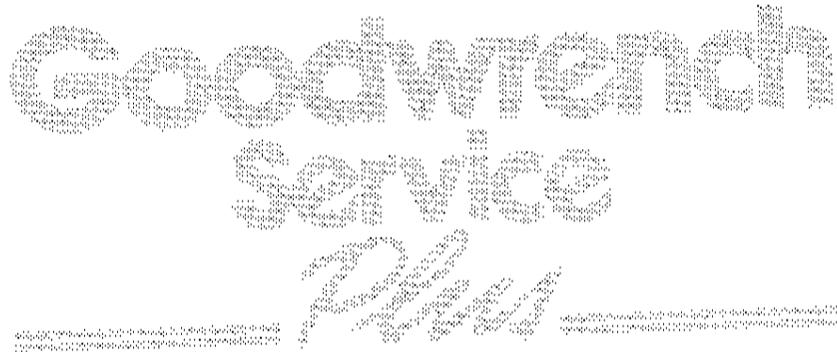
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
NAVY BLUE	04	CHEVROLET MALIBU	1G1ZU64874F		23904/23909	T6162
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
10APR04 IS			WAIT 28OCT05		0.00	CASH
						05NOV05
R.O. OPENED						
READY						
OPTIONS: STK:C40712 DLR:16754 ENG: LX9 TRN:MX0						
12:06	28OCT05	08:27	05NOV05			
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:
						0.00

23904 TOWING BY CITY GARAGE AMT 50.00 P.O.# 31525

\*\*\*\*\*

EST: 0.00 28OCT05 12:06 SA: 576

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SERVICE DEPARTMENT HOURS  
MONDAY - FRIDAY 7:30 - 6:00  
SATURDAY - 8:00 - 2:00



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

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PAGE 1

SERVICE ADVISOR: 576 LEROY MIKELL

CAYCE, SC
HOME:
CELL:

BUS:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU with VIN 1G1ZU64874F.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes date 10APR04 IS and rate 0.00 CASH.

A C/S VEHICLE WILL NOT START JUST SPINS CHECK AND ADVISE

CAUSE: BULLETIN
J6354 MODULE, POWERTRAIN CONTROL ENGINE
REPROGRAMMING
148 WC94
FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
PN

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

23909 COULD NOT DUPLICATE CONCERN C/S VEHICLE WILL NOT START, JUST SPINS VEHICLE STARTED AT FIRST ATTEMPT, SCAN TOOL INDICATES NO CURRENT OR HISTORY CODES, CHECKED FOR BULLETINS AND PI'S, FOUND BULLETIN PIC3535A, CHECKED AND SECURED GROUND G106, ALSO CHECKED FOR MODULE UPDATED PROGRAMS, FOUND 1 FOR PCM UPDATED FROM #12589770 TO #12598019, TEST DROVE, OPERATING AS DESIGNED.

B\*\* TOWING BY CITY GARAGE

CAUSE: TOWING
T2020 TOWING
999 SUBLET LIC#: 999
WC94
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

(N/C)

SUBL CITY GARAGE PO# 31525
PO#31525
WC94

(N/C)

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CUSTOMER SIGNATURE X

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

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BUS: [REDACTED]

SERVICE ADVISOR: 353 JENNIFER L WARLICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
NAVY BLUE	04	CHEVROLET MALIBU	1G1ZU64874F [REDACTED]		23475/23475	TDH	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10APR04 IS			17:48 13OCT05		0.00	CASH	21OCT05
R/O OPENED	READY	OPTIONS: STK:C40712 DLR:16754 ENG:LX9 TRN:MX0					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A AFTER REPROGRAM OF THE BCM THE RADIO WILL NOT ACCEPT CD'S  
 CAUSE: INOPERATIVE  
 N4800 MODULE, COMPUTER (CONTROL) BODY REPLACE  
 153 WC94 4.25 1.00 2400 6908  
 1 15234845 BCM 8374 11724 0 167.48 117.24 69.08 69.08  
 FC: 6C PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

23475 \*CANNOT COMMUNICATE WITH BCM, INTERNAL BCM FAULT\* AFTER REPROGRAM  
 OF THE BCM, THE RADIO WILL NOT ACCEPT CD'S. -CHECKED AND SCANNED VEHICLE  
 COMMUNICATION SYSTEM. COULD NOT COMMUNICATE WITH BCM. CHECKED ALL BCM  
 CIRCUITS ANF CONNECTIONS. ALL SECURED AND CHECK GOOD. NECC TO REPLACE BCM  
 AND CALIBRATED. SET BODY CONTROL OPTIONS AND CLEARED CODES. BCM NOW  
 OPERATING PROPERLY.  
 B ONE DAY RENTAL  
 CAUSE: F

72905 5 DAYS RENTAL  
 999 SUBLET LIC#: 999  
 WC94 0.00 0.00 0 0 0.00 0.00  
 FC: 98 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 MJ 0 0 TPARTS  
 0 0 TLABOR

SUBL ENTERPRISE PO# 31396  
 PO#31396 WC94 31621 31621 316.21 316.21

23475 \*RENTAL/ENTERPRISE PO#31396\*  
 C\*\* AFTER REPLACEMENT OF THE BCM - RADIO WOULD NOT PROGRAM  
 CAUSE: INOPERATIVE

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 permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An  
 express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

CUSTOMER SIGNATURE X

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PAGE 2

CAYCE SC
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 353 JENNIFER L WARLICK

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU 1G1ZU64874F.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Includes line 0760 RECEIVER, RADIO REMOVE, REPAIR, AND REPLACE.

FC: 6C PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

23475 \*INTERNAL FAULT IN RADIO, CODE B1000\* AFTER REPLACEMENT OF BCM, RADIO WOULD NOT PROGRAM. -CHECKED AND FOUND RADIO, CD PLAYER WOULD NOT ACCEPT CD'S, DISPLAYED CD ERROR. SCANNED ENTERTAINMENT SYSTEM AND RECEIVED CURRENT CODE B1000 STORED. RECEIVED DIAG CHART DOC #1326604 AND FOLLOWED DIAG DESCRIPTION. CONTACTED TAN AND RECEIVED FURTHER INFO AND TO REPLACE RADIO ASSEMBLY AND RECEIVED CASE #8521351 AND SPOKE TO RYAN ALMON. REPLACED RADIO RADIO ASSEMBLY AND CALIBRATED TO VEHICLE SPECIFICATIONS. TESTED. RADIO NOW OPERATING PROPERLY. CLEARED ALL CODES.

EST: 0.01 13OCT05 12:29 SA: 353

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MONDAY - FRIDAY 7:30 - 6:00
SATURDAY - 8:00 - 2:00

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Shows service dates from 10-13-05 to 10-18-05.

Table with columns: ACCOUNT, SALE, COST, CONTROL. Shows account balances for 46200, 46600, 48000, 26300, 57852.

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Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

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when after switching bands this update is not applicable.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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Document ID# 1684897

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CAYCE, SC  
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BUS: [REDACTED]

Service Information

Page 1 of 2

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Forward ->

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Feedback

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# Intermittent Check DAB Message Displayed on the Radio - keywords display information inoperative message operation U2K UC6 UN0 #PIC3193D - (Jul 18, 2005)

Intermittent Check Dab Message Displayed on the Radio

2004-2005 Chevrolet Malibu/Maxx

2005 Pontiac G6

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

**Condition/Concern:**

Some 04/05 Malibu, Maxx and 05 G6 customer vehicles equipped with XM radio will report that IMMEDIATELY after turning vehicle ignition on they receive a CHECK DAB message displayed on radio or that a radio changed to AM band when they had left it on an XM band the previous ignition cycle (and for 2004 Malibu/Maxx the same key fob being used).

**Recommendation/Instructions:**

The radio must be exchanged through an authorized Delco exchange center.

**Chevrolet Malibu/Maxx:**

- 15793374 UN0
- 15793369 UN0 with SSG (Graphic - Switch Function Symbol) option
- 15793375 UC6
- 15793370 UC6 with SSG

**Pontiac G6:**

- 15793376 UN0 with SSG
- 15793377 UC6 with SSG

**Note:** This PI is only applicable for cases that occur IMMEDIATELY after turning on vehicle ignition. If customer reports a CHECK DAB message while listening to XM radio DURING an ignition cycle or

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CAYCE, SC

HOME: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 353 JENNIFER L WARLICK

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU and service dates.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Lists repair items like J6355 MODULE and OL OTHER LABOR.

23473 \*CONCERN NOT DUPLICATE AT TIME OF DIAG, POSSIBLE UPDATED BCM CALIBRATION (LATEST GREATEST) TO ADDRESS CONCERN\* C/S FM PRESETS WERE LOST ONE TIME. -CHECKED RADIO OPERATION...

EST: 0.01 13OCT05 08:20 SA: 353

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Table with columns: DESCRIPTION, TOTALS. Lists amounts for LABOR, PARTS, GAS, OIL, LUBE, SUBLET, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, and PLEASE PAY THIS AMOUNT.

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PAGE 2

CAYCE, SC
HOME:

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SERVICE ADVISOR: 353 JENNIFER L WARLICK

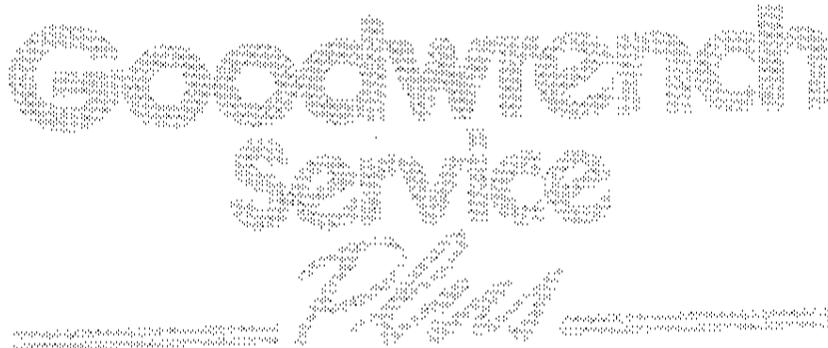
Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes details for NAVY BLUE 04 CHEVROLET MALIBU.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Includes a summary row for the service performed.

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SATURDAY - 8:00 - 2:00

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Lists service times for 10-13-05.

Table with columns: ACCOUNT, SALE, COST, CONTROL, ACCOUNT, SALE, COST, CONTROL. Shows financial summary for the service.



COST, SALE, & COMP TOTALS 5280 15198 0

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CUSTOMER SIGNATURE X

Table with columns: DESCRIPTION, TOTALS. Lists labor, parts, gas, oil, lube, sublet, misc. charges, total charges, less insurance, sales tax, and please pay this amount.

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Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU with VIN 1G1ZU64874F.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Includes work order details for radio reset and receiver replacement.

22418 \*INTERNAL FAULT IN RADIO\* C/S RADIO REST TO AM INTERMITTENTLY. -CHECKED AND REPLACED RADIO/CD PLAYER ASSEMBLY AND CALIBRATED AUDIO SYSTEM TO VEHICLE.

B C/S LIGHTS FLICKER INTERMITTENTLY--CHECK AND ADVISE-- CAUSE: NO TROUBLE FOUND N9995 CUSTOMER CONCERN NOT DUPLICATED

22418 \*POSSIBLE VOLTAGE VARIATION WHEN ENGINE RPM IS LOWER (SLOWING DOWN OR AT IDLE) NORMAL CONDITION\* C/S LIGHTS FLICKER INTERMITTENTLY. -TEST DROVE VEHICLE AND CHECKED HEADLIGHT OPERATION.

22418 \*BULLETIN PIC3193D\* C/S DAB LIGHT IS ON IN DASH. -TEST DROVE

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Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

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PAGE 2

CAYCE, SC  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 353 JENNIFER L WARLICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
NAVY BLUE	04	CHEVROLET MALIBU	1G1ZU64874F [REDACTED]		22418/22418	T6622	
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
10APR04 IS			17:48 12SEP05		0.00	CASH	14SEP05
R.O. OPENED	READY	OPTIONS: STK:C40712 DLR:16754 ENG:LX9 TRN:MXO					
12:32 12SEP05	14:44 14SEP05						

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

VEHICLE AND DID NOT DUPLICATE "DAB" WARNING LIGHT ILLUMINATING. SCANNED VEHICLE SYSTEMS AND FOUND NO CODES SET. PERFORMED BULLETIN SEARCH AND RECEIVED BULLETIN PIC3193D PERTAINING TO "DAB" ILLUMINATING ON RADIO. PROBLEM WILL BE REPAIRED WITH NEW RADIO ORDERED ON PREVIOUS LINE. D C/S VEHICLE EXHIBITS EXTENDED CRANK--

0 \* 999 SUBLET LIC#: 999 CP 0.00 0.00 0 0 0.00 0.00

22418 NO TROUBLE FOUND TEST STARTING SYSTEM. STARTER OPERATING AS DESIGNED. NO PROBLEM FOUND E ENTERPRISE RENTAL--KEITH V. OK'D CAUSE: RENTAL

Z7902 2 DAYS RENTAL 999 SUBLET LIC#: 999 WC94 0.00 0.00 0 0 0.00 0.00

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

SUBL ENTERPRISE PO# 30989 PO#30989 WC94 8400 8400 84.00 84.00

22418 ENTERPRISE PO# 30989 VIN# 6S [REDACTED] / \$84.00 / 2 DAYS--

EST: 0.01 12SEP05 12:32 SA: 353

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SERVICE DEPARTMENT HOURS  
MONDAY - FRIDAY 7:30 - 6:00  
SATURDAY - 8:00 - 2:00

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

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TERMS: STRICTLY CASH

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CUSTOMER SIGNATURE X

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C40712

408094



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PAGE 3

CAYCE, SC  
HOME

BUS:

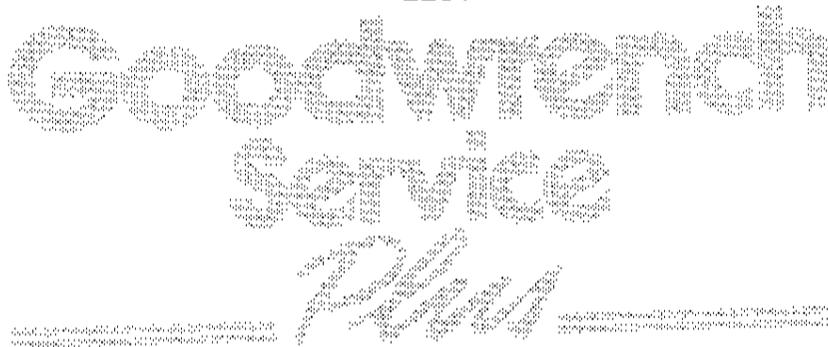
SERVICE ADVISOR: 353 JENNIFER L WARLICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
NAVY BLUE	04	CHEVROLET MALIBU	1G1ZU64874E		22418/22418	T6622	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10APR04 IS			17:48 12SEP05		0.00	CASH	14SEP05
R.O. OPENED	READY	OPTIONS: STK:C40712 DLR:16754 ENG:LX9 TRN:MX0					
12:32 12SEP05	14:44 14SEP05						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-12-05	15:16	16:09	0.88	W	153	A	
	16:09	16:09	0.00	W	153	A	
09-13-05	07:53	08:28	0.59	W	153	A	
	09:33	09:48	0.25	W	153	C	
	09:48	09:52	0.07	W	153	B	
	09:52	10:11	0.31	W	153	A	
09-14-05	11:48	11:48	0.00	W	153	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	11743	4080		46000	0	1200	
46600	8400	8400	30989				
26300	20143			22500	0		



COST, SALE, & COMP TOTALS 13680 20143 0

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TERMS: STRICTLY CASH

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CUSTOMER SIGNATURE X

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

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4 0 7 1 7 3



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CAYCE, SC
HOME

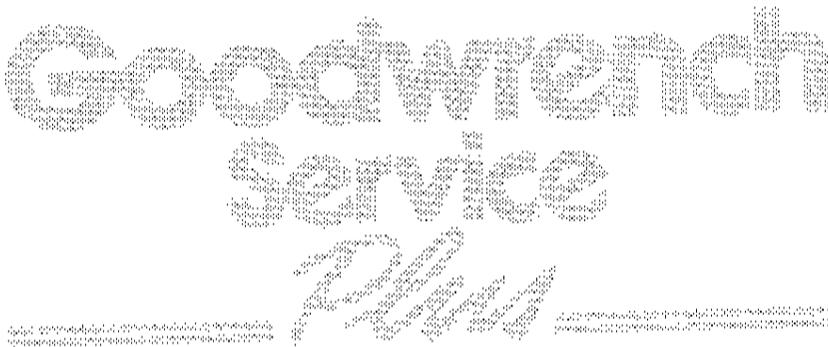
BUS

SERVICE ADVISOR: 999 SUBLET

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes vehicle details for a Navy Blue 04 Chevrolet Malibu and repair work for a cracked driver sun visor.

EST: 0.01 11AUG05 12:17 SA: 999

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SATURDAY - 8:00 - 2:00



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TERMS: STRICTLY CASH
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control...

Table with columns: DESCRIPTION, TOTALS. Lists charges for labor, parts, gas, oil, lube, sublet amount, misc. charges, total charges, less insurance, sales tax, and a total of 0.00.

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PAGE 2

SERVICE ADVISOR: 999 SUBLET

CAYCE, SC
HOME

BUS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU 1G1ZU64874F...

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes details for 10APR04 IS, 17:48 11AUG05, 0.00 CASH, 15SEP05.

Table with columns: R.O. OPENED, READY, OPTIONS, LIST, NET, TOTAL. Includes details for 12:17 11AUG05, 16:51 15SEP05, PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00.

Table with columns: DESCRIPTION, LIST, NET, TOTAL. Includes details for 21425 \*INTERNAL CAR WASH\*, D SCRATCHES AROUND ENTERTAINMENT AREA, 0 INPUT CAUSE & CORRECTION, 153 CP, PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00.

Table with columns: DESCRIPTION, LIST, NET, TOTAL. Includes details for 21425 \*NO REPAIRS MADE\* NO REPAIRS MADE., E ENTERPRISE RENTAL CAR, 0 \* 999 SUBLET LIC#: 999 CP, SUBL ENTERPRISE RENTAL CARS WC94, PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00.

Table with columns: DESCRIPTION, TOTALS. Includes details for 21425 ENTERPRISE PO# 30493, F\*\* C/S DRIVER SIDE SUN VISOR IS CRACK PARTS ORDER /PARTS IN CAUSE: 1K, C2021 SUNSHADE AND/OR SUPPORT LEFT R&R OR REPLACE, 149 WC94, 1 10381585 SUNSHADE, FC: 1K PART#: COUNT: 0, CLAIM TYPE: AUTH CODE: VE, PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00.

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

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PAGE 1

SERVICE ADVISOR: 999 SUBLET

CAYCE, SC

HOME: [REDACTED]

BUS [REDACTED]

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU with VIN 1G1ZU64874F.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a note about a vehicle exhibiting an extended crank after releasing key.

0 NORMAL CONDITION 153 CP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

21425 \*NORMAL STARTING SYSTEM OPERATION DUPLICATED AT THIS TIME\*
VEHICLE EXHIBITS AN EXTENDED CRANK AFTER RELEASING KEY, ACTS AS IF STARTER IS STICKING/STAYING ENGAGED.

B CHANGE OIL & FILTER, TOP OFF FLUIDS, INSPECT BELTS & HOSES, ADJUST TIRE PRESSURES.
3KE EMPLOYEE QUICK LUBE 153 IPS
1 25010792 OIL FLTR
5 12345621 OIL10W30B

21425 \*MAINTENANCE DUE\* 3K -PERFORMED 3K SERVICE.SET TIRE PRESURES TO 32 PSI. .D

C INTERNAL CAR WASH
0 \*
999 SUBLET LIC#: 999
CP

Summary table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER SIGNATURE X
TERMS: STRICLY CASH
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### Service Programming System

## Calibration Selection

control module

Current Calibration

Unknown

Index

Selectable

Selected

Not Selectable

08675309

### History

Part Number	Description
08675309	control module calibration

< Back

Next >

Cancel



COM2 at 9600 baud

P19 ID=8034074301 12-06-05 18:53 LOVE OLDSMOBILE

&lt;- Back

Forward -&gt;

Document ID# 1579489  
2004 Chevrolet Malibu  
1G1ZU64874E

Feedback

Print

## Loss of Radio Personalization after the BCM Is Replaced - kw IBCM memory preset recall #PIC3308 - (Dec 22, 2004)

### Loss of Radio Personalization after the BCM is Replaced

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in the PI.

#### Condition/Concern:

When the BCM on a 2004 Malibu Maxx is replaced with P/N 22734684, the car will lose the personalization option in the radio. This personalization is activated by the key Fob. The radio presets will be the last ones it had before the BCM replacement.

#### Recommendation/Instructions:

Do not replace the radio or install a second BCM for this lose of radio personalization. Replacing these parts will not repair the vehicle. Currently software is being developed for this BCM p/n that will restore the vehicle to it's original personalization operation. When this software is available this p/i will be revised.

Please follow this diagnosis process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

#### Models:

(2004 and 2004 Chevrolet Malibu/Maxx)

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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PAGE 1

CAYCE S
HOME: BUS

SERVICE ADVISOR: 576 LEROY MIKELL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU 1G1ZU64874F.

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Includes work order details for starter and sun visor.

EST: 0.00

10AUG05 09:57 SA: 576

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MONDAY - FRIDAY 7:30 - 6:00
SATURDAY - 8:00 - 2:00

Table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Shows repair times for 08-10-05.

Table with columns: ACCOUNT, SALE, COST, CONTROL. Shows account balances for 46000 and 22500.

COST, SALE, & COMP TOTALS 840 0 0

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CUSTOMER SIGNATURE X

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

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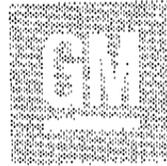
SERVICE ADVISOR: 576 LEROY MIKELL

CAYCE, SC  
HOME: [REDACTED]

BUS [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
NAVY BLUE	04	CHEVROLET MALIBU	1G1ZU64874F [REDACTED]		19227/19227	T5141	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
10APR04 IS			17:48 22JUN05		0.00	CASH	23JUN05
R.O. OPENED	READY	OPTIONS: STK:C40712 DLR:16754 ENG:LX9 TRN:MXO					
10:24 22JUN05	14:22 23JUN05						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	0.00	22JUN05	10:24	SA: 576			

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SERVICE DEPARTMENT HOURS  
MONDAY - FRIDAY 7:30 - 6:00  
SATURDAY - 8:00 - 2:00



Goodwrench  
Service  
Plus

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CUSTOMER  
SIGNATURE X

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

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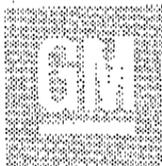
PAGE 1

SERVICE ADVISOR: 576 LEROY MIKELL

WAYCE, SC
HOME: [REDACTED] BUS [REDACTED]

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: NAVY BLUE, 04, CHEVROLET MALIBU, 1G1ZU64874F, 19227/19227, T5141. Row 2: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Row 3: 10APR04 IS, 17:48 22JUN05, 0.00, CASH, 23JUN05. Row 4: R.O. OPENED, READY, OPTIONS: STK:C40712 DLR:16754 ENG:LX9 TRN:MX0. Row 5: 10:24 22JUN05, 14:22 23JUN05. Row 6: LINE OPCODE TECH TYPE HOURS, LIST, NET, TOTAL.

A C/S VEHICLE WILL NOT SPIN AT TIMES (JUST SPIN ) DOE'S NOT HAPPEN ALL THE TIME
CAUSE: SHORTED
N4800 MODULE, COMPUTER (CONTROL) BODY REPLACE 149 WC94 (N/C)
1 10355512 F-BCM (N/C)
FC: 6G
PART#: 10355512
COUNT: 2
CLAIM TYPE:
AUTH CODE:
PN



Z5000 FREIGHT REMIBURSEMENT 999 SUBLET LIC#: 999 WC94 (N/C)
1 Z5000 WARR ACQU. (N/C)
FC: 00
PART#: 00
COUNT: 1
CLAIM TYPE:
AUTH CODE:
MD

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

19227 \*SHORT\* VEHICLE WILL NOT START -TEST IGNITIONSYSTEM FOUND NO COMMUNICATION WITH BODY CONTROL MODULE AT TIMES. REPLACED BODY CONTROL MODULE AND PROGRAM.

\*\*\*\*\*
3 C/S WHEN EVER CONCERN A HAPPENS AFTER VEHICLE STARTS A/C WILL NOT COOL DOES NOT HAPPEN ALL THE TIME

0 \* 149 CP 0.00 0.00

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TERMS: STRICLY CASH
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Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

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PAGE 2

SERVICE ADVISOR: 576 LEROY MIKELL

CAYCE, SC
HOME:

BUS:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU 1G1ZU64874F.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes details for 10APR04 IS, 17:48 22JUN05, 0.00 CASH, 23JUN05.

Table with columns: F.O. OPENED, READY, OPTIONS. Includes details for 10:24 22JUN05, 14:22 23JUN05, LIST, NET, TOTAL.

19227 \*SHORT\* AC INOP AT TIOMES -SEE LINE A FOR REPAIRS
\*\*\*\*\*
C C/S HEAD LAMPS FLASHING AT TIMES WHILE DRIVING (C/S ONLY HAPPEN ONE
TIME CHECK AND ADVISE
0 \*

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE C. Includes details for 149 CP, 0.00 LABOR, 0.00 OTHER, 0.00 TOTAL LINE C.

19227 \*SHORT\* HEAD LAMPS FLASH AT TIMES SEE LINE A FOR REPIARS
\*\*\*\*\*
D\*\* ENTERPRISE RENTAL
CAUSE: RENTAL
Z7901 ONE DAY RENTAL
999 SUBLET LIC#: 999
WC94
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE D. Includes details for WC94, 0.00 LABOR, 0.00 OTHER, 0.00 TOTAL LINE D.

19227 \*ENTERPRISE PO# 29595\* 1 DAY RENTAL PER ADAM TOTAL 30.00 VIN#
5M228933
\*\*\*\*\*

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

AS IS
THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FROM LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
TERMS: STRICTLY CASH
"I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

C40712

4 0 0 3 1 3



ACCOUNTING

LOVE CHEVROLET HUMMER
P.O. Box 210068, Columbia, SC 29221
100 Parkridge Drive
Columbia, SC 29212
(803) 732-6400
www.loveautoteam.com

PAGE 1

CAYCE, SC
HOME: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 576 LEROY MIKELL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU 1G1ZU64874F [REDACTED] 11281/11281 T1909.

Table with columns: DEL DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO, RATE, PAYMENT, INV. DATE. Includes details for 10APR04 IS, 17:48 10JAN05, 0.00 CASH, 10JAN2005.

Main service work table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Contains multiple entries for dome light, audio, and starter issues.

Summary table with columns: DATE, START, FINISH, DURATION, TYPE, TECH, LINE(S), CHG. Lists work performed on 01-10-05.

Warranty and payment section. Includes 'AS IS' disclaimer, 'TERMS: STRICTLY CASH', and a table for 'PLEASE PAY THIS AMOUNT' with sub-totals for Labor, Parts, Gas, Oil, Lube, Sublet, Misc. Charges, Total Charges, Less Insurance, and Sales Tax.

C40712

4 0 0 3 1 3



ACCOUNTING

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PAGE 2

CAYCE, SC  
HOME

BUS

SERVICE ADVISOR: 576 LEROY MIKELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG					
NAVY BLUE	04	CHEVROLET MALIBU	1G1ZU64874F		11281/11281	T1909					
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE				
10APR04 IS			17:48 10JAN05		0.00	CASH	10JAN2005				
R.O. OPENED	READY	OPTIONS: STK:C40712 DLR:16754 ENG:LX9 TRN:MX0									
09:03 10JAN05	13:18 10JAN05										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	0	810		22500	0	*****	



COST, SALE, & COMP TOTALS 810 0 0

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

CUSTOMER SIGNATURE X

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

WARRANTY COPY

C40712

3 9 8 6 4 6



ACCOUNTING

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PAGE 1

CAYCE SC
HOME

BUS

SERVICE ADVISOR: 576 LEROY MIKELL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for NAVY BLUE 04 CHEVROLET MALIBU 1G1ZU64874F...

Table with columns: LINE, OPCODE, TECH, TYPE, A/HRS, S/HRS, COST, SALE, COMP, LIST, NET, TOTAL. Includes description: A C/S THE REMOTE STARTER RES LIGHT INTERMITTENTLY COMES ON...

0 \* 140 CP 1.16 0.50 1250 0 0.00 0.00
9227 \* OPERATING AS DESIGNED \* - C/S THE REMOTE STARTER RES LIGHT COMES ON INTERMITTENTLY - CHECKED REMOTE STARTER OPERATION...

B PERFORM CAMPAIGN 04027
CAUSE: CAMPAIGN
V1152 INSTALL CLIPS
140 WC94 0.00 0.20 500 1343 13.43 13.43

2 10388869 F-RETAINER 412 576 0 3.62 2.88 5.76
FC: 96
PART#: 10388869
COUNT: 3
CLAIM TYPE:
AUTH CODE:
MA

Z5000 FREIGHT REMIBURSEMENT
140 WC94 0.00 0.00 0 0 0.00 0.00
1 Z5000 WARR ACQU. 20 20 0 0.20 0.20 0.20
FC: 00 PART#: COUNT: 0
CLAIM TYPE:

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

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ACCOUNTING 2 COPY

C40712

3 9 8 6 4 6



ACCOUNTING

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PAGE 2

CAYCE, SC

HOME: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 576 LEROY MIKELL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes vehicle details for a 2004 Chevrolet Malibu.

AUTH CODE:

MD

432 596 TPARTS
500 1343 TLABOR

9227 \* CAMPAIGN \* - PERFORM CAMPAIGN 04027 - INSTALLED FRONT SEAT BELT CONNECTOR RETAINERS.

C\*\* ENTERPRISE RENTAL

CAUSE: RENTAL

Z7901 ONE DAY RENTAL

999 SUBLET LIC#: 999
WC94 0.00 0.00

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

0 0 TPARTS
0 0 TLABOR

SUBL ENTERPRISE RENTAL PO# 26225
PO#26225

9227 \*ENTERPRISE PO# 26225\* 1 DAY RENTAL TOTAL 42.00 VIN # OF RENTAL 42222666

D\*\* CAR WASH-CUSTOMER PAY

0 CAR WASH

288 CP 0.00 0.00

0.00 0.00

EST: 0.01

17NOV04 07:55 SA: 576

YOUR COMPLETE SATISFACTION IS OUR GOAL
SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY 7:30 - 6:00
SATURDAY - 8:00 - 2:00

AS IS

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TERMS: STRICTLY CASH

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control...

CUSTOMER SIGNATURE X

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

ACCOUNTING 2 COPY

THIS CONTRACT IS SUBJECT TO ARBITRATION PURSUANT TO THE SOUTH CAROLINA UNIFORM ARBITRATION ACT

# LOVE CHEVROLET HUMMER, INC.

## RECORD OF PURCHASE

Post Office Box 210068  
Columbia, South Carolina 29210

100 Parkridge Drive  
Columbia, South Carolina 29212  
Telephone (803) 732-6400

DEAL NO: 18691

This contract is made and entered into between Love Chevrolet HUMMER, Inc., hereinafter called Dealer, and Customer.

DATE 04/10/04

Customer Name [REDACTED] Stock # C40712

Street [REDACTED] City CAYCE State SC Zip [REDACTED] County LEXINGTON

Phone: Home [REDACTED] Work [REDACTED] Fax [REDACTED] Social Security # [REDACTED] Birthdate [REDACTED]

Year 2004 Make CHEVROLET Model Name MALIBU Model # 1ZU66

Serial # 1G1ZU64874F [REDACTED] Miles 7

<b>SELLING PRICE</b>	24619.00			<b>DESCRIPTION OF TRADE-IN</b>	<b>STK #</b>
<b>OTHER OPTIONS:</b>				YEAR	MILES
				MAKE	MODEL
				SERIAL#	
				ACV.	APPRAISER
				SALESMAN	FULLER, CHRISTOPHER
				APPROVED	
				TRANSFER TAG #	
<b>TOTAL SELLING PRICE</b>	24619.00			<b>DESCRIPTION OF 2<sup>ND</sup> TRADE-IN</b>	<b>STK #</b>
<b>S.C. SALES TAX</b>	300.00			YEAR	MILES
<b>PROCESSING SERVICE:</b> <small>This includes the cost and markup of filing a lien, title preparation, DMV document preparation, filing of all necessary state documents, notarization of all required documents, vehicle registration, etc.</small>	89.50			MAKE	MODEL
<input type="checkbox"/> NEW <input type="checkbox"/> TRANSFER	18.00			SERIAL#	
<b>TOTAL PRICE INCLUDING TAX</b>	25026.50			ACV.	APPRAISER
<b>GROSS TRADE-IN ALLOWANCE</b>				SALESMAN	FULLER, CHRISTOPHER
<b>BAL. DUE ON TRADE-IN</b>				APPROVED	
<b>NET TRADE-IN ALLOWANCE</b>				TRANSFER TAG #	
<b>CASH</b>	2337.04			<b>LIEN INFORMATION</b>	
<b>GM REBATE:</b>	1000.00				
<b>TOTAL DOWN PAYMENT</b>	3337.04			<b>AMOUNT</b>	
<b>UNPAID BALANCE</b>	21689.46			<p>THE INFORMATION YOU SEE ON THE WINDOW FORM (BUYERS GUIDE) FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THIS CONTRACT.</p> <p>This contract is not binding upon Dealer unless accepted in writing by an officer or a sales manager or assistant sales manager of Dealer and until a retail installment contract for any deferred balance has been approved and funded by a third-party funding source.</p> <p>I/we hereby authorize Love Chevrolet HUMMER, Inc. to check my credit and employment history and to provide that information to as many lenders as deemed necessary by them to obtain financing.</p> <p>← SEE ADDITIONAL TERMS AND CONDITIONS ON OPPOSITE PAGE</p> <p>CUSTOMER ACKNOWLEDGES RECEIPT OF A COMPLETELY FILLED IN COPY OF THIS CONTRACT.</p>	
<b>MECHANICAL INSURANCE</b>				<p>Accepted</p>	
<b>TOTAL UNPAID BALANCE</b>	21689.46			<p>Co-Buyer's Signature _____ Title _____</p>	
				<p>ALL VEHICLES SOLD "AS IS" UNLESS INDICATED OTHERWISE IN WRITING</p>	

LOVE CHEVROLET

# CUSTOMER INCENTIVE ACKNOWLEDGEMENT AND/OR ASSIGNMENT

CUSTOMER NAME: \_\_\_\_\_

IN: \_\_\_\_\_

CUSTOMER INCENTIVES (\$)  
\_\_\_\_\_

### 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 the vehicle, (b) \_\_\_\_\_ where permissible by law as a price reduction. (Bill of Sale indicates pre incentive price amount of incentive and final price with incentive applied) or (c) \_\_\_\_\_ a check to be issued in my name by Dealer named below:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
_____	\$ <u>1000</u>	<u>CSE</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____

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

- a. I elect to receive \_\_\_\_\_ in lieu of \_\_\_\_\_
- b. I elect to receive Rebate or \_\_\_\_\_

### -CUSTOMER AND DEALER ACKNOWLEDGEMENT-

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

Purchaser/Lessee Signature: \_\_\_\_\_ Date: 4/10/04

The undersigned person, as Dealer representative certifies that the information on this applications is true and correct and the incentive(s) described in Item# \_\_\_\_\_ have been provided the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: \_\_\_\_\_ Date: 4/10/04

LOVE CHEVROLET COMPANY

DEALER CODE: 16467

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Dealer file. List must include VIN, Delivery Date and Program Reference



**Overallowance/Incentives/Negative Equity Form (non-Florida)****Customer:** [REDACTED]**Request #:** 1-357188825**BBB#:** CHV0530192

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$24619.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$26045.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$-1426.00

Trade Allowance (from dealer Bill of Sale)	\$NO TRADE
Actual Cash Value Statement	\$
Difference (if positive, this is the overallowance)	\$

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

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$24619.00
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$ 1000.00
Overallowance and/or Negative Equity minus	\$ .00
Actual price of Vehicle that should be presented to BBB for ATA	\$23619.00

# electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 01/03/2006
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Cayce, Sc [REDACTED]
- 5.Primary Customer Phone #: [REDACTED] Work
- 6.Additional Customer Phone #: [REDACTED] Home
- 7.Customer fax #: \_\_\_\_\_
- 8. Cust Drivers Licenses # \_\_\_\_\_
- 9. State tax % rate \_\_\_\_\_

## Customer Vehicle Information

- 10.Year/Make/Model: 2005/Chevrolet/Malibu Maxx
- 11.VIN (17 Digits): 1G1ZU64874F [REDACTED]
- 12.Current Mileage: 24,552
- 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: COLUMBIANA CHEVROLET
- 15.Dealership Phone #: 803-732-6400
- 16.Dealership Contact Name and TITLE: Keith Varnadore, Service Manager
- 17.Dealership Contact Phone # (if different than Dealership #): 803-309-0973
- 18.Dealership Contact Fax # \_\_\_\_\_
- 19.Dealership BAC: 166151 Region: Southeast

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

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

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

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

- 23.CAC Case Number: 1-357188825
- 24.TAC Case Number: 8521351
- 25.If no TAC number, Explain: \_\_\_\_\_

**26.Reason for Repurchase (Include specific mechanical failure):** INTERMITTENT HARD START; RADIO MALFUNCTIONS

- 27.This case was resolved by: Field Decision working with open case in Tampa ADR
- 28.Does this vehicle meet the presumption of Lemon Law in applicable state? NO
- 29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).
- 30.Type of TRANSACTION? STRAIGHT REPURCHASE
- 31.Vehicle Damage (explain what damage is present and who is responsible): NONE

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

- 33.New Vehicle Year/Make/Model: \_\_\_\_\_
- 34..Upgrade  Downgrade  Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): \_\_\_\_\_

## **35.Usage/Depreciation Amount:**

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; \*\*NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)  
 -Please show how you arrived at this usage amount: 24552/100,000 X 24619.00=6044.45.

- 36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): \_\_\_\_\_

37. Lease Termination Terms: \_\_\_\_\_

38. Who will be responsible for the **Taxes and/or Fees**? Customer

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

Explain: NO TAXES AND FEES WERE OFFERED TO CUSTOMER, DUE TO NON-LEMON LAW CASE.

39. I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

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

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

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

40. General Comments/Special Instructions: REFUND PURCHASE PRICE, LESS REBATE, LESS USAGE. NO TAXES, FEES, OR INTEREST ALLOWED.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 01/03/2006

42. Authorizer Name: SHERI COOLEY/CURT LAUDICK

43. GM Position: CRM/AVM

44. VoiceMail Node: 404082 Mailbox Number: 8184

45. Email Address: \_\_\_\_\_

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

**Attach this saved file to a Lotus Notes document and E-mail this ePRA to [ePRA@GMExpert.com](mailto:ePRA@GMExpert.com)**

**Forward any supporting documentation to FAX- 866-827-1129**

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

2004 MALIBU LT MAXX  
28U NAVY BLUE METALLIC  
522 NEUTRAL

/V6G

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD37461562

ORDER NO. HCJHN7/TRE STOCK NO.

VIN 1G1 ZU64 87 4F

\*\*\*\*\*13\*16754S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZU68 MALIBU LT MAXX	24100.00	22051.50	INVOICE 03/25/04
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 03/25/04
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 04/09/04
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 04/09/04
U2K XM SATELLITE RADIO-100 CHANNELS	325.00	292.50	PRC EFF 03/25/04
OF GO ANYWHERE ENTERTAINMENT			KEYS G2185 G2185
SERVICE FEE EXTRA.1ST 3MOS.INCL			WFP-S QTR OPT-1
U32 REAR DVD / AUDIO SYSTEM	995.00	895.50	BANK: GMAC - 023
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	CHG-TO 16-754

SHIP WT: 3404  
HP: 32.9  
GMS: 23176.90  
SUPPLR: 24219.86  
MRM: 26045.00  
DAN: DBLUE  
MEMO 1196.00

TOTAL MODEL & OPTIONS	25420.00	23239.50	ACT 231	23101.90
DESTINATION CHARGE	625.00	625.00	H/B 261	762.60
LAM DEALER CONTRIBUTION		127.10	ADV 261	127.10
LAM GROUP CONTRIBUTION		127.10	EXP 65A	127.10

TOTAL 26045.00 24118.70 PAY 310 24118.70  
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 22994.60

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*  
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

LOVE CHEVROLET HUMMER, INC.

REMIT TO GMAC NO. 023  
VIN 1G1ZU64874F  
\$ 24118.70 INV 1AD37461562  
DUE 04/09/04 DEALER 16-754

Customer Claim Form

Contact Date: 11/30/05

Start Date:

Case Number: CHV0530192

Have you contacted the mfr regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

**Titled Owner(s) Name&Address**

[Redacted Name and Address]

CAYCE, SC

Day Phone: [Redacted]

Evening Phone: [Redacted]

Cell Phone: [Redacted]

Fax Number:

E-mail Address: [Redacted]

Customer Contact Info:

**Vehicle Information**

Name(s) of individual(s) or business that appear on vehicle title: [Redacted]

Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic Number of vehicles owned or leased by the business: 0

Make: Chevrolet Model: Malibu MAX Model Year: 2005 Current Mileage: 24552

Vehicle Identification Number: 1G1ZM6H274E [Redacted]

Selling Dealer/City/State : Love Chevrolet Hummer,

Selling Dealer/City/State : Love Chevrolet Hummer, Columbia, SC

Insurance Carrier : USAA Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes \_\_\_ No  Date of accident:

Description of Damage : 7

**Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)**

Purchase Date: 04/10/04 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As :  New  Used  Demo

Leased As :  New  Used  Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: GMAC

Leasing Company's Name:

Address: PO Box 83069

Address:

City/St/Zip: Baltimore, MD 21283

City/St/Zip:

Phone: (800) 462-7

Phone:

Lienholder Acct #: [Redacted]

Leasing Company's Acct #:

**Customer's Desired Outcome (Describe what you want done to resolve your concern)**

Would like the car bought back. We have lost brand confidence due to GM/Loves inability to repair after at least 10 attempts (some lasting a week). Car is no longer reliable transportation. Has lost significant resale value as a loaner.

Signature of Titled Owner(s): [Redacted] Date 12/7/05

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4300 Wilson Blvd, Suite 800, Arlington Va, 22203-1838





13274

**Case Number** CHV0530192  
**Name** [REDACTED]  
**City-State-Zip** Cayce, SC 29033  
**Phone #** 8034075608  
**Specialist** Scott Estep [sestep@cbbb.bbb.org](mailto:sestep@cbbb.bbb.org)  
**Start Date** 12/13/05  
**Close Date** 01/03/06  
**Days Elapsed** 21  
**Attorney**  
**Arbitrator**

FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A01	11/30/2005	Internet Case
UPDATE	A13	11/30/2005	veh-model
UPDATE	A02	12/13/2005	Response Due Back by 12/20/05
UPDATE	A04	01/03/2006	Repurchase was accepted
UPDATE	A09	01/03/2006	Performance Due by 02/03/06

Documents:

Please ONLY CLICK ONCE!

[View Selected Documents](#)

Select	Type	Description	Date
<input type="checkbox"/>	SET	Settlement Letter	01/03/06
<input type="checkbox"/>	mrf	Manufacturer Response Form	12/13/05
<input type="checkbox"/>	m09	Updated CCF/Documentation Letter	12/13/05
<input type="checkbox"/>	csdoc	Customer's suprt docs	12/12/05
<input type="checkbox"/>	csla	Customer's SLA	12/12/05
<input type="checkbox"/>	veh	Vehicle Registration	12/12/05
<input type="checkbox"/>	CCF	Customer Claim Form	12/12/05
<input type="checkbox"/>	m01	CCF To Manufacturer	11/30/05
<input type="checkbox"/>	ccf	Customer Claim Form	11/30/05
<input type="checkbox"/>	prgm	Program Summary	11/30/05



**BBB AUTO LINE**

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

**Council of Better Business Bureaus, Inc.**

January 3, 2006

Re: [REDACTED] vs Chevrolet Motor Division # CHV0530192 VIN: 1G1ZU64874F [REDACTED]

[REDACTED]  
CAYCE SC [REDACTED]

Dear [REDACTED]

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

Sheri Cooley from General Motors has agreed to repurchase customer Farrah Schon's 2005 Chevy Malibu under the terms of the BBB Program Summary. The customer will be responsible for a usage deduction of \$6,044.45, which is based on the current mileage of 24,552 miles.

This repurchase will be fully processed within 30 days from this letter's date.

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,

Scott Estep at Extension 515

cc: Sheralyn Cooley



# Service Satisfaction Survey

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

\_\_\_\_\_  
\_\_\_\_\_

Home telephone: \_\_\_\_\_

Change to: ( ) \_\_\_\_\_

Please provide us with your preferred email address:

\_\_\_\_\_

**\*\* Dissatisfied Customer \*\***

████████████████████

Butler PA

████████████████



Dear ██████████

Our records indicate that you had your **2004 Malibu serviced at Kenny Ross Chevrolet on July 11, 2005**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Kenny Ross Chevrolet.

Sincerely,

Charles F. Ugolino  
Director of Operations

## Instructions

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

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

**\*\*PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 11, 2005, COMPLETE THIS SURVEY.\*\***

## About Your Chevrolet Dealership's Service Department

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied     |
|--|-------------------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |
|  | Yes                                 | No                       | Does Not Apply/Not Required | Don't Know               |                          |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    |                          |                          |
|  | Completely Satisfied                | Very Satisfied           | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied     |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied     | Does Not Apply/Not Required |
|--|-------------------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> |                             |
|  | Yes                                 | No                       | Does Not Apply/Not Required | Don't Know               |                          |                             |
| 6. Were you <u>offered</u> transportation options? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |                          |                             |
|  | Completely Satisfied                | Very Satisfied           | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied     | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    |
|  | Yes                                 | No                       | No Time Promised            |                          |                          |                             |
| 8. Was your vehicle ready by the original time promised? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    |                          |                          |                             |

Please complete other side >

About Your Service Consultant/Advisor - continued

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? .....                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: |                                     |                          |                          |                          |                          |
| - The time it took to complete the transaction? .....             | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? .....                         | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? .....                   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit?

IF NO, why not? (check all that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Condition explained - repair not necessary     | <input type="checkbox"/> Parts not available          |
| <input type="checkbox"/> Work performed did not correct the problem     | <input type="checkbox"/> I declined repair            |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Service Department was too busy                | <input type="checkbox"/> Don't know                   |

- |  | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

14. Were you given a copy of the completed repair order/invoice? .....

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? .....

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Kenny Ross Chevrolet?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2004 Malibu? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

19. Are you ...  Male  Female

20. Your age ...  Under 25  25 - 34  35 - 44  45 - 54  55 - 64  65 or older

21. May we include your name when providing this survey information to your dealership?  Yes  No

22. Do you have any other comments/recommendations about Kenny Ross Chevrolet?

*Dale the service manager is very courteous and knows his stuff, but my 2004 MALIBU LS is A piece of shit and I will never buy A G.M. again.*

*If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020*

Thank You!!

Your opinions will help us serve you better.

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

0399



**North American Operations**

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



CHECK No. [REDACTED]

50-827  
213

DATE  
10/06/05

\*\*\*\*\*5,000 DOLLARS

\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*5,000.00

PAY  
TO THE  
ORDER  
OF

[REDACTED]

BUTLER PA [REDACTED]

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Rachel C. [Signature]*

SIGNATURE

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

AUDIT

[REDACTED]

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE 10/06/05

VENDOR DUNS NO. BB 000000195

1

VENDOR NAME [REDACTED]

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

1G1ZT54894F [REDACTED]	10/05/05 1-3591458	VM 1-620X6M 1-620X6M	00.0000	5,000.00	.00	5,000.00
				W3		

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

**TOTAL**

5,000.00

.00

5,000.00



**GMC**

---

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

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VIA FAX ONLY

September 27, 2005

David Chernosky, Esq.  
Kahn & Associates  
1112 Macdade Blvd  
Woodlyn, PA 19094-1322

RE: [REDACTED]

Service Request: 1-359145851  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZT54894F [REDACTED]  
Customer Relationship Manager: Diane Crisp

Dear Mr. Chernosky:

On September 16, 2005 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received the signed release of claim so your settlement can be processed.

If your client(s) agree with the terms of the offer, please have the release of claim executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If we have not received the signed release of claim within this time frame, this offer will be withdrawn and the matter will be considered closed.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4,

LG0047-T  
Rev 5/27/2004



**GMC**

# HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER  
VIA FAX ONLY

September 8, 2005

David Chernosky, Esq.  
Kahn & Associates  
1112 Macdade Blvd  
Woodlyn, PA 19094-1322

RE: [REDACTED]  
Service Request: 1-359145851  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZT54894F [REDACTED]  
Customer Relationship Manager: Diane Crisp

Dear Mr. Chernosky:

This is to advise that General Motors is in receipt of the above referenced case dated September 1, 2005. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

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

General Motors Corporation  
c/o MSX International, ATTN: BRC Legal  
MC 336-105-000  
1426 Pacific Drive  
Auburn Hills, MI 48326-1571

If you have any questions, please call the number below.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4

**RELEASE OF LIEN INFORMATION**

I \_\_\_\_\_,  
(Client's Name) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

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

with \_\_\_\_\_  
(Lien holder Name)

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

Date \_\_\_\_\_.

**VEHICLE INFORMATION**

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature



**KAHN & ASSOCIATES, L.L.C.**

**ATTORNEYS AT LAW**

55 Public Square • Suite 650 • Cleveland, Ohio 44113



US POSTAGE  
\$ 00.37

Mailed From 44113  
09/19/2005  
031A 0002303019

SEP 21 2005

Ms. Diane Crisp  
GM Business Resource Center  
1464 John A. Papalas Drive  
Lincoln Park, MI 48146-1460

48146-1460





**KAHN & ASSOCIATES, L.L.C.**  
**ATTORNEYS AT LAW**

55 Public Square • Suite 650  
Cleveland, Ohio 44113

Phone: 216.621.6101  
Fax: 216.621.6006

September 19, 2005

**VIA FIRST CLASS U.S. MAIL**

Ms. Diane Crisp  
GM Business Resource Center  
1464 John A. Papalas Drive  
Lincoln Park, MI 48146-1460

**Re: Settlement Confirmation**  
**Our Client:** [REDACTED]  
**Vehicle:** 2004 Chevrolet Malibu  
**VIN:** 1G1ZT54894F [REDACTED]

Dear Ms. Crisp:

Per our discussions, let this letter serve to confirm our settlement in the above-captioned matter, subject to my client's review of the final figures in the Release Agreement. The total settlement is comprised of the following:

1)	Reimburse Plaintiff for agreed damages (including Attorney's Fees & Costs);	\$5,000.00***
2)	Pay-off lienholder in full	N/A
3)	Payment of Plaintiff's Attorney's Fees & Costs	(included in above)
	<u>Total Due Plaintiff and Kahn &amp; Associates, L.L.C.</u>	<u>\$5,000.00***</u>

\*\*\*Plaintiff will also receive 60 month/60,000 mile (whichever comes first) Electrical System Component Letter, from the warranty start date and original in-service miles.

**We are accepting this offer subject to the express condition that this transaction will be complete within thirty (30) days of the date of this letter. Any delay beyond thirty (30) days, not due to Plaintiff's lack of cooperation, will result in Plaintiff filing (a Complaint and/or) any necessary Motions to Enforce Settlement, including Attorney's Fees.**

Please let me know immediately if I have in any way misstated our understanding. Otherwise, we will wait to hear from you with regard to the next step. Thank you for your attention to this matter.

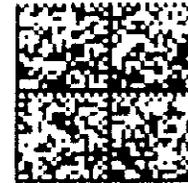
Sincerely,



**KAHN & ASSOCIATES, L.L.C.**

David J. Chernosky

DJC/np



US POSTAGE  
\$ 01.06

Mailed From 44113  
Sep 6 2005  
957 215 0000

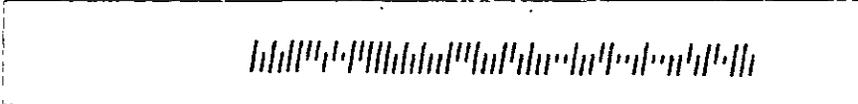
**KAHN & ASSOCIATES, L.L.C.**  
ATTORNEYS AT LAW  
55 PUBLIC SQUARE, SUITE 650  
CLEVELAND, OHIO 44113

**To**

SEP 06 2005

General Motors Corporation  
C/o MSX International  
Attn: BRC Legal, MC 336-105-000  
1464 John A. Papalas Dr.  
Lincoln Park, MI 48146-1460

is





**KAHN & ASSOCIATES, L.L.C.**  
**ATTORNEYS AT LAW**

**Western Pennsylvania Office:**  
1751 Lincoln Highway  
North Versailles, Pennsylvania 15137

**Eastern Pennsylvania Office:**  
1112 MacDade Boulevard  
Woodlyn, Pennsylvania 19094

Phone: 888.536.6671

September 1, 2005

**VIA REGULAR U.S. MAIL**

General Motors Corporation  
c/o MSX International  
Attn: BRC Legal, MC 336-105-000  
1464 John A. Papalas Dr.  
Lincoln Park, MI 48146-1460

**Re:** Settlement Demand  
**Our Client:** [REDACTED]  
**Vehicle:** 2004 Chevrolet Malibu  
**Date of Purch/Lease:** February 21, 2004  
**VIN:** 1G1ZT54894F [REDACTED]  
**Current Mileage:** 19,100  
**Our File No:** 05708LL

Dear Case Manager:

Please be advised that this office has been retained by [REDACTED] regarding the above-referenced vehicle which was obtained from Kenny Ross Chevrolet-Buick North, Inc. (Zelienople, PA). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

1. Brakes;
2. Electrical System;
3. HVAC System;
4. Remote Access System;
5. Cruise Control; and
6. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

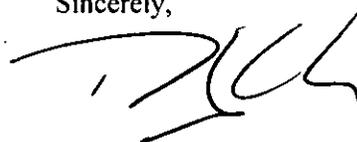
These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Pennsylvania Lemon Law, the Magnuson-Moss Warranty Act and the Pennsylvania Uniform

Commercial Code. Because the "purchase of a new car is a major investment [which is] rationalized by the peace of mind that flows from its dependability and safety....," these defects have understandably caused our client to lose all faith and confidence in the vehicle's integrity. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195 (N.J. Super. Ct. 1968).

Therefore, you are hereby notified that our client is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. **DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.<sup>1</sup>**

Please contact this office as soon as possible to discuss resolving this matter. Enclosed please find the purchase documents, all the repair orders in our client's possession and any other documents pertinent to this claim. Pursuant to the understanding reached in this matter between this office and your local counsel, both parties have agreed to waive informal arbitration in attempt to resolve this matter within forty (40) days from the date of this fax. If we are unsuccessful, we have been directed to commence formal legal proceedings against you.

Sincerely,



David J. Chernosky  
Attorney for Jimmy and Kay Kies

DJC/np

Enclosures

cc: [REDACTED]

05708LL / KIES, J. & K. V. GMT:\team50\template\document\00000121.dot

---

<sup>1</sup>Until this matter is resolved, our client reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

# KENNY ROSS

KENNY ROSS CHEVROLET-BUICK NORTH, INC.  
 22010 Perry Highway  
 Zelienople, Pennsylvania 16063  
 Route 19 at the Cranberry Twp. Line  
 (724) 452-7200 • Pgh: (412) 761-2500  
 FAX (724) 452-5271



**KENNYROSS.COM**

PURCHASER'S NAME		CO-PURCHASER'S NAME		DATE 02/21/04	
STREET ADDRESS		PLEASE ENTER MY ORDER FOR THE FOLLOWING <input checked="" type="checkbox"/> NEW <input type="checkbox"/> DEMO-USED <input type="checkbox"/> USED <input checked="" type="checkbox"/> CAR OR <input type="checkbox"/> TRUCK			
CITY BUTLER	STATE PA	ZIP	VIN 1G1ZT54894F	TO BE DELIVERED ON OR ABOUT DATE 02/21/2004	
RES.	YEAR 2004	MAKE CHEVROLET	MODEL MALIBU	MILEAGE 25	
CELL PHONE	E-MAIL ADDRESS	COLOR GRAY	TRIM PHILLIPS	SALESPERSON RODNEY	STOCK NO. 54Z10710
PRICE AS AGREED					21117.00
TRADE INEQUITY ADJUSTMENT					6000.00
GM CONSUMER REBATE					-1000.00
VEHICLE HAS A 100 MONTH OR 100,000 MILE POWERTRAIN WARRANTY					
INSURANCE INFORMATION			SALES PRICE AS AGREED		26117.00
COMPANY ERIE INS CO			EXTENDED SERVICE COVERAGE <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		
POLICY NO. 002-15070418 P			PURCHASE SIGNATURE		N/A
ADDRESS 400 KERRY DR MERIDIAN BUTLER PA 16001			RUST PROOFING <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
PHONE NO. 7244824337	PERSON TALKED TO		FABRIC PROTECTOR <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
AGENT MINCH AGY	DATE	TIME	PAINT SEALANT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
COLLISION \$	COMP. \$		PURCHASE SIGNATURE		589.00
COVERAGE FROM: 02/15/04	TO: 08/15/04		SUBTOTAL		26706.00
DESCRIPTION OF TRADE-IN #1			TOTAL TRADE-IN ALLOWANCE AS APPRAISED		8500.00
YEAR 1999	MAKE OLDSMOBILE	MODEL INTRIGUE	COLOR WHITE	TAXABLE AMOUNT	
VIN 163WH52KXXF	MILEAGE AT TRADE IN 88735		6.00 % SALES TAX		1092.36
BALANCED OWED TO AMERICKREDIT	PHONE NUMBER	AMOUNT 8146.47	DOCUMENTARY FEE		55.00
ADDRESS	PERSON GIVING PAY-OFF	GOOD UNTIL	ACCOUNT NO.	FEES	
DESCRIPTION OF TRADE-IN #2			TRANSFER 6.00		22.50
YEAR N/A	MAKE N/A	MODEL N/A	COLOR N/A	REGISTRATION 58.00	
VIN N/A	MILEAGE AT TRADE IN N/A		LIC 3.00		69.50
BALANCED OWED TO N/A	PHONE NUMBER	AMOUNT N/A	TIRE TAX		5.00
ADDRESS	PERSON GIVING PAY-OFF	GOOD UNTIL	ACCOUNT NO.	OTHER CHARGES	
Purchaser agrees that this Order includes all of the terms and conditions appearing on the face and reverse sides hereof, that this Order cancels and supersedes any prior oral or written agreement or representation and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby.			* Payoff amount subject to Bank Verification		8146.47
A FULL COPY OF ANY APPLICABLE LIMITED WARRANTY FROM THE MANUFACTURER IS			TOTAL TRADE-IN PAYOFF OWING		N/A
SUBTOTAL					27574.33
DEPOSIT ON ORDER (LESS)					2000.00
DUE ON DELIVERY					N/A
TOTAL AMOUNT DUE OR FINANCED					25574.33

VIN	N/A	
BALANCED OWED TO	PHONE NUMBER	AMOUNT
N/A		N/A
ADDRESS		
PERSON GIVING PAY-OFF	GOOD UNTIL	ACCOUNT NO.

SUBTOTAL	
DEPOSIT ON ORDER (LESS)	2000.00
DUE ON DELIVERY	N/A
<b>TOTAL AMOUNT DUE OR FINANCED</b>	<b>25574.33</b>
ANNUAL PERCENTAGE RATE	13.99
MONTHLY PAYMENT	526.84
TERM	72
	MO

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

A FULL COPY OF ANY APPLICABLE LIMITED WARRANTY FROM THE MANUFACTURER IS AVAILABLE AT THE SALES MANAGER'S OFFICE.

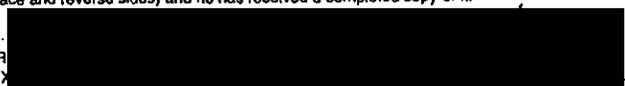
ALL WARRANTIES, IF ANY, EXTENDED BY A MANUFACTURER OTHER THAN DEALER ARE ITS OWN, NOT DEALER'S AND ONLY SUCH MANUFACTURER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, OR UNLESS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

AS IS: THIS VEHICLE IS SOLD AS IS WITHOUT ANY WARRANTY EITHER EXPRESS OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE.

PURCHASER'S SIGNATURE X

Purchaser acknowledges that he has read and understands all the terms and conditions of this Order (on both the face and reverse sides) and he has received a completed copy of it.

PURCHASER SIGNATURE



WE HAVE THE RIGHT TO REAPPRAISE THE VALUE OF A TRADE-IN VEHICLE IF THE DEALER CAN ESTABLISH THAT THE VEHICLE HAS SUFFERED DAMAGE OR SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF THE VALUATION BUT PRIOR TO ITS DELIVERY TO THE DEALER, OR UNLESS PARTS OR ACCESSORIES OR BOTH INCLUDING TIRES, HAVE BEEN REMOVED OR REPLACED WITH PARTS OR ACCESSORIES OF INFERIOR QUALITY.

THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AUTHORIZED DEALER REPRESENTATIVE. YOU, THE PURCHASER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER. IF PURCHASER CANCELS THIS ORDER OR REFUSES TO TAKE DELIVERY OF THE VEHICLE ORDER EXCEPT AS PERMITTED BY LAW, PURCHASER SHALL, AT DEALER'S OPTION, FORFEIT AS DAMAGE

THE SUM OF \$

ACCEPTED BY:  DATE 02/21/04  
DEALER OR HIS AUTHORIZED REPRESENTATIVE

Factory Warranty: The printed Manufacturer's Warranty delivered to Purchaser with the new vehicle or chassis described on the face hereof is a contract solely between the Manufacturer and the Purchaser. The Seller is not a party to such contract and such warranty is not a part of the sale or bargain between the Purchaser and Seller.

<b>ANNUAL PERCENTAGE RATE</b> The cost of your credit as a yearly rate.  13.9%	<b>FINANCE CHARGE</b> The dollar amount the credit will cost you.  \$ 12358.15	<b>Amount Financed</b> The amount of credit provided to you or on your behalf.  25574.33	<b>Total of Payments</b> The amount you will have paid after you have made all scheduled payments.  37932.48	<b>Total Sale Price</b> The total cost of your purchase on credit, including your downpayment of \$ 2253.03  \$ 41285.01
---	---	---	---	--

Your Payment Schedule will be:

No. of Payments	Amount of Payments	When Payments Are Due
71	\$ 535.84	Monthly, beginning 22 MAR 04
	\$ N/A	

Security: You are giving a security interest in the motor vehicle being purchased.  
Prepayment: If you pay off early, you will not have to pay a penalty.

Filing Fees: \$ 5.00  
Late Charge: If a payment is late, you will be charged 2% of the portion of the payment which is late for each month, or part of a month greater than 10 days, that it remains unpaid.  
See below and any other Contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date and prepayment refunds and penalties. e means estimate

In this Contract, we are the **SELLER**. **KENNY ROSS CHEVROLET GED BUICK INC**  
**22010 PERRY HIGHWAY** **ZELIENOPLE PA 15085**  
Name: \_\_\_\_\_ Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
You are the **BUYER(S)**. **LN BUTLER PA**  
Name(s): \_\_\_\_\_ Address(es): \_\_\_\_\_ Zip Code(s): \_\_\_\_\_

IF YOU DO NOT MEET YOUR CONTRACT OBLIGATIONS, YOU MAY LOSE THE MOTOR VEHICLE AND PROPERTY THAT YOU BOUGHT WITH THIS CONTRACT, AND/OR MONEY ON DEPOSIT WITH THE ASSIGNEE.

This Contract is between Seller and Buyer. All disclosures have been made by Seller. Seller intends to assign this Contract to the Assignee.

If there is more than one Buyer, each promises, separately and together, to pay all sums due us and to perform all agreements in this Contract.

**TRADE-IN:** You have traded in the following vehicle: **1999 OLDSMOBILE INTRIGUE** **2500.00** **2146.47** **353.53**  
Year and Make Description

**Itemization of Amount Financed**

Cash Price	\$ 27786.00
Cash Downpayment	\$ 3000.00
Trade-In Value of Trade-In	\$ 3500.00
Lien Payoff to:	\$ 2146.47
Unpaid Cash Price Balance	\$ 24358.47

If a balance is still owing on the vehicle you have traded in, the Seller will pay off this amount on your behalf. You warrant and represent to us that any trade-in is free from lien, claim, encumbrance or security interest, except as shown in the "Itemization of Amount Financed" as the "Lien Payoff."

**PROPERTY INSURANCE:** You may choose the person through whom insurance is obtained against loss or damage to the Vehicle and against liability arising out of use or ownership of the Vehicle. In this Contract, you are promising to insure the Vehicle and keep it insured.

**CREDIT INSURANCE IS NOT REQUIRED:** Credit Life Insurance and Credit Disability Insurance are not required to obtain credit and will not be provided unless you sign below and agree to pay the additional cost(s). Your insurance certificate or policy will tell you the MAXIMUM amount of insurance available. All insurance purchased will be for the term of the credit. We may receive financial benefit from your purchase of credit insurance.

By signing, you select Single Credit Life Insurance, which costs \$ N/A What is your age? \_\_\_\_\_ Years  
By signing, you select Single Credit Disability Insurance, which costs \$ N/A What is your age? \_\_\_\_\_ Years

Signature of Buyer to be insured for Single Credit Life Insurance  
Signature of Buyer to be insured for Single Credit Disability Insurance

By signing, you both select Joint Credit Life Insurance, which costs \$ N/A What are your ages? \_\_\_\_\_  
By signing, you both select Joint Credit Disability Insurance, which costs \$ N/A What are your ages? \_\_\_\_\_ Percentage to be insured \_\_\_\_\_  
1. \_\_\_\_\_ %  
2. \_\_\_\_\_ %  
Signatures of both Buyers to be insured for Joint Credit Life Insurance  
Signatures of both Buyers to be insured for Joint Credit Disability Ins.

[ ] If checked, the cost of the insurance set forth above is estimated. You will not be notified of any adjustment in the cost of the insurance at the time your insurance policy is sent to you.

Insurer: \_\_\_\_\_

**VEHICLE:** You have agreed to purchase, under the terms of this Contract, the following motor vehicle and its extra equipment, which is called the "Vehicle" in this Contract.

N/U	Year and Make	Series	Body Style	No. Cyl.	Truck Ton Capacity	Serial Number
	NEW 2004 CHEVROLET	KALINA	SD			161X756894F
Equipped with	A.T. P.S. AM-FM Stereo	5 Spd. Other				
	A.C. P.W. AM-FM Tape	Vinyl Top				

**ASSIGNEE:** We intend to assign this Contract and Security Agreement to the Assignee named in this provision. If the Assignee assigns this Contract to a subsequent assignee, the term also refers to such subsequent assignee. After the Assignment, all rights and benefits of the Seller in this Contract and in the Security Agreement shall belong to and be enforceable by the Assignee. The Assignee's name and address is:

**M&T CREDIT CORPORATION, Installment Loan Operations**  
**One Fountain Plaza, P.O. Box 4005**  
**Buffalo, New York 14240**

**Paid to Others on Your Behalf**

To Credit Insurance Company	\$ N/A *
To Public Officials for:	
License, Tags and Registration	\$ 64.50
Lien Fee	\$ 3.00
To DOC FEE	\$ 58.00*
To TIRE TAX	\$ 5.00*
To SALES TAX	\$ 1092.36*

\* We may retain a portion of amounts marked.

Amount Financed	\$ 25574.33
Finance Charge	\$ 12358.15
Total of Payments (Time Balance)	\$ 37932.48
Payment Schedule - You agree to pay to us the Amount Financed plus interest in	
71 payments of \$ 535.84 each, and a final payment of \$ 526.84. The first payment will be due on 22 MAR	

together with all Co-Owner(s) and Buyer(s), to perform all obligations under this Contract.  
"Promise to Pay" section.  
TERMS: The terms shown in the boxes above are part of this Contract.

**PROMISE TO PAY:** You agree to pay us the Total Sale Price for the Vehicle by making the Total Downpayment and paying us the Amount Financed plus Finance Charge. You promise to make payments in accordance with the Payment Schedule. You promise to make payments on or before the same day of each month as the first payment due date. You agree to pay all other amounts which may become due under the terms of this Contract. You agree to pay the Seller or Assignee costs of suit. You also agree to pay reasonable attorneys' fees if Seller or Assignee hires an attorney to collect amounts due under this Contract or to protect or get possession of the Vehicle, as permitted by applicable law. You agree to make payments at the place or to send payments to the address which the Assignee most recently specifies in the written notice to you.

**SECURITY AGREEMENT:** To secure the payment of all sums due and the performance of all required obligations under this Contract, you give a security interest in the Vehicle, in all parts (called "accessions") attached to the Vehicle at any later time, and in any proceeds of the Vehicle, including insurance proceeds. The Assignee may set-off any amounts due and unpaid under this Contract against any of your money on deposit with Assignee. This includes any money which is now or may in the future be deposited with Assignee by you. Assignee may do this without any prior notice to you.

**ADDITIONAL TERMS AND CONDITIONS:** THIS CONTRACT CONTINUES ON THE REVERSE SIDE. YOU ARE OBLIGATED TO ALL THE TERMS OF THE CONTRACT WHICH APPEAR ON THE FRONT AND REVERSE SIDES.

By signing below, we agree to sell the Vehicle to you under the terms of this Contract.

SELLER KENNY ROSS CHEVROLET GEO BUICK INC  
BY: [Signature] 02/21/04  
Date

**NOTICE TO BUYER—DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.**

BUYER: [Redacted] (SEAL) 02/21/04  
Date  
BUYER: [Redacted] (SEAL) 02/21/04  
Date

**CO-SIGNER: YOU SHOULD READ THE NOTICE TO CO-SIGNER, WHICH HAS BEEN GIVEN TO YOU ON A SEPARATE DOCUMENT, BEFORE SIGNING THE CO-SIGNER'S AGREEMENT.**

**CO-SIGNER'S AGREEMENT:** You, the person (or persons) signing below as "Co-Signer," promise to pay to us all sums due on this Contract and to perform all agreements in this Contract. You intend to be legally bound by all the terms of this Contract, separately and together, with the Buyer. You are making this promise to induce us to make this Contract with the Buyer, even though we will use the proceeds only for the Buyer's benefit. You agree to pay even though we may not have made any prior demand for payment on the Buyer or exercised our security interest. You also acknowledge receiving a completed copy of this Contract.

Co-Signer's Signature (SEAL) 157 ROLLING HILLS LN BUTLER PA 02/21/04  
Address Date  
Co-Signer's Signature (SEAL) \_\_\_\_\_  
Address Date

**CO-OWNER'S SECURITY AGREEMENT:** You, the person signing below as "Co-Owner," together with the Buyer or otherwise being all of the Owners of the Vehicle, give us a security interest in the Vehicle identified above. You agree to be bound by the terms of the Security Agreement and all other parts of this Contract except the "Promise To Pay" section. You are giving us the security interest to induce us to make this Contract with the Buyer, and to secure the payment by the Buyer of all sums due on this Contract. You will not be responsible for any deficiency which might be due after repossession and sale of the Vehicle.

Co-Owner's Signature (SEAL) \_\_\_\_\_  
Address Date

**BUYER, CO-SIGNER AND CO-OWNER, AS APPLICABLE, ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS CONTRACT AT THE TIME OF SIGNING.**

BUYER: [Redacted] CO-SIGNER  
CO-SIGNER OR CO-OWNER

BANCONSUMER FORM PAS23SLC-17 (Rev. 12/03)

**NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.**  
WHITE - ORIGINAL TO M&T - GREEN - Buyer's Copy - CANARY - Co-Signer's Copy - PINK - Seller's Copy

© 2003 BANCONSUMER SERVICE, INC

Any Co-Signer must receive and read a copy of this detachable notice before becoming obligated to this Contract.

CO-SIGNER COPY

AUG 15 2004

Detach Here

01 OF 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUL 31, 2006 VALID: 07/08/05

PLATE: [REDACTED]  
 TITLE: [REDACTED]  
 VIN: 1G1ZT54894F [REDACTED]  
 YR/MAKE: 2004 CHEVROLET  
 TYPE: SDN  
 WID: 05189 0304 003742-001

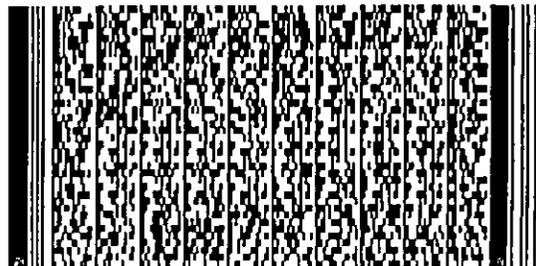
BUTLER PA

Change your address online at: [www.state.pa.us](http://www.state.pa.us) Pa Keyword "DMV"

Detach Here



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



MV-1 (5-00)						I. TAX / FEES			
A. VEHICLE DESCRIPTION	MAKE OF VEHICLE <b>CHEVROLET</b>		VEHICLE IDENTIFICATION NUMBER (VIN), IF TRACING REQUIRED, TAPE SECURELY TO THIS COPY <b>1G1ZT54894F</b>		BODY TYPE (SDN, TK, BUS, ETC.) <b>SD</b>	MODEL YEAR <b>2004</b>	PURCHASE PRICE (See note on reverse) <b>26706.</b>		
	GROSS VEHICLE WT. RATING	FUEL <input type="checkbox"/> DIESEL <input type="checkbox"/> ELECTRIC	DIN/MECHANIC #	AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)		LESS TRADE-IN	<b>8500.</b>		
	CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE ISSUED OR WAS FORMERLY USED AS A TAXI <input type="checkbox"/> OR A POLICE VEHICLE (IF APPLICABLE)		I certify that I have verified that a legible tracing cannot be secured and that the above VIN is correct.		SIGN HERE		TAXABLE AMOUNT	<b>18206.</b>	
B. APPLICANT INFORMATION	LAST NAME (OR FULL BUSINESS NAME)		FIRST NAME	MIDDLE INITIAL	DATE ACQUIRED/PURCHASED <b>02/21/2004</b>	X 6% (.06) SALES TAX X 7% (.07) (See note on reverse)			
	CO-PURCHASER		DEALER ID NUMBER (IF APPLICABLE)		LESS TAX CREDIT				
	STREET		CITY <b>BUTLER</b>	STATE <b>PA</b>	ZIP	COUNTY CODE <b>10</b>	1. SALES TAX DUE	<b>1092.</b>	
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE <input type="checkbox"/> . Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.)						1A. Exemption Reason Code (must be a number from 1 to 26 or 0)			
NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK <input type="checkbox"/> . IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L.						1B. EXEMPTION NO.			
C. MILEAGE INFORMATION	<input type="checkbox"/> REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS		<input type="checkbox"/> IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY		ODOMETER READING		2. TITLE FEE		
	WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.				TENTHS <b>8</b>		3. LIEN FEE	<b>5.</b>	
D. LIEN INFORMATION	1ST LIEN DATE: <b>02/21/04</b> IF NO LIEN, CHECK <input type="checkbox"/>		2ND LIEN DATE: IF NO LIEN, CHECK <input type="checkbox"/>		4. REGISTRATION OR PROCESSING FEE				
	1ST LIENHOLDER <b>KEY BANK USA, NA</b>		2ND LIENHOLDER		Fee Exempt Number, as assigned by the Bureau				
	STREET <b>601 OAKMONT LANE</b>		STREET		5. DUPLICATE REG. FEE				
CITY <b>WESTMONT</b> STATE <b>IL</b> ZIP <b>60559</b>		STATE ZIP		NO. OF CARDS			6. TRANSFER FEE	<b>6.3</b>	
FINANCIAL INSTITUTION NUMBER		FINANCIAL INSTITUTION NUMBER		7. INCREASE FEE			8. REPLACEMENT FEE	<b>N/A</b>	
E. VEHICLE IDENTIFIER	MAKE OF VEHICLE <b>OLDS</b>		VIN <b>1G3WH52KXXF</b>	MODEL YEAR <b>1999</b>		9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount		<b>1125.3</b>	
	BODY TYPE (SDN, BUS, TK, ETC.) <b>SD</b>		CONDITION OF VEHICLE <input checked="" type="checkbox"/> GOOD <input type="checkbox"/> FAIR <input type="checkbox"/> POOR		6. TRANSFER FEE			<b>6.3</b>	
	PASSENGER TAXI/BUS	PASSENGER <input type="checkbox"/> TAXI <input type="checkbox"/> LIMOUSINE <input type="checkbox"/> SCHOOL BUS <input type="checkbox"/> MASS TRANSIT <input type="checkbox"/> OTHER BUS <input type="checkbox"/>	SEATING CAPACITY		7. INCREASE FEE				
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED	CYLINDER CAPACITY 50CC OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO	BRAKE HORSEPOWER <input type="checkbox"/> 1.5 OR LESS <input type="checkbox"/> 1.6 TO 5.0 <input type="checkbox"/> OVER 5.0	MAX DESIGN SPEED 25 MPH OR LESS <input type="checkbox"/> YES <input type="checkbox"/> NO		8. REPLACEMENT FEE			<b>N/A</b>	
MOTOR HOME	OPERABLE PEDALS <input type="checkbox"/> YES <input type="checkbox"/> NO	AUTOMATIC TRANSMISSION <input type="checkbox"/> YES <input type="checkbox"/> NO	DESIGNATED/ALTERED FOR ROAD USE <input type="checkbox"/> YES <input type="checkbox"/> NO		9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount			<b>1125.3</b>	
TRAILER & VEHICLES BELOW	NUMBER OF AXLES:		REQ. REGISTERED GROSS WT. (INCLUDING LOAD)		TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount			<b>1125.3</b>	
TRUCK TRUCK TRACTOR	SUM OF GAWRS:		UNLADEN WT. (EMPTY)		TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount			<b>1125.3</b>	
TRUCK TRACTOR		REQ. REGISTERED GROSS COMBINATION WT.		GROSS COMBINATION WT. RATING		TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount			<b>1125.3</b>
IMPLEMENT OF HUSBANDRY OR SPECIAL MOBILE EQUIPMENT. COMPLETE AND ATTACH FORM MV-190									
F. ADDITIONAL VEHICLE INFORMATION	ORIGINAL PLATE <input checked="" type="checkbox"/> Check One		<input type="checkbox"/> TRANSFER OF PREVIOUSLY ISSUED PLATE		<input type="checkbox"/> TRANSFER & RENEWAL OF PLATE				
	<input type="checkbox"/> PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)		<input type="checkbox"/> TRANSFER & REPLACEMENT OF PLATE		<input type="checkbox"/> TRANSFER OF PLATE & REPLACEMENT OF STICKER				
	<input type="checkbox"/> EXCHANGE PLATE TO BE ISSUED BY BUREAU		PLATE NO. <b>[REDACTED]</b>		REASON FOR REPLACEMENT				
	<input type="checkbox"/> TEMPORARY PLATE ISSUED BY FULL AGENT		EXPIRES Month <b>05</b> Year <b>05</b>		<input type="checkbox"/> LOST <input type="checkbox"/> STOLEN <input type="checkbox"/> DEFACED <input type="checkbox"/> NEVER REC'D (LOST IN MAIL)				
	TEMP. PLATE NO.		TRANSFERRED FROM TITLE NO.		VIN <b>1G3WH52KXXF</b>				
G. APPLICATION FOR REGISTRATION	INSURANCE COMPANY NAME <b>ERIE INS CO</b>		POL ATTACH BINDER	POLICY EFFECTIVE DATE <b>02-15-04</b>	POLICY EXPIRATION DATE <b>08/15/04</b>				
	ISSUING AGENT INFORMATION		I CERTIFY THAT ON MONTH <b>FEB</b> DAY <b>21</b> YEAR <b>2004</b> I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.		ISSUING AGENT (PRINT NAME) <b>KENNY ROSS CHEVROLET GEO BUJ</b>		AGENT NO. <b>85-6989</b>		
	ISSUING AGENT SIGNATURE <b>[REDACTED]</b>		TELEPHONE NO. <b>724-452-7200</b>		RELATIONSHIP TO APPLICANT <b>Spouse</b>				
H. SEAL AND APPLICATION FOR TITLE	SUBSCRIBED AND SWORN TO BEFORE ME: MO. <b>FEB</b> DAY <b>21</b> YEAR <b>2004</b>		FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.		SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER				
	SIGNATURE OF PERSON ADMINISTERING OATH <b>Robert L. McBee Jr.</b>		ED SIGNER <b>[REDACTED]</b>		TELEPHONE NO. <b>(724) 789-9610</b>				
	SEAL AND APPLICATION FOR TITLE <b>Kenny Ross Chev Buick Inc. 85-6989</b>		MESSENGER NUMBER:		If your registration documents are not received within 90 days, please contact PennDot				

303655

499473

# KENNY KOSS

## CHEVROLET-GEO-BUICK NORTH, INC.

\*INVOICE\*

22010 Perry Highway  
Route 19 North at the Cranberry Township Line  
Zelienople, Pennsylvania 16063  
(724) 452-7200 \* 412-761-2500 \* Fax (724) 452-5041

PAGE 1

UTLER, PA  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F [REDACTED]		5524/5524		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
21FEB2004			20:00 24JUN04		67.30	CASH	24JUN2004
R.O. OPENED	READY	OPTIONS: STK:54Z10710 ENG:3.5 Liter_SFI TRN:MXO					
10:11 24JUN04	11:16 24JUN04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUST STATES RECALL 04-0-11							
CAUSE: INCORRECT INFO							
Z8000 INSTAL NEW LABELS							
3106 WP94 (N/C)							

\*\*\*\*\*

B CUST STATES RECALL 04-0-27  
 CAUSE: SEAT BELTS MAY UNBUCKLE  
 Z8000 INSTALL NEW RETAINERS  
 3106 WP94  
 2 10388869 RETAINER (N/C)



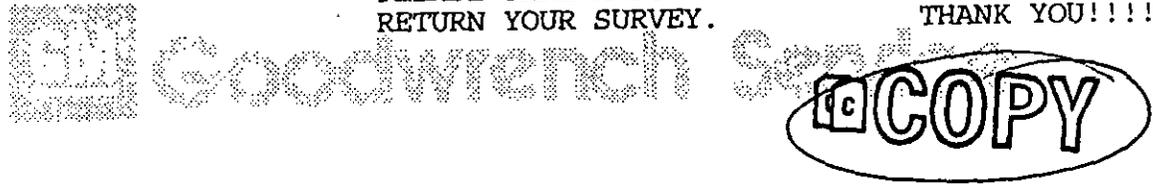
\*\*\*\*\*

C CUST STATES RECALL 04-0-30  
 CAUSE: INCOOECT CALIBRATION  
 Z8000 REPROGRAM PCM  
 3106 WP94 (N/C)



\*\*\*\*\*

\*YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. WE HOPE YOU ARE \*\*\*\*COMPLETELY SATISFIED\*\*\*\* AND WE HAVE \*\*\*\*\*EXCEEDED YOUR EXPECTATIONS.\*\*\*\*\* PLEASE TAKE A FEW MOMENTS TO COMPLETE AND RETURN YOUR SURVEY. THANK YOU!!!!!!



<p><b>SERVICE HOURS</b></p> <p>Mon. - Thurs. 7:30 AM to 9:00 PM</p> <p>Fri. 7:30 AM to 5 PM</p> <p>Sat. 8 AM to 4:30 PM</p> <p>CLOSED SUNDAY</p> <p>* Early Bird Service</p>	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Thank You For Your Business!  
www.kennyross.com

303655

5 2 3 5 2 7

# KENNY ROSS

NIT# 54Z10710

\*INVOICE\*

**CHEVROLET-GEO-BUICK NORTH, INC.**

22010 Pery Highway  
Route 19 North at the Cranberry Township Line  
Zelienople, Pennsylvania 16063  
(724) 452-7200 \* 412-761-2500 \* Fax (724) 452-5041

PAGE 1

SERVICE ADVISOR: 3857 DALE BLAUSEN

UTLER, PA [REDACTED]  
OME [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RAY	04	CHEVROLET MALIBU	1G1ZT54894F [REDACTED]		14300/14300		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
1FEB04 IS	21FEB04		20:00 14MAR05		67.30	CASH	14MAR05
R.O. OPENED	READY	OPTIONS: STK:54Z10710 ENG:3.5 Liter SFI TRN:MX0					
9:58 14MAR05	11:51 14MAR05						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CUST STATES RECALL 04-0-50  
AUSE: LOSE OF POWER ASSIT  
Z8000 RPL STEERING COLUMN ASSY  
6850 WP94  
1 88967179 S/COL REM

(N/C)  
(N/C)

\*\*\*\*\*  
 \*YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. WE HOPE YOU ARE \*\*\*\*COMPLETELY SATISFIED\*\*\*\* AND WE HAVE \*\*\*\*\*EXCEEDED YOUR EXPECTATIONS.\*\*\*\*\* PLEASE TAKE A FEW MOMENTS TO COMPLETE AND RETURN YOUR SURVEY.  
 THANK YOU!!!!!!

BUICK

Goodwrench Service  
 GM COPY

### SERVICE HOURS

Mon. - Thurs. 7:30 AM to 9:00 PM  
Fri. 7:30 AM to 5 PM  
Sat. 8 AM to 4:30 PM  
CLOSED SUNDAY  
\* Early Bird Service

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

CUSTOMER COPY

Thank You For Your Business!  
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303655

5 2 9 0 1 3

# KENNY ROSS

## CHEVROLET-GEO-BUICK NORTH, INC.

22010 Perry Highway  
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Zelienople, Pennsylvania 16063  
(724) 452-7200 \* 412-761-2500 \* Fax (724) 452-5041

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE:IN/OUT	TAG	
AY	04	CHEVROLET MALIBU	1G1ZT54894F		16342/16342		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
FEB04	IS21FEB04		20:00	19MAY05	69.25	CASH	19MAY05
R.O. OPENED	READY	OPTIONS: STK:54Z10710 ENG:3.5 Liter_SFI TRN:MX0					
:45	19MAY05	12:59	19MAY05				

NE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 CUST STATES FRT BRAKES PULSATING  
 USE: FRONT ROTORS OUT OF PARALLEL  
 H0127 RESURFACED FRONT ROTORS  
 1880 WP94 (N/C)  
 FC: 00R00  
 PART#:   
 COUNT: 0  
 CLAIM TYPE:   
 AUTH CODE:   
 OR

JUST STATES REAR ROTORS RUSTED  
 USE: REAR ROTORS RUSTED  
 H0137 RESURFACED REAR ROTORS  
 1880 WP94  
 FC: 00R01  
 PART#:   
 COUNT: 0  
 CLAIM TYPE:   
 AUTH CODE:   
 VD



BUICK (N/C)



\*\*\*\*\*



Good

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### SERVICE HOURS

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

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530496

# KENNY ROSS

JNIT# 54Z10710

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(724) 452-7200 \* 412-761-2500 \* Fax (724) 452-5041

BUTLER, PA

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3857 DALE BLAUSEN

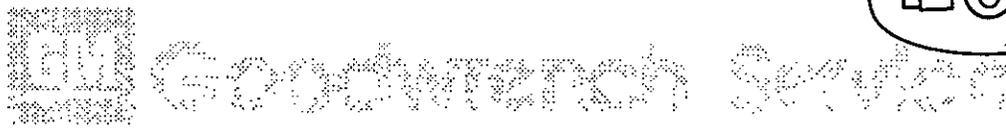
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F [REDACTED]		16956/16956		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
21FEB04	IS21FEB04		20:00 06JUN05		69.25	CASH	06JUN05
R.O. OPENED	READY	OPTIONS: STK:54Z10710 ENG:3.5 Liter_SFI TRN:MXO					
12:45 06JUN05	14:03 06JUN05						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1							
CAUSE: NO PROBLEM FOUNF Z8000 OPERATING TO SPECS 6284 WP94							

(N/C)

\*\*\*\*\*

\*YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS REGARDING THE SERVICE YOU RECEIVED TODAY. WE HOPE YOU ARE \*\*\*\*COMPLETELY SATISFIED\*\*\*\* AND WE HAVE \*\*\*\*\*EXCEEDED YOUR EXPECTATIONS.\*\*\*\*\* PLEASE TAKE A FEW MOMENTS TO COMPLETE AND RETURN YOUR SURVEY. THANK YOU!!!!!!



**COPY**

### SERVICE HOURS

Mon. - Thurs. 7:30 AM to 9:00 PM

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Sat. 8 AM to 4:30 PM

CLOSED SUNDAY

\* Early Bird Service

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

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530981

# KENNY ROSS

NIT# 54Z10710

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PAGE 1

SERVICE ADVISOR: 3857 DALE BLAUSEN

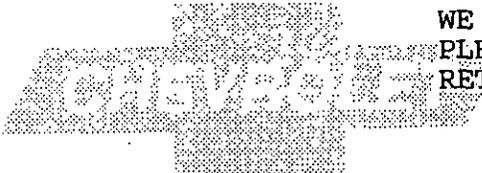
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	04	CHEVROLET MALIBU	1G1ZT54894		17085/17085	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
21FEB04	IS21FEB04		20:00	10JUN05	69.25	CASH
R.O. OPENED	READY	OPTIONS: STK:54Z10710 ENG:3.5 Liter_SFI TRN:MXO				
12:49	10JUN05	14:16	10JUN05			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	A/C	INOPP				
CAUSE: IMPROPER PRESSURE							
Z8000 EVACUATE/RECHARGE A/C							
1880 WP94							

(N/C)

\*\*\*\*\*

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Goodwrench Service



### SERVICE HOURS

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

CUSTOMER COPY

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# KENNY ROSS

UNIT# 54710710

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BUTLER, PA

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F [REDACTED]		18482/18482		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21FEB04	IS21FEB04		20:00 18JUL05		69.25	CASH	18JUL05
R/O OPENED	READY	OPTIONS: STK:54Z10710 ENG:3.5 Liter_SFI TRN:MX0					

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

A CUST STATES CUST REQUEST RENTAL  
 CAUSE: CUST NEEDED TRANSPORTATION  
 Z7903 3 DAY RENTAL  
 1212 WP94  
 FC: 98 PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 MJ

(N/C)

SUBL ENTERPRISE RENTAL  
 WP94

(N/C)

B CUST STATES DOOR LOCKS ERACTIC  
 CAUSE: BCM SHORTED  
 N4800 MODULE, COMPUTER (CONTROL) BODY REPLACE  
 6284 WP94  
 1 15234845 BCM  
 FC: 6G  
 PART#: 15234845  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 AV



(N/C)  
(N/C)



C\*\* ADD ON OVER NIGHT FREIGHT  
 CAUSE: OVERNITED MODULE NO ONE STOCKED  
 Z5001 FREIGHT CHARGES  
 6284WFXZX  
 1 FREIGHT FREIGHT  
 FC: 93 PART#: COUNT: 0  
 CLAIM TYPE:

(N/C)  
(N/C)

<p><b>SERVICE HOURS</b>          Mon. - Thurs. 7:30 AM to 9:00 PM          Fri. 7:30 AM to 5 PM          Sat. 8 AM to 4:30 PM          CLOSED SUNDAY          * Early Bird Service</p>	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	<p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

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UNIT# 54Z10710 303655

5 3 3 5 4 9 **KENNY ROSS**  
 \*INVOICE\* **CHEVROLET-GEO-BUICK NORTH, INC.**

BUTLER PA  
 HOME: [REDACTED] BUS: [REDACTED]

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 Route 19 North at the Cranberry Township Line  
 Zelienople, Pennsylvania 16063  
 (724) 452-7200 \* 412-761-2500 \* Fax (724) 452-5041

PAGE 2

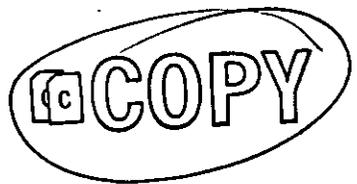
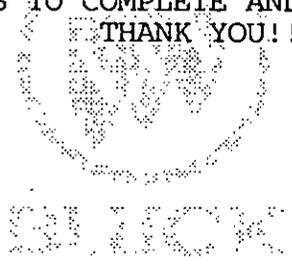
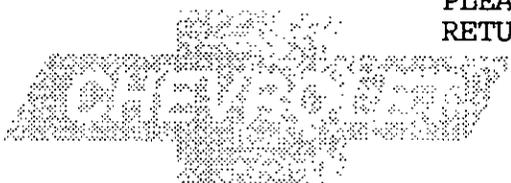
SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE:IN/ OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F [REDACTED]		18482/18482		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21FEB04	IS21FEB04		20:00 18JUL05		69.25	CASH	18JUL05
R.O: OPENED	READY	OPTIONS: STK:54Z10710 ENG:3.5 Liter_SFI TRN:MX0					
12:47 11JUL05	15:38 18JUL05						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

AUTH CODE:  
MD

\*\*\*\*\*

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 THANK YOU!!!!!!



**SERVICE HOURS**

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 CLOSED SUNDAY  
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CUSTOMER SIGNATURE

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

CUSTOMER COPY

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# KENNY ROSS

UNIT# 54Z10710

\*INVOICE\*

**CHEVROLET-GEO-BUICK NORTH, INC.**

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(724) 452-7200 \* 412-761-2500 \* Fax (724) 452-5041

BUTLER, PA  
HOME: BUS

PAGE 1

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F		19053/19053		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21FEB04	IS21FEB04		20:00 13AUG05		69.25	CASH	13AUG05
R.O. OPENED	READY	OPTIONS:					
09:16 09AUG05	07:20 13AUG05	STK:54Z10710 ENG:3.5 Liter_SFI TRN:MX0					

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

A CUST STATES BOTH REMOTES INOPP DOORS WERE UNLOCKED AND ARMED WHEN OPENED DOOR

CAUSE: BCM SHORTED

N4800 MODULE, COMPUTER (CONTROL) BODY REPLACE  
6284 WP94

1 15234845 BCM

FC: B3100

PART#: 15234845

COUNT: 1

CLAIM TYPE:

AUTH CODE: E

OJ

(N/C)

(N/C)

B CUST STATES CRUISE INOPP

CAUSE: UPDATED CALIBRATION

J6354 MODULE, POWERTRAIN CONTROL ENGINE  
REPROGRAMMING

6284 WP94

FC: P0703

PART#:

COUNT: 0

CLAIM TYPE:

AUTH CODE: E

OJ

(N/C)

C\*\* ADD ON CUST REQUEST 1 DAY RENTAL 8/12 9AM

CAUSE: CUST NEEDED 1 DAY RENTAL FOR WORK NO LOCAL TRANSPORTATION

Z7901 1 DAY RENTAL

1212 WP94

FC: 98 PART#: COUNT: 0

(N/C)

### SERVICE HOURS

Mon. - Thurs. 7:30 AM to 9:00 PM

Fri. 7:30 AM to 5 PM

Sat. 8 AM to 4:30 PM

CLOSED SUNDAY

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

CUSTOMER COPY

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5 3 6 1 9 7

# KENNY ROSS

UNIT# 54Z10710

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BUTLER, PA

PAGE 2

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3857 DALE BLAUSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	04	CHEVROLET MALIBU	1G1ZT54894F [REDACTED]		19053/19053		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
21FEB04	IS21FEB04		20:00 13AUG05		69.25	CASH	13AUG05
R.O. OPENED	READY	OPTIONS: STK:54Z10710 ENG:3.5 Liter_SFI TRN:MX0					
09:16 09AUG05	07:20 13AUG05						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

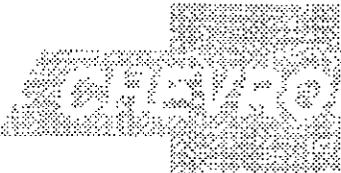
CLAIM TYPE:  
AUTH CODE:  
MJ

MISC ENTERPRISE RENTAL  
WP94

(N/C)

\*\*\*\*\*

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

CUSTOMER COPY

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**RELEASE OF CLAIM**

We [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 4,000.00 and a 60 month/ 60,000 mile (whichever comes first) Electrical System Component Letter, from the warranty start date and original in-service miles 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) 2004 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT54894F [REDACTED] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. 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.

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

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Social Security Number

STATE OF \_\_\_\_\_  
COUNTY OF \_\_\_\_\_

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

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0024-T  
Rev. 9/09/2004



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 14, 2005

David Chernosky, Esq.  
Kahn & Associates  
1112 Macdade Blvd  
Woodlyn, PA 19094-1322

RE: [REDACTED]  
Service Request: 1-359145851  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZT54894F [REDACTED]  
Customer Relationship Manager: Diane Crisp

Dear Mr. Chernosky:

We regret that your client(s) are dissatisfied with their 2004 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$ 4,000.00.

- A 60 month/ 60,000 mile (whichever comes first) Electrical System Component Letter, from the warranty start date and original in-service miles. Coverage includes: Electrical - Starter motor and solenoid; alternator/generator; voltage regulator, wiring harnesses, manually operated switches, wiper motors, ignition switch (lock cylinder); distributor module; electronic level control compressor sensor and control; electronic spark control detonation sensor and control; distributor; electronic instrument cluster, and diagnostic displays.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the

September 14, 2005

Page 2

current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T  
Rev 6/2/2004

Attach.

---

Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date

**RELEASE OF CLAIM**

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 5,000.00 and a 60 month/ 60,000 mile (whichever comes first) Electrical System Component Letter, from the warranty start date and original in-service miles 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) 2004 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT54894F [REDACTED] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. 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.

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

\_\_\_\_\_  
Social Security Number

\_\_\_\_\_  
Social Security Number

STATE OF \_\_\_\_\_  
COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by [REDACTED]

\_\_\_\_\_  
Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public \_\_\_\_\_

Personally Known \_\_\_\_\_ OR Produced identification  
Type of identification \_\_\_\_\_  
My commission expires: \_\_\_\_\_



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 16, 2005

David Chernosky, Esq.  
Kahn & Associates  
1112 Macdade Blvd  
Woodlyn, PA 19094-1322

RE:

[REDACTED]  
Service Request: 1-359145851  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZT54894F [REDACTED]  
Customer Relationship Manager: Diane Crisp

Dear Mr. Chernosky:

We regret that your client(s) are dissatisfied with their 2004 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$ 5,000.00.

- A 60 month/ 60,000 mile (whichever comes first) Electrical System Component Letter, from the warranty start date and original in-service miles. Coverage includes: Electrical – Body Control Module; Starter motor and solenoid; alternator/generator; voltage regulator, wiring harnesses, manually operated switches, wiper motors, ignition switch (lock cylinder); distributor module; electronic level control compressor sensor and control; electronic spark control detonation sensor and control; distributor; electronic instrument cluster, and diagnostic displays.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the

September 16, 2005

Page 2

current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T  
Rev 6/2/2004

Attach.

---

Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date

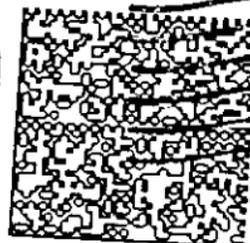


**KAHN & ASSOCIATES, L.L.C.**

**ATTORNEYS AT LAW**

55 Public Square • Suite 650 • Cleveland, Ohio 44113

SEP 29 2005



US POSTAGE  
\$ 00.37

Mailed From 44113

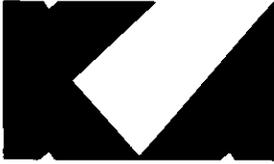
09/27/2005

031A 0002303019

Ms. Diane Crisp  
GM Business Resource Center  
1464 John A. Papalas Drive  
Lincoln Park, MI 48146-1460

48146#1460





**KAHN & ASSOCIATES, L.L.C.**  
**ATTORNEYS AT LAW**

55 Public Square • Suite 650  
Cleveland, Ohio 44113

Phone: 216.621.6101  
Fax: 216.621.6006

September 27, 2005

**VIA FIRST CLASS U.S. MAIL AND FACSIMILE**

Ms. Diane Crisp  
GM Business Resource Center  
1464 John A. Papalas Drive  
Lincoln Park, MI 48146-1460

Re: [REDACTED] et al. v. General Motors Corporation  
Vehicle: 2004 Chevrolet Malibu  
VIN: 1G1ZT54894F [REDACTED]

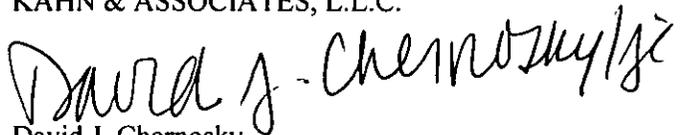
Dear Ms. Crisp:

Enclosed please find the original Release, which has been fully executed by my client. Upon receipt of same, please forward the settlement check to my office.

If you have any questions, please contact me immediately. Thank you.

Sincerely,

KAHN & ASSOCIATES, L.L.C.

  
David J. Chernosky

DJC/jc  
Enclosure

**RELEASE OF CLAIM**

We, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 5,000.00 and a 60 month/ 60,000 mile (whichever comes first) Electrical System Component Letter, from the warranty start date and original in-service miles 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) 2004 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT54894F [REDACTED] ("subject vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle and any claims for any injuries, losses or damages to my person and/or property. 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.

The subject vehicle's mileage is 21,000 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: 9-22-05

[REDACTED]

Claimant's Signature

Claimant's Signature

[REDACTED]

Address

[REDACTED]

Address

Butler, PA [REDACTED]

City, State, Zip Code

Butler, PA [REDACTED]

City, State, Zip Code

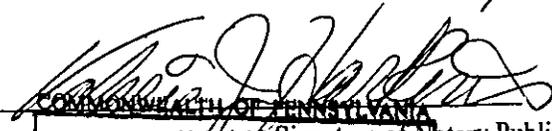
[REDACTED]

Social Security Number

Social Security Number

STATE OF PA  
COUNTY OF Butler

Sworn to (or affirmed) and subscribed before me this 22nd day of Sept, 2005.  
by [REDACTED]

  
COMMONWEALTH OF PENNSYLVANIA  
Notarial Seal Signature of Notary Public  
Valerie J. Harkins, Notary Public  
Center Twp., Butler County  
My Commission Expires Apr. 21, 2006  
Member, Pennsylvania Association of Notaries

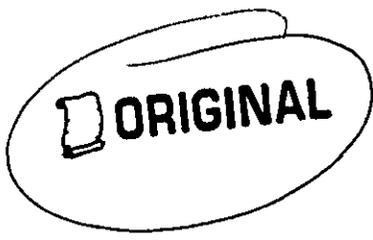
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification

Type of identification PA Driver's License

My commission expires: 04/21/06

CC: File  
LG0024-T  
Rev. 9/09/2004

 ORIGINAL

January 28, 2014

David Chernosky, Esq.  
Kahn & Associates  
1112 Macdade Blvd  
Woodlyn, PA 19094-1322

RE: [REDACTED] v. General Motors Corporation  
Service Request: 1-359145851  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZT54894F [REDACTED]  
Customer Relationship Manager: Diane Crisp

Dear Mr. Chernosky:

Enclosed please find a check in the amount of \$ 5,000.00 made payable to [REDACTED]  
Jr. and Kahn & Associates to settle the above-referenced case.

A 60 month/ 60,000 mile (whichever comes first) Electrical System Component Letter will be  
sent directly to [REDACTED] after processing.

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

Sincerely,

General Motors Corporation

LG0008T



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

# Fax

*To: Diane Crisp*

*To: From:* David Chernosky  
Company: Kanh & Associates  
Phone:  
Fax: 2166216006

*From: To:* Diane Crisp  
Phone: 800-231-1841 ext 57925  
Fax: 866-834-3545  
Date: Friday, September 16, 2005 11:36:58 AM  
Pages: 05  
(including cover)

## Comments

Re: [REDACTED]

I added Body Control Module at the beginning of coverage.

*I will forward the Release  
to the client. Thanks  
DAVE*

## CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 16, 2005

David Chernosky, Esq.  
Kahn & Associates  
1112 Macdade Blvd  
Woodlyn, PA 19094-1322

RE: [REDACTED]

Service Request: 1-359145851  
2004 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZT54894F [REDACTED]  
Customer Relationship Manager: Diane Crisp

Dear Mr. Chernosky:

We regret that your client(s) are dissatisfied with their 2004 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$ 5,000.00.

- A 60 month/ 60,000 mile (whichever comes first) Electrical System Component Letter, from the warranty start date and original in-service miles. Coverage includes: Electrical - Body Control Module; Starter motor and solenoid; alternator/generator; voltage regulator, wiring harnesses, manually operated switches, wiper motors, ignition switch (lock cylinder); distributor module; electronic level control compressor sensor and control; electronic spark control detonation sensor and control; distributor; electronic instrument cluster, and diagnostic displays.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the

September 16, 2005

Page 2

current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841, prompt 1, prompt 4

cc: FILE

LG0044-T  
Rev 6/2/2004

Attach.

\_\_\_\_\_  
Odometer



\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Client's Signature

9/16/05

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**North American Operations**

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



CHECK No. [REDACTED]

50-937  
213

DATE  
09/11/07

\*\*\*\*\*2,500 DOLLARS

\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*2,500.00

\*KIMMEL & SILVERMAN, P.C.\*  
 19 SLEET LN  
 MANALAPAN NJ 07726

North American Operations  
 General Motors Corporation  
 Disbursement Account

PAY TO THE ORDER OF

*Ribal*  
 SIGNATURE

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

AUDIT



**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000047

CHECK NO. [REDACTED]

VENDOR NAME KIMMEL & SILVERMAN, P.C.

PAYMENT DATE 09/11/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT64885F [REDACTED]	09/10/07 1-374434728	VM 1-959ELF 1-959ELF	00.0000	2,500.00	.00	2,500.00
<b>TOTAL</b>				2,500.00	.00	2,500.00

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

W3

4856A

September 4, 2007

John Amari, Esq.  
Tansey Fanning Haggerty Kelly Convery & Tracy  
521 Green Street  
Woodbridge, NJ 7095

RE: [REDACTED] v. General Motors Corporation  
Service Request: 1-374434728  
2005 Chevrolet Malibu MAXX  
Vehicle Identification Number: 1G1ZT64885F [REDACTED]  
Customer Relationship Specialist: Shera Vasquez

Dear Mr. Amari:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$3,000.00 made payable to Norman Adelman. The second is in the amount of \$2,500.00 made payable to Kimmel & Silverman, P.C.

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

Sincerely,

General Motors Corporation

LG0063  
V07092007

**North American Operations**

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



CHECK No. [REDACTED]

50-937  
213

DATE  
09/11/07

\*\*\*\*\*3,000 DOLLARS

\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*3,000.00

MANALAPAN NJ

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Kihel C. [Signature]*  
 SIGNATURE

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

AUDIT

VENDOR DUNS NO. BB 000000046

VENDOR NAME [REDACTED]

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE 09/11/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT64885F [REDACTED]	09/10/07 1-374434728	VM1-959ELD 1-959ELD	00.0000	3,000.00	.00	3,000.00
<b>TOTAL</b>				3,000.00	.00	3,000.00

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

W3



P:2/11

TD:18665498886

DEC-29-2005 23:12 FROM:

<b>TOTAL TAXABLE AMOUNT</b>	22069.79
State Sales Tax	1324.19
NJ Tire Fee - \$1.50 per New Tire	
TIRE TAX	7.50
Registration/Title Fee (Estimated)	242.00
Documentary Fee	
DOCUMENT DELIVERY SERVICE \$39.50 COMPUTER FEE \$35.00 CLERICAL EXP \$25.00	\$99.50
<b>NET PAY-OFF ON TRADE-IN</b>	N/A
<b>TOTAL</b>	23742.98
Deposit	
Rebate (If Applicable)	3000.00
<b>BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY</b>	20742.98
<b>BALANCE DUE ON DELIVERY</b> →	
<b>AMOUNT FINANCED</b>	20742.98

which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 973)

03/1/2005 X

Date \_\_\_\_\_ Customer's Signature \_\_\_\_\_

**TRADE-IN DESCRIPTION AND ALLOWANCE**

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

Serial No. \_\_\_\_\_ Mileage \_\_\_\_\_

Trade-in Value \_\_\_\_\_ Date of \_\_\_\_\_

Less Balance Owed \_\_\_\_\_

Net Trade-in Allowance \_\_\_\_\_

Balance Owed to: \_\_\_\_\_

Address: \_\_\_\_\_

Account No.: \_\_\_\_\_

Info. From \_\_\_\_\_ Good Thru \_\_\_\_\_

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.

X \_\_\_\_\_ / / \_\_\_\_\_  
Customer's Signature Date

**AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.**

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The Costs included in the arbitration process shall be shared as provided by the Association's Rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. **THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION. PLEASE READ IT CAREFULLY, PRIOR TO SIGNING.**

Accepted By: \_\_\_\_\_  
Date \_\_\_\_\_ Dealer or His Authorized Representative

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

Accepted By: \_\_\_\_\_ X \_\_\_\_\_  
Date \_\_\_\_\_ Dealer or His Authorized Representative Date \_\_\_\_\_ Customer's Signature

**THIS ORDER NOT SUBJECT TO CANCELLATION - DEPOSIT NON-REFUNDABLE**  
**IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.**

ADDITIONAL TERMS AND CONDITIONS

This contract includes the attached labeled GMAC SmartBuy Rider™

**RETAIL INSTALMENT SALE CONTRACT**

**GMAC FLEXIBLE FINANCE PLAN Buyer(s) must initial**

Dealer Number

Contract Number

Debtor (and Co-Buyer) - Name and address (include county and zip code) [Redacted] [Redacted] [Redacted]	Creditor (Seller name and address) REFELICE CHEVROLET OLDSMOBILE 2006 ROUTE 89 POINT PLEASANT, NJ 08742
--	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET MALIBU MAXX	1G1ZT64805F [Redacted]	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business

Your trade-in is a: Year *N/A* Make Model *N/A*

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. <b>3.50</b> %	The dollar amount the credit will cost you. <b>2228.22</b>	The amount of credit provided to you or on your behalf. <b>20742.98</b>	The amount you will have paid after you have made all payments as scheduled. <b>22953.28</b>	The total cost of your purchase on credit, including your downpayment of \$ <del>3000.00</del> is <b>25953.28</b>

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.  
If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
47	\$ <del>259.00</del>	Monthly beginning <b>05/01/2005</b>	
1 PAYMENT	\$ <del>10,320.20</del>	DUE ON <b>04/01/2005</b>	

**Check the insurance you want and sign below:**

**Optional Credit Insurance.**

Credit Life:  Buyer  Co-Buyer  Both  
 Credit Disability (Buyer Only)

Premium: **N/A**  
 Credit Life \$ **N/A**  
 Credit Disability \$ **N/A**

(Insurance Company)

(Home Office Address)

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

**Security Interest.** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

**ITEMIZATION OF AMOUNT FINANCED**

1 Cash price (Including \$ <b>1324.19</b> sales tax)	\$ <b>23393.98</b> (1)
2 Total downpayment =	
Gross trade-in \$ <b>N/A</b> - payoff by seller \$ <b>N/A</b>	
= not trade-in \$ <b>N/A</b> + cash \$ <b>N/A</b>	
+ other (describe) <b>REBATE</b> \$ <b>3000.00</b>	\$ <b>3000.00</b> (2)
3 Unpaid balance of cash price (1 minus 2)	\$ <b>20393.98</b> (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ <b>N/A</b>	
Disability \$ <b>N/A</b>	\$ <b>N/A</b>
B Other insurance paid to the insurance company	\$ <b>N/A</b>
C Official fees paid to government agencies	\$ <b>N/A</b>
D Government taxes not included in cash price	\$ <b>N/A</b>

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability Insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

**N/A** Other Insurance. **N/A**

Type of Insurance Term

E Government license and/or registration fees	\$ 242.00
F Government certificate of title fees (Includes \$ N/A security interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to DEFELICE CHEV for DOC FEE	\$ 99.50
to for	\$ N/A
to for	\$ N/A
to for	\$ N/A
to NJ STATE for VEH TIRE FEE	\$ 7.50
to for	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 249.00 (4)
5 Amount financed (3 + 4)	\$ 28742.98 (5)

Premium \$ N/A

N/A (Insurance Company)

N/A (Home Office Address)

I want the insurance checked above.

Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing signed by both parties.

Buyer Signs X \_\_\_\_\_ Co-Buyer Signs X \_\_\_\_\_

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**NOTICE TO RETAIL BUYER**

Do not sign this contract in blank.  
You are entitled to a copy of the contract at the time you sign.  
Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to read it. You confirm that you received a copy of this contract.

Buyer Signs X \_\_\_\_\_ Date 03/17/2005 Co-Buyer Signs X \_\_\_\_\_ Date 03/17/2005

**Co-Buyers and Other Owners** - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person, whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X \_\_\_\_\_ Date \_\_\_\_\_ Address \_\_\_\_\_

Creditor Signs DEFELICE CHEVROLET OLDSMOBILE Date 03/17/2005 By X \_\_\_\_\_ Title JP

Seller assigns its interest in this contract to:  General Motors Acceptance Corporation (GMAC)  GMACAB  Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse	Assigned without recourse or with limited recourse
Seller _____	<u>DEFELICE CHEVROLET OLDSMOBILE</u> _____
By _____	By <u>JP</u> _____
Title _____	Title _____

DEAL 15928



**DeFelice Chevrolet - Oldsmobile, Inc.**

2506 Route 88 (732) 899-2844  
 PT. PLEASANT, N. J. 08742  
 www.defelicechevy.com

VEHICLE INVOICE



3762 **15813**

SALESMAN:

**CLARKE, BRUCE**

SOLD TO:  
 ADDRESS

**ARSD INC  
 19 SLEETMAN LANE  
 MANALAPAN NJ  
 (732)915-8667**

DATE

**03/17/05**

YEAR	MAKE	MODEL	NEW OR USED	SERIAL NUMBER (VIN NO.)	KEY NO.		
05	CHEV	MALIBU MAX NEW		161ZT64085F1 [REDACTED]	3039816	PRICE OF VEHICLE	22069.79
						OPTIONAL EQUIP./ACC.	
<b>INSURANCE COVERAGE INCLUDES</b>							
<input type="checkbox"/> FIRE AND THEFT		<input type="checkbox"/> PUBLIC LIABILITY - AMT.					
<input type="checkbox"/> COLLISION - AMT. DEDUCT.		<input type="checkbox"/> PROPERTY DAMAGE - AMT.					
<b>OPTIONAL EQUIPMENT and ACCESSORIES</b>							
GROUP	DESCRIPTION			PRICE			
					<b>DOC FEE:</b>	99.50	
					<b>TIRE TAX</b>	7.50	
					SALES TAX	1324.19	
					LICENSE AND TITLE	242.00	
					<b>TOTAL CASH PRICE</b>	<b>23742.98</b>	
					FINANCING	2220.22	
					INSURANCE	N/A	
					<b>TOTAL TIME PRICE</b>	<b>25963.20</b>	
					<del>XXXXXX</del> <b>REGATE SETTLEMENT</b>	<del>3000.00</del>	
					DEPOSIT	N/A	
					CASH ON DELIVERY	N/A	
					USED VEHICLE	N/A	
					PAY-OFF	N/A	
					PAY-OFF TO	N/A	
					TYPE		
					SER. NO. (VIN NO.)		
					PAYMENTS	269.00	
				48 @		22963.20	
					<b>TOTAL</b>	<b>25963.20</b>	

GMAC  
 PO BOX 8136  
 COCKEYSVILLE MD 21030

*8/3/00 81093.30*

ALWAYS SHOW SERIAL, ENGINE AND KEY NUMBERS

2005 MALIBU LS MAXX  
40U WHITE /V66  
14E GRAY CUSTOM CLDTH  
ORDER NO. HJBC8X/TRE STOCK NO.  
1G1 ZT64 88 5F [REDACTED] 3762

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD43778280

# 5687

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU LS MAXX	21260.00	19452.90	INVOICE 06/21/04
LX9 3.5L V6 ENGINE	0.00	0.00	SHIPPED 06/21/04
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	EXP I/T 07/06/04
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 07/06/04
R6M NEW JERSEY SURCHARGE	0.00	59.00	PRC EFF 06/21/04
T43 REAR WIPER AND SPOILER	300.00	270.00	KEYS G0328 G0328
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFP-S QTR OPT-1
1SB MALIBU PREFERRED EQUIP GRP 1SB	1270.00	1143.00	BANK: GMAC - 020
* FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS			CHG-TD 15-453
* RR AUDIO CNTRLS W/ HEADPHONES			SHIP WT: 3406
* DRIVER SEAT 6-WAY POWER			HP: 32.9
* FLOOR MATS			GMS: 20940.00
* REMOTE VEHICLE STARTER SYSTEM			SUPPLR: 21882.30
			MRM: 23455.00
			MEMO 1066.50

2005

**BEACON CHEVY-OLDS INC.**  
449 ROUTE 130, P.O. BOX 325  
HIGHTSTOWN, NJ 08520  
(800) 428-9000  
00091N

**ENTERED**

JUN 30 2004

**BEACON CHEVY OLDS**

TOTAL MODEL & OPTIONS	22830.00	20924.90	ACT 231	20865.00
DESTINATION CHARGE	625.00	625.00	H/B 261	684.90
LAM DEALER CONTRIBUTION		228.30	ADV 261	228.30
LAM GROUP CONTRIBUTION		228.30	EXP 65A	228.30

TOTAL	23455.00	22006.50	PAY 310	22006.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		21002.70		

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 020  
BEACON CHEVROLET-OLDSMOBILE, INC. VIN 1G1ZT64885F [REDACTED]  
\$ 22006.50 INV 1AD43778280  
DUE 07/06/04 DEALER 15-453

RECAP SHEET FOR DEAL #15928

15:43:53 17 MAR 2005

CONTRACT DATE: 17 MAR 2005

ENTRY DATE: 15 MAR 2005

STATUS: P

BUYER.....



CUSTOMER NO.



MANALAPAN, MUMUKUTU, NJ



SALE VEHICLE...

NEW WHITE 05 CHEV MALIBU MAXX 4DR COST: \$22,006.50  
 STOCK NO. 3762 SERIAL NO. 1G1ZT64885F  
 DAYS IN STOCK 164

SALESPeOPLE....

CLARKE, BRUCE

F&I MANAGER....

SABATO, JOSEPH V

FINANCED BY....

GMACSB GMAC TOTAL CASH DOWN: \$3,000.00  
 TERM: 48 MONTHS ADD-ON RATE: 1.8271% APR RATE: 3.5000%  
 AMOUNT FINANCED: \$20,742.98 FINANCE CHARGE: \$2,220.22  
 MONTHLY PAYMENT: \$269.00 TOTAL OF PAYMENTS: \$22,963.20

TAXES.....

STATE SALES TAX..... \$1,324.19

FEES.....

DOCUMENTATION SERVICE.... \$99.50  
 LICENSE FEE..... \$242.00  
 REGISTRATION FEE..... \$0.00  
 TITLE..... \$0.00  
 VSI..... \$0.00

===== GROSS PROFIT AND COMMISSIONS =====

DESCRIPTION	SALE AMOUNT	DEALER COMMISSION	COMMISSION NO. 1	COMMISSION NO. 2	COMMISSION NO. 3
VEHICLE SALES	\$22,069.79	\$63.29	\$200.00		
FINANCING (RESERVE)	\$2,220.22				
AFTERSALE					
ETCH					
TIRE AND WHEEL					
MAINTENANCE					
AFTERSALE					
Fee/Options Subtotals	\$0.00				
WARRANTY					
MAP CARE					
AFTERMARKET					
UPM TIRE FEE					
CREDIT-LIFE INSURANCE					
ACCIDENT & HEALTH INS.					
Levelized Life Ins					
Insurance Subtotals	\$7.50				
*** GRAND TOTALS ***	\$24,297.51	\$63.29	\$200.00	\$0.00	\$0.00
		0.26%	0.82%	0.00%	0.00%
* DEALER PROFIT AFTER COMMISSIONS **		\$-136.71			
			-0.56%		

03/15/01 12:13

p.003



# OLDSMOBILE ONLY CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]  
VIN: [REDACTED] see attached list(s)

### 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
	\$ 500	DPA
05-34AAG-1	\$ 1000	GPO
0535AAN	\$ 1000	T DE
05-34AAM	\$ 500	GLB
	\$	
Total Incentive Amount Received	\$ 3000	

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

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

b. I elect to receive \_\_\_\_\_

### — CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 03/17/01.

I acknowledge I have been informed that GM has announced the phaseout of Oldsmobile. Parts and service will be available per GM's normal practices through local Oldsmobile dealers, and if there is no Oldsmobile dealer in my area, then through another GM dealer. I acknowledge receipt of incentive(s) as described in Item \_\_\_\_\_ and release Oldsmobile from any future claim or obligation for incentive(s) on 03/17/01.

Purchaser/Lessee Signature: [REDACTED] Date: 03/17/01

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [REDACTED] Date: 03/17/01  
Dealership Name: OLDSMOBILE Dealer Code: 0123

\* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any customer incentive and must be available in the Deal File

# GMAC FINANCIAL SERVICES

BRANCH NUMBER

CSG NUMBER

DEALER NUMBER

326

653

Business Type:  Corp  Part  LLC  Prop

DATE OF BIRTH (MMDDYY)

1 / 1

[Redacted Name and Address]

PO BOX NUMBER CURRENT STREET NUMBER CURRENT STREET NAME (MAILING ADDRESS)

19 40

TILTON DR. STEEL MILLS LA

CITY STATE ZIP CODE

Monrovia

LA

[Redacted ZIP Code]

AREA CODE HOME PHONE MTR PAYMENT OR RENT TIME AT ADDRESS

Own  Other  Rent  Family

[Redacted Payment]

10 yrs [Redacted] MOR

EMPLOYED BY OR TYPE OF BUSINESS (if business application) OCCUPATION

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

GROSS ANNUAL INCOME (ALL SOURCES) TIME EMPLOYED

999,999

10 yrs [Redacted] MOB

<input type="radio"/> Car	<input type="radio"/> Finance	<input type="radio"/> SmartLease	<input type="radio"/> SmartBuy	<input type="radio"/> CamTRAC	<input type="radio"/> New	<input type="radio"/> Used	<input type="radio"/> Certified Used	<input type="radio"/> Auction	USED VEHICLE OPTIONS <input type="radio"/> W/O Air <input type="radio"/> Sunroof <input type="radio"/> Trns/Disc <input type="radio"/> Crutch <input type="radio"/> Pwr Windows <input type="radio"/> Pwr Seats <input type="radio"/> Leather Seats <input type="radio"/> 4 WD <input type="radio"/> Manual Trans <input type="radio"/> Alum/Wire Wheels <input type="radio"/> TTop <input type="radio"/> Third Door
<input type="radio"/> Light Truck	PRODUCT USE: <input type="radio"/> Personal <input type="radio"/> Commercial		<input type="radio"/> Credit Line						
<input type="radio"/> Med. Duty Truck	CASH SELLING PRICE	MSRP	TERM	EST. PAYMENT	SEC DEF				
<input type="radio"/> Conversion Van	18900	17700	48	290					
<input type="radio"/> Demo	NET TRADE	(yr) TRADE-IN (make)	MILEAGE (thousands)	UPFIT COST					
<input type="radio"/> Off-Lease									
<input type="radio"/> College Grad Plan	CASH/CAP RES/FRATE	VEHICLE YR	MAKE	CYL	# of UNITS	COST OF CHASSIS			
<input type="radio"/> Lease Loyalty	900	05	CITEN						
<input type="radio"/> Single Pmt. Lease	CAP COST OR UNPAID BAL	MODEL CODE	MODEL DESCRIPTION						
<input type="radio"/> SmartBeginnings	17500		COLBANT						
<input type="radio"/> Custom Pmt. Plan									
<input type="radio"/> Lease to Retail									

LAST NAME OR BUSINESS NAME

FIRST NAME MI SOC

PO BOX NUMBER CURRENT STREET NUMBER CURRENT STREET NAME (MAILING ADDRESS)

40

TILTON DR

CITY STATE ZIP CODE

Freehold

NJ

[Redacted ZIP Code]

AREA CODE HOME PHONE MTR PAYMENT OR RENT TIME AT ADDRESS

Own  Other  Rent  Family

1,850

10 yrs [Redacted] MOR

OCCUPATION

Kres

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

GROSS ANNUAL INCOME (ALL SOURCES) TIME EMPLOYED

60,000

10 yrs [Redacted] MOR

This application will be submitted to GMAC (GMAC North America for Ohio Dealers), GMAC Automotive Bank, and C.O.L. Trust (if this is a lease application), all at P.O. Box 5182, Southfield, MI 48086, and (if this is a purchase application) to NuVell Credit Corp. (a GMAC affiliate) at P.O. Box 242519, Little Rock, AR 72223, so that they may decide whether or not to purchase the transaction.

Your Opt-Out Right: If you want GMAC's and GMAC Automotive Bank's vehicle financing operations not to share non-public personal information about you related to this application with affiliates and non-affiliated third parties, you may opt out of information sharing, that is, you may direct us not to share information (other than as permitted by law). See the GMAC Privacy Notice for more information.

To opt-out now -- Fill in this circle to opt out of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

We intend to apply for joint credit. Applicant \_\_\_\_\_ Co-Applicant \_\_\_\_\_ (Initials only)

See the other side for important notices. By signing below, I certify that (1) I have read and agree to the terms of this application, including terms on the other side, and (2) I have

Date



P:11/11

TO:18665498886

DEC-29-2005 23:17 FROM:

"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 · Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice #: [REDACTED]

Tag #:

Customer #: 9158687

MANALAPAN, NJ

HOME:

BUS [REDACTED]

CELL:

Service

Advisor: 49 BERNARD HELME

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885E [REDACTED]		23596	23596			
DEL DATE	PROD DATE	WARR EXP	PROM/SED	STOCK #	RATE	PAYMENT	INV DATE	R/O OPENED	READY
17MAR05			16:00 09NOV05	3762	84.00	CASH	10NOV05	10:27 09NOV05	16:00 10NOV05
STR:3762 DLR:02195									

	COST	SALE	COMP	LIST	NET	TOTAL
1 15803234 F-MIRROR 1135 1816	1135	1816	0	18.91	18.18	18.16

FC: 1D  
 PART#: 15803234  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 VB  
 1816 TPARTS  
 2408 TLABOR

D C/S CHECK GAS CAP LIGHT COMES ON WHILE DRIVING AT TIMES  
 CAUSE: REPLACE GAS TANK  
 L1260 TANK, FUEL - REPLACE

41 W94 1.80 hrs. 1.80 hrs.						
1 22677577 F-TANK FUEL 25664	4761	14450				
41062	25664	41062	0	434.99	410.62	410.62
1 FEDEX 4296 4296	4296	4296	0	42.98	42.96	42.96
1 22677575 SENSOR FU 9180 14688	9180	14688	0	183.60	146.88	146.88

FC: 1H PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 AV  
 60046 TPARTS  
 14450 TLABOR

SUBL SLEEPY HOLLOW FUEL  
 CP

E C/S REAR WIPER IS INOP CAUSE: REPLACE FUSE N1720 FUSE - REPLACE	2100	2100			21.00	21.00
---	------	------	--	--	-------	-------

41 W94 0.20 hrs. 0.20 hrs.						
1 88909755 FUSE KIT 120 192	528	1606				
	120	192	0	2.40	16.06	16.06
					1.92	1.92

File Copy

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
M.S.C. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

THANK YOU!

2005 MALIBU LS MAXX /V6G CHEVROLET MOTOR DIVISION  
 40U WHITE GENERAL MOTORS CORPORATION  
 14E GRAY CUSTOM CLOTH 100 RENAISSANCE CENTER  
 ORDER NO. HJBC8X/TRE STOCK NO. DETROIT MI 48243-1114  
 VIN 1G1 ZT64 88 5F [REDACTED] VEHICLE INVOICE 1AD43778280  
 \*\*\*\*\*13\*15453S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU LS MAXX	21260.00	19452.90	INVOICE 06/21/04
LX9 3.5L V6 ENGINE	0.00	0.00	SHIPPED 06/21/04
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	EXP I/T 07/06/04
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 07/06/04
R6M NEW JERSEY SURCHARGE	0.00	59.00	PRC EFF 06/21/04
T43 REAR WIPER AND SPOILER	300.00	270.00	KEYS G0328 G0328
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFP-S QTR OPT-1
1SB MALIBU PREFERRED EQUIP GRP 1SB	1270.00	1143.00	BANK: GMAC - 020
* FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS			CHG-TO 15-453
* RR AUDIO CNTRLS W/ HEADPHONES			SHIP WT: 3406
* DRIVER SEAT 6-WAY POWER			HP: 32.9
* FLOOR MATS			GMS: 20940.00
* REMOTE VEHICLE STARTER SYSTEM			SUPPLR: 21882.30
			MRM: 23455.00
			MEMO 1066.50

TOTAL MODEL & OPTIONS	22830.00	20924.90	ACT 231	20865.00
DESTINATION CHARGE	625.00	625.00	H/B 261	684.90
LAM DEALER CONTRIBUTION		228.30	ADV 261	228.30
LAM GROUP CONTRIBUTION		228.30	EXP 65A	228.30

TOTAL 23455.00 22006.50 PAY 310 22006.50  
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 21002.70

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

BEACON CHEVROLET-OLDSMOBILE, INC.  
 REMIT TO GMAC NO. 020  
 VIN 1G1ZT64885F [REDACTED]  
 \$ 22006.50 INV 1AD43778280  
 DUE 07/06/04 DEALER 15-453

FAX COVER LETTER

DEFELICE CHEVROLET INC  
2506 ROUTE 88  
POINT PLEASANT, NJ 08742  
732-899-2844  
732-899-0082

FAXED TO: Mike Nighlonds 1-866-293-0851

DATE: March 28, 2006

FROM: Kathleen DeSanti

PAGES SENT: 37

Case # 1-374434728





"Family Owned & Operated"

**DeFelice**

**GM Goodwrench Service**

CHEVROLET INC  
2506 Route 88 · Point Pleasant, NJ 08742  
www.defelicechevy.com  
Service: 732-899-0082

RO: 56937  
VIN #: 5E  
TAG:

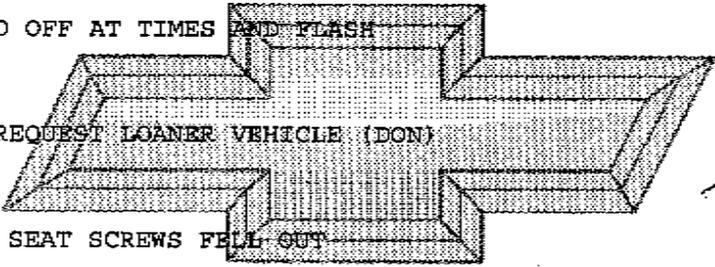
MANALAPAN, NJ  
HOME:  
CELL:  
BUS:

SERVICE ADVISOR: 5 KISER, EDWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		18096				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05 I			16:00 16SEP05	3762	84.00	CASH		16SEP2005	

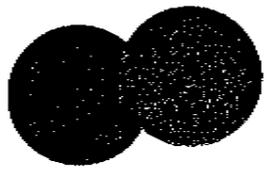
OPTIONS: STK:3762 DLR:02195

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			W94	C/S DOOR PANELS ARE LOOSE AND POPPING OFF
# B			W94	C/S REAR SEAT HANDLE FALLS OFF
# C			W94	C/S DRL GO OFF AT TIMES AND FLASH
# D			W94	CUSTOMER REQUEST LOANER VEHICLE (DON)
# E			W94	C/S CK DS SEAT SCREWS FELL OUT
# F			CP	C/S CK STARTER WHINE
# G			W94	C/S CK PASS SIDE AIR VENT IN DASH , FELL IN



*Call*  
732 567 4488  
732 866 0046  
DON

2 ① 12150108



Warranty Parts Returned to Parts Department

Parts \_\_\_\_\_  
Tech \_\_\_\_\_

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze. In the event the Dealer must pursue collection measures for monies owed, the Dealer is entitled to recover court cost and reasonable attorney fees.  
**THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.**

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

- I do not want an estimate and you may proceed with repairs.
- Please proceed with repairs but call me for approval before continuing if price exceeds: \$ \_\_\_\_\_

Signature \_\_\_\_\_

"Family Owned & Operated"



# DeFelice

CHEVROLET INC

2506 Route 88 · Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082



**Goodwrench**

Service

RO: 56937  
 VIN #: 5F [REDACTED]  
 TAG: [REDACTED]

MANALAPAN, NJ  
 HOME: [REDACTED]  
 BUS: [REDACTED]  
 CELL: [REDACTED]

**SERVICE ADVISOR: 5 KISER, EDWARD**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		17950				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	F.O. OPENED	READY
17MAR05 I			16:00 16SEP05	3762	84.00	CASH		16SEP2005	

OPTIONS: STK:3762 DLR:02195

LINE OF CODE	TECH	TYPE	DESCRIPTION/INSTRUCTIONS
# H		W94	C/S CK PASS SIDE SUNVISOR FELL APART <span style="float: right; font-size: 1.2em;">16903234</span>
# I		W94	C/S CK GAS CAP CODES COMES ON
# J		W94	C/S CK SOMETIMES HARD TO PUT GAS IN <del>TRUCK</del> <span style="float: right; font-size: 1.2em;">OK</span>
# K		W94	C/S CK CTR CONSOLE LOWER ARCS LOSE AND FALLS OFF
# L		CP	C/S CK BRAKES , SQUEAK SOMETIMES
# M		W94	C/S CK POWER STEERING FLUID LEAKS
# N	15S	CP	PERFORM 15000 MILE SERVICE

**Warranty Parts Returned to Parts Department**

Parts \_\_\_\_\_  
 Tech \_\_\_\_\_

**EXCLUSION OF WARRANTIES**

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**AUTHORIZATION FOR REPAIRS**

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

**THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.**

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I do not want an estimate and you may proceed with repairs.

Please proceed with repairs but call me for approval before continuing if price exceeds: \$ \_\_\_\_\_

Signature \_\_\_\_\_

- Reserve Lower console panels.
- Gas Cap Tight - no codes
- Brakes OK - Plenty of lining.
- Car has no leaks - P/S is Electric

Paper 15 K Seven

Order Pass Seat release handle

Starter OK

Order pass side Mirror/door - Order passenger side vent assembly  
Tighten screw in driver's seat.

Reorder DRL Bulbs,

STRAIGHT TIME (HRS)	(L) RATE PRICE	R. O. NO.	TIME
	21	56997	SEP 16 PM 4:04
		OPER. NO.	
		41	'05 SEP 16 PM 2:07

Visa  
 VA  
 Pass Rear Seat Ledge  
 15803234

"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 - Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 49 BERNARD HELME

MANALAPAN, NJ

HOME:

BUS: [REDACTED]

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		27286	27286			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05			16:00 15DEC05	3762	84.00	CASH	16DEC05	09:20 15DEC05	13:57 16DEC05

STR:3762 DLR:02195

					COST	SALE	COMP	LIST	NET	TOTAL
					0					
					0					
H** LOANER CAR										
CAUSE: 2 DAYS RENTAL										
Z790Z RENTAL 2 DAYS										
	5	W94	0.00 hrs.	0.00 hrs.		0	0		0.00	0.00
					0					
					0					

THANK YOU FOR YOUR PATRONAGE!

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	22479	7407		[REDACTED]	254	159	
	22733	*****					
COST, SALE, & COMP TOTALS			7566	22733	0		

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STATEMENT OF DISCLAIMER

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Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUEE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!

"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 - Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice #

Tag #:

Customer #: 9158687

Service Advisor: 49 BERNARD HELME

MANALAPAN, NJ

HOME: BUS

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		27286	27286			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05			16:00 15DEC05	3762	84.00	CASH	16DEC05	09:20 15DEC05	13:57 16DEC05

STK:3782 DLR:02195

						COST	SALE	COMP	LIST	NET	TOTAL
NPF NO PROBLEMS FOUND AT THIS TIME											
	41	W94	0.00 hrs.	0.00 hrs.		0	0			0.00	0.00
					0 TPARTS	0	0				
					0 TLABOR	0	0				
<b>E</b>	<b>C/S REMOTE STARTER IS INOP SINCE LAST REPAIRS</b>										
	CAUSE: REPROGRAM BODY CONTROL MODULE REMOTE STARTER INOP										
	N4800 MODULE, COMPUTER (CONTROL) BODY - REPLACE										
	41	W94	0.70 hrs.	0.70 hrs.		1852	5620			56.20	56.20
					FC: 6C PART#: COUNT: 0						
					CLAIM TYPE:						
					AUTH CODE:						
					OJ						
					0 TPARTS						
					1852 TLABOR						
<b>F</b>	<b>C/S CRUISE CONTROL IS INOP</b>										
	CAUSE: BRAKE SENSOR LOOSE										
	H2642 SENSOR, BRAKE PEDAL POSITION - REPLACE										
	41	W94	0.80 hrs.	0.80 hrs.		2116	6422			64.22	64.22
					FC: 2W PART#: COUNT: 0						
					CLAIM TYPE:						
					AUTH CODE:						
					OJ						
					0 TPARTS						
					2116 TLABOR						
<b>G</b>	<b>C/S VEHICLE ROLLS FOWARD WHEN VEHICLE IS IN PARK</b>										
	CAUSE: .										
	WAD WORKING AS DESIGNED										
	41	W94	0.00 hrs.	0.00 hrs.		0	0			0.00	0.00

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STATEMENT OF DISCLAIMER

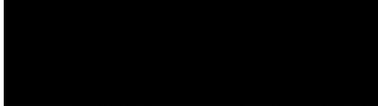
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Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

C H E C K S E R V I C E I T E M I N F O R M A T I O N	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	ADJUSTMENTS	
	SALES TAX	
PLEASE PAY THIS AMOUNT		

THANK YOU!



"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 - Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: 49 BERNARD HELME

MANALAPAN, NJ

HOME:

BUS: [REDACTED]

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		27286	27286			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05			16:00 15DEC05	3762	84.00	CASH	16DEC05	09:20 15DEC05	13:57 16DEC05

STK:3762 DLR:02195

A	DESCRIPTION	QTY	UNIT	WARRANTY	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S DRIVERS SIDE FRONT SIDE MARKER LAMP IS INOP CAUSE: REPLACE BULB BURNT OUT N0735 BULBS, FRONT SIDE MARKER LAMP (LEFT) - REPLACE	1		41 W94	0.20 hrs.	0.20 hrs.						529 159	1606 254	0	3.19	16.06 2.54	16.06 2.54
B	C/S STARTER HAS A WHINE NOISE CAUSE: . WAD WORKING AS DESIGNED			41 W94	0.00 hrs.	0.00 hrs.						0 0	0 0			0.00	0.00
C	C/S CD PLAYER INOP CAUSE: REPLACE RADIO WILL NOT ACCEPT CD'S R0760 RECEIVER, RADIO - REMOVE, REPAIR, AND REPLACE			41 W94	1.10 hrs.	1.10 hrs.						2910	8831			88.31	88.31
D	C/S CHECK GAS CAP LIGHT DON'T COME ON											0 2910	0 8831				

FC: 6G  
 PART#: 12450108  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

159 254 TPARTS  
 529 1606 TLABOR

0 0 TPARTS  
 0 0 TLABOR

FC: 6C PART#: COUNT: 0  
 CLAIM TYPE:  
 AUTH CODE:  
 NX

0 0 TPARTS  
 2910 8831 TLABOR

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Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

DISCLAIMER	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	ADJUSTMENTS	
	SALES TAX	
PLEASE PAY THIS AMOUNT		

THANK YOU!

CHEVROLET INC  
2508 Route 88 · Point Pleasant, NJ 08742  
www.defelicechevy.com  
Service: 732-899-0082

RO: 58658  
VIN #: 5F  
TAG:

MANALAPAN, NJ  
HOME: \_\_\_\_\_  
BUS: \_\_\_\_\_  
CELL: \_\_\_\_\_

SERVICE ADVISOR: 49 HELME, BERNARD

27286

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		27000	117
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT
17MAR05 I			16:00 15DEC05	3762	84.00	CASH
OPTIONS: STK:3762 DLR:02195					R.O. OPENED	READY
					15DEC2005	

LINE OF CODE	TRCH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		W94	C/S DRIVERS SIDE FRONT SIDE MARKER LAMP IS INOP
# B	NP	W94	C/S STARTER HAS A WHINE NOISE
# C		W94	C/S CD PLAYER INOP <i>Start CD to Reel Seat #796084</i>
# D		W94	C/S CHECK GAS CAP LIGHT DON'T COME ON
# E		W94	C/S REMOTE STARTER IS INOP SINCE LAST REPAIRS <i>Reel Blom</i>
# F		W94	C/S CRUISE CONTROL IS INOP <i>Reel Brake sensor</i>
# G		W94	C/S VEHICLE ROLLS FORWARD WHEN VEHICLE IS IN PARK
# H		W94	<i>Load vehicle C/EXPRIS 12-15-05 9:00am</i>

Warranty Parts Returned to Parts Department

Parts \_\_\_\_\_  
Tech \_\_\_\_\_

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**THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.**

REVISED EST. MATE (1)	DATE	TIME	BY
REVISED EST. MATE (2)	DATE	TIME	BY

I do not want an estimate and you may proceed with repairs.

Please proceed with repairs but call me for approval before continuing if price exceeds: \_\_\_\_\_

Signature: \_\_\_\_\_



www.modelelectronics.com

Model Electronics, Inc.  
815 East Crescent Ave.  
Ramsey, NJ 07446  
1-800-433-9657

BRANCH LOCATIONS

Model Electronics, Ltd.  
11112B Washington Hwy.  
Glen Allen, VA 23059  
1-800-994-9658

Model Electronics, Ltd. of NE  
10 V Rossler Road  
Woburn, MA 011801  
1-888-996-5999

INVOICE NO.

DATE

12/15/05

BILL TO:

DEFELICE OLDSMOBILE  
2506 ROUTE 88

POINT PLEASANT, NJ 08742

IMPORTANT

TO AVOID BEING CHARGED THE REPLACEMENT  
COST OF

1,200.00

YOU MUST RETURN THE FOLLOWING ITEM BY

12/30/2005

DEALER INFORMATION

VEHICLE INFORMATION

CONTACT SCOTT  
P/S P  
ORDER DATE 12/15/2005  
DEALER CODE 2195  
PHONE NO. 732-899-0177  
PURCHASE ORDER NO.  
COMPLAINT WON'T ACCEPT CD  
CUSTOMER NAME ADELMAN

MILEAGE 27,117  
VIN NO. 1G1ZT64885F  
SERIAL NO.  
RO NO. 058658  
WARRANTY (Y/N) Y  
DELIVERY DATE 03/17/2005  
PART NO. 22734878  
DESCRIPTION 2004-06 afs cd Malibu

MODEL ELECTRONIC INFORMATION

PLEASE PAY THE TOTAL AMOUNT

ORDER FILLED BY 22734878  
SALES REP 71 Tony McClellan  
DATE RETURNED  
SHIPPED VIA UPS

SERVICE CHARGE .00  
PARTS CHARGE .00  
SHIPPING CHARGE .00  
CORE CHARGE  
TAX .00  
TOTAL .00

ATTACH THIS LABEL TO CORE RETURN CARTON

IMPORTANT  
PLEASE MAIL V. EAD. DATE RETURN OF THIS INVOICE

MANALAPAN, NJ  
HOME:  
CELL:

BUS:

**"Family Owned & Operated"**  
**DeFelice Chevrolet Inc**  
2506 Route 88 · Point Pleasant, NJ 08742  
www.defeliceheavy.com  
Service: 732-899-0082

Invoice #:  
Tag #:  
Customer #:  
Service Advisor: **49 BERNARD HELME**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		23596	23596			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05			16:00 10NOV05	3762	84.00	CASH	10NOV05	14:36 10NOV05	16:08 10NOV05

STK:3762 BLR:02195

A	C/S NEW BCM MODULE WON'T PROGRAM FROM RO 57972 CAUSE: NECC TO PARTS WARRANTY BCM MODULE N4800 MODULE, COMPUTER (CONTROL) BODY - REPLACE	COST	SALE	COMP	LIST	NET	TOTAL
1	41 W94 1.00 hrs. 1.00 hrs. 15234845 BCM 8374 13398	2645 8374	8028 13398	0	167.48	80.28 133.98	80.28 133.98

FC: PART#: COUNT:  
CLAIM TYPE:  
AUTH CODE:  
13398 TPARTS  
8028 TLABOR

**THANK YOU FOR YOUR PATRONAGE!**

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	8028	2645			13398	8374	
COST, SALE, & COMP TOTALS		11019	21426		0		

*Ed  
Cust # 6412*

*File Copy*

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Customer Signature \_\_\_\_\_

**APPOINTMENTS: 732-899-0082**

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	<b>0.00</b>

**THANK YOU!**

"Family Owned & Operated"



**DeFelice**



**Goodwrench Service**

CHEVROLET INC

2506 Route 88 - Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice #

Tag #

Customer #

Service

Advisor: **49 BERNARD HELME**

MANALAPAN, NJ  
HOME:  
CELL:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		23596	23596			
DEL DATE	PROD. DATE	WARR. EXP.	FRCMISED	STOCK #	RATE	PAID AMT	INV. DATE	R.O. OPENED	READY
17MAR05			16:00 09NOV05	3762	84.00	CASH	10NOV05	10:27 09NOV05	16:00 10NOV05

STK13762 DLR:02195

**You may receive a Customer Satisfaction survey from GM.**

**If you feel you cannot rate our service "Completely Satisfied" please call our Service Manager.**

**Service Hours**

Mon. - Fri. 7:30AM - 5:00PM

**Ask about our limited lifetime parts warranty**

				COST	LIST	NET	TOTAL
1	FEDEX				13.55	13.55	13.55
	FC: 3R						
	PART#: 21998831						
	COUNT: 2						
	CLAIM TYPE:						
	AUTH CODE:						
	VN						
G	C/S HEADLAMPS FLICKER AT TIMES						
	CAUSE: REPLACE BODY CONTROL MODULE						
	N4800 MODULE, COMPUTER (CONTROL) BODY - REPLACE						
	41 W94	3.00 hrs.					
1	15287024 HEADLAMP				210.00	201.60	240.84
1	15234845 BCM				167.48	133.98	201.60
	FC: 6G						
	PART#: 15234845						
	COUNT: 2						
	CLAIM TYPE:						
	AUTH CODE: E						
	OL						
	B7290 HOUSING/ADJUSTER ASSEMBLY, COMPOSITE HEADLAMP - RIGHT - REPLACE						
	41 W94	0.30 hrs.					24.08
	FC: 1D PART#: COUNT: 0						
	CLAIM TYPE:						
	AUTH CODE: OJ						
H	C/S PASS SIDE TURN SIGNAL LAMP IS INOP						
	CAUSE: REPLACE BULB						
	N0680 BULBS, PARK AND TURN SIGNAL LAMP (RIGHT) - REPLACE						
	41 W94	0.30 hrs.					24.08

*Warranty Copy*

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Customer Signature \_\_\_\_\_

**APPOINTMENTS: 732-899-0082**

DISCOUNT	LABOR AMOUNT		TOTALS
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	ADJUSTMENTS		
	SALES TAX		
	PLEASE PAY THIS AMOUNT		

**THANK YOU!**

CHEVROLET INC  
 2508 Routs 88 - Point Pleasant, NJ 08742  
 www.defelicechevy.com  
 Service: 732-899-0082

RO: 58010  
 VIN #: 5F [REDACTED]  
 TAG: 23596

MANALAPAN, NJ  
 HOME: [REDACTED]  
 CELL: [REDACTED]  
 BUS: [REDACTED]

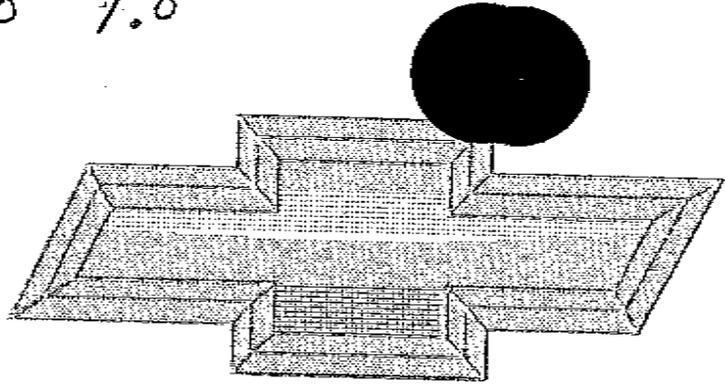
SERVICE ADVISOR: 49 HELME, BERNARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		24000				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05 I			16:00 10NOV05	3762	84.00	CASH		10NOV2005	

OPTIONS: STK:3762 DLR:02195

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A N94 C/S NEW BCM MODULE WON'T PROGRAM FROM RO 57972

N4800 / .0



**Warranty Parts Returned to Parts Department**

Parts \_\_\_\_\_  
 Tech \_\_\_\_\_

**EXCLUSION OF WARRANTIES**

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

**AUTHORIZATION FOR REPAIRS**

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of anti-freeze. In the event the Dealer must pursue collection measures for monies owed, the Dealer is entitled to recover court cost and reasonable attorney fees.  
**THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.**

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I do not want an estimate and you may proceed with repairs.

Please proceed with repairs but call me for approval before continuing if price exceeds: \$ \_\_\_\_\_

Signature \_\_\_\_\_

**"Family Owned & Operated"**  
**DeFelice Chevrolet Inc**

2506 Route 88 · Point Pleasant, NJ 08742  
 www.defelicehevy.com  
 Service: 732-899-0082

Invoice #: [REDACTED]  
 Tag #: [REDACTED]  
 Customer #: [REDACTED]  
 Service Advisor: **49 BERNARD HELME**

MANALAPAN, NJ

HOME: [REDACTED] BUS: [REDACTED]  
 CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F	[REDACTED]	23596	23596			
DEL DATE	PROD DATE	WARR EXP	PROMISED	STOCK #	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
17MAR05			16:00 09NOV05	3762	84.00	CASH	10NOV05	10:27 09NOV05	16:00 10NOV05

STK:3762 DLR-02195

					COST	SALE	COMP	LIST	NET	TOTAL
<b>A</b>	<b>C/S REAR SEAT HANDLE FALLS OFF , INSTALL SOP</b>									
	<b>CAUSE: REPLACE SECOND SEAT HANDLE</b>									
	NWP NO WORK PERFORMED									
	41	W94	0.00 hrs.	0.00 hrs.	0	0			0.00	0.00
	C7390 HANDLE, FOLDING SECOND SEAT RELEASE - REPLACE									
	1	22736394	41 W94 0.30 hrs.	0.30 hrs.	794	2408			24.08	24.08
					939	1502	0	16.48	15.02	15.02
					FC: 1D PART#: COUNT: 0					
					CLAIM TYPE:					
					AUTH CODE:					
					OJ					
				939	1502 TPARTS					
				794	2408 TLABOR					
<b>B</b>	<b>C/S PASS SIDE AIR VENT FALLS OUT , INSTALL SOP</b>									
	<b>CAUSE: REPLACE R/S DEFLECTOR</b>									
	D1440 DEFLECTOR, AIR (OUTLET VENT) - RIGHT - REPLACE									
	1	22687687	41 W94 0.50 hrs.	0.50 hrs.	1323	4014			40.14	40.14
					1215	1944	0	21.32	19.44	19.44
					FC: 1D					
					PART#: 22687687					
					COUNT: 1					
					CLAIM TYPE:					
					AUTH CODE:					
					OJ					
				1215	1944 TPARTS					
				1323	4014 TLABOR					
<b>C</b>	<b>C/S INSTALL PASS SIDE VISOR MIRROR</b>									
	<b>CAUSE: REPLACE VISOR COVER</b>									
	C2020 SUNSHADE AND/OR SUPPORT - RIGHT - R&R OR REPLACE									
	1	W94	0.30 hrs.	0.30 hrs.	794	2408			24.08	24.08

*File Copy*

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Customer Signature \_\_\_\_\_

**APPOINTMENTS: 732-899-0082**

DISCOUNTS	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUELET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	ADJUSTMENTS	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	
	<b>TOTALS</b>	

**THANK YOU!**



FAX COVER LETTER

DEFELICE CHEVROLET INC  
2506 ROUTE 88  
POINT PLEASANT, NJ 08742  
732-899-2844  
732-899-0082

FAXED TO: Mike Nighlonds 1-866-293-0851  
DATE: March 28, 2006  
FROM: Kathleen DeSanti  
PAGES SENT: 37

Case # 1-374434728

DEAL 15928



**DeFelice Chevrolet - Oldsmobile, Inc.**

2506 Route 88 (732) 899-2844  
PT. PLEASANT, N. J. 08742  
www.defelicechevy.com

VEHICLE INVOICE

3762 **15813**



SALESMAN: **CLARKE, BRUCE**

SOLD TO: **ARSSO INC**  
ADDRESS: **19 SLEETMAN LANE**  
**MORRISTOWN NJ**  
**(732)915-8607**

DATE **03/17/05**

YEAR	MAKE	MODEL	NEW OR USED	SERIAL NUMBER (VIN NO.)	KEY NO.		
05	CHEV	MALIBU MAX	NEW	1G1ZT64885F [REDACTED]	3039816	PRICE OF VEHICLE	22069.79
						OPTIONAL EQUIP./ACC.	
<b>INSURANCE COVERAGE INCLUDES</b>							
<input type="checkbox"/> FIRE AND THEFT		<input type="checkbox"/> PUBLIC LIABILITY - AMT.					
<input type="checkbox"/> COLLISION - AMT. DEDUCT.		<input type="checkbox"/> PROPERTY DAMAGE - AMT.					
<b>OPTIONAL EQUIPMENT and ACCESSORIES</b>							
GROUP	DESCRIPTION			PRICE			
					<b>DOC FEE:</b>	99.50	
					<b>TIRE TAX</b>	7.50	
					<b>SALES TAX</b>	1324.19	
					<b>LICENSE AND TITLE</b>	242.00	
					<b>TOTAL CASH PRICE</b>	23742.90	
					<b>FINANCING</b>	2220.22	
					<b>INSURANCE</b>	N/A	
					<b>TOTAL TIME PRICE</b>	25963.20	
					<b>XXXXXXX DEPOSITE SETTLEMENT:</b>	3000.00	
					<b>DEPOSIT</b>	N/A	
					<b>CASH ON DELIVERY</b>	N/A	
					<b>USED VEHICLE</b>	N/A	
					<b>PAY-OFF</b>	N/A	
					<b>PAY-OFF TO</b>	N/A	
					<b>TYPE</b>		
					<b>SER. NO. (VIN NO.)</b>		
					<b>PAYMENTS</b>	269.00	22963.20
					<b>TOTAL</b>	25963.20	

GMAC  
PO BOX 8136  
COCKEYSVILLE MD 21030

*Handwritten:* 83100 41093.50

ALWAYS SHOW SERIAL, ENGINE AND KEY NUMBERS



# OLDSMOBILE ONLY CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: [REDACTED] (for see attached list\*)

### 1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
	\$ 500	DPA
05-34AA9-1	\$ 1000	GPO
05-35AAN	\$ 1000	TDE
05-34AAM	\$ 500	VLR
	\$	
Total Incentive Amount Received	\$ 3000	

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

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

b. I elect to receive \_\_\_\_\_

### — CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 03/17/06.

I acknowledge I have been informed that GM has announced the phaseout of Oldsmobile. Parts and service will be available per GM's normal practices through local Oldsmobile dealers, and if there is no Oldsmobile dealer in my area, then through another GM dealer. I acknowledge receipt of incentive(s) as described in Item \_\_\_\_\_ and release Oldsmobile from any future claim or obligation for incentive(s) on 03/17/06.

Purchaser/Lessee Signature: [REDACTED] Date: 03/17/06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [REDACTED] Date: 03/17/06

Dealership Name: DEFELICE CHEVY OLDSMOBILE Dealer Code: 031706

\* List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer's incentive and must be available in the Deal File



Protect Etch Registration (optional) **3500**

**IF A LEASE, THE FOLLOWING APPLY:**

MONTHLY PAYMENT AMOUNT \$ \_\_\_\_\_

TERM: \_\_\_\_\_ MONTHS

MILEAGE PER YEAR \_\_\_\_\_

CASH DUE AT DELIVERY \$ \_\_\_\_\_

**IF A PURCHASE, THE FOLLOWING APPLY:**

TOTAL PRICE OF VEHICLE	22069.79
Less Trade-in	N/A
TOTAL TAXABLE AMOUNT	22069.79
State Sales Tax	1324.19
NJ Tire Fee - \$1.50 per New Tire	
TIRE TAX	7.50
Registration/Title Fee (Estimated)	242.00
Documentary Fee	
DOCUMENT DELIVERY SERVICE \$39.50	
COMPUTER FEE \$35.00 CLERICAL EXP \$25.00	\$99.50
NET PAY-OFF ON TRADE-IN	N/A
TOTAL	23742.98
Deposit	
Rebate (If Applicable)	3000.00
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY	20742.98
BALANCE DUE ON DELIVERY	
AMOUNT FINANCED	20742.98

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

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

03 17 2005 X  
 Date Customer's Signature

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

03 17 2005 X  
 Date Customer's Signature

**TRADE-IN DESCRIPTION AND ALLOWANCE**

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

Serial No. \_\_\_\_\_ Mileage \_\_\_\_\_

Trade-in Value \_\_\_\_\_ Date of \_\_\_\_\_

Less Balance Owed \_\_\_\_\_

Net Trade-in Allowance \_\_\_\_\_

Balance Owed to: \_\_\_\_\_

Address: \_\_\_\_\_

Account No.: \_\_\_\_\_

Info. From \_\_\_\_\_ Good Thru \_\_\_\_\_

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.

X \_\_\_\_\_  
 Customer's Signature Date

**AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.**

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The Costs included in the arbitration process shall be shared as provided by the Association's Rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. **THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL. PLEASE READ IT CAREFULLY, PRIOR TO SIGNING.**

Accepted By: \_\_\_\_\_  
 Date Dealer or His Authorized Representative \_\_\_\_\_ Date Customer's Signature \_\_\_\_\_

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

Accepted By: \_\_\_\_\_  
 Date Dealer or His Authorized Representative \_\_\_\_\_ Date \_\_\_\_\_

This contract includes the attached labeled Gmac SmartBuy Rider\*

**RETAIL INSTALMENT SALE CONTRACT**

**GMAC FLEXIBLE FINANCE PLAN Buyer(s) must initial**

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_

Buyer - Name and address (include county and zip code) <b>MANLAPAN, MONMOUTH, NJ</b>	Creditor (Seller name and address) <b>DEFELICE CHEVROLET OLDSMOBILE 2506 ROUTE 88 POINT PLEASANT, NJ 08742</b>
---	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET MALIBU MAXX	1G1ZT64885F	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year N/A Make \_\_\_\_\_ Model N/A

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. <b>3.50</b> %	The dollar amount the credit will cost you. <b>2220.22</b> \$	The amount of credit provided to you or on your behalf. <b>28742.98</b> \$	The amount you will have paid after you have made all payments as scheduled. <b>22963.20</b> \$	The total cost of your purchase on credit, including your downpayment of \$ <del>3000.00</del> is <b>25963.20</b> \$

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
47	\$ <del>269.00</del>	Monthly beginning <b>03/01/2005</b>	
<b>PAYMENT OF \$10,320.20 DUE ON 04/01/2009</b>			

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

**Security Interest.** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

1 Cash price (including \$ <b>1324.19</b> sales tax)	\$ <b>23393.98</b> (1)
2 Total downpayment =	
Gross trade-in \$ <u>N/A</u> -payoff by seller \$ <u>N/A</u>	
= net trade-in \$ <u>N/A</u> + cash \$ <u>N/A</u>	
+ other (describe) <b>REBATE</b> \$ <b>3000.00</b>	\$ <b>3000.00</b> (2)
3 Unpaid balance of cash price (1 minus 2)	\$ <b>26393.98</b> (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ <u>N/A</u>	
Disability \$ <u>N/A</u> \$ <u>N/A</u>	
B Other insurance paid to the insurance company	\$ <u>N/A</u>
C Official fees paid to government agencies	\$ <u>N/A</u>
D Government taxes not included in cash price	\$ <u>N/A</u>
E Government license and/or registration fees	\$ <b>242.00</b>
F Government certificate of title fees (Includes \$ <u>N/A</u> security interest recording fee)	\$ <u>N/A</u>
G Other charges (Seller must identify who is paid and describe purpose.)	
to <b>DEFELICE CHEVY</b> or <b>DOC FEE</b> \$ <b>99.50</b>	

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

**Optional Credit Insurance.**

Credit Life:  Buyer  Co-Buyer  Both

Credit Disability (Buyer Only)

Premium: Credit Life \$ N/A  
Credit Disability \$ N/A

\_\_\_\_\_  
(Insurance Company)

\_\_\_\_\_  
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

**Other Insurance.**

N/A N/A

Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ N/A

N/A

\_\_\_\_\_  
(Insurance Company)

\_\_\_\_\_  
(Home Office Address)

I want the insurance checked above.

X \_\_\_\_\_

1 Cash price (including \$ 2393.98 sales tax) \$ 2393.98 (1)

2 Total downpayment =

Gross trade-in \$	N/A	- payoff by seller \$	N/A	
= net trade-in \$	N/A	+ cash \$	N/A	
+ other (describe)	REBATE	\$	3000.00	\$ 3000.00 (2)

3 Unpaid balance of cash price (1 minus 2) \$ 28393.98 (3)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):

A Cost of optional credit insurance paid to the insurance company or companies

Life	\$	N/A	
Disability	\$	N/A	\$ N/A

B Other insurance paid to the insurance company \$ N/A

C Official fees paid to government agencies \$ N/A

D Government taxes not included in cash price \$ N/A

E Government license and/or registration fees \$ 242.00

F Government certificate of title fees (includes \$ N/A security interest recording fee) \$ N/A

G Other charges (Seller must identify who is paid and describe purpose.)

to	DEFELICE CHEV	for	DOC FEE	\$	99.50
to		for		\$	N/A
to		for		\$	N/A
to		for		\$	N/A
to	NJ STATE	for	VEH TIRE FEE	\$	7.50
to		for		\$	N/A

Total other charges and amounts paid to others on your behalf \$ 349.00 (4)

5 Amount financed (3 + 4) \$ 28742.98 (5)

approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named Insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.	
N/A	N/A
Type of Insurance	Term.
Premium \$	N/A
(Insurance Company)	
(Home Office Address)	
I want the Insurance checked above.	
X	
Buyer Signature	Date
X	
Co-Buyer Signature	Date
THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.	

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and signed by both parties.

Buyer Sign: [Redacted] Co-Buyer Sign: [Redacted]

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from performing any part of the contract if we do not receive the information we need from you. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

NOTICE TO RETAIL BUYER

Do not sign this contract in blank.  
You are entitled to a copy of the contract at the time you sign.  
Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [Redacted] Date 03/17/2005 Co-Buyer Signs X [Redacted] Date 03/17/2005

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X [Redacted] Date [Redacted] Address [Redacted]

Creditor Signs DEFELICE CHEVROLET OLDSMOBILE 17/2005 By X [Signature] Title VP

Seller assigns its interest in this contract to: <input type="checkbox"/> General Motors Acceptance Corporation (GMAC) <input type="checkbox"/> GMACAB <input type="checkbox"/> Nuveil Credit Corporation, under the terms of Seller's agreement(s) with assignee.	
Assigned with recourse	Assigned without recourse or with limited recourse
Seller	DEFELICE CHEVROLET OLDSMOBILE
By	By [Signature]
Title	Title VP

"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 · Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice #

Tag #:

Customer #: 9158687

Service

Advisor: 49 BERNARD HELME

MANALAPAN, NJ

HOME:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		27286	27286			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05			16:00 15DEC05	3762	84.00	CASH	16DEC05	09:20 15DEC05	13:57 16DEC05

STK:3762 DLR:02196

	COST	SALE	COMP	LIST	NET	TOTAL
H** LOANER CAR	0	0	0			
CAUSE: 2 DAYS RENTAL	0	0	0			
Z7902 RENTAL 2 DAYS						
5 W94 0.00 hrs. 0.00 hrs.						
0 TPARTS						
0 TLABOR						
0 TPARTS						
0 TLABOR						
					0.00	0.00

*32.00 dollars a day*

THANK YOU FOR YOUR PATRONAGE!

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	22479	7407			254	159	
	22733	*****					
COST, SALE, & COMP TOTALS			7566	22733	0		

*Claim type  
G.A.H.*

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STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!

"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 · Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice #

Tag #

Customer

Service

Advisor: 49 BERNARD HELME

MANALAPAN, NJ

HOME:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		27286	27286			
DEL DATE	PROD DATE	WARR EXP	PROMISED	STOCK #	RATE	PAYMENT	INV DATE	R/O OPENED	READY
17MAR05			16:00 15DEC05	3762	84.00	CASH	16DEC05	09:20 15DEC05	13:57 16DEC05

STK:3762 DLR:02196

						COST	SALE	COMP	LIST	NET	TOTAL
	NPF NO PROBLEMS FOUND AT THIS TIME										
	41	W94	0.00 hrs.	0.00 hrs.		0	0			0.00	0.00
					0 TPARTS	0	0				
					0 TLABOR						
E	C/S REMOTE STARTER IS INOP SINCE LAST REPAIRS CAUSE: REPROGRAM BODY CONTROL MODULE REMOTE STARTER INOP N4800 MODULE, COMPUTER (CONTROL) BODY - REPLACE										
	41	W94	0.70 hrs.	0.70 hrs.		1852	5620			56.20	56.20
					FC: 8C PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OJ						
					0 TPARTS						
					1852 TLABOR						
F	C/S CRUISE CONTROL IS INOP CAUSE: BRAKE SENSOR LOOSE H2642 SENSOR, BRAKE PEDAL POSITION - REPLACE										
	41	W94	0.80 hrs.	0.80 hrs.		2116	6422			64.22	64.22
					FC: 2W PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OJ						
					0 TPARTS						
					2116 TLABOR						
G	C/S VEHICLE ROLLS FOWARD WHEN VEHICLE IS IN PARK CAUSE: . WAD WORKING AS DESIGNED										
	41	W94	0.00 hrs.	0.00 hrs.		0	0			0.00	0.00

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Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

NO CHARGES	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	ADJUSTMENTS	
	SALES TAX	
PLEASE PAY THIS AMOUNT		

THANK YOU!



Customer Number: 9158687



"Family Owned & Operated"

DeFelice



Goodwrench Service

CHEVROLET INC

2506 Route 88 · Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

RO: [REDACTED]

VIN #: 5F [REDACTED]

TAG: [REDACTED]

27286

SERVICE ADVISOR: 49 HELME, BERNARD

MANALAPAN, NJ

HOME:

BUS: [REDACTED]

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
WHITE	05	CHEVROLET MALIBU	1G1ZT648851 [REDACTED]		27000	112			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05 I			16:00 15DEC05	3762	84.00	CASH		15DEC2005	

OPTIONS: STK:3762 DLR:02195

LINE	OP CODE	TRCH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			W94	C/S DRIVERS SIDE FRONT SIDE MARKER LAMP IS INOP

# B			W94	C/S STARTER HAS A WHINE NOISE
-----	--	--	-----	-------------------------------

# C			W94	C/S CD PLAYER INOP
-----	--	--	-----	--------------------

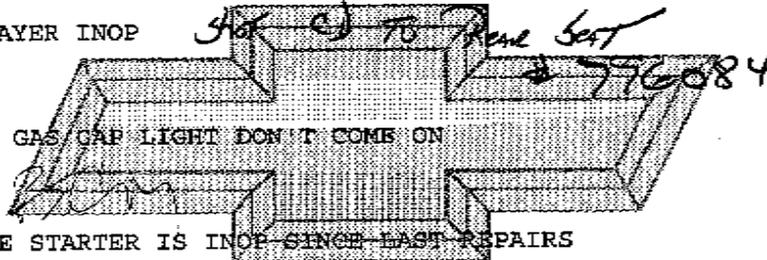
# D			W94	C/S CHECK GAS GAP LIGHT DON'T COME ON
-----	--	--	-----	---------------------------------------

# E			W94	C/S REMOTE STARTER IS INOP SINCE LAST REPAIRS
-----	--	--	-----	---

# F			W94	C/S CRUISE CONTROL IS INOP
-----	--	--	-----	----------------------------

# G			W94	C/S VEHICLE ROLLS FOWARD WHEN VEHICLE IS IN PARK
-----	--	--	-----	--

# H			W94	Load vehicle enterprise 12-15-05 9:00am
-----	--	--	-----	---



Warranty Parts Returned to Parts Department

Parts \_\_\_\_\_

Tech \_\_\_\_\_

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

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

THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I do not want an estimate and you may proceed with repairs.

Please proceed with repairs but call me for approval before continuing if price exceeds: \$ \_\_\_\_\_

Sign \_\_\_\_\_

Replace D/S Mark/turn Signal bulbs.

status Green Fine

CD Inop - no load of Disc - Replace Radio.

Remote Start inop. Re calibrate BCM.

Cruise Inop - Re calibrate Brake Pedal Position Sensor.

NPF.

6	OFF	TIME	58658	R.O. NO	58658	FAT RATE PRICE	2.8	BR. NO	47	OPR NO	
	ON										

"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 - Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice # [REDACTED]

Tag # [REDACTED]

Customer # [REDACTED]

Service Advisor: 49 BERNARD HELME

MANALAPAN, NJ

HOME: BUS [REDACTED]

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		23596	23596			
DEL DATE	PROD DATE	WARR EXP	PROMISED	STOCK #	RATE	PAYMENT	INV DATE	R.G. OPENED	READY
17MAR05			16:00 10NOV05	3762	84.00	CASH	10NOV05	14:36 10NOV05	16:08 10NOV05

STK:3782 DIR:02196

					COST	SALE	COMP	LIST	NET	TOTAL
A C/S NEW BCM MODULE WON'T PROGRAM FROM RO 57972										
CAUSE: NECC TO PARTS WARRANTY BCM MODULE										
N4800 MODULE, COMPUTER (CONTROL) BODY - REPLACE										
	41	W94	1.00 hrs.	1.00 hrs.	2645	8028			80.28	80.28
1	15234845	BCM 8374	13398		8374	13398	0	167.48	133.98	133.98
FC: PART#: COUNT:										
CLAIM TYPE:										
AUTH CODE:										
		8374			13398 TPARTS					
		2645			8028 TLABOR					
THANK YOU FOR YOUR PATRONAGE!										

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	8028	2645		[REDACTED]	13398	8374	
COST, SALE, & COMP TOTALS			11019				21426
							0

*Ad  
CMT# 6042*

*File Copy*

STATEMENT OF DISCLAIMER

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Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

THANK YOU!



CHEVROLET INC  
2506 Route 88 · Point Pleasant, NJ 08742  
www.defelicechevy.com  
Service: 732-899-0082

RO: [REDACTED]  
VIN #: 5F [REDACTED]  
TAG: 23596

MANALAPAN, NJ  
HOME: [REDACTED]  
BUS: [REDACTED]  
CELL: [REDACTED]

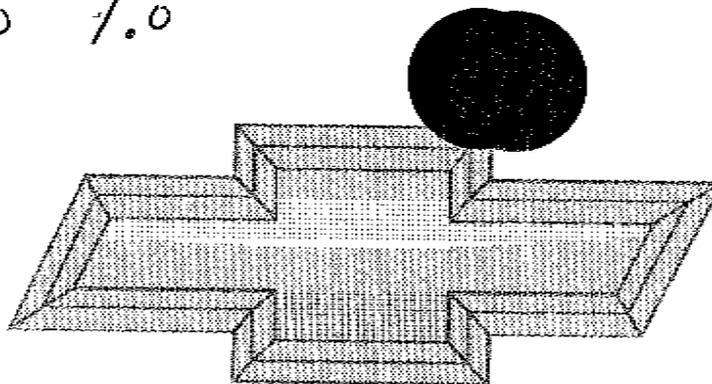
SERVICE ADVISOR: 49 HELME, BERNARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		24000				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05 I			16:00 10NOV05	3762	84.00	CASH		10NOV2005	

OPTIONS: STK:3762 DLR:02195

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			W94	C/S NEW BCM MODULE WON'T PROGRAM FROM RO 57972

N4800 1.0



Warranty Parts Returned to  
Parts Department

Parts \_\_\_\_\_  
Tech \_\_\_\_\_

**EXCLUSION OF WARRANTIES**

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

**AUTHORIZATION FOR REPAIRS**

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

**THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.**

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I do not want an estimate and you may proceed with repairs.

Please proceed with repairs but call me for approval before continuing if price exceeds: \$ \_\_\_\_\_

Signature \_\_\_\_\_

FAX COVER LETTER

DEFELICE CHEVROLET INC  
2506 ROUTE 88  
POINT PLEASANT, NJ 08742  
732-899-2844  
732-899-0082

FAXED TO: Mike Nighlonds 1-866-293-0851  
DATE: March 28, 2006  
FROM: Kathleen DeSanti  
PAGES SENT: 37

Case # 1-374434728

BCM - 1/NOV - Volt Program Locked

Check Systems (SPS) OK

Repair with one of the BCM.

Program - OK Systems OK.

STRAIGHT TIME (HRS)	HAT RATE PRICL	R. O. NO.	TIME	OFF
	10	58010	10:00	4:08
		OPER NO. AA551	10:00	4:08

"Family Owned & Operated"



# DeFelice



Goodwrench  
Service

CHEVROLET INC

2506 Route 88 · Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice # [REDACTED]

Tag # [REDACTED]

Customer # [REDACTED]

Service Advisor: **49 BERNARD HELME**

ANALAPAN, NJ  
HOME:  
CELL:

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885E [REDACTED]		23596	23596			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05			16:00 09NOV05	3762	84.00	CASH	10NOV05	10:27 09NOV05	16:00 10NOV05
STK:3762 DLR:02195					COST	LIST	NET	TOTAL	
						13.55	13.55	13.55	

**You may receive a Customer Satisfaction survey from GM.**

**If you feel you cannot rate our service "Completely Satisfied" please call our Service Manager.**

**Service Hours**  
Mon. - Fri. 7:30AM - 5:00PM

**Ask about our limited lifetime parts warranty**

- 1 FEDEX  
FC: 3R  
PART#: 21999831  
COUNT: 2  
CLAIM TYPE:  
AUTH CODE:  
VN
- G C/S HEADLAMPS FLICKER AT TIMES  
CAUSE: REPLACE BODY CONTROL MODULE  
N4800 MODULE, COMPUTER (CONTROL) BODY - REPLACE  
41 W94 3.00 hrs. 240.84
- 1 15287024 HEADLAMP 210.00
- 1 15234845 BCM 167.48 133.98 133.98
- FC: 6G  
PART#: 15234845  
COUNT: 2  
CLAIM TYPE:  
AUTH CODE: E  
OL
- B7290 HOUSING/ADJUSTER ASSEMBLY, COMPOSITE HEADLAMP - RIGHT - REPLACE 24.08
- 41 W94 0.30 hrs.
- FC: 1D PART#: COUNT: 0
- CLAIM TYPE:  
AUTH CODE: OJ
- H C/S PASS SIDE TURN SIGNAL LAMP IS INOP  
CAUSE: REPLACE BULB  
N0680 BULBS, PARK AND TURN SIGNAL LAMP (RIGHT) - REPLACE 24.08
- 41 W94 0.30 hrs.

## Warranty Copy

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Customer Signature \_\_\_\_\_

**APPOINTMENTS: 732-899-0082**

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

**THANK YOU!**



MANALAPAN, NJ  
HOME:  
CELL:

BUS:

"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 - Point Pleasant, NJ 08742

www.defeliceheavy.com

Service: 732-899-0082

Invoice #:

Tag #:

Customer #:

Service

Advisor: 49 BERNARD HELME

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		23596	23596			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	DATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05		16:00	09NOV05	3762	84.00	CASH	10NOV05	10:27 09NOV05	16:00 10NOV05

STK:3762 CLR:02195

					COST	SALE	COMP	LIST	NET	TOTAL
1	15803234 F-MIRROR	1135	1816		1135	1816	0	19.91	18.16	18.16
				FC: 1D						
				PART#: 15803234						
				COUNT: 1						
				CLAIM TYPE:						
				AUTH CODE:						
				VB						
				1816 TPARTS						
				2408 TLABOR						
D	C/S CHECK GAS CAP LIGHT COMES ON WHILE DRIVING AT TIMES									
				CAUSE: REPLACE GAS TANK						
				L1260 TANK, FUEL - REPLACE						
		41	W94	1.80 hrs.	1.80 hrs.					
1	22677577 F-TANK FUEL 25664				4761	14450			144.50	144.50
	41062				25664	41062	0	434.99	410.62	410.62
1	FEDEX 4296 4296				4296	4296	0	42.96	42.96	42.96
1	22677575 SENSOR FU 9180 14688				9180	14688	0	183.60	146.88	146.88
				FC: 1H PART#: COUNT: 0						
				CLAIM TYPE:						
				AUTH CODE:						
				AV						
				60046 TPARTS						
				14450 TLABOR						
					39140					
					4761					
	SUBL SLEEPY HOLLOW FUEL									
	CP					2100		2100		21.00
2100										21.00
E	C/S REAR WIPER IS INOP									
				CAUSE: REPLACE FUSE						
				N1720 FUSE - REPLACE						
		41	W94	0.20 hrs.	0.20 hrs.					
1	88909755 FUSE KIT 120 192				529	1606			16.06	16.06
					120	192	0	2.40	1.92	1.92

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Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

THANK YOU!

"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 · Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice #:

Tag #:

Customer #:

Service Advisor: 49 BERNARD HELME

MANALAPAN, NJ

HOME:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		23596	23596			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05			16:00 09NOV05	3762	84.00	CASH	10NOV05	10:27 09NOV05	16:00 10NOV05

STK 3762 DLR 02196

					COST	SALE	COMP	LIST	NET	TOTAL
				FC: 6G						
				PART#: 88909755						
				COUNT: 3						
				CLAIM TYPE:						
				AUTH CODE:						
				OJ						
			120	192 TPARTS						
					120	192				
			529	1606 TLABOR						
F	C/S FRONT WAHER FLUID LEAKS									
	CAUSE: REPLACE WINDSHIELD WASHER PUMP									
	N3860 PUMP ASSEMBLY, WASHER - WINDSHIELD - R&R OR REPLACE									
		41 W94	0.80 hrs.	0.80 hrs.	2116	6422			64.22	64.22
	1 21999831 F-PUMP 2451 3922				2451	3922	0	43.02	39.22	39.22
	1 FEDEX 847 1355				847	1355	0	13.55	13.55	13.55
				FC: 3R						
				PART#: 21999831						
				COUNT: 2						
				CLAIM TYPE:						
				AUTH CODE:						
				VN						
			3298	5277 TPARTS						
			2116	6422 TLABOR						
G	C/S HEADLAMPS FLICKER AT TIMES									
	CAUSE: REPLACE BODY CONTROL MODULE									
	N4800 MODULE, COMPUTER (CONTROL) BODY - REPLACE									
		41 W94	3.00 hrs.	3.00 hrs.	7935	24084			240.84	240.84
	1 15287024 HEADLAMP 12600 20160				12600	20160	0	210.00	201.60	201.60
	1 15234845 BCM 8374 13398				8374	13398	0	167.48	133.98	133.98
				FC: 6G						

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Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

THANK YOU!





"Family Owned & Operated"

DeFalice Chevrolet Inc

2506 Route 88 · Point Pleasant, NJ 08742

www.defalicechevy.com

Service: 732-899-0082

Invoice #:

Tag #:

Customer #:

Service

Advisor: 49 BERNARD HELME

MANALAPAN, NJ

HOME:

BUS

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		23596	23596			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05			16:00 09NOV05	3762	84.00	CASH	10NOV05	10:27 09NOV05	16:00 10NOV05

STR:3762 DLR:02195

COST SALE COMP LIST NET TOTAL

CLAIM TYPE:  
AUTH CODE: E  
PP

0  
6084

0 TPARTS  
18464 TLABOR

THANK YOU FOR YOUR PATRONAGE!

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	86700	28569			115032	73507	
	2100	2100			0	0	
	2100				201732		
COST, SALE, & COMP TOTALS			104176	203832	0		

File Copy

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	21.00
MISC. CHARGES	0.00
TOTAL CHARGES	21.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	21.00

THANK YOU!

Customer Number: [REDACTED]

4/ 232



"Family Owned & Operated"

**DeFelice**



CHEVROLET INC

2506 Route 88 · Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

RO: 57972

VIN #: 5F [REDACTED]

TAG: [REDACTED]

MANALAPAN, NJ

HOME: [REDACTED]

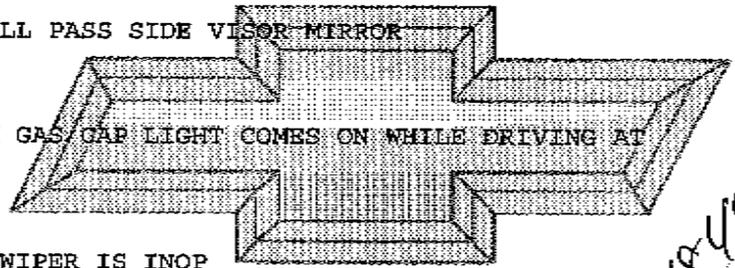
CELL: [REDACTED]

SERVICE ADVISOR: 49 HELME, BERNARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		23596				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05 I			16:00 09NOV05	3762	84.00	CASH		09NOV2005	

OPTIONS: STK:3762 DLR:02195

LINE OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	W94	C/S REAR SEAT HANDLE FALLS OFF , INSTALL SOP
# B	W94	C/S PASS SIDE AIR VENT FALLS OUT , INSTALL SOP
# C	W94	C/S INSTALL PASS SIDE VISOR MIRROR
# D	W94	C/S CHECK GAS GAP LIGHT COMES ON WHILE DRIVING AT TIMES
# E	W94	C/S REAR WIPER IS INOP
# F	W94	C/S FRONT WAHER FLUID LEAKS
# G	W94	C/S HEADLAMPS FLICKER AT TIMES



15234845 BCM  
3157  
12450/08

R/S Pack  
Bulbs  
Socket

Warranty Parts Returned to Parts Department

Parts \_\_\_\_\_

Tech \_\_\_\_\_

**EXCLUSION OF WARRANTIES**

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

**AUTHORIZATION FOR REPAIRS**

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

**THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.**

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I do not want an estimate and you may proceed with repairs.

Please proceed with repairs but call me for approval before continuing if price exceeds: \$



Customer Number: [REDACTED]

"Family Owned & Operated"



**DeFelice**



Goodwrench Service

CHEVROLET INC

2508 Route 88 · Point Pleasant, NJ 08742

www.defelicechevy.com  
Service: 732-899-0082

RO: 57972

VIN #: 5F [REDACTED]

TAG: [REDACTED]

SERVICE ADVISOR: 49 HELME, BERNARD

MANALAPAN, NJ  
HOME:  
CELL:

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		23596				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05 I			16:00 09NOV05	3762	84.00	CASH		09NOV2005	

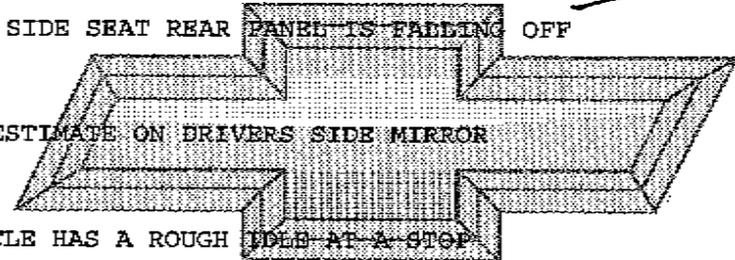
OPTIONS: STK:3762 DLR:02195

LINE	OP CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
# H			W94	C/S PASS SIDE TURN SIGNAL LAMP IS INOP

# I			W94	C/S VEHICLE CRANKS AFTER VEHICLE STARTS
-----	--	--	-----	---

12193604

# J			W94	C/S PASS SIDE SEAT REAR PANEL IS FALLING OFF
-----	--	--	-----	--



# K			CP	C/S GET ESTIMATE ON DRIVERS SIDE MIRROR
-----	--	--	----	---

# L			W94	C/S VEHICLE HAS A ROUGH IDLE AT A STOP
-----	--	--	-----	--

Warranty Parts Returned to Parts Department

Parts \_\_\_\_\_

Tech \_\_\_\_\_

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**AUTHORIZATION FOR REPAIRS**

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**THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.**

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I do not want an estimate and you may proceed with repairs.

[REDACTED] with repairs but call me for approval before cost exceeds: [REDACTED]

Signature: [REDACTED]

Customer Number: 9158687



CHEVROLET INC
2506 Route 88 - Point Pleasant, NJ 08742
www.defelicechevy.com
Service: 732-899-0082

RO: 57972
VIN #: 5F
TAG:

MANALAPAN, NJ
HOME:
CELL:

BUS:732-

SERVICE ADVISOR: 49 HELME, BERNARD

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, STOCK #, RATE, PAYMENT, INV. DATE, R.O. OPENED, READY

OPTIONS: STK:3762 DLR:02195

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
# A W94 C/S REAR SEAT HANDLE FALLS OFF , INSTALL SOP

# B W94 C/S PASS SIDE AIR VENT FALLS OUT , INSTALL SOP

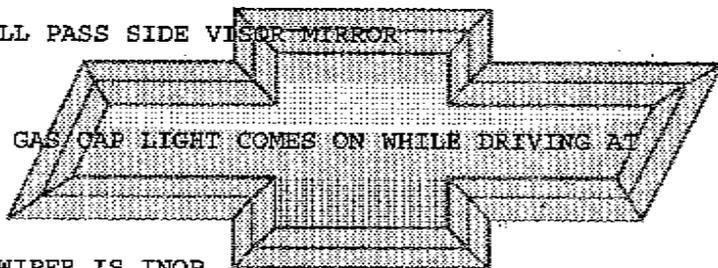
# C W94 C/S INSTALL PASS SIDE VISOR MIRROR

# D W94 C/S CHECK GAS /CAP LIGHT COMES ON WHILE DRIVING AT TIMES

# E W94 C/S REAR WIPER IS INOP

# F W94 C/S FRONT WAHER FLUID LEAKS

# G W94 C/S HEADLAMPS FLICKER AT TIMES



567
4488

Warranty Parts Returned to
Parts Department

Parts \_\_\_\_\_

Tech \_\_\_\_\_

EXCLUSION OF WARRANTIES

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AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter.

THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.

Table with columns: REVISED ESTIMATE (1), DATE, TIME, BY, REVISED ESTIMATE (2), DATE, TIME, BY

I do not want an estimate and you may proceed with repairs.

Please proceed with repairs but call me for approval before continuing if price exceeds: \$

Signature \_\_\_\_\_

Customer Number: [REDACTED]

"Family Owned & Operated"



**DeFelice**



**Goodwrench Service**

CHEVROLET INC

2506 Route 88 · Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

RO: 57972

VIN #: 5E [REDACTED]

TAG: [REDACTED]

MANALAPAN, NJ

HOME:

BUS: [REDACTED]

CELL:

SERVICE ADVISOR: **49 HELME, BERNARD**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		23596				
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05 I			16:00 09NOV05	3762	84.00	CASH		09NOV2005	

OPT.ONS: STK:3762 DLR:02195

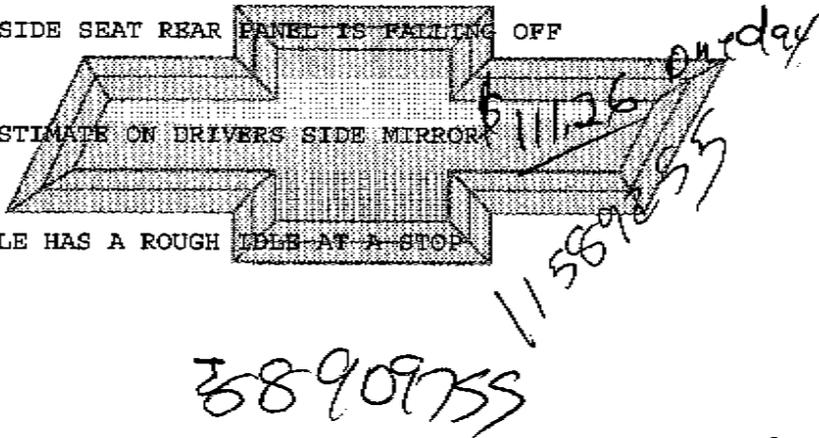
LINE	OP CODE	TECH.	TYPE	DESCRIPTION/INSTRUCTIONS
# H			W94	C/S PASS SIDE TURN SIGNAL LAMP IS INOP

# I			W94	C/S VEHICLE CRANKS AFTER VEHICLE STARTS
-----	--	--	-----	---

# J			W94	C/S PASS SIDE SEAT REAR PANEL IS FALLING OFF
-----	--	--	-----	--

# K			CP	C/S GET ESTIMATE ON DRIVERS SIDE MIRROR
-----	--	--	----	---

# L			W94	C/S VEHICLE HAS A ROUGH IDLE AT A STOP
-----	--	--	-----	--



15284866 panel

2199783/92

Ayo 15284867

Warranty Parts Returned to Parts Department

Parts \_\_\_\_\_

Tech \_\_\_\_\_

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THERE WILL BE A MINIMUM LABOR CHARGE FOR TIME SPENT TO DIAGNOSE YOUR PROBLEM.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)	DATE	TIME	BY

I do not want an estimate and you may proceed with repairs.

Please proceed with repairs but call me for approval before continuing if price exceeds: \$ \_\_\_\_\_

Signature \_\_\_\_\_

Rear Seat handle (P/B) broke around shaft. Replace handle.

Poss - Side Air Vent on dash falling apart, Replace Vent assembly.

Poss Side Mirror glass fell out - Replace Mirror only.

"Check Gas Cap" Message - Fuel Valve PC453 Large EVAP leak.  
Fuel Ballista # Labor opp. Replace Tank + Sender.

Rear Window neg - Fuse blown. Replace Fuse - Test OK

Washer Pump won't pump fluid. - Replace Pmp.

Marker/Turn Signal out - R/L - Socket burnt, only comes on full light  
assy. - Replace Leadloop assy.

High Beams & Flicker on + off while driving. Inspect high beam - OK Call TAC

Mike Hiffer - 8576503 - No Good.

replace BCM - Program - Unable to Program - Locked.

STRAIGHT TIME (PES)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	450	57972		
		4/1/04		
		Palmer		
			ON	

STRAIGHT TIME (PES)	RATE PRICE	R.O. NO.	TIME	OFF
	58	57972		
		4/1/04		
		Palmer		
			ON	

STRAIGHT TIME (PES)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	08	57972		
		4/1/04		
		Palmer		
			ON	

Vehicle crashes after start - Fuel sticking Relay  
Replng STARTER Relay, + RUN Relay

Pass Seat back fell off - broken - Replace seat back  
Panel

Idle - OK - Normal.

"Family Owned & Operated"



# DeFelice



Goodwrench Service

CHEVROLET INC

2506 Route 88 - Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: **5 EDWARD KISER**

MANALAPAN, NJ

HOME: [REDACTED] BUS: [REDACTED]

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		18096	18096			
DEL DATE	PROD DATE	WARR EXP	PROMISED	STOCK #	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
17MAR05			16:00 16SEP05	3762	84.00	CHG	14NOV05	09:02 16SEP05	16:19 16SEP05

STK:3762 DLR:02195

### C C/S DRL GO OFF AT TIMES AND FLASH

CAUSE:

N0680 BULBS, PARK AND TURN SIGNAL LAMP (RIGHT) - REPLACE

41 W94 0.30 hrs.

1 12450108 BULB  
 FC: 1D  
 PART#: 12450108  
 COUNT: 1  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ

COST	LIST	NET	TOTAL
	3.19	2.54	24.08
			2.54

THANK YOU FOR YOUR PATRONAGE!

## Warranty Copy

### STATEMENT OF DISCLAIMER

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Customer Signature \_\_\_\_\_

**APPOINTMENTS: 732-899-0082**

LABOR AMOUNT	24.08
PARTS AMOUNT	2.54
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	26.62
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	26.62

THANK YOU!

You may receive a Customer Satisfaction survey from GM.

If you feel you cannot rate our service "Completely Satisfied" please call our Service Manager.

### Service Hours

Mon. - Fri. 7:30AM - 5:00PM

Ask about our limited lifetime parts warranty

"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 Point Pleasant, NJ 08742

www.defelicechevy.com

Service: 732-899-0082

Invoice #: [REDACTED]

Tag #: [REDACTED]

Customer #: [REDACTED]

Service Advisor: **5 EDWARD KISER**

MANALAPAN, NJ  
HOME:  
CELL:

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F [REDACTED]		18096	18096			
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	STOCK #	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
17MAR05			16:00 16SEP05	3762	84.00	CASH	16SEP05	09:02 16SEP05	16:19 16SEP05

STK:3762 DLF:02195

LUBE 5 QTS OIL

CP

COST	SALE	COMP	LIST	NET	TOTAL
------	------	------	------	-----	-------

850	1200			12.00	12.00
-----	------	--	--	-------	-------

THANK YOU FOR YOUR PATRONAGE!

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	12600	4761		[REDACTED]	2408	794	
	254	159			6911	4188	
	1200	850			1243	0	
	2662				21954		

COST, SALE, & COMP TOTALS	10752	23373	0
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*Ad  
cm 6/24*

File Copy

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Customer Signature \_\_\_\_\_

**APPOINTMENTS: 732-899-0082**

LABOR AMOUNT	126.00
PARTS AMOUNT	69.11
GAS, OIL, LUBE	12.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	207.11
ADJUSTMENTS	0.00
SALES TAX	12.43
PLEASE PAY THIS AMOUNT	<b>219.54</b>

THANK YOU!

"Family Owned & Operated"

DeFelice Chevrolet Inc

2506 Route 88 Point Pleasant, NJ 08742

www.defelicehevy.com

Service: 732-899-0082

Invoice #

Tag #

Customer #

Service Advisor: 5 EDWARD KISER

MANALAPAN, NJ

HOME: BUS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	CHEVROLET MALIBU	1G1ZT64885F		18096	18096			
DEL DATE	PROD DATE	WARR EXP	PROMISED	STOCK #	RATE	PAYMENT	INV DATE	R.O. OPENED	READY
17MAR05			16:00 16SEP05	3762	84.00	CASH	16SEP05	09:02 16SEP05	16:19 16SEP05

STK:3762 DLR:02185

					COST	SALE	COMP	LIST	NET	TOTAL
	SOP SPECIAL ORDER PART/ PART NOT IN STOCK									
H	C/S CK PASS SIDE SUNVISOR FELL APART	41 CP	0.00 hrs.	0.00 hrs.	0	0			0.00	0.00
	SOP SPECIAL ORDER PART/ PART NOT IN STOCK									
I	C/S CK GAS CAP CODES COMES ON	41 CP	0.00 hrs.	0.00 hrs.	0	0			0.00	0.00
	70 TESTED FOR CODES NONE PRESENT , CAP OK									
J	C/S CK SOMETIMES HARD TO PUT GAS IN TRUCK	41 CP	0.00 hrs.	0.00 hrs.	0	0			0.00	0.00
	DNV DID NOT VERIFY CUSTOMER CONCERN AT THIS TIME									
K	C/S CK CTR CONSOLE LOWER ARES LOSE AND FALLS OFF	41 CP	0.00 hrs.	0.00 hrs.	0	0			0.00	0.00
	70 SECURED PANELS									
L	C/S CK BRAKES , SQUEAK SOMETIMES	41 CP	0.00 hrs.	0.00 hrs.	0	0			0.00	0.00
	70 BRAKES ARE OK PLENTY OF PADS LEFT									
M	C/S CK POWER STEERING FLUID LEAKS	41 CP	0.00 hrs.	0.00 hrs.	0	0			0.00	0.00
	DNV CAR IS EQUIPED WITH ELECTRIC STEERING HAS NO FLUID									
N	PERFORM 15000 MILE SERVICE	41 CP	0.00 hrs.	0.00 hrs.	0	0			0.00	0.00
	15K OIL AND FILTER CHANGE LUBE CHASSIS CHECK ALL FLUID LEVELS INSPECT TIRES SET									
	PRESSURE INSPECT COOLANT HOSES AND FUEL LINES CLEAN PCV SYSTEM PERFORM FUEL									
	INJECTION SERVICE REPLACE FUEL FILTER CLEAN AND INSPECT BRAKES 26 POINT INSPECTION									
		41 CP	1.80 hrs.	1.80 hrs.	4761	12600			126.00	126.00
	1	25099149 FILTER AS 553 1016			553	1016	0	10.16	10.16	10.16
	1	25010792 OIL FLTR 340 600			340	600	0	6.00	6.00	6.00
	1	ESC600 INJ. KIT 3295 5295			3295	5295	0	52.95	52.95	52.95

File Top 126.00 10.16 10.16 6.00 6.00 52.95 52.95 52.95

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Customer Signature \_\_\_\_\_

APPOINTMENTS: 732-899-0082

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

THANK YOU!

03-28-2006 12:00

DEFELICE CHEVY 7328992437

PAGE34

**Overallowance/Incentives/Negative Equity Form (non-Florida)**

**Customer:** [REDACTED]

**Request #:** 1-374434728

**BBB#:** CHV0532384

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$22,069.79
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$23,455.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$1,385.21

Trade Allowance (from dealer Bill of Sale)	\$n/a
Actual Cash Value Statement	\$n/a
Difference (if positive, this is the overallowance)	\$n/a

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

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$22,069.79
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$3,000.00
Overallowance and/or Negative Equity minus	\$n/a
Actual price of Vehicle that should be presented to BBB for ATA	\$19,069.79



### CHEVROLET

1292 Route 9 South  
P.O. Box 448  
Old Bridge, New Jersey 08857-0448  
Telephone 732-316-2600

# FAX ~ FAX ~ FAX ~ FAX

TO: Gm ATTENTION: Michael - Highlands

FROM: \_\_\_\_\_ DATE: 3/28/06 TIME: \_\_\_\_\_

FAX NUMBER DIALED: 866-293-0851 TOTAL NO. OF PAGES INCLUDING COVER: 5

IN REFERENCE TO: File # 1-374434728

FAXED FROM:

( ) 732-316-9608 (Office)                       732-316-9590 (Parts Dept.)

( ) 732-316-9470 (Sales Dept.)                ( ) 732-316-9616 (Finance Office)

URGENT     FOR REVIEW     PLEASE COMMENT     PLEASE REPLY

NOTES/COMMENTS:

PLEASE NOTE: THE INFORMATION CONTAINED IN THIS FAX MESSAGE IS PRIVILEGED & CONFIDENTIAL, AND IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL NAMED ABOVE AND OTHERS WHO HAVE BEEN SPECIFICALLY AUTHORIZED TO RECEIVE IT. IF YOU ARE NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPY OF THIS COMMUNICATION IS STRICTLY *PROHIBITED*. IF YOU RECEIVE THIS COMMUNICATION IN ERROR, OR IF ANY PROBLEMS OCCUR WITH THIS TRANSMISSION, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE: (732) 316-2600.  
THANK YOU!

1292 ROUTE 9 SOUTH • PHONE (732) 316-2600  
 OLD BRIDGE, NJ 08857

SERVICE HRS: M-F 7:30 AM - 5:00 PM

www.oasisautocenter.com

www.Chevyservice@oasisautocenter.com



CHEVROLET

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

P & A CODE: 02098 (CHECK (✓) APPROPRIATE BOX)

CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT
---------------	-------------------------------	-----------------

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date

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 REPRESENTATIVES OF THE APPROPRIATE MANUFACTURER.

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

SERVICE INSTALLED PARTS	DATE INSTALLED	DATE OUT	CROSS REFERENCE NUMBER
MO. DAY YR.	ACCRUED MILEAGE	OMIT TENTHS	CROSS REFERENCE TO
PROGRAM CODE	APPROVAL CODE OR NO.	COMMITMENT CODE	

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C19817

ENGLISHTOWN NJ

ENGLISHTOWN NJ

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 6918 ADV: 274 RAPP, RAN INVOICE: PRELIM CUS C RR  
 TAX RULES: YY1NN INVOICED: 03/22/2006 15:22:12  
 ODOMETER IN: 35643 OUT: 35643 DIST: 1G1  
 DATES BEGIN: 03/16/06 DONE: 03/22/06

VIN 1G1ZT64885F LICENSE NUMBER: NJ NA  
 05 CHEVROLET MALIBUMAXX LS 5DR SDN  
 DATES INSERVICE: 031705

CONCERN	DESCRIPTION	OPERATION	TECH	AMOUNT
51	C/S VEH HAS A BRAKE PULSATION	X	058	\$ 260.00
CORRECTION	PREFORM FRONT / REAR BRAKE SERVICE			
	PART NUMBER PO# NOTE DESCRIPTION QTY SELL			
	000 022731037 PAD KIT 1S 100.00 100.00			
	000 015243254 PAD KIT 1S 100.00 100.00			
FACTORY	TECH: 058 - POLAND, RICHARD SS#: 9718			
SUBTOTAL				200.00
PARTS				260.00
LAB-MECHANICAL				466.60
TOTAL CHARGE FOR CONCERN				27.60
TYPE: C				492.20

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C19817

PARTS	200.00
SERVICE SUPPLIES	4.60
LAB-MECHANICAL	260.00
SUB-TOTAL	466.60
TAX	27.60
TOTAL CHARGE	492.20

PAYMENT DISTRIBUTION FOR INVOICE C19817

TOTAL CHARGE	492.20
CASH DUE	492.20

MAR 22 2006

*Amex*

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED RO# DATES INVOICED  
 03/16/06 19818 WAR - 03/21/06 (P)

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RANDALL RAPP  
 OUR GOAL IS TO EARN YOUR COMPLETE SATISFACTION. IF WHEN FILLING OUT  
 THE SURVEY YOU DON'T FEEL YOU CAN RATE US COMPLETELY SATISFIED  
 CONTACT ME, BOB SLATER 732-591-1111 EXT 102



94842

ON LINE SERVICE INVOICING BY UCS © 1979

CUSTOMER SIGNATURE

OASIS CHEVROLET, L.L.C.

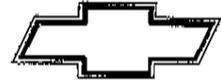
1292 ROUTE 9 SOUTH • PHONE (732) 316-2600

OLD BRIDGE, NJ 08857

SERVICE HRS: M-F 7:30 AM - 5:00 PM

www.oasisautocenter.com

www.Chevyservice@oasisautocenter.com



CHEVROLET

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

P & A CODE: 02098			(CHECK (✓) APPROPRIATE BOX)			MILEAGE OUT				
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT								
\$ PARTS	\$ LABOR	\$ TOTAL	SERVICE INSTALLED PARTS		DATE INSTALLED		DATE OUT		CROSS REFERENCE NUMBER	
Authorized Signature And Date 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 REPRESENTATIVES OF THE APPROPRIATE MANUFACTURER.			MO.   DAY   YR.		ACCRUED MILEAGE		PROGRAM CODE		APPROVAL CODE OR NO.   COMMITMENT CODE	
(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)			OMIT TENTHS		CROSS REFERENCE TO					

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: C19817  
 [REDACTED] FOR OFFICE USE ADELMAN, DON  
 TAG: 6918 ADV: 274 RAPP, RA INVOICED: 03/22/2006 15:22:12 RR 05 MALIBUMAXX VEHICLE INFORMATION  
 LICENSE NUMBER: NJ NA

CASH [ ] CHECK [ ] CHECK # \_\_\_\_\_ ACCT CHARGE [ ]  
 V [ ] M [ ] AMER [ ] D [ ]

PAGE 2  
LAST PAGE

84842

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ON LINE SERVICE INVOICING BY

1 800 888 8888

1 800 888 8888

X \_\_\_\_\_  
CUSTOMER SIGNATURE

1292 ROUTE 9 SOUTH • PHONE (732) 316-2600  
OLD BRIDGE, NJ 08857

SERVICE HRS: M-F 7:30 AM - 5:00 PM

www.oasisautocenter.com

www.Chevyservice@oasisautocenter.com

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED



P & A CODE: 02098 (CHECK (✓) APPROPRIATE BOX)

CLAIMS REVIEW  AUTHORIZATION TO SUBMIT CLAIM  PARTS SCRAP OUT

\$ PARTS \$ LABOR \$ TOTAL

Authorized Signature And Date  
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 REPRESENTATIVES OF THE APPROPRIATE MANUFACTURER.

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

SERVICE INSTALLED PARTS	MILEAGE OUT	CROSS REFERENCE NUMBER	
DATE INSTALLED	DATE OUT		
MO. DAY YR.		PROGRAM CODE	APPROVAL CODE OR NO.
ACCRUED MILEAGE			COMMITMENT CODE
OMIT TENTHS			
CROSS REFERENCE TO			

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W19818

ENGLISHTOWN NJ  
HOME: ( )

ENGLISHTOWN NJ  
HOME: ( )

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 6918 ADV: 274 RAPP, RAN INVOICE: PRELIM WAR W RR  
TAX RULES: YY3MN INVOICED: 03/21/2006 11:47:51  
ODOMETER IN: 35643 OUT: 35643 DIST: 1G1  
DATES BEGIN: 03/16/06 DONE: 03/21/06

VIN 1G1ZT64885F  
05 CHEVROLET MALIBUMAXX LS  
DATES INSERVICE: 031705  
LICENSE NUMBER: NJ NA  
5DR SDN

CONCERN 51 C/S RADIO DOES NOT HAVE AM  
CAUSE  
CORRECTION NORMAL CONDITION  
COMMENT WPI  
FACTORY TECH: 058 - POLAND, RICHARD SS#: 9718  
FAIL CODE : X

OPERATION	TECH	HOURS	AMOUNT
Z6998	058	.6	

CONCERN 52 C/S STEERING IS HARD TO USE WHEN COLD  
CAUSE WORN CONTROL ARMS  
CORRECTION REPLACE BOTH LOWER CONTRL ARMS AS PER BULLETIN

OPERATION	TECH	HOURS	AMOUNT
X	058	.0	

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
SPO 022730775			ARM	1	
SPO 022730776			ARM	1	

FACTORY TECH: 058 - POLAND, RICHARD SS#: 9718  
FAIL CODE : X  
FP-022730775

CONCERN 53 C/S DRLS KEEP SHORTING OUT  
CAUSE MELTED CONNECTOR L/F HEADLAMP  
CORRECTION R&R L/F HEADLAMP ASSY

OPERATION	TECH	HOURS	AMOUNT
NP	058	.0	

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
SPO 015287023			HEADLAMP	1	

FACTORY TECH: 058 - POLAND, RICHARD SS#: 9718  
FAIL CODE : X  
FP-015287023

REPRINTED 1 TIMES

E 1

94842

0-1879

ON LINE SERVICE INVOICING BY UCS

X

CUSTOMER SIGNATURE

OASIS CHEVROLET, L.L.C.

1292 ROUTE 9 SOUTH • PHONE (732) 316-2600

OLD BRIDGE, NJ 08857

SERVICE HRS: M-F 7:30 AM - 5:00 PM

www.oasisautocenter.com

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CHEVROLET

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

P & A CODE: 02098			(CHECK (✓) APPROPRIATE BOX)			MILEAGE OUT				
<input type="checkbox"/> CLAIMS REVIEW	<input type="checkbox"/> AUTHORIZATION TO SUBMIT CLAIM	<input type="checkbox"/> PARTS SCRAP OUT								
\$ PARTS	\$ LABOR	\$ TOTAL								
Authorized Signature And Date 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 REPRESENTATIVES OF THE APPROPRIATE MANUFACTURER.			SERVICE INSTALLED PARTS		DATE INSTALLED		DATE OUT		CROSS REFERENCE NUMBER	
(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)			MO. DAY YR.		ACCRUED MILEAGE		OMIT TENTHS		PROGRAM CODE	
			CROSS REFERENCE TO				APPROVAL CODE OR NO.		COMMITMENT CODE	

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 6918 ADV: 274 RAPP, RA INVOICED: 03/21/2006 11:47:51 RR

05 MALIBUMAXX

LICENSE NUMBER: NJ NA

CONCERN 54 C/S CRUISE CONTROL INOP  
CAUSE

OPERATION	TECH	HOURS	AMOUNT
NP	058	.0	

CORRECTION NO PROBLEM FOUND

FACTORY TECH: 058 - POLAND, RICHARD SS#: 9718  
FAIL CODE : X

CONCERN 56\* C/S FUEL CAP LIGHT DOES NOT COME ON  
CAUSE

OPERATION	TECH	HOURS	AMOUNT
NP	058	.0	

CORRECTION NO PROBLEM FOUND

FACTORY TECH: 058 - POLAND, RICHARD SS#: 9718  
FAIL CODE : X

PAYMENT DISTRIBUTION FOR INVOICE W19818

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED	RO#	DATES INVOICED
03/16/06		19817

IF YOU HAVE ANY QUESTIONS - PLEASE SEE RANDALL RAPP  
 OUR GOAL IS TO EARN YOUR COMPLETE SATISFACTION. IF WHEN FILLING OUT  
 THE SURVEY YOU DON'T FEEL YOU CAN RATE US COMPLETELY SATISFIED  
 CONTACT ME, BOB SLATER 732-591-1111 EXT 102  
 REPRINTED 1 TIMES

PAGE 2  
LAST PAGE

ON LINE SERVICE INVOICING BY UCS © 1979

X \_\_\_\_\_  
CUSTOMER SIGNATURE

January 28, 2014

[REDACTED]  
Starkville, MS [REDACTED]

Service Request: 1-379819760  
Customer Relationship Manager: Lisa Risch

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division  
General Motors Corporation

1-379819760

2005 MALIBU BASE SEDAN /L4G  
25U DARK BLUE METALLIC  
14D GRAY CLOTH  
ORDER NO. HTQZ6V/TRE STOCK NO.  
VIN 1G1 ZS52 F5 5F

CHEVROLET MOTOR DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD62526784

\*\*\*\*\*13\*17396S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZS69 MALIBU BASE SEDAN	19200.00	17568.00	INVOICE 03/30/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	135.00	SHIPPED 03/30/05
B37 FLOOR MATS	80.00	72.00	EXP I/T 04/12/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 04/12/05
K34 CRUISE CONTROL & REMOTE KEYLESS ENTRY	425.00	382.50	PRC EFF 03/30/05
L61 2.2L 4 CYL ENGINE	0.00	0.00	KEYS G2486 G2486
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	WFP-S QTR OPT-1
			BANK: GMAC - 008
			CHG-TO 17-396

SHIP WT: 3024  
HP: 18.4  
GMS: 18261.85  
SUPPLR: 19080.26  
MRM: 20480.00  
DAN: 20125  
MEMO 917.75

TOTAL MODEL & OPTIONS	19855.00	18157.50	ACT 231	18186.85
DESTINATION CHARGE	625.00	625.00	H/B 261	595.65
DEALER CO-OP ADVERTISING		198.55	ADV 261	198.55
TOTAL	20480.00	18981.05	PAY 310	18981.05
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		18097.40		

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*  
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

CARL HOGAN CHEVROLET-OLDSMOBILE-CADI  
REMIT TO GMAC NO. 008  
VIN 1G1ZS52F55F  
\$ 18981.05 INV 1AD62526784  
DUE 04/12/05 DEALER 17-396

Privileged and Confidential Information

CASE ASSESSMENT BY: MICHELLE CLEMENTS

Siebel/CARS Request No: 1-379819760

Customer Name: [REDACTED]

Year of Vehicle: 2005 Make: CHEVROLET Model: MALIBU Current Mileage: 17,000

Vehicle ID No.: 1G1ZS52F55F [REDACTED] In Service Date: 4/15/2005 Purchased: New

What is customer seeking: REPLACEMENT

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: TAIL LIGHTS FAILED

Date: Mileage: Days Out: Description of Repair:

NO RO'S LISTED FOR THIS CONCERN

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: INGINTION SWITCH INOPERATIVE AT TIMES – NO START

Date: Mileage: Days Out: Description of Repair:

11/4/05	12,611	1	UNABLE TO DUPLICATE AT THIS TIME
12/8/05	15,797	3	RAN DIAGNOSTIC TEST FOUND INTERMITTENT COMMUNICATION TO BCM – REPLACED BCM – CONFIGURED TO VEHICLE – CONFIGURED THEFT SYSTEM – REMOTE START AND BPP SENSOR
12/26/05	17,026	5	DTC U2107 – PERFORMED DIAGNOSTIC – ALL MODULES COMMUNICATING – CLEARED DTC – ROAD TESTED AND PASSED TEST

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: TURN SIGNAL BLINKS FAST

Date: Mileage: Days Out: Description of Repair:

11/4/05	12,611	*	CHECKED TURN SIGNAL FOUND PASSENGER SIDE FRONT AND REAR BULB BLOWN – R & R PASSENGER SIDE TURN SIGNAL FRONT AND REAR
---------	--------	---	--

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: NO POWER

Date: Mileage: Days Out: Description of Repair:

12/5/05	15,561	2	DRIVE BELT SEPERATED DUE TO BAD MATERIAL – REMOVED AND REPLACED ACCESSARY BELT
---------	--------	---	--

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: CRUISE CONTROL CUTS ITSELF OFF

Date: Mileage: Days Out: Description of Repair:

12/26/05	17,026	*	INDICATED ANGLE AT 34% P2119 CODE SET – REPLACED THROTTLE BODY AND GASKET CLEARED DTC
----------	--------	---	---

Total Days Out of Service: 11 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:  NO:

Team Manager Approval:

Date:

Privileged and Confidential Information

**What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?  
REPAIRS/REPLACEMENT/REPURCHASE LL**

**AVM and/or DEALER RECOMMENDATION(s):**

AVM STATES THAT HE THINKS THAT HE TALKED TO THE SVC MGR ABOUT THE CLAIM ALREADY AND HE THOUGHT THAT HE HAD IT HANDLED BUT HE WILL LOOK INTO THE INFO FURTHER.

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):**

NO GOODWILL OFFERS AT THIS TIME.

IF CUST IS HAVING A CONCERN WITH THE VEHICLE THEN CRM WILL HELP CUSTOMER GET INTO THE DEALER FOR REPAIRS.

Decision reached by CRM: Arbitrate case:  Settle case:

Team Manager Approval:

Date:



**BBB AUTO LINE**  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203-1838  
Phone 800.955.5100 Fax: 703.247.9700

**Council of Better Business Bureaus, Inc.**

February 23, 2006

Re: [REDACTED] vs Chevrolet Motor Division # CHV0634948 VIN: 1G1ZS52F55F [REDACTED]

[REDACTED]  
[REDACTED]  
STARKVILLE MS [REDACTED]

Dear [REDACTED]:

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

[REDACTED] representing General Motors Corporation have reached the following settlement: General Motors has agreed to repurchase the 2005 Malibu per the terms of the Mississippi lemon law within 30 days of this settlement letter. The customer is to pay \$3,800 for the usage of the vehicle and General Motors will refund the full purchase price plus all collateral charges allowable under the law.

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,

DeAngela Hamilton at Extension 501

cc: Michelle Clements



Council of Better Business Bureaus, Inc.

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

AGREEMENT TO ARBITRATE

Date: 02/02/06 Case Number: CHV0634948
Customer:
Business: Chevrolet
Mfr-Info: 1716 MS 1G1ZS52F55F

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Malibu
Year : 2005

All parties named above submit to arbitration the following:

- \* Vehicle won't start
\* Cruise control stopped working

The parties have come to agreement on the following:N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer :Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:
Purchase price: (reflects the deduction of a rebate, if applicable)

- \*
\*
\*
\*
\*
\*

(\* Indicates additional remedies that can only be included if a lemon law repurchase is awarded )

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following:N/A

FORM 76-002 / 65-003  
REV. 08/2005

VEHICLE APPLICATIONS FOR MAILING  
(Remittance Advice and Check, and  
Remittance Advice has space to list 12 applications.)  
Application for Certificate of Title,  
C.O. or Certificate of Title, face up,  
or support document(s).  
Sample, top section to hold 1,2,3, together.  
TO LARGER: As Use up to 9 Remittance  
Forms, or 100 apps. for single mailing.

### STATE TAX COMMISSION

DEPARTMENT OF REVENUE  
TITLE BUREAU - POST OFFICE BOX 1383  
JACKSON, MISSISSIPPI 39215

### APPLICATION FOR CERTIFICATE OF TITLE

First Miss. Title. Attach M.C.C. or other state title. Attach Miss. Title. Attach Miss. Title. Attach Miss. Title.

ORIGINAL (A)  CORRECTION (C)  TRANSFER (T)  LIEN CHANGE (L)

9-DIGIT EXAMPLE 1 2 3 4 5 6 7-91  
 MAKE (1)  TRK. TRACTOR (2)  AMB. (3)  TRK. (4)  BUS (5)  POWER (6)  MOTORCYCLE (7)  MOTOR-HOME (8)  TRK. VLR. (9)

MAKE: **HOLDEN** MODEL/SERIES: **HOLIDAY** CYL: **4** NO. PASS OR GVW: **4DR S** BODY TYPE: **DARK BLUE XI** COLOR: **B** FUEL: **B** VEHICLE IDENTIFICATION NO. (VIN): **7817852F35F** COUNTRY OF ORIGIN: **USA**

NAME OF SELLER: **MR. HOBBS AUTOMOTIVE, INC.** ADDRESS: **233 HWY 45 NORTH** CITY: **MEMPHIS** STATE: **MS** ZIP CODE: **39705**

PREVIOUS TITLE NO.: \_\_\_\_\_ TITLING STATE: \_\_\_\_\_ TAG NO.: \_\_\_\_\_ EXP. YR.: \_\_\_\_\_

BUYER'S NAME, FIRST, INITIAL (2); LAST OR FIRST, INITIAL: \_\_\_\_\_ STREET / APT. / P.O. BOX / \_\_\_\_\_

STATE: **MS** ZIP CODE: \_\_\_\_\_ CO. CODE: **S30** DATE OF PURCHASE: **04 15 2005** TRADE IN:  YES  NO PURCHASED OUT OF STATE:  YES  NO

NAME OF FINANCER: **HOSPITAL ONE AUTO FINANCE** ADDRESS: **PO BOX 255685**

STATE: **CA** ZIP CODE: **95865-5567** LIENHOLDER NUMBER: \_\_\_\_\_ DATE OF LIEN: **04 15 2005**

NAME OF SELLER: **MR. HOBBS AUTOMOTIVE, INC.** BY: *Swireath* AUTHORIZED SIGNATURE

I, THE UNDERSIGNED, CERTIFY THAT THE VEHICLE DESCRIBED ABOVE IS OWNED BY ME AND I HEREBY MAKE APPLICATION FOR A CERTIFICATE OF TITLE FOR SAID MOTOR VEHICLE, AND THIS VEHICLE IS NOT SUBJECT OF AN EXISTING LIEN UNLESS INDICATED ABOVE.

OWNER'S SIGNATURE: \_\_\_\_\_ SOCIAL SECURITY NUMBER: \_\_\_\_\_  
 (PERSONALLY SIGNED IN INK BY OWNER OR AUTHORIZED REPRESENTATIVE)

JOINT OWNER'S SIGNATURE: \_\_\_\_\_ SOCIAL SECURITY NUMBER: \_\_\_\_\_  
 (PERSONALLY SIGNED IN INK BY OWNER OR AUTHORIZED REPRESENTATIVE) (IF THERE IS NO JOINT OWNER LEAVE THIS LINE BLANK)

HEREBY CERTIFY THAT THE ABOVE DESCRIBED VEHICLE HAS BEEN PHYSICALLY INSPECTED BY ME AND THAT THE V.I.N. AND DESCRIPTIVE DATA SHOWN ON THIS APPLICATION ARE CORRECT AND FURTHER, I IDENTIFIED THE PERSON SIGNING THE APPLICATION AND WITNESSED HIS SIGNATURE.

DESIGNATED AGENT: **MR. HOBBS AUTOMOTIVE, INC.** BY: *Swireath* AUTHORIZED SIGNATURE

DESIGNATED AGENT NO. **63118132406** DATE **APRIL 15th, 2005** APPLICATION NUMBER **26669086**

THREE OF COPY 4 FOR IMPORTANT INFORMATION VERY TEMPORARY PERMIT

### Customer Claim Form

Contact Date: 01/10/06

Start Date:

Case Number: CHV0634948

Have you contacted the mfr regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

#### Titled Owner(s) Name & Address

[Redacted]

STARKVILLE, MS

Day Phone: [Redacted]

Evening Phone: [Redacted]

Cell Phone: [Redacted]

Fax Number:

E-mail Address:

Customer Contact Info:

#### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [Redacted]

Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic Number of vehicles owned or leased by the business: 0

Make: Chevrolet Model: Malibu Model Year: 2005 Current Mileage: 17000

Vehicle Identification Number: 1G1Z552E55F [Redacted]

Servicing Dealer/City/State : CARL HOGAN CHEVROLET-OLDSMOBIL,

Selling Dealer/City/State : CARL HOGAN CHEVROLET-OLDSMOBIL, COLUMBUS, MS

Insurance Carrier : Shelter Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident:

Description of Damage :

#### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 04/15/05 Mileage at purchase: 0

Lease Date: Mileage at lease:

Purchased As :  New  Used  Demo

Leased As :  New  Used  Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: Capitol One Finance

Leasing Company's Name:

Address: P.O. Box 260848

Address:

City/St/Zip: PLANO, TX 75026-0848

City/St/Zip:

Phone: (214) 800-946-0332

Phone:

Lienholder Acct # [Redacted]

Leasing Company's Acct #:

#### Customer's Desired Outcome (Describe what you want done to resolve your concern)

The customer would like to have the vehicle repurchased. I would like Another Vehicle, I don't HAVE ANY CONFIDENT in this CAR, ~~it~~ it Scared me HALF to death that rain Cold night when that Belt Broke. I could hardly keep it From the big Ditch. The SIGNAL light went out and I almost got hit in the back

Signature of Titled Owner(s) [Redacted] Date 1-13-06

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838



**Overallowance/Incentives/Negative Equity Form (non-Florida)****Customer:** [REDACTED]**Request #:** 1-379819760**BBB#:** CHV0634948

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$20,280.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$20,480.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$(200.00)

Trade Allowance (from dealer Bill of Sale)	\$2,500.00
Actual Cash Value Statement	\$3,000.00
Difference (if positive, this is the overallowance)	\$(500.00)

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$0
Actual Cash Value Statement	\$3,000.00
Difference (if positive, this is the negative equity )	\$0

<b>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, <u>verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$20,280.00
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$2,500.00
Overallowance and/or Negative Equity minus	\$0
Actual price of Vehicle that should be presented to BBB for ATA	\$17,780.00

## Voluntary Repurchase

xBBB Case     Straight

COMPLIANCE DATE: 4/25/06

ADR REQUEST NUMBER: 1-379819760

CUSTOMER NAME: [REDACTED]

LAST SIX OF VIN [REDACTED] \_\_\_\_\_

ADR CRM \_NIXON\_\_\_\_\_ EXT. \_20188\_\_\_\_\_

AVM \_TOM FINSTER\_\_\_ PHONE 901-233-4394\_\_\_\_\_

DATE ACCEPTANCE RECEIVED \_\_N/A\_\_\_\_\_

NUMBER OF DAYS FOR COMPLIANCE \_\_30\_\_\_\_\_

TEAM MANAGERS SIGNATURE: *Shannon Galford*

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

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.