

PRINT & COPY SHOP

[Redacted]

Starkville, MS [Redacted]

Phone: [Redacted]

Fax: [Redacted]

FAX COVER SHEET

TO: JMAC 866 827 1134

FROM: [Redacted]

SUBJECT: Registration Form

NUMBER OF PAGES INCLUDING COVER 2

Print Key Output

5722SS1 V5R3M0

OKTAX

02/28/06

10:56:37

Display Device : DSP15

User : NYG

MVMINQ01 MOTOR VEHICLE COLLECTIONS MVWINQ97/M4

Issue 4 29 2005 094342 Tp N Exp 4 2006 TD 201 2005 Decal 61817519 2006

VIN 1G1ZS52F55F Title Sur Dr 2 ID *****

Tag 790 KUA 00 TCode TNRGN TOC-C(N/T/D) N NewTag Y Yr 2005 Mk CHEV Tp 1

Registrant Code 1 Type Owner P PrevExp PrevCounty Fuel G

Tag Period 12 Months Tag Class AU PASSENGER CAR Type AU

Model MAL Cyl 04 Body 4D Pass Name:

Color BLU / BLU Title Status A Address:

PurDate 4 15 2005 OldTag City: STARKVILLE MS

Tax:None,Sales,Use,1-9 CSF? P/Spec: C Typ Fee Req 10.00

Price Trade = Cred Amt

SpecEq Yr Trl Yr GVW \$250.00 Pen Code (T.C.M)

Municipal Receipt: Tax Exempt Code

-- Value --	Full Priv Tax	15.00	Pen	.75	Credit	Net	15.75
Full	Pro Addt Priv Tax		Pen		Credit	Net	
5297	5297	Taxes	Penalty	Credits	Leg.Cr.	Total Tot AdVal	334.87
nty	34.0800	180.52	5.05		79.45	106.12 Tot Tax	360.62
ity	16.1500	85.55	2.42		37.07	50.90 Mail Fee	
SD	59.9800	317.71	8.47		148.33	177.85 TOTAL	360.62

Credits:Adv Prv Mo /Leg Grs Net Mos

Code 20050429094342TWST0213CA040716 I Check N

Added 4 / 29 / 2005 by GWEN Changed / / by

F13-PL

Please press PF3 For next record

Patricia Kight
Tax Assessor-Collector

copy per nyg

2333 Hwy 45 N. / PO Box 8120
Columbus, MS 39705
Phone: (662) 328-4351
Fax: (662) 328-7044 / (662) 244-5333

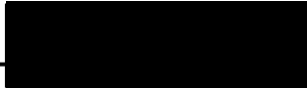


Fax

To: Michelle Climens **From:** Carl Hogan Chev
Fax: _____ **Date:** 1-12-06
Phone: _____ **Pages:** 5
Re: _____ **CC:** _____

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

•Comments:

Michelle this is info on 

Chevrolet Dealer Code: 17-396
 Oldsmobile Dealer Code: 01-083
 Cadillac Dealer Code: 25-166



CARL HOGAN AUTOMOTIVE, INC.
 2333 Highway 45 N. P.O. Box 8120
 COLUMBUS, MISSISSIPPI 39701-8120
 PHONE: (662) 328-4351 FAX: 328-7044

CHEVROLET TOYOTA *Cadillac*
 mazda Mitsubishi

CUSTOMER NO. [REDACTED]		ADVISOR BUZZY	TAG NO. 547	INVOICE DATE 04/13/05	INVOICE NO. [REDACTED]
CARL HOGAN AUTOMOTIVE INC PO BOX 8120 COLUMBUS, MS 39705-0030		LABOR RATE	LICENSE NO.	MILEAGE 3	COLOR DARK BLUE M
		YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR SDN	VEHICLE I.D. NO. 1G1Z552F55F [REDACTED]		STOCK NO. CV1248
		R.T.E. NO. 044-2211-4	R.O. NO.	DELIVERY DATE 04/15/05	DELIVERY MILES 15
		RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 04/13/05

MO: 11

LABOR & PARTS	DESCRIPTION	TECH(S)	INTERNAL
J# 1 07CVZPDI	PERFORM PDI SERVICE CUSTOMER STATES PERFORM PRE-DELIVERY INSPECTION COMPLETE PRE-DELIVERY INSPECTION SERVICE AS REQUIRED	4013	INTERNAL
JOB # 1 TOTAL LABOR & PARTS			0.00
J# 2 01CVZ	STATE INSPECTION CUSTOMER STATES PERFORM STATE INSPECTION PERFORM STATE INSPECTION	4013	INTERNAL
JOB # 2 TOTAL LABOR & PARTS			0.00
MISC	DESCRIPTION	CONTROL NO	INTERNAL
JOB # 2	STC LBR INSPC CAR		INTERNAL
JOB # 2	STS INSPECTION STICKER		INTERNAL
TOTALS			INTERNAL
TOTAL - MISC			0.00
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

DISCLAIMER OF WARRANTIES
 All expressed warranties, if any, by a manufacturer or supplier are theirs, not the dealers, unless otherwise provided in writing and furnished to the buyer by the dealer. Mississippi's implied warranty law may give the buyer additional rights.

ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION.
 SAVE DISCARD

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

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

Reprint and 4th mals 02/27/01 G 12205



CARL HOGAN AUTOMOTIVE, INC.
 2338 Highway 45 N. P.O. Box 8120
 COLUMBUS, MISSISSIPPI 39701-8120
 PHONE: (662) 328-4351 FAX: 328-7044
CHEVROLET TOYOTA *Cadillac*
Mazda Mitsubishi

CUSTOMER NO.	ADVISOR DUSTY	TAG NO. 499 3096	INVOICE DATE 11/04/05
LABOR RATE	LICENSE NO.	MILEAGE 12,611	COLOR DARK BLUE M
YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR SDN	STOCK NO. CV1248	DELIVERY DATE 04/15/05	DELIVERY MILES 15
VEHICLE I.D. NO. 1G1ZS52F55F	SELLING DEALER NO.	PRODUCTION DATE	
R.T.E. NO.	P.O. NO.	R.O. DATE 11/04/05	REPRINT# 1
RESIDENCE PHONE	COMMENTS		

MO: 12611

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 30CVZ1 MISC. REPAIR CUSTOMER STATES IGNITION SWITCH INOP AT TIMES, NO START UNABLE TO DUPLICATE AT THIS TIME			TECH(S):445		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 30CVZ1 MISC REPAIR CUSTOMER STATES TURN SIGNAL BLINKS FAST CHECKED TURN SIGNAL FOUND P/SIDE FRONT AND REAR BULB BLOWN R&R P/SIDE TURN SIGNAL FRONT AND REAR			TECH(S):445		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 03CVZLOF LUBE, OIL, FILTER CUSTOMER STATES CHG. OIL, FILTER AND LUBE CHASSIS PERFORM LUBE OIL AND FILTER SERVICE AND LUBE CHASSIS IF APPLICABLE			TECH(S):445		INTERNAL
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
				TOTAL LABOR	0.00
				TOTAL PARTS	0.00
				TOTAL SUBLET	0.00
				TOTAL G.O.G.	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX	0.00
				TOTAL INVOICE \$	0.00

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Reynolds and Reynolds 02/2005 C. 12885



CARL HOGAN AUTOMOTIVE, INC.

2333 Highway 45 N. P.O. Box 8120
COLUMBUS, MISSISSIPPI 39701-8120
PHONE: (662) 328-4351 FAX: 328-7044

CHEVROLET TOYOTA *Cadillac*
MAZDA Mitsubishi

CUSTOMER NO.	ADVISOR DUSTY	TAG NO. 499	INVOICE DATE 12/06/05	INVOICE NO.
STARKVILLE, MS	LABOR RATE	LICENSE NO.	MILEAGE 3750	COLOR DARK BLUE M
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE 04/15/05	STOCK NO. CV1248	DELIVERY MILES 15
	VEHICLE I.D. NO. 1G1ZS52F55F	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	R.O. DATE 12/05/05		
BUSINESS PHONE 999-9999	COMMENTS			

MO: 15561

LABOR & PARTS
JOB # 1 30CVZ

MISC: REPAIR
CUSTOMER STATES NO POWER
DRIVE BELT SEPERATED DUE TO BAD MATERIAL
REMOVED AND REPLACED ACCESSARY BELT

TECH(S): 4011

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	24466975	BELT 1.066		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	65765	26818	12/05/05	TOW IN	
				TOTAL - SUBLET	0.00
				TOTAL LABOR...	0.00
				TOTAL PARTS...	0.00
				TOTAL SUBLET...	0.00
				TOTAL G.O.G.	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				TOTAL INVOICE \$	0.00

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ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION.

SAVE DISCARD

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

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Reg. cert. and license. 02/01/01 0 322051



CARL HOGAN AUTOMOTIVE, INC.
 2333 Highway 45 N. P.O. Box 8120
 COLUMBUS, MISSISSIPPI 39701-8120
 PHONE: (662) 328-4351 FAX: 328-7044

CHEVROLET TOYOTA *Cadillac*
 MAZDA Mitsubishi

CUSTOMER NO.	ADVISOR DUSTY	TAG NO. 499 3831	INVOICE DATE 12/12/05	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 15,797	COLOR DARK BLUE M
STARKVILLE, MS	YEAR / MAKE / MODFL. 05/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE 04/15/05	STOCK NO. CV1248	DELIVERY MILES 15
	VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 5 5 F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T. & NO.	P.O. NO.	R.O. DATE 12/08/05	
	BUSINESS PHONE 999-9999	COMMENTS		

LABOR & PARTS
 JOB # 1 30CVZ MISC REPAIR TECH(S): 4028 WARRANTY
 MO: 15797

CUSTOMER STATES IGNITION SWITCH INOP AT TIMES. NO START AT TIMES
 RAN DIAG. TEST FOUND INTERMITTEN COMM. TO BCM
 REPLACED BCM CONFIGURED TO VEHICLE CONFIGURED THEFT SYSTEM
 REMOTE START AND BPP SENSOR

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PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15234845	BCM 2.560		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	65790	5361	12/13/05	FIVE DAY RENTAL	
TOTAL - SUBLET					0.00

ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION.
 SAVE DISCARD

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 *****

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

Recycle and Remains 5072501 0 0225



CARL HOGAN AUTOMOTIVE, INC.
 2333 Highway 45 N. P.O. Box 8120
 COLUMBUS, MISSISSIPPI 39701-8120
 PHONE: (662) 328-4351 FAX: 328-7044
CHEVROLET TOYOTA *Cadillac*
mazda Mitsubishi

CUSTOMER NO.	ADVISOR DON	TAG NO. 4015	INVOICE DATE 12/30/05	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 17,026	COLOR DARK BLUE M
STARKVILLE, MS	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR SDN	DELIVERY DATE 04/15/05	STOCK NO. CV1248	DELIVERY MILES 15
	VEHICLE I.D. NO. 1G1ZS52F55	SELLING DEALER NO.	PRODUCTION DATE	
	F.T. # NO.	R.O. DATE 12/26/05		
BUSINESS PHONE 999-9999	COMMENTS			

LABOR & PARTS
 #1 16CVZ DRIVEABILITY TECH(S):4028 WARRANTY
 CUSTOMER STATES CRUISE CONTROL CUTS ITSELF OFF
 INDICATED ANGLE AT 34% P2119 CODE SET
 REPLACED THROTTLE BODY & GASKET CLEARED DTC

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12568796	BD. THROT 3.336		
JOB # 1	1	24455111	SEAL 3.336		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

#2 14CVZCSC ELECTRICAL TEST TECH(S):4028 WARRANTY
 CUSTOMER STATES VEHICLE WONT START AT TIMES
 DTC U2107 PERFORMED DIAG ALL MODULES COMMUNICATING
 CLEARED DTC ROAD TESTED AND PASSED TEST

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

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

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ALL PARTS REMOVED WILL BE AVAILABLE FOR INSPECTION.
 SAVE DISCARD

CUSTOMER SIGNATURE

 DUPLICATE INVOICE *****

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

Remains and Remains... 9527501 0 012051

electronic Preliminary Repurchase Authorization (ePRA)

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

- 1.Date (mm/dd/yyyy): 02/25/2006
- 2.Customer Name: [REDACTED]
- 3.Customer Address: [REDACTED]
- 4.Customer City, State, and Zip: Starkville, Ms [REDACTED]
- 5.Primary Customer Phone #: [REDACTED] Work
- 6.Additional Customer Phone #: [REDACTED] Home
- 7.Customer fax #: _____
- 8. Cust Drivers Licenses # _____
- 9. State tax rate 7

Customer Vehicle Information

- 10.Year/Make/Model: 2005/Chevrolet/Malibu
- 11.VIN (17 Digits): 1G1ZS52F55F [REDACTED]
- 12.Current Mileage: 19,000
- 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Carl Hogan Automotive, Inc.
- 15.Dealership Phone #: (662) 328-4351
- 16.Dealership Contact Name and TITLE: _____
- 17.Dealership Contact Phone # (if different than Dealership #): _____
- 18.Dealership Contact Fax # (662)3287-7044
- 19.Dealership BAC: 158978 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 checked="" type="checkbox"/> Other |
| <input type="checkbox"/> GM SmartCare | <input type="checkbox"/> NOTHING OFFERED |
| <input type="checkbox"/> GMPP | |

- 21.Was a **TRADE** Repurchase offered? No
- 22.If this will not be a Trade Repurchase, Please explain Why? cust did not want to do a trade

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

- 23.CAC Case Number: [REDACTED]
- 24.TAC Case Number: N/A
- 25.If no TAC number, Explain: Dlr did not contact TAC

26.Reason for Repurchase (Include specific mechanical 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? STRAIGHT REPURCHASE
- 31.Vehicle Damage (explain what damage is present and who is responsible): cust will be responsible for any damages

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: 19,000/100,00 x20,280.00=3853.20

- 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: _____

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: Per the terms of the settlement letter, usage will be 3800

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/10/2006

42. Authorizer Name: Tom Finster/Michelle Clementsi

43. GM Position: AVM

44. VoiceMail Node: 972075 Mailbox Number: 8209

45. Email Address: thomas.finster@gmexpert.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.

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 ruling/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 #

2333 Hwy 45 N. / PO Box 8120
Columbus, MS 39705
Phone: (662) 328-4351
Fax: (662) 328-7044 / (662) 244-5333

**Carl Hogan
Automotive, Inc.**

Fax

To: Michelle Climons **From:** Carl Hogan Chev
Fax: _____ **Date:** 1-12-06
Phone: _____ **Pages:** 5
Re: _____ **CC:** _____

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

•Comments:

Michelle this is info on [REDACTED]

Chevrolet Dealer Code: 17-396

Oldsmobile Dealer Code: 01-083

Cadillac Dealer Code: 25-166

RETAIL ORDER FOR A MOTOR VEHICLE

CARL HOGAN AUTOMOTIVE, INC.

2333 HWY. 45 NORTH - P.O. BOX 8120
 COLUMBUS, MS 39705-8120
 PHONE: (662) 328-4351
 FAX: (662) 328-7044



04/15/05

SALESMAN JOEL KENT GRAY

CUSTOMER # 40727

ADDRESS: [REDACTED]
 CITY: STARKVILLE MS STATE: [REDACTED]
 RES. PHONE: [REDACTED] BUS. PHONE: [REDACTED]

PLEASE ENTER MY ORDER FOR THE FOLLOWING NEW USED DEMO CAR TRUCK RV
 YEAR 2005 MAKE CHEVROLET MODEL OR SERIES MALIBU BODY TYPE 4DR SDN COLOR DARK BLUE MET TRIM GRY CLT

MVI OR SERIAL NO. 1G1ZSS2F55F ODOMETER 15 STOCK # CV1248

PRICE OF VEHICLE	\$ 20200.00	TRADE-IN ALLOWANCE	\$ N/A
ENGINE	N/A	BALANCE OWED	N/A
ACCESSORIES	N/A	NET ALLOWANCE	\$ N/A
	N/A	CASH DOWN (RECEIPT #)	N/A
RETAIL DELIVERY FEE (Includes administrative services and salesperson retirement plan, this charge represents costs and/or profit to the seller/Dealer)	\$ 159.70	CASH DOWN (RECEIPT #)	2500.00
		TOTAL DOWN PAYMENT	\$ 2500.00

	N/A	TRADE INFORMATION	
	N/A	TRADE IN ORDER #	
	N/A	MAKE	ODOMETER
	N/A	YEAR	MODEL BODY
	N/A	SERIAL	
		TAG #	
		LIENHOLDER	
		ADDRESS	
		TITLE VERIFICATION	

SUBTOTAL	\$ 20439.70	BALANCE OWED	N/A
STATE & LOCAL TAXES	\$ 1021.99	VERIFIED BY	GOOD UNTIL
TITLE FEE AND/OR TAG FEE	\$ 10.00	PURCHASER ACKNOWLEDGES AND UNDERSTANDS THAT THE VEHICLE MAY HAVE SUFFERED DAMAGE DURING PRODUCTION, TRANSIT, OR WHILE IN THE POSSESSION OF THE DEALER. DEALER MAKES NO REPRESENTATIONS CONCERNING THE NATURE AND EXTENT OF ANY SUCH DAMAGE.	
1. TOTAL PRICE OF UNIT	\$ 21471.69		
2. TOTAL DOWN PAYMENT	\$ 2500.00		
3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between item 1 and 2)	\$ 18971.69	LIENHOLDER	CAPITAL ONE AUTO FINANCE
		PO BOX 255605	
		SACRAMENTO CA 95865-5587	

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.' MISSISSIPPI'S IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS. The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this agreement. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am of legal age, and hereby acknowledge receipt of a copy of this order. This order shall not become binding until accepted by Dealer or his authorized representative.

DATE 04/15/05

ACCEPTED BY: Joel Kent Gray

Customer Trade-In Evaluation Survey and Profile

Date: 4-15-05 Salesman: #679/Joel
 Customer Name: [Redacted] Phone #: [Redacted]
 Address: Stockville, MS [Redacted]

Primary Driver: [Redacted]

1. Repeat Customer? Yes No
2. Mileage on Odometer 92,411 Is the Mileage Accurate? Yes No
3. Annual Mileage: 12,000 How Many Miles on Current Tires? 30,000 Yes No
4. Do You Have the Title? Yes No
5. Is the Title Free and Clear? Yes No
6. Type of Driving City % 50 Hwy % 50 Offroad % Yes No
7. Vehicle Storage: Garage Yes No
8. Has This Car Had Any Major Mechanical Repairs? Yes No
 What Type of Repairs? N/A
9. Has This Car Ever Had Any Collision Damage? Yes No
 What Type of Collision Damage and What Was the Cost of the Repairs? N/A front grille hood
10. Does The Windshield Need Replacing at This Time? Yes No
 If Yes, Will You Be Willing To Allow Your Insurance Company To Participate? Yes No
 Deductible _____ Insurance Company _____
11. Was the Vehicle Purchased New? Yes No
12. Has this Car Been Smoked In? Yes No
13. Has this Car Been Used in Towing? Yes No
14. Date of Last Tune-Up? 10,000 flywheel Yes No
15. Date of Last Oil Change? 3-12-04 Has The Oil Been Changed Every 4000 Miles? Yes No
16. Records of Required Maintenance History? Yes No
17. Is This Car Equipped With a Spare and a Jack? Yes No
18. Does This Car Have a Warranty In Force Currently? Yes No
 Manufacturers Warranty? _____ Yes _____ No
 Extended Service Contract? _____ Yes _____ No
 Remaining Miles _____
 Remaining Miles _____
19. Environmental Protection Package.....Rust Proofing? Yes No
20. Paint Protection? _____ Yes _____ No Interior or Fabric Protection? _____ Yes _____ No
20. Previous GAP? _____ Yes _____ No Previous Credit Insurance? _____ Yes _____ No

I certify that I believe all of the information I have provided to be true and accurate.

[Signature]
 [Redacted]

Year: 01' Make: Chevy TRADE-IN Model: Impala
 Mileage: 92,410 Color: green Cyls: V6
 VIN: 2G1WF52E919 [Redacted]
 Previous Payment: _____ Lease _____ Cash _____ Finance X
 Payoff To: Novell
 Mailing Address: _____

Phone Number: 1-900-350-3561
 Amount to Payoff: \$13,624.00 APPROX... Good Until: 25th
 Account #: 558 [Redacted] Spoke To: _____
 MGR: _____

3000



General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: HENRY W SHERMAN
VIN: 1G1ZS5P2F55F [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) XX to the down payment of this vehicle, (b) where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or (c) a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
<u>GM REBATE</u>	\$ <u>2500.00</u>	<u> </u>
<u>Hot button Bonus cash</u>	\$ <u>N/A</u>	<u> </u>
<u> </u>	\$ <u>N/A</u>	<u> </u>
<u> </u>	\$ <u>N/A</u>	<u> </u>
<u> </u>	\$ <u>N/A</u>	<u> </u>
Total Incentive Amount Received	\$ <u>2500.00</u>	<u> </u>

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

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

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 04 15 05 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: 04 15 05

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: *Sean Walsh*

Date: 04 15 05

Dealership Name: CARL HOGAN AUTOMOTIVE, INC.

Dealer Code:

*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT No. _____ Date 04/15/2005	Seller CARL HOGAN AUTOMOTIVE, INC. 2333 HWY 45 NORTH COLUMBUS MS 39705	Buyer [REDACTED] <i>Page 1</i> STARKVILLE MS
	"We," "us," and "our" mean the Seller above, its successors and assigns. "You" and "your" mean each Buyer above, and guarantor, jointly and individually.	

SALE: You agree to purchase from us, on a time basis, subject to the terms and conditions of this contract and security agreement (Contract), the Motor Vehicle (Vehicle) and services described below. The Vehicle is sold in its present condition, together with the usual accessories and attachments.

Description of Motor Vehicle Purchased:	Year: 2005 Make: CHEVROLET Model: MALIBU	VIN: 161785ZF55F	Lic. No./Year: _____	Other: _____
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used				

Description of Trade-In: _____

SECURITY: To secure your payment and performance under the terms of this Contract, you give us a security interest in the Vehicle, all accessions, attachments, accessories, and equipment placed in or on the Vehicle, together called Property, and proceeds of the Property. You also assign to us and give us a security interest in proceeds and premium refunds of any insurance and service contracts purchased with this Contract.

PROMISE TO PAY AND PAYMENT TERMS: You promise to pay us the principal amount of \$ **18971.69**, plus finance charges accruing on the unpaid balance at the rate of **17.95** % per year from today's date until maturity. Finance charges accrue on a **365** day basis. After maturity, or after you default and we demand payment, we will earn finance charges on the unpaid balance at **17.95** % per year. You agree to pay this Contract according to the payment schedule and late charge provisions shown in the TRUTH IN LENDING DISCLOSURES. You also agree to pay any additional amounts according to the terms and conditions of this Contract.

DOWN PAYMENT: You also agree to pay, or apply to the Cash Price, on or before today's date, any cash, rebate and net trade-in value described in the ITEMIZATION OF AMOUNT FINANCED. You agree to make deferred payments as part of the cash down payment as reflected in your Payment Schedule.

TRUTH IN LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	AMOUNT FINANCED The amount of credit provided to you or on your behalf.	TOTAL OF PAYMENTS The amount you will have paid when you have made all scheduled payments.	TOTAL SALE PRICE The total cost of your purchase on credit, including your down payment of
17.95 %	\$ 12377.11	\$ 18971.69	\$ 31348.80	\$ 2500.00 \$ 33848.80

Payment Schedule: Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	435.40	MONTHLY BEGINNING: 05/30/2005

Security: You are giving a security interest in the Motor Vehicle purchased.
 Late Charge: If a payment is more than **10** days late, you will be charged **45.00 OR 5%** **WHICHEVER IS LESS**

Prepayment: If you pay off this Contract early, you will not have to pay a penalty.
Contract Provisions: You can see the terms of this Contract for any additional information about nonpayment, default, any required repayment before the scheduled date, and prepayment refunds and penalties.

CREDIT INSURANCE: Credit life, credit disability (accident and health), and any other insurance coverage quoted below, are not required to obtain credit and we will not provide them unless you sign and agree to pay the additional premium. If you want such insurance, we will obtain it for you (if you qualify for coverage). We are quoting below ONLY the coverages you have chosen to purchase.

Credit Life: Insured N/A
 Single Joint Premium \$ N/A Term N/A

Credit Disability: Insured N/A
 Single Joint Premium \$ N/A Term N/A

ITEMIZATION OF AMOUNT FINANCED

Vehicle Price (incl. sales tax of \$ 1021.99)	\$ 21461.69
Service Contract, Paid to: <u>N/A</u>	\$ <u>N/A</u>
Cash Price	\$ 21461.69
Manufacturer's Rebate	\$ 2500.00
Cash Down Payment	\$ <u>N/A</u>
Deferred Down Payment	\$ <u>N/A</u>
a. Total Cash/Rebate Down	\$ 2500.00
b. Trade-In Allowance	\$ <u>N/A</u>
c. Less: Amount owing	\$ <u>N/A</u>
Paid to:	
d. Net Trade-In (b. minus c.)	\$ <u>N/A</u>
e. Net Cash/Trade-In (a. plus d.)	\$ 2500.00
Down Payment (e., disclose as \$0 if negative)	\$ 2500.00
Unpaid Balance of Cash Price	\$ 18971.69

Your signature below means you want (only) the insurance coverage(s) quoted above. If none are quoted, you have declined any coverages we offered.

Buyer _____ d/o/b _____ Buyer _____ d/o/b _____

PROPERTY INSURANCE: You must insure the Property securing this Contract. You may purchase or provide the insurance through any insurance company reasonably acceptable to us. The collision coverage deductible may not exceed \$ N/A. If you get insurance from or through us you will pay \$ N/A for N/A of coverage.

This premium is calculated as follows:

- \$ N/A Deductible, Collision Coverage \$ N/A
- \$ N/A Deductible, Comprehensive Cov. \$ N/A
- Fire-Theft and Combined Additional Coverage \$ N/A
- N/A \$ N/A

Liability insurance coverage for bodily injury and motor vehicle damage caused to others is not included in this Contract unless checked and indicated.

SERVICE CONTRACT: With your purchase of the Vehicle, you agree to purchase a Service Contract to cover N/A

This Service Contract will be in effect for N/A

ASSIGNMENT: This Contract and Security Agreement is assigned to CREDIT ONE AUTO FINANCE the Assignee, phone (800) 945-9875. This assignment is made under the terms of a separate agreement. under the terms of the ASSIGNMENT BY SELLER on page 2. This assignment is made with recourse.

Seller: By [Signature] Date 04/15/2005

Paid to Public Officials - Filing Fees	\$	<u>5.00</u>
Insurance Premiums*	\$	<u>N/A</u>
Amount to Finance line e. (if e. is negative)	\$	<u>N/A</u>
To: <u>N/A</u>	\$	<u>N/A</u>
To: <u>N/A</u>	\$	<u>N/A</u>
To: <u>STATE OF MS - INSP FEE</u>	\$	<u>5.00</u>
To: <u>N/A</u>	\$	<u>N/A</u>
To: <u>N/A</u>	\$	<u>N/A</u>
Total Other Charges/Amounts Pd. to Others	\$	<u>10.00</u>
Less: Prepaid Finance Charges	\$	<u>N/A</u>
Amount Financed	\$	<u>18971.69</u>

*We may retain or receive a portion of this amount.

Notice to the Buyer: 1. Do not sign this contract before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the contract you sign.

BY SIGNING BELOW BUYER AGREES TO THE TERMS ON PAGES 1 AND 2 OF THIS CONTRACT AND ACKNOWLEDGES RECEIPT OF A COPY OF THIS CONTRACT.

Buyer: _____
Signature: _____ Date: 04/15/2005

Signature: _____ Date: _____
Seller: By [Signature]

Page 2

January 28, 2014

[REDACTED]
Marrero, LA 70072

Service Request: 1-398362185
Customer Relationship Manager: Mira Ratcliff

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,

Chevrolet Division
General Motors Corporation

January 28, 2014

Richard Dalton, Esq.
Dalton Law Firm
110 E Kaliste Saloom Rd Ste 101
Lafayette, LA 70508-8509

RE: [REDACTED] v. General Motors Corporation
Service Request: 1-398362185
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52804F [REDACTED]
Customer Relationship Specialist: Justin Vatter

Dear Mr. Dalton:

Enclosed please find one check to settle the above-referenced case in the amount of \$ 6,500.00 made payable to Shane and Rachel Lemaire and Richard Dalton

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,

Justin R Vatter
General Motors Corporation
866.790.5600 X11329

LG0008
V6302006

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE 07/17/06 AMOUNT *****6,500 DOLLARS *****00 CENTS *****6,500.00

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

MARRERO LA

Ribal C. [Signature]
SIGNATURE

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000190
VENDOR NAME [REDACTED]


CHECK NO. [REDACTED]
PAYMENT DATE 07/17/06

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52804F [REDACTED]	07/14/06 -3983621	VM. 1-6Y4WFE 85.1-6Y4WFE	00.0000	6,500.00	.00	6,500.00
TOTAL				6,500.00	.00	6,500.00

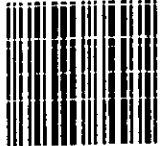
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

AP33CX



UNITED STATES
POSTAL SERVICE



9262 48326

U.S. POSTAGE
PAID
LAFAYETTE, LA
70501
JUN 14 06
AMOUNT
\$4.05
0058640-02

DALTON
LAW FIRM, L.L.C.

110 E. Kaliste Saloom Road
Suite 101
Lafayette, Louisiana 70508

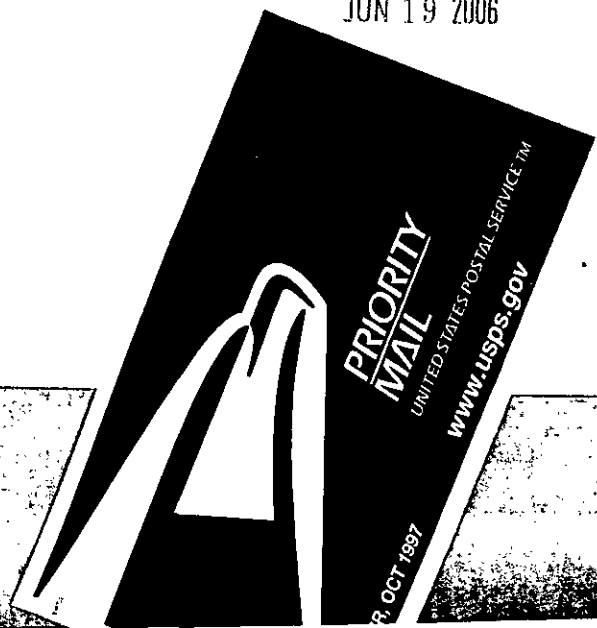
MSXI426 483262022 1805 10 06/17/06
NOTIFY SENDER OF NEW ADDRESS
: MSX INTERNATIONAL
1919 CONCEPT DR
WARREN MI 48091-6013



JUN 19 2006

General Motors Corporation
MSX International
Attention: ~~BRC~~ Legal
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

7





DALTON LAW FIRM, L.L.C.

Richard C. Dalton
Licensed in Texas & Louisiana

110 E. Kaliste Saloom Road
Suite 101
Lafayette, Louisiana 70508

Phone: (337) 262-0700
Fax: (337) 262-0679
E-Mail: rdalton746@aol.com

June 10, 2006

General Motors Corporation
MSX International
Attention: BRC Legal
MC 336-105-000
1426 Pacific Drive
Auburn Hills, MI 48326

RE: [REDACTED] : RACHEL LEMAIRE AND SHANE LEMAIRE VS.
GENERAL MOTORS CORPORATION
OUR FILE NO. : 06-0183-GMC
YOUR CLIENT : GENERAL MOTORS CORPORATION

Dear Sir/Madam:

CLAIM LETTER

Pursuant to the Louisiana Redhibition Laws, Magnuson-Moss Warranty Act, UCC Warranty Claims, Louisiana Unfair Trade Practice and Consumer Law Statute, Breach of Express Warranties, Breach of Implied Warranties, Negligence and Negligent Misrepresentation, I submit the following claim:

VEHICLE : 2004 CHEVROLET MALIBU
VIN : 1G1ZT52804E [REDACTED]
DATE OF PURCHASE : AUGUST 5, 2004
COMPLAINT(S) : DRIVEABILITY, STEERING, ELECTRICAL,
DOORS, INTERIOR, STEERING, AND CRUISE
CONTROL

Enclosed please find a copy of the following documents:

1. Sales Documents; and
2. Repair Orders

Our review of the repair orders indicate the following complaints and repairs:

1.	August 5, 2004	342 Miles	DRIVEABILITY
2.	August 5, 2004	342 Miles	STEERING
3.	November 17, 2004	5,093 Miles	ELECTRICAL
4.	November 22, 2004	5,191 Miles	ELECTRICAL
5.	October 5, 2004	3,346 Miles	DOORS
6.	October 5, 2004	3,346 Miles	INTERIOR
7.	October 5, 2004	3,346 Miles	STEERING

8.	February 10, 2005	8,976 Miles	CRUISE CONTROL
9.	February 10, 2005	8,976 Miles	ELECTRICAL

My client's complaints are that they purchased the vehicle based on your representations that this was a good quality vehicle and a dependable form of transportation. Further, they were told, any repairs pursuant to said warranty, would be done in a good and workmanlike manner. However, my clients have had repeated problems.

As a result of your actions, my clients have suffered damages and have incurred attorney's fees to date of \$2,000.00.

In addition to the above stated damages, my clients seek to rescind the contract and demands repayment of all losses.

I trust this matter will command your immediate attention.

If you have any questions, or need any additional information, then please do not hesitate to call me.

With best regards, I remain

Very truly yours,

DALTON LAW FIRM, L.L.C.



RICHARD C. DALTON

RCD\cp
Enclosures

RETAIL INSTALLMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number Contract Number

Buyer's (debtor's) exact legal name (insert only one debtor name (1a or 1b) - do not abbreviate or combine names)

1a Organization's name

1b Individual's last name First name Middle name Suffix

Mailing address City State Postal code Country

Tax ID: SSN or EIN Additional information for organization

Type of organization Jurisdiction of organization Organizational ID (enter 'none' if no ID)

Co-buyer's (debtor's) exact legal name (insert only one debtor name (2a or 2b) - do not abbreviate or combine names)

2a Organization's name

2b Individual's last name First name Middle name Suffix

Mailing address City State Postal code Country

Tax ID: SSN or EIN Additional information for organization

Type of organization Jurisdiction of organization Organizational ID (enter 'none' if no ID)

Seller-Creditor (Secured Party) Name (insert only one secured party name (3a or 3b))

3a Organization's name

3b Individual's last name First name Middle name Suffix

Mailing address City State Postal code Country

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	Body Style	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2004	CHEVROLET MALIBU	4DR SDN LS	1G17T52804E	<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 2001 Make SATURN Model I-200

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 \$ 0.00 is
9.95%	\$ 7437.84	\$ 22401.84	\$ 29839.68	\$ 29839.68

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 414.44	Monthly beginning 09/04/2004	

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. If you bought the vehicle for personal, family or household purposes, the maximum late charge will be \$15.

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 any accessories, services, and taxes)	\$ 20392.90 (1)
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in \$ 5000.00 - payoff by seller \$ 9888.44	
= net trade-in \$ -4888.44 + cash \$ N/A	
+ other (describe) \$ 3500.00	
3 Unpaid balance of cash price (1 minus 2)	\$ 20392.90 (3)
4 Other charges including amounts paid to others on your behalf (Seller may	

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Louisiana. You are not required to buy any other insurance to obtain credit.

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 Buyer and Co-Buyer (Joint)

Term _____ months Premium: \$ N/A

Credit Disability for Buyer

Term _____ months Premium: \$ N/A

N/A (Insurance Company)

N/A (Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays all or part of the amount you owe under this contract if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays all or part of the 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. See the policies or certificates from the named insurance companies for the details of the coverage these types of insurance provide, and for other terms and conditions.

B Other insurance paid to the insurance company	\$	N/A
C Official fees paid to government agencies	\$	10.00
D Government taxes not included in cash price	\$	N/A
E Government license and/or registration fees (describe) LIC = 38.00 TEMP = 4.00	\$	42.00
F Government certificate of title fees	\$	26.50
G Other charges (Seller must identify who is paid and describe purpose.)		
to _____ for _____	\$	N/A
to LESON CHEVROLET for DOC FEE	\$	47.00
to DS for GAP INSURANCE	\$	495.00
H Net trade-in payoff to JPSBFCU		1388.44
Total other charges and amounts paid to others on your behalf	\$	2008.94 (4)
5 Amount financed (3 + 4)	\$	22401.94 (5)
* DOCUMENTATION = \$		35.00
CONVENIENCE = \$		12.00

UMAC (Insurance Company) PO BOX 660960 MIAMI SPRINGS FL
 Buyer Signature _____ Date 8/5/04
 Co-Buyer Signature _____ Date 8-5-04
 Any insurance referred to in this contract does not include coverage for personal liability and property damage caused to others. This insurance will not provide the coverage required by Louisiana law (see Chapter 5 of Title 32 of the Louisiana Revised Statutes of 1950, La.R.S. 532:851 et seq.). Louisiana law requires all motorists to be covered by an automobile liability policy with legally prescribed liability limits. Failure to obtain insurance that meets those limits will subject you to penalties which may include the suspension or revocation of driving privileges.

BUYER'S WAIVER OF WARRANTIES. Unless we give you a written warranty or enter into a service contract with you within 90 days from the date of this contract, we make no warranties, express or implied, on the vehicle and you waive all such warranties, including any express or implied warranty of fitness for a specific or ordinary purpose, warranty of merchantability, warranty of fitness for the particular purpose of your intended use, and any warranty that the vehicle is free from hidden, latent or redhibitory defects. You also waive any right that you may have to demand that the sale be canceled (rescinded) or seek a reduction of the Cash Price for the vehicle for breach of any implied warranties. If the vehicle is new, you accept the manufacturer's separate written new product warranty as your exclusive warranty with respect to the sale, and you acknowledge that you received a copy of it.

The above waiver of warranties has been read by me and explained to me in a manner that I understand and I knowingly consent to the waiver.

Buyer: X _____ Co-Buyer: X _____

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

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.

Do not sign this contract on a Sunday.
 You agree to the terms of this contract and confirm that you received a completely filled-in copy when you signed it.

Buyer Signs _____ Date 08/05/2004 Co-Buyer Signs _____ Date 08/05/2004
 Co-Buyers are not 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 a security interest in the vehicle and consents to the security interest.

Other owner signs here X _____ Date _____ Address _____

Creditor Signs LESON CHEVROLET Date 08/05/2004 By X _____ Title _____

MEMO
 TO: _____
 FROM: _____
 DATE: _____
 SUBJECT: _____

SOURCE			DATE	INVOICE NO.	STOCK NO.	CUST. NO.	USED STK. NO.	USED MODEL	SALESMAN
10 NEW	12 TRF.	20 USED	08/05/2004	[REDACTED]	6952	[REDACTED]			3575 N-2004-00145

DEAL 24121 **LESON CHEVROLET COMPANY, INC.**
 1501 Westbank Expressway
 HARVEY, LOUISIANA 70058 Phone 504-266-4381

SOLD TO [REDACTED]
 ADDRESS [REDACTED] HARRERO LA [REDACTED]

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2004	CHEVROLET	MALIBU	N	1G1ZT52804F [REDACTED]

SALESMAN NOLAN A TERREBONNE JR KEY NO. JAMES ROUNDTREE

INSURANCE COVERAGE INCLUDES

FIRE & THEFT PUBLIC LIABILITY - AMT.
 COLLISION - AMT. DEDUCTIBLE PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP DESCRIPTION PRICE

DOMICILE OR
 LEINHOLDER NUVELL CREDIT CORPORATION
 P.O. BOX 242510
 LITTLE ROCK AR 72223

72 at 414.44

PAYOFF TO: JPSBCU #439576370

SWORN TO AND SUBSCRIBED
 BEFORE ME THIS _____ DAY
 OF _____ 20____

MILEAGE 17

NOTARY PUBLIC

YEAR	MAKE	MODEL	STOCK NO.
2004	SATURN	SC300	1583052111

HARRON
 BODY COLOR

DESCRIPTION	ACCT. NO.	SALE
NEW CAR SOLD CUC	4 0	@
NEW CAR - RETAIL	4 0	
NEW CAR SOLD CUC	4 1	@
NEW CAR - FLEET	4 1 9	
- DEMO	4 1 9	
NEW TRUCK SOLD CUC	4 2	@
NEW TRUCK - RETAIL	4 2	
- FLEET	4 3 7	
- DEMO	4 3 6	
	40400	9436.00
USED UNITS SOLD CUC	4 4	@
USED CAR - RETAIL	4 4 6	
ad valorem tax	4 4 8	
USED TRUCK - RETAIL	4 5 0	
- WHSLE.	4 5 2	
TOTAL		9436.00
LICENSE & TITLE	3 0 1	74.50
TEMPORARY TAG	2 7 0	4.00
DOC. FEE	7 2	47.00
SALES TAX	3 2 4 A	956.90
CONT. PROT. PLAN		495.00
TOTAL CASH PRICE		21013.40
DESCRIPTION	ACCT. NO.	AMOUNT
DEPOSIT	2 2 0 A	N/A
ACCT. REC. AUTO	2 2 0 A	5000.00
REBATE		3500.00
CONT. PROTECT.	2 2 0 A	
INVENTORY NEW - CVC	2 3	@
NEW CAR	2 3 11	
NEW TRUCK	2 3 17	
PAY OFF BALANCE		
OWING FIN. CO'S.	3 10 10 A	9800.44
CONT. PROTECTION	2 10 75	
FINANCE CONTRACT	2 70 35	2401.04
PROFIT ON TRANSFER	6 1	
RECONDITIONING		
USED CAR RETAIL	6 2 1 7	
USED TRUCK RETAIL	6 2 5 1	
COST OF SALES		
USED CAR RETAIL	4 2 6	
USED TRUCK RETAIL	6 1 0	
VALUE OF TRADE IN		



Where friends send friends

1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058 • 366-4381
 ESTABLISHED 1931

DEAL # 24121

BUYER: [REDACTED] DATE 08/05/2004
 ADDRESS: [REDACTED] PHONE (H) [REDACTED] (W) [REDACTED]
 MARRERO PARISH JEFFERSON STATE LA ZIP [REDACTED]

MAIL ADDRESS: [REDACTED]

EASE ENTER MY ORDER FOR ONE: NEW DEMO USED STOCK NO. C6952

YEAR 2004 MAKE CHEVROLET MODEL MALIBU BODY STYLE 4DR SDN LS

VIN # 1G1ZT52804F [REDACTED] DRIVERS LICENSE [REDACTED]

C. SEC. # [REDACTED] DATE OF BIRTH [REDACTED]

EXES	N/A	COLOR GALAXY SILV MET	CYLINDERS 6	SALE PRICE	19436.00
					N/A
					N/A
					N/A
					N/A
					N/A
					N/A
					N/A
					N/A
					N/A

TOTAL CASH DELIVERY PRICE 19436.00
 LESS TRADE ALLOWANCE 5000.00

PAYOFF INFORMATION: [REDACTED] TAX CREDIT? Y N SUBTOTAL 14436.00

LIEN HOLDER: JPSBCU [REDACTED] SALES TAB 75 % 956.90 LIC. FEES \$78.50 1035.40

[REDACTED] NOTARY/DOC/CONVENIENCE FEE 47.00

HARVEY STATE LA ZIP [REDACTED] SUBTOTAL 15518.40

PHONE # [REDACTED] REC# \$ N/A TOTAL

OUNT # 9888.44 REC# REBATE \$ 3500.00 CASH

IFIED BY: NOLAN TO: ALIDA REC# \$ N/A DOWN 3500.00

OFF GOOD UNTIL: 8-14-04 SUBTOTAL 12018.40

TRADE-IN INFORMATION: YR2001 MAKE SATURN PAY OFF ON TRADE 9888.44

DEL L-200 DOORS CYL 4 TOTAL BALANCE DUE

1G8JU52F01Y [REDACTED] LIC. NO. REC# 21906.84

OR MARRON MILES 50948 EXP. DATE LIEN HOLDER NIVELL CREDIT CORPORATION

MAIN OFFICE (504) 362-4381
 COLLISION CENTER FAX (504) 362-2346
 SERVICE CENTER FAX (504) 374-0205
 PARTS CENTER FAX (504) 374-0203



CS267618

1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

01011CVCS267618

CUSTOMER NO.	ADVISOR KEITH KUHN	2778	TAG NO. 975	INVOICE DATE 04/26/04
LESOSON CHEVROLET CO., INC. 1501 WESTBANK EXP. HARVEY, LA 70058	LABOR RATE	LICENSE NO.	MILEAGE 12	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS			STOCK NO. C6952
	VEHICLE ID. NO. 1G1ZT52804F			DELIVERY DATE
	F. T. E. NO.	P. O. NO.	SELLING DEALER NO.	
RESIDENCE PHONE	COMMENTS			MO: 12

LABOR
 # 1 DOCVZ1...
 PERFORM RECALL 04011
 REQUIRED PROCEDURE BY GENERAL MOTORS
 PERFORMED RECALL 04011

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

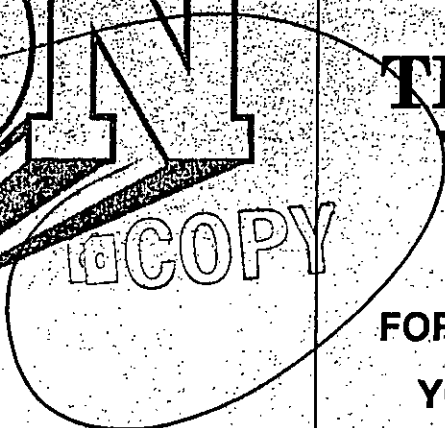
TOTAL LABOR ... 0.00
 TOTAL PARTS ... 0.00
 TOTAL SUBLET ... 0.00
 TOTAL G.O.G. ... 0.00
 TOTAL MISC. CHG. ... 0.00
 TOTAL MISC. DISC ... 0.00
 TOTAL TAX ... 0.00

TOTAL INVOICE \$ 0.00

Parts designated with an Asterisk(*) indicates limited
 LIFETIME SERVICE GUARANTEE applies for customer pay repairs

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.

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST



THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

(504) 366-4381
ENTER FAX (504) 362-2346
ITER FAX (504) 374-0205
ER FAX (504) 374-0203



ICSS278477

1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058

0104CVCS278477

CHEVROLET CO., INC. WBANK EXP. LA 70058	ADVISOR	JEFFREY LIBERTA	675	TAG NO.	8529	INVOICE DATE	08/06/04	INVOICE NO.	
	LABOR RATE	LICENSE NO.		MILEAGE	342	COLOR	GALAXY SILV	STOCK NO.	C6952
	YEAR / MAKE / MODEL	04/CHEVROLET/MALIBU/4DR SDN LS				DELIVERY DATE	08/26/93	DELIVERY MILES	17
	VEHICLE I.D. NO.	1G1ZT52804F				SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.		P.O. NO.		DATE	08/05/04			
COMMENTS								MO: 342	

DRIVEABILITY UNITS: 0.90 TECH(S): 4138 WARRANTY

VEH HAD TO BE JUMPED
TESTED AND FOUND BATTERY BAD.
REPLACED WITH NEW BATTERY.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	88900714	75S-5YR	TOTAL - PARTS	0.00
JOB# 1 JOURNAL PREFIX CVCS			JOB# 1 TOTAL	0.00

STEERING/SUSPENSION UNITS: 0.00 TECH(S): 4138 WARRANTY

CK STEERING LIGHT COMES ON RADIO
RELATED TO LINE 1.

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

AIR CONDITIONING UNITS: 0.00 TECH(S): 4138 WARRANTY

LT TURNS AC CUTTS OFF
RELATED TO LINE 1.

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

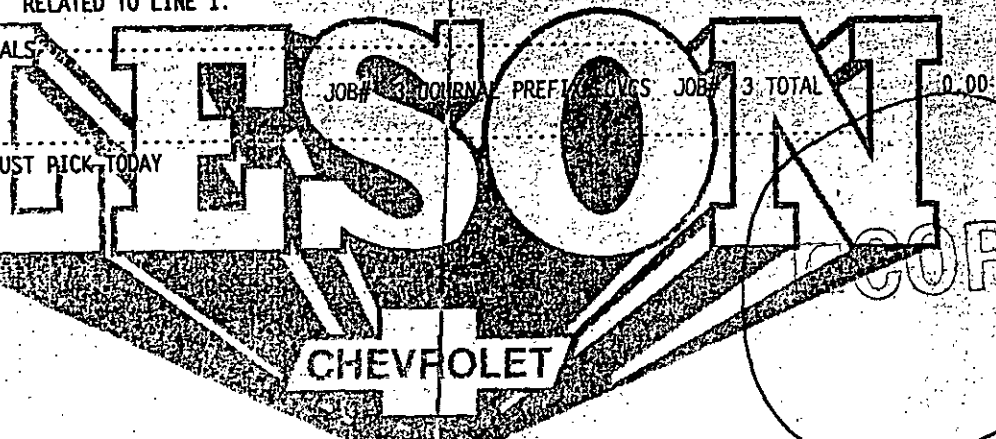
WARRANTIES APPLIED

LABOR ONLY REPAIRS
90 DAYS OR 4,000 MILES *

LABOR & GM PARTS
12 MONTHS OR 12,000 MILES *

LABOR & NON GM PARTS
90 DAYS OR 4,000 MILES *

*WHICHEVER OCCURS FIRST

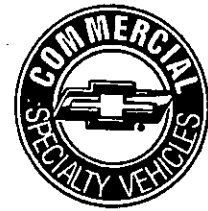


THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

MAIN OFFICE
COLLISION CENTER
SERVICE CENTER
PARTS CENTER

(504) 366-4381
FAX (504) 362-2346
FAX (504) 374-0205
FAX (504) 374-0203



2VCSS278477

1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058

01011CVCS278477

CUSTOMER NO. [REDACTED]	ADVISOR JEFFREY LIBERTA	675	TAG NO. 8529	INVOICE DATE 08/06/04	[REDACTED]
LESON CHEVROLET CO., INC. 1501 WESTBANK EXP. HARVEY, LA 70058	LABOR RATE	LICENSE NO.	MILEAGE 342	COLOR GALAXY SILV	STOCK NO. C6952
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 08/26/93	DELIVERY MILES 17
	VEHICLE I.D. NO. IG1ZT52804F			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		08/05/04
RESIDENCE PHONE	BUSINESS PHONE 504-366-4381	COMMENTS		MO: 342	

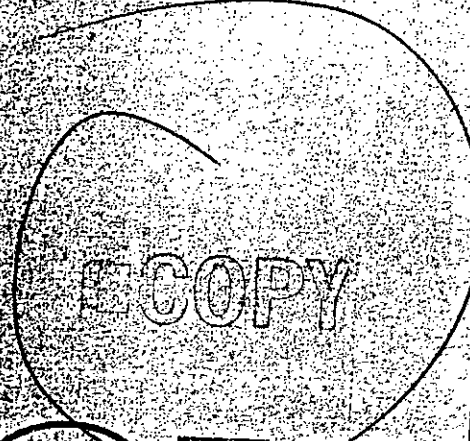
Parts designated with an Asterisk(*) indicates limited
LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

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

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.

CUSTOMER SIGNATURE



X
WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

MAIN OFFICE (504) 366-4381
 COLLISION CENTER FAX (504) 362-2346
 SERVICE CENTER FAX (504) 374-0205
 PARTS CENTER FAX (504) 374-0203



VCS289295

1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

01011CVCS289295

CUSTOMER NO.	ADVISOR JEFFREY LIBERTA	675	TAG NO. 8732	INVOICE DATE 11/18/04
MARRERO, LA	LABOR RATE	LICENSE NO.	MILEAGE 5,093	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 08/26/93	DELIVERY MILES 17
	VEHICLE I.D. NO. 1G1ZT52804F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	B. O. DATE 11/17/04	
	COMMENTS			MO: 5093

LABOR # 1 52CVZ TRIM ELECTRICAL UNITS UNIT 00 TECH(S) 2155 WARRANTY
 CUST STATES DOOR LOCK/UNLOCK BY THEMSELVES WHILE DRIVING. ALARM WENT OFF IN DRIVE INSPECTED AND FOUND DOOR LOCKS FLIPPING BACK AND FORTH WHILE DRIVING; BUT LOCK ROD WAS NOT MOVING. CHECKED AND FOUND ONLY 5 VOLTS GOING THROUGH WHILE DRIVING, FOUND GROUND BAD IN BCM. REPLACED AND REPROGRAMMED BCM.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22734684	BCM 2.560		0.00
TOTAL - PARTS					0.00
JOB# 1 TOTALS					
JOB# 1 JOURNAL PREFIX CVCS				JOB# 1 TOTAL	0.00

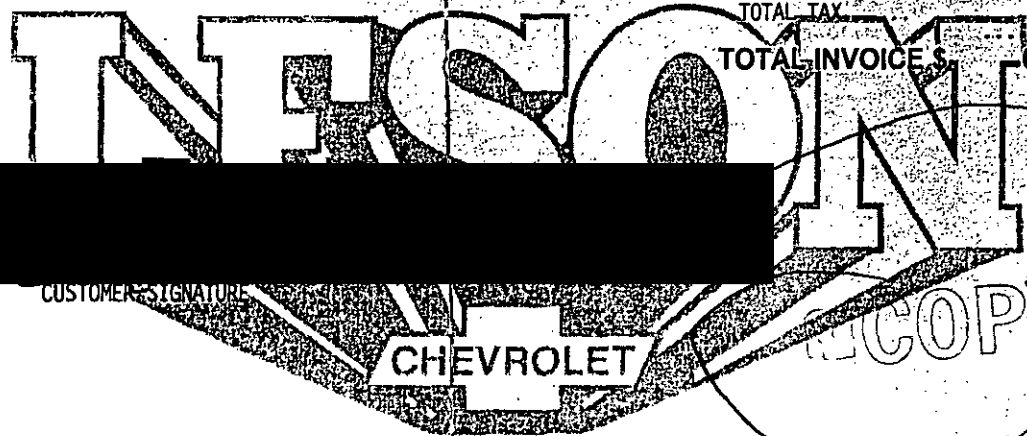
EXCLUSION OF WARRANTIES
 Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness 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.

COMMENTS
 PDATE H# 5043472802 DROP OFF

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

parts designated with an Asterisk(*) indicates limited LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

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



THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

MAIN OFFICE (504) 366-4381
 COLLISION CENTER FAX (504) 362-2316
 SERVICE CENTER FAX (504) 374-0205
 PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

11011CVCS289784

STOMER NO.	ADVISOR JEFFREY LIBERTA	675	TAG NO. 8766	INVOICE DATE 11/24/04	IN
	LABOR RATE	LICENSE NO.	MILEAGE 5,191	COLOR GALAXY SILV	STOCK NO. C6952
ARRERO, LA	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 08/26/93	DELIVERY MILES 17
	VEHICLE I.D. NO. 1G1ZT52804F			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		11/22/04
COMMENTS					MO: 5191

151CV4 ELECTRICAL UNITS...
 WHEN OPENING RT FRONT DOOR AFTER LOCKED TRUNK OPENS
 WHEN OPENING PASSENGER FRONT DOOR TRUNK POPS OPEN AND WIND
 WIPER INOP. AT TIMES. CHECKED BCM FOR CODES AND CHECKED
 WIRES AT CONNECTOR. CHECKED RESISTANCE BETWEEN CIRCUITS 196
 BETWEEN AND WIPER MOTOR. CHECKED RESISTANCE BETWEEN CIRCUITS
 2091 (TRUNK RELEASE) AND 746 (PASSENGER DOOR ALIGN). FOUND
 15 OHMS. TRACED HARNESS. FOUND WIRES RUBBING TO GROUND UNDER
 CENTER CONSOLE BY SHIFTER.
 REPAIRED WIRE. RETESTED OPERATION

PTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	15147323	TRIM 14 685		WARRANTY
			** QUANTITY 1 IS SPECIAL ORDERED **		
	0	22719850	BEZEL 10 777		WARRANTY
			** QUANTITY 1 IS SPECIAL ORDERED **		
				TOTAL PARTS	0.00
JOB# 1 JOURNAL PREFIX CVCS				JOB# 1 TOTAL	0.00

270CVZ03 RENTAL VEHICLE PROVIDED
 RENTAL VEHICLE SERVICE

JOB# 2 JOURNAL PREFIX CVCS				JOB# 2 TOTAL	0.00
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35CVZ BODY ELECTRICAL...
 WIPERS STAY ON WHEN INT WASH IS ON WON'T GO ALL THE WAY DOWN
 WHEN TURNED OFF
 SEE LINE

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

MENTS 8821

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.

WARRANTIES APPLIED:
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

THANK YOU

COPY FOR BRINGING YOUR CAR TO US FOR SERVICE

MAIL - www.lesonchevy.com (504) 366-4381
 RELATION CENTER FAX (504) 362-2346
 SERVICE CENTER FAX (504) 374-0205
 PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

01011CVCS289784

ADVISOR JEFFREY LIBERTA	675	TAG NO. 8766	INVOICE DATE 11/24/04
LABOR RATE	LICENSE NO.	MILEAGE 5,191	COLOR GALAXY SILV
YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS	VEHICLE I.D. NO. 1G1ZT52804F	DELIVERY DATE 08/26/93	STOCK NO. C6952
F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	DELIVERY MILES 17
COMMENTS		B.O. DATE 11/22/04	PRODUCTION DATE

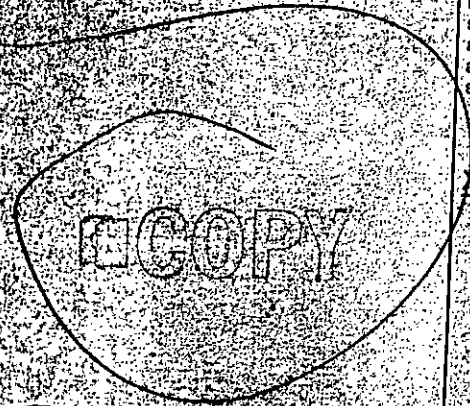
MO: 5191

designated with an Asterisk(*) indicates limited
 TIME SERVICE GUARANTEE applies for customer pay repairs.

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

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CUSTOMER SIGNATURE



WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

OFFICE (504) 366-4381
VISION CENTER FAX (504) 362-2346
ICE CENTER FAX (504) 374-0205
S CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058

COPY

01011CVCS297392

VEH NO.	ADVISOR RICHARD LIENHOP	4560	TAG NO. 678	INVOICE DATE 02/10/05	
	LABOR RATE	LICENSE NO.	MILEAGE 8,976	COLOR GALAXY SILV	STOCK NO. C6952
DRIVER, LA	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 08/26/93	DELIVERY MILES 17
	VEHICLE I.D. NO. 1G1ZT52804F			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R.O. DATE 02/10/05		
COMMENTS					MO: 8976

52CVZ08 CRUISE CONTROL UNIT 10.70 TECH(S) 965
 CUSTOMER STATES CRUISE CONTROL IS INOP
 INSPECTED AND FOUND DTC P0703.
 NECESSARY TO REPROGRAM PCM AND PERFORMED BPP CALIBRATION.

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

51CVZ1 ELECTRICAL UNIT 10.70 TECH(S) 965
 CUSTOMER STATES R/SIDE POWER MIRROR HAS ERRATIC OPERATION AND
 IS INOP AT TIMES
 SPECIAL ORDERED PART.

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
0	22626478	SWITCH 10.186	14.49	0.00
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				
TOTAL - PARTS				0.00

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

ITS
 JOHN D.

designated with an Asterisk (*) indicates limited
 TIME SERVICE GUARANTEE applies for customer pay repairs

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

EXCLUSION OF WARRANTIES
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WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 * WHICHEVER OCCURS FIRST

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

CUSTOMER SIGNATURE

OFFICE (504) 366-4381
 SION CENTER FAX (504) 362-2346
 CE CENTER FAX (504) 374-0205
 S CENTER FAX (504) 374-0203



S284410

1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

COPY

01011CVCS284410

ORDER NO. 46323	ADVISOR JEFFREY LIBERTA	675	TAG NO. 8191	INVOICE DATE 10/06/04	INVOICE NO. CVCS284410
	LABOR RATE	LICENSE NO.	MILEAGE 3,346	COLOR GALAXY SILV	STOCK NO. C6952
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 08/26/93	DELIVERY MILES 17
	VEHICLE I.D. NO. 1G1ZT52804F			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 10/05/04	
COMMENTS					MO: 3346

COMPLIMENTARY SERVICE
 LESON CHEVROLET COURTESY SHUTTLE SERVICE.

4 TOTALS-----
 JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

NTS-----
 LE-UPDATE H#5043472802; R/T TO MARRERO OR TERRY TO

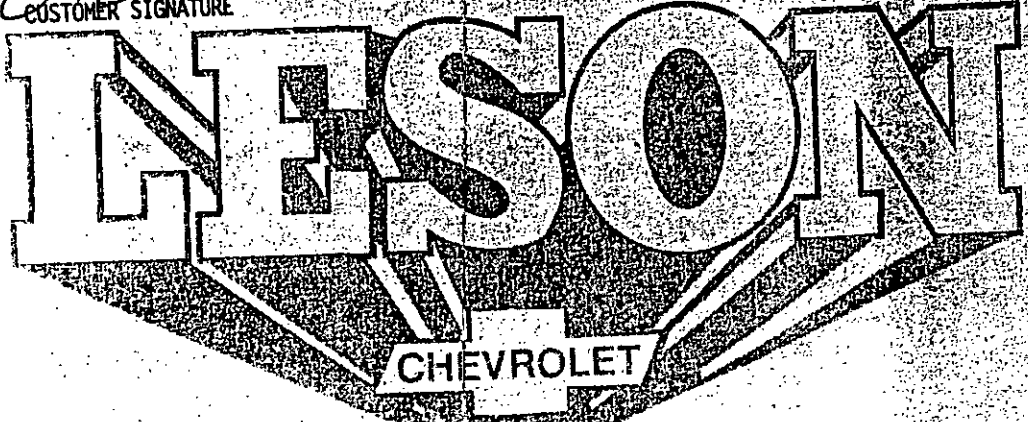
designated with an Asterisk(*) indicates limited
 TIME SERVICE GUARANTEE applies for customer pay repairs.

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

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.

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES
 *WHICHEVER OCCURS FIRST

CUSTOMER SIGNATURE



THANK YOU
 FOR BRINGING YOUR CAR TO US FOR SERVICE

MAIL OFFICE FAX (504) 360-4381
 COLLISION CENTER FAX (504) 362-2346
 SERVICE CENTER FAX (504) 374-0205
 PARTS CENTER FAX (504) 374-0203



CS284410

1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

COPY

0101CVCS284410

CUSTOMER NO. 46323	ADVISOR JEFFREY LIBERTA	675	TAG NO. 8191	INVOICE DATE 10/06/04	INVOICE NO. CVCS284410
	LABOR RATE	LICENSE NO.	MILEAGE 3,346	COLOR GALAXY SILV	STOCK NO. C6952
MARRERO, LA	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 08/26/93	DELIVERY MILES 17
	VEHICLE ID. NO. 1G1ZT52804F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		B.B. DATE 10/05/04	
COMMENTS					MO: 3346

LABOR: INTERIOR TRIM CONCERN'S...
 CUST STATES BOTH FRONT SIDE DOOR HANDLES ON THE INSIDE NE
 D TWO PIECES INSTALLED WE OW
 RT DOOR PANEL CLOTH COMING APART
 PERFORMED DIAGNOSTIC PROCEDURES AND FOUND RIGHT DOOR
 PANEL COMING APART
 NECESSARY TO REPLACE DOOR PANEL ASSEMBLY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15147323	TRIM 14685		0.00
TOTAL PARTS					0.00
JOB# 1 TOTALS					0.00

LABOR: INT TRIM CONCERN'S...
 LT TRIM PANEL CLOTH COMING APART
 PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	15147324	TRIM 14685	233.54	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED					
TOTAL PARTS					0.00
JOB# 2 TOTALS					0.00

LABOR: POWER STEERING LIGHT COME ON RADIO AND PASSAGE CENTER
 PERFORMED DIAGNOSTIC PROCEDURES AND FOUND C0545
 DIAGNOSTIC FOUND UPPER STEERING ASSEMBLY SHORTED
 NECESSARY TO REPLACE ASSEMBLY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	10373948	UPPER STEERING ASSEMBLY		0.00
TOTAL PARTS					0.00
JOB# 3 TOTALS					0.00

LABOR: 1-WAY SHUTTLE VAN...
 LESON CHEVROLET COURTESY SHUTTLE SERVICE


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.

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES
 WHICHEVER OCCURS FIRST

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

DALTON LAW FIRM, L.L.C.**RICHARD C. DALTON**110 E. Kaliste Saloom Road
Suite 101
Lafayette, Louisiana 70508Telephone: (337)262-0700
Facsimile: (337)262-0679
Email: rdalton746@aol.com**FAX COVER SHEET**

TO : Justin Vatter
FROM : Richard C. Dalton
DATE : July 6, 2006
RE :  vs. General Motors
Corporation, et al
FAX NO : (866) 233-2955
COMMENTS :

CONFIDENTIALITY NOTICE

The information in this facsimile transmittal is legally privileged and confidential, intended only for the use of the individual(s) named above. If the reader or recipient of this transmittal is the not intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this transmittal, the content thereof, or any portion thereof, is strictly prohibited by law. If you have received this transmittal in error, please notify us immediately by telephone and return the original message to us at the above address via U.S. Mail.

Hard copy to be mailed yes noPlease call (337) 262-0700 if you do not receive 2 pages including this cover sheet.

DALTON LAW FIRM, L.L.C.

Richard C. Dalton
Licensed in Texas & Louisiana

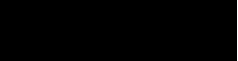
110 E. Kaliste Saloom Road
Suite 101
Lafayette, Louisiana 70508

Phone: (337) 262-0700
Fax: (337) 262-0679
E-Mail: rdalton746@aol.com

July 6, 2006

VIA FACSIMILE (866) 233-2955

Mr. Justin Vatter
Customer Relationship Manager
5701 East Hillsborough Avenue
Suite 2300
Tampa, Florida 33610

RE:		:	RACHEL LEMAIRE AND SHANE LEMAIRE VS.
	OUR FILE NO.	:	GENERAL MOTORS CORPORATION
	YOUR CLIENT	:	06-0183-GMC
		:	GENERAL MOTORS CORPORATION

Dear Justin:


This letter is in response to your letter dated June 26, 2006. Thank you for your offer to settle this matter for \$4,500.00 inclusive of fees and costs.

After speaking with my clients, I am authorized to settle this matter for \$8,500.00, inclusive of attorney fees and court costs.

If you have any questions, or need any additional information, then please do not hesitate to call me.

With best regards, I remain

Very truly yours,


 DALTON LAW FIRM, L.L.C.
 RICHARD C. DALTON

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 \$ 6,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2004 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT52804F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

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

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

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

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

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

CC: File

LG0024
V6302006



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

VIA FAX ONLY

July 6, 2006

Richard Dalton, Esq.
Dalton Law Firm
110 E Kaliste Saloom Rd Ste 101
Lafayette, LA 70508-8509

RE: [REDACTED]
Service Request: 1-398362185
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52804F [REDACTED]
Customer Relationship Specialist: Justin Vatter

Dear Mr. Dalton:

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 \$ 6,500.00

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.

Your client(s) would retain the vehicle.



GMC



www.gm.com



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.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



DALTON LAW FIRM, L.L.C.**RICHARD C. DALTON**110 E. Kalliste Saloom Road
Suite 101
Lafayette, Louisiana 70508Telephone: (337)262-0700
Facsimile: (337)262-0679
Email: rdalton746@aol.com**FAX COVER SHEET**

TO : Justin Vatter
FROM : Richard C. Dalton
DATE : July 10, 2006
RE : [REDACTED] vs. General Motors Corporation, et al
FAX NO : (866) 233-2955
COMMENTS : Signed Release and Current Vehicle Registration

CONFIDENTIALITY NOTICE

The information in this facsimile transmittal is legally privileged and confidential, intended only for the use of the individual(s) named above. If the reader or recipient of this transmittal is the not intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this transmittal, the content thereof, or any portion thereof, is strictly prohibited by law. If you have received this transmittal in error, please notify us immediately by telephone and return the original message to us at the above address via U.S. Mail.

Hard copy to be mailed ____ yes noPlease call (337) 262-0700 if you do not receive 6 pages including this cover sheet.

2004	CHEV	MAL	
YEAR	MAKE	MODEL	WEIGHT
1	4D		K2615953
COLOR	BODY	USE	TITLE
2600	1G1ZT52804P [REDACTED]		
DOM	VEHICLE IDENTIFICATION NUMBER		
[REDACTED]			
OWNER'S NAME			
[REDACTED]			
ADDRESS			
MARRERO LA	[REDACTED]		
CITY	STATE	ZIP	
[REDACTED]			MARRERO LA
LICENSE PLATE		FEE PAID	
[REDACTED]		\$38.00	

REGISTRATION CERTIFICATE

LOUISIANA DEPARTMENT OF
PUBLIC SAFETY AND CORRECTIONS
PO BOX 66196
BATON ROUGE LA 70866-6196

THIS REGISTRATION CERTIFICATE EXPIRES THE LAST
DAY OF: JUL 2008

MAIL TO:

[REDACTED]
[REDACTED]

THIS IS YOUR REGISTRATION CERTIFICATE. KEEP IT OR A PHOTOCOPY OF IT IN YOUR VEHICLE AT ALL TIMES.

07/10/2006 13:57 3372620679 DALTON LAW FIRM PAGE 02/06



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

VIA FAX ONLY

July 6, 2006

Richard Dalton, Esq.
Dalton Law Firm
110 E Kaliste Saloom Rd Ste 101
Lafayette, LA 70508-8509

RE: [REDACTED]
Service Request: 1-398362185
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52804F [REDACTED]
Customer Relationship Specialist: Justin Vatter

Dear Mr. Dalton:

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 \$ 6,500.00

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.

Your client(s) would retain the vehicle.



July 6, 2006
Page 2

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.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

38,274



Signature

Client's Signature

7-10-06

7-10-06

Date

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 \$ 6,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2004 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT52804F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 38,074 on the date of the signing of this release.

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

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

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

DATE SIGNED: 7-10-06

[REDACTED SIGNATURE]

Releasor's Signature

Claimant's Signature

[REDACTED SIGNATURE]

[REDACTED SIGNATURE]

Address

Mauro, A [Redacted]
City, State, Zip Code

Address

Mauro, A [Redacted]
City, State, Zip Code

STATE OF Louisiana
COUNTY OF Lafayette

Sworn to (or affirmed) and subscribed before me this 10 day of July, 2006.
by [Redacted]

Cyrest C. Bell
Signature of Notary Public #66081

Cyrest C. Bell
Print, type or stamp Commissioned Name of Notary Public

Personally Known OR Produced identification

Type of identification _____

My commission expires: at death

CC: File

LG0024
V6302006



1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058



Date: 6/23/06 From: Tim Colson

To: _____ Phone #: (504) 366-4381

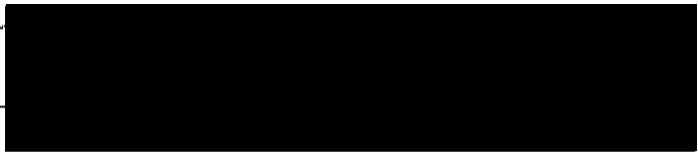
Phone #: 866-790-5600 # 11329
Fax #: FAX (504) 374-0205

Fax #: ~~866-790-5600~~ 866-233-2955

of Pages including cover sheet 17

Message: _____

Mystery FOR



E MAIL - www.lesonchevy.com

MAIN OFFICE (504) 366-4381
 COLLISION CENTER FAX (504) 362-2346
 SERVICE CENTER FAX (504) 374-0205
 PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

01011CVCS328544

CELL

CUSTOMER NO.	ADVISOR STEVE ZIBILICH	4917	6098	INVOICE DATE 03/10/06
	LABOR RATE	LICENSE NO.	MILEAGE 31,213	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS			STOCK NO. C6952
MARRERO, LA	VEHICLE I.D. NO. 1G1ZT52804F			DELIVERY DATE 08/26/93
	F. T. E. NO.	R. O. NO.		DELIVERY MILES 17
				SELLING DEALER NO.
				PRODUCTION DATE
				R. O. DATE 03/09/06
	COMMENTS			
	MO: 31213			

JOB# 1 CHARGES

LABOR
 RECALL 04027 /// DRIVER SIDE SEAT BELT
 FACTORY RECALL
 PERFORMED CAMPAIGN #04027 INSTALLED RETAINERS BOTH DRIVERS
 AND PASSENGER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	2	10388869	RETAINER 14.875		
				TOTAL PARTS	0.00
JOB# 1 TOTALS					0.00

JOB# 2 CHARGES

LABOR
 RECALL 04030 /// UNWANTED ABS ACTIVATION
 FACTORY RECALL
 PERFORMED CAMPAIGN #04030 REPROGRAMMED ABS MODULE

JOB# 2 TOTALS					0.00
JOB# 3 CHARGES					0.00

LABOR
 TAIL LIGHTS ARE INOP
 TRACED BACK TO BAD BODY CONTROL MODULE DUE TO SATELLITE
 RADIO BEING WIRED TO 15 AMP BODY CONTROL MODULE
 CUSTOMER DECLINES REPAIR AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
	1	241839	BULB LP 8.991		
				TOTAL PARTS	0.00
JOB# 3 TOTALS					0.00

JOB# 4 CHARGES

LABOR
 BOTH MIRRORS ARE OUT
 TESTED AND FOUND MIRROR SWITCH INTERNAL OPEN,
 REPLACED SWITCH

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22626478	SWITCH 10.186		
				TOTAL PARTS	0.00

EXCLUSION OF WARRANTIES
 Any warranties on the parts and accessories sold
 hereby are made by the manufacturer. The under-
 signed 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 par-
 ticular 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 merchant-
 able quality or that they will enable any vehicle or
 any of its systems to perform with reasonable
 safety, efficiency or comfort.

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

COPY 11/06/06 GM23558 0 (12/03)

E MAIL - www.lesonchevy.com

MAIN OFFICE (504) 366-4381
 COLLISION CENTER FAX (504) 362-2346
 SERVICE CENTER FAX (504) 374-0205
 PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

0101CVCS328544

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR STEVE ZIBILICH	4917	TABNO 6098	INVOICE DATE 03/10/06
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 31,213	COLOR GALAXY SILV
[REDACTED]	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE 08/26/93	DELIVERY MILES 17	STOCK NO. C6952
MARRERO, LA	VEHICLE I.D. NO. 1G1ZT52804F	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F. T. E. NO.	P. O. NO.	R. O. DATE 03/09/06	
[REDACTED]	COMMENTS	MO: 31213		

JOB# 4 TOTALS
 JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES
 LABOR # 5-52CVZ TRIM ELECTRICAL UNITS TECH(S) 6518 1.00 WARRANTY
 AIRBAG LIGHT COMES ON/DINGS AT TIMES WHILE DRIVING.
 SEE LINE 3.

JOB# 5 TOTALS
 JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES
 LABOR # 6-52CVZ TRIM ELECTRICAL UNITS TECH(S) 6518 1.00 WARRANTY
 DRIVER MIRROR INOP AND SWITCH NOT WORKING RIGHT
 SEE LINE 4.

JOB# 6 TOTALS
 JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES
 LABOR # 7-52CVZ TRIM ELECTRICAL UNITS TECH(S) 6518 1.00 WARRANTY
 IGNITION KEY GETS STUCK IN CYLINDER AT TIMES. HAVE TO TURN
 ON AND OFF SEVERAL TIMES TO GET IT OUT.
 INSPECTED AND FOUND KEY STICKING IN LOCK SYSTEM.
 REPLACED KEY.

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.

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL	PARTS	WARRANTY
		88957992	KEY 187				0.00
JOB# 7 TOTALS							0.00
JOB# 8 CHARGES							0.00
LABOR # 8-60CVZ							0.00
			PERFORMED MAINTENANCE ON 30K. REPLACED BOTH AIR BAG SENSORS.				
JOB# 8 TOTALS							0.00
JOB# 8 JOURNAL PREFIX CVCS							0.00
COMMENTS	CUSTOMER DECLINED 30K MAINTENANCE. DELETED OPERATION(S) 60CVZ1 INTERIOR TRIM						

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

E MAIL - www.lesonchevy.com

MAIN OFFICE (504) 366-4381
COLLISION CENTER FAX (504) 362-2346
SERVICE CENTER FAX (504) 374-0205
PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058



01011CVCS326544

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR STEVE ZIBILICH	4917	6098	INVOICE DATE 03/10/06
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 31,213	COLOR GALAXY SILV
[REDACTED]	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE 08/26/93	DELIVERY MILES 17	STOCK NO. C6952
MARRERO, LA	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 0 4 F	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 03/09/06	
COMMENTS				MO: 31213

TOTALS

R E M E M B E R - RETURN YOUR GM SERVICE SURVEY

You automatically receive a complimentary oil change coupon

Your Name will be placed in a monthly drawing for a 27" RCA Television. Drawing will be held on the 5th day of the following month. Warranty Customers within 3 years or 36,000 miles will receive a service survey approximately 30 days after your service visit.

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

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.

[REDACTED]

WARRANTIES APPLIED

LABOR ONLY REPAIRS
90 DAYS OR 4,000 MILES *

LABOR & GM PARTS
12 MONTHS OR 12,000 MILES *

LABOR & NON GM PARTS
90 DAYS OR 4,000 MILES *

*WHICHEVER OCCURS FIRST



THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

customers and employees

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PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058

01011CVCS297392

CUSTOMER NO.	ADVISOR RICHARD LIENHOP	4560	678	INVOICE DATE 02/10/05
LABOR RATE	LICENSE NO.	MILEAGE 8,976	COLOR GALAXY SILV	STOCK NO. C6952
YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE 08/26/93	DELIVERY MILES 17		
VEHICLE I.D. NO. 1G1ZT52804F	SELLING DEALER NO.	PRODUCTION DATE		
F. T. E. NO.	P. O. NO.	ROD DATE 02/10/05		
COMMENTS	MO: 8976			

LABOR
 JOB# 1 520VZ08 CRUISE CONTROL UNITS INOP REPAIRS
 CUST STATES CRUISE CONTROL IS INOP
 INSPECTED AND FOUND DTC P0703.
 NECESSARY TO REPROGRAM PCM AND PERFORMED BPP CALIBRATION.

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

LABOR
 JOB# 2 51CVZ ELECTRICAL UNITS INOP REPAIRS
 CUST STATES R/SIDE POWER MIRROR HAS ERRATIC OPERATION AND
 IS INOP AT TIMES
 SPECIAL ORDERED PART.

PARTS	QTY	FR-NUMBER	DESCRIPTION	UNIT PRICE	
	0	22626478	SWITCH 10.186	14.49	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS					0.00

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

COMMENTS
SEE JOHN D.

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.

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 * WHICHEVER OCCURS FIRST

Parts designated with an Asterisk (*) indicates limited LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.P.	0.00
TOTAL MISCD CHG.	0.00
TOTAL MISCDISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE	0.00

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1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058

0101CVCS289784

CUSTOMER NO.	ADVISOR JEFFREY LIBERTA 675	INVOICE DATE 11/24/04
MARRERO, LA	LABOR RATE	STOCK NO. C6952
	LICENSE NO.	MILEAGE 5,191
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS	COLOR GALAXY SILV
	VEHICLE I.D. NO. 1G1ZT52804F	DELIVERY DATE 08/26/93
	F. T. E. NO.	DELIVERY MILES 17
	P. O. NO.	SELLING DEALER NO.
	COMMENTS	PRODUCTION DATE
		MO: 5191

LABOR
#1 51CV4 ELECTRICAL UNITS: 2.50 TECHS: 2.55 WARRANTY
WHEN OPENING RT FRONT DOOR AFTER LOCKED TRUNK OPENS
WHEN OPENING PASSENGER FRONT DOOR, TRUNK POPS OPEN AND WIND
WIPER INOP. AT TIMES. CHECKED BCM FOR CODES AND CHECKED
WIRES AT CONNECTOR. CHECKED RESISTANCE BETWEEN CIRCUITS 196
BETWEEN AND WIPER MOTOR. CHECKED RESISTANCE BETWEEN CIRCUITS
2091 (TRUNK RELEASE) AND 746 (PASSENGER DOOR ALIGN). FOUND
15 OHMS, TRACED HARNESS. FOUND WIRES RUBBING TO GROUND UNDER
CENTER CONSOLE BY SHIFTER.
REPAIRED WIRE. RETESTED OPERATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	15147323	TRIM 14.685		WARRANTY
PART ON SPECIAL ORDER					
	0	22719850	BEZEL 10.777		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00
JOB# 1 TOTALS					
JOB# 1 JOURNAL PREFIX CVCS				JOB# 1 TOTAL	0.00

LABOR
#2 70CVZ03 RENTAL UNITS: 0.00 TECHS: 0.00 WARRANTY
RENTAL VEHICLE PROVIDED.
RENTAL VEHICLE SERVICE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

LABOR
#3 75CVZ WIPERS STAY ON WHEN INT WASH IS ON WON'T ALL THE WAY OFF
WHEN TURNED OFF

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

COMMENTS
TAG 8821

EXCLUSION OF WARRANTIES
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WARRANTIES APPLIED
LABOR ONLY REPAIRS
90 DAYS OR 4,000 MILES *

LABOR & GM PARTS
12 MONTHS OR 12,000 MILES *

LABOR & NON GM PARTS
90 DAYS OR 4,000 MILES *

* WHICHEVER OCCURS FIRST

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1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058



01011CVCS289784

CUSTOMER NO.	ADVISOR JEFFREY LIBERTA	675	8766	INVOICE DATE 11/24/04
MARRERO, LA	LABOR RATE	LICENSE NO.	MILEAGE 5,191	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS			STOCK NO. C6952
	VEHICLE I.D. NO. 1G1ZT52804F			DELIVERY DATE 08/26/93
	F.T.E. NO.	P.O. NO.		DELIVERY MILES 17
				SELLING DEALER NO.
				PRODUCTION DATE
				B.O. DATE 11/22/04
COMMENTS				MO: 5191

Parts designated with an Asterisk(*) indicates limited LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

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

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CUSTOMER SIGNATURE

X

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *

LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *

LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *

* WHICHEVER OCCURS FIRST



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1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

CUSTOMER NO.	ADVISOR JEFFREY LIBERTA	675	8766	INVOICE DATE
MARRERO, LA	LABOR RATE	LICENSE NO.	MILEAGE 5,112	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 08/26/93	STOCK NO. C6952
	VEHICLE I.D. NO. 1G1ZT52804F		SELLING DEALER NO.	DELIVERY MILES 17
	F. T. E. NO.	F. O. NO.	PLATE NO. 11/19/04	PRODUCTION DATE
COMMENTS				MO:

COMMENTS
 TECH 2155

Parts designated with an Asterisk(*) indicates limited LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

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

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 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.

REPAIR ORDER 289549 VOIDED ON 11/24/04



WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

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1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

0101CVCS289295

CUSTOMER NO.	ADVISOR JEFFREY LIBERTA	675	TAXING 8732	INVOICE DATE 11/18/04
MARRERO, LA	LABOR RATE	LICENSE NO.	MILEAGE 5,093	COLOR GALAXY SILV
	STOCK NO. C6952	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE 08/26/93	DELIVERY MILES 17
	VEHICLE I.D. NO. 1G1ZT52804F	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/17/04	
COMMENTS				MO: 5093

LABOR
 # 1 52077 TRIM ELECTRICAL UNITS SET TO TECH 2158 WARRANTY
 CUST STATES DOOR LOCK/UNLOCK BY THEMSELVES
 WHILE DRIVING, ALARM WENT OFF IN DRIVE
 INSPECTED AND FOUND DOOR LOCKS FLIPPING BACK AND FORTH WHILE
 DRIVING; BUT LOCK ROD WAS NOT MOVING. CHECKED AND FOUND ONLY
 5 VOLTS GOING THROUGH WHILE DRIVING. FOUND GROUND BAD IN
 BCM.
 REPLACED AND REPROGRAMMED BCM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	22734684	BCM 2.560		0.00
TOTAL - PARTS					0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

COMMENTS -
 UPDATE H# [REDACTED] DROP OFF

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 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.

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 * WHICHEVER OCCURS FIRST

Parts designated with an Asterisk(*) indicates limited LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

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



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1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058

01011CVCS286351

CUSTOMER NO.	ADVISOR PAUL SPOSITO	195 TAG NO. 6975	INVOICE DATE 10/26/04
	LABOR RATE	LICENSE NO.	MILEAGE 3,346
	YEAR / MAKE / MODEL 04 / CHEVROLET / MALIBU / 4DR SDN LS	COLOR GALAXY SILV	STOCKING C6952
MARRERO, LA	VEHICLE I.D. NO. 1G1ZT52804F	DELIVERY DATE 08/26/93	DELIVERY MILES 17
	F. T. E. NO.	P. O. NO.	SELLING DEALER NO.
			PRODUCTION DATE 10/21/04
COMMENTS			MO: 3346

LABOR - PARTS RETURN PROGRAM UNITS TO BE CHARGED TO CUSTOMER
PARTS RETURN PROGRAM
PARTS RETURNED TO GENERAL MOTORS
PARTS RETURN PROGRAM

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

COMMENTS: PARTS RETURN PROGRAM

Parts designated with an Asterisk(*) indicates limited LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

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

EXCLUSION OF WARRANTIES
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WARRANTIES APPLIED
LABOR ONLY REPAIRS
90 DAYS OR 4,000 MILES *
LABOR & GM PARTS
12 MONTHS OR 12,000 MILES *
LABOR & NON GM PARTS
90 DAYS OR 4,000 MILES *
*WHICHEVER OCCURS FIRST

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CUSTOMER SIGNATURE

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1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058



01011CVCS284410

CUSTOMER NO.	ADVISOR JEFFREY LIBERTA 675	TAG NO. 8191	INVOICE DATE 10/06/04
MARRERO, LA	LABOR RATE	LICENSE NO.	MILEAGE 3,346
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS	COLOR GALAXY SILV	STOCK NO. C6952
	VEHICLE I.D. NO. 1G1ZT52804F	DELIVERY DATE 08/26/93	DELIVERY MILES 17
	F. T. E. NO.	SELLING DEALER NO.	PRODUCTION DATE
		10/05/04	
	COMMENTS	MO: 3346	

LABOR
 INTERIOR TRIM UNITS 10.50 TECHS 965
 WARRANTY
 CUST STATES BOTH FRONT SIDE DOOR HANDLES ON THE INSIDE NE
 D TWO PIECES INSTALLED-WE OWE
 RT DOOR PANEL CLOTH COMEING APART
 PERFORMED DIAGNOSTIC PROCEDURES AND FOUND RIGHT DOOR
 PANEL COMING APART
 NECESSARY TO REPLACE DOOR PANEL ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15147323	TRIM 14.685		
				TOTAL - PARTS	0.00
JOB# 1 TOTALS				JOB# 1 JOURNAL PREFIX CVCS	JOB# 1 TOTAL 0.00

LABOR
 INTERIOR TRIM CONCERN UNITS 10.50 TECHS 965
 WARRANTY
 LT TRIM PANEL CLOTH COMEING APART
 PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	0	15147324	TRIM 14.685	233.54	0.00
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				TOTAL - PARTS	0.00
JOB# 2 TOTALS				JOB# 2 JOURNAL PREFIX CVCS	JOB# 2 TOTAL 0.00

LABOR
 UPPER STEERING ASSEMBLY UNITS 2.75 TECHS 965
 WARRANTY
 POWER STEERING LIGHT COMP ON RADIO AND MESSAGE CENTER
 PERFORMED DIAGNOSTIC PROCEDURES AND FOUND C0545
 DIAGNOSIS FOUND UPPER STEERING ASSEMBLY SHORTED
 NECESSARY TO REPLACE ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	10873948	COLUMN KI 6.618		
				TOTAL - PARTS	0.00
JOB# 3 TOTALS				JOB# 3 JOURNAL PREFIX CVCS	JOB# 3 TOTAL 0.00

LABOR
 3-WAY SHUTTLE VAN UNITS 2.75 TECHS 965
 WARRANTY
 LESON CHEVROLET COURTESY SHUTTLE SERVICE

EXCLUSION OF WARRANTIES
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WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON-GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

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1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

01011CVCS284410

CUSTOMER NO.	ADVISOR JEFFREY LIBERTA	675	TAG NO. 8191	INVOICE DATE 10/06/04
	LABOR RATE	LICENSE NO.	MILEAGE 3,346	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 08/26/93	STOCK NO. C6952
MARRERO, LA	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 0 4 F		DELIVERY MILES 17	
	F. T. E. NO.	F. O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			10/05/04	
COMMENTS				MO: 3346

COMPLIMENTARY SERVICE
 LESON CHEVROLET COURTESY SHUTTLE SERVICE.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

COMMENTS
 SHUTTLE-UPDATE H#5043472802; R/T TO MARRERO OR TERRY TO

Parts designated with an Asterisk(*) indicates limited
 LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

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

TOTAL INVOICE \$ 0.00

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WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

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CUSTOMER SIGNATURE

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1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058

0101CVIS279676

CUSTOMER NO.	ADVISOR PAUL SPOSITO	195	TAG NO. 975	INVOICE DATE 08/17/04
	LABOR RATE	LICENSE NO.	MILEAGE 805	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 08/26/93	STOCK NO. C6952
MARRERO, LA	VEHICLE I.D. NO. 1G1ZT52804F		SELLING DEALER NO.	DELIVERY MILES 17
	F. T. E. NO.	R. O. NO.	08/17/04	PRODUCTION DATE
	COMMENTS			MO: 805

LABOR
 # 1 1.90 CVZ0 BODY SHOP WASH HOURS 1.90 TECH(S) 2245 16.95
 PERFORM BODY SHOP DELIVERY WASH
 DETAIL DEPARTMENT PREP
 PERFORMED BODY SHOP DELIVERY WASH.

JOB# 1 TOTALS
 LABOR 16.95
 JOB# 1 JOURNAL PREFIX CVIS JOB# 1 TOTAL 16.95

COMMENTS
WE OWE

CONTROL#	ACCOUNT#	AMOUNT	
	67E	16.95	
			TOTAL LABOR 16.95
			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 \$ 16.95

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WARRANTIES APPLIED
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 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

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APPROVED BY SIGNATURE

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SERVICE CENTER FAX (504) 374-0205
PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058



01011CVCS278477

CUSTOMER NO.	ADVISOR JEFFREY LIBERTA 675 8529	INVOICE DATE 08/06/04			
LESON CHEVROLET CO., INC. 1501 WESTBANK EXP. HARVEY, LA 70058	LABOR RATE	LICENSE NO.	MILEAGE 342	COLOR GALAXY SILV	STOCK NO. C6952
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 08/26/93	DELIVERY MILES 17
	VEHICLE I.D. NO. 1G1ZT52804F			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		R.O. NO.		08/05/04
RESIDENCE PHONE 504-366-4381	COMMENTS			MO: 342	

Parts designated with an Asterisk(*) indicates limited LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

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

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.

CUSTOMER SIGNATURE

X

WARRANTIES APPLIED
LABOR ONLY REPAIRS
90 DAYS OR 4,000 MILES *

LABOR & GM PARTS
12 MONTHS OR 12,000 MILES *

LABOR & NON GM PARTS
90 DAYS OR 4,000 MILES *

* WHICHEVER OCCURS FIRST

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE



E MAIL - www.lesonchevy.com

MAIN OFFICE (504) 366-4381
 COLLISION CENTER FAX (504) 362-2346
 SERVICE CENTER FAX (504) 374-0205
 PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058

01011CVCS278477

CUSTOMER NO.	ADVISOR JEFFREY LIBERTA	675	TAG NO. 8529	INVOICE DATE 08/06/04
LESON CHEVROLET CO., INC. 1501 WESTBANK EXP. HARVEY, LA 70058	LABOR RATE	LICENSE NO.	MILEAGE 342	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE 08/26/93		STOCK NO. C6952
	VEHICLE I.D. NO. 1G1ZT52804F	DELIVERY MILES 17		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	
RESIDENCE PHONE	BUSINESS PHONE 504-366-4381	COMMENTS		MO: 342

LABOR
 JOB# 1 10CVZ DRIVEABILITY UNITS: 0.90 TECH(S): 4138 WARRANTY
 VEH HAD TO BE JUMPED
 TESTED AND FOUND BATTERY BAD.
 REPLACED WITH NEW BATTERY.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	88900714	75S-5YR		
TOTAL - PARTS					0.00
JOB# 1 TOTALS					
JOB# 1 JOURNAL PREFIX CVCS				JOB# 1 TOTAL	0.00

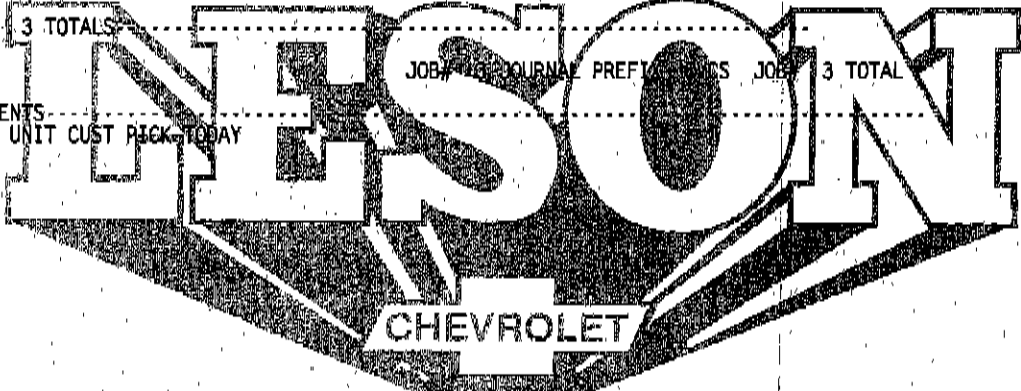
LABOR
 JOB# 2 45CVZ STEERING/SUSPENSION UNITS: TECH(S): 4138 WARRANTY
 CK STEERING LIGHT COMES ON RADIO
 RELATED TO LINE 1.

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

LABOR
 JOB# 3 21CVZ AIR CONDITIONING UNITS: TECH(S): 4138 WARRANTY
 LT TURNS AC CUTS OFF
 RELATED TO LINE 1.

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

COMMENTS
 SOLD UNIT CUST PICK TODAY



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.

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 *WHICHEVER OCCURS FIRST

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

Copyright © 1995 The Reynolds and Reynolds Company BRAFTMANE GM 2161962 (1/2002)

E MAIL - www.lesonchevy.com

MAIN OFFICE (504) 366-4381
COLLISION CENTER FAX (504) 362-2346
SERVICE CENTER FAX (504) 374-0205
PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
HARVEY, LA 70058

01011CVCS267618

CUSTOMER NO.	ADVISOR KEITH KUHN	2778	TAB NO. 975	INVOICE DATE 04/26/04
LESON CHEVROLET CO., INC. 1501 WESTBANK EXP. HARVEY, LA 70058	LABOR RATE	LICENSE NO.	MILEAGE 12	COLOR GALAXY SILV
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS			STOCK NO. C6952
	VEHICLE I.D. NO. 1 G 1 Z T 5 2 B 0 4 F			DELIVERY DATE
	F. T. E. NO.			DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE 504-366-4381	COMMENTS		SELLING DEALER NO.
				PRODUCTION DATE
				P. O. NO.
				R. S. DATE 04/23/04
				MO: 12

LABOR
 # 1 00CVZ1 PERFORM RECALL 04011 UNITS 0.30 TECHS 2150 WARRANTY
 PERFORM RECALL 04011
 REQUIRED PROCEDURE BY GENERAL MOTORS.
 PERFORMED RECALL 04011

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

Parts designated with an Asterisk(*) indicates limited
 LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

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

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.

WARRANTIES APPLIED
 LABOR ONLY REPAIRS
 90 DAYS OR 4,000 MILES *
 LABOR & GM PARTS
 12 MONTHS OR 12,000 MILES *
 LABOR & NON GM PARTS
 90 DAYS OR 4,000 MILES *
 * WHICHEVER OCCURS FIRST

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE



Copyright © 1998 The Reynolds and Reynolds Company EQUIPMENT GM 383590 (12/00)

E MAIL - www.lesonchevy.com

MAIN OFFICE (504) 366-4381
 COLLISION CENTER FAX (504) 362-2346
 SERVICE CENTER FAX (504) 374-0205
 PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY
 HARVEY, LA 70058



0101CVIS251106

CUSTOMER NO.	ADVISOR RUSSELL BERNARD	TAG NO. 1060 6975	INVOICE DATE 10/24/03
LESON CHEVROLET CO., INC. 1501 WESTBANK EXP. HARVEY, LA 70058	LABOR RATE	LICENSE NO.	MILEAGE 12
	YEAR / MAKE / MODEL 04/CHEVROLET/MALIBU/4DR SDN LS	COLOR GALAXY SILV	STOCK NO. C6952
	VEHICLE I.D. NO. 1G1ZT52804F	DELIVERY DATE	DELIVERY MILES
	R. T. E. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE 504-366-4381	COMMENTS	R. O. DATE 10/24/03

MO: 12

LABOR

~~PERFORM DEALER TRADE INSPECTION~~

PERFORM DEALER TRADE INSPECTION
DEALER TRADE INSPECTION
INSPECTION COMPLETED

JOB# 1 TOTALS

	LABOR	60.00
JOB# 1 JOURNAL PREFIX CVIS	JOB# 1 TOTAL	60.00

CONTROL#	ACCOUNT#	AMOUNT
C6952	231	60.00

TOTAL LABOR....	60.00
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 \$	60.00

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.

WARRANTIES APPLIED

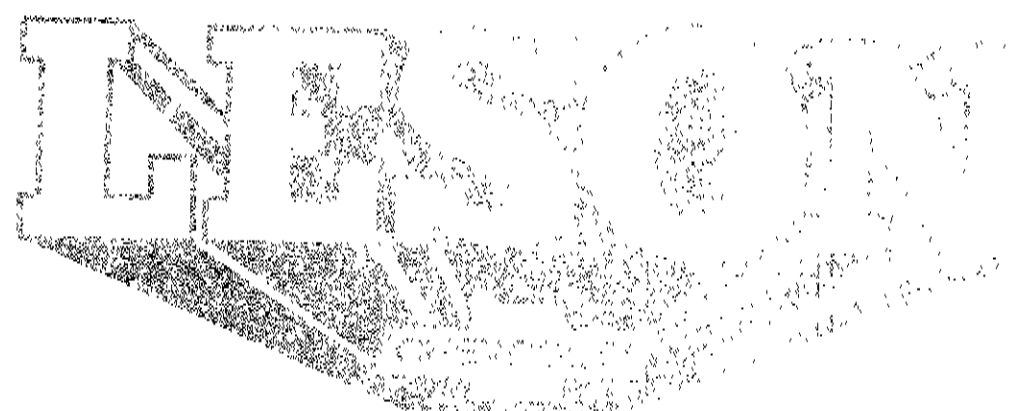
LABOR ONLY REPAIRS
90 DAYS OR 4,000 MILES *

LABOR & GM PARTS
12 MONTHS OR 12,000 MILES *

LABOR & NON GM PARTS
90 DAYS OR 4,000 MILES *

* WHICHEVER OCCURS FIRST

APPROVED BY SIGNATURE



THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 26, 2006

Richard Dalton, Esq.
Dalton Law Firm
110 E Kaliste Saloom Rd Ste 101
Lafayette, LA 70508-8509

RE:

[REDACTED]
Service Request: 1-398362185
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52804F [REDACTED]
Customer Relationship Manager: Justin Vatter

Dear Mr. Dalton:

We regret that your client(s) is dissatisfied with his 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 \$ 4,500.00

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.

Your client(s) would retain the vehicle.

Error! Reference source not found.

Page 2

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,

Justin R Vatter
General Motors Corporation
Business Resource Center
866.790.5600 X11329

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 5, 2006

Richard Dalton, Esq.
Dalton Law Firm
110 E Kaliste Saloom Rd Ste 101
Lafayette, LA 70508-8509

RE:

[REDACTED]
Service Request: 1-398362185
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52804F [REDACTED]
Customer Relationship Manager: Justin Vatter

Dear Mr. Dalton:

On June 26, 2006 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release 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 your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Sincerely,

Justin R Vatter
General Motors Corporation
Business Resource Center
866.790.5600 X11329

LG0047-T
Rev 12/09/2005



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 26, 2006

Richard Dalton, Esq.
Dalton Law Firm
110 E Kaliste Saloom Rd Ste 101
Lafayette, LA 70508-8509

RE:

Service Request: 1-398362185
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52804F
Customer Relationship Manager: Justin Vatter

Dear Mr. Dalton:

We regret that your client(s) is dissatisfied with his 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).

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Page 2

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Sincerely,

Justin R Vatter
General Motors Corporation
Business Resource Center
866.790.5600 X11329

cc: FILE

LG0044-T
Rev 9/26/2005

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date

RETAIL BUYER'S ORDER



DATE: 09/30/06

LETG, WM N2006-00443

DEAL 426

2925 N. HWY. 190 • COVINGTON, LA 70433 • (985) 892-2000

SALES REPRESENTATIVE

PURCHASER: [REDACTED]

ADDRESS: [REDACTED] MANDEVILLE LA [REDACTED] PARISH STATE ZIP CODE

HOME PHONE [REDACTED] IS. [REDACTED] STATE & DRIVER'S LICENSE NUMBER [REDACTED]

NEW USED DEMO YEAR 07 MAKE PONTIAC MODEL G6 TYPE CONVERTIBLE

CELL PHONE [REDACTED] CELL PHONE [REDACTED] EMAIL [REDACTED]

SERIAL NO. 1 G 2 Z H 3 6 I X 7 4 [REDACTED] COLOR BLACK STOCK NO. P10746

Base Price		Final List Price (MSRP)	\$ 31,315.37
Freight		Trade Allowance	
Options:		Trade-In: Year	Make
		Model	Type
		Serial No.	
		Mileage	Color
		Lic. No.	
		Trade Difference OR Selling Price	31315.37
		Customer Service Package	397.50
		Sales Tax %	2643.62
		Doc/Notary/Conv. Fee	45.00
		Rec. Ltn \$5 / Can. Ltn \$5 \$10 / Dup Reg \$4	N/A
		Handling Fee \$8.00 Temp Tag \$4	20.00
		Title Fee \$18.50	18.50
		License Fee	60.00
		Amount owed to trade (pay off estimate)	34499.99
		TOTAL CASH DELIVERY PRICE	\$ 34499.99
	Payoff Info:	Earnest Money Down	\$ 1500.00
	Owed To:	Down Payment Due	\$ N/A
	Good Thru:	Total Down Payment	\$ 1500.00
		BALANCE DUE	\$ 32999.99
		Comments or Conditions:	

_____ has driven and will take delivery now of _____ Stock # _____ when the figures are agreeable, Rainbow Northshore may verify information.

_____ Consultant _____ Consumer

TERMS:

- This order shall not be binding until accepted by the Dealer or his authorized representative and, in the event of a credit sale, when approval of parties and terms hereof is given by a lending institution willing to purchase a retail installment contract between the parties based on such terms. If financed through any of Rainbow Northshore finance sources, this Retail Buyer's Order shall only be binding when full disclosure is made at the time of execution of the chattel mortgage. I (we) acknowledge that since the dealer has assisted in arranging for financing related with the sale of the vehicle, the dealer may be participating in the finance charges connected with the extension of credit to purchaser(s).
- Purchaser, by his execution of this Retail Buyer's Order, certifies that he is at least 18 years of age and acknowledges that he has read and understands the terms and conditions and fully understands them.
- Purchaser waives all warranties of any kind or character, either expressed or implied, unless written herein. This waiver does not constitute a waiver of the standard factory warranty.
- On special orders, in the event of an increase in price by the manufacturer before delivery and where Dealer is not given price protection by the manufacturer, Purchaser agrees to pay the difference in the price upon delivery.
- On special orders involving an extended delivery period and where a trade-in is involved, the trade-in appraisal of Dealer is subject to a reappraisal at time of delivery. In the event that the reappraisal is less than the original appraisal (except normal wear and tear), then Purchaser shall pay the difference to the Dealer upon delivery.

Present trade-in appraisal good until _____

- Purchaser warrants that vehicle being traded-in is clear of any and all liens or encumbrances except as listed above.
- This agreement constitutes the entire agreement between the parties and there are no representations, warranties or commitments by the parties except as set forth or referred to herein or otherwise set forth in writing. This agreement supersedes all prior and contemporaneous oral agreements, understandings, negotiations and discussions of the parties hereto relating to the transactions contemplated by this agreement. This agreement may be amended only in writing executed by the parties hereto.
- Customer Service Package consist of courtesy transportation, free tire package, delivering and handling, clerical work, Rainbow Platinum Service Plan. Purchaser acknowledges that the benefits included under customer service plan has been explained to his/her satisfaction.

Accepted by Dealer or Authorized Representative _____ PURCHASER _____



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

December 4, 2006

RAINBOW NORTHSORE PONTIAC BUICK GMC
Kerri Courville
2925 N HWY 190
COVINGTON, LA 70433

Dealer Confirmation Letter - Trade

Subject: Trade Repurchase
Customer: [REDACTED]

Vehicle: 2007 Pontiac G6
VIN: 1G2ZH361X74 [REDACTED]
Ref SR: 1-441521944 V-24160

Dear Kerri Courville:

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

General Motors will issue a check in the amount of \$29,172.00 to RAINBOW NORTHSORE PONTIAC BUICK GMC.

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

Replacement VIN:	1G2ZH361574 [REDACTED]
New Vehicle Sales Price:	\$29,172.00
Used Vehicle Trade Value:	\$29,172.00
Trade Difference:	\$0.00
Reg/Lic/Title Fees:	\$135.00
Document Fees:	Not paid by either party
Dealer Processing Fee:	\$ 200.00 (Warranty Credit on your Account)

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by Wednesday December 6, 2006. If you have any questions you may reach me at 2306.

Kerri Courville Fixed operations Director
RAINBOW NORTHSORE PONTIAC BUICK GMC 186061 Management Agent's Signature and Title.

Kerri Courville Fixed operations Director
RAINBOW NORTHSORE PONTIAC BUICK GMC 186061 Management Agent's Printed Name and Title.

24160

CERTIFICATE OF TITLE

STATE OF LOUISIANA DEPARTMENT OF PUBLIC SAFETY — OFFICE OF MOTOR VEHICLES

VIN 1G2ZH361X74				TITLE NUMBER		DATE ISSUED 10/12/2006	
MAKE PONT	MODEL G6	BODY CV	COLOR BLK/	YR 2007	DATE ACQUIRED 09/30/2006	ODOMETER 6	M/U N
* * MAIL TO * *						CL	

MANDEVILLE

LA

MANDEVILLE

LA

LIEN

DATE

First Lien Released _____ Date

Lienholder

By _____ Authorized Representative

Second Lien Released _____ Date

Lienholder

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.

Kay Hodges

FORM

122

A 122

28935096

DPSMV 1863 (R6/04)

ANY ALTERATION OR ERASURE VOIDS THIS TITLE.

KEEP IN SAFE PLACE

2007 G6 - GT CONVERTIBLE
 41U BLACK /V6G
 702 LIGHT TAUPE
 ORDER NO. [REDACTED] STOCK NO. [REDACTED]
 VIN 1G2 ZH36 15 74 [REDACTED]
 GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE [REDACTED]

*****16*08197S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH67 G6 - GT CONVERTIBLE	28500.00	26932.50	INVOICE 08/10/06
AJ7 SIDE IMPACT AIR BAGS, DRIVER AND FRONT PASSENGER	295.00	244.85	SHIPPED 08/10/06
FAD TRIM, SIMULATED WALNUT BURL	N/C	N/C	EXP I/T 08/22/06
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 08/22/06
FR3 AXLE RATIO 3.69	N/C	N/C	PRC EFF 08/07/06
PCQ PREMIUM PACKAGE:	1450.00	1203.50	KEYS G0949 G0949
* SEATS, LEATHER APPOINTED			WFP-S QTR OPT-1
* PWR SEAT ADJUST-DRIVER, 6 WAY			BANK: GMAC - 008
* DRIVER & FRT PASSENGER-HEATED SEATS			CHG-TO 08-197
* REMOTE VEHICLE START			SHIP WT: 3824
* XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MOS INCL.			HP: 36.5
* FLOOR MATS, FRONT/REAR			GMS: 29247.00
PDX SPORT PACKAGE:	1290.00	1070.70	SUPPLR: 30559.74
* ENGINE, 3.9L HO V6 SFI			MRM: 32185.00
* (4) 18" 5 SPOKE ALLOY ULTRA-BRIGHT WHEEL			DAN: WILLY
* STABILITRAK-STABILITY CONTROL			MEMO 1501.75
* EXHAUST OUTLET, W/DUAL CHROME TIPS			
* AIR CONDITIONING, AUTOMATIC			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	

TOTAL MODEL & OPTIONS 31535.00 29468.05 ACT 231 29172.00
 DESTINATION CHARGE 650.00 650.00 H/B 261 946.05
 DEALER CO-OP ADVERTISING 315.35 ADV 261 315.35

TOTAL 32185.00 30433.40 PAY 310 30433.40

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 29059.85

 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.

MANDAL PONTIAC-BUICK-GMC, INC.
 REMIT TO GMAC NO. 008
 VIN 1G2ZH361574 [REDACTED]
 \$ 30433.40 INV 2AD55648941
 DUE 08/22/06 DEALER 08-197

BRC TRADE REPURCHASE WORKSHEET

File Number
1-441521944

Customer Name

Worksheet filled out by:

Jodi Michael

Old Vehicle VIN:

New Vehicle VIN:

Date:

1G2ZH361X74

1G2ZH361574

December 1, 2006

TRADE REPURCHASE			
Replacement Veh.Cost (231/237)	\$29,172.00	G	
Conversion / Upfit Cost	\$0.00	E	
State Sales Tax	\$0.00	N	
Additional Tax	\$0.00	E	
Reg./Lic./Title Fees (opt)	\$0.00	R	
Taxes Reimbursed on old vehicle	\$0.00	A	
Fees (Explain)	\$0.00	L	
State Fees	\$0.00	M	
Items below not shown on new Bill of Sale		O	
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		
Total Replacement Price	\$29,172.00		
State Sales Tax 8.75%	\$0.00		
Additional Tax	\$0.00		
Reg./Lic./Title Fees (opt)	\$135.00	C	
New Aftermarket Items	\$0.00	U	
Fees (Explain)	\$0.00	S	
State Fees	\$0.00	T	
Items below contribute to trade-in allowance		O	
Usage/Depreciation	\$0.00	M	
Damage	\$0.00	E	
MSRP Upgrade	\$0.00	R	
MSRP Downgrade (deducted)	\$0.00		
Reimb. of Aft. Mkts on Old Unit	\$0.00		
Misc. Customer Credit	\$0.00		
Less Dealer Contribution to Cust	\$0.00		
Total Customer Cost	\$135.00		
Trade Repurchase Amount	\$29,172.00		
Attorney Fees	\$0.00		
Total Repurchase Amount	\$29,172.00		
Less Dealer Contribution to GM	\$0.00		
(30-day) Lien Payoff	\$0.00		No lien
Good Through (mm/dd/yy)			
Dealer Due to GM	NA		
GM Due to Dealer	\$29,172.00		
NADA (Legal Only)	\$0.00		**This is a "work in process" until approved by a Authorized Representative** (Repurchase Group Only)
Est. Auction Price (Legal Only)	\$0.00		
Projected (Loss)	-\$29,172.00		

2007 G6 - GT CONVERTIBLE /V6G
 41U BLACK
 702 LIGHT TAUPE
 ORDER NO. [REDACTED] STOCK NO. [REDACTED]
 VIN 1G2 ZH36 1X 74 [REDACTED]
 GENERAL MOTORS CORPORATION & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE [REDACTED]

*****16*22111S			
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH67 G6 - GT CONVERTIBLE	28500.00	26932.50	INVOICE 08/08/06
AJ7 SIDE IMPACT AIR BAGS, DRIVER AND FRONT PASSENGER	295.00	244.85	SHIPPED 08/08/06
FAD TRIM, SIMULATED WALNUT BURL	N/C	N/C	EXP I/T 08/20/06
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 08/21/06
FR3 AXLE RATIO 3.69	N/C	N/C	PRC EFF 08/08/06
PCQ PREMIUM PACKAGE:	1450.00	1203.50	KEYS G2580 G2580
* SEATS, LEATHER APPOINTED			WFP-S QTR OPT-1
* PWR SEAT ADJUST-DRIVER, 6 WAY			BANK: GMAC - 084
* DRIVER & FRT PASSENGER-HEATED SEATS			CHG-TO 22-111
* REMOTE VEHICLE START			SHIP WT: 3825
* XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MOS INCL.			HP: 36.5
* FLOOR MATS, FRONT/REAR			GMS: 29247.00
PDX SPORT PACKAGE:	1290.00	1070.70	SUPPLR: 30559.74
* ENGINE, 3.9L HO V6 SFI			MRM: 32185.00
* (4) 18" 5 SPOKE ALLOY ULTRA-BRIGHT WHEEL			DAN: SPORT
* STABILITRAK-STABILITY CONTROL			MEMO 1501.75
* EXHAUST OUTLET, W/DUAL CHROME TIPS			
* AIR CONDITIONING, AUTOMATIC			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	

TOTAL MODEL & OPTIONS	31535.00	29468.05	ACT 231	29172.00
DESTINATION CHARGE	650.00	650.00	H/B 261	946.05
LAM DEALER CONTRIBUTION		315.35	ADV 261	315.35
LAM GROUP CONTRIBUTION		315.35	EXP 65A	315.35

TOTAL 32185.00 30748.75 PAY 310 30748.75
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 29375.20

 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.

RAINBOW NORTHSORE PONTIAC BUICK GMC
 REMIT TO GMAC NO. 084
 VIN 1G2ZH361X74 [REDACTED]
 \$ 30748.75 INV 2AD55625402
 DUE 08/21/06 DEALER 22-111



Case Number: 24160

Originator Name: David W Sanders

Created Date: 11/28/2006

Vehicle Info

* VIN:	1G2ZH361X74 [REDACTED]	MSRP:	32185.0	
Year:	2007	Make:	Pontiac	Model: G
* TAC Number:	N/A	Vehicle Comments & TAC Explanation:	DEALER STATED THAT THEY HAD CONTACTED TAC, BUT COULI PROVIDE ME WITH A TAC NUMBER.	
* Date Reviewed with Customer :	11/22/2006	* Repurchase Mileage:	475	
Original Purchase Date:	09/30/2006	* Original Purchase Condition:	New	

Vehicle Owner(s)

Entity Type:	Person			
* Name(s) on Title:	[REDACTED]	* Title State:	LA	
* Primary Owner:	[REDACTED]			
* Address:	[REDACTED]			
* City:	MANDEVILLE	* State:	LA	* ZIP Code: 70
* Day Phone:	[REDACTED]	Evening Phone:	[REDACTED]	Cell Phone:
E-mail:		Fax Phone:		

Repurchase

*** Reason:** REPEATED FAILURE WITH STALLING, ENGINE LIGHTS, RUNNING. CUSTOMER HAS LOST CONFIDENCE IN THE VEHICLE AND THE DEALERS ABILITY TO REPAIR THE VEHICLE. CUSTOMER HAS CONTACT AN ATTORNEY.

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5
J0118

Vehicle Lien Holder

Type of Secured Interest:	No Lien	* Company Name:	Account #:
----------------------------------	---------	------------------------	-------------------

Contact or
Attention:

Address:

City: State: AL

ZIP Code:

* Day Phone: Fax: E-mail/Web:

Original Selling Dealer

* Dealer Number: 160020 Dealer Name: BRIAN HARRIS PONTIAC, BUICK, GMC, IN Region: DI
 * Phone: (985) 643-2277 Fax: (985) 643-1071 20
 * Contact Name: KERRI COURVILLE * Contact Title: SERVICE DIRECTOR E-mail:

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* Contact Name: KERRI COURVILLE * Contact Title: SERVICE DIRECTOR

Vehicle Location: [Same as Selling Dealer]

Transaction

Details:

Siebel Request #: N/A * Disposition: Unselected Auction
 * Transaction State: LA * Transaction Type: Trade - Collateral
 * Transaction Source: AVM Voluntary
 Replacement VIN: 1G2ZH361574 [REDACTED] Year 2007 Make: Pontiac Model: G6
 MSRP: 3185.0

Repurchase

I SPOKE DIRECTLY WITH [REDACTED] SPOUSE. HE WAS IN AGREEMENT WITH THE REPURCHASE TERMS. USAGE WAVED DUE TO FAILURE AT 475 MILES. THERE IS NO UPGRADE OR DOWNGRADE. CUSTOMER KNOWS THAT REPLACEMENT VEHICLE QUALIFIES FOR NO REBATES. DEALER WILL RELEASE THE VEHICLE AT 231 PRICE. CUSTOMER MUST PAY TITLE AND FEES IN THE APPROX AMOUNT OF 143.50.

* Processing Instructions:

Disposition

* Disposition Instructions: VERIFY REPAIR, BRAND TITLE SEND VEHICLE TO AUCTION.

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Waived	NA	WAVED	0
Sales Tax	Customer	NA	SHOULD BE NO SALES TAX DUE TO	0

NO UPGRADE OR USAGE.				
State/Gov Fees	Customer	NA	Fees	143.50
After Market Item (s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Does Not Apply	NA	Negative Equity	0
Over Allowance Amount	Does Not Apply	NA	Over Allowance	0

[Print](#) [Close](#)



CHEVROLET PONTIAC BUICK ~~Oldsmobile~~ GMC Oldsmobile SATURN ~~PONTIAC~~

Monday, December 04, 2006

MANDEVILLE, LA

Trade Settlement Letter

Subject: Repurchase of 2007 Pontiac G6
VIN: 1G2ZH361X74
Ref SR: 1-441521944 V-24160

Dear

We regret that you are dissatisfied with your 2007 Pontiac G6, VIN 1G2ZH361X74 and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Pontiac customer, Pontiac will assist you into a 2007 Pontiac G6, VIN 1G2ZH361574. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Plus registration, tag, title fees	\$135.00
Total Responsibility of Customer	\$135.00

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 2306 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date 12-7-06

Customer's and Co-Customer's Printed Name(s) 12-7-06

The requirements of the trade repurchase are as follows:

- ⇒ Vehicle Damage - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ A "Power of Attorney" form - supplied by General Motors must be signed and notarized at the time of repurchase (used only for titling purposes).
- ⇒ An "Odometer Disclosure Statement" form - supplied by General Motors must be signed at the time of the repurchase
- ⇒ Factory installed equipment - needs to be intact and functional.
- ⇒ Title - if no lien, a free and clear title is provided at the time of repurchase.

24160

July 19, 2007

Todd Friedman
Krohn & Moss, Ltd
5055 Wilshire Blvd Ste 300
Los Angeles, CA 90036-6101

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-510627197
2004 Chevrolet Malibu
Vehicle Identification Number: 1G1ZU54894F [REDACTED]
Customer Relationship Specialist: Brion Steven [REDACTED]

Todd Friedman:

Enclosed please find a check in the amount of \$5,500.00 made payable to [REDACTED] & Krohn & Moss, LTD to settle the above-referenced case.

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

KM0005
V07092007

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
07/23/07

*****5,500 DOLLARS

*****00 CENTS

AMOUNT
*****5,500.00

North American Operations
 General Motors Corporation
 Disbursement Account

[REDACTED] & KROHN & MOSS, *

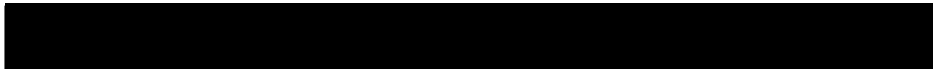
PAY
TO THE
ORDER
OF

LTD.
3
TRABUCO CANYON CA [REDACTED]

Kihel C. [Signature]
 SIGNATURE

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000075

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED] & KROHN & MOSS,

PAYMENT DATE 07/23/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
--------------------------	--------------	-----------------------	---------	----------------	--------------	------------

1G1ZU54894F [REDACTED]	07/20/07 71-510627	VH 1-8WPKQU 197.1-8WPKQU	00.0000	5,500.00	.00	5,500.00
------------------------	-----------------------	-----------------------------	---------	----------	-----	----------

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

W3

TOTAL				5,500.00	.00	5,500.00
--------------	--	--	--	----------	-----	----------



KROHN & MOSS
CONSUMER LAW CENTER

5055 WILSHIRE BLVD., SUITE 300
LOS ANGELES, CA 90036



02 1P \$ 000.41⁰
0002225684 JUL 11 2007
MAILED FROM ZIP CODE 90036

Shane Rives
General Motors Corp. - GM Legal Staff,
c/o MSX International
1919 Concept Drive, Warren, MI 48091

JUL 16 2007

48091/6013



Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

5055 Wilshire Blvd Suite 300

Los Angeles, CA. 90036

www.krohnandmoss.com

Writer's Direct Number

(323) 988-2400

Writer's Direct Facsimile

(866) 431-5575

Writer's Direct EMail:

jveloso@consumerlawcenter.com

www.krohnandmoss.com

July 9, 2007

VIA U.S. MAIL

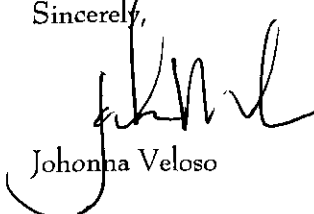
Shane Rives
General Motors Corp. - GM Legal Staff
c/o MSX International
1919 Concept Drive, Warren, MI 48091

RE: [REDACTED] v. General Motors

Dear Mr. Rives:

Enclosed please find our client's original signed settlement and release agreement. Please contact our office if you have any questions or comments.

Sincerely,



Johonna Veloso

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$5,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2004 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZU54894F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 61775 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: 6-25-2007

[REDACTED]

Claimant's Signature

[REDACTED]

Address

Address

Coto de Casa, CA [REDACTED]

City, State, Zip Code

City, State, Zip Code

~~STATE OF _____~~

~~COUNTY OF _____~~

Please see attachment for notary wording

ALL-PURPOSE ACKNOWLEDGMENT

State of California

County of Orange

On June 25, 2007 before me, Cindy L. Pestotnik - Notary Public,
Date Name and Title of Officer (e.g., "Jane Doe, Notary Public")

personally appeared [Redacted]
Name(s) of Signer(s)

personally known to me - OR - proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



WITNESS my hand and official seal.

Cindy L. Pestotnik
Signature of Notary Public

OPTIONAL

Though the data below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of this form to another document.

Description of Attached Document

Title or Type of Document: Release of Claim

Document Date: June 25, 2007 Number of Pages: 1

Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: [Redacted]

- Individual
- Corporate Officer
Title(s): _____
- Partner - Limited General
- Attorney-in-Fact
- Trustee
- Guardian or Conservator
- Other: _____

RIGHT THUMBPRINT OF SIGNER
Top of thumb here

Signer Is Representing:

Signer's Name: _____

- Individual
- Corporate Officer
Title(s): _____
- Partner - Limited General
- Attorney-in-Fact
- Trustee
- Guardian or Conservator
- Other: _____

RIGHT THUMBPRINT OF SIGNER
Top of thumb here

Signer Is Representing:

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DR

FOOTHILL RANCH, CA. 92610

PHONE 949 457-2020 FAX 949 457-2022

FAX COVER SHEET

TO: Cecilio Alvarez

FROM: John Arnold

NUMBER OF COPIES 91 INCLUDES
COVER SHEET

Copy of Sales Contract

Repair Orders

ACV. incentives

04001 F-S
© 1991 GM Corp

FOOTHILL RANCH
CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSSES
WITHOUT PREVIOUS ARRANGEMENTS.

L.O.F. CAR	3K CAR	6K CAR	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	3K TRK	6K TRK	15K TRK	30K TRK	BRAKE INSP.	F/R BRKS CAR	F/R BRKS TRK	ROTATE / BAL.	2/4 ALIGN.	DECARB	F/R FLUSH	AUTO TRM. FLUSH	COOL / FLUSH	ENG / FLUSH	BRK / FLUSH	P/S FLUSH
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: GMP
CUSTOMER STATES BRAKE LITES STAY ON AT
ALL TIMES

52 PAY TYPE: GMP
CUSTOMER STATES CHK ENGINE LITE IS ON

53 PAY TYPE: GMP
CUSTOMER STATES REMOTE IS INOP

54 PAY TYPE: GMP
CUSTOMER STATES WHEN STARTING A NOISE IS
HEARD/HIGH PITCHED NOISE IS HEARD

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED
WITHIN _____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE \$	AUTHORIZED BY	SUBTOTAL LABOR \$
PHONE #	DATE	SUBTOTAL PARTS \$
REVIS ESTIMATE \$	REASON	SALES TAX \$
AUTHORIZED BY	DATE	TOTAL \$
IN PERSON	TIME	CAR GONE

*By law you may choose another facility to perform any needed repairs or adjust-
ments that the above check rock indicates are necessary.*

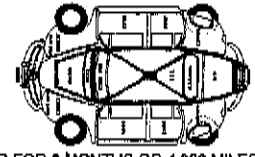
Signed _____

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185
EPA #CAL000262614

O.K. BY _____

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



ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER	BRAKE MM		
	FRONT	REAR	MM
YES <input type="checkbox"/>	NO <input type="checkbox"/>	MM	MM

I hereby authorize the repair work hereinafter set forth to be done along
with the necessary material and agree that you are not responsible for loss
or damage to vehicle or articles left in vehicle in case of fire, theft or any
other cause beyond your control or for any 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
below vehicle to secure the amount of repairs thereto.

x _____
CUSTOMER SIGNATURE

RO 44799 *TAG 2907* LIC: CA NEW

SVC ADV: 204 ANTHONY HUERTA

04 **VIN: 1G1ZU5489 4F _____**

CHEVROLET MALIBU COL CD: 12U
LT 4DR SDN TRIM: 142
LICENSE: CA NEW SILVER CAR
MFG CODE: 67H001 SVC DLR: 13830 SLM: 416
STOCK NUMBER: 00 _____
IN-SVC: 092504 SOLD: 092504
ODOMETER: LAST: 22502 CURRENT: 46933
AVG PER DAY: 52 PER MONTH: 1560

TRABUCO CANYON
CA _____
ORANGE

CELL: _____
WORK: _____

DIST CODE: 1G1

EXTENDED SVC PLAN: TYPE: MAJOR NUMBER: GMPP DEDUCTIBLE: 100.00
IN FORCE: Y MONTHS: 60 MILEAGE: 75000 EXPIRES: 092509
11/08/06 07:33:37

ESTIMATE: 85.00

***PROMISED DATE: 11/08/06 TIME: 1700 ***

TAG 2907 **RO 44799** SVC ADV: 204 RESV: 020 VIN: 1G1ZU5489 4F _____

FORM 1001 0

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSES
WITHOUT PREVIOUS ARRANGEMENTS.

L.O.F. CAR	3K CAR	8K CAR	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	3K TRK	6K TRK	15K TRK	30K TRK	BRAKE INSP.	F/R BRKS CAR	F/R BRKS TRK	ROTATE/BAL.	24 ALIGN.	DECARB	F/R FLUSH	AUTO TRN. FLUSH	COOL./FLUSH	ENG./FLUSH	BRK./FLUSH	P/S FLUSH
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

PG 2 OF 2

INSTRUCTIONS ON WORK TO BE DONE

55 PAY TYPE: GMP
 CUSTOMER STATES DASH PANEL BY FOG LAMPS
 IS FALLING OFF
AS3 *12/21/06* *276.00* *23* *NO coverage* *2964*

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED
WITHIN _____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-
RIZE THE SERVICES RECOMMENDED.

ORIGINAL ESTIMATE \$	AUTHORIZED BY	SUBTOTAL LABOR \$	
PHONE #	DATE	TIME	SUBTOTAL PARTS \$
REVISED ESTIMATE \$	REASON	ADDITIONAL COSTS	SALR TAX \$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE	TIME
By law you may choose another facility to perform any needed repairs or adjustments that the smog check test indicates are necessary.			CAR RENT \$

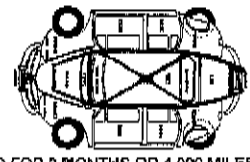
56 PAY TYPE: C
 ESTIMATE ON WINDSHIELD

Signature _____

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185
 EPA #CAL000262614
 O.K. BY _____

ALL PARTS INSTALLED ARE NEW
 OR FACTORY REBUILT
 UNLESS SPECIFIED OTHERWISE.
 ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.



SAVE PARTS FOR CUSTOMER YES <input type="checkbox"/> NO <input type="checkbox"/>	BRAKE MM		
	FRONT	REAR	
	MM	MM	MM

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any 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 below vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER SIGNATURE

RO 44799 *TAG 2907* LIC: CA NEW SVC ADV: 204 ANTHONY HUERTA

[Redacted]

04 **VIN: 1G1ZU5489 4F [Redacted]**

TRABUCO CANYON
CA [Redacted]
ORANGE

CHEVROLET MALIBU COL CD: 12U
 LT 4DR SDN TRIM: 142
 LICENSE: CA NEW SILVER CAR
 MFG CODE: 67H001 SVC DLR: 13830 SLM: 416
 STOCK NUMBER: 00 [Redacted]
 IN-SVC: 092504 SOLD: 092504
 ODOMETER: LAST: 22502 CURRENT: 46933
 AVG PER DAY: 52 PER MONTH: 1560

CELL:
WORK:

[Redacted]

DIST CODE: 1G1

EXTENDED SVC PLAN: TYPE: MAJOR NUMBER: GMPD DEDUCTIBLE: 100.00
 IN FORCE: Y MONTHS: 60 MILEAGE: 75000 EXPIRES: 092509
 11/08/06 07:33:37
 ESTIMATE: 85.00
 ****PROMISED DATE: 11/08/06 TIME: 1700 ****

TAG 2907 **RO 44799** SVC ADV: 204 RESV: 020 VIN: 1G1ZU5489 4F [Redacted]

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSSES
WITHOUT PREVIOUS ARRANGEMENTS.

L.O.F. CAR	9K CAR	8K CAR	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	9K TRK	8K TRK	15K TRK	30K TRK	BRAKE INSP.	F/R BRKS CAR	F/R BRKS TRK	ROTATE/BAL.	1/4 ALIGN.	DECARB	F/I FLUSH	AUTO TRN. FLUSH	COOL / FLUSH	ENG / FLUSH	BRK / FLUSH	P/S FLUSH
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

PG 1 OF 1

INSTRUCTIONS ON WORK TO BE DONE

51 PAY TYPE: GMP
CUSTOMER STATES BRAKE LITES STAY ON AT
ALL TIMES

253
H2642-0.8
(u)

52 PAY TYPE: GMP
CUSTOMER STATES CHK ENGINE LITE IS ON

See Doc 51

53 PAY TYPE: GMP
CUSTOMER STATES REMOTE IS INOP

R4490 -0.5 78

54

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED
WITHIN _____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE \$	AUTHORIZED BY	SUBTOTAL LABOR \$	
PHONE #	DATE	TIME	SUBTOTAL PARTS \$
REVISED ESTIMATE \$	REASON	ADDITIONAL COST \$	SALES TAX \$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE #	DATE	TIME
			TOTAL \$

"By law you may choose another facility to perform any needed repair or adjust-
ments that the analog check test indicates are necessary."

Signed _____

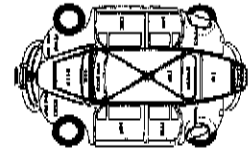
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185
EPA #CAL000262614

O.K. BY _____

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

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.



SAVE PARTS FOR CUSTOMER	BRAKE MM	
	FRONT	REAR
YES <input type="checkbox"/> NO <input type="checkbox"/>	MM	MM

I hereby authorize the repair work hereinafter set forth to be done along
with the necessary material and agree that you are not responsible for loss
or damage to vehicle or articles left in vehicle in case of fire, theft or any
other cause beyond your control or for any 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
below vehicle to secure the amount of repairs thereto.

x _____

RO 44799 *TAG 2907* LIC: CA NEW

SVC ADV: 204 ANTHONY HUERTA

04 **VIN: 1G1ZU5489 4F _____ *

CHEVROLET MALIBU COL CD: 12U

LT 4DR SDN TRIM: 142

LICENSE: CA NEW SILVER CAR

MFG CODE: 67H001 SVC DLR: 13830 SLM: 416

STOCK NUMBER: 00 _____

IN-SVC: 092504 SOLD: 092504

ODOMETER: LAST: 22502 CURRENT: 46933

AVG PER DAY: 52 PER MONTH: 1560

TRABUCO CANYON
CA _____
ORANGE

CELL: _____
WORK: _____

205.00

DIST CODE: 1G1

MODEL# 1ZU69

EXTENDED SVC PLAN: TYPE: MAJOR NUMBER: GMPP DEDUCTIBLE: 100.00

IN FORCE: Y MONTHS: 60 MILEAGE: 75000 EXPIRES: 092509

11/08/06 07:33:37

ESTIMATE: 85.00

***PROMISED DATE: 11/08/06 TIME: 1700 ***

TAG 2907 **RO 44799** SVC ADV: 204 RESV: 020 VIN: 1G1ZU5489 4F _____

20# 44787

ADDITIONAL INSTRUCTIONS OR ESTIMATES	MECHANIC'S FINDINGS AND REMARKS		LABOR RECORD																									
			ELAPSED TIME	TIME CLOCK																								
	MECHANIC'S NAME & NUMBER																											
51 52	51- Verified concern Found Brake lights on at all times found failure in Brake Pedal Position sensor. Removed & Replaced BPPS - Programmed New BPPS			OFF ON OFF ON																								
	MECHANIC'S NAME & NUMBER																											
	52- Verified concern FOBS are inop - Tested FOBS w/ Tester Found Both FOBS Failed Replaced & Programmed 2 FOBS			OFF ON OFF ON																								
ADDITIONAL FLAGS	MECHANIC'S NAME & NUMBER																											
<table border="1"> <tr> <td>STRAIGHT TIME (HOURS)</td> <td>FLAT RATE</td> <td>R/O NO.</td> <td>2</td> <td>TIME</td> <td>OFF</td> </tr> <tr> <td>2.0</td> <td></td> <td>44792</td> <td></td> <td>11/9</td> <td></td> </tr> <tr> <td></td> <td></td> <td>OPER. NO.</td> <td></td> <td>BPPS</td> <td>ON</td> </tr> <tr> <td></td> <td></td> <td>EMP. NO.</td> <td></td> <td>FOBS</td> <td>204</td> </tr> </table>	STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	2	TIME	OFF	2.0		44792		11/9				OPER. NO.		BPPS	ON			EMP. NO.		FOBS	204	54- Verified concern found starter stays engaged After vehicle is Running - Found New PCM calibrations - Reprogrammed PCM Per Bulletin			OFF ON OFF ON
STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	2	TIME	OFF																							
2.0		44792		11/9																								
		OPER. NO.		BPPS	ON																							
		EMP. NO.		FOBS	204																							
FLAG	MECHANIC'S NAME & NUMBER																											
FLAG				OFF ON																								
FLAG				OFF ON																								

04/25/2007 11:57

9494572022

FOOTHILL RANCH CHEV

PAGE 05

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

B.A.R. #
AM - 225185

E.P.A.
CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

SIGNED AND RECEIVED X

[Redacted Signature]

68187

INVOICE TO

TRABUCO CANYON
ORANGE
WORK: [Redacted]

CA

HOME: [Redacted]

FOR OFFICE USE

TAG: 2907 ADV: 204 HUERTA, A INVOICE: PRELIM CUS E C VP
MFG: 67H001 TAX RULES: NNNNY INVOICED: 11/09/2006 17:29:12
ODOMETER IN: 46933 DIST: 1G1
DATES BEGIN: 11/08/06 DONE: 11/09/06

DRIVER/OWNER INFORMATION -- INVOICE: [Redacted]

TRABUCO CANYON
ORANGE
WORK: [Redacted]

CA

HOME: [Redacted]

VEHICLE INFORMATION

VIN 1G1ZU54894F [Redacted] LICENSE NUMBER: CA NEW
04 CHEVROLET MALIBU LT 4DR SDN SILVER
STOCK# 00 [Redacted]
DATES INSERVICE: 092504 SOLD: 092504

CONCERN 56 ESTIMATE ON WINDSHIELD
CAUSE ESTIMATE
CORRECTION 276.00 TO REPLACE WINDSHIELD
FACTORY TECH: 150 - SUBLET.

OPERATION	TECH	AMOUNT
NC	150	.00

----- SUBTOTAL -----
TOTAL CHARGE FOR CONCERN .00

TYPE: C

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C44799
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE C44799
DEDUCTIBLE MOVED FROM E44799 100.00
CASH 100.00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
GMP - GMP

ESTIMATE
ESTIMATE \$85.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ANTHONY HUERTA
"PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME
SERVICE GUARANTEE APPLIES ON ALL CUSTOMER PAY REPAIRS."

PAID

CK. NO. 0003
DATE 11-09-06

UP

PAGE 1
LAST PAGE

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ON LINE SERVICE INVOICING BY

FOOTHILL RANCH CHEVROLET

70 AUTO CENTER DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSSES
WITHOUT PREVIOUS ARRANGEMENTS.

L.O.F. CAR	3K CAR	6K CAR	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	3K TRK	6K TRK	15K TRK	30K TRK	BRAKE INSP.	FR BRKS CAR	FR BRKS TRK	ROTATE / BAL	24 ALIGN.	DECARB	FR FLUSH	AUTO TRN. FLUSH	COOL / FLUSH	ENG / FLUSH	BRK / FLUSH	P/S FLUSH
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

PG 1 OF 1

INSTRUCTIONS ON WORK TO BE DONE

1* PAY TYPE: W CC: W
CUSTOMER STATES HORN IS INOP BLOWS FUSE

2 PAY TYPE: W *fuca* **PARTS ORDERED**
CUSTOMER STATES AC FAN MAKES FLUTTERING
noise

3 PAY TYPE: W *drive in fan* CC: W
CUSTOMER STATES DRIVER SEAT BELT DOES
NOT LATCH/RELEASES/HAS TO TRY MORE THAN
1 TIME

4 PAY TYPE: W *buckle* CC: W
CUSTOMER STATES DRIVER SEAT LEANS DOES
NOT SEEM TO BE ON TRACK PROPER

Seat Buckle

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED
WITHIN _____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-
RIZE THE SERVICES RECOMMENDED

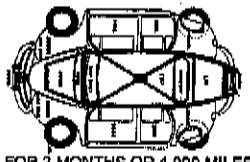
ORIGINAL ESTIMATE \$	AUTHORIZED BY	SUBTOTAL LABOUR \$
PHONE #	DATE	TIME
REVISED ESTIMATE \$	REASON	ADDITIONAL COST \$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON	DATE
	<input type="checkbox"/> PHONE	TIME
		TOTAL \$

By law you may choose another facility to perform any needed repairs or adjustments that the smog check test indicates are necessary.

Signed _____

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185
EPA #CAL000262614



O.K. BY _____
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.
ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER	BRAKE MM	
YES <input type="checkbox"/> NO <input type="checkbox"/>	FRONT	REAR
	MM	MM

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any 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 below vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER SIGNATURE

*RO 33091** *TAG 2979* VIC: CA NEW

SVC ADV: 204 ANTHONY HUERTA

TRABUCO CANYON
CA
ORANGE

04 **VIN: 1G1ZU5489 4F
CHEVROLET MALIBU COL CD: 12U
LT 4DR SDN TRIM: 142
LICENSE: CA NEW SILVER CAR
MFG CODE: 67H001 SVC DLR: 13830 SLM: 427
STOCK NUMBER: 00
IN-SVC: 092504 SOLD: 092504
ODOMETER: LAST: 14868 CURRENT: 22502
AVG PER DAY: 51 PER MONTH: 1530

Wind shield cracked

CELL: [REDACTED]
WORK: [REDACTED]

000646

DIST CODE: 1G1

EXTENDED SVC PLAN: TYPE: MAJOR NUMBER: GMPP DEDUCTIBLE: 100.00
IN FORCE: Y MONTHS: 60 MILEAGE: 75000 EXPIRES: 092509
11/15/05 17:16:40

***PROMISED DATE: 11/16/05 TIME: 1700 ***

TAG 2979 **RO 33091** SVC ADV: 204 VIN: 1G1ZU5489 4F

PO # 33091

INSTRUCTIONS NOTES	MECHANIC'S FINDINGS AND REMARKS		LABOR RECORD	
			ELAPSED TIME	TIME CLOCK
	MECHANIC'S NAME & NUMBER 209			
	51 Diag test & inspect across center console & repair short to ground back of Body control module A			OFF ON OFF ON
	Shooked to Ground orange/brown			
	MECHANIC'S NAME & NUMBER			
	52 - Verified concern noise from Blower - Removed Blower Motor found D Debris + Damaged Fins on Blower D Replaced Blower motor + removed Debris		209 1.0 DB22	OFF ON OFF ON
	MECHANIC'S NAME & NUMBER			
FLAGS	MECHANIC'S NAME & NUMBER			
3 TIME OFF 11-22 Seat Blower Horn ON 204	53 - Verified concern found seat Belt Buckle inop - Found failure in latch of Receiver Replaced Receiver		209 29021 0.9	OFF ON Nov 22 13 24 OFF ON Nov 21 9 15
	MECHANIC'S NAME & NUMBER			
	54 - Verified concern seat is loose - Found Broken welds for support Bars on seat frame & seat Track failure - Replaced seat frame & tracks - Transferred all parts (Gaway Power) Track failure from frame to Bentling		209 5.1 19 0.5	OFF ON OFF ON

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

B.A.R. #
AM - 225185

E.P.A.
CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND
RECEIVED X

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

86167

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

TRABUCO CANYON
ORANGE
CELL: [REDACTED] WORK: [REDACTED]

CA

TRABUCO CANYON
ORANGE
CELL: [REDACTED] WORK: [REDACTED]

CA

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 2979 ADV: 204 HUERTA, A INVOICE: PRELIM WAR W VP
MFG: 67H001 TAX RULES: NNNNY INVOICED: 11/22/2005 16:30:43
ODMETER IN: 22502 OUT: 22502 DIST: 1G1
DATES BEGIN: 11/15/05 DONE: 11/22/05

VIN 1G1ZU54894F [REDACTED] LICENSE NUMBER: CA NEW
04 CHEVROLET MALIBU LT 4DR SDN SILVER
STOCK# 00 [REDACTED]
DATES INSERVICE: 092504 SOLD: 092504

CONCERN 51 CUSTOMER STATES HORN IS INOP BLOWS FUSE
CAUSE WIRING SHORTED
CORRECTION REPAIR WIRING SHORT TO GROUND BACK OF BODY CONTROL MODULE
PART NUMBER PO# NOTE DESCRIPTION
000 022695353 *MOTOR
SPD 022695353 *MOTOR
FACTORY TECH: 209 - HOWARD, WILLIAM
FP-022695353

OPERATION TECH AMOUNT
N6640 209 79.19

QTY LIST SELL AMOUNT
1 105.52 73.85 73.85
1

SUBTOTAL

PARTS 73.85
LAB-MECHANICAL 79.19
TOTAL CHARGE FOR CONCERN 153.04

TYPE: W

CONCERN 52 CUSTOMER STATES AC FAN MAKES FLUTTERING
CAUSE BLOWER MOTOR FAILURE
CORRECTION REPLACE BLOWER MOTOR
FACTORY TECH: 209 - HOWARD, WILLIAM
FP-000000000

OPERATION TECH AMOUNT
D1322 209 79.19

SUBTOTAL

LAB-MECHANICAL 79.19
TOTAL CHARGE FOR CONCERN 79.19

TYPE: W

CONCERN 53 CUSTOMER STATES DRIVER SEAT BELT DOES NOT LATCH/RELEASES/HAS TO TRY MORE
THNA 1 TIME
CAUSE LATCH FAILURE

OPERATION TECH AMOUNT
C9021 209 71.27

PAGE 1

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000646

FOOTHILL RANCH

 **CHEVROLET**

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

B.A.R. #
AM - 225185

E.P.A.
CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND RECEIVED X _____

68187

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: [REDACTED]
\$ [REDACTED]

FOR OFFICE USE ----- VEHICLE INFORMATION -----
TAG: 2979 ADV: 204 HUERTA, INVOICED: 11/22/2005 16:30:43 VP 04 MALIBU SILVER LICENSE NUMBER: CA NEW

CORRECTION	REPLACE RECEIVER								
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL		
	000 089024183			*BELT KIT	-SPO 1	69.33	67.94	67.94	
	SPO 089024183			*BELT KIT	1				
FACTORY	TECH: 209 - HOWARD, WILLIAM FP-089024183								

TYPE: W

----- SUBTOTAL -----
 PARTS 67.94
 LAB-MECHANICAL 71.27
 TOTAL CHARGE FOR CONCERN 139.21

CONCERN 54 CUSTOMER STATES DRIVER SEAT LEANS DOES NOT SEEM TO BE ON TRACK PROPER OPERATION TECH AMOUNT
 CAUSE BROKEN WELDS IN SEAT FRAME C6041 209 150.46

CORRECTION	REPLACE SEAT FRAME AND TRANSFER ALL PARTS								
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL		
	000 022733622			*TRACK	-SPO 1	74.73	59.63	59.63	
	000 022733623			*TRACK	-SPO 1	74.40	59.37	59.37	
	SPO 022733622			*TRACK	1				
	SPO 022733623			*TRACK	1				
	000 00FREIGHT		FRGHT	ONITE/FREIGHT	1	14.50	14.50	14.50	
	000 015284929			*FRAME	-SPO 1	302.11	241.09	241.09	
	SPO 015284929			*FRAME	1				
FACTORY	TECH: 209 - HOWARD, WILLIAM FP-015284929								

TYPE: W

----- SUBTOTAL -----
 PARTS 360.09
 LAB-MECHANICAL 150.46
 FREIGHT 14.50
 TOTAL CHARGE FOR CONCERN 525.05

PAGE 2

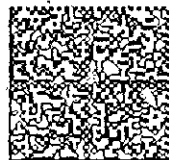
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000646



KROHN & MOSS
CONSUMER LAW CENTER

5055 WILSHIRE BLVD., SUITE 300
LOS ANGELES, CA 90036



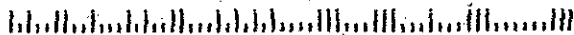
UNITED STATES POSTAGE
PITNEY BOWES
02 1P \$ 000.390
0002693379 APR 10 2007
MAILED FROM ZIP CODE 90036

APR 10 2007

General Motors Corporation.
P.O. Box 33170
Detroit, Michigan 48232-5170

APR 16 2007

482325170 6050



Krohn & Moss, Ltd.

(Arizona, California, Florida, Georgia, Illinois, Indiana, Missouri, Nevada, Ohio, Wisconsin)

5055 Wilshire Blvd Suite 300

Los Angeles, CA. 90036

www.krohnandmoss.com

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(866) 451-5575
Writer's Direct E-Mail
tfriedman@consumerlawcenter.com

Writer licensed to practice
only in:
California
Illinois

April 10, 2007

General Motors Corporation
P.O. Box 33170
Detroit, Michigan 48232-5170

RE: [REDACTED] v. General Motors Corporation

Vehicle: 2004 Chevy Malibu

VIN: 1G1ZU54894F [REDACTED]

Our File No.: L07032425A

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective body as evidenced by side kick panel has fallen off, windows on passenger and drivers side shake, driver seal leans;

April 10, 2007

2. Defective interior trim as evidenced by driver seat belt does not latch, dash panel by fog lamps is falling off, driver seat track is inoperable;
3. Defective brakes as evidenced by brake light stays on at all times;
4. Defective electrical as evidenced by brake lights stay on when check engine light displays, horn is inoperable, remote is inoperable, cruise control is inoperable when check engine light is on;
5. Defective engine as evidenced by rough idle, noise heard when starting engine, check engine light is on;
6. Defective climate control system as evidenced by air conditioner fan makes fluttering noise;
7. Defective power steering;
8. Defective transmission as evidenced by transmission does not shift down; and
9. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,



Todd Friedman
Attorney at Law

TF/ddo

FOOTHILL RANCH



70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

B.A.R. #
AM - 225185

E.P.A.
CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND RECEIVED X

86187

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: [REDACTED]
FOR OFFICE USE [REDACTED] VEHICLE INFORMATION
TAG: 2979 ADV: 204 HUERTA, INVOICED: 11/22/2005 16:30:43 VP 04 MALIBU SILVER LICENSE NUMBER: CA NEW

SUMMARY OF CHARGES FOR INVOICE W33091		PAYMENT DISTRIBUTION FOR INVOICE W33091	
PARTS	501.88	TOTAL CHARGE	896.49
LAB-MECHANICAL	380.11		
FREIGHT	14.50	WARRANTY	896.49
TOTAL CHARGE	896.49		

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ANTHONY HUERTA

PAGE 3
LAST PAGE

8-1979

UCS

ON LINE SERVICE INVOICING BY

x *[Signature]* 000646

FOOTHILL RANCH CHEVROLET

0000504
10000 CENTRAL DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSES
WITHOUT PREVIOUS ARRANGEMENTS.

L.O.F. CAR	3K CAR	8K CAR	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	3K TRK	6K TRK	15K TRK	30K TRK	BRAKE INSP.	F/R BRKS CAR	F/R BRKS TRK	FOOTATE / BAL	24 ALIGN.	DECARB	TR FLUSH	AUTO TRN. FLUSH	COOL / FLUSH	ENG / FLUSH	BRK / FLUSH	P/S FLUSH
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

INSTRUCTIONS ON WORK TO BE DONE

01* PAY TYPE: W CC: W
CUSTOMER STATES CRUISE CONTROL DOES NOT
WORK

02 PAY TYPE: W *1720.2* CC: W
CUSTOMER STATES TRANSMISSION DOES NOT
SHIFT DOWN TO L1 OR L2 *224*
Call: 0826 **WARRANTY PARTS
RETURNED**

03 PAY TYPE: W CC: W
CUSTOMER STATES ENGINE HAS A ROUGH IDLE
SOUND

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED
WITHIN _____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-
RIZE THE SERVICES RECOMMENDED.

ORIGINAL ESTIMATE	AUTHORIZED BY	SUBTOTAL LABOR	\$
PHONE	DATE	TIME	SUBTOTAL PARTS
\$			\$
REVISED ESTIMATE	REASON	ADDITIONAL COSTS	SALES TAX
\$		\$	\$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE	TIME
			TOTAL
			\$

*By law you may choose another facility to perform any needed repairs or adjust-
ments that the smog check test indicates are necessary. CAR HOME

Signed

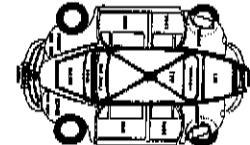
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185
EPA #CAL000262614

O.K. BY _____

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

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.



SAVE PARTS FOR CUSTOMER	BRAKE MM		
YES <input type="checkbox"/> NO <input type="checkbox"/>	FRONT	REAR	MM
			MM

I hereby authorize the repair work hereinafter set forth to be done along
with the necessary material and agree that you are not responsible for loss
or damage to vehicle or articles left in vehicle in case of fire, theft or any
other cause beyond your control or for any 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 for the purpose of testing. _____ is hereby acknowledged on
this date.

*RO 28606** *TAG 8064* LIC: CA NEW

SVC ADV: 217 JAMES KUHLMAN

**VIN: 1G1ZU5489 4F _____ *

CHEVROLET MALIBU COL CD: 12U
LT 4DR SDN TRIM: 142
LICENSE: CA NEW SILVER CAR
MFG CODE: 67H001 SVC DLR: 13830 SLM: 427
STOCK NUMBER: 00 _____
IN-SVC: 092504 SOLD: 092504
ODOMETER: LAST: 12371 CURRENT: 14866
AVG PER DAY: 52 PER MONTH: 1560

TRABUCO CANYON
CA _____
ORANGE

CELL: _____
WORK: _____

DIST CODE: 1G1

WARNING: POSSIBLE RECHECK 00012371

EXTENDED SVC PLAN: TYPE: MAJOR NUMBER: GMPP MODEL# 1ZU69
IN FORCE: Y MONTHS: 60 MILEAGE: 75000 DEDUCTIBLE: 100.00
EXPIRES: 092509
07/07/05 18:54:29

***PROMISED DATE: 07/08/05 TIME: 1700 ***

TAG 8064 **RO 28606** SVC ADV: 217

VIN: 1G1ZU5489 4F _____

NO # 28606

ADDITIONAL INSTRUCTIONS OR ESTIMATES	MECHANIC'S FINDINGS AND REMARKS		LABOR RECORD		
			ELAPSED TIME	TIME CLOCK	
	MECHANIC'S NAME & NUMBER				
	CHEER DOWN SHIFT SWITCH SWITCH MOP. CHEER CODE HAS P0826 CHECK FUSE - BLOWN SWITCH FOR THE DOWN SHIFT SWITCH, REPLACED FUSE ROAD			OFF	
				ON	
				OFF	
				ON	
	MECHANIC'S NAME & NUMBER				
	TEST WORK NO BLOW FUSE			OFF	
	B			ON	
				OFF	
				ON	
				OFF	
ADDITIONAL FLAGS		MECHANIC'S NAME & NUMBER			
STRAIGHT TIME (hours)	FLAT RATE	RID #	2	TIME	OFF
1.2		28606		7-11	ON
		OPER. NO.	224		
		EMP. NO.			
FLAG		C			OFF
					ON
					OFF
					ON
FLAG		MECHANIC'S NAME & NUMBER			
		D			OFF
					ON
					OFF
					ON
FLAG					

04/25/2007 12:01 9494572022 FOOTHILL RANCH CHEV PAGE 03

FOOTHILL RANCH



70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

B.A.R. #
AM - 225185

E.P.A.
CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND RECEIVED X

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

TRABUCO CANYON
ORANGE
CELL: [REDACTED]

CA [REDACTED]

TRABUCO CANYON
ORANGE
CELL: [REDACTED]

CA [REDACTED]

WORK: [REDACTED]

VEHICLE INFORMATION

FOR OFFICE USE
TAG: 8064 ADV: 217 KUHLMAN, INVOICE: PRELIM WAR W VP
MFG: 67H001 TAX RULES: MNMY INVOICED: 07/11/2005 16:38:35
ODOMETER IN: 14866 OUT: 14868 DIST: 1G1
DATES BEGIN: 07/07/05 DONE: 07/11/05

VIN 1G1ZU54894F [REDACTED] LICENSE NUMBER: CA NEW
04 CHEVROLET MALIBU LT 4DR SDN SILVER
STOCK# 00 [REDACTED]
DATES INSERVICE: 092504 SOLD: 092504

CONCERN 51 CUSTOMER STATES CRUISE CONTROL DOES NOT WORK
CAUSE CRUISE CONTROL NOT WORKING
CORRECTION REPLACED FUSE
FACTORY TECH: 224 - CORBETT, TED
FP-000000000

OPERATION	TECH	AMOUNT
N1720	224	15.84

----- SUBTOTAL -----
LAB-MECHANICAL 15.84
TOTAL CHARGE FOR CONCERN 15.84

TYPE: W

CONCERN 52 CUSTOMER STATES TRANSMISSION DOES NOT SHIFT DOWN TO L1 OR L2
CAUSE TRANS DISPLAY NOT ACURATE
CORRECTION SAME FUSE
PART NUMBER PO# NOTE DESCRIPTION QTY LIST SELL
000 012191645 *FUSE 1 .16 .13 .13
FACTORY TECH: 224 - CORBETT, TED
FP-012191645

OPERATION	TECH	AMOUNT
SHIFT	224	.00

----- SUBTOTAL -----
PARTS .13
TOTAL CHARGE FOR CONCERN .13

TYPE: W

CONCERN 53 CUSTOMER STATES ENGINE HAS A ROUGH IDLE SOUND
CAUSE ROUGH IDLE NOISE
CORRECTION UNSBLE TO DUPLICATE
FACTORY TECH: 224 - CORBETT, TED
FP-000000000

OPERATION	TECH	AMOUNT
NOISE	224	.00

PAGE 1

x

88154

9 1979

UCS

ONLINE SERVICE INVOICING BY

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

B.A.R. # 000604 E.P.A.
AM - 225185 CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

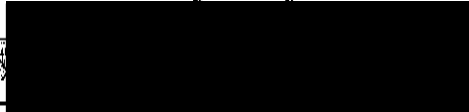
"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

SIGNED AND RECEIVED



INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: W28606

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 8064 ADV: 217 KUHLMAN, INVOICED: 07/11/2005 16:38:35 VP

04 MALIBU SILVER LICENSE NUMBER: CA NEW

TYPE: W

----- SUBTOTAL -----
TOTAL CHARGE FOR CONCERN .00

----- GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE W28606

PARTS .13
LAB-MECHANICAL 15.84
TOTAL CHARGE 15.97

PAYMENT DISTRIBUTION FOR INVOICE W28606
TOTAL CHARGE 15.97
WARRANTY 15.97

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JAMES KUHLMAN

PAGE 2
LAST PAGE

x

ACCOUNTING

ON LINE SERVICE INVOICING BY UCS © 1979

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

000590

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSSES
WITHOUT PREVIOUS ARRANGEMENTS.

LO.F. CAR	3K CAR	6K CAR	15K CAR	30K CAR	100K SERV.	LO.F. TRUCK	3K TRK	6K TRK	8K TRK	BRAND INSP.	F/R BRK CAR	F/R BRK TRK	ROTATE/BL.	24 ALIGN.	DECARB	EXFLUSH	AUTO TRN. FLUSH	COOL/FLUSH	ENG/FLUSH	BRK/FLUSH	P/S FLUSH	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

INSTRUCTIONS ON WORK TO BE DONE

50 PAY TYPE: W CC: W
040500 - POWER STEERING ASSIST 239

WARRANTY PARTS RETURNED
V1185 1.3

51 PAY TYPE: W CC: W 239
CUSTOMER STATES DRIVER WINDOW SHAKES
WHEN ALMOST ROLLED UP TO TOP

N/C

52 PAY TYPE: W CC: W 239
CUSTOMER STATES PASSENGER SIDE WINDOW
SHAKES AT TOP WHEN ALMOST ROLLED UP

N/C

53 PAY TYPE: W CC: W 239
CUSTOMER STATES PASSENGER SIDE KICK
PANEL HAS FALLEN DOWN

N/C

PG 1 OF 1

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED
WITHIN _____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE \$	AUTHORIZED BY	SUBTOTAL LABOR \$	SUBTOTAL PARTS \$
PHONE #	DATE	TIME	SALES TAX \$
REVISED ESTIMATE \$	REASON	ADDITIONAL COSTS \$	TOTAL \$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON	DATE	TIME
	<input type="checkbox"/> PHONE		

*By law we must disclose the cost of repairs or actual parts used. CAR DONE

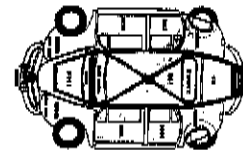
Signed: _____

BAR# AM - 225185
EPA #CAL000262614

O.K. BY _____

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

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.



SAVE PARTS FOR CUSTOMER	BRAKE MM	
YES <input type="checkbox"/> NO <input type="checkbox"/>	FRONT	REAR
	MM	MM

I hereby authorize the repair work hereinafter set forth to be done along
with the necessary material and agree that you are not responsible for loss
or damage to vehicle or articles left in vehicle in case of fire, theft or any
other cause beyond your control or for any 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
below vehicle to secure the amount of repairs thereto.

X _____ CUSTOMER SIGNATURE

RO 26864 *TAG 6252* LIC: CA NEW SVC ADV: 204 ANTHONY HUERTA

04 **VIN: 1G1ZU5489 4F

CHEVROLET MALIBU COL CD: 12U

LT 4DR SDN TRIM: 142

LICENSE: CA NEW SILVER CAR

MFG CODE: 67H001 SVC DLR: 13830 SLM: 509

STOCK NUMBER: 00

IN-SVC: 092504 SOLD: 092504

ODOMETER: LAST: 3657 CURRENT: 12371

AVG PER DAY: 37 PER MONTH: 1110

TRABUCO CANYON
CA
ORANGE

CELL: [REDACTED]
WORK: [REDACTED]

DIST CODE: 1G1

MODEL# 1ZU69

EXTENDED SVC PLAN: TYPE: MAJOR NUMBER: GMPP DEDUCTIBLE: 100.00

IN FORCE: Y MONTHS: 60 MILEAGE: 75000 EXPIRES: 092509

05/17/05 14:48:40

***PROMISED DATE: 05/18/05 TIME: 1700 ***

TAG 6252 **RO 26864** SVC ADV: 204

VIN: 1G1ZU5489 4F

RD# 26864

ADDITIONAL INSTRUCTIONS OR ESTIMATES	MECHANIC'S FINDINGS AND REMARKS		LABOR RECORD	
			ELAPSED TIME	TIME CLOCK
	MECHANIC'S NAME & NUMBER			
	40) Inspected steering columns Serial Number found last digit a 3. According to Service Bulletin document was necessary removal of ABS Actuator Rods has necessary to complete job.		VMB5 1.3	OFF ON
	MECHANIC'S NAME & NUMBER			OFF ON
	Lubed window Run to correct condition		W/C	OFF ON
	B			OFF ON
	MECHANIC'S NAME & NUMBER			OFF ON
	Lubed window Run to correct condition		W/C	OFF ON
	C			OFF ON
	MECHANIC'S NAME & NUMBER			OFF ON
	Relocated wires which was in the way of fenders proper installation.		W/C	OFF ON
	D			OFF ON

04/25/2007 12:01 9494572022 FOOTHILL RANCH CHEV PAGE 07

SEPAIGHT TIME (HOURS)	PLAT RATE	RD NO	2	TIME	OFF
	1.3	26864			5-18-05
		OPER. NO.			
		239			
		EMP. NO.			

FLAG

FLAG

FLAG

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

B.A.R.# 000590 E.P.A.
AM - 225185 CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND RECEIVED X

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 6252 ADV: 204 HUERTA, INVOICED: 05/18/2005 13:31:54 EC 04 MALIBU SILVER LICENSE NUMBER: CA NEW

TYPE: W TOTAL CHARGE FOR CONCERN .00

CONCERN	CAUSE	CORRECTION	FACTORY	OPERATION	TECH	AMOUNT
53	CUSTOMER STATES PASSENGER SIDE KICK PANEL HAS FALLEN DOWN			NC	239	.00
	KICK PANEL IS LOOSE	RESECURED PANEL	TECH: 239 - GREEN, STEVEN FP-000000000			

TYPE: W SUBTOTAL TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W26864

PARTS	286.48
LAB-MECHANICAL	102.95
TOTAL CHARGE	389.43

PAYMENT DISTRIBUTION FOR INVOICE

TOTAL CHARGE	389.43
WARRANTY	389.43

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ANTHONY HUERTA

PAGE 2
LAST PAGE

ONLINE SERVICE INVOICING BY UCS 1979

ACCOUNTING

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

B.A.R. #
AM - 225185

E.P.A.
CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND RECEIVED X

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

TRABUCO CANYON CA
ORANGE
CELL: WORK:

TRABUCO CANYON CA
ORANGE
CELL: WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 6252 ADV: 204 HUERTA, A INVOICE: PRELIM WAR W EC
MFG: 67H001 TAX RULES: NNNY INVOICED: 05/18/2005 13:31:54
ODMETER IN: 12371 OUT: 12371 DIST: 1G1
DATES BEGIN: 05/17/05 DONE: 05/18/05

VIN 1G1ZU54894F LICENSE NUMBER: CA NEW
04 CHEVROLET MALIBU LT 4DR SDN SILVER
STOCK# 00
DATES INSERVICE: 092504 SOLD: 092504

CONCERN	CAUSE	CORRECTION	FACTORY	OPERATION	TECH	AMOUNT			
40	04050 0 - POWER STEERING ASSIST	INSPECTED/REPLACED STEERING COLUMN PER RECALL	TECH: 239 - GREEN, STEVEN FP-088967179	V1185	239	102.95			
		PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL	AMOUNT
		000 088967179			S/CDL REM	1	359.00	286.48	286.48

----- SUBTOTAL -----
PARTS 286.48
LAB-MECHANICAL 102.95
TOTAL CHARGE FOR CONCERN 389.43

TYPE: W

CONCERN	CAUSE	CORRECTION	FACTORY	OPERATION	TECH	AMOUNT
51	CUSTOMER STATES DRIVER WINDOW SHAKES WHEN ALMOST ROLLED UP TO TOP	LUBED WINDOW CHANNELS TO CORRECT CONCERN	TECH: 239 - GREEN, STEVEN FP-000000000	NC	239	.00

----- SUBTOTAL -----
TOTAL CHARGE FOR CONCERN .00

TYPE: W

CONCERN	CAUSE	CORRECTION	FACTORY	OPERATION	TECH	AMOUNT
52	CUSTOMER STATES PASSENGER SIDE WINDOW SHAKES AT TOP WHEN ALMOST ROLLED UP	LUBED WINDOW RUNS TO CORRECT CONCERN	TECH: 239 - GREEN, STEVEN FP-000000000	NC	239	.00

----- SUBTOTAL -----
PAGE 1

83734

FOOTHILL RANCH
CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSSES
WITHOUT PREVIOUS ARRANGEMENTS.

L.O.F. CAR	3K CAR	6K CAR	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	3K TRK	6K TRK	15K TRK	30K TRK	BRAKE INSP.	F/R BRKS CAR	F/R BRKS TRK	ROTATE / BAL	2/4 ALIGN	DECARB	F/I FLUSH	AUTO TRN. FLUSH	COOL / FLUSH	ENG / FLUSH	BRK / FLUSH	P/S FLUSH

INSTRUCTIONS ON WORK TO BE DONE

34* PAY TYPE: I FLG: WO1
PT/FAB

Down

35 PAY TYPE: I FLG: WO2
ALARM

Down

40 PAY TYPE: W CC: I
04011 O - AIR BAG WARNING LABEL

V1119 02

41 PAY TYPE: W CC: I
04027 O - DRIVER'S SAFETY BELT ANCHORAGE

10388869 V1152 02

PG 1 OF 2

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED

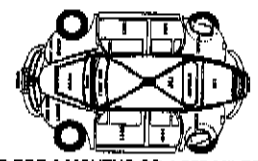
ORIGINAL ESTIMATE \$ <i>1100</i>	AUTHORIZED BY	SUBTOTAL LABOUR	\$
PHONE #	DATE	TIME	SUBTOTAL PARTS
REVISED ESTIMATE	REASON	ADDITIONAL COST \$	SALES TAX
AUTHORIZED BY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE	TIME
TOTAL	TOTAL	TOTAL	TOTAL

By law you may choose another facility to perform any needed repairs or adjustments that the above check list indicates are necessary.

Signed _____

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185
EPA #CAL000262514
O.K. BY _____



ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.
ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.

SAVE PARTS FOR CUSTOMER	FRONT	REAR
YES <input type="checkbox"/> NO <input type="checkbox"/>	MM	MM

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any 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 below vehicle to secure the amount of repairs thereto.

X *[Signature]*
CUSTOMER SIGNATURE

***RO 22144** TAG 9933* LIC: CA NEW SVC ADV: 246 DANIAL DIVIN

CHEVROLET MALIBU COL CD: 12U
LT 4DR SDN TRIM: 142
LICENSE: CA NEW SILVER CAR
MFG CODE: 67H001 SVC DLR: 13830 SLM: 442
STOCK NUMBER: 00 [REDACTED] INV ACCT: 237A
IN-SVC: 092504 SOLD: 092504
ODOMETER: CURRENT: 3656

TRABUCO CANYON
CA [REDACTED]
ORANGE

CELL: [REDACTED]
WORK: [REDACTED]

DIST CODE: 1G1

EXTENDED SVC PLAN: TYPE: MAJOR NUMBER: GMPP MODEL# 1ZU69
IN FORCE: Y MONTHS: 60 MILEAGE: 75000 DEDUCTIBLE: 100.00
EXPIRES: 092509
12/29/04 15:31:10

255 NOTE: FIRST VISIT

****PROMISED DATE: 12/29/04 TIME: 1700 ****

TAG 9933 **RO 22144** SVC ADV: 246 VIN: 1G1ZU5489 4F [REDACTED]

14810

FOOTHILL RANCH CHEVROLET

000552

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

FOR YOUR CONVENIENCE

WE ACCEPT ATM CARDS, VISA,
MASTERCARD, AND DISCOVER

PARTS AND SERVICE DEPT. HOURS

MONDAY THRU FRIDAY 7:00 AM - 7:00 PM
SATURDAY 8:00 AM - 5:00 PM

NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSSES
WITHOUT PREVIOUS ARRANGEMENTS.

L.O.F. CAR	9K CAR	9K CAR	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	3K TRK	9K TRK	15K TRK	30K TRK	BRAKE INSP.	F/R BRKS CAR	F/R BRKS TRK	ROTATE / BAL	2/4 ALIGN.	DECARB	F/R FLUSH	AUTO TRN. FLUSH	COOL / FLUSH	ENG / FLUSH	BRK / FLUSH	P/S FLUSH
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

INSTRUCTIONS ON WORK TO BE DONE

42 PAY TYPE: W CC: 1
04030 0 - UNWANTED ABS ACTIVATION

11156 03

#5/ Cust. STATES FUEL FILLER NECK
IS BROKEN

PARTS ORDERED

PG 2 OF 2

TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED
WITHIN _____ DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-
RIZE THE SERVICES RECOMMENDED

ORIGINAL ESTIMATE \$	AUTHORIZED BY		SUBTOTAL LABORS \$
PHONE #	DATE	TIME	SUBTOTAL PARTS \$
REVISED ESTIMATE \$	REASON	ADDITIONAL COST \$	SALES TAX \$
AUTHORIZED BY	<input type="checkbox"/> IN PERSON	DATE	TIME
	<input type="checkbox"/> PHONE#		TOTAL \$

By law you may choose another facility to perform any needed repairs or adjustments that the string check test indicates are necessary.

Signed _____

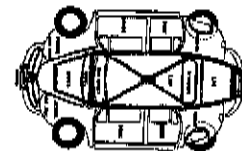
NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

BAR# AM - 225185
EPA #CAL000262614

O.K. BY _____

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

ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES.



SAVE PARTS FOR CUSTOMER

YES NO

FRONT REAR

MM

MM

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any 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 below vehicle to secure the amount of repairs thereto.

X _____
CUSTOMER SIGNATURE

RO 22144 *TAG 9933* LIC: CA NEW

SVC ADV: 246 DANIAL DIVIN

04 **VIN: 1G1ZU5489 4F [REDACTED]**

CHEVROLET MALIBU COL CD: 12U
LT 4DR SDN TRIM: 142

LICENSE: CA NEW SILVER CAR

MFG CODE: 67H001 SVC DLR: 13830 SLM: 442

STOCK NUMBER: 00 [REDACTED] INV ACCT: 237A

IN-SVC: 092504 SOLD:092504

ODOMETER: CURRENT: 3656

TRABUCO CANYON
CA [REDACTED]
ORANGE

CELL: [REDACTED]
WORK: [REDACTED]

DIST CODE: 1G1

EXTENDED SVC PLAN: TYPE: MAJOR

NUMBER: GMPP

MODEL# 1ZU69

IN FORCE: Y

MONTHS: 60

MILEAGE: 75000

DEDUCTIBLE: 100.00

EXPIRES: 092509

12/29/04 15:31:10

255 NOTE: FIRST VISIT

***PROMISED DATE: 12/29/04 TIME: 1700 ***

TAG 9933 **RO 22144** SVC ADV: 246

VIN: 1G1ZU5489 4F [REDACTED]

PO # 22144

ADDITIONAL INSTRUCTIONS OR ESTIMATES	MECHANIC'S FINDINGS AND REMARKS		LABOR RECORD	
			ELAPSED TIME	TIME CLGCK
	MECHANIC'S NAME & NUMBER			
	04011 due		248 .2	OFF
	Air Bag warning light install stable			ON
				OFF
				ON
	MECHANIC'S NAME & NUMBER			
	04027 due		248 .2	OFF
	safety belt message install under			ON
				OFF
				ON
	MECHANIC'S NAME & NUMBER			
ADDITIONAL FLAGS	MECHANIC'S NAME & NUMBER			
FLAG	04030 due		248 .3	OFF
	abs activation reprogram ABS Module			ON
FLAG				OFF
				ON
FLAG	MECHANIC'S NAME & NUMBER			
	filler neck broken			OFF
	order new part			ON
				OFF
				ON

STRAIGHT TIME (HOURS)	FLAT RATE	PO NO. 22144	3	TIME	OFF
	.7	OPER. NO.			12-30
		EMP. NO.			ON
		248			

04/25/2007 12:01 9494572022 FOOTHILL RANCH CHEV PAGE 12

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

B.A.R. #

E.P.A.

AM - 225185

CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

"By law you may choose another facility to perform any needed repairs or adjustments which the smog check test indicates are necessary."

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

SIGNED AND RECEIVED X

32.00
290.00

88187

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: [REDACTED]

TRABUCO CANYON CA [REDACTED] TRABUCO CANYON CA [REDACTED]
ORANGE ORANGE
CELL: [REDACTED] WORK: [REDACTED] CELL: [REDACTED] WORK: [REDACTED]

FOR OFFICE USE VEHICLE INFORMATION

TAG: 9933 ADV: 246 DIVIN. DA INVOICE: PRELIM INT I W C GS VIN 1G1ZU54894F [REDACTED] LICENSE NUMBER: CA NEW
MFG: 67H001 TAX RULES: NNNNY INVOICED: 12/31/2004 11:01:15 04 CHEVROLET MALIBU LT 4DR SDN SILVER
ODOMETER IN: 3656 OUT: 3657 DIST: 1G1 STOCK# 00 [REDACTED] INV ACCT 237A
DATES BEGIN: 12/29/04 DONE: 12/30/04 DATES INSERVICE: 092504 SOLD: 092504

CONCERN 34	OPERATION	TECH	AMOUNT
CORRECTION PT/FAB	34	150	.00
PART NUMBER	QTY	LIST	SELL
000 NPN/PERMA-PLATE	1	60.00	60.00
PO# 011901	DESCRIPTION DYNAMICDETAIL289746		
FACTORY TECH: 150 - SUBLET.			
----- SUBTOTAL -----			
SUBLET REPAIRS			60.00
WE-OWE OFFSET			60.00-
TOTAL CHARGE FOR CONCERN			.00

CONCERN 35	OPERATION	TECH	AMOUNT
CORRECTION ALARM	35	150	.00
PART NUMBER	QTY	LIST	SELL
000 NPN/ALARM	1	198.00	198.00
PO#	DESCRIPTION APPLIED-6027		
FACTORY TECH: 150 - SUBLET.			
----- SUBTOTAL -----			
PARTS			198.00
WE-OWE OFFSET			198.00-
TOTAL CHARGE FOR CONCERN			.00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE I22144	PAYMENT DISTRIBUTION FOR INVOICE I22144
PARTS 198.00	INTERNAL .00
SUBLET REPAIRS 60.00	TOTAL CHARGE .00
WE-OWE OFFSET 258.00-	
TOTAL CHARGE .00	

REPRINTED 1 TIMES

PAGE 1

ON LINE SERVICE INVOICING BY UCS 01/09

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

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B.A.R. #
AM - 225185

E.P.A.
CAL000262614

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(SIGNATURE OR INITIALS)

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CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND
RECEIVED X

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9933 ADV: 246 DIVIN, D INVOICED: 12/31/2004 11:01:15 GS 04 MALIBU SILVER LICENSE NUMBER: CA NEW

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIAL DIVIN
REPRINTED 1 TIMES

PAGE 2
LAST PAGE

ON LINE SERVICE INVOICING BY UCS © 1978

ACCOUNTING

FOOTHILL RANCH



70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

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000552

B.A.R. #
AM - 225185

E.P.A.
CAL000262614

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SIGNED AND RECEIVED X

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9933 ADV: 246 DIVIN, D INVOICED: 12/30/2004 13:38:51 EC 04 MALIBU SILVER LICENSE NUMBER: CA NEW

SUBTOTAL

TYPE: W

LAB-MECHANICAL 23.09
TOTAL CHARGE FOR CONCERN 23.09

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W22144

PARTS 5.76
LAB-MECHANICAL 53.87
TOTAL CHARGE 59.63

PAYMENT DISTRIBUTION FOR INVOICE W22144
TOTAL CHARGE 59.63
WARRANTY 59.63

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
INT - INTERNAL CUS - CUSTOMER
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIAL DIVIN

PAGE 2
LAST PAGE

ONLINE SERVICE INVOICING BY UCS 1970

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

B.A.R. #
AM - 225185

E.P.A.
CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

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PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

SIGNED AND RECEIVED X

86187

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

TRABUCO CANYON
ORANGE
CELL: WORK:

CA

TRABUCO CANYON
ORANGE
CELL: WORK:

CA

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 9933 ADV: 246 DIVIN, DA INVOICE: PRELIM WAR I W C EC
MFG: 67H001 TAX RULES: NNNNY INVOICED: 12/30/2004 13:38:51
ODOMETER IN: 3656 OUT: 3657 DIST: 161
DATES BEGIN: 12/29/04 DONE: 12/30/04

VIN 1G1ZU54894F LICENSE NUMBER: CA NEW
04 CHEVROLET MALIBU LT 4DR SDN SILVER
STOCK# 00111361 INV ACCT 237A
DATES INSERVICE: 092504 SOLD: 092504

CONCERN 40 04011 0 - AIR BAG WARNING LABEL
CAUSE SERVICE CAMPAIGN
CORRECTION REPLACED AIR BAG WARNING LABEL PER SERVICE BULLETIN
FACTORY TECH: 24B - WEIGEL, JARED O
FP-000000001

OPERATION	TECH	AMOUNT
V1119	248	15.39

----- SUBTOTAL -----
LAB-MECHANICAL 15.39
TOTAL CHARGE FOR CONCERN 15.39

TYPE: W

CONCERN 41 04027 0 - DRIVER'S SAFETY BELT ANCHORAGE
CAUSE SERVICE CAMPAIGN
CORRECTION REPLACED DRIVERS SAFETY BELT ANCHOR PER SERVICE BULLETIN
PART NUMBER PO# NOTE DESCRIPTION QTY LIST SELL AMOUNT
000 010388869 RETAINER 2 3.62 2.88 5.76
FACTORY TECH: 248 - WEIGEL, JARED O
FP-010388869

OPERATION	TECH	AMOUNT
V1152	248	15.39

QTY	LIST	SELL	AMOUNT
2	3.62	2.88	5.76

----- SUBTOTAL -----
PARTS 5.76
LAB-MECHANICAL 15.39
TOTAL CHARGE FOR CONCERN 21.15

TYPE: W

CONCERN 42 04030 0 - UNWANTED ABS ACTIVATION
CAUSE SERVICE CAMPAIGN
CORRECTION RE-PROGRAMMD ABS MODULE PER SERVICE BULLETIN
FACTORY TECH: 248 - WEIGEL, JARED O
FP-000000001

OPERATION	TECH	AMOUNT
V1156	248	23.09

PAGE 1

ONLINE SERVICE INVOICING BY UCS 1979

X

FOOTHILL RANCH CHEVROLET

70 AUTO CENTRE DRIVE
FOOTHILL RANCH, CA 92610
(949) 457-2000

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 5:00 P.M.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

B.A.R. #
AM - 225185

E.P.A.
CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE"

(SIGNATURE OR INITIALS)

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CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND RECEIVED X

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE:

TRABUCO CANYON
ORANGE
CELL: [REDACTED]

CA [REDACTED]

TRABUCO CANYON
ORANGE
CELL: [REDACTED]

CA [REDACTED]

WORK: [REDACTED]

FOR OFFICE USE
TAG: 9933 ADV: 246 DIVIN. DA INVOICE: PRELIM CUS I W C EC
MFG: 67H001 TAX RULES: NNNNY INVOICED: 12/30/2004 13:38:51
ODOMETER IN: 3656 OUT: 3657 DIST: 1G1
DATES BEGIN: 12/29/04 DONE: 12/30/04

VEHICLE INFORMATION
VIN 1G12U54894F [REDACTED] LICENSE NUMBER: CA NEW
04 CHEVROLET MALIBU LT 4DR SDN SILVER
STOCK# 00 [REDACTED] INV ACCT 237A
DATES INSERVICE: 092504 SOLD: 092504

CONCERN 51 CUSTOMER STATES FUEL FILLER NECK BROKEN
CAUSE BROKEN
CORRECTION PART IS ON ORDER

OPERATION	TECH	AMOUNT
51	248	.00

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL
000 022727461			*HOUSING	1		

FACTORY TECH: 248 - WEIGEL, JARED O

TYPE: C

----- SUBTOTAL -----
TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C22144
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE C22144

CASH	.00
TOTAL CHARGE	.00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
INT - INTERNAL WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIAL DIVIN
PARTS DESIGNATED WITH AN ASTERISK () INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES ON ALL CUSTOMER PAY REPAIRS."

PAGE 1
LAST PAGE

1978

UPS

ON LINE SERVICE INVOKING BY



General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____
 VIN: 1G1ZU54894F _____ (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 of this vehicle, (b) _____ where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or (c) _____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
XMD <u>Cash Incentive</u>	\$ 1,000.00	DAVE XMD
GCT <u>GMAC/Navell Financing Allowance</u>	\$ 1,500.00	GCT
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ 2,500.00	

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 _____
 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 04/25/04 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: 04/25/2004

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

Authorized Dealer Signature: _____ Date: 04/25/2004
 Dealership Name: FOOTHILL RANCH CHEVROLET Dealer Code: 13830

*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

**RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE**

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number 111361

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) TRABUCO CANYON ORANGE CA _____	Creditor - Seller (Name and Address) FOOTHILL RANCH CHEVROLET 70 AUTO CENTRE DRIVE FOOTHILL RANCH CA 92610
---	---

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2004	CHEVROLET MALIBU	114	1G1ZU54894F _____	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$1,000.00 is \$32,207.50(e)
2.90 %	\$ 2,224.09(e)	\$ 28,983.71	\$ 31,207.89(e)	\$ 32,207.50(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
59 Payments	520.13	Monthly, Beginning 11/09/2004
One Final Payment	520.13	10/09/2009

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.

STATEMENT OF INSURANCE

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

Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Mos.	\$ N/A
\$ N/A Ded. Collision	N/A Mos.	\$ N/A
Bodily Injury \$ N/A Limits	N/A Mos.	\$ N/A
Property Damage \$ N/A Limits	N/A Mos.	\$ N/A
Medical N/A	N/A Mos.	\$ N/A

Total Vehicle Insurance Premiums \$ N/A(e)

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 X _____
 Co-Buyer _____
 Seller X _____

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

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ 25590.00 (A)
1. Cash Price Vehicle	\$ 24000.00
2. Cash Price Accessories	\$ 1590.00
3. Other (Nontaxable)	\$ N/A
Describe _____	\$ N/A
Describe _____	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ 45.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. Sales Tax (on taxable items in A+B+C)	\$ 1986.71 (D)
E. Optional DMV Electronic Filing Fee*	\$ N/A (E)
F. (Optional) Service Contract*	\$ 1640.00 (F)
G. (Optional) Service Contract*	\$ N/A (G)
H. Prior Credit or Lease Balance paid by Seller to	\$ N/A (H)
(see downpayment and trade-in calculation)	
I. (Optional) Gap Contract (to whom paid)*	\$ 495.00 (I)
J. Other (to whom paid)*	\$ N/A (J)
For _____	
Total Cash Price (A through J)	\$ 29756.71 (1)

2. Amounts Paid to Public Officials

A. License Fees ESTIMATED	\$ 222.00 (A)
B. Registration/Transfer/Titling Fees	\$ N/A (B)
C. California Tire Fees*	\$ 5.00 (C)
D. Other _____	\$ N/A (D)
E. Other _____	\$ N/A (E)
Total Official Fees (A through E)	\$ 227.00 (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b)*

\$ N/A (3)

4. Smog Certification Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 29983.71 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2001 Make VOLKSWAGEN \$ 8500.00 (A)	
Model GOLF Odom 45122	
VIN 9B9G761J114 _____	
B. Less Prior Credit or Lease Balance	\$ 1000.00 (B)
C. Net Trade-In (A less B) (Indicate if a negative number)	\$ 1500.00 (C)
D. Deferred Downpayment	\$ N/A (D)
E. Manufacturer's Rebate	\$ 2500.00 (E)
F. Other _____	\$ N/A (F)
G. Cash	\$ N/A (G)
Total Downpayment	\$ 1000.00 (6)

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.		\$ N/A
Credit Disability	N/A Mos.		\$ N/A
Total Credit Insurance Premiums			\$ N/A (b)

Insurance Company Name _____

Home Office Address _____

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

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

You want to buy the credit insurance.

Date _____ Buyer Signature _____ Age _____
 Date X _____ Co-Buyer Signature _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides. It is a part of this contract.

Term _____ Mos _____ Name of Gap Contract _____

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b*) \$ _____ (2)

4. Smog Certification Fee Paid to State \$ N/A (3)

5. Subtotal (1 through 4) \$ N/A (4)

6. Total Downpayment \$ 29983.71 (5)

A. Agreed Trade-In Value Yr 2001 Make VOLKSWAGEN \$ 8500.00 (A)
 Model GOLF Odom 45122
 VIN 9B9G16J114

B. Less Prior Credit or Lease Balance \$ 10000.00 (B)

C. Net Trade-In (A less B) (Indicate if a negative number) \$ 1500.00 (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ 2500.00 (E)

F. Other \$ N/A (F)

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ 1000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (5 less 6) \$ 28983.71 (7)

*Seller may keep part of these amounts.

INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

Date _____ Buyer Signature _____ Age _____

Date _____ 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 charge. If you choose to buy a gap contract, the charge is shown in item 1I. See your gap contract for details on the protection it provides. It is part of this contract.

Term _____ Mos _____ Name of Gap Contract _____

You want to buy a gap contract

Buyer X _____

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount \$ _____ Finance Charge \$ _____

Total \$ _____ Payable in _____

installments of \$ _____ \$ _____

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

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

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company GMC

Term 60 Mos. or 75000 Miles

1.G Company N/A

Term _____ Miles _____

Buyer X _____

NOTICE OF RESCISSION RIGHTS

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

Buyer X _____ Co-Buyer X _____

HOW THIS CONTRACT CAN BE CHANGED.

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

Buyer Initials _____ Co-Buyer Initials _____

The Annual Percentage Rate May be Negotiable With the Dealer.

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

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

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

I/HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S) _____ X _____

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

Buyer X _____ Co-Buyer X _____

Notice to buyer:

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

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

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

Buyer Signature X _____ Co-Buyer Signature X _____

THERE IS NO COOLING OFF PERIOD

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

Buyer Signature X _____ Date 09/25/2004 Co-Buyer Signature X _____ Date _____

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.

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 _____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signature X FOOTHILL RANCH CHEVROLET Date 09/25/2004 By _____ Title _____

2004 MALIBU LT SEDAN
12U GALAXY SILVER METALLIC /V6G
142 GRAY
ORDER NO. [REDACTED] STOCK NO.
VIN 1G1 ZU54 89 4F [REDACTED]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [REDACTED]

*****13*20170S
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK

CREDIT FOR INVOICE 10D72013914

INVOICE 11/05/03
SHIPPED 09/22/03
EXP I/T 10/05/03
PRC EFF 09/22/03
KEYS G2779 G2779
BANK: VW CREDIT,
CHG-TO 20-170

SHIP WT: 3211
HP: 32.9

TOTAL MODEL & OPTIONS 23890.00- 21844.05- ACT 231 21752.35-
DESTINATION CHARGE 625.00- 625.00- H/B 261 716.70-
LAM DEALER CONTRIBUTION 238.90- ADV 261 238.90-
LAM GROUP CONTRIBUTION 119.45- EXP 65A 119.45-

TOTAL 24515.00- 22827.40- PAY 310 22827.40-

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.

FELIX CHEVROLET CO.

VIN: 1G1ZU5489 4F [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: [REDACTED]

ODATE: 08/28/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 13830
DDATE: 09/25/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 09/27/04 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: [REDACTED]
TRABUCO CANYON

CA [REDACTED]

TRD DOE:

SRVC IN:

CANC SRVC IN:

SRVC OUT:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
ABF	01	13 13830	026636	10/20/04	1,000.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 026636 AUTH PUR CD:
MISC DATE: 09/25/04 MISC: 0000020887 A2
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 13830	00026758001	09/28/04	26.86	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00026758001 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GCT	01	13 13830	00026758001	09/28/04	1,500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00026758001 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XMD	01	13 13830	026636	10/20/04	2,881.75	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 026636 AUTH PUR CD:
MISC DATE: 09/25/04 MISC: 0000020887HAA0
POLICY PYMT CMNT: ACTV TYPE: 6

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
08/13/07

*****3,500 DOLLARS

****00 CENTS

AMOUNT
*****3,500.00

TRENTON NJ

North American Operations
 General Motors Corporation
 Disbursement Account

[Signature]
 SIGNATURE

PAY
TO THE
ORDER
OF

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE 08/13/07

VENDOR DUNS NO BB 000000036 1
 VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
162ZH178664 [REDACTED]	08/10/07 71-538674722	VM 1-9102RD 1-9102RD	00.0000	3,500.00	.00	3,500.00
TOTAL				3,500.00	.00	3,500.00

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

W3

10/01/07



Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

[Redacted]

Belanco, NJ

Home telephone: [Redacted]

Change to: [Redacted]

Please provide us with your preferred email address:
[Redacted]

Dissatisfied Customer

[Redacted]

Trenton NJ

[Redacted]



Dear [Redacted]

Our records indicate that you had your 2006 G6 serviced at Coleman Pontiac on July 6, 2007. 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. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal User ID [Redacted] and Password: [Redacted]. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Coleman Pontiac.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

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 2006 G6, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 6, 2007, COMPLETE THIS SURVEY.****

About Your Pontiac 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 checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis?..... | <input checked="" type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Does Not Apply/Not Required | <input type="checkbox"/> Don't Know | |
| 3. When arriving for service, were you greeted promptly?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> Completely Satisfied | <input type="checkbox"/> Very Satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Somewhat Satisfied | <input type="checkbox"/> Not At All Satisfied |

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"/> | |
| 6. Were you <u>offered</u> transportation options? <i>Not the 1st 2 times</i> | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Does Not Apply/Not Required | <input type="checkbox"/> Don't Know | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input type="checkbox"/> Completely Satisfied | <input checked="" type="checkbox"/> Very Satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Somewhat Satisfied | <input type="checkbox"/> Not At All Satisfied | <input type="checkbox"/> Does Not Apply/Not Required |
| 8. Was your vehicle ready by the original time promised?..... | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> No Time Promised | | | |

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 checked="" 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 type="checkbox"/> | <input checked="" 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 checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit?.....
- | | | | |
|-----|--------------------------|----|-------------------------------------|
| Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> |
|-----|--------------------------|----|-------------------------------------|

IF NO, why not? (check all that apply)

- | | |
|--|---|
| <input checked="" type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input checked="" 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 type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

- | | | | | |
|--|-----|-------------------------------------|----|--------------------------|
| 14. Were you given a copy of the completed repair order/invoice? | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
|--|-----|-------------------------------------|----|--------------------------|

- | | | | | | | |
|---|-----|--------------------------|----|--------------------------|----------------------|-------------------------------------|
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | Don't Know/ Not Sure | <input checked="" type="checkbox"/> |
|---|-----|--------------------------|----|--------------------------|----------------------|-------------------------------------|

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 Coleman Pontiac? | <input type="checkbox"/> | <input checked="" 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 2006 G6? | <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 Coleman Pontiac?

Coleman's good. However if I were to ever buy a Pontiac or GM car again I better be offered the full Ahead program at least 6mos before my lease!

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 Pontiac Customer Assistance Center: 1-800-762-2737

lease!

0399

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

PONTIAC, P.O. BOX 10054, TOLEDO, OH 43699-0054



August 8, 2007

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-538676722
2006 Pontiac G6
Vehicle Identification Number: 1G2ZH178664 [REDACTED]
Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

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 \$1,900.00 made payable to Kimmel & Silverman, P.C.

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

Sincerely,

General Motors Corporation

LG0063
V07092007

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
08/13/07

*****1,900 DOLLARS

****00 CENTS

AMOUNT
*****1,900.00

KIMMEL & SILVERMAN, P.C.
 237 BUTLER ST
 TRENTON NJ 08611-1203

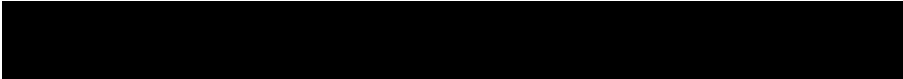
North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF

Richard C. Drum
 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

CHECK NO. [REDACTED]

PAYMENT DATE 08/13/07

VENDOR DUNS NO. BB 000000037 1
 VENDOR NAME KIMMEL & SILVERMAN, P.C.

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
162ZH178664 [REDACTED]	08/10/07 71-538676722	VM 1-9102RF 1-9102RF	00.0000	1,900.00	.00	1,900.00
TOTAL				1,900.00	.00	1,900.00

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

W3

30254

IVZA (1-99)

STATE OF NEW JERSEY INSURANCE IDENTIFICATION CARD

NAME AND ADDRESS OF LESSEE (OWNER OF THIS CARD):

888 NEW JERSEY RE INSURANCE COMPANY

301 SULLIVAN WAY

WEST TRENTON, NEW JERSEY 08628-3498

ANY ALTERATIONS WILL VOID THIS CARD

LESSOR: GMAC

LESSEE:

DELTRAN NJ

POLICY NUMBER

EFFECTIVE DATE

AUG 05, 2006

EXPIRATION DATE

AUG 05, 2007



Applicable with respect to the following Motor Vehicle:

2006

PONTIAC

1G2ZH178664

Year

Make

Vehicle Identification Number

R. A. Hart

D. A. Hart

Authorized Representative

SEE IMPORTANT MESSAGE ON REVERSE SIDE

NEW JERSEY
Motor Vehicle Commission

LEASED VEHICLE REGISTRATION

PLATE NO: [REDACTED] 0000 THRU: 04/2010

VIN: 1G2ZH178664

PON 2008 2 DR SL GS

VAULT

EAST HANOVER 07938

EQ:7 FEE: 199.00

WG: 7

PASSENGER 07

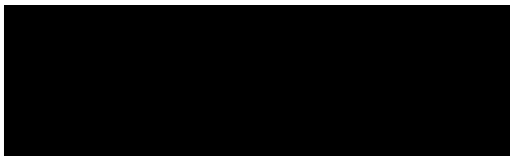
CC:94000 00000 79360

INITIAL PT:PA

PE GD20061050074

TO: R. Silverman

From:



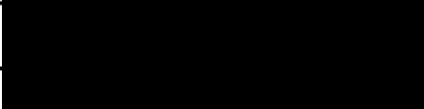


BUICK

COLEMAN



PONTIAC
GMC

TO: PATRICIA FASLEY
 FAX#: 866 508 1966
 FROM: DREW COLEMAN
 DATE: 7-24-07
 RE: 

NUMBER OF PAGES, INCLUDING COVER SHEET: 29

RETURN FAX NUMBER: (609) 895-9550

PLEASE REPLY ASAP FOR YOUR INFORMATION REQUIRES IMMEDIATE ATTN.

MESSAGE:

Per your Request



COLEMAN

220077

Work Order

Service (609) 895-8300
 Main (609) 895-8000
 Fax # (609) 895-9550
 Body Shop (609) 695-5420
 Parts Dept (609) 895-8990
 E-Mail service@colemanautos.com

BUICK • PONTIAC • GMC **SUZUKI AND COLLISION CENTER**

100 RENAISSANCE BLVD. 1060 SPRUCE STREET
 LAWRENCEVILLE, NJ 08648 TRENTON, NJ 08648

RECOMMENDED SERVICES

OPERATION #	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION #	OPERATION DESCRIPTION	MO/MI	TOTAL
80PNZ-002	3000 MI INTERVAL SVC	MI	34.95	80PNZ-003	TIRE ROTATION	MI	19.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. _____ SERVICE STATE REG# 2431

TERMS	VEHICLE ID NO. 1G2ZH178664	YEAR/MAKE/MODEL 06/PONTIAC/G6/2 DOOR COUPE	PRODUCTION DATE	STOCK NO.	LICENSE NO.	B.O. NO. 220077
CASH <input type="checkbox"/>						
CREDIT CARD <input type="checkbox"/>						
CHECK <input type="checkbox"/>	DELANCO, NJ					
OTHER TYPE <input type="checkbox"/>						
APPROVED BY	BUSINESS PHONE	CUSTOMER NO. 59568	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 06/26/07
		COLOR SILVER/	CONTRACT NO. 19571	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input checked="" type="checkbox"/> P.B. <input checked="" type="checkbox"/> TRANS <input checked="" type="checkbox"/> MILEAGE 19,000	ADVISOR NO. 8088	ADVISOR BOB DIAZ		
CALL WHEN HEADY <input type="checkbox"/>	TIME RECEIVED 07:57am	DATE/TIME PROMISED 06/26/07 09:00pm	PRIORITY	I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason that you neither assume or authorize any other person to assume for any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle.		
APPOINTMENT <input type="checkbox"/>		LABOR RATE				

W 50PNZ CHASSIS ELECTRICAL
CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK E PADAL HARD-ALSO AT TIMES BRAKE LIGHTS DO NOT COME ON

Case # 9719553

DOC # 1575570

2:00

DATE COMPLETED	MILEAGE OUT		
I hereby waive my right to receive a written estimate of the price to complete the requested repairs.			
ESTIMATE	ADDITIONAL AMOUNT		
\$	\$		
THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.			
PHONE	IN PERSON	DATE	TIME
ADDITIONAL REPAIRS OK'D BY	SW		
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> SAVE			
ALL PARTS ARE FACTORY NEW UNLESS SPECIFIED LKQ (USED PART) OR A/M (AFTERMARKET)			
COURTESY TRANSPORTATION			
<input type="checkbox"/> WAIT	<input type="checkbox"/> SHUTTLE	<input type="checkbox"/> RENTAL	

Report From: NJ CAR Services, Inc. (609) 833-5033 28/06 (3/04)

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

#10 19,575

ELAPSED TIME TIME CLOCK

MECHANIC'S NAME & NUMBER

COMPLAINT

Cost states have to push brake pedal hard to move shift lever also brake lites stop at times.

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

Could not duplicate concern at this time.

CAUSE

CORRECTION

Brake lites only work with eng on (Key on!)

ADDITIONAL FLAGS

FLAG

MECHANIC'S NAME & NUMBER

COMPLAINT

Called for.

CAUSE

no lites need

FLAG

CORRECTION

ok bulletins

FLAG

MECHANIC'S NAME & NUMBER

COMPLAINT

+ PIS

CAUSE

None

FLAG

CORRECTION

59568

8088

06/27/07

19,571 SILVER/

DELANCO, NJ

06/PONTIAC/G6/2 DOOR COUPE

1 G 2 Z H 1 7 8 6 6 4

06/26/07

MO: 19572

LABOR & PARTS
J# 1 50PNZ

CHASSIS ELECTRICAL
CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK
E PADAL HARD-ALSO AT TIMES BRAKE LIGHTS DO NOT COME ON
UNABLE TO DUPLICATE CONCERN AT THIS TIME
DOC# 1675570 CASE# 9719553

TECH(S):60

INTERNAL

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

METHOD OF PAYMENT

CASH CHECK #..... CREDIT A/R CHG
CARD

Rec'd By Date

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

PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL INVOICE \$ 0.00

++WE WANT YOU TO BE COMPLETELY SATISFIED++

CUSTOMER SIGNATURE

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

TAC Case Number: [REDACTED]

Last 8 of VIN: 64 [REDACTED]

TAC Consultant's Name:

R.O. Number:

Dealer Code:

Name Of Person Who Called TAC:

Email Address of Person Who Called TAC:

CC Email Address:

Repair Category: Drivetrain/Transmissions/Transfer Case/Axles

Repair Information:

cust states vehicle hard to get out of gear unable to duplicate concern at this time

Additional Comments:

PRINT YOUR TAC CASE CLOSING INFORMATION

[REDACTED]
[REDACTED]

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 :	1G2ZH178664 [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

Merchandising Model :	2ZH37 -2006 G6 - GT COUPE	Warranty Start Date :	04/11/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	PERRINE BUICK-PONTIAC-GMC 2730 RTE 130 N CRANBURY, NJ 08512-3149 (609) 395-5599	Selling Source :	16 - PONTIAC
		Site Code :	02453
		Business Associate Code :	115538
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		FDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	07015	POTENTIAL WATER LEAK - CHECK SUNROOF REAR DRAIN HOSE - ** EXPIRES 02/29/08 **	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: http://www.gm.xmradio.com or (800)556-3600. In Canada, http://xmradio.ca or (877)438-9677.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	04/11/2006	12 miles	04/11/2009	36012 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	04/11/2006	12 miles	04/11/2012	100012 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/11/2006	12 miles	04/11/2014	80012 miles
36/36000 FEDERAL EMISSION	04/11/2006	12 miles	04/11/2009	36012 miles

CLAIM HISTORY

--	--	--	--	--	--

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/15/2007	[REDACTED]	#	Y0139 - CUSTOMER SATISFACTION PROGRAM - INSPECT, REROUTE, & SECURE	15885 miles
03/03/2006	[REDACTED]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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COLEMAN BUICK PONTIAC GMC INC.

Complete Service Guarantee

Walk-Around Worksheet

NAME [REDACTED] PHONE _____ CELL _____

MILEAGE _____ VIN # _____

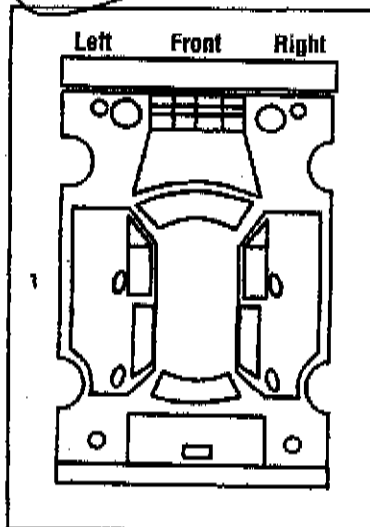
#	☺ ? ☹
1. Battery Condition	
2. Belts(s)	
3. Hoses	
4. Coolant Condition	
5. Engine Oil Condition	
6. Auto Trans Fluid	
7. Wipers	
8. Lights	

#	NOTES

TIRES

9. Left Front Tire	
10. Left Rear Tire	
11. Right Rear Tire	
12. Right Front Tire	

☺ - Satisfactory
 ? - May Need Attention
 ☹ - Unsatisfactory



FUEL GAUGE				
E	1/4	1/2	3/4	F

Legend
 / ... Scratch
 ✓ ... Ding
 X ... Dent
 * ... Windshield

Inspection Performed By [REDACTED]

Walk-Around Preventative Maintenance Presented

Customer Signature _____



COLEMAN

BUICK • PONTIAC • GMC

SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD.
LAWRENCEVILLE, NJ 08648

1060 SPRUCE STREET
TRENTON, NJ 08648

732

Work Order 64250219

Service (609) 895-8300
Main (609) 895-8000
Fax # (609) 895-9555
Body Shop (609) 695-5422
Parts Dept (609) 895-8999
E-Mail service@colemanauts.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
50PNZ-002	5000 MI INTERVAL SVC	MI	34.95	50PNZ-003	FLR ROTATION	MI	15.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. _____ SERVICE STATE REG# 2431

TERMS: **1G2ZH178664** YEAR/MAKE/MODEL: **06/PONTIAC/G6/2 DOOR COUPE** PRODUCTION DATE: _____ STOCK NO.: _____

CASH CREDIT CARD (PRIOR APPROVAL) CHECK OTHER TYPE

APPROVED BY: _____ BUSINESS PHONE: _____

CALL WHEN READY: YES NO

APPOINTMENT: Yes No

LABOR RATE: _____

CUSTOMER NO: **59568** SERVICE CONTRACT: _____ DELIVERY DATE: _____ DELIVERY MILES: _____ SELLING DEALER NO: **07/06/07**

COLOR: **SILVER/** CONTRACT NO: **19958** EXPIRATION DATE: _____ EXPIRATION MILES: _____ TAG NO: _____

TURBO: **PNZZ** A/C: **Y** R.S.: **Y** TRANS: **A** MILES: **20,000** ADVISOR NO: **8088** ADVISOR: **BOB DIAZ**

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

1 W* 50PNZ CHASSIS ELECTRICAL
CUSTOMER STATES BRAKE LIGHTS WILL NOT TURN OFF -
CRUNCHING NOISE BRAKING -
HARD TO GET OUT OF GEAR
Case# 9737547
MAT COLEMAN

H2042 -6
62/05

WASHED
C.G. INS.

2:00 PM

DATE COMPLETED: _____ MILEAGE OUT: _____

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

CUSTOMER'S SIGNATURE

ESTIMATE \$ _____ ADDITIONAL AMOUNT \$ _____

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.

PHONE: _____ IN PERSON: _____ DATE: _____ TIME: _____

ADDITIONAL REPAIRS OK'D BY: _____ SW: _____

ALL PARTS REMOVED WILL BE DISCARDED SAVE
 UNLESS SPECIFIED OTHERWISE

ALL PARTS ARE FACTORY NEW UNLESS SPECIFIED LKQ (USED PART) OR A/M (AFTERMARKET)

COURTESY TRANSPORTATION WAIT SHUTTLE RENTAL

PARTS RETURNED
 DATE **7-9-07**
 INITIALS **AG**

Header Form: Service, Inc. (609) 895-5050 2003/03 (3.0A)

4/7 para su shift out of gear brake lights stop at times
 order brake position sensor, replace brake position sensor

22666955- Swanson
 KD

C/S CRUNCHING noise; normal. ABS ~~no~~ self diag.

ADDITIONAL INSTRUCTIONS

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

STRAIGHT TIME (HOURS)	FLAT RATE	F/O NO	OPER.	TIME	OFF
	.6				JUL 24 6.9
			EMP. NO. 232		JUL 24 19.5

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

B

C

D

59568

BOB DIAZ

8088

07/09/07

19,961 SILVER/

06/PONTIAC/G6/2 DOOR COUPE

1 G 2 Z H 1 7 8 6 6 4

07/06/07

MO: 19962

LABOR & PARTS

J# 1 50PNZ

CHASSIS ELECTRICAL TECH(S):232
CUSTOMER STATES BRAKE LIGHTS WILL NOT TURN OFF
SHORTED
TEST AND REPLACE BRAKE POSITION SENSOR
H2642 .6 6Z/0J

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		22666955	SENSOR KI 4.625	
JOB # 1	1		DLRTRD		

WARRANTY
WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

METHOD OF PAYMENT

CASH CHECK #..... CREDIT A/R CHG
CARD

Rec'd By Date

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

PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL INVOICE \$ 0.00

++WE WANT YOU TO BE COMPLETELY SATISFIED++

CUSTOMER SIGNATURE

25000
1,54

COLEMAN BUICK PONTIAC GMC INC.

Complete Service Guarantee

Walk-Around Worksheet

NAME _____ PHONE _____ CELL _____

MILEAGE 19958 VIN # _____

☺ ? ☹

NOTES

#	☺	?	☹
1. Battery Condition			
2. Belts(s)			
3. Hoses			
4. Coolant Condition			
5. Engine Oil Condition			
6. Auto Trans Fluid			
7. Wipers			
8. Lights			

1. BRAKE PEDAL NOISY
CRUNCHING NOISE

2. BRAKE LIGHTS STAY ON
ALSO SHIFTER STICKS

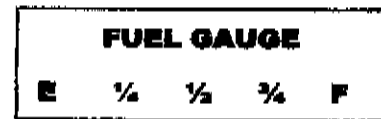
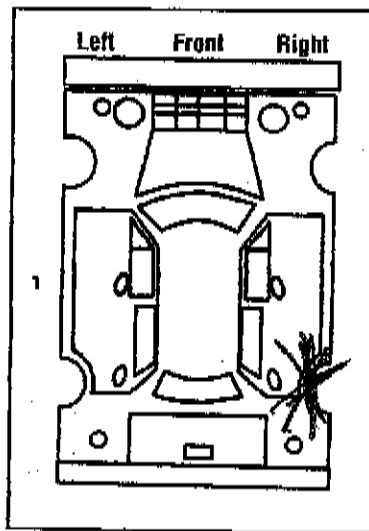
3. TIRE ROTATION BALANCE

4. TIRES FEATHERED

TIRES

9. Left Front Tire	X		
10. Left Rear Tire	X		
11. Right Rear Tire	X		
12. Right Front Tire	X		

☺ - Satisfactory
 ? - May Need Attention
 ☹ - Unsatisfactory



Legend
 / ... Scratch
 ✓ ... Ding
 X ... Dent
 * ... Windshield

Inspection Performed By:

Bob

Walk-Around Preventative
 Maintenance Presented

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 :	1G2ZH178664
--------------	-------------

VEHICLE INFORMATION

Merchandising Model :	2ZH37 -2006 G6 - GT COUPE	Warranty Start Date :	04/11/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	PERRINE BUICK-PONTIAC-GMC 2730 RTE 130 N CRANBURY, NJ 08512-3149 (609) 395-5599	Selling Source :	16 - PONTIAC
		Site Code :	02453
		Business Associate Code :	115538
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	07015	POTENTIAL WATER LEAK - CHECK SUNROOF REAR DRAIN HOSE - ** EXPIRES 02/29/08 **	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: http://www.gm.xradio.com or (800)556-3600. In Canada, http:// xradio.ca or (877)438-9677.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	04/11/2006	12 miles	04/11/2009	36012 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	04/11/2006	12 miles	04/11/2012	100012 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/11/2006	12 miles	04/11/2014	80012 miles
36/36000 FEDERAL EMISSION	04/11/2006	12 miles	04/11/2009	36012 miles

CLAIM HISTORY

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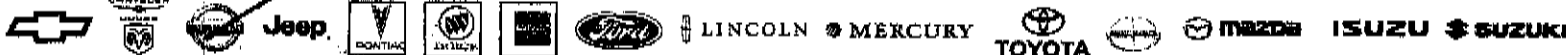
R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/15/2007		#	Y0139 - CUSTOMER SATISFACTION PROGRAM - INSPECT, REROUTE, & SECURE	13885 miles
03/03/2006		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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1255 Highway 35
 P.O. Box 400
 MIDDLETOWN, NJ 07748
 Phone (732) 671-6200

www.hertrichs.com



"A member of the **HERTRICH** Family of Automobile Dealerships"

NO RETURNS AFTER 10 DAYS
 NO RETURNS ON ELECTRICAL/SPECIAL ORDER ITEMS
 30% HANDLING ON ALL RETURNS

THANK YOU FOR CHOOSING ALL AMERICAN CHEVROLET

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
			CHECK	JOHN J PIASECKI	07/09/07		

CVR

609-895-8995

COLEMAN BUICK PONTIAC GMC
 100 RENAISSANCE BLVD
 LAWRENCEVILLE, NJ 08648

B
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S
H
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P
T
O

PAID 67176

QUANTITY	SHIP	B. O.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1			22666955 SENSOR KI 4.625 0Y	134H6	17.65	11.80	11.80
							10.26
							1.54
						SUBTOTAL	11.80
						TAX	0.00
						FREIGHT	0.00
						PAY THIS AMOUNT	11.80

its part(s) is sold "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 cover 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. In addition, expressly excluded is any Dealer Liability for facts pertaining to safety or performance, by way of "Strict Liability" negligence or otherwise.

NOTICE:
 All electrical & special order parts sales are final. No refund or credits on any parts having evidence of being installed or used for testing.
 A service charge on returned parts may be applied. Prices are subject to change without notice.
 No return without this invoice. No returns after 30 days.

2VD BY

11:42:07 CUSTOMER COPY

NET521

PAGE 1 OF 1
 07/24/2007 15:21

PAGE 15/29

COLEMAN BFG

609-895-9550

15:21

57626159-0 (12/05)

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

TAC Case Number: [REDACTED]

Last 8 of VIN: 64 [REDACTED]

TAC Consultant's Name:

R.O. Number:

Dealer Code:

Name Of Person Who Called TAC:

Email Address of Person Who Called TAC:

CC Email Address:

Repair Category: Electrical/HVAC/Body

Repair Information:

cust states brake lights do not turn off replaced brake position sensor

Additional Comments:

PRINT YOUR TAC CASE CLOSING INFORMATION

[REDACTED]

[REDACTED]



COLEMAN

221006

Work Order

BUICK • PONTIAC • GMC

SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD.
LAWRENCEVILLE, NJ 08648

1060 SPRUCE STREET
TRENTON, NJ 08648

Service (609) 895-8300
 Main (609) 895-8000
 Fax # (609) 895-9550
 Body Shop (609) 695-5422
 Parts Dept (609) 895-8999
 E-Mail service@colemantautos.com

64250219

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80PNZ-002	3000 MP IN TERVAL SVC	MI	34.95	80PNZ-005	TIRE ROTATION	MI	19.95

SERVICE HISTORY

DATE	RI	IDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/06/07			19902	8088	232 8061 8088 60	W W I	50PNZ 98PNZ07A 98PNZ-001 50PNZ	CHASSIS ELECTRICAL SHUTTLE TWO WAY FREIGHT CHASSIS ELECTRICAL

SALESPERSON NO.

SERVICE

STATE REG# 2431

YEAR/MAKE/MODEL: 06/PONTIAC/G6/2 DOOR COUPE

VEHICLE ID NO: 1G22H178664

CUSTOMER NO: 59568

COLOR: SILVER/

MILEAGE: 20,000

ADVISOR NO: 8088

ADVISOR: BOB DIAZ

DELIVERY DATE: 07/17/07

DELIVERY MILES: [REDACTED]

SELLING DEALER NO: [REDACTED]

EXPIRATION DATE: [REDACTED]

EXPIRATION MILES: [REDACTED]

TAG NO: [REDACTED]

RESIDENCE PHONE: [REDACTED]

BUSINESS PHONE: [REDACTED]

LABOR RATE: [REDACTED]

APPOINTMENT: Yes No

CALL WHEN READY: YES NO

TIME RECEIVED: 12:29pm

DATE/TIME PROMISED: 07/17/07 09:00pm

PRIORITY: [REDACTED]

- W * 50PNZ CHASSIS ELECTRICAL
CUSTOMER STATES BRAKE LIGHTS STAY ON WHILE DRIVING, MOST OF THE TIMES. *GO OUT WHEN DEPRESSING PEDAL*
- W 51PNZ EXTERIOR LIGHTING
CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK E PEDAL HARD

DATE COMPLETED: [REDACTED]

MILEAGE OUT: [REDACTED]

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

CUSTOMER'S SIGNATURE

ESTIMATE \$ [REDACTED]

ADDITIONAL AMOUNT \$ [REDACTED]

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.

PHONE: [REDACTED] IN PERSON: [REDACTED] DATE: [REDACTED] TIME: [REDACTED]

ADDITIONAL REPAIRS OK'D BY: [REDACTED] SW: [REDACTED]

PARTS RETURNED

ALL PARTS REMOVED WILL BE USABLE UNLESS SPECIFIED OTHERWISE SAVE

DATE: 7-20-07

ALL PARTS ARE FACTORY NEW UNLESS SPECIFIED LRO (USED PART) OR A/M (AFTERMARKET)

INITIALS: [REDACTED]

WAIT SHUTTLE RENTAL

DEALER AUTHORIZATION

Code 90: Auth B

Date: 7/17/07

Signature: [REDACTED]

ENTERPRISE

page 47
relay 49

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

C0161

22724375

22666955

ADDITIONAL FLAGS

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
	-\$	221006			123.0
			8843		ON Jul 12 12:50

FLAG

Auth B- Part Failure
FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

8843 20,434

LABOR RECORD

ELAPSED TIME TIME CLOCK

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

Brake likes stay on
+ hard to move gear shift

Brake Pedal Position Sensor

out of range
(defective)

Replace + reprogram

BPP Sensor

C

D

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

59568

BOB DIAZ

8088

07/20/07

20,434 SILVER/

06/PONTIAC/G6/2 DOOR COUPE

1 G 2 Z H 1 7 8 6 6 4

07/17/07

MO: 20435

LABOR & PARTS

J# 1 50PNZ CHASSIS ELECTRICAL TECH(S):8843 WARRANTY
 CUSTOMER STATES BRAKE LIGHTS STAY ON WHILE DRIVING. MOST OF
 THE TIMES.
 SHORTED
 TEST AND REPLACE BRAKE SENSOR
 H2643 .5 OJ/GZ
 WARRANTY CLAIM TYPE B RO 220545 MILAGE 19,962

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22666955	SENSOR KI 4.625		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 51PNZ EXTERIOR LIGHTING TECH(S):8843 INTERNAL
 CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK
 E PEDAL HARD
 SEE LINE 1

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

J# 3+98PNZ-002 ENTERPRISE RENTAL TECH(S):8843 WARRANTY
 ENTERPRISE RENTAL CAR
 ENTERPRISE RENTAL CAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

59568

BOB DIAZ

8088

07/20/07

20,434 SILVER/

06/PONTIAC/G6/2 DOOR COUPE

1 G 2 Z H 1 7 8 6 6 4

07/17/07

MO: 20435

DELANCO, NJ

TOTALS-----

METHOD OF PAYMENT

CASH CHECK #..... CREDIT A/R CHG
CARD

Rec'd By Date

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

PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL INVOICE \$ 0.00

++WE WANT YOU TO BE COMPLETELY SATISFIED++

CUSTOMER SIGNATURE

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Document ID# 1560385
2006 Pontiac G6

Feedback

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DTC C0161

Circuit Description

The brake pedal position (BPP) sensor is an input to the body control module (BCM). The BCM then sends a serial data message to the electronic brake control module (EBCM) and other electronic control modules. The BPP sensor is a potentiometer type sensor with a 5-volt reference circuit and a low reference circuit. The BCM supplies the 5-volt reference to the BPP.

DTC Descriptor

This diagnostic procedure supports the following DTC:

DTC C0161 ABS/TCS Brake Switch Circuit

This vehicle has DTCs which include DTC Symptoms. For more information on DTC Symptoms, refer to DTC Symptom Description.

DTC Symptom	DTC Symptom Descriptor
11	Above Maximum Threshold
12	Below Minimum Threshold

Conditions for Running the DTC

C0161 11

- The ignition is ON.
- The vehicle speed is greater than 16 km/h (10 mph).
- The ignition voltage is greater than 8 volts.

C0161 12

- The ignition is ON.
- The ignition voltage is greater than 8 volts.

Conditions for Setting the DTC

C0161 11

- The brake pedal is sensed as applied.
- The vehicle speed is greater than 40 km/h (25 mph).
- The vehicles acceleration exceeds 8 km/h per second (5 mph per second).

C0161 12

- Brake pedal is not applied.
- Traction control is not active or the master cylinder pressure is greater than 150 psi if equipped with Vehicle Stability Enhancement System (VSES).
- The vehicle has reached speed greater than 24 km/h (14 mph).
- The vehicles deceleration exceeds 11.5 km/h per second (7 mph per second).
- Conditions for setting the DTC occur 3 times.

Action Taken When the DTC Sets

No systems are disabled and no warning indicators or messages will appear.

Diagnostic Aids

The DTC C0161 11 can be set if the vehicle has been driven with the brake applied during acceleration.

Test Description

The numbers below refer to the step numbers on the diagnostic table.

2. This step checks if there is other DTCs that can cause the BPP failure.
4. This step checks to see if the DTC will reset as current.

Step	Action	Yes	No
<i>Schematic Reference: ABS Schematics</i>			
<i>Connector End View Reference: ABS Connector End Views and Computer/Integrating Systems Connector End Views</i>			
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle
2	Use the scan tool to display DTCs for the body control module (BCM). Does the scan tool display DTC C0277 or C0278?	Go to Diagnostic Trouble Code (DTC) List - Vehicle	Go to Step 3
	1. Confirm that the brake pedal position (BPP) is adjusted to the correct position and perform the BPP calibration procedure. Refer to Brake Pedal Position Sensor Calibration .		

3	<p>2. Operate the vehicle within the Conditions for Running the DTC as specified in the supporting text.</p> <p>Does DTC C0161 reset?</p>	Go to Diagnostic Aids	Go to Step 4
4	<p>1. Use the scan tool in order to clear the DTCs.</p> <p>2. Operate the vehicle within the Conditions for Running the DTC as specified in the supporting text.</p> <p>Does the DTC reset?</p>	Go to Step 2	System OK

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Document ID# 1560385
2006 Pontiac G6

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BUICK • PONTIAC • GMC

SUZUKI AND COLLISION CENTER

8905

Work Order

Service (609) 895-8300
 Main (609) 895-8000
 Fax # (609) 895-9550
 Body Shop (609) 695-5426
 Parts Dept (609) 895-8999
 E-Mail service@colemanautos.com

100 RENAISSANCE BLVD.
 LAWRENCEVILLE, NJ 08648

1060 SPRUCE STREET
 TRENTON, NJ 08648

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80PNZ-002	3000 MI INTERVAL SVC	MI	34.95	80PNZ-003	TIRE ROTATION	MI	19.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	I TYPE	OPERATION	OPERATION DESCRIPTION
07/06/07		19952	8088	232 8061 8088 60	W W W I	50PNZ 98PNZ07A 98PNZ-001 50PNZ	CHASSIS ELECTRICAL SHUTTLE TWO WAY FREIGHT CHASSIS ELECTRICAL
06/26/07		19572	8088				

SALESPERSON NO.

SERVICE

STATE REG# 2431

TERMS: CASH CREDIT CARD (PRIOR APPROVAL) CHECK OTHER TYPE APPROVED BY

VEHICLE ID NO: **1GZZH178664** YEAR/MAKE/MODEL: **06/PONTIAC/G6/2 DOOR COUPE** PRODUCTION DATE: [] STOCK NO: [] LICENSE NO: []

CUSTOMER NO: [] SERVICE CONTRACT: [] DELIVERY DATE: [] DELIVERY MILES: [] SELLING DEALER NO: [] R.O. DATE: **07/21/07**

COLOR: **SILVER/** CONTRACT NO: [] EXPIRATION DATE: [] EXPIRATION MILES: [] TAG NO: []

TURBO: [] M/MC: **PNZZ** AIR COND: **Y** P.S.: **Y** TRANS: **A** MILEAGE: **20,434** ADVISOR NO: **8088** ADVISOR: **BOB DIAZ**

CALL WHEN READY: YES NO TIME RECEIVED: **09:28am** DATE/TIME PROMISED: **07/17/07 09:00pm** PRIORITY: []

APPOINTMENT: YES NO LABOR RATE: []

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume 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 waived in favor of the repair shop; and that you agree to indemnify and hold the repair shop harmless from and against all claims, damages, losses, and expenses, including reasonable attorney's fees, that may be asserted against or incurred by the repair shop in connection with the repair of such vehicle.

1 W 51PNZ EXTERIOR LIGHTING
CUSTOMER STATES BRAKE LAMPS OPERATE WITHOUT USING PEDAL
THEY GO OUT WHEN USING BRAKE PEDAL

ASAP

*215
575
1194*

2266955 SWITCH

DATE COMPLETED: [] MILEAGE ON: **20438**

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

ESTIMATE

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.

PHONE: [] IN PERSON: [] DATE: [] TIME: []

ADDITIONAL REPAIRS OK'D BY: [] SW: []

ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE SAVE

ALL PARTS ARE FACTORY NEW UNLESS SPECIFIED LKO (USED PART) OR A/M (AFTERMARKET)

COURTESY TRANSPORTATION: WAIT SHUTTLE RENTAL

PARTS RETURNED
 DATE: **7-24-07**
 INITIALS: **AJ**

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

MECHANIC'S FINDINGS AND REPAIRS

LABOR RECORD

STARTED TIME
TIME CLOCK

MECHANIC'S NAME & NUMBER

DATE WORK

Brake Lamps stay on

ORDER

Brake pedal position sensor mounting
CRACKED OFF - sensor dangling under
dash -

COMPLAINT

Replaced BPP sensor - Attempted to
Recalibrate / Learn new sensor -

MECHANIC'S NAME & NUMBER

COMPLAINT

unable to learn - followed
DOC ID # 1873987

CAUSE

PIC 4330
found updated calibration for pcm
- updated PCM - code 10f85
still cannot learn -

ADDITIONAL FLAGS

MECHANIC'S NAME & NUMBER

COMPLAINT

FLAG

found BPP sensor voltage at 0.70
without applying brakes - needs to be

CAUSE

FLAG

Between 0.88v - 1.47v - sensor
is pinched in position - cannot adjust
tweaked pin on Brake pedal Assembly

MECHANIC'S NAME & NUMBER

COMPLAINT

FLAG

that sensor rides on to
ATTAIN approx. 1.0 volts - Recalibrated
BPP. Repair complete.

DATE WORK

FLAG

JUL 27 10

JUL 25 11 3

JUL 23 10 0

OFF

ON

OFF

ON

OFF

ON

OFF

ON

COURTESY CAR RENTAL AGREEMENT

COLEMAN BUICK PONTIAC GMC INC.
100 Renaissance Blvd. Lawrenceville, NJ 08648
Tel (609) 895-8000 Fax (609) 895-9550

COLEMAN SUZUKI
COLEMAN COLLISION CENTER
300 Renaissance Blvd. Lawrenceville, NJ 08648
Tel (609) 895-9650 Fax (609) 895-9619

CUSTOMER IS RESPONSIBLE FOR ALL E-Z PASS TOLLS, TICKETS ISSUED, AND ADMINISTRATIVE FEES.

DATE OUT 7/21/07	TIME OUT 9:30	LICENSE NO. [REDACTED]	CAR WILL BE RETURNED BY DATE	AM PM	DATE IN	TIME IN
---------------------	------------------	---------------------------	---------------------------------	----------	---------	---------

IMPORTANT - RATES ON ALL COURTESY CARS NOT RETURNED ON AGREED DATE WILL BE BILLED AT \$30.00 PER DAY PLUS MILEAGE.

OUT BY	IN BY	RATE
		\$ PER PLUS ¢ PER MILE
MILEAGE IN		
MILEAGE OUT		
MILES DRIVEN		

THE FUTURE OWNER APPRECIATES YOUR CARE OF THIS VEHICLE WHILE IN YOUR POSSESSION

DAMAGE NOTED BEFORE CHECK OUT:

DAMAGE NOTED ON CHECK IN:

DRIVER'S LICENSE NO. [REDACTED]	STATE NJ	EXPIRATION DATE 02-11	AGE
INSURANCE CO. NJM	AGENT	POLICY NO.	

- We try to make sure that all of our Courtesy Vehicles start with $\frac{1}{2}$ tank of fuel. Please bring the fuel level back to $\frac{1}{2}$ before returning.
Lessee initials [REDACTED]

THE LAWS OF THE STATE OF N.J. REQUIRE THAT PERSONS OPERATING MOTOR VEHICLES MUST RESTRAIN CHILDREN UNDER 18 MONTHS IN A SAFETY SEAT. FRONT SEAT OCCUPANTS MUST WEAR SEAT BELTS. NEW JERSEY LAW. CHILDREN UNDER EIGHT YEARS OF AGE, WEIGHING LESS THAN 80 POUNDS MUST BE SECURED IN A CHILD RESTRAINT SYSTEM OR BOOSTER SEAT IN THE VEHICLE'S REAR SEAT.

- Please refrain from smoking in Courtesy Vehicle.
Lessee initials [REDACTED]
- Please report any damage as soon as possible.

THE UNDERSIGNED HEREBY ACKNOWLEDGES THAT THE LESSOR IS NOT PROVIDING ANY TYPE OF INSURANCE PROTECTION OR COLLECTING ANY CHARGES THEREFOR. IN CONSIDERATION OF THE FOREGOING ACKNOWLEDGEMENT THE UNDERSIGNED AGREES TO PAY FOR ALL LOSS AND DAMAGE TO THE DESCRIBED AUTOMOBILE AND TO HOLD LESSOR HARMLESS FROM ANY LIABILITY AS A RESULT OF THE LESSEE'S USAGE THEREOF.

THANK YOU.

SEE REVERSE SIDE FOR DETAILED AGREEMENT.

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON UNDER 21 YEARS OLD TO OPERATE THIS CAR.

CUSTOMER NAME [REDACTED]	ADDRESS [REDACTED]
CITY <u>Delanco</u>	STATE <u>NJ</u> ZIP [REDACTED] PHONE [REDACTED]
CUSTOMER'S SIGNATURE [REDACTED]	

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Document ID# 1873987
2005 Pontiac G6

Feedback

Print

Subject: Unable To Relearn The Brake Pedal Position (BPP) Sensor -
keywords calibration C0278 DTC light lock LX9 P0703
relearn sensor #PIC4330 - (11/28/2006)



Models: 2004-2007 Chevrolet Malibu/Maxx
2005-2007 Pontiac G6
2007 Saturn Aura

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Having difficulty performing the Brake Pedal Position (BPP) relearn

Recommendation/Instructions:

If having difficulty performing the relearn on Brake pedal Position (BPP) sensor;

1. Make sure you have the latest calibration in the PCM.
2. Make sure you have the latest Tech-2 Update. (26.010 or higher)
3. Make sure you are NOT pushing on the SERVICE brake when doing the relearn.
4. If the above actions do not allow the relearn, then look at BPP Voltage in the IBCM data list

Information on BPP sensor voltages:

Nominal design voltage with brake pedal not depressed is 1.19 volts. However, there is a defined range of voltages which are allowed to be "learned" as valid with brake pedal at the rest position. In order to learn the BPP sensor, the BPP sensor voltage must fall between: Factory Learn Low = 0.88 volts Factory Learn Hi = 1.47 volts

If the vehicle you are working on is outside the noted range, consider potential damage to the BPP sensor.

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

WE SUPPORT

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.



VOLUNTARY
TECHNICIAN
CERTIFICATION

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Document ID# 1873987
2005 Pontiac G6

Feedback

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Tech2 Pass Thru: Final Instructions

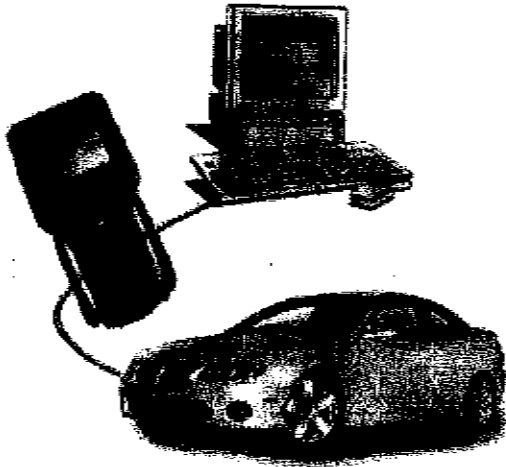
Programming Complete.

Warranty Claim Code: [REDACTED]

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

Post Programming Instructions:

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



Controller Specific Instructions:

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

After successful programming, the HVAC module may need to be reset. Remove the HVAC CTRL (BATT) fuse, wait ten seconds, then replace it.

VIN: 1G2ZH1786G [REDACTED]

Print

Clear DTCs

New

Cancel

2006 G6 - GT COUPE
67U LIQUID SILVER METALLIC /V6G
192 EBONY

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE

ORDER NO. [REDACTED] STOCK NO.

VIN 1G2 ZH17 86 64 [REDACTED]

*****16*02453S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH37 G6 - GT COUPE	21165.00	20000.93	INVOICE 03/03/06
AP3 REMOTE VEHICLE STARTER SYSTEM	190.00	157.70	SHIPPED 03/03/06
AY0 FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS	690.00	572.70	EXP I/T 03/15/06
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 03/15/06
FR9 AXLE RATIO 3.29	N/C	N/C	PRC EFF 03/02/06
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	KEYS G1193 G1193
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	WFP-F QTR OPT-1
PED PREMIUM VALUE PACKAGE INCLUDES	1650.00	1369.50	BANK: GMAC - 020
* (4) 17" CHROMETECH WHEELS			CHG-TO 02-453
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			SHIP WT: 3398
* SUNROOF, POWER TILT & SLIDE			HP: 32.9
			GMS: 23404.48
			SUPLR: 24454.31
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	MRM: 26380.00
R6M NEW JERSEY SURCHARGE	0.00	50.00	MEMO 1187.75
R8K *****	N/C	N/C	
R9N LEATHER PACKAGE:	1365.00	1132.95	
* LEATHER APPOINTED SEATING			
* 6-WAY POWER DRIVER SEAT			
* HEATED FRONT SEATS			
* LEATHER WRAPPED STEERING WHL			
* STEERING WHEEL RADIO CONTROLS			
* LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE			
UE1 ONSTAR SYSTEM -INCLUDES 1 YEAR SAFE & SOUND	695.00	576.85	
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

TOTAL MODEL & OPTIONS	25255.00	23462.13	ACT 231	23329.48
DESTINATION CHARGE	625.00	625.00	H/B 261	757.65
LAM DEALER CONTRIBUTION		252.55	ADV 261	252.55
LAM GROUP CONTRIBUTION		252.55	EXP 65A	252.55

TOTAL 25880.00 24592.23 PAY 310 24592.23
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 23517.10

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.

PERRINE BUICK-PONTIAC-GMC
REMIT TO GMAC NO. 020
VIN 1G2ZH178664 [REDACTED]
\$ 24592.23 INV 2AD54324536
DUE 03/15/06 DEALER 02-453

08/08/2007 WED 15:44 FAX

001/002

H

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of: \$5,400.00 paid by General Motors Corporation, hereby releases and discharges General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the lease, repair, maintenance, operation, alteration, or use of Releasor 2006 Pontiac G6 bearing Vehicle Identification Number 1G2ZU1178664 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first in the amount of \$3,500.00, made payable to Courtney A. Capone; the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 20,689 on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and General Motors Corporation, and Releasor is 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 agree to the terms of this Release of All Claims

DATE SIGNED: 8-8-07

[REDACTED]

Claimant's Signature

[REDACTED]

Address

Delanco, NJ [REDACTED]

City, State, Zip Code

.....
Claimant's Signature

.....
Address

.....
City, State, Zip Code

08/08/2007 WED 15:45 FAX

002/002

STATE OF New Jersey
COUNTY OF Mercer

Sworn to (or affirmed) and subscribed before me this 8 day of August
2007, by Courtney A. Capone.

Barbara Jo Tempesta
Signature of Notary Public

BARBARA JO TEMPESTA
A Notary Public of New Jersey
My Commission Expires July 6, 2008 Commissioned Name of Notary Public

Personally Known X OR Produced identification _____

Type of identification _____

My commission expires: July 6, 2008

CC File

L66-119
V63 120/16

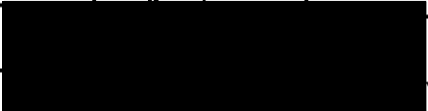


BUICK

COLEMAN



PONTIAC
GMC

TO: PATRICIA FASLEY
 FAX#: 866 508 1966
 FROM: DREW COLEMAN
 DATE: 7-24-07
 RE: 

NUMBER OF PAGES, INCLUDING COVER SHEET: 29

RETURN FAX NUMBER: (609) 895-9550

PLEASE REPLY ASAP FOR YOUR INFORMATION REQUIRES IMMEDIATE ATTN.

MESSAGE:

Per your Request



COLEMAN

220077

Work Order
 Service (609) 895-8300
 Main (609) 895-8000
 Fax # (609) 895-9550
 Body Shop (609) 695-5420
 Parts Dept (609) 895-8990
 E-Mail service@colemanautos.com

BUICK • PONTIAC • GMC

SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD.
LAWRENCEVILLE, NJ 08648

1060 SPRUCE STREET
TRENTON, NJ 08648

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80PNZ-002	3000 MI INTERVAL SVC	MI	34.95	80PNZ-003	TIRE ROTATION	MI	19.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 2431

TERMS	VEHICLE ID NO. 1G2ZH178664	YEAR/MAKE/MODEL 06/PONTIAC/G6/2 DOOR COUPE	PRODUCTION DATE	STOCK NO.	LICENSE NO.	B.O. NO. 220077
CASH <input type="checkbox"/>	CREDIT CARD <input type="checkbox"/>	CUSTOMER NO. 59568	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	S.O. DATE 06/26/07
CHECK <input type="checkbox"/>	DELANCO, NJ	COLOR SILVER/	CONTRACT NO. 19571	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
OTHER TYPE <input type="checkbox"/>	APPROVED BY	TURBO <input type="checkbox"/>	M/MC <input type="checkbox"/>	AIR COND. <input checked="" type="checkbox"/>	P.B. <input checked="" type="checkbox"/>	TRANS <input checked="" type="checkbox"/>
LABOR RATE	MILEAGE 19,000	ADVISOR NO. 8088	ADVISOR BOB DIAZ	I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason that you neither assume or authorize any other person to assume for any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle.		

W 50PNZ CHASSIS ELECTRICAL
CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK E PADAL HARD-ALSO AT TIMES BRAKE LIGHTS DO NOT COME ON

DOC # 1575570

case # 9719553

DATE COMPLETED	MILEAGE OUT		
I hereby waive my right to receive a written estimate of the price to complete the requested repairs.			
ESTIMATE	ADDITIONAL AMOUNT		
\$	\$		
THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.			
PHONE	IN PERSON	DATE	TIME
ADDITIONAL REPAIRS OK'D BY	SW		
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> SAVE			
ALL PARTS ARE FACTORY NEW UNLESS SPECIFIED LKQ (USED PART) OR A/M (AFTERMARKET)			
COURTESY TRANSPORTATION <input type="checkbox"/> WAIT <input type="checkbox"/> SHUTTLE <input type="checkbox"/> RENTAL			

2:00

Report From: **nj car** Services, Inc. (609) 833-5030 28/06 (3/04)

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

#10 19,575

ELAPSED TIME TIME CLOCK

MECHANIC'S NAME & NUMBER

COMPLAINT

Cost states have to push brake pedal hard to move shift lever also brake lites stop at times.

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

Could not duplicate concern at this time.

CAUSE

CORRECTION

Brake lites only work with eng on (Key on!)

ADDITIONAL FLAGS

FLAG

MECHANIC'S NAME & NUMBER

COMPLAINT

Called for.

CAUSE

no lites need

FLAG

CORRECTION

ok bulletins

FLAG

MECHANIC'S NAME & NUMBER

COMPLAINT

+ PIS

CAUSE

None

FLAG

CORRECTION

59568

8088

06/27/07

19,571 SILVER/

DELANCO, NJ

06/PONTIAC/G6/2 DOOR COUPE

1 G 2 Z H 1 7 8 6 6 4

06/26/07

MO: 19572

LABOR & PARTS
J# 1 50PNZ

CHASSIS ELECTRICAL
CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK
E PADAL HARD-ALSO AT TIMES BRAKE LIGHTS DO NOT COME ON
UNABLE TO DUPLICATE CONCERN AT THIS TIME
DOC# 1575570 CASE# 9719553

TECH(S):60

INTERNAL

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

METHOD OF PAYMENT

[] CASH [] CHECK #..... [] CREDIT [] A/R CHG
CARD

Rec'd By Date

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

PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL INVOICE \$ 0.00

++WE WANT YOU TO BE COMPLETELY SATISFIED++

CUSTOMER SIGNATURE

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

TAC Case Number: [REDACTED]

Last 8 of VIN: 64 [REDACTED]

TAC Consultant's Name:

R.O. Number:

Dealer Code:

Name Of Person Who Called TAC:

Email Address of Person Who Called TAC:

CC Email Address:

Repair Category: Drivetrain/Transmissions/Transfer Case/Axles

Repair Information:

cust states vehicle hard to get out of gear unable to duplicate concern at this time

Additional Comments:

PRINT YOUR TAC CASE CLOSING INFORMATION

[REDACTED]

[REDACTED]

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 :	1G2ZH178664 [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

Merchandising Model :	2ZH37 -2006 G6 - GT COUPE	Warranty Start Date :	04/11/2006
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	PERRINE BUICK-PONTIAC-GMC 2730 RTE 130 N CRANBURY, NJ 08512-3149 (609) 395-5599	Selling Source :	16 - PONTIAC
		Site Code :	02453
		Business Associate Code :	115538
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		FDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	07015	POTENTIAL WATER LEAK - CHECK SUNROOF REAR DRAIN HOSE - ** EXPIRES 02/29/08 **	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: http://www.gm.xradio.com or (800)556-3600. In Canada, http:// xradio.ca or (877)438-9677.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	04/11/2006	12 miles	04/11/2009	36012 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	04/11/2006	12 miles	04/11/2012	100012 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/11/2006	12 miles	04/11/2014	80012 miles
36/36000 FEDERAL EMISSION	04/11/2006	12 miles	04/11/2009	36012 miles

CLAIM HISTORY

--	--	--	--	--	--

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/15/2007	[REDACTED]	#	Y0139 - CUSTOMER SATISFACTION PROGRAM - INSPECT, REROUTE, & SECURE	15885 miles
03/03/2006	[REDACTED]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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COLEMAN BUICK PONTIAC GMC INC.

Complete Service Guarantee

Walk-Around Worksheet

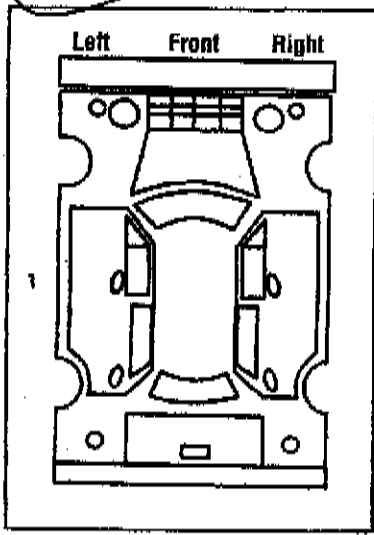
NAME [REDACTED] PHONE _____ CELL _____
 MILEAGE _____ VIN # _____

#	☺ ? ☹
1. Battery Condition	
2. Belts(s)	
3. Hoses	
4. Coolant Condition	
5. Engine Oil Condition	
6. Auto Trans Fluid	
7. Wipers	
8. Lights	

#	NOTES
	9571

TIRES

9. Left Front Tire	
10. Left Rear Tire	
11. Right Rear Tire	
12. Right Front Tire	



FUEL GAUGE

E ¼ ½ ¾ F

Legend

- / ... Scratch
- ✓ ... Ding
- X ... Dent
- * ... Windshield

☺ - Satisfactory
 ? - May Need Attention
 ☹ - Unsatisfactory

Inspection Performed By [REDACTED]

Walk-Around Preventative Maintenance Presented

Customer Signature _____



COLEMAN

BUICK • PONTIAC • GMC

SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD.
LAWRENCEVILLE, NJ 08648

1060 SPRUCE STREET
TRENTON, NJ 08648

732

Work Order 64250219

Service (609) 895-8300
Main (609) 895-8000
Fax # (609) 895-9555
Body Shop (609) 695-5422
Parts Dept (609) 895-8999
E-Mail service@colemanauts.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
50PNZ-002	5000 MI INTERVAL SVC	MI	34.95	50PNZ-003	FLR ROTATION	MI	15.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# 2431

TERMS: CASH CREDIT CARD (PRIOR APPROVAL) CHECK OTHER TYPE

APPROVED BY: [Signature]

CALL WHEN READY: YES NO

APPOINTMENT: Yes No

LABOR RATE: [Redacted]

SALESPERSON NO: **1922H178664**

YEAR/MAKE/MODEL: **06/PONTIAC/G6/2 DOOR COUPE**

PRODUCTION DATE: [Redacted] STOCK NO: [Redacted]

CUSTOMER NO: **59568** SERVICE CONTRACT: [Redacted] DELIVERY DATE: [Redacted] DELIVERY MILES: [Redacted] SELLING DEALER NO: **07/06/07**

COLOR: **SILVER/** CONTRACT NO: **19958** EXPIRATION DATE: [Redacted] EXPIRATION MILES: [Redacted] TAG NO: [Redacted]

TURBO: **PNZZ** A/C: **Y** R.S.: **Y** TRANS: **A** MILES: **20,000** ADVISOR NO: **8088** ADVISOR: **BOB DIAZ**

I hereby authorize the repair work therein set forth to be done by your agents with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delay 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 repair therefor; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing or inspecting such vehicle.

1 W* 50PNZ CHASSIS ELECTRICAL

CUSTOMER STATES BRAKE LIGHTS WILL NOT TURN OFF - CRUNCHING NOISE BRAKING - HARD TO GET OUT OF GEAR

Case# 9737547

MAT COLEMAN

H2042 -6

62/05

WASHED

C.G. INS.

2:00 PM

DATE COMPLETED: [Redacted] MILEAGE OUT: [Redacted]

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

CUSTOMER'S SIGNATURE

ESTIMATE \$ [Redacted] ADDITIONAL AMOUNT \$ [Redacted]

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.

PHONE: [Redacted] IN PERSON: [Redacted] DATE: [Redacted] TIME: [Redacted]

ADDITIONAL REPAIRS OK'D BY: [Redacted] SW: [Redacted]

ALL PARTS REMOVED WILL BE DISCARDED SAVE UNLESS SPECIFIED OTHERWISE

ALL PARTS ARE FACTORY NEW UNLESS SPECIFIED LKQ (USED PART) OR A/M (AFTERMARKET)

COURTESY TRANSPORTATION WAIT SHUTTLE RENTAL

PARTS RETURNED

DATE: **7-9-07**

INITIALS: **AG**

Header Form: Service, Inc. (R) 888-5050 2003/03 (3.0)

4/7 para su shift out of gear brake lights stop at times
 order brake position sensor, replace brake position
 sensor

22666955- Swanson
 FD

C/S CRUNCHING noise; normal. ABS ~~no~~ self diag.

ADDITIONAL INSTRUCTIONS

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

STRAIGHT TIME (HOURS)	FLAT RATE	F/O NO	OPER.	TIME	OFF
	.6				JUL 24 14.9
					JUL 24 14.5

EMP. NO. 232

ADDITIONAL FLAGS

FLAG

FLAG

FLAG

FLAG

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

B

C

D

59568

BOB DIAZ

8088

07/09/07

19,961 SILVER/

06/PONTIAC/G6/2 DOOR COUPE

1 G 2 Z H 1 7 8 6 6 4

07/06/07

MO: 19962

DELANCO, NJ

LABOR & PARTS

J# 1 50PNZ

CHASSIS ELECTRICAL TECH(S):232
CUSTOMER STATES BRAKE LIGHTS WILL NOT TURN OFF
SHORTED
TEST AND REPLACE BRAKE POSITION SENSOR
H2642 .6 6Z/0J

WARRANTY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		22666955	SENSOR KI 4.625	
JOB # 1	1		DLRTRD		

WARRANTY
WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

METHOD OF PAYMENT

CASH CHECK #..... CREDIT A/R CHG
CARD

Rec'd By Date

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

PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL INVOICE \$ 0.00

++WE WANT YOU TO BE COMPLETELY SATISFIED++

CUSTOMER SIGNATURE

25000
1.54

COLEMAN BUICK PONTIAC GMC INC.

Complete Service Guarantee

Walk-Around Worksheet

NAME _____ PHONE _____ CELL _____

MILEAGE 19958 VIN # _____

#	☺	?	☹
1. Battery Condition			
2. Belts(s)			
3. Hoses			
4. Coolant Condition			
5. Engine Oil Condition			
6. Auto Trans Fluid			
7. Wipers			
8. Lights			

NOTES

1. BRAKE PEDAL NOISY
CRUNCHING NOISE

2. BRAKE LIGHTS STAY ON
ALSO SHIFTER STICKS

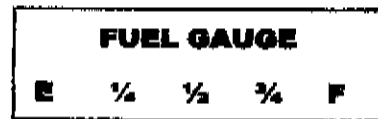
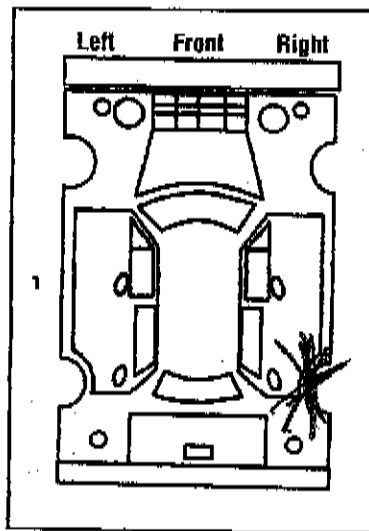
3. TIRE ROTATION BALANCE

4. TIRES FEATHERED

TIRES

9. Left Front Tire	X		
10. Left Rear Tire	X		
11. Right Rear Tire	X		
12. Right Front Tire	X		

- ☺ - Satisfactory
- ? - May Need Attention
- ☹ - Unsatisfactory



- Legend**
- / ... Scratch
 - ✓ ... Ding
 - X ... Dent
 - * ... Windshield

Inspection Performed By:

Bob

Walk-Around Preventative
Maintenance Presented

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 :	1G2ZH178664
-------	-------------

VEHICLE INFORMATION

Merchandising Model :	2ZH37 -2006 G6 - GT COUPE	Warranty Start Date :	04/11/2006				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	PERRINE BUICK-PONTIAC-GMC 2730 RTE 130 N CRANBURY, NJ 08512-3149 (609) 395-5599	Selling Source :	16 - PONTIAC				
		Site Code :	02453				
		Business Associate Code :	115538				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	07015	POTENTIAL WATER LEAK - CHECK SUNROOF REAR DRAIN HOSE - ** EXPIRES 02/29/08 **	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.			
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: http://www.gm.xradio.com or (800)556-3600. In Canada, http:// xradio.ca or (877)438-9677.	

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	04/11/2006	12 miles	04/11/2009	36012 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	04/11/2006	12 miles	04/11/2012	100012 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/11/2006	12 miles	04/11/2014	80012 miles
36/36000 FEDERAL EMISSION	04/11/2006	12 miles	04/11/2009	36012 miles

CLAIM HISTORY

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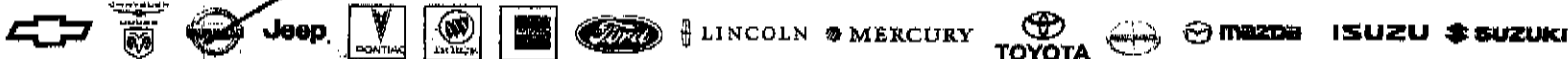
R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/15/2007	[REDACTED]	#	Y0139 - CUSTOMER SATISFACTION PROGRAM - INSPECT, REROUTE, & SECURE	13885 miles
03/03/2006	[REDACTED]	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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1255 Highway 35
 P.O. Box 400
 MIDDLETOWN, NJ 07748
 Phone (732) 671-6200

www.hertrichs.com



"A member of the **HERTRICH** Family of Automobile Dealerships"

NO RETURNS AFTER 10 DAYS
 NO RETURNS ON ELECTRICAL/SPECIAL ORDER ITEMS
 30% HANDLING ON ALL RETURNS

THANK YOU FOR CHOOSING ALL AMERICAN CHEVROLET

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
			CHECK	JOHN J PIASECKI	07/09/07		

CVR

609-895-8995

COLEMAN BUICK PONTIAC GMC
 100 RENAISSANCE BLVD
 LAWRENCEVILLE, NJ 08648

B
I
L
L
T
O

S
H
I
P
T
O

PAID 67176

QUANTITY	SHIP	B. O.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1			22666955 SENSOR KI 4.625 0Y	134H6	17.65	11.80	11.80
							10.26
							1.54
						SUBTOTAL	11.80
						TAX	0.00
						FREIGHT	0.00
						PAY THIS AMOUNT	11.80

its part(s) is sold "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 cover 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. In addition, expressly excluded is any Dealer Liability for facts pertaining to safety or performance, by way of "Strict Liability" negligence or otherwise.

NOTICE:
 All electrical & special order parts sales are final. No refund or credits on any parts having evidence of being installed or used for testing.
 A service charge on returned parts may be applied. Prices are subject to change without notice.
 No return without this invoice. No returns after 30 days.

2VD BY

11:42:07 CUSTOMER COPY

NET521

PAGE 1 OF 1
 07/24/2007 15:21

PAGE 15/29

COLEMAN BFG

609-895-9550

15:21

57626159-0 (12/05)

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

TAC Case Number: [REDACTED]

Last 8 of VIN: 64 [REDACTED]

TAC Consultant's Name:

R.O. Number:

Dealer Code:

Name Of Person Who Called TAC:

Email Address of Person Who Called TAC:

CC Email Address:

Repair Category: Electrical/HVAC/Body

Repair Information:

cust states brake lights do not turn off replaced brake position sensor

Additional Comments:

PRINT YOUR TAC CASE CLOSING INFORMATION

[REDACTED]

[REDACTED]



COLEMAN

221006

Work Order

64250219
COLEMAN AUTOS

BUICK • PONTIAC • GMC

SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD.
LAWRENCEVILLE, NJ 08648

1060 SPRUCE STREET
TRENTON, NJ 08648

Service (609) 895-8300
Main (609) 895-8000
Fax # (609) 895-9550
Body Shop (609) 695-5422
Parts Dept (609) 895-8999
E-Mail service@colemantautos.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80PNZ-002	3000 MPH INTERVAL SVC	MI	34.95	80PNZ-005	TIRE ROTATION	MI	19.95

SERVICE HISTORY

DATE	R	IDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/06/07			19902	8088	232 8061 8088 60	W W I	50PNZ 98PNZ07A 98PNZ-001 50PNZ	CHASSIS ELECTRICAL SHUTTLE TWO WAY FREIGHT CHASSIS ELECTRICAL

SALESPERSON NO.

SERVICE

STATE REG# 2431

YCRMB CASH CREDIT CARD CHECK OTHER TYPE APPROVED BY

VEHICLE ID NO: **1G22H178664** YEAR/MAKE/MODEL: **06/PONTIAC/G6/2 DOOR COUPE** PRODUCTION DATE: [] STOCK NO: []

CUSTOMER NO: **59568** SERVICE CONTRACT: [] DELIVERY DATE: [] DELIVERY MILES: [] SELLING DEALER NO: [] DATE: **07/17/07**

COLOR: **SILVER/** CONTRACT NO: [] EXPIRATION DATE: [] EXPIRATION MILES: [] TAG NO: []

YUHQ: **PNZZ** AIR COND: **Y** P.S.: **Y** TRANS: **A** MILEAGE: **20,000** ADVISOR NO: **8088** ADVISOR: **BOB DIAZ**

RESIDENCE PHONE: [] BUSINESS PHONE: []

CALL WHEN READY: YES NO TIME RECEIVED: **12:29pm** DATE/TIME PROMISED: **07/17/07 09:00pm** PRIORITY: []

APPOINTMENT: Yes No LABOR RATE: []

I hereby authorize the repair work therein set forth to be done by me, 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 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, and that your employee may operate the above vehicle.

- W * 50PNZ CHASSIS ELECTRICAL**
CUSTOMER STATES BRAKE LIGHTS STAY ON WHILE DRIVING, MOST OF THE TIMES. *GO OUT WHEN DEPRESSING PEDAL*
- W 51PNZ EXTERIOR LIGHTING**
CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK E PEDAL HARD

DATE COMPLETED: [] MILEAGE OUT: []

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

CUSTOMER'S SIGNATURE: []

ESTIMATE \$ [] ADDITIONAL AMOUNT \$ []

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.

PHONE: [] IN PERSON: [] DATE: [] TIME: []

ADDITIONAL REPAIRS OK'D BY: [] SW: []

[Large scribble]

*H2643
CO277
PO203
CO278
05/62*

DEALER AUTHORIZATION

Code 90: *Auth B*

Date: *7/17/07*

Signature: *[Signature]*

PARTS RETURNED

ALL PARTS REMOVED WILL BE USABLE UNLESS SPECIFIED OTHERWISE SAVE

DATE: *7-20-07*

ALL PARTS ARE FACTORY NEW UNLESS SPECIFIED LRO (USED PART) OR A/M (AFTERMARKET)

INITIALS: *[Signature]*

WAIT SHUTTLE RENTAL

ENTERPRISE

page 47

relay 49

ADDITIONAL INSTRUCTIONS OR ESTIMATES

C0161

22724375

22666955

ADDITIONAL FLAGS

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
	-\$	221006			123.0
			8843		ON Jul 12 12:50

FLAG

Auth B- Part Failure

FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

8843 20,434

LABOR RECORD

ELAPSED TIME TIME CLOCK

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

MECHANIC'S NAME & NUMBER

COMPLAINT

CAUSE

CORRECTION

Brake likes stay on + hard to move gear shift

Brake Pedal Position Sensor

out of range (defective)

Replace + reprogram

BPP Sensor

C

D

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

59568

BOB DIAZ

8088

07/20/07

20,434 SILVER/

06/PONTIAC/G6/2 DOOR COUPE

1 G 2 Z H 1 7 8 6 6 4

07/17/07

MO: 20435

LABOR & PARTS

J# 1 50PNZ

CHASSIS ELECTRICAL TECH(S):8843
CUSTOMER STATES BRAKE LIGHTS STAY ON WHILE DRIVING. MOST OF THE TIMES.
SHORTED
TEST AND REPLACE BRAKE SENSOR
H2643 .5 OJ/GZ
WARRANTY CLAIM TYPE B RO 220545 MILAGE 19,962

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 1 22666955 SENSOR KI 4.625

JOB # 1 TOTAL PARTS

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 51PNZ

EXTERIOR LIGHTING TECH(S):8843
CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK
E PEDAL HARD
SEE LINE 1

INTERNAL

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

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3+98PNZ-002

ENTERPRISE RENTAL TECH(S):8843
ENTERPRISE RENTAL CAR
ENTERPRISE RENTAL CAR

WARRANTY

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

59568

BOB DIAZ

8088

07/20/07

20,434 SILVER/

06/PONTIAC/G6/2 DOOR COUPE

1 G 2 Z H 1 7 8 6 6 4

07/17/07

MO: 20435

DELANCO, NJ

TOTALS-----

METHOD OF PAYMENT

CASH CHECK #..... CREDIT A/R CHG
CARD

Rec'd By Date

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

PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

TOTAL INVOICE \$ 0.00

++WE WANT YOU TO BE COMPLETELY SATISFIED++

CUSTOMER SIGNATURE

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Document ID# 1560385
2006 Pontiac G6

Feedback

Print

DTC C0161

Circuit Description

The brake pedal position (BPP) sensor is an input to the body control module (BCM). The BCM then sends a serial data message to the electronic brake control module (EBCM) and other electronic control modules. The BPP sensor is a potentiometer type sensor with a 5-volt reference circuit and a low reference circuit. The BCM supplies the 5-volt reference to the BPP.

DTC Descriptor

This diagnostic procedure supports the following DTC:

DTC C0161 ABS/TCS Brake Switch Circuit

This vehicle has DTCs which include DTC Symptoms. For more information on DTC Symptoms, refer to [DTC Symptom Description](#).

DTC Symptom	DTC Symptom Descriptor
11	Above Maximum Threshold
12	Below Minimum Threshold

Conditions for Running the DTC

C0161 11

- The ignition is ON.
- The vehicle speed is greater than 16 km/h (10 mph).
- The ignition voltage is greater than 8 volts.

C0161 12

- The ignition is ON.
- The ignition voltage is greater than 8 volts.

Conditions for Setting the DTC

C0161 11

- The brake pedal is sensed as applied.
- The vehicle speed is greater than 40 km/h (25 mph).
- The vehicles acceleration exceeds 8 km/h per second (5 mph per second).

C0161 12

- Brake pedal is not applied.
- Traction control is not active or the master cylinder pressure is greater than 150 psi if equipped with Vehicle Stability Enhancement System (VSES).
- The vehicle has reached speed greater than 24 km/h (14 mph).
- The vehicles deceleration exceeds 11.5 km/h per second (7 mph per second).
- Conditions for setting the DTC occur 3 times.

Action Taken When the DTC Sets

No systems are disabled and no warning indicators or messages will appear.

Diagnostic Aids

The DTC C0161 11 can be set if the vehicle has been driven with the brake applied during acceleration.

Test Description

The numbers below refer to the step numbers on the diagnostic table.

2. This step checks if there is other DTCs that can cause the BPP failure.
4. This step checks to see if the DTC will reset as current.

Step	Action	Yes	No
<i>Schematic Reference: ABS Schematics</i>			
<i>Connector End View Reference: ABS Connector End Views and Computer/Integrating Systems Connector End Views</i>			
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle
2	Use the scan tool to display DTCs for the body control module (BCM). Does the scan tool display DTC C0277 or C0278?	Go to Diagnostic Trouble Code (DTC) List - Vehicle	Go to Step 3
	1. Confirm that the brake pedal position (BPP) is adjusted to the correct position and perform the BPP calibration procedure. Refer to Brake Pedal Position Sensor Calibration .		

3	<p>2. Operate the vehicle within the Conditions for Running the DTC as specified in the supporting text.</p> <p>Does DTC C0161 reset?</p>	Go to Diagnostic Aids	Go to Step 4
4	<p>1. Use the scan tool in order to clear the DTCs.</p> <p>2. Operate the vehicle within the Conditions for Running the DTC as specified in the supporting text.</p> <p>Does the DTC reset?</p>	Go to Step 2	System OK

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Document ID# 1560385
2006 Pontiac G6

[Feedback](#)[Print](#)



COLEMAN

BUICK • PONTIAC • GMC

SUZUKI AND COLLISION CENTER

8905

Work Order

Service (609) 895-8300
 Main (609) 895-8000
 Fax # (609) 895-9550
 Body Shop (609) 695-5426
 Parts Dept (609) 895-8999
 E-Mail service@colemanautos.com

100 RENAISSANCE BLVD.
 LAWRENCEVILLE, NJ 08648

1060 SPRUCE STREET
 TRENTON, NJ 08648

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
80PNZ-002	3000 MI INTERVAL SVC	MI	34.95	80PNZ-003	TIRE ROTATION	MI	19.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	I TYPE	OPERATION	OPERATION DESCRIPTION
07/06/07		19952	8088	232	W	50PNZ	CHASSIS ELECTRICAL
06/26/07		19572	8088	8061 8088 60	W W I	98PNZ07A 98PNZ-001 50PNZ	SHUTTLE TWO WAY FREIGHT CHASSIS ELECTRICAL

SALESPERSON NO.

SERVICE

STATE REG# 2431

TERMS: CASH CREDIT CARD (PRIOR APPROVAL) CHECK OTHER TYPE APPROVED BY

VEHICLE ID NO: **1GZZH178664** YEAR/MAKE/MODEL: **06/PONTIAC/G6/2 DOOR COUPE** PRODUCTION DATE: [] STOCK NO: [] LICENSE NO: []

CUSTOMER NO: [] SERVICE CONTRACT: [] DELIVERY DATE: [] DELIVERY MILES: [] SELLING DEALER NO: [] R.O. DATE: **07/21/07**

COLOR: **SILVER/** CONTRACT NO: [] EXPIRATION DATE: [] EXPIRATION MILES: [] TAG NO: []

TURBO: [] M/M: **PNZZ** AIR COND: **Y** P.S.: **Y** TRANS: **A** MILEAGE: **20,434** ADVISOR NO: **8088** ADVISOR: **BOB DIAZ**

CALL WHEN READY: YES NO TIME RECEIVED: **09:28am** DATE/TIME PROMISED: **07/17/07 09:00pm** PRIORITY: []

APPOINTMENT: Yes No LABOR RATE: []

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume 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 waived in favor of the repairer; and that you agree to indemnify and hold the repairer harmless from and against all claims, damages, losses, and expenses, including reasonable attorney's fees, which may be asserted against or incurred by the repairer in connection with the repair of such vehicle.

1 W 51PNZ EXTERIOR LIGHTING
CUSTOMER STATES BRAKE LAMPS OPERATE WITHOUT USING PEDAL
THEY GO OUT WHEN USING BRAKE PEDAL

ASAP

215
575
1194

2266955 SWITCH

DATE COMPLETED: [] MILEAGE ON: **20438**

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

ESTIMATE

ESTIMATE: \$ [] ADDITIONAL AMOUNT: \$ []

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT INCLUDE ANY ADDITIONAL PARTS OR LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.

PHONE: [] IN PERSON: [] DATE: [] TIME: []

ADDITIONAL REPAIRS OK'D BY: [] SW: []

ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE SAVE

ALL PARTS ARE FACTORY NEW UNLESS SPECIFIED LKO (USED PART) OR A/M (AFTERMARKET)

COURTESY TRANSPORTATION: WAIT SHUTTLE RENTAL

PARTS RETURNED
 DATE: **7-24-07**
 INITIALS: **AJ**

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

MECHANIC'S FINDINGS AND REPAIRS

LABOR RECORD

STARTED TIME
TIME CLOCK

MECHANIC'S NAME & NUMBER

DATE WORK

Brake Lamps stay on

ORDER

Brake pedal position sensor mounting
CRACKED OFF - sensor dangling under
dash -

COMPLAINT

Replaced BPP sensor - Attempted to
Recalibrate / Learn new sensor -

MECHANIC'S NAME & NUMBER

COMPLAINT

UNABLE to learn - followed
DOC ID # 1873987

CAUSE

CONNECTION

Found updated calibration for pcm
- updated PCM - code # 10F85
still CANNOT LEARN -

ADDITIONAL FLAGS

MECHANIC'S NAME & NUMBER

COMPLAINT

Found BPP sensor voltage at 0.70
without applying brakes - needs to be

FLAG

CAUSE

CONNECTION

Between 0.88v - 1.47v - sensor
is pinched in position - cannot adjust
tweaked pin on Brake pedal Assembly

FLAG

MECHANIC'S NAME & NUMBER

COMPLAINT

that sensor rides on to
ATTAIN approx. 1.0 volts - Recalibrated
BPP. Repair complete.

FLAG

DATE WORK

FLAG

JUL 27 10

JUL 25 11 3

JUL 23 10 0

OFF

ON

OFF

ON

OFF

ON

OFF

ON

COURTESY CAR RENTAL AGREEMENT

COLEMAN BUICK PONTIAC GMC INC.
100 Renaissance Blvd. Lawrenceville, NJ 08648
Tel (609) 895-8000 Fax (609) 895-9550

**COLEMAN SUZUKI
COLEMAN COLLISION CENTER**
300 Renaissance Blvd. Lawrenceville, NJ 08648
Tel (609) 895-9650 Fax (609) 895-9619

**CUSTOMER IS
RESPONSIBLE FOR
ALL E-Z PASS TOLLS,
TICKETS ISSUED, AND
ADMINISTRATIVE FEES.**

DATE OUT 7/21/07	TIME OUT 9:30	LICENSE NO. [REDACTED]	CAR WILL BE RETURNED BY DATE	AM PM	DATE IN	TIME IN
---------------------	------------------	---------------------------	---------------------------------	----------	---------	---------

**IMPORTANT - RATES ON
ALL COURTESY CARS NOT RE-
TURNED ON AGREED DATE WILL
BE BILLED AT \$30.00 PER DAY
PLUS MILEAGE.**

OUT BY	IN BY	RATE
		\$ PER PLUS ¢ PER MILE
MILEAGE IN		
MILEAGE OUT		
MILES DRIVEN		

**THE FUTURE OWNER
APPRECIATES YOUR CARE
OF THIS VEHICLE WHILE IN
YOUR POSSESSION**

DAMAGE NOTED BEFORE CHECK OUT:

DAMAGE NOTED ON CHECK IN:

DRIVER'S LICENSE NO. [REDACTED]	STATE NJ	EXPIRATION DATE 02-11	AGE
INSURANCE CO. NJM	AGENT	POLICY NO.	

- We try to make sure that all of our Courtesy Vehicles start with $\frac{1}{2}$ tank of fuel. Please bring the fuel level back to $\frac{1}{2}$ before returning.
Lessee initials [REDACTED]

THE LAWS OF THE STATE OF N.J. REQUIRE THAT PERSONS OPERATING MOTOR VEHICLES MUST RESTRAIN CHILDREN UNDER 18 MONTHS IN A SAFETY SEAT.
FRONT SEAT OCCUPANTS MUST WEAR SEAT BELTS. NEW JERSEY LAW.
CHILDREN UNDER EIGHT YEARS OF AGE, WEIGHING LESS THAN 80 POUNDS MUST BE SECURED IN A CHILD RESTRAINT SYSTEM OR BOOSTER SEAT IN THE VEHICLE'S REAR SEAT.

- Please refrain from smoking in Courtesy Vehicle.
Lessee initials [REDACTED]
- Please report any damage as soon as possible.

THE UNDERSIGNED HEREBY ACKNOWLEDGES THAT THE LESSOR IS NOT PROVIDING ANY TYPE OF INSURANCE PROTECTION OR COLLECTING ANY CHARGES THEREFOR. IN CONSIDERATION OF THE FOREGOING ACKNOWLEDGEMENT THE UNDERSIGNED AGREES TO PAY FOR ALL LOSS AND DAMAGE TO THE DESCRIBED AUTOMOBILE AND TO HOLD LESSOR HARMLESS FROM ANY LIABILITY AS A RESULT OF THE LESSEE'S USAGE THEREOF.

THANK YOU.

SEE REVERSE SIDE FOR DETAILED AGREEMENT.

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON UNDER 21 YEARS OLD TO OPERATE THIS CAR.

CUSTOMER NAME [REDACTED]	ADDRESS [REDACTED]
CITY <u>Delanco</u>	STATE <u>NJ</u> ZIP [REDACTED] PHONE [REDACTED]
CUSTOMER'S SIGNATURE [REDACTED]	

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Document ID# 1873987
2005 Pontiac G6

Feedback

Print

Subject: Unable To Relearn The Brake Pedal Position (BPP) Sensor -
keywords calibration C0278 DTC light lock LX9 P0703
relearn sensor #PIC4330 - (11/28/2006)



Models: 2004-2007 Chevrolet Malibu/Maxx
2005-2007 Pontiac G6
2007 Saturn Aura

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

Having difficulty performing the Brake Pedal Position (BPP) relearn

Recommendation/Instructions:

If having difficulty performing the relearn on Brake pedal Position (BPP) sensor;

1. Make sure you have the latest calibration in the PCM.
2. Make sure you have the latest Tech-2 Update. (26.010 or higher)
3. Make sure you are NOT pushing on the SERVICE brake when doing the relearn.
4. If the above actions do not allow the relearn, then look at BPP Voltage in the IBCM data list

Information on BPP sensor voltages:

Nominal design voltage with brake pedal not depressed is 1.19 volts. However, there is a defined range of voltages which are allowed to be "learned" as valid with brake pedal at the rest position. In order to learn the BPP sensor, the BPP sensor voltage must fall between: Factory Learn Low = 0.88 volts Factory Learn Hi = 1.47 volts

If the vehicle you are working on is outside the noted range, consider potential damage to the BPP sensor.

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

WE SUPPORT

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.



VOLUNTARY
TECHNICIAN
CERTIFICATION

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Document ID# 1873987
2005 Pontiac G6

Feedback

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Tech2 Pass Thru: Final Instructions

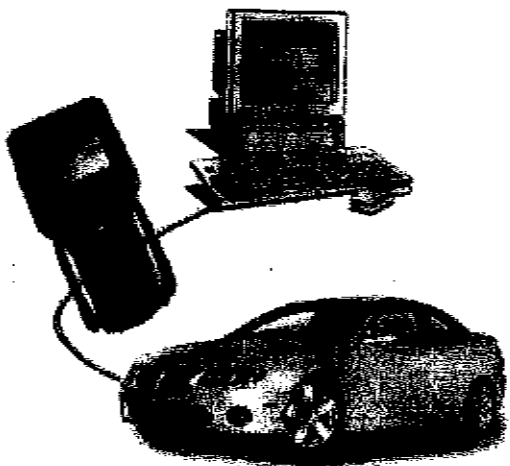
Programming Complete.

Warranty Claim Code: [REDACTED]

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

Post Programming Instructions:

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



Controller Specific Instructions:

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

After successful programming, the HVAC module may need to be reset. Remove the HVAC CTRL (BATT) fuse, wait ten seconds, then replace it.

VIN: 1G2ZH1786G [REDACTED]

Print

Clear DTCs

New

Cancel



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

VIA FAX ONLY

July 23, 2007

Roger Piper
COLEMAN BUICK PONTIAC GMC INC
100 RENAISSANCE BLVD
LAWRENCEVILLE, NJ 08648-4772

RE: [REDACTED]
Service Request: 71-538676722
2006 Pontiac G6
Vehicle Identification Number: 1G2ZH178664 [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear Roger Piper:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, 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 or more faxes 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 further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation



GMC



Oldsmobile





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

VIA FAX ONLY

July 19, 2007

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

RE: [REDACTED]
 Service Request: 71-538676722
 2006 Pontiac G6
 Vehicle Identification Number: 1G2ZH178664 [REDACTED]
 Customer Relationship Specialist: Patricia Easley

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated July 19, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

- Copy of owner's current title and/or registration
- Other: Release of Lien
- Finance, Buyer's agreement
- Repair Orders

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

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

Sincerely,



General Motors Corporation

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

LG0006
V07092007





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

VIA FAX ONLY

July 24, 2007

Drew Coleman
COLEMAN BUICK PONTIAC GMC INC
100 RENAISSANCE BLVD
LAWRENCEVILLE, NJ 08648-4772

RE: [REDACTED]
Service Request: 71-538676722
2006 Pontiac G6
Vehicle Identification Number: 1G2ZH178664 [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear Drew Coleman:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, 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 or more faxes 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 further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation



GMC



Oldsmobile





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

VIA FAX ONLY

July 19, 2007

Darlene Alexandersen
PERRINE BUICK-PONTIAC-GMC
2730 RTE 130 N
CRANBURY, NJ 08512-3149

RE:

Service Request: 71-538676722
2006 Pontiac G6
Vehicle Identification Number: 1G2ZH178664
Customer Relationship Specialist: Patricia Easley

Dear Darlene Alexandersen:

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, application of title and all other items in the sales jacket.
- 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 or more faxes 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 further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation

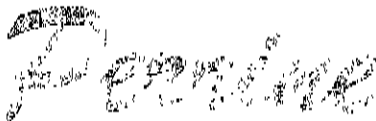


GMC



BUICK-PONTIAC-GMC





BUICK GMC AND CADILLAC-PERFORMANCE
2730 Route 130 • Cranbury, NJ 08512-3149 (609) 395-5500
<http://www.perrinecars.com>

FAX 609-395-7757

TO Patricia Easley FROM _____

FAX 866 508 1966 PAGES _____

PHONE _____ DATE _____

REF 71-538676722 CC: _____

VIN - 1G2ZH178664 [REDACTED]

URGENT

FOR REVIEW

PLEASE COMMENT

PLEASE REPLY

COMMENTS:

Service mang. on vacation until tomorrow.
Service records to follow

0002/010

vehicle value when a fee of tax is assessed.

- a. Title/lien fees \$ 75.00
- b. Registration fees/taxes \$ N/A
- c. License fees/taxes \$ 786.50
- d. Sales/use taxes (including tax on capitalized cost reduction) \$ 716.60
- e. Excise taxes \$ N/A
- f. Property taxes \$ N/A
- g. Other (describe) \$ N/A
- h. Other (describe) \$ N/A
- i. Other (describe) \$ N/A

Life insurance (Lessee Co-Lessee Both) Premium \$ N/A
 Coverage limit \$ N/A
 Disability insurance (Lessee only) Premium \$ N/A
 Monthly coverage limit \$ N/A
 Age _____

LESSEE'S SIGNATURE: X _____
 CO-LESSEE'S SIGNATURE: X _____ Age: N/A

15. MILEAGE.

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

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

Total Allowed Mileage on the Odometer at Lease End is 39015 miles.
 Starting odometer mileage 15 miles
 Base mileage allowance + 39000 miles
 Purchased extra miles + N/A miles

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

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

Standard manufacturer's warranty

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

23. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

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

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

LESSEE: [Redacted] BY: X _____ CO-LESSEE: X _____

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

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

YOU AGREE TO THE TERMS OF THIS LEASE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT CRANBURY, NJ (city) (state) ON 04/12/2007 (month) (day) (year)

LESSEE: [Redacted] BY: X _____
 CO-LESSEE: X _____

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THE CONTRACT FOR ONE BUSINESS DAY BEFORE SIGNING THE CONTRACT.
 Lessee and any Co-Lessee acknowledge that they have had at least one business day to review this lease before signing it.
 Lessee (and Co-Lessee) Initials: [Redacted]

LESSOR: _____ BY: X [Signature] TITLE: X _____ DATE: X _____

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

LESSOR: PERRINE'S PONTIAC GMC BY: X [Signature] TITLE: X F&I MGR

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

07/23/2007 MON 10:39 FAX 6093957757 perrine

0003/010

LEASE GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county:

Garaging address (if different)

LESSOR (Retailer) name, address, and telephone number

TRENTON NJ MERCER

Principal driver (if business use)

PERRINE'S PONTIAC GMC
2730 RT. 130
CRANBURY, NJ08512

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

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

Assignee's address and telephone number _____

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use	
NEW	2006	PONTIAC G6	N/A	1G2ZH170664	15	<input checked="" type="checkbox"/> Personal, Family, or Household	<input type="checkbox"/> Commercial, Business, or Agricultural
Number of Engine Cylinders		Transmission <input type="checkbox"/> Automatic <input type="checkbox"/> Manual		Brakes <input type="checkbox"/> Power assisted <input type="checkbox"/> Manual	Steering Mechanism <input type="checkbox"/> Power assisted <input type="checkbox"/> Manual		
Air Cond. <input type="checkbox"/> Yes <input type="checkbox"/> No		Manufacturer's Suggested Retail Price as shown on window sticker, if any \$ 26380.00				GVW (if truck) <input type="checkbox"/> Public Conveyance <input type="checkbox"/>	
Dealer Installed Options: _____							
Prior Use							
<input type="checkbox"/> 1,000 miles or less on odometer <input type="checkbox"/> Personal, family, or household <input type="checkbox"/> Demonstrator <input type="checkbox"/> Livery <input type="checkbox"/> Daily rental <input type="checkbox"/> Police <input type="checkbox"/> Prior wreckage <input type="checkbox"/> Unknown							

FEDERAL CONSUMER LEASING ACT DISCLOSURES

<p>1. Amount Due at Lease Signing or Delivery (Itemized Below)*</p> <p>\$ 550.21</p>	<p>2. Monthly Payments Your first monthly payment of \$ 325.71 is due on 04/12/2007 followed by 38 payments of \$ 325.71 due on the 12 of each month. The total of your monthly payments is \$ 12702.69</p>	<p>3. Other Charges (not part of your monthly payment)</p> <p>Disposition fee (if you do not purchase the vehicle) \$ N/A</p> <p>Total \$ N/A</p>	<p>4. Total of Payments (The amount you will have paid by the end of the lease.)</p> <p>\$ 13027.19</p>
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*Itemization of Amount Due at Lease Signing or Delivery

<p>5. Amount Due at Lease Signing or Delivery:</p> <table style="width: 100%;"> <tr><td>a. Capitalized cost reduction</td><td style="text-align: right;">\$ N/A</td></tr> <tr><td>b. First monthly payment</td><td style="text-align: right;">\$ 325.71</td></tr> <tr><td>c. Refundable security deposit</td><td style="text-align: right;">\$ N/A</td></tr> <tr><td>d. Title fees</td><td style="text-align: right;">\$ 242.00</td></tr> <tr><td>e. Registration fees</td><td style="text-align: right;">\$ 75.00</td></tr> <tr><td>f. Sales/use tax</td><td style="text-align: right;">\$ N/A</td></tr> <tr><td>g.</td><td style="text-align: right;">\$ N/A</td></tr> <tr><td>h.</td><td style="text-align: right;">\$ 7.50</td></tr> <tr><td>i.</td><td style="text-align: right;">\$ N/A</td></tr> <tr><td>j. Total</td><td style="text-align: right;">\$ 650.21</td></tr> </table>	a. Capitalized cost reduction	\$ N/A	b. First monthly payment	\$ 325.71	c. Refundable security deposit	\$ N/A	d. Title fees	\$ 242.00	e. Registration fees	\$ 75.00	f. Sales/use tax	\$ N/A	g.	\$ N/A	h.	\$ 7.50	i.	\$ N/A	j. Total	\$ 650.21	<p>6. How the Amount Due at Lease Signing or Delivery will be paid:</p> <table style="width: 100%;"> <tr><td>a. Net trade-in allowance</td><td style="text-align: right;">\$ N/A</td></tr> <tr><td>b. Rebates and noncash credits</td><td style="text-align: right;">\$ N/A</td></tr> <tr><td>c. Amount to be paid in cash</td><td style="text-align: right;">\$ 650.21</td></tr> <tr><td>d. Total</td><td style="text-align: right;">\$ 650.21</td></tr> </table>	a. Net trade-in allowance	\$ N/A	b. Rebates and noncash credits	\$ N/A	c. Amount to be paid in cash	\$ 650.21	d. Total	\$ 650.21
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e. Registration fees	\$ 75.00																												
f. Sales/use tax	\$ N/A																												
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h.	\$ 7.50																												
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b. Rebates and noncash credits	\$ N/A																												
c. Amount to be paid in cash	\$ 650.21																												
d. Total	\$ 650.21																												

7. Your monthly payment is determined as shown below:

07/23/2007 MON 10:39 FAX 6093957757 perrine

a. Gross capitalized cost (including any outstanding prior credit or lease balance)	\$ 24816.08
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	\$ N/A
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 24816.08
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ 14509.00
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 10307.08
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 2395.61
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ 12702.69
h. Lease payments. The number of payments in your lease	39
i. Base monthly payment	\$ 325.71
j. Monthly sales/use tax (estimated)	\$ N/A
k.	\$ N/A
l. Total monthly payment	\$ 325.71

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

- 8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 20000 miles per year at the rate of \$0 per mile.
- 9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 15009.00, plus official fees and taxes.
- 10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 23404.48
b. GMAC administrative fee	+ \$ 695.00
c. License/registration/title fees	+ \$ N/A
d. Sales tax	+ \$ 716.60
e. Other tax (describe)	+ \$ N/A
f. Optional service contract	+ \$ N/A
g. Optional maintenance contract	+ \$ N/A
h. Optional life insurance	+ \$ N/A
i. Optional disability insurance	+ \$ N/A
j.	+ \$ N/A
k.	+ \$ N/A
l. Gross Capitalized Cost	= \$ 24816.08

12. THE VEHICLE YOU ARE TRADING (year) (make) (model)

Gross trade-in value	\$ N/A
Payoff	- \$ N/A
Net trade-in value	= \$ N/A

13. TOTAL COST OF THE LEASE (if you are never in default, and you use your option to buy the vehicle at scheduled lease end).

Amount due at lease signing or delivery	\$ 650.21
Total of monthly payments (other than first monthly payment)	+ \$ 12376.98
Security deposit and any life or disability insurance	- \$ N/A
Price if you buy at scheduled lease end	+ \$ 15009.00
Total cost of the lease	= \$ 27536.19

plus any related official fees and taxes.

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1503.10

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

17. CHARGE FOR FINES. If the government imposes a fine related to the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the amount when we ask. If we have to pay a fine or take other action because you don't pay a fine promptly, you will also pay us \$35.

18. SCHEDULED LEASE END DATE. This lease is scheduled to end 07/11/2010. You are scheduled to return the vehicle on this date. (month) (day) (year)

19. LEASE END DAILY EXTENSION CHARGE. \$25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

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

Insurance company name: NJ MANUFACTURES INS
 Insurance agency name: NJ MANUFACTURES INS
 Agency address: 301 LULLIVAN WAY WEST TRENTON NJ 08628
 Agency phone no: 609-889-8888
 Agent's name: NJ MANUFACTURES INS
 Policy no.: XXXXXXXXXX Liability Physical damage
 Deductibles: Collision \$ _____ Comprehensive \$ _____
 Insurance company name: _____
 Insurance agency name: _____
 Agency address: _____
 Agency phone no.: _____
 Agent's name: _____
 Policy no.: _____ Physical damage
 Deductibles: Collision \$ _____ Comprehensive \$ _____

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

Insurer name: N/A
 Address: N/A

Reorder From: **nj car** Services, Inc. (609) 693-3056

Motor Vehicle
Retail Order

New Used
 Demo



FERRINE

2730 Route 130
Cranbury, N.J. 08512

**BUICK-PONTIAC-GMC
HUMMER**

Tel. 609-395-5599
Fax 609-395-7757



DEAL # _____

CUSTOMER	[Redacted]		DATE	04/12/06	STOCK NO.	[Redacted]
ADDRESS	TRENTON			NJ	08611	
HOME PHONE	[Redacted]	WORK PHONE	[Redacted]	E-MAIL	ESPOSITO, DOMINIC P	
D. L. #	[Redacted]	SOC. SEC.	[Redacted]	D.O.B.	[Redacted]	
ENTER ORDER FOR	2006	PONTIAC	SALES REP.	G6		
BODY TYPE	COLOR	MAKES	MODEL	SERIAL NO.		
	SILVER	15		1 G 2 Z H 1 7 8 6 6 4 [Redacted]		

INTERIOR TRIM COLOR _____

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:
 * Cash Purchase * Finance Purchase * Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

TO BE DELIVERED ON OR ABOUT _____

Price of Unit		
Additional Equipment (options)		

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT \$ 325.71
 TERM: 39 MONTHS
 MILEAGE PER YEAR 12,000
 CASH DUE AT DELIVERY \$ 650.21

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE	
Less Trade-in	N/A
TOTAL TAXABLE AMOUNT	
State Sales Tax	N/A
Motor Vehicle Tire Fee - \$1.50 per New Tire	N/A
TRI-VIN NJ TIRE TAX	\$8.60
Registration/Title Fee (Estimated) (See Paragraph 15 On Reverse Side)	108.90

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. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
 This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

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-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 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.

_____/_____/_____ **X** _____
Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
 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).

_____/_____/_____ **X** _____
Date Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE

Year	Make	Model
Serial No.	Mileage	
Trade-in Value	N/A	Date of 04/12/07

Documentary Fee (See Paragraph 16 On Reverse Side)	CLERICAL EXPENSE \$70.45 DOCUMENT TRANSMITTAL SERVICE \$79.50	\$149.95
NET PAY-OFF ON TRADE-IN		N/A
TOTAL		
Deposit		116 40
		N/A
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY		
BALANCE DUE ON DELIVERY →		

Less Balance Owed N/A
 Net Trade-in Allowance N/A
 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 04/12/2007

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 dealer 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 agrees that this Order on the face and on the reverse side and any attachments includes 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 agreement.

Accepted By: _____ Date _____ Dealer or His Authorized Representative _____ Date _____

THIS ORDER NOT SUBJECT TO CANCELLATION. DEPOSIT NON-REFUNDABLE
IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



(excludes Saturn)

CUSTOMER NAME: _____

VIN: 11G121Z1H11718161614 _____

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request the 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
<u>GM Employee Price</u>	\$ <u>0</u>	<u>GMS</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received		\$ <u>0</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 _____
- b. I elect to receive GM Lease and/or _____

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

a. Vehicle Incentive 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 on 4/1. I acknowledge receipt of incentive(s) as described in Item _____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? _____ Yes _____ No

b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1,888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: _____ Date: 4/12/07

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item _____ and the Onstar Terms and Conditions 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 or Saab Cars USA.

Authorized Dealer Signature: _____ Date: 4/12/07
 Dealership Name: _____ Dealer Code: _____

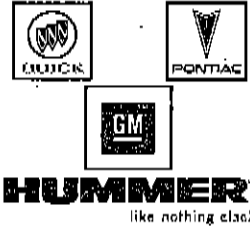
Dealer Note: This is a required document and it must be completed, signed and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer

31109

PERRINE

BUICK-PONTIAC-GMC-HUMMER®

2730 Route 130 - Cranbury, NJ 08512-3149 (609) 395-5599.
http://www.perrinecars.com



VEHICLE INVOICE	
DATE	STOCK NO.
4/12/07	[REDACTED]
SALESMAN	DISPOSITO, DOMINIC
PRICE	DESCRIPTION
23404.48	1 VEHICLE PRICE 2 FACTORY EQUIPMENT 3 DEALER INSTALLED OPTIONS *
23404.48	9 SALE PRICE
7.50	10 SALES TAX 11 12 LICENSE & TITLE 13 NJ TIRE TAX
23411.98	17 TOTAL CASH PRICE
23411.98	23 TOTAL TIME PRICE
	18 FINANCING 19 CREDIT LIFE INSURANCE 20 CREDIT A & H INSURANCE 21 PHYSICAL DAMAGE INSURANCE
	24 DEPOSIT 25 CASH ON DELIVERY
	26 27 TRADE ALLOWANCE YR MAKE MODEL BODY TYPE 28 VIN COLOR ODOMETER 29 30 LESS PAYOFF BALANCE OWING TO 31 NET EQUITY 32 PAYMENTS @ 325.71 PER MONTH PAYABLE TO GMAC 33 COMMENCING 05/12/07 34 LIFE CO. 35 FDI CO. NJ MANUFACTURES IN POLICY NO. 36 LIAB CO. POLICY NO.
23411.98	37 TOTAL SETTLEMENT

SOLD TO: GMAC
ADDRESS: 120 EAGLEROCK AVE
EAST HANOVER NJ 07936

PHONE: RES. BUS.

NEW	YR 2006	MAKE PONTIAC	MODEL 06	DR
VIN 1G2ZH178664		I. KEY	T. KEY	
MODEL NO.	CYCLE	PASS	COLOR SILVER	ODOMETER 15

OPTIONAL EQUIPMENT & ACCESSORIES
GMS 1187.75 575275686

INSURANCE INCLUDES

COLLISION DED
 FULL COMPREHENSIVE
 FIRE & THEFT DED COMP
 TOWING & LABOR CAC
 RENTAL

TERM OF MONTHS

ADDITIONAL INFORMATION

X	
1	
2	
3	

MEMO ONLY

ITEM	AMOUNT
MV FEE	242.00
DOC FEE	75.00

Lessee:
[REDACTED]
TRENTON NJ [REDACTED]

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the Division.

Reynolds and Reynolds FORM 00271-C (04/04)

3.7000 56.00 12,000

erati

icle

General Motors - Vehicle Purchase Program Customer-Dealer Agreement and Pricing Sheet

Eligible Participant: [REDACTED] Relationship to Eligible Participant: GRANDCHILD

Purchaser's First Name: _____ Purchaser's Last Name: _____

Purchaser's Date Of Birth: [REDACTED]

Vehicle Identification Number (VIN): _____ 64 [REDACTED]

Authorization Number: [REDACTED] Incentive Code: GMS

Approval Number: 515275686 Approval Date: 04/10/2006
00:00:00

Dealer Name: PERRINE BUICK-PONTIAC-GMC

Division: PONTIAC Dealer Code: 02453

Program Name: GM EMPLOYEE PURCHASE

Company Name: DELPHI INTERIOR AND LIGHTING SYSTEMS

Secondary Company Name:

(1) Amount listed on invoice below caption Employee Price (GMS/GMU) or Supplier Price, as applicable to the program referenced above. Copy of invoice must be shown to customer for verification.

\$ 23,404.48

(2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct.

[REDACTED]

Customer Initials

(3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price.

[REDACTED]

Customer Initials

(4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price

[REDACTED]

Customer Initials

Customer Agreement and Verification of Delivery

1. By signing this form, the Purchaser acknowledges the following:
 - A. Receipt of the vehicle designated above and a copy of this form
 - B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
 - C. The Purchaser agrees that he/she will not violate any Program provision
 - D. Penalties for violation of Program provisions may include one or more of the following:
 - i. Termination of Program privileges
 - ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
 - iii. Disciplinary action up to and including termination of employment (for GM Employees) (1)
 - E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The Federal Arbitration Act ("FAA") (9 U.S.C. ? 2 et. seq.) shall govern the interpretation,

enforcement, and proceedings of the arbitration.
For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signature: 

Date: 4/12/07

Dealer Agreement

1. By signing this form, the dealer agrees to the following:
 - A. Assume General Motors's obligation for delivery of the vehicle
 - B. Collect from the purchaser the amount specified in the Purchase Contract
 - C. Comply with the Rules and Guidelines of The Program
 - D. Review the Factory Invoice with the customer
 - E. Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
 - F. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
 - A. Comply with the terms and conditions contained in The Program Rules and Guidelines
 - B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
 - i. Declared ineligible to participate further in the Program
 - ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature: 

Date: 4/12/07

- (1) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.



KIMMEL & SILVERMAN
P.C.

F A X



Kimmel & Silverman, P.C.
30 E. Butler Pike
Ambler, PA 19002

1-800-LEMON LAW
<http://www.lemonlaw.com>

To:

Halima

Fax Number:

From:

Robert A. Silverman, Esq.

Fax Number:

(215)540-8817

Business Phone:

(215)540-8888

Date & Time:

8/1/07

Pages (including cover):

2

Re:



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For more information about Kimmel & Silverman, please visit us at <http://www.lemonlaw.com/>

COLEMAN

Invoice

PONTIAC • GMC

SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD.
 LAWRENCEVILLE, NJ 08648
 (609) 895-8300

300 RENAISSANCE BLVD.
 LAWRENCEVILLE, NJ 08648
 (609) 895-3369

BPG Service (609) 895-8300
 BPG Main (609) 895-8000
 BPG Fax (609) 895-9582
 Body Shop (609) 895-3369
 Body Shop Fax (609) 895-9646
 Suzuki Service (609) 895-3369
 Parts Dept (609) 895-8999
 E-Mail service@colemanautos.com

CUSTOMER NO.	ADVISOR BOB DIAZ	8088	TAB NO.	INVOICE DATE 07/30/07
LABOR RATE	VEHICLE I.D. NO. 1G2ZM178664	MILEAGE 20,434	COLOR SILVER/	STOCK NO.
DELANCO, NJ	VEHICLE I.D. NO. 1G2ZM178664	VEHICLE I.D. NO. 1G2ZM178664	DELIVERY DATE	DELIVERY MILES
	R.T.E. NO.	R.G. NO.	SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS		DATE 07/21/07	

MO: 20438

QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	1	22666955	SENSOR KI 4.625		WARRANTY
1	1	15147067	PEDAL 4.625		WARRANTY
1	1	CS0-3			WARRANTY
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

CASH CHECK #..... CREDIT A/R CHG CARD
 Rec'd By Date

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

SERVICE DEPARTMENT HOURS
 MON.-FRI.
 7:30 A.M. TO 5:30 P.M.
 SAT.
 9:00 A.M. TO 12:00 NOON

COLLISION CENTER HOURS
 MON.-FRI.
 8:00 A.M. TO 5:00 P.M.

PARTS DEPARTMENT HOURS
 MON.-FRI.
 7:30 A.M. TO 5:30 P.M.
 SAT.
 8:00 A.M. TO 12:00 NOON

DID YOU BUY YOUR VEHICLE FROM US? ASK ABOUT OUR "COLEMAN CLUB"

PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.





++WE WANT YOU TO BE COMPLETELY SATISFIED++

CUSTOMER SIGNATURE _____

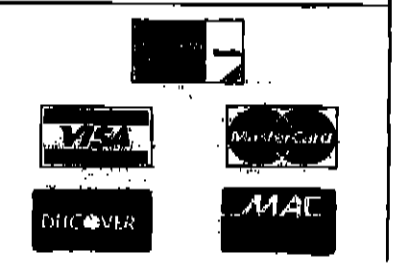
COLEMAN BUICK PONTIAC GMC
 100 Renaissance Blvd.
 Lawrenceville, NJ 08648
 809-895-8000

COLEMAN SUZUKI AND COLLISION CENTER
 300 Renaissance Blvd.
 Lawrenceville, NJ 08648
 609-895-3369

COLEMAN CLUB CARD

Card must be presented at time of write-up.
 \$100 credit for a sales return.
 See salesperson for details.



Prepared From: NJ CUI Services, Inc. (085) 883-9650 #0359 (07/01)

COLEMAN

Invoice

BUICK PONTIAC GMC **BUICK PONTIAC SUZUKI**
 300 RENAISSANCE BLVD. 300 RENAISSANCE BLVD.
 LAWRENCEVILLE, NJ 08648 LAWRENCEVILLE, NJ 08648
 (609) 895-8300 (609) 895-3369

BPG Service (609) 895-8300
 BPG Main (609) 895-8000
 BPG Fax (609) 895-3369
 Body Shop (609) 895-8369
 Body Shop Fax (609) 895-9648
 Suzuki Service (609) 895-3369
 Parts Dept (609) 895-8998
 E-Mail service@colemanautocare.com

NAME	BOB DIAZ	TAG NO.	8088	INVOICE DATE	07/31/07
LABOR RATE		MILEAGE	20,560	COLOR	SILVER/
YEAR/MAKE/MODEL	06/PONTIAC/G6/2 DOOR COUPE		DELIVERY DATE		
VEHICLE I.D. NO.	1G2ZH178664		SELLING DEALER NO.	PRODUCTION DATE	
P. T. E. NO.	P. O. NO.	R. O. DATE		07/31/07	
BUSINESS PHONE	COMMENTS		MO: 20561		

LABOR & PARTS	EXTERIOR LIGHTING	TECH(S):60	INTERNAL
98PNZ06	CUSTOMER STATES WINDSHIELD WIPERS DO NOT WORK REPAIR CONNECTION UNDER HOOD		
JOB # 1 TOTAL LABOR & PARTS		0.00	
LABOR & PARTS	CURTSEY TRNS - RENTAL	TECH(S):60	INTERNAL
98PNZ06	CAR RENTAL		
JOB # 2 TOTAL LABOR & PARTS		0.00	

SERVICE DEPARTMENT HOURS
 MON.-FRI.
 7:30 A.M. TO 5:30 P.M.
 SAT.
 8:00 A.M. TO 12:00 NOON

COLLISION CENTER HOURS
 MON.-FRI.
 8:00 A.M. TO 5:00 P.M.

PARTS DEPARTMENT HOURS
 MON.-FRI.
 7:30 A.M. TO 5:30 P.M.
 SAT.
 8:00 A.M. TO 12:00 NOON

DID YOU BUY YOUR VEHICLE FROM US? ASK ABOUT OUR "COLEMAN CLUB"

METHOD OF PAYMENT	TOTAL LABOR....	0.00
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK #..... <input type="checkbox"/> CREDIT <input type="checkbox"/> A/R CHG CARD	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

Rec'd By Date

PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.


→WE WANT YOU TO BE COMPLETELY SATISFIED←

CUSTOMER SIGNATURE _____

COLEMAN BUICK PONTIAC GMC
 100 Renaissance Blvd.
 Lawrenceville, NJ 08648
 609-895-8000

COLEMAN SUZUKI AND COLLISION CENTER
 300 Renaissance Blvd.
 Lawrenceville, NJ 08648
 609-895-3369

COLEMAN CLUB CARD

 **BUICK PONTIAC GMC SUZUKI**

Card must be presented at time of write-up.
 \$100 credit for a sales referral.
 See salesperson for details.





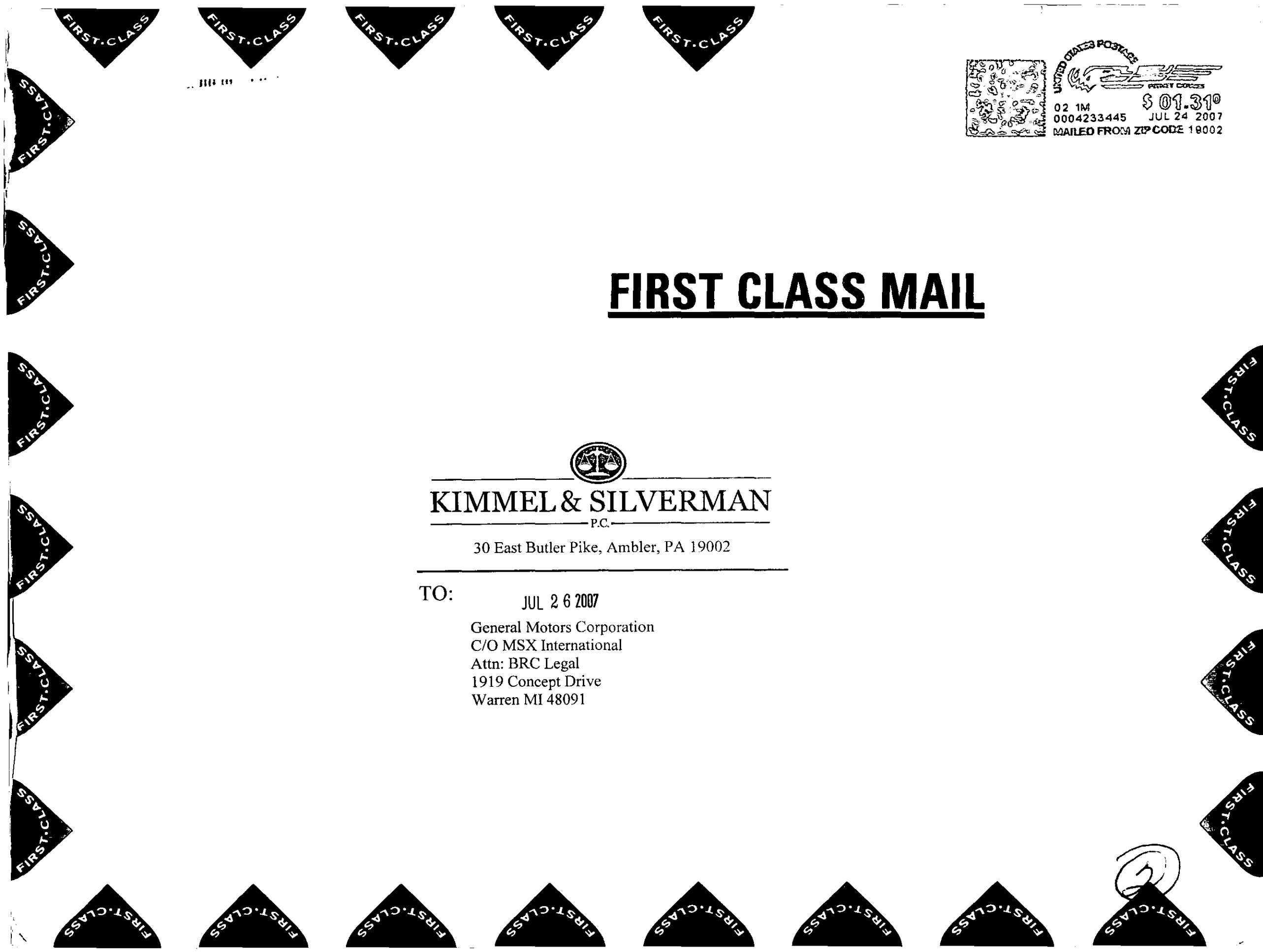
FIRST CLASS MAIL



KIMMEL & SILVERMAN
P.C.

30 East Butler Pike, Ambler, PA 19002

TO: JUL 26 2007
General Motors Corporation
C/O MSX International
Attn: BRC Legal
1919 Concept Drive
Warren MI 48091





KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

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

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

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

July 24, 2007

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

RE [REDACTED] v. General Motors Corporation
VIN #1G2ZH178664 [REDACTED]

Dear Sir/Madam:

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

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

Very truly yours,

Robert M. Silverman, *tml*

RMS/tml
Enclosures

ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**

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

JACQUELINE C. HERRITT**
ROBERT A. RASKIN**
HY DAVID RUBENSTEIN**
LOUIS DOBI, JR.**
HILARY WHEATLEY TAYLOR**
BARRY R. WINDERMAN**
MELISSA K. FIALA**
IRA P. SMADES**
DAVID L. LIEBERMAN**
ANGELA K. TROCCELLI**
FRED DAVIS**
RONALD ROWLAND**
CHRISTOPHER R. HOLLIDAY**
AMY L. BENNECOFF**
MARY T. FOY**
MICHAEL J. SOSKA**

31109

PERRINE

BUICK-PONTIAC-GMC-HUMMER*

2730 Route 130 • Cranbury, NJ 08512-3149 (609) 395-5599
http://www.perrinecars.com



HUMMER
like nothing else.

SOLD TO: GMAC
ADDRESS: 120 EAGLEROCK AVE
EAST HANOVER NJ 07936
PHONE: RES. BUS.

VEHICLE INVOICE	
DATE	STOCK NO.
04/12/07	41616
SALESMAN	DISPOSITO, DOMINIC
PRICE	DESCRIPTION
23404.48	1 VEHICLE PRICE
	2 FACTORY EQUIPMENT
	3 DEALER INSTALLED OPTIONS *
	4
	5
	6
	7
	8

NEW	YA 2006	MAKE PONTIAC	MODEL 06	DR
VIN 1G2ZH178664		I. KEY	T. KEY	
MODEL NO.	CFE	PASS	COLOR SILVER	ODOMETER

23404.48	9 SALE PRICE
	10 SALES TAX
7.50	12 LICENSE & TITLE
	13 NJ TIRE TAX
	14
	15
	16
23401.98	17 TOTAL CASH PRICE
	18 FINANCING
	19 CREDIT LIFE INSURANCE
	20 CREDIT A & H INSURANCE
	21 PHYSICAL DAMAGE INSURANCE
	22
23401.98	23 TOTAL TIME PRICE
	24 DEPOSIT
	25 CASH ON DELIVERY
	26
	27
	28
	29
	30

OPTIONAL EQUIPMENT & ACCESSORIES

Lessee: [REDACTED]
TRENTON NJ [REDACTED]

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the [REDACTED] Division.

SIGNATURE _____

INSURANCE INCLUDES

COLLISION DED

FULL COMPREHENSIVE

DED COMP

FIRE & THEFT CAC

TOWING & LABOR RENTAL

TERM OF MONTHS

ADDITIONAL INFORMATION

X		
1		
2		
3		

MEMO ONLY

ITEM	AMOUNT
MV FEE	242.00
DOC FEE	75.00

TRADE ALLOWANCE	YR	MAKE	MODEL	BODY TYPE
VIN			COLOR	ODOMETER
LESS PAYOFF	BALANCE OWING TO			
NET EQUITY				
PAYMENTS @ 325.71	PER MONTH PAYABLE TO	GMAC		
COMMENCING 05/12/07				
LIFE CO.				
PD CO.	NJ MANUFACTURES IN	POLICY NO.		
LAB CO.		POLICY NO.		

3,7000 55.00 12,000



2006 G6 - GT COUPE

Standard Equipment

- Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price shown at Right
- ****MECHANICAL****
 - ENGINE, 3.5L V6 SFI
 - TRANSMISSION, 4-SPEED AUTOMATIC W/ OVERDRIVE
 - (4) 17" PAINTED ALLOY WHEEL
 - P225/50R17 TOURING TIRES
 - BRAKES, ANTILOCK 4-WHEEL DISC WITH FULL TRACTION CONTROL
 - SPORTS SUSPENSION
 - ****SAFETY AND SECURITY****
 - AIRBAGS, FRT, DRIVER & PASS
 - RR CHILD SEAT LATCH SYSTEM
 - DAYTIME RUNNING LAMPS
 - THEFT DETERRENT SYS. PASSLOCK
 - ****EXTERIOR****
 - POWER OUTSIDE REAR VIEW MIRRORS
 - EXHAUST, STAINLESS W/CHROME TIP
 - FOG LAMPS, FRONT PROJ. BEAM
 - ****INTERIOR****
 - AIR CONDITIONING, MANUAL
 - FLOOR MATS, CARPET
 - DRIVER SEAT POWER HEIGHT ADJ
 - AM/FM CD STEREO W/CLOCK, RDS & DRIVER INFORMATION CENTER
 - 8 SPEAKER MONSOON PREMIUM SOUND SYSTEM
 - TILT/TELESCOPIC STEERING WHL
 - TRUNK, POWER RELEASE
 - VISORS, VANITY MIRRORS
 - PWR WINDOWS W/DRIVER EXP. DOWN
 - CRUISE CONTROL
 - REMOTE KEYLESS ENTRY

STANDARD
Options insta
standard equ

PREMIUM V.
• (4) 17" CHF
• AM/FM STE
(REPLACE)
• SUNROOF,

LEATHER P.
• LEATHER
• 6-WAY PO
• HEATED FI
• LEATHER
• STEERING
• LEATHER
AND PARK

ONSTAR SY
SAFE & SOL
FRONT SIDE
HEAD-CURT
REMOTE VE
AXLE RATIC

LICENSE PL
• EXT-LIQU
• INT-EBON'

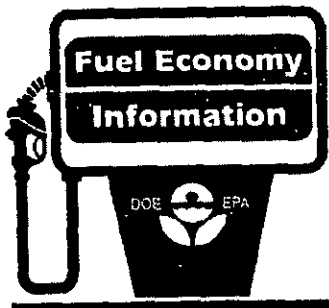
TOTAL OPTI

Visit us at www.pontiac.com

Compare this vehicle to others in the **FREE FUEL ECONOMY GUIDE** available at the dealer.

CITY MPG

21



HIGHWAY MPG

29

ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

17 AND 25 MPG IN THE CITY AND BETWEEN 24 AND 34 MPG ON THE HIGHWAY.

2006 G6
3.5 LITER V6 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPEED TRANSMISSION
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$1,376

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

COMPACT

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

12 TO 37 MPG CITY AND 19 TO 44 MPG HIGHWAY.

38T

TOTAL VEH
DESTINAT
TOTAL BEF
TOTAL PAC
TOTAL VEH

www.fueleconomy.gov

TO WHOM DELIVERED



BUICK-PONTIAC-GMC
31301N
08512-3149

ORDER NO JRXZQF SALES CODE E
SALES MODEL CODE 2Z1:27
DEALER NO 02453
FINAL ASSEMBLY LAKE ORION, MI U.S.A.
VIN 1G2Z178664

This label has been applied pursuant to the ultimate purchaser. Includes Does not include dealer installed or license fees.

GMLB
Last C

2006 G6 - GT COUPE

Options & Pricing

shown at Right
 MANUAL
 RPET
 HEIGHT ADJ
 W/CLOCK, RDS
 CENTER
 PREMIUM

STEERING WHL
 RELEASE
 MIRRORS
 DRIVER EXP.

ENTRY

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE **\$21,165.00**

Options installed by the Manufacturer (may replace standard equipment shown at left)

PREMIUM VALUE PACKAGE INCLUDES: **1,650.00**

- (4) 17" CHROMETECH WHEELS
- AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)
- SUNROOF, POWER TILT & SLIDE

LEATHER PACKAGE: **1,365.00**

- LEATHER APPOINTED SEATING
- 6-WAY POWER DRIVER SEAT
- HEATED FRONT SEATS
- LEATHER WRAPPED STEERING WHL
- STEERING WHEEL RADIO CONTROLS
- LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE

ONSTAR SYSTEM -INCLUDES 1 YEAR SAFE & SOUND **695.00**

FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS **690.00**

REMOTE VEHICLE STARTER SYSTEM **190.00**

AXLE RATIO 3.29 **INC**

***** **INC**

LICENSE PLATE BRACKET, FRONT **INC**

• EXT-LIQUID SILVER METALLIC **INC**

• INT-EBONY **INC**

TOTAL OPTIONS **\$4,590.00**

at the dealer.

MPG

9

SHOPPING,
 CLASSIFIED AS

COMPACT

HAVE BEEN ISSUED
 MILEAGE RATINGS
 RANGING FROM

2 TO 37 MPG CITY
 AND
 19 TO 44 MPG
 HIGHWAY.

38T

TOTAL VEHICLE & OPTIONS
DESTINATION CHARGE
TOTAL BEFORE SAVINGS
TOTAL PACKAGE SAVINGS
TOTAL VEHICLE PRICE

SALES CODE E

22127

This label has been applied pursuant to Federal law. It is for the ultimate purchaser. It includes manufacturer's suggested retail price. Does not include dealer installed options or dealer fees or license fees.

ORION, MI U.S.A.
 78664250219

LEASE GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county [REDACTED] TRENTON NJ MERCER	Garaging address (if different) [REDACTED]	LESSOR (Retailer) name, address, and telephone number PERRINE'S PONTIAC GMC 2730 RT 130 [REDACTED]
Principal driver (if more than one) [REDACTED]		

This is an agreement to lease a vehicle. This is not a sale. You agree to everything on the front and back. We, US, and our refer to lessor named above and any assignee of the lease. If this lease is assigned (if it is assigned):

If this box is checked, Lessor (Retailer) will assign this lease to you for what is stated on the agreement (GMAC).

If this box is checked, GMAC helped to arrange this lease and you agree to assign this lease to GMAC only in the Lease Trust.

If this box is checked, Lessor (Retailer) will assign this lease also to other vehicles.

If this box is checked, Lessor (Retailer) intends not to assign this lease.

Assignee's address and telephone number _____

New/Used	Year	Make & Model	Body Style	Vehicle #	Mileage	Primary Use
NEW	2006	PONTIAC G6	N/A	1G2ZH17868	15	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural
Number of Engine Cylinders _____		Transmission <input type="checkbox"/> Automatic <input type="checkbox"/> Manual		Brakes <input type="checkbox"/> Power-assisted <input type="checkbox"/> Manual	Steering Mechanism <input type="checkbox"/> Power-assisted <input type="checkbox"/> Manual	
Air Cond. <input type="checkbox"/> Yes <input type="checkbox"/> No		Manufacturer's Suggested Retail Price as shown on window sticker, if any \$ <u>26380.00</u>				
Dealer Installed Options: _____						<input type="checkbox"/> GVW (if truck) <input type="checkbox"/> Public Conveyance
Prior Use						
<input type="checkbox"/> 1,000 miles or less on odometer <input type="checkbox"/> Personal, family, or household <input type="checkbox"/> Demonstrator <input type="checkbox"/> Livery <input type="checkbox"/> Daily rental <input type="checkbox"/> Police <input type="checkbox"/> Prior wreckage <input type="checkbox"/> Unknown						

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ <u>650.21</u>	2. Monthly Payments Your first monthly payment of \$ <u>325.71</u> is due on <u>04/12/2007</u> , followed by <u>38</u> payments of \$ <u>325.71</u> due on the <u>12</u> of each month. The total of your monthly payments is \$ <u>12702.69</u>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <u>N/A</u> Total \$ <u>N/A</u>	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ <u>13027.15</u>
--	---	---	---

*Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:	6. How the Amount Due at Lease Signing or Delivery will be paid:
a. Capitalized cost reduction \$ <u>N/A</u> b. First monthly payment \$ <u>325.71</u> c. Refundable security deposit \$ <u>N/A</u> d. Title fees \$ <u>242.00</u> e. Registration fees \$ <u>75.00</u> f. Sales/use tax \$ <u>N/A</u> g. \$ <u>N/A</u> h. \$ <u>7.50</u> i. \$ <u>N/A</u> j. Total \$ <u>650.21</u>	a. Net trade-in allowance \$ <u>N/A</u> b. Rebates and noncash credits \$ <u>N/A</u> c. Amount to be paid in cash \$ <u>650.21</u> d. Total \$ <u>650.21</u>

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <u>23404.48</u>) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ <u>24816.08</u>
b. Capitalized cost reduction. The amount of net trade-in allowance, rebates, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ <u>N/A</u>

insurance, and any outstanding prior credit or lease balance)	\$ 47010.00
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ N/A
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 24816.08
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ 14509.00
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 10307.08
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 2395.61
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ 12702.69
h. Lease payments. The number of payments in your lease	39
i. Base monthly payment	\$ 325.71
j. Monthly sales/use tax (estimated)	\$ N/A
k.	\$ N/A
l. Total monthly payment	\$ 325.71

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

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of 20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 15009.00, plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 23404.48
b. GMAC administrative fee	+ \$ 695.00
c. License/registration/title fees	+ \$ N/A
d. Sales tax	+ \$ 716.60
e. Other tax (describe)	+ \$ N/A
f. Optional service contract	+ \$ N/A
g. Optional maintenance contract	+ \$ N/A
h. Optional life insurance	+ \$ N/A
i. Optional disability insurance	+ \$ N/A
j.	+ \$ N/A
k.	+ \$ N/A
I. Gross Capitalized Cost	= \$ 24816.08

12. THE VEHICLE YOU ARE TRADING N/A

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

13. TOTAL COST OF THE LEASE (if you are never in default, and you use your option to buy the vehicle at scheduled lease end).

Amount due at lease signing or delivery	\$ 650.21
Total of monthly payments (other than first monthly payment)	+ \$ 12376.98
Security deposit and any life or disability insurance	- \$ N/A
Price if you buy at scheduled lease end	+ \$ 15009.00
Total cost of the lease	= \$ 27536.19

plus any related official fees and taxes.

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1503.10

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

17. CHARGE FOR FINES. If the government imposes a fine related to the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the amount when we ask. If we have to pay a fine or take other action because you don't pay a fine promptly, you will also pay us \$35.

18. SCHEDULED LEASE END DATE. This lease is scheduled to end 07/01/2010. You are scheduled to return the vehicle on this date. (month)

19. LEASE END DAILY EXTENSION CHARGE. the eighth day after scheduled lease end date.

20. REQUIRED VEHICLE INSURANCE INFORMATION. You agree that you will maintain damage policies that meet our requirements (see the other side) and to use the following lease as follows:

Insurance company name: NJ MANUFACTURES INS
Insurance agency name: NJ MANUFACTURES INS
Agency address: 201 LULLIVAN WAY WEST TRENTON NJ 08628
Agency phone no.: 609-898-1200
Agent's name: NJ MANUFACTURES INS
Policy no.: [REDACTED] Liability Physical damage
Deductibles: Collision \$ _____ Comprehensive \$ _____
Insurance company name: _____
Insurance agency name: _____
Agency address: _____
Agency phone no.: _____
Agent's name: _____
Policy no.: _____ Physical damage
Deductibles: Collision \$ _____ Comprehensive \$ _____

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

Insurer name: N/A
Address: N/A

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1503.10
 The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	\$ <u>75.00</u>
b. Registration fees/taxes	\$ <u>N/A</u>
c. License fees/taxes	\$ <u>786.50</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ <u>716.60</u>
e. Excise taxes	\$ <u>N/A</u>
f. Property taxes	\$ <u>N/A</u>
g. Other (describe)	\$ <u>N/A</u>
h. Other (describe)	\$ <u>N/A</u>
i. Other (describe)	\$ <u>N/A</u>

15. MILEAGE.

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

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

Total Allowed Mileage on the Odometer at Lease End is 39015 miles.
 Starting odometer mileage 15 miles
 Base mileage allowance 39000 miles
 Purchased extra miles N/A miles

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

insurer name: N/A
 Address: N/A
N/A

Life insurance (Lessee Co-Lessee Both) Premium \$ N/A
 Coverage limit \$ N/A
 Disability insurance (Lessee only) Premium \$ N/A
 Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE: X Age _____
 CO-LESSEE'S SIGNATURE: X Age N/A

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

Standard manufacturer's warranty

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

23. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months, N/A miles
 Name N/A Term N/A months, N/A miles

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

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

LESSEE: X BY: X CO-LESSEE: X

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

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

YOU AGREE TO THE TERMS OF THIS LEASE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT CRANBURY, NJ (city) NJ (state) ON 04/12/2007 (month) 12 (day) 2007 (year)

LESSEE: X BY: X

CO-LESSEE: X

NOTICE: THE LESSEE AND THE LESSOR SHALL BE ENTITLED TO REVIEW THE CONTRACT FOR ONE BUSINESS DAY BEFORE SIGNING THE CONTRACT:

Lessee and any Co-Lessee acknowledge that they have had at least one business day to review this lease before signing it.

Lessee (and Co-Lessee) initials: X [REDACTED]

LESSOR: _____ BY: X TITLE: X DATE: X

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

LESSOR: PERRINE'S PONTIAC GMC BY: X TITLE: F&I MGR

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST



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(609) 895-8300

300 RENAISSANCE BLVD.
LAWRENCEVILLE, NJ 08648
(609) 895-3369

Invoice Thank You

BPG Service (609) 895-8300
BPG Main (609) 895-8000
BPG Fax (609) 895-9582
Body Shop (609) 895-3369
Body Shop Fax (609) 895-9646
Suzuki Service (609) 895-3369
Parts Dept (609) 895-8999
E-Mail service@colemanautos.com

~~Friday~~ **Friday 8:20**

CUSTOMER NO.	BOB DIAZ	8088 TAG NO.	INVOICE DATE	06/27/07	
LABOR RATE		MILEAGE	19,571	COLOR	SILVER/
DELANCO, NJ	06/PONTIAC/G6/2 DOOR COUPE		DELIVERY DATE	DELIVERY MILES	
VEHICLE ID NO.	1G2ZH178664		SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	F.O. NO.	06/26/07			
BUSINESS PHONE	COMMENTS			MO: 19572	

LABOR & PARTS # 1:50PNZ CHASSIS ELECTRICAL TECH(S):60 INTERNAL

CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK E PADAL HARD-ALSO AT TIMES BRAKE LIGHTS DO NOT COME ON UNABLE TO DUPLICATE CONCERN AT THIS TIME DOC# 1575570 CASE# 9719553

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS:

METHOD OF PAYMENT	TOTAL LABOR....	0.00
[] CASH [] CHECK #..... [] CREDIT [] A/R CHG CARD	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

SERVICE DEPARTMENT HOURS
MON-FRI.
7:30 A.M. TO 5:30 P.M.
SAT.
8:00 A.M. TO 12:00 NOON

COLLISION CENTER HOURS
MON.-FRI.
8:00 A.M. TO 5:00 P.M.

PARTS DEPARTMENT HOURS
MON.-FRI.
7:30 A.M. TO 5:30 P.M.
SAT.
8:00 A.M. TO 12:00 NOON

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Lawrenceville, NJ 08648
609-895-8000

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300 Renaissance Blvd.
Lawrenceville, NJ 08648
609-895-3369

COLEMAN CLUB CARD



Card must be presented at time of write-up.
\$100 credit for a sales referral.
See salesperson for details.



COPY

Reorder From: nj car Services, Inc. (609) 883-5056 48568 (9/06)



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(609) 895-3369

BPG Service (609) 895-8300
 BPG Main (609) 895-8300
 BPG Fax (609) 895-9132
 Body Shop (609) 895-3369
 Body Shop Fax (609) 895-9648
 Suzuki Service (609) 895-3369
 Parts Dept (609) 895-8999
 E-Mail service@colemanautos.com

CUSTOMER NO. [REDACTED]	BOB DIAZ	8088	TAG NO.	07/09/07	IN [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE	19,961	COLOR SILVER/
DELANCO, NJ [REDACTED]	08/PONTIAC/G6/2 DOOR COUPE			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. 1G2ZH178664 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	07/06/07		
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 19962

LABOR & PARTS		CHASSIS ELECTRICAL		TECH(S):232		WARRANTY	
JOB # 1 50PNZ		CUSTOMER STATES BRAKE LIGHTS WILL NOT TURN OFF SHORTED		TEST AND REPLACE BRAKE POSITION SENSOR H2642 .6 6Z/0J			
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY		
JOB # 1	1	22666955	SENSOR KI 4.625		0.00		
JOB # 1	1	DLRTRD			0.00		
				JOB # 1 TOTAL PARTS	0.00		
				JOB # 1 TOTAL LABOR & PARTS	0.00		
TOTALS		METHOD OF PAYMENT		TOTAL LABOR	0.00		
		[] CASH [] CHECK #..... [] CREDIT [] A/R CHG CARD		TOTAL PARTS	0.00		
		Rec'd By Date		TOTAL SUBLET	0.00		
		PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.		TOTAL G.O.G.	0.00		
				TOTAL MISC CHG.	0.00		
				TOTAL MISC DISC	0.00		
				TOTAL TAX	0.00		
				TOTAL INVOICE \$	0.00		

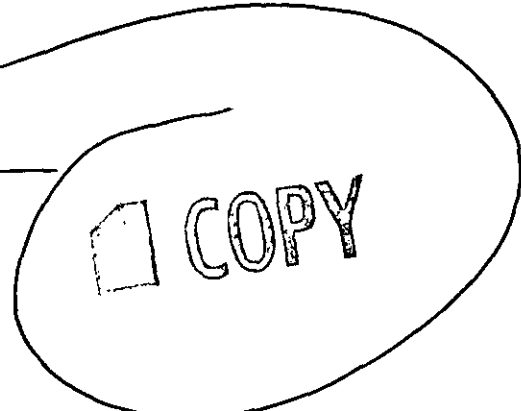
SERVICE DEPARTMENT HOURS
 MON.-FRI.
 7:30 A.M. TO 5:30 P.M.
 SAT.
 8:00 A.M. TO 12:00 NOON

COLLISION CENTER HOURS
 MON.-FRI.
 8:00 A.M. TO 5:00 P.M.

PARTS DEPARTMENT HOURS
 MON.-FRI.
 7:30 A.M. TO 5:30 P.M.
 SAT.
 8:00 A.M. TO 12:00 NOON

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++WE WANT YOU TO BE COMPLETELY SATISFIED++



CUSTOMER SIGNATURE

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 609-895-8000

COLEMAN SUZUKI AND COLLISION CENTER
 300 Renaissance Blvd.
 Lawrenceville, NJ 08648
 609-895-3369

COLEMAN CLUB CARD

GMC \$ SUZUKI
BUICK PONTIAC

Card must be presented at time of write-up.
 \$100 credit for a sales referral.
 See salesperson for details.

Reorder From **uj car** Services, Inc. (609) 882-5056 48569 (9/05)



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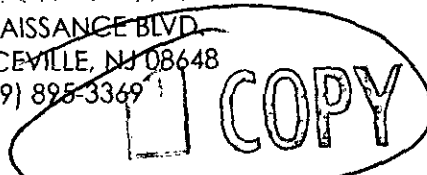
Invoice Thank You

BPG Service (609) 895-8300
 BPG Main (609) 895-8000
 BPG Fax (609) 895-9582
 Body Shop (609) 895-3369
 Body Shop Fax (609) 895-9646
 Suzuki Service (609) 895-3369
 Parts Dept (609) 895-8999
 E-Mail service@colemanautos.com

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 (609) 895-8300

300 RENAISSANCE BLVD.
 LAWRENCEVILLE, NJ 08648
 (609) 895-3369



CUSTOMER NO.	ADVISOR BOB DIAZ	TAG NO. 8088	INVOICE DATE 07/20/07
LABOR RATE	MILEAGE 20,434	COLOR SILVER/	STOCK NO.
YEAR / MAKE / MODEL 06 / PONTIAC / G6 / 2 DOOR COUPE	DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO. 1G2ZH178664	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	P.O. DATE 07/17/07	
BUSINESS PHONE	COMMENTS	MO: 20435	

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
LABOR & PARTS					
CHASSIS ELECTRICAL TECH(S):8843					
CUSTOMER STATES BRAKE LIGHTS STAY ON WHILE DRIVING, MOST OF THE TIMES.					
SHORTED					
TEST AND REPLACE BRAKE SENSOR					
H2643 .5 0J/6Z					
WARRANTY CLAIM TYPE B RO 220545 MILAGE 19.962					
JOB # 1	1	22666955	SENSOR KI 4.625		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
LABOR & PARTS					
EXTERIOR LIGHTING TECH(S):8843					
CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK E PEDAL HARD					
SEE LINE 1					
JOB # 2					INTERNAL
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
LABOR & PARTS					
ENTERPRISE RENTAL TECH(S):8843					
ENTERPRISE RENTAL CAR					
ENTERPRISE RENTAL CAR					
JOB # 3					WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

SERVICE DEPARTMENT HOURS
 MON.-FRI.
 7:30 A.M. TO 5:30 P.M.
 SAT.
 8:00 A.M. TO 12:00 NOON

COLLISION CENTER HOURS
 MON.-FRI.
 8:00 A.M. TO 5:00 P.M.

PARTS DEPARTMENT HOURS
 MON.-FRI.
 7:30 A.M. TO 5:30 P.M.
 SAT.
 8:00 A.M. TO 12:00 NOON

DID YOU BUY YOUR VEHICLE FROM US? ASK ABOUT OUR "COLEMAN CLUB"

COLEMAN BUICK PONTIAC GMC
 100 Renaissance Blvd.
 Lawrenceville, NJ 08648
 609-895-8000

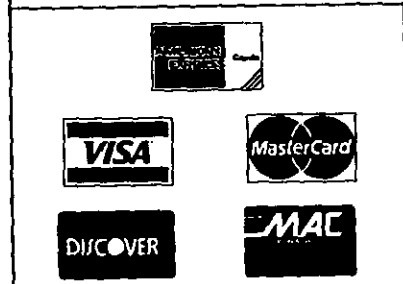
COLEMAN SUZUKI AND COLLISION CENTER
 300 Renaissance Blvd.
 Lawrenceville, NJ 08648
 609-895-3369

COLEMAN CLUB CARD

GMC SUZUKI

BUICK PONTIAC

Card must be presented at time of write-up.
 \$100 credit for a sales referral.
 See salesperson for details.



Reorder From: NJCCU Services, Inc. (609) 895-8000 #8208 (9/06)



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Invoice Thank You

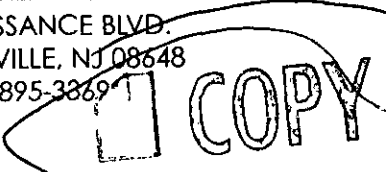
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(609) 895-8300

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(609) 895-3369

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BPG Main (609) 895-8000
BPG Fax (609) 895-9582
Body Shop (609) 895-3369
Body Shop Fax (609) 895-9646
Suzuki Service (609) 895-3369
Parts Dept (609) 895-8999
E-Mail service@colemanautos.com



CUSTOMER NO.	OWNER BOB DIAZ	TAG NO. 8088	INVOICE DATE 07/20/07
LABOR RATE	MILEAGE 20,434	COLOR SILVER/	STOCK NO.
YEAR / MAKE / MODEL 06/PONTIAC/G6/2 DOOR COUPE	DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO. 1G2ZH178664	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.	R.P. DATE 07/17/07	
BUSINESS PHONE	COMMENTS	MO: 20435	

TOTALS		SERVICE DEPARTMENT HOURS	
METHOD OF PAYMENT	TOTAL LABOR....	MON.-FRI.	
[] CASH [] CHECK #..... [] CREDIT [] A/R CHG CARD	TOTAL PARTS....	7:30 A.M. TO 5:30 P.M.	
Rec'd By Date	TOTAL SUBLET....	SAT.	
PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.	TOTAL G.O.G....	8:00 A.M. TO 12:00 NOON	
	TOTAL MISC CHG.	COLLISION CENTER HOURS	
	TOTAL MISC DISC	MON.-FRI.	
	TOTAL TAX.....	8:00 A.M. TO 5:00 P.M.	
	TOTAL INVOICE \$ 0.00	PARTS DEPARTMENT HOURS	

++WE WANT YOU TO BE COMPLETELY SATISFIED++

CUSTOMER SIGNATURE

DID YOU BUY YOUR VEHICLE FROM US? ASK ABOUT OUR "COLEMAN CLUB"

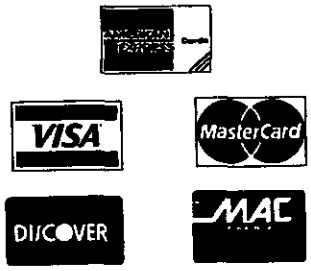
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609-895-8000

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Lawrenceville, NJ 08648
609-895-3369

COLEMAN CLUB CARD



Card must be presented at time of write-up.
\$100 credit for a sales referral.
See salesperson for details.



Reorder From: NJ car Services, Inc. (609) 865-5056 49569 (8/06)

VIN: 1G2ZH1786 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: [REDACTED]

ODATE: 11/17/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 02453
DDATE: 04/11/06 DLVY FAN: DTYPE: 032 SRVC TYPE: MILEAGE:

DLVY DOE: 04/11/06 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: CA [REDACTED]

TRD DOE:

SRVC IN:

TRENTON

NJ [REDACTED]

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	16 02453	[REDACTED]	04/12/06	26.45	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00030053602 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GMS	01	16 02453	[REDACTED]	04/12/06	1,187.75	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00030053602 AUTH PUR CD: 515275686
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XJC	01	16 02453	[REDACTED]	04/27/06	2,076.92	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 175110 AUTH PUR CD:
MISC DATE: 04/12/06 MISC: 0000001662MEA0
POLICY PYMT CMNT: ACTV TYPE: 6



KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

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

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

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 28, 2014

VIA EMAIL ONLY
gmerinfo@gmexpert.com

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

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2006 Pontiac G6-GT
Date of Purchase: 4/1/06
Place of Purchase: Perrine Pontiac (Cranbury)
VIN: 1G2ZH178664 [REDACTED]

Dear Sir/Madam:

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

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

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

Very truly yours,

Robert M. Silverman

RMS\ TL
cc: Courtney Capone

JACQUELINE C. HERRITT^{17*}
ROBERT A. RAPKIN¹
HY DAVID RUBENSTEIN^{17*}
LOUIS DOBI, JR.¹⁷
HILARY WHEATLEY TAYLOR^{4*}
BARRY R. WINDERMAN¹
MELISSA K. FIALA¹⁷
IRA P. SMADES¹
DAVID L. LIEBERMAN^{1,4,5*}
ANGELA K. TROCCOLI¹
FRED DAVIS¹⁷
RONALD ROWLAND^{17*}
CHRISTOPHER R. HOLLIDA^{17,18}
AMY L. BENNECOFF¹⁷
MARY T. FOY¹⁷
MICHAEL J. SOSKA¹⁷

ROBERT M. SILVERMAN^{1,2*}
CRAIG THOR KIMMEL^{1,4}

³ Member, PA Bar
⁴ Member, NJ Bar
⁵ Member, DE Bar
⁶ Member, NY Bar
⁷ Member, MA Bar
⁸ Member, MD Bar
⁹ Member, OH Bar
¹⁰ Member, DC Bar
¹¹ Member, AZ Bar
¹² Member, CO Bar
¹³ Member, VT Bar
¹⁴ Member, MI Bar
¹⁵ Member, RI Bar



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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT¹
ROBERT A. RAPKIN²
BY DAVID RUBENSTEIN³
AMY D. COX⁴
LOUIS DOBE, JR.⁵
HILARY WHEATLEY TAYLOR⁶
BARRY L. WUNDERMAN⁷
MELISSA K. FIALA⁸
IRA P. SMADES⁹
DAVID L. LIEBERMAN¹⁰
ANGELA K. TROCCOLI¹¹
FRED DAVIS¹²
ANNE WARD¹³
RONALD ROWLAND¹⁴
CHRISTOPHER R. HOLLIDAY¹⁵
AMY L. BENNECOFF¹⁶
MARY T. FOY¹⁷
MICHAEL J. SOSKA¹⁸

ROBERT M. SILVERMAN¹⁹
CRAIG THOR KIMMEL²⁰

¹ Member, PA Bar
² Member, NJ Bar
³ Member, DE Bar
⁴ Member, NY Bar
⁵ Member, MA Bar
⁶ Member, MD Bar
⁷ Member, OH Bar
⁸ Member, DC Bar
⁹ Member, AZ Bar
¹⁰ Member, CO Bar
¹¹ Member, VT Bar
¹² Member, MI Bar
¹³ Member, RI Bar

August 1, 2007

VIA TELEFAX ONLY (866-592-1363)

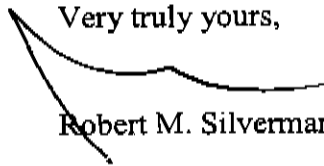
Halima Shaw, Esquire
BRC Legal Case Manager
GM Eusiness Resource Center

RE: [REDACTED] v. GM

Dear Ms. Shaw:

Please be advised that our client hereby accepts GM's most gracious offer to settle her claims against GM for \$3,500.00. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,900.00. The current mileage is about 21,000 and we will provide the requested Registration. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,


Robert M. Silverman

08/08/2007 WED 15:44 FAX

001/002

H

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of: \$5,400.00 paid by General Motors Corporation, hereby releases and discharges General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the lease, repair, maintenance, operation, alteration, or use of Releasor 2006 Pontiac G6 bearing Vehicle Identification Number 1G2ZU1178664 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first in the amount of \$3,500.00, made payable to Courtney A. Capone; the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 20,689 on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and General Motors Corporation, and Releasor is 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 agree to the terms of this Release of All Claims

DATE SIGNED: 8-8-07

[REDACTED]

Claimant's Signature

[REDACTED]

Address

Delance, NJ [REDACTED]

City, State, Zip Code

Address

City, State, Zip Code

08/08/2007 WED 15:45 FAX

002/002

STATE OF New Jersey
COUNTY OF Mercer

Sworn to (or affirmed) and subscribed before me this 8 day of August
20 07, by [REDACTED]

Barbara Jo Tempesta
Signature of Notary Public

BARBARA JO TEMPESTA
A Notary Public of New Jersey
My Commission Expires July 6, 2008 Commissioned Name of Notary Public

Personally Known X OR Produced identification _____

Type of identification _____

My commission expires: July 6, 2008

CC File

L66-119
V63 120/16

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE 10/04/07 AMOUNT *****3,000.00
 *****3,000 DOLLARS *****00 CENTS

North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF

ELIZABETHTOWN PA [REDACTED]

[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 00000062
 VENDOR NAME [REDACTED]

CHECK NO. [REDACTED]
 PAYMENT DATE 10/04/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
16226558X64 [REDACTED]	10/03/07 .71-554411786.1-99SRD1	VM 1-99SRD1	00.0000	3,000.00	.00	3,000.00
TOTAL				3,000.00	.00	3,000.00

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

M3

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE 10/04/07 AMOUNT *****1,900 DOLLARS *****00 CENTS *****1,900.00

DAVID J GORBERG & ASSOCIATES
 120 MAPLE ST
 ELIZABETHTOWN PA 17022-2144

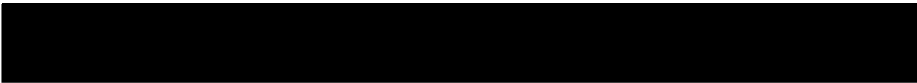
North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF

Richard C. [Signature]
 SIGNATURE

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 00000063

1

CHECK NO. [REDACTED]

VENDOR NAME DAVID J GORBERG & ASSOCIATES

PAYMENT DATE 10/04/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG558X64 [REDACTED]	10/03/07 71-554411	VM 1-99SRD3 786.1-99SRD3	00.0000	1,900.00	.00	1,900.00
TOTAL				1,900.00	.00	1,900.00

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

W3

10/04

October 1, 2007

David Gorberg, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-554411786
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558X64 [REDACTED]
Customer Relationship Specialist: Monica Baeza

Dear Mr. Gorberg:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$3000.00 made payable to [REDACTED]. The second is in the amount of \$1900.00 made payable to David J Gorberg & Associates.

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

RELEASE OF CLAIM

I, [REDACTED], (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$4,900.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the lease, repair, maintenance, operation, alteration, or use of Releasor(s) 2006 Pontiac G6 bearing Vehicle Identification Number 1G2ZG558X64 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 3,000.00, made payable to Sally A Cunningham; the second in the amount of \$ 1,900.00, made payable to David J Gorberg & Associates.

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

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

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

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

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

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

CC: File

LG0029
V6302006



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

VIA FAX ONLY

September 20, 2007

Mr. Cal Dutton
Faulkner Pontiac-GMC Truck, Inc.
2060 Paxton Street
Harrisburg, PA 17111-1041

RE: [REDACTED]
Service Request: 71-554411786
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558X64 [REDACTED]
Legal Research Specialist: Paula Maggard

Dear Mr. Dutton:

This is a *second* 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 (buyer's order) and finance agreements with lien holder, the incentives acknowledgement form, the Actual Cash Value statement of any trade, and the application for title or MV-1.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, as well as technician notes. Also, include any receipts for aftermarket or dealer add-ons.

Please fax these as soon as possible to my personal fax number: 866-255-3731

If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more groups as appropriate.

This is a time sensitive legal matter. Your cooperation is greatly appreciated. If you have further questions, please contact me directly at 866-790-5600 ext 11102, Monday through Friday between 8:00 a.m. and 4:45 p.m., Central Time. Email address: paula_maggard@gmexpert.com

Sincerely,

General Motors Corporation





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

VIA FAX ONLY

September 28, 2007

David Gorberg, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [REDACTED]
Service Request: 71-554411786
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558X64 [REDACTED]
Customer Relationship Specialist: Monica Baez

Dear Mr. Gorberg:

We regret that your client(s) is dissatisfied with her 2006 Pontiac G6 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, Pontiac 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 \$ 3,000.00 to the customer.
Attorney fees of \$1,900.00.

Total of \$4,900.00

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.

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



GMC



HUMMER



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.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Paula Maggard State: PENNSYLVANIA

Customer Name: [REDACTED] Service Request: 71-554411786 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZG558X64 [REDACTED] In Service Date: 02/18/2006 Vehicle is: NEW BAC Code: 115591
Year, Make & Model: 2006 G6 - 6CYL SEDAN Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: : GMAC

Sale Type: LEASE

VEHICLE REPAIR HISTORY

Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
11/17/06	270126	7	20578	C/S cruise control inop and brake pedal sticks. D/S replaced brake pedal assembly and cruise control related to brake pedal.

Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
11/17/06	270126	*	20578	C/S fog light is intermittent. D/S switch open. Replaced fog lamp switch.
11/27/06	270570	3	20703	C/S brake light stays on. D/S scanned; no codes; removed center console cover and rerouted wires; wire misrouted. Test drove 107 miles, okay.
6/13/07	283108	3	35717	C/S brake lights inop and cruise control doesn't work. D/S body control intermittent. Checked wiring; okay. Contacted Pontiac Tech Assistance; leaning towards BCM but would not recommend repair unless condition could be duplicated. Roadtested overnight. Tech was able to duplicate at will by changing position on headlamp switch. Replaced BCM; had GM service consultant drive overnight; okay.

Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
11/17/06	270126	*	20578	Added by Technician: right front hub noisy. Replaced right front hub assembly.

THE PENNSYLVANIA LEMON LAW READS:

**Days out of service: 30 Calendar Days
Repairs 3 or more**

Time period 12 months / 12,000 miles

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs {# of repair attempts}

Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: 0

Total days out of service during the presumption period: 0

Total days out of service during customer's ownership: 13

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: N/A

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.

CUSTOMER HAS HAD 3 TOWE IN WITH IN 35K MILES TWO REPAIRS FOR BRAKE LIGHTS WITH 2 TOWE INS AND 1 CRUISE CONTRCOL INPO AND RELACED BRAKE PEDAL

CRS RECOMMENDS CASH UP TO 15%

CASE SETTLED FOR \$4,900.00

MSRP \$22,045 10%\$ 2,204.50 15%\$ 3,306.75 20%\$ 4,409

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}

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

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

VIN: 1G2ZG558X 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: [REDACTED]

ODATE: 10/01/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 03204
DDATE: 02/18/06 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 02/20/06 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: [REDACTED]

TRD DOE:

SRVC IN:

ELIZABETHTOWN

PA [REDACTED]

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BCQ	01	16 03204	[REDACTED]	02/21/06	500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: 02/18/06 MISC: ACTV TYPE: 6
POLICY PYMT CMNT:

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 03204	[REDACTED]	03/01/06	500.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: 02/18/06 MISC: 0000035970 A2
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CRW	01	16 03204	[REDACTED]	02/21/06	500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: 02/18/06 MISC: ACTV TYPE: 6
POLICY PYMT CMNT:

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DXP	01	16 03204	[REDACTED]	02/21/06	468.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: 02/18/06 MISC: ACTV TYPE: 6
POLICY PYMT CMNT:

VIN: 1G2ZG558X 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: [REDACTED]

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	16 03204	[REDACTED]	02/21/06	29.15	OA		0.00	9

PROCESS TYPE: 001 CHECK NO:
 DATA SCE: DLVY INC MEMO NO: [REDACTED] SSN:
 MISC DATE: MISC: AUTH PUR CD:
 POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XJC	01	16 03204	[REDACTED]	03/01/06	2,155.99	OP		0.00	9

PROCESS TYPE: 004 CHECK NO:
 DATA SCE: GMAC INC MEMO NO: [REDACTED] SSN:
 MISC DATE: 02/18/06 MISC: 0000035970MEA0 AUTH PUR CD:
 POLICY PYMT CMNT: ACTV TYPE: 6

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUL 31, 2008 VALID: 08/30/07

PLATE: [REDACTED] TITLE: [REDACTED] VEHICLE IDENTIFICATION NUMBER: [REDACTED]

MAKE: [REDACTED] MODEL: [REDACTED] YEAR: [REDACTED]

TYPE: [REDACTED] WEIGHT: [REDACTED] VIN: [REDACTED]

REGISTRATION NUMBER: [REDACTED]

[REDACTED]

[REDACTED]

ELIZABETHTOWN PA

[REDACTED]

[REDACTED]

SIGNATURE

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





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

VIA FAX ONLY

September 12, 2007

David Gorberg, Esq.
 David J Gorberg & Associates
 1234 Market St Ste 2040
 Philadelphia, PA 19107-3720

RE:

[Redacted]
 Service Request: 71-554411786
 2006 Pontiac G6
 Vehicle Identification Number: 1G2ZG558X64 [Redacted]

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated August 30, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

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

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

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature

LG0006
V07092007





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

VIA FAX ONLY

September 12, 2007

Mr. Cal Dutton
Faulkner Pontiac-GMC Truck, Inc.
2060 Paxton Street
Harrisburg, PA 17111-1041

RE:

[REDACTED]
Service Request: 71-554411786
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558X64 [REDACTED]
Legal Research Specialist: Paula Maggard

Dear Mr. Dutton:

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 (buyer's order) and finance agreements with lien holder, the incentives acknowledgement form, the Actual Cash Value statement of any trade, and the application for title or MV-1.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, as well as technician notes. Also, include any receipts for aftermarket or dealer add-ons.

Please fax these as soon as possible to my personal fax number: 866-255-3731

If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more groups 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 further questions, please contact me directly at 866-790-5600 ext 11102, Monday through Friday between 8:00 a.m. and 4:45 p.m., Central Time. Email address: paula_maggard@gmexpert.com

Sincerely,

General Motors Corporation

LG0040
V6302006



GMC



INDEPENDENT



2006 G6 - 6CYL SEDAN
46U STEALTH GRAY METALLIC /V6G
19B EBONY

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE

ORDER NO. [REDACTED] STOCK NO.
VIN 1G2 ZG55 8X 64 [REDACTED]

*****16*03204S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE 11/02/05
AP3 REMOTE VEHICLE STARTER SYSTEM	190.00	157.70	SHIPPED 11/02/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 11/12/05
F83 AXLE RATIO 3.05	N/C	N/C	INT COM 11/14/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	PRC EFF 11/02/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G1368 G1368
PCI DRIVER'S PACKAGE INCLUDES:	650.00	539.50	WFP-F QTR OPT-1
* PWR ADJ BRAKE & ACCEL. PEDALS			BANK: GMAC - 020
* FLOOR MATS, CARPET			CHG-TO 03-204
* CARGO NET			
* (4) 16" PAINTED ALLOY WHEELS			SHIP WT: 3347
			HP: 32.9
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GMS: 19755.35
UC6 AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)	375.00	311.25	SUPPLR: 20640.97
U2K XM SATELITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.	325.00	269.75	MRM: 22195.00
1SZ DRIVER PACKAGE DISCOUNT	150.00-	124.50-	MEMO 996.00

TOTAL MODEL & OPTIONS	21420.00	19697.95	ACT 231	19680.35
DESTINATION CHARGE	625.00	625.00	H/B 261	642.60
LAM DEALER CONTRIBUTION		214.20	ADV 261	214.20
LAM GROUP CONTRIBUTION		214.20	EXP 65A	214.20

TOTAL	22045.00	20751.35	PAY 310	20751.35
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		19808.30		

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.

FAULKNER PONTIAC-GMC TRUCK, INC.

REMIT TO GMAC NO. 020
VIN 1G2ZG558X64 [REDACTED]
\$ 20751.35 INV 2AD53157630
DUE 11/14/05 DEALER 03-204

VIN: 1G2ZG558X 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: [REDACTED]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	16 03204	102693		03/01/06	XJC	2,155.99	
INCTV PAYMENT	16 03204	102693		03/01/06	XJC	2,155.99	
INCTV APPLICATN	16 03204	102693		03/01/06	XJC	2,155.99	
INCENTIVE MEMO	16 03204	102693		03/01/06	CCR	500.00	
INCTV PAYMENT	16 03204	102693		03/01/06	CCR	500.00	
INCTV APPLICATN	16 03204	102693		03/01/06	CCR	500.00	
INCENTIVE MEMO	16 03204	00029747093		02/21/06	FFC	29.15	
INCTV PAYMENT	16 03204	00029747093		02/21/06	FFC	29.15	
INCTV APPLICATN	16 03204	00029747093		02/21/06	FFC	29.15	
INCENTIVE MEMO	16 03204	00029747093		02/21/06	DXP	468.00	
INCTV PAYMENT	16 03204	00029747093		02/21/06	DXP	468.00	
INCTV APPLICATN	16 03204	00029747093		02/21/06	DXP	468.00	
INCENTIVE MEMO	16 03204	00029747093		02/21/06	CRW	500.00	
INCTV PAYMENT	16 03204	00029747093		02/21/06	CRW	500.00	
INCTV APPLICATN	16 03204	00029747093		02/21/06	CRW	500.00	
INCENTIVE MEMO	16 03204	00029747093		02/21/06	BCQ	500.00	
INCTV PAYMENT	16 03204	00029747093		02/21/06	BCQ	500.00	
INCTV APPLICATN	16 03204	00029747093		02/21/06	BCQ	500.00	
DELIVERY D.O.E.	16 03204			02/20/06		0.00	
DELIVERY TO CUS	16 03204			02/18/06		0.00	
EXPIRATION TRAN	16 03204	2AD53157630		11/12/05		0.00	
SETTLEMENT DATE	16 03204	2AD53157630		11/12/05		20,751.35	CR
ORIGINAL INVOIC	16 03204	2AD53157630		11/02/05		20,751.35	
COV/NVIS DATE	16 03204	2AD53157630		11/02/05		0.00	
SHIPMENT DATE	16 03204			11/02/05		0.00	
PRODUCTION (BUI	16 03204			11/02/05		0.00	
PREFERENCE TO P	16 03204			10/04/05		0.00	
GM ORDER ACCEPT	16 03204			10/01/05		0.00	
GM ORDER ACCEPT				10/01/05		0.00	

**Faulkner
Harrisburg
To Be Sure**
2060 Paxton Street
Harrisburg, PA 17111



Fax

To: PAULA MAGGARD From: CAL DUTTON, SERVICE MANAGER
 Fax: 866-255-3731 Pages: 33 incl. CVL
 Phone: _____ Date: 24 SEPT 07
 Rec: 71-554411786 CC: _____

Urgent For Review Please Comment Please Reply Please Recycle

SERVICE FAX NUMBER: 717-214-0549

Faulkner

PONTIAC • GMC
ISUZU • SUZUKI

—TO BE SURE—

2060 Paxton Street
Harrisburg, PA 17111
717-238-7324
Direct Dial 717-213-3344
Fax: 717-214-0549
cdutton@faulknerharrisburg.com

CAL DUTTON
Service Manager

*CALL if you need more
info on 2's
OFFICE STAFF will BE getting the
SALES STAFF/info*

141025

Contract Registration

GMPP MRP Medium Duty GM Cert MRP LW

Vehicle Information

VEHICLE IDENTIFICATION NUMBER (must be 17 characters) **162ZG558X64** [REDACTED]

AGREEMENT PURCHASE DATE **18 FEB 06 /**

YEAR **2006** MAKE **PONTIAC** MODEL **G6** CURRENT ODOMETER **8** 4 WHEEL DRIVE

Customer

FIRST NAME [REDACTED] M.I. [REDACTED] LAST NAME [REDACTED] FLEET GM EMPLOYEE

NAME OF BUSINESS OR MUNICIPALITY [REDACTED] AREA CODE & PHONE NUMBER [REDACTED]

MAILING ADDRESS (must include apt. or suite #, if applicable) [REDACTED] CITY **ELIZABETHTOWN** STATE **PA** ZIP CODE [REDACTED]

Dealer

The Agreement provider is authorized to charge my account for the cost of the Agreement(s) and my share of any subsequent cancellation(s).

DEALER NAME **FAULKNER HARRISBURG, INC.** DEALER CODE (Required) **03204** PROMOTION CODE

ADDRESS **2060 PAXTON STREET** CITY **HARRISBURG** STATE **PA** ZIP CODE **17105**

Lienholder

GMAC SRP NAME OR OR

ADDRESS [REDACTED] CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED]

LEASE RETAIL MAJOR GUARD VALUE GUARD BASIC GUARD SMART PROTECTION MDT-PT+ MDT-E&T MDT-E

Plan Coverage and Price

MECHANICAL TERM
THE TERM OF THIS AGREEMENT MAY INCLUDE ALL OR PART OF THE TERM OF THE NEW VEHICLE LIMITED WARRANTY IF STILL IN EFFECT.

NEW The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

USED The term of your Agreement will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Agreement will end at the earlier of the time and mileage option you have selected. Your deductible is referenced below.

VEHICLE IN SERVICE DATE (In-Warranty vehicles)	TERM-MO./MI. (IN 000'S)	DEDUCTIBLE (Required)			PRICE	
1 / 1	48/1060	\$0	\$50	\$100	\$200	1,123.00

MAINTENANCE TERM: The term of your Smart Care will begin on the Agreement purchase date and odometer mileage at the Agreement purchase date. The term of your Smart Care will end at the earlier of the time and mileage option you have selected. The term of your Goodwrench Care will be based on the specified number of services listed herein and performed within 4 years of the Agreement purchase date.

SMART CARE	TERM-MO./MI. (IN 000'S)	GOODWRENCH CARE	# OF SERVICES
	1		.00

SURCHARGES (Select all that apply): BUSINESS HUMMER EMERGENCY SNOWPLOW .00

By signing this, I agree to all the terms and conditions on this form. I acknowledge that purchase of this Agreement is not required in order to purchase or obtain financing for a motor vehicle. I understand that, upon acceptance of this registration, an Agreement will be mailed to the address indicated above.

CUSTOMER SIGNATURE [REDACTED] DATE **2/18/06**

SUBTOTAL	\$	1,123.00
TAX	\$	67.38
TOTAL	\$	1,190.38

Sample Agreements are available online at www.gmprotectionplan.com/agreements.htm
NOTE: IF YOU DON'T RECEIVE YOUR AGREEMENT IN 80 DAYS, CALL 1-800-631-6500

UNIT# 200260

ACCOUNTING

FAULKNER Pontiac

LOS

2060 Paxton Street • Harrisburg, PA 17111
Telephone: 717-238-7324
www.faulknertobesure.com

PAGE 1

HOME: BUS: SERVICE ADVISOR: 3023 JOSEPH E PYDA JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAX	
GRAY	06	PONTIAC G6	1G2ZG558X64		10/10		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 29NOV05		0.00	CASH	30NOV05
R.O. OPENED	READY	OPTIONS: STK:200260 DLR:416 AXL:SEDAN					
29NOV05	30NOV05						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A O'BARRY ACCESSORIES											
OB PIN STRIPE											
	1	INCP		0.00	0.00	0	0			0.00	0.00
SUBL O'BARRY INV 9702 PO 179969											
PO#247607											
		INCP				1500	1650			16.50	16.50

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	0	0	3023		1650	1500	247607
	1650	*****	200260				

COST, SALE, & COMP TOTALS 1500 1650 0

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

UNIT# 200260

ACCOUNTING

FAULKNER Pontiac
 2060 Paxton Street * Harrisburg, PA 17111
 Telephone: 717-238-7324
 www.faulknertobesure.com

PAGE 1

HOME: BUS: SERVICE ADVISOR: 3341 JOE PYDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	06	PONTIAC G6	1G2ZG558X64		2/6		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
			17:00 23NOV05		0.00	CASH	06DEC05
R.O. OPENED		READY		OPTIONS: STK:200260 DLR:416 AXL:SEDAN			
23NOV05		06DEC05					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A PRE DELIVERY INSPECTION											
CAUSE: PDI											
Z7000 PRE DELIVERY INSPECTION BASE TIME											
	4647	WPCP		0.60	0.60	0	4063			40.63	40.63
	9277	WPCP		0.70	0.70	1358	4742			47.42	47.42
				1.30	1.30	1358	8805	**		88.05	88.05

FC: 99 PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:
 MG

0 0 TPARTS
 1358 8805 TLABOR

MISC STICKER												
	PO#247384											
	INCP	0	200								2.00	2.00

B PENNSYLVANIA STATE EMISSION TEST (NEW CAR EXEMPTION)											
SI-IMEXN PENNSYLVANIA STATE EMISSION TEST (NEW CAR EXEMPTION)											
	9277	INCP		0.40	0.40	776	3755			37.55	37.55
	1	1051515	OPTIKLEEN			305	397	0	6.10	3.97	3.97

MISC MCI TRANSMISSION CHARGE												
	PO#247384											
	INCP	240	240								2.40	2.40

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	8805	1358	3341		440	240	247384
	3755	776	3341		397	305	
	13397	*****	200260				

COST, SALE, & COMP TOTALS 2679 13397 0

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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



Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number

16226538X64

Dealer/BAC Code

115591

Stock #

200260

Repair Order #

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

AFTER: LF 30 RF 30 LR 30 RR 30

- Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- Verify RPO and RPA options
- Install all accessories: check fit, finish and operation

Road Test:

ODOMETER: Before 4 After 6

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

Drive on a legal roadway with road conditions permitting evaluation of the following:

- Engine Performance: Cold start, idle quality
- HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- Radio, cassette and CD player (regular, steering wheel and rear controls)
- Steering wheel – center position
- Steering for leads, pulls, vibration at idle, vibration while driving
- Wipers, delay and washers (front and rear)
- Brakes for noise, pulls, vibration or shudder at both high and low speeds
- Unusual wind noise

- Unusual noises/vibrations
- Squeaks and rattles
- Transfer case or TAPshift function (if equipped)
- Cruise/adaptive cruise (if equipped)
- OnStar for connectivity (if equipped)
- Transmission shifter: clutch, noise, shift smoothness
- Engine performance: Hot start, idle quality
- Check for MIL, SES, SVS, and warning lights

Under Hood:

- Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts.

VOLTAGE 12.6

DATE 12/1/08 INITIAL BN

- Remote hood release, latch and hood safety latch
- Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- Fluid levels: Add as required

Body/Chassis:

- Doors, locks, keys and keyless entry system
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Neutral start safety switch (if equipped)
- Power mirrors (if equipped)
- Horn
- Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- Seats: Check operation and that removable seats are properly secured

- Seat belts: material, operation and latches
- Child Comfort Guide – elastic cord visible (if equipped)
- Removable top/panel, convertible top
- Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- Trunk safety release (if equipped)
- Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- Brake/fuel lines secured in clips
- Check all fluid systems for leaks

Final Inspection & Preparation:

Perform just prior to delivery.

- Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- Install floor mats (if equipped)
- Thorough exterior wash and dry; check for water leaks
- Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- Erase all messages on voice recorder (if equipped)
- Reset fuel economy readings
- Set clock/calendar to local time
- Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Barrett Nitchman
Technician (Print Name)

[Signature]
Special Manager (Signature)

Date

4

NL	DATE LOSED	MILEAGE	S W R	L C H	E P E	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
----	------------	---------	-------------	-------------	-------------	---------	-------------	---------	-------------	---------	-------------	---------	-------------

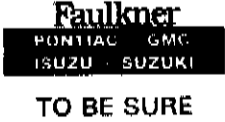
SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 4301

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

INDICATION OF AND FLUID CHANGE	SAFETY CHECK	CHECK FLOOR LEVELS	WASHER FLUIDS	WASHER FLUIDS	WASHER FLUIDS	WASHER FLUIDS	WASHER FLUIDS	WASHER FLUIDS	WASHER FLUIDS	WASHER FLUIDS	WASHER FLUIDS	WASHER FLUIDS	WASHER FLUIDS
--------------------------------	--------------	--------------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------	---------------

X



P.O. Box 2861
2060 Paxton Street
Harrisburg, PA 17105
Telephone: (717) 238-7324
www.faulknercars.com

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.

DATE: _____ SIGNED: X

CUST. NO 191023 STOCK NO. 200260 TAG NO. TC221 COLOR GRAY PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	BO NUMBER
02JUN2006	1G2ZG55X64	4301	18FEB06		06	PONTIAC G6	3233	

I hereby authorize the repair work herein and agree to be liable for any 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 shipment by the supplier or manufacturer. I hereby grant you and your employees permission to operate the vehicle herein described on state highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle vehicle to secure the amount or repair charges. No responsibility for damage from towing shall be held by us.

NAME _____
ADDRESS _____
CITY/STATE/ZIP _____
ELIZABETHTOWN PA _____
HOME PHONE _____

PRELIMINARY ESTIMATE \$ _____
AUTHORIZED BY: X
REVISED ESTIMATE(1) \$ _____
REVISED ESTIMATE(2) \$ _____

TIME PROMISED 17:00 02JUN06
BUSINESS PHONE _____
P.O. NO. _____
ENGINE NO. _____ TRANSM. NO. _____ AXLE NO. _____
PROD. DATE _____ LABOR RATE 0.00

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

1)GMPP MAJOR GUARD 48/60K ODED 2)60605
METHOD OF PAYMENT CASH
SELLING DEALER 416
WARRANTY EXPIRES 18FEB10

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	CI	"COMPLIMENTARY FAULKNER PONTIAC/GMC GOODWRENCH MULTI-POINT INSPECTION"		
# B	M1	CHANGE OIL AND FILTER. INSPECT FOR LEAKS OR DAMAGE. INSPECT AIR FILTER AND REPLACE IF NECESSARY. ROTATE TIRES. INSPECT BRAKES. CHECK COOLANT AND WASHER FLUID. ADJUST AS NECESSARY. INSPECT SUSPENSION AND STEERING AND ENGINE COOLING SYSTEM.		

[Handwritten Signature]

FOREMAN'S SIGNATURE X

06-02-06 1CL5910 VIS/MC 66.73

3617

#A DT

#B MT

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. NO. 259377		TIME	OFF	5
		EMP NO	OPER NO			
	1.8		2677			

TIRE TREAD DEPTH*	LABOR OP CODE	GREEN YELLOW RED
8/32" or greater	TIRE8	Green
7/32"	TIRE7	Yellow
6/32"	TIRE6	Yellow
5/32"	TIRE5	Yellow
4/32"	TIRE4	Yellow
3/32" or less	TIRE3	Red

BRAKE LINING MEASUREMENT	LABOR OP CODE	FRONT PADS	REAR PADS	REAR SHOES
7mm or greater	BK7	Green	Green	Green
6mm	BK6	Yellow	Green	Green
5mm	BK5	Yellow	Green	Green
4mm	BK4	Yellow	Yellow	Yellow
3mm	BK3	Red	Red	Yellow
2mm	BK2	Red	Red	Red
1mm or less	BK1	Red	Red	Red

* If tires are replaced this visit, measure and record the new parts readings.

** Since front pads wear faster, only enter rears as lowest readings if they measure yellow or red.

Name: [REDACTED] Year/Model: 06 BE Date: 09/20/06

Repair Order # [REDACTED] VIN (last 8 digits): [REDACTED] Odometer: 13001 MI: 1 MII: 1

Checked and OK **May Require Attention Soon** **Requires Immediate Attention**

INTERIOR

Subscription activated Remaining engine oil life: 100 % Not applicable: _____

CHECK TIRES AND TREAD DEPTH

8/32 or Greater 8/32 or Greater

LF 7/32 to 4/32 7/32 to 4/32 RF

3/32 or Less 3/32 or Less

Front PSI set to: 31 Front PSI set to: 31

8/32 or Greater 8/32 or Greater

LR 7/32 to 4/32 7/32 to 4/32 RR

3/32 or Less 3/32 or Less

Rear PSI set to: 31 Rear PSI set to: 31

Rotation needed Alignment needed Wheel balance needed

LF LR Wear Pattern/Damage RF RR

WIPER BLADES

LF RF

Rear (if applicable)

Windshield condition Cracks _____ Chips _____

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input type="checkbox"/>	<input checked="" type="checkbox"/> Engine oil	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/> Brake fluid reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/> Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/> Coolant recovery reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/> Power steering	<input type="checkbox"/>
<input type="checkbox"/>	<input checked="" type="checkbox"/> Windshield washer	<input type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

7 mm (9/32) or greater

LF 6 mm (8/32) to 4 mm (5/32) RF

3 mm (4/32) or less

7 mm (9/32) to 5 mm (5/32)

LR 4 mm (5/32) RR

3 mm (4/32) or less

Lowest Front Lining: 10.6 Lowest Rear Lining: 9.5

Brake system (also including lines, hoses and parking brake)

CHECK BATTERY

Battery condition

Battery cables and connections

ADDITIONAL CHECKS

Inspect for visible leaks:

Fuel system (also including gas cap seating)

Engine, transmission, drive axle, transfer case

Engine cooling system

Shocks and struts - also check operation

Inspect visual condition:

Belts: engine, accessory, serpentine, and/or V-drive

Hoses: engine, power steering and HVAC

Engine air filter and cabin air filters

Steering components and steering linkage

CV drive axle boots or driveshafts and U-joints

Exhaust system components

COMMENTS

SI - 10/10

Consultant: _____

Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

RO NUMBER	DATE CLOSED	MILEAGE	TYPE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
	05JUN06	430133	77	BPCI 9997	COMPLIMENTARY BK10 MISC. SHOP CHA		BRAKE PAD REMA TIRE TREAD DEPM1				CHANGE OIL AND

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 5000

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

<input type="checkbox"/>	INSPECTION	<input type="checkbox"/>	CR AND FLYER CHANGE	<input type="checkbox"/>	SAFETY CHECK	<input type="checkbox"/>	CHECK FLUID LEVELS	<input type="checkbox"/>	INSPECT AIR FILTERS	<input type="checkbox"/>	SERVICE AIR CLEANER	<input type="checkbox"/>	SERVICE BATTERY AND SYSTEMS	<input type="checkbox"/>	REMOVE COOLANT SYSTEM	<input type="checkbox"/>	REPLACE AUTOMATIC TRANSMISSION	<input type="checkbox"/>	ROTATE TIRE	<input type="checkbox"/>	WHEEL BALANCE	<input type="checkbox"/>	FLICK FRONT WHEEL BEARINGS	<input type="checkbox"/>	INSPECT LSS LUBRICATION	<input type="checkbox"/>	INSPECT DRIVE SHAFT	<input type="checkbox"/>	INSPECT AIR SUSPENSION AND STRUTS	<input type="checkbox"/>	INSPECT AND ADJUST ALL BELTS	<input type="checkbox"/>	SERVICE WINDSHIELD WIPER BLADES	<input type="checkbox"/>	SCAFFOLD AND WASH ENGINE	<input type="checkbox"/>	TUNE UP	<input type="checkbox"/>	LUBRICATE STEERING	<input type="checkbox"/>	SERVICE AIR CONDITIONER	<input type="checkbox"/>	INSPECT PARKING BRAKE	<input type="checkbox"/>	SERVICE INTERIOR ELECTRICAL SYSTEM	<input type="checkbox"/>	DRIVE AND FLUID COOLING SYSTEM	<input type="checkbox"/>	
--------------------------	------------	--------------------------	---------------------	--------------------------	--------------	--------------------------	--------------------	--------------------------	---------------------	--------------------------	---------------------	--------------------------	-----------------------------	--------------------------	-----------------------	--------------------------	--------------------------------	--------------------------	-------------	--------------------------	---------------	--------------------------	----------------------------	--------------------------	-------------------------	--------------------------	---------------------	--------------------------	-----------------------------------	--------------------------	------------------------------	--------------------------	---------------------------------	--------------------------	--------------------------	--------------------------	---------	--------------------------	--------------------	--------------------------	-------------------------	--------------------------	-----------------------	--------------------------	------------------------------------	--------------------------	--------------------------------	--------------------------	--

Overhaul

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.

DATE: SIGNED: X

Faulkner

PONTIAC - GMC
ISUZU - SUZUKI

TO BE SURE

P.O. Box 2861
2060 Paxton Street
Harrisburg, PA 17105
Telephone: (717) 238-7324
www.faulkner-tobesure.com

11995

CUST. NO 191023		STOCK NO. 200260		TAG NO. [REDACTED]		COLOR GRAY		PAGE 1 OF 1	
DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL		WRITTEN BY	RO NUMBER
23AUG2006	1G27G55E664	5000	18FEB06	[REDACTED]	06	PONTIAC G6		3233	[REDACTED]
I hereby authorize the repair work herein set forth to be done along with the necessary parts and labor and agree that you are not responsible for any damage to vehicle or accident left in my car or my control or for any delay 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 public highways or elsewhere for the purpose of testing or inspection, as appears on the invoice, and I hereby acknowledge on this vehicle or otherwise the amount of repairs thereto. I am responsible for damage from freezing due to lack of antifreeze.								TIME PROMISED 17:00 24AUG06	
PRELIMINARY ESTIMATE \$								HOME PHONE	
AUTHORIZED BY: [Signature]								BUSINESS PHONE	
REVISED ESTIMATE(1) \$	DATE	BY	BILL TO:		P.O. NO.				
REVISED ESTIMATE(2) \$			ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE		
					SEDAN		0.00		
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:								METHOD OF PAYMENT CASH	
X CUSTOMER SIGNATURE								SELLING DEALER 416	
LABOR INSTRUCTIONS AND DESCRIPTION								WARRANTY EXPIRES 18FEB10	
1)GMPP MAJOR GUARD 48/60K ODED 2)6060S								GAS/OIL/GREASE AMOUNT	

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	CI	"COMPLIMENTARY FAULKNER PONTIAC/GMC GOODWRENCH MULTI-POINT INSPECTION"		
# B	M2	CHANGE OIL AND FILTER, INSPECT FOR LEAKS OR DAMAGE, INSPECT AIR FILTER AND REPLACE AS NECESSARY, ROTATE TIRES, INSPECT BRAKE SYSTEM, INSPECT ENGINE COOLANT AND WASHER FLUID, INSPECT SUSPENSION, STEERING AND ENGINE COOLING SYSTEM	TOWING	AMOUNT
			MISC. CHARGES	AMOUNT
			SUBLETS P.O. NO.	AMOUNT

FOREMAN'S SIGNATURE X

08-24-06 1CL0367

VIS/MC 116.55

M-2 SVC

7987

DATE	10/23/07
TIME	11:21
TO	
FROM	
NO. OF	
PLATE	
PRICE	
STREET	
CITY	
STATE	
ZIP	
PHONE	

TIRE	LABOR OP CODE	GREEN YELLOW RED
8/32" or greater	TIF8	Green
7/32"	TIF7	Yellow
6/32"	TIF6	Yellow
5/32"	TIF5	Yellow
4/32"	TIF4	Yellow
3/32" or less	TIF3	Red

BRAKE LINING MEASUREMENT	LABOR OP CODE	FRONT PADS	REAR PADS	REAR SHOES
7mm or greater	BK7	Green	Green	Green
6mm	BK6	Yellow	Green	Green
5mm	BK5	Yellow	Green	Green
4mm	BK4	Yellow	Yellow	Yellow
3mm	BK3	Red	Red	Red
2mm	BK2	Red	Red	Red
1mm or less	BK1	Red	Red	Red

If tires are replaced this visit, measure and record the new parts readings.

* Since front pads wear faster, only enter rears as lowest readings if they measure yellow or red.

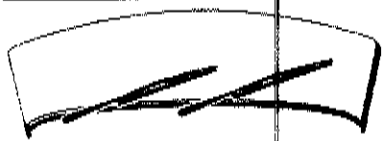
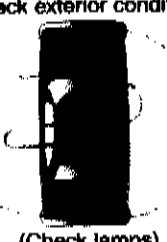

Name: [REDACTED] Year/Model: 06 96 Date: 8/29/06


Repair Order #: [REDACTED] VIN (last 8 digits): 11795 Odometer: 11795 MI: MII:

Checked and OK **May Require Attention Soon** **Requires Immediate Attention**

INTERIOR

OnStar Subscription activated Remaining engine oil life: 100 % Reset: N/A:

<input type="checkbox"/> WIPER BLADES	<input type="checkbox"/> CHECK TIRES AND TREAD DEPTH (Check exterior condition)	<input type="checkbox"/> CHECK BATTERY
 <p>LF <input type="checkbox"/> RF <input type="checkbox"/></p> <p><input type="checkbox"/> Rear (if applicable)</p> <p><input type="checkbox"/> Windshield condition</p> <p>Cracks _____ Chips _____</p>	 <p>8/32 or Greater <input checked="" type="checkbox"/> 8/32 or Greater <input checked="" type="checkbox"/></p> <p>LF <input type="checkbox"/> 7/32 to 4/32 <input type="checkbox"/> 7/32 to 4/32 <input type="checkbox"/> RF <input type="checkbox"/></p> <p><input type="checkbox"/> 3/32 or Less <input type="checkbox"/> 3/32 or Less <input type="checkbox"/></p> <p>Front PSI set to: _____ Front PSI set to: _____</p> <p>8/32 or Greater <input checked="" type="checkbox"/> 8/32 or Greater <input checked="" type="checkbox"/></p> <p>LR <input type="checkbox"/> 7/32 to 4/32 <input type="checkbox"/> 7/32 to 4/32 <input type="checkbox"/> RR <input type="checkbox"/></p> <p><input type="checkbox"/> 3/32 or Less <input type="checkbox"/> 3/32 or Less <input type="checkbox"/></p> <p>Rear PSI set to: _____ Rear PSI set to: _____</p> <p style="text-align: center;">(Check lamps) Lowest Tread Depth: <u> </u> /32</p> <p><input type="checkbox"/> Rotation needed <input type="checkbox"/> Alignment needed <input type="checkbox"/> Balance needed</p> <p><input type="checkbox"/> Rotation performed <input type="checkbox"/> Alignment performed <input type="checkbox"/> Balance performed</p> <p>LF <input type="checkbox"/> LR <input type="checkbox"/> Wear Pattern/Damage RF <input type="checkbox"/> RR <input type="checkbox"/></p>	 <p><input type="checkbox"/> Battery condition</p> <p><input type="checkbox"/> Battery cables and connectors</p>

<input type="checkbox"/> CHECK FLUID LEVELS	<input type="checkbox"/> CHECK BRAKES/MEASURE FRONT AND REAR LININGS																								
<table border="1" style="width: 100%;"> <thead> <tr> <th>OK</th> <th>FILLED</th> <th>REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	OK	FILLED	REQUIRES ATTENTION	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 <p>LF <input type="checkbox"/> 7 mm (9/32) <input type="checkbox"/> <input type="checkbox"/> RF <input type="checkbox"/></p> <p><input type="checkbox"/> 6 mm (8/32) <input type="checkbox"/> <input type="checkbox"/></p> <p><input type="checkbox"/> 3 mm <input type="checkbox"/></p> <p>LR <input type="checkbox"/> 7 mm (9/32) <input type="checkbox"/> <input checked="" type="checkbox"/> RR <input type="checkbox"/></p> <p><input type="checkbox"/> 5 mm <input type="checkbox"/></p> <p>Lowest Front Lining <u> </u> Lowest Rear Lining <u> </u></p> <p><input type="checkbox"/> Brake system (also including lines, hoses and parking brake)</p>
OK	FILLED	REQUIRES ATTENTION																							
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>																							
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>																							
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<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>																							
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>																							

<input type="checkbox"/> ADDITIONAL CHECKS	COMMENTS
<p>Inspect for visible leaks:</p> <p><input type="checkbox"/> Fuel system (also including gas cap seating)</p> <p><input type="checkbox"/> Engine, transmission, drive axle, transfer case</p> <p><input type="checkbox"/> Engine cooling system</p> <p><input type="checkbox"/> Shocks and struts - also check operation</p> <p>Inspect visual condition:</p> <p><input type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive</p> <p><input type="checkbox"/> Hoses: engine, power steering and HVAC</p> <p><input type="checkbox"/> Engine air filter and cabin air filters</p> <p><input type="checkbox"/> Steering components and steering linkage</p> <p><input type="checkbox"/> CV drive axle boots or driveshafts and U-joints</p> <p><input type="checkbox"/> Exhaust system components</p>	<p>Consultant: _____</p> <p>Technician: <u>J. Red</u></p> <p style="text-align: center;">MAINTENANCE VISIT RECOMMENDATION</p> <p>Date: _____ Time: _____</p> <p>Reason for Maintenance: _____</p>

UNIT# 200260

270126

FAULKNER Pontiac

WARRANTY

2080 Paxton Street * Harrisburg, PA 17111
Telephone: 717-238-7324
www.faulkner-tobesure.com

ELIZABETHTOWN, PA

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3233 CHARLES CARSTENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	06	PONTIAC G6	1G2ZG558X64	[REDACTED]	20578/20578	T36	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18FEB06 IS	18FEB2010	17:00	24NOV06		0.00	CASH	24NOV06
R.O. OPENED	READY	OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP MAJOR GUARD 48/60K ODED 2)6060S					
17NOV06	24NOV06						

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

B CUSTOMER STATES BRAKE PEDAL STICKS

CAUSE: PEDAL ASSEMBLY FAILURE

H2641 BRAKE PEDAL ASSEMBLY REPLACE

4288 W94P 1.40

98.45 98.45

1 15242603 F-PEDAL

85.88 85.88 85.88

FC: 6C

PART#: 15242603

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OA

4895 8588 TPARTS
2569 9845 TLABOR

REPLACED BRAKE PEDAL ASSEMBLY

C CUSTOMER STATES FOG LIGHTS INTERMITTANT

CAUSE: SWITCH OPEN

N2232 SWITCH FOG LAMP REPLACE

4288 W94P 0.50

35.16 35.16

1 15850573 SWITCH

11.12 11.12 11.12

FC: 6C

PART#: 15850573

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

634 1112 TPARTS
918 3516 TLABOR

D** ADDED BY TECH - RIGHT FT HUB NOISEY

CAUSE: EXCESSIVE CLEARANCE

E2320 R

9277 W94P 0.90

63.29 63.29

1 22706425 HUB

267.04 186.93 186.93

FC: 2E

PART#: 22706425

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

Handwritten notes:
CM 748
5/11/24
2700
Division
B...

UNIT# 200260

FAULKNER Pontiac

WARRANTY

2060 Paxton Street * Harrisburg, PA 17111
Telephone: 717-238-7324
www.faulknerpontiac.com

ELIZABETHTOWN, PA
HOME

BUS

PAGE 2

SERVICE ADVISOR: 3233 CHARLES CARSTENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	06	PONTIAC G6	1G2ZG558X64		20578/20578	T36	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18FEB06 IS		18FEB2010	17:00 24NOV06		0.00	CASH	24NOV06
R.O. OPENED		READY		OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP MAJOR GUARD 48/60K ODED 2)6060S			
17NOV06		24NOV06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			COUNT	1			
			CLAIM TYPE:				
			AUTH CODE:				
			NS				
				13352	18693	TPARTS	
				1800	6329	TLABOR	
,,,,,REPLACED RIGHT FRONT HUB ASSEMBLY							
E** RENTAL							
CAUSE: COURTESY TRANS							
Z7906 RENTAL							
			1 W94P	0.00		0.00	0.00
			FC: 98 PART#: COUNT: 0				
			CLAIM TYPE:				
			AUTH CODE:				
			MJ				
				0	0	TPARTS	
				0	0	TLABOR	
SUBL ENTERPRISE PO 190739							
			W94P			279.00	279.00
F** TOWING							
CAUSE: TOWING							
T2020 TOWING							
			1 W94P	0.00		0.00	0.00
			FC: 6C PART#: COUNT: 0				
			CLAIM TYPE:				
			AUTH CODE:				
			OA				
				0	0	TPARTS	
				0	0	TLABOR	
SUBL TOWING - MARS INV 37328 , PO 190742							
			W94P			50.00	50.00

COST. SALE. & COMP TOTALS 57068 80983 0

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

DESCRIPTION	TOTALS
LABOR AMOUNT	196.90
PARTS AMOUNT	283.93
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	329.00
MISC. CHARGES	0.00
TOTAL CHARGES	809.83
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	809.83

X

DATE		TIME		REQUESTED BY	
09/23/07		9:45		[Signature]	
LOCATION OF VEHICLE					
NAME				PHONE	
ADDRESS				ZIP	
MILEAGE		SERVICE TIME		EXTRA PERSON	
FINISH		FINISH		FINISH	
START		START		START	
TOTAL		TOTAL		TOTAL	
YEAR	MAKE, MODEL, COLOR			DRIVER	
2004	DODGE STRATUS			[Signature]	
STATE	VEHICLE I.D. NO.			[Redacted]	
PA	10A7025-4000			[Redacted]	
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY		SPECIAL EQUIPMENT <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY	
VEHICLE TOWED TO					
Faulkner Parking					
REMARKS				MILEAGE CHARGE	
2004 2004 PO# [Redacted] PO# 190742				Service	
				TOWING CHARGE	
				50.00	
				LABOR CHARGE	
				STORAGE CHARGE	
				TOTAL	
				50.00	
OPERATOR'S SIGNATURE					
AUTHORIZED SIGNATURE					

Road Service

37328

315-274-4000

PRODUCT 613

RO NUMBER	DATE CLOSED	MILEAGE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
	28AUG06	11995	324PP999	MISC SEE COMME						
	25AUG06	11995	3B7BPCI	COMPLIMENTARY TIRES		TIRE TREAD DEPBK8		BRAKE PAD REMAM2		CHANGE OIL AND
	05JUN06	4301	377BPCI	COMPLIMENTARY BK10		BRAKE PAD REMATIRES		TIRE TREAD DEPM1		CHANGE OIL AND
			9997	MISC. SHOP CHA						

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 12000

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

LABORATOR	OK NO PETS CHANGE	SAFETY CHECK	CHECK FLUID LEVELS	SERVICE AIR CLEANER	SERVICE BRUSH SYSTEM	SERVICE BATTERY AND STARTING SYSTEM	SERVICE COOLING SYSTEM	REPLACE AIR FILTER	ROTATE TIRES	WAX BRAKES	WAX FRONT WHEELS	INSPECT TIGHTEN	INSPECT TIGHTEN SYSTEM	INSPECT SWAY BAR, SUBFRAME AND STEERING	REPLACE AND ADJUST ALL BELTS	SERVICE WORN/WEAR BELTS	DOOR AND SEAT ENGINE	TUNE UP	DIAGNOSTIC ORIGINAL	SERVICE AIR CLEANER	INSPECT AND TIGHTEN	SERVICE WORN/WEAR	DRINK AND FLOW COOLING SYSTEM

Faulkner

PONTIAC - GMC
ISUZU - SUZUKI

TO BE SURE

P.O. Box 2861
2060 Paxton Street
Harrisburg, PA 17105
Telephone: (717) 238-7324
www.faulkner-tobesure.com

20578

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 damage or commercial losses arising out of such purchases. 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.

DATE: SIGNED: X

CUST. NO. [REDACTED] STOCK NO. 200260 TAG NO. T360 COLOR GRAY PAGE 1 OF 1

DATE 17NOV2006 VEHICLE IDENTIFICATION NUMBER 1G2ZG558X64 MILEAGE 12000 DELIVER DATE 18FEB06 LICENSE NUMBER 06 MAKE AND MODEL PONTIAC G6 WRITTEN BY 3233 RO NUMBER [REDACTED]

NAME [REDACTED] TIME 17:00 20NOV06

CITY/STATE/ZIP ELIZABETHTOWN PA HOME PHONE [REDACTED]

REVISOR ESTIMATE(1) \$ [REDACTED] DATE [REDACTED] TIME [REDACTED] BY [REDACTED] BILL TO: [REDACTED] P.O. NO. [REDACTED] BUSINESS PHONE [REDACTED]

REVISOR ESTIMATE(2) \$ [REDACTED]

ENGINE NO. [REDACTED] TRANSM. NO. [REDACTED] AXLE NO. [REDACTED] PROD. DATE [REDACTED] LABOR RATE 0.00

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

1) GMPP MAJOR GUARD 48/60K ODED 2) 606053 SEDAN @ 37 = 111.92
829-2314 / 19 1A K 55 F 4

CUSTOMER SIGNATURE [REDACTED] METHOD OF PAYMENT CASH

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A		CUSTOMER STATES CRUISE INOP OK 4 @ 42.00 / 68.00 2920 P 552 471		[REDACTED]
# B		CUSTOMER STATES BRAKE PEDAL STICKS RF side On the left side on at home		
# C		CUSTOMER STATES FOG LIGHTS INTERMITTANT SI 1206 In Towed IN Indicator high WARRANTY PARTS RETURNED		
		Rental Pott 190739 WARRANTY PARTS RETURNED Added - By Tech Night Fd Hub noisy - 11-21-06 # CK21		
		FOREMAN'S SIGNATURE X [Signature]		

92772

RF hub nose
replace RF hub asses

4288

Swiise inop + Brake Lts inop at times. Brake pedal sticks
Brake Lt switch sticking - Replace Brake
pedal Assm.

Fog lts inop at times, switch sticking
Replace Fog Lt switch Assm

STRAIGHT TIME (HRS.)	
FLAT RATE PRICE	61
R.O. NO. (OFFER NO. OR B.P. NO.)	921068
TIME	4:23
OFF	ON

STRAIGHT TIME (HRS.)	
FLAT RATE PRICE	611
R.O. NO. (OFFER NO. OR B.P. NO.)	921068
TIME	8:28
OFF	ON

224

12

NOV 20- 7:5

29 9

UNIT# 200260

FAULKNER Pontiac

WARRANTY

2080 Paxton Street * Harrisburg, PA 17111

Telephone: 717-238-7324

www.faulknerinsurance.com

ELIZABETHTOWN, PA
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 3233 CHARLES CARSTENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	06	PONTIAC G6	1G2ZG558X64	[REDACTED]	20703/20810	TC48	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18FEB06 IS		18FEB2010	17:00 27NOV06		0.00	CASH	29NOV06
R.O. OPENED		READY	OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP MAJOR GUARD 48/60K ODED 2)6060S				
27NOV06		29NOV06					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				0	0	TLABOR	
SUBL	ENTERPRISE RENTAL PO 190754					126.00	126.00
	W94P						

12/7
CM751
2/1/16

COST, SALE, & COMP TOTALS 18600 21116 0

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	35.16
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	176.00
MISC. CHARGES	0.00
TOTAL CHARGES	211.16
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	211.16

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X

UNIT# 200260

**FAULKNER
Pontiac**

WARRANTY

2080 Paxton Street * Harrisburg, PA 17111

Telephone: 717-238-7324

www.faulknerpontiac.com

ELIZABETHTOWN, PA
HOME: [REDACTED]

PAGE 1

BUS: [REDACTED]

SERVICE ADVISOR: 3233 CHARLES CARSTENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	06	PONTIAC G6	1G2ZG558X64 [REDACTED]	[REDACTED]	20703/20810	TC48	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18FEB06 IS		18FEB2010	17:00 27NOV06		0.00	CASH	29NOV06
R.O. OPENED	READY	OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP MAJOR GUARD 48/60K ODED 2)6060S					
27NOV06	29NOV06						

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

A CUSTOMER STATES BRAKE LIGHT STAYS ON
CAUSE: WIRE MISROUTED
N6600 WIRING AND/OR CONNECTOR BRAKE
SYSTEM/TRACTION CONTROL REPAIR OR REPLACE
9277 W94P 0.50 35.16 35.16
FC: 7M PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

0 0 TPARTS
1000 3516 TLABOR

.... SCANNED. NO CODES. REMOVED CENTER CONSOLE COVER AND REROUTED WIRES.
.... ROADTESTED 107 MILES

B TOWING

CAUSE: TOWING
T2020 TOWING
1 W94P 0.00 0.00 0.00
FC: 7M PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

0 0 TPARTS
0 0 TLABOR

SUBL TOWING MARS INV37658, PO 190752
W94P 50.00 50.00

C RENTAL

CAUSE: COURTESY TRANSPORTATION
Z7903 THREE DAYS COURTESY TRANSPORTATION
1 W94P 0.00 0.00 0.00
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

0 0 TPARTS

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X _____

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

NON-EMERGENCY AUTO RECOVERY SERVICE

20 Major Towing & Recovery Services

1030 Atlantic Boulevard

Wesley Chapel, FL 32793

Phone: 800-368-9999 (Toll Free) 407-837-2277

DATE	11/27/08	TIME	9:06	A.M. P.M.	REQUESTED BY	1041SP
LOCATION OF VEHICLE	783 Millers Rd, 45000					
NAME	Lawrence Paul Smith			PHONE	407-277-7777	
ADDRESS						ZIP
MILEAGE		SERVICE TIME		EXTRA PERSON		
FINISH			FINISH			
START			START			
TOTAL			TOTAL			
YEAR	06	MAKE / MODEL / COLOR	Pontiac G6 Blue		DRIVER	
STATE	FL	VEHICLE I.D. NO.	1G2ZG558XG4			
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT			<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY		SPECIAL EQUIPMENT <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY	
VEHICLE TOWED TO: Faulkner Port Serv						
REMARKS				MILEAGE CHARGE		
10 Towed Miles				TOWING CHARGE		
10 Extra Miles				LABOR CHARGE		
PO# 190752				STORAGE CHARGE		
RO# [Redacted]				TOTAL		
OPERATOR'S SIGNATURE				50.00		
AUTHORIZED SIGNATURE						

Road Service

37658

300-225-8000

PRODUCT 600

9277

road test Bul light OK

let run 20 min Bul light come on By then self

Scan data Bul Pedal Position - 81 ~~counts~~ counts

normal 2 counts

Remove center console cover adj James

Bul light goes out

could not make Bul light come back on

By then self

road test 107 miles

OFF ON 11/29/06

STRAIGHT TIME (HRS)	
FLAT RATE PRICE	15
R. O. NO. EMP NO OPER NO	270570 9277
TIME	0750

NOV 27-11:55

NOV 27-13:39

UNIT# 200260

ELIZABETHTOWN, PA
HOME

BUS

WARRANTY

FAULKNER Pontiac
2060 Paxton Street * Harrisburg, PA 17111
Telephone: 717-238-7324
www.faulknertobesure.com

PAGE 1

SERVICE ADVISOR: 3233 CHARLES CARSTENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	06	PONTIAC G6	1G2ZG558X64		35717/35717	T46	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18FEB06 IS		18FEB2010	17:00	13JUN07	0.00	CASH	15JUN07
R.O. OPENED		READY		OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP MAJOR GUARD 48/60K ODED 2)6060S			
13JUN07		15JUN07					

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

A CUSTOMER STATES BRAKE LIGHTS INOP AND CRUISE CONTROL DOESN'T WORK
 CAUSE: BODY CONTROL MODULE INTERMITTANT
 N4800 MODULE, COMPUTER (CONTROL) BODY REPLACE
 9277 W94P 1.00 72.94 72.94
 8 MISC GAS 3.00 3.00 24.00
 1 15940467 MODULE 290.34 203.24 203.24
 FC: 6F
 PART# 15940467
 COUNT 1
 CLAIM TYPE:
 AUTH CODE:
 OL

16669 22724 TPARTS
2060 7294 TLABOR

INTERMITTANT CONDITION. CHECKED WIRING. OK. CON TACTED PONTIAC TECH ASSISTANCE. LEANING TOWARDS BCM BUT WOULD NOT RECOMMEND REPAIR UNLESS COND ITION COULD BE DUPLICATED. ROADTESTED OVERNIGHT TECH WAS ABLE TO DUPLICATE AT WILL BY CHANGING POSITION ON HEADLAMP SWITCH. REPLACED BCM. HAD GMC SERVICE CONSULTANT DRIVE OVERNIGHT. OK

B TOWING

CAUSE: TOWING

T2020 TOWING

1 W94P 0.00 0.00 0.00
 FC: 6F PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:
 OL

SUBL MARS INV 40460, PO 195874
W94P

C RENTAL

CAUSE: COURTESY TRANSPORTATION

Z7903 THREE DAYS COURTESY TRANSPORTATION

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

Handwritten notes:
 CMJOC
 353/8
 CM 808
 126.00

UNIT# 200260

**FAULKNER
Pontiac**

WARRANTY

2060 Paxton Street * Harrisburg, PA 17111

Telephone: 717-238-7324

www.faulknertobesure.com

ELIZABETHTOWN, PA

PAGE 2

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 3233 CHARLES CARSTENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	06	PONTIAC G6	1G2ZG558X64	[REDACTED]	35717/35717	T46	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18FEB06 IS		18FEB2010	17:00 13JUN07		0.00	CASH	15JUN07
R.O. OPENED		READY		OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP MAJOR GUARD 48/60K ODED 2)6060S			
13JUN07		15JUN07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			1 W94P	0.00		0.00	0.00
FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MJ							
0 0 TPARTS 0 0 TLABOR							
SUBL	ENTERPRISE RENTAL PO 195876		W94P			126.00	126.00

COST, SALE, & COMP TOTALS 36629 47918 0

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

X

DESCRIPTION	TOTALS
LABOR AMOUNT	72.94
PARTS AMOUNT	227.24
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	179.00
MISC. CHARGES	0.00
TOTAL CHARGES	479.18
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	479.18

24 Hour Towing & Automotive Service



24 Hour Towing & Automotive Service

5510 Allentown Boulevard

HARRISBURG, PA 17112

(717) 440-9179 (TOLL) or (717) 909-0278

DATE 9-17-07	TIME 12:00	AM P.M.	REQUESTED BY [Signature]										
LOCATION OF VEHICLE 1783 Miller Rd.			H-Town										
NAME Faulkner Pont. Serv.		PHONE											
ADDRESS		ZIP											
MILEAGE		SERVICE TIME											
EXTRA PERSON													
FINISH	FINISH	FINISH											
START	START	START											
TOTAL	TOTAL	TOTAL											
YEAR 06	MAKE/MODEL Pontiac	COLOR Blue	DRIVER										
STATE PA	VEHICLE I.D. NO. 1G2ZG358X64												
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input checked="" type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY											
		<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY											
VEHICLE TOWED TO Faulkner Serv.													
REMARKS H-Towed Miles 10-FREE PO# 283108 PO# 195874		<table border="1"> <tr> <td>MILEAGE CHARGE</td> <td>3 00</td> </tr> <tr> <td>TOWING CHARGE</td> <td>50 00</td> </tr> <tr> <td>LABOR CHARGE</td> <td></td> </tr> <tr> <td>STORAGE CHARGE</td> <td></td> </tr> <tr> <td>TOTAL</td> <td>53 00</td> </tr> </table>		MILEAGE CHARGE	3 00	TOWING CHARGE	50 00	LABOR CHARGE		STORAGE CHARGE		TOTAL	53 00
MILEAGE CHARGE	3 00												
TOWING CHARGE	50 00												
LABOR CHARGE													
STORAGE CHARGE													
TOTAL	53 00												
OPERATOR'S SIGNATURE [Signature]													
AUTHORIZED SIGNATURE													

40460

PRODUCT 613

927

Beh light wip - cruise wip - no codes
turn ^{to} dead lamp off - Beh lights come on
✓ wiring to Beh pedal Bcm ok

faulty Bcm

replac Bcm releas Bcm

road test

~~JUN 15 13:44~~

JUN 15- 7:30

JUN 15-13:1

ON	NO					
6/15/07	2686	9277	283102	1.0		
OFF	TIME	OPN NO	R.O. NO.	FLAT RATE PRICE	STRAIGHT TIME (HRS.)	

Service Information

35761

< Back

Forward >

Document ID# 1509947
2006 Pontiac G6

Feedback

Print

Body Control Module (BCM) Programming/RPO Configuration

A new body control module (BCM) must be programmed with the proper regular production option (RPO) configurations. The BCM stores the information regarding the vehicle options and if the BCM is not properly configured with the correct RPO codes the BCM will not control all of the features properly. The Tech 2 software will automatically prompt you with the various RPO's available for the vehicle. Ensure that the following conditions exist in order to prepare for BCM programming:

1. This entire procedure has been reviewed before starting
2. The battery is fully charged.
3. A CANdi module is installed between the vehicle and the scan tool.
4. The ignition switch is in the ON position.
5. The data link connector (DLC) is accessible.
6. All disconnected modules and devices are reconnected before programming.

BCM Programming

Important: Use extreme care when verifying both the VIN and Odometer reading that is set in the service BCM. Once the VIN and Odometer are set in the replacement BCM it is impossible to change them, and if there is a mismatch, the part will be rendered useless.

To setup a new replacement BCM select Vehicle Control Systems, then navigate to Computer/Integrating Systems, once in the Computer/Integrating Systems menu select Module Replacement/Setup and follow the instructions on the scan tool. After the setup procedure it is necessary to perform the Remote Start setup procedure and BPP Sensor Calibration procedure. Refer to the Important's below for further information.

If the BCM fails to accept the program, perform the following steps:

- Inspect all BCM connections.
- Verify that the scan tool has the latest software version.

Remote Start Calibration, (if equipped)

In order to setup the remote start feature a Techline Terminal using the Pass-Thru routine must be used. With the scan tool powered down, attach it to the vehicle then connect the Techline Terminal's RS-232 cable to the scan tool. Select Service Programming System from the Techline Terminal main screen. Select the Pass-Thru procedure from the Techline Terminal's menu selections and follow all on-screen directions. Ensure the correct programming procedure is selected based on the component being replaced or programmed. Configure the remote start feature to match the original RPO content on the vehicle. Refer to Service Programming System (SPS) in Programming and Setup for information on

Service Information**SPS.****BPP Sensor Calibration**

Important: If the BCM or the brake apply sensing system (BAS) sensor is replaced, a brake pedal position (BPP) sensor calibration must be performed.

Perform the BPP Sensor Calibration using a scan tool. Refer to Brake Pedal Position Sensor Calibration in Lighting Systems, for the BPP calibration procedure.

SDM Part Number Learn Procedure

If the SDM is replaced the SDM part number must be learned by the BCM. Using a scan tool navigate to Vehicle Control Systems, Module Setup, Supplemental Inflatable Restraints then select Setup SDM Part Number In BCM. Follow the on screen directions.

Important

After programming, perform the following to avoid future misdiagnosis:

1. Turn the ignition OFF for 10 seconds.
2. Connect the scan tool to the data link connector.
3. Turn the ignition ON with the engine OFF.
4. Use the scan tool in order to retrieve history DTCs from all modules.
5. Clear all history DTCs.

[< Back](#)[Forward >](#)**Document ID# 1509947**
2006 Pontiac G6[Feedback](#)[Print](#)

9277

LOF

IM

SI

10
20010

LF 8/3

RE 7/3

4/32 turn

Both front doors check under open
door ✓ is loose on door
tighten door ✓ is door side
L & R front doors

STRAIGHT TIME (HRS)	PLAT RATE PRICE	ROUND OFF	TIME OFF
		9277	12/1/05
		12/1	

**COMMONWEALTH OF PENNSYLVANIA
VEHICLE EMISSIONS INSPECTION REPORT**

Test Date/Time: 11/30/2006 @ 14:42

VIN: [REDACTED]

TITLE: [REDACTED]



1G2ZG558X64

VEHICLE INFORMATION

Year: 2006	Make: PONTIAC	Model: G8
VIN: 1G2ZG558X64 [REDACTED]	Engine Size: 3500	Cylinders: 6
Odometer: 0020810	GVWR:	Estimated Test
License: [REDACTED]	Inspection Type: INITIAL	Weight:
County: LANCASTER		Record Number: 002304

EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION

Air Inj. System: NA	Catalytic Converter: NA	Fuel Cap Integrity: PASS
EGR System: NA	Evaporative Control System: NA	
PCV System: NA	Fuel Inlet Restrictor: NA	

OBD EMISSIONS INSPECTION

MIL BULB KOEO: PASS	OBD FAULT CODE RESULT: PASS
MIL BULB KOER: PASS	OBD READINESS RESULT: PASS
MIL COMMAND STATUS: PASS	OBD-I/M CHECK RESULT: PASS

OVERALL TEST RESULTS: PASSED

Emissions Control Systems Visual/Functional Inspection: PASS
 OBD Emissions Inspection: PASS
 Sticker: [REDACTED]
 TIN: 014612823230

RETAIN THIS DOCUMENT FOR YOUR RECORDS.

Vehicle tested in accordance with Pa. Code Title 67, Chapter 177

EMISSIONS INSPECTION STATION

STATION #: X688	INSPECTOR NAME: BRIAN D. KOVACEVIC
STATION NAME: FAULKNER PONTIAC	EQUIPMENT #: SX006648
ADDRESS: 2080 RAXTON ST., HARRISBURG, PA 17111	
PHONE: 717-213-3344	SOFTWARE VERSION: 0602

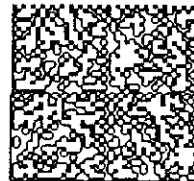
VEHICLE EMISSIONS INSPECTION QUESTIONS: For additional information, please contact the Customer Hotline at (800) 265-0921.

Inspector's Signature:

Brian Kovacevic

31

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
SUITE 2040
1234 MARKET STREET
PHILADELPHIA, PA 19107-3789



Hasler

016H26510349

\$00.580

08/30/2007

Mailed From 19107
US POSTAGE

SEP 04 2007

GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091

4809186013 0037



LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET

SUITE 2040

PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON

1 (800) 695-3666

(215) 665-7660

FAX (215) 563-8738

www.MyLemon.com

NEW JERSEY OFFICE

100 CENTURY PARKWAY

SUITE 305

MT. LAUREL, NJ 08054

(856) 797-0703

FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG.

330 GRANT STREET

PITTSBURGH, PA 15219

(412) 894-9970

FAX (412) 894-9983

DAVID J. GORBERG†
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
KIMBERLY A. HOEHING*
LAURA L. APPELEGATE
MARGARET D. ARSENLIS*

*MEMBER OF PA AND NJ BARS

†MEMBER OF PA AND NY BARS

August 30, 2007

**GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091**

RE: Our Client: [REDACTED]
Vehicle: 2006 Pontiac G6
Vin #: 1G2ZG558X64 [REDACTED]

Dear Legal Department:

Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

defective brake pedal assembly

Kindly confirm receipt of this letter, and have a representative contact our office to discuss this matter at your first convenience.

Very truly yours,

DAVID J. GORBERG

DJG/lv

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

PAGE 08/12

LESSEE (and CO-LESSEE) ("You") name and address, including county <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> ELIZABETHTOWN, PA	Garaging address (if different) Principal driver (if business use)	LESSOR (Retailer) EDWARD HARRINGTON, INC 2000 DAKOTA STREET HARRISBURG PA 17105
---	---	--

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

If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to _____

If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	PONTIAC G6		1G27G598XG4	8	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input checked="" type="checkbox"/> GVW (If truck) <input type="checkbox"/> Public Conveyance
Dealer Installed Options:						

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below) \$ <u>2499.46</u>	2. Monthly Payments Your first monthly payment of \$ <u>353.21</u> is due on <u>02/18/2006</u> , followed by <u>18</u> payments of \$ <u>353.21</u> due on the <u>1st</u> of each month. The total of your monthly payments is \$ <u>16954.68</u>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ _____ _____ \$ _____ Total \$ _____	4. Total of Payments (The amount you will have paid by the end of the lease.) N/A N/A N/A \$ <u>19100.33</u>
Itemization of Amount Due at Lease Signing or Delivery			
5. Amount Due at Lease Signing or Delivery:		6. How the Amount Due at Lease Signing or Delivery will be paid:	
a. Capitalized cost reduction \$ <u>2000.00</u> b. First monthly payment \$ <u>353.21</u> c. Refundable security deposit \$ <u>N/A</u> d. Title fees \$ <u>22.50</u> e. Registration fees \$ <u>43.00</u> f. Sales/use tax \$ <u>N/A</u> g. <u>DOC AND</u> \$ <u>77.75</u> h. <u>TIRE TAX</u> \$ <u>5.60</u> i. _____ \$ <u>N/A</u> j. Total \$ <u>2499.46</u>	a. Net trade-in allowance \$ <u>500.00</u> b. Rebates and noncash credits \$ <u>1500.00</u> c. Amount to be paid in cash \$ <u>499.46</u>		d. Total \$ <u>2499.46</u>

7. Your monthly payment is determined as shown below:

HD INC

7174264028

08:57

08/29/2007

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <u>27,000.00</u>) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$	<u>27,000.00</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- \$	<u>2,000.00</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= \$	<u>25,000.00</u>
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	- \$	<u>5,541.50</u>
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= \$	<u>19,458.50</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$	<u>405.76</u>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= \$	<u>19,864.26</u>
h. Lease payments. The number of payments in your lease	+ <u>68</u>	
i. Base monthly payment	= \$	<u>292.12</u>
j. Monthly sales/use tax (estimated)	+ \$	<u>29.76</u>
k. <u>N/A</u>	+ \$	<u>N/A</u>
l. Total monthly payment	= \$	<u>321.88</u>

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

- 8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15,000 miles per year at the rate of \$ _____ per-mile.
- 9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 5,541.20, plus official fees and taxes.
- 10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle \$ 27,000.00
 Excess Mileage Charge. The excess mileage charge is \$ _____ per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is returned to the lessor, the excess mileage charge will be applied to the total allowed miles.

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

NAME AND ADDRESS AND MAINTENANCE CONTRACTS.
 Name _____ Term _____ months, _____ miles

UNIT# 200260

191023

270126

INVOICE

Faulkner
 PONTIAC - GMC
 SUZUKI - SUZUKI
TO BE SURE
 P.O. Box 2861
 2060 Paxton Street
 Harrisburg, PA 17106
 Telephone: (717) 238-7324
 www.faulknerautosure.com

PAGE 1

SERVICE ADVISOR: 3233 CHARLES CARSTENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	06	PONTIAC G6	1G22G558X64		20578/20578	T360
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT
18FEB06 IS	18FEB2010		17:00 24NOV06		0.00	CASH
R/O OPENED	READY	OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1) GMPP MAJOR GUARD 48/60K 0DED 2) 6060S				
17NOV06	24NOV06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES CRUIS INCP							
999 RELATED TO B BELOW							
4288 ISPP (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

..... RELATED TO A ABOVE

B CUSTOMER STATES BRAKE PEIAL STICKS
 CAUSE: PEDAL ASSEMBLY FAILURE
 H2641 BRAKE PEDAL ASSMBLY REPLACE

4288 W94P (N/C)
 1 15242603 F-PEDAL (N/C)
 FC: 6C
 PART#: 15242603
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 OA

COPY

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

..... REPLACED BRAKE PEDAL ASSEMBLY

C CUSTOMER STATES FOG LIGHTS INTERMITTANT
 CAUSE: SWITCH OPEN

N2232 SWITCH FOG LAMP REPLACE

4288 W94P (N/C)
 1 15850573 SWITCH (N/C)
 FC: 6C
 PART#: 15850573
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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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www.paulknerdbesure.com

UNIT# 200260 191023

270126

INVOICE

PAGE 2

SERVICE ADVISOR: 3233 CHARLES CARSTENS

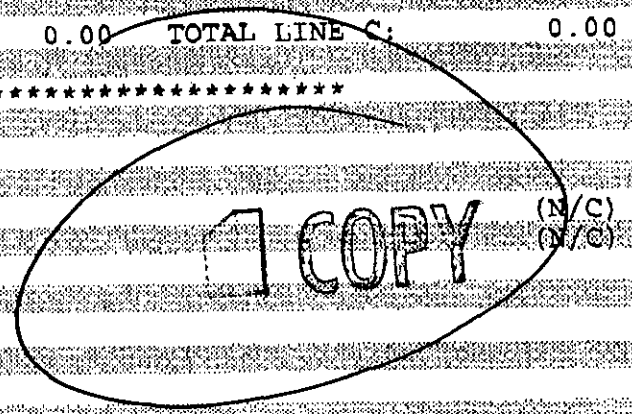
ELIZABETHTOWN, PA
HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	06	PONTIAC G6	1G2ZG558X64	[REDACTED]	20578/20578	T360	
DEL. DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
18FEB06	IS	18FEB2010	17:00	24NOV06	0.00	CASH	24NOV06
R.O. OPENED	READY	OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP MAJOR GUARD 48/60K ODED 2)6060S					
17NOV06	24NOV06						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** ADDED BY TECH - RIGHT IT HUB NOISEY
CAUSE: EXCESSIVE CLEARANCE
E2320 R

9277 W94P
1 22706425 HUB
FC: 2E
PART#: 22706425
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NS



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

REPLACED RIGHT FRONT HUB ASSEMBLY

E** RENTAL
CAUSE: COURTESY TRANS
Z7906 RENTAL

1 W94P
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
MJ

SUBL ENTERPRISE PO 190739

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

UNIT# 200260 191029

270126



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INVOICE

PAGE 3

ELIZABETHTOWN, PA
HOME [REDACTED]

BUS [REDACTED]

SERVICE ADVISOR: 3233 CHARLES CARSTENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	06	PONTIAC G6	1G2ZG558X64	[REDACTED]	20578/20578	T360

DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
18FEB06	IS	18FEB2016	17:00	24NOV06	0.00	CASH	24NOV06

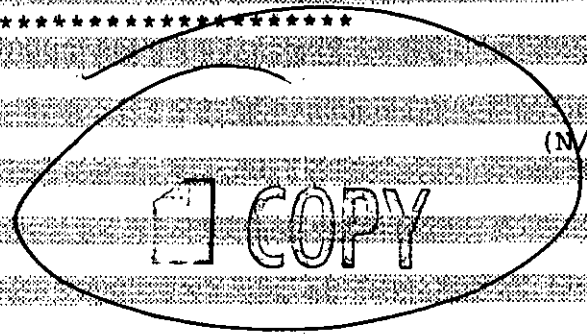
R.O. OPENED: 17NOV06 READY: 24NOV06

OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP
MAJOR GUARD 48/60K ODED 2)6060S

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
							(N/C)	
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00
					TOTAL LINE E:		0.00	

F** TOWING
CAUSE: TOWING
T2020 TOWING

1 W94P
FC: 6C PART#: COURT: 0
CLAIM TYPE:
AUTH CODE:
OA



SUBL TOWING: MARS INV 37338, PO 190742

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
							(N/C)	
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00
					TOTAL LINE F:		0.00	

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

UNIT# 200260

191023

270570

INVOICE

Faulkner

PONTIAC - GMC
ISUZU - SUZUKI

TO BE SURE

P.O. Box 2881
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Harrisburg, PA 17105
Telephone: (717) 238-7324
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PAGE 1

SERVICE ADVISOR: 3233 CHARLES CARSTENS

ELIZABETHTOWN, PA
HOME [REDACTED]

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	06	PONTIAC G6	1G2ZG558X64	[REDACTED]	20703/20810	TC485	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
18FEB06 IS		18FEB2010	17:00	27NOV06	0.00	CASH	29NOV06
R.O. OPENED	READY	OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP MAJOR GUARD 48/60K ODED 2)60605					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES BRAKE LIGHT STAYS ON CAUSE: WIRE MISROUTED N6600 WIRING AND/OR CONNECTOR BRAKE SYSTEM/TRACTION CONTROL REPAIR OR REPLACE 9277 W94P FC: 7M PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OJ							
							(N/C)

1 COPY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

SCANNED: NO CODES. REMOVED CENTER CONSOLE COVER AND REROUTED WIRES.
ROADTESTED 107 MILES

B TOWING CAUSE: TOWING T2020 TOWING 1 W94P FC: 7M PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OJ							
							(N/C)

SUBT TOWING MARS INV37658 PO 190752 W94P							
							(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00					TOTAL LINE B:		0.00

C RENTAL
CAUSE: COURTESY TRANSPORTATION
Z7903 THREE DAYS COURTESY TRANSPORTATION

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

UNIT# 200260

191023

283108

INVOICE

Faulkner
 PONTIAC - GMC
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TO BE SURE
 P.O. Box 2881
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 Harrisburg, PA 17106
 Telephone: (717) 238-7324
 www.faulkner-tobesure.com

PAGE 1

SERVICE ADVISOR: 3233 CHARLES CARSTENS

ELIZABETHTOWN, PA
HOME: [REDACTED]

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	06	PONTIAC G6	1G22G558X64	[REDACTED]	35717/35717	T469	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18FEB06 IS		18FEB2010	17:00	13JUN07	0.00	CASH	15JUN07
R.O. OPENED	READY	OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP MAJOR GUARD 48/60K ODED 2)6060S					
13JUN07	15JUN07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES BRAKE LIGHTS INOP AND CRUISE CONTROL DOESN'T WORK

CAUSE: BODY CONTROL MODULE INTERMITTANT

N4800 MODULE, COMPUTER (CONTROL) BODY REPLACE

9277 W94P

8 MISC GAS

1 15940467 MODULE

PC: 6P

PART#: 15940467

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OL

(N/C)

(N/C)

(N/C)

1 COPY

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

INTERMITTANT CONDITION. CHECKED WIRING. OK. CONTACTED PONTIAC TECH ASSISTANCE. LEANING TOWARDS BCM BUT WOULD NOT RECOMMEND REPAIR UNLESS COND ITION COULD BE DUPLICATED. ROADTESTED OVERNIGHT TECH WAS ABLE TO DUPLICATE AT WILL BY CHANGING POSITION ON HEADLAMP SWITCH. REPLACED BCM. HAD GMC SERVICE CONSULTANT DRIVE OVERNIGHT. OK

B TOWING

CAUSE: TOWING

T2020 TOWING

1 W94P

PC: 6P PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OL

(N/C)

SUBL MARS INV 40460, PO 191874

W94P

(N/C)

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

8

Faulkner
PONTIAC - GMC
ISUZU - SUZUKI

UNIT# 200260 191023

283108
INVOICE

TO BE SURE
P.O. Box 2861
2080 Paxton Street
Harrisburg, PA 17105
Telephone: (717) 238-7324
www.faulkner-tobesure.com

ELIZABETHTOWN, PA
HOME: [REDACTED]

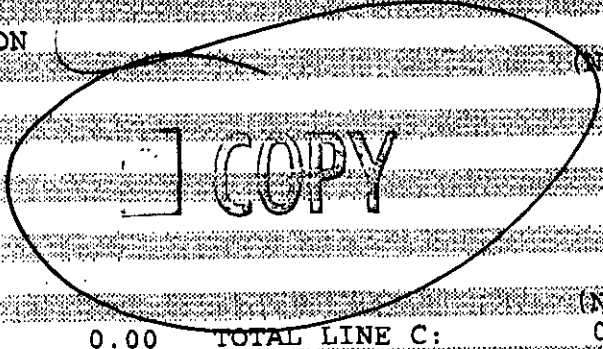
BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 3233 CHARLES CARSTENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
GRAY	06	PONTIAC G6	1G2ZG558X64	[REDACTED]	35717/35717	T469		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	DATE	PAYMENT	INV DATE	
18FEB06 IS		18FEB2010	17:00		13JUN07	0.00 CASH	15JUN07	
R/O OPENED	READY	OPTIONS: STK:200260 DLR:416 AXL:SEDAN 1)GMPP MAJOR GUARD 48/60K ODED 2)60609						
13JUN07	15JUN07							
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
PARTS				0.00	LABOR	0.00	OTHER	0.00
					TOTAL LINE B		0.00	

C RENTAL
 CAUSE: COURTESY TRANSPORTATION
 Z7903 THREE DAYS COURTESY TRANSPORTATION
 W94P (N/C)
 FC: 98 PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:
 MJ



SUBL ENTERPRISE RENTAL PO 195876
 W94P (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

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

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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

CHV0756182

Description for Complaint ID # [REDACTED]

[REDACTED]
[REDACTED]
RISING SUN, MD [REDACTED]
[REDACTED]

General Motors Corporation
Cythnia Bugos
MSX International
Warren, MI 48091-1385

VIN# 1G1ZS51F16F [REDACTED] - 2006 Chevy Malibu - purchased from D'Ambrosio Chevrolet in Oxford, PA. In October 2006 the Service Engine light kept coming on and car lost power. I took car to dealer and they advised that mice had chewed the wiring harness. My insurance covered the repair (less the \$500 ded) and car was returned.

The same thing happened again in May 2007 and then in August 2007. Service at D'Ambrosio finally removed the door panel and discovered pretzels in the A-Pillar of the frame of the car. My daughter works on the assembly line at GM and advised once the car goes off the line this compartment is sealed and not accessible unless the door is taken apart. She advised that GM employees eat on the assembly line ALL THE TIME and tha the only way those pretzles could have gotten into the A-Pillar was during production. The pretzels were entire pretzles, not crumbs which would have been indicative of a rodent.

I filed a complaint with GM on 9/11/07 after the 3rd repair as my insurance company advised me that they would not pay for it a 4th time. I advised the GM rep (Barry Oliver 866-790-5700 x41932, Claim# [REDACTED]). I also advised Mr Oliver that my insurance company has pictures of it all and that I have not only purchased several cars from D'Ambrosio but I have several cars in the same driveway that were not affected by mice.

Mr Oliver denied my claim and his supervisor stated that GM employees do not eat on the line and this was an absurd claim. When I asked her if she had ever walked thru a production plant she said no. My father [REDACTED] was a GM employee for over 30yrs and I know fist hand what happens on that assembly line...not to mention that my daughter is a current assembly line employee at the Boxwood Rd, Delaware plant.

I finally traded in the car last month and am requesting reimbursement of the three \$500 deductibles that I had to pay.

SETTLEMENT: Refund

SETTLEMENT EXPLANATION:
Reimbursed \$1500.00 for the three \$500 deductibles I had to pay

PRODUCT: 2006 Chevrolet
ORDER #: VIN#1G1ZS51F16F [REDACTED]

ACCOUNT #:
PURCHASE 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.

October 15, 2007

Re:m09 CHV0756182 [REDACTED] vs Chevrolet Motor Division
1G1ZS51F16F [REDACTED]

RYAN SMITH
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

Thank you for your active participation in the BBB AUTO LINE program.

Sincerely,



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.

MANUFACTURER RESPONSE FORM

Case Number: [REDACTED] Start Date: 10/15/07
 Customer Name: [REDACTED] State: MD
 VIN: 1G1ZS51F16 [REDACTED] Probable Hearing Location: Baltimore
 This claim is IN Warranty OUT of Warranty
 Has the customer contacted you regarding the claim? YES NO
 Is the VIN listed above correct? YES NO
 If you checked NO, please indicate the correct VIN: _____
 Customer Contact Info:

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? YES NO

If you checked YES, please indicate the customer's response below:

- The customer accepted the offer on ___/___/___
- The customer rejected the offer on ___/___/___
- The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ _____

I will participate By phone In person In writing

Return this form as soon as possible

To: _____ Completed by: _____ Date: ___/___/___
 BBB AUTO LINE Future contact: _____
 Fax: 703.247.9700 Phone: _____ Fax: _____

Customer Claim Form

Contact Date: 10/15/07

Start Date: 10/15/07

Case Number: [REDACTED]

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]

RISING SUN, MD

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: _____

Number of vehicles owned or leased by the business: _____

Make: Chevrolet Model: Malibu Model Year: 2006 Current Mileage: _____

Vehicle Identification Number: 1G1ZS51F16R [REDACTED]

Servicing Dealer/City/State : D'Ambrosio Chevrolet,

Selling Dealer/City/State : D'Ambrosio Chevrolet, Oxford, PA

Insurance Carrier : _____ Policy Number: _____

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: 01/01/06 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: _____

Leasing Company's Name: _____

Address: _____

Address: _____

City/St/Zip: _____

City/St/Zip: _____

Phone: () - _____

Phone: _____

Lienholder Acct #: _____

Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

the cus would like reimbursement for repairs made

Signature of Titled Owner(s)/Lessee(s): _____

Date _____

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

Customer Claim FormCustomer Name: Case Number: **Vehicle Concerns**

First Repair Attempt Date: _____ Mileage: 0 _____

Last Repair Attempt Date: _____ Mileage: _____

Total Days out of Service: _____

Problems – Please list your primary concern first	Servicing Dealer(s)	Current? Yes / No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
1. service engine light on & loss of power						



Customer Claim Form

Contact Date: 10/15/07

Start Date: 10/15/07

Case Number: [REDACTED]

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]
RISING SUN, MD

Day Phone: [REDACTED]
Fax Number: [REDACTED]
Customer Contact Info:

Evening Phone: [REDACTED] Cell Phone [REDACTED]
E-mail Address: [REDACTED]

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:

Number of vehicles owned or leased by the business:
Make: Chevrolet Model: Malibu Model Year: 2006 Current Mileage:

Vehicle Identification Number: 1G1ZS51F16F [REDACTED]
Servicing Dealer/City/State : D'Ambrosio Chevrolet,
Selling Dealer/City/State : D'Ambrosio Chevrolet, Oxford, PA

Insurance Carrier : _____ Policy Number: _____
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: 01/01/06 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: _____ Leasing Company's Name: _____
Address: _____ Address: _____
City/St/Zip: _____ City/St/Zip: _____
Phone: () - Phone: _____

Lienholder Acct #: _____ Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

the cus would like reimbursement for repairs made

Signature of Titled Owner(s)/Lessee(s): _____ Date _____

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

Customer Claim Form

Customer Name: [REDACTED]

Case Number: [REDACTED]

Vehicle Concerns

First Repair Attempt Date: _____ Mileage: 0 _____

Last Repair Attempt Date: _____ Mileage: _____

Total Days out of Service: _____

Problems – Please list your primary concern first	Servicing Dealer(s)	Current? Yes / No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
1. service engine light on & loss of power						



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.

October 15, 2007

Re:m01 CHV0756182 [REDACTED] vs Chevrolet Motor Division
1G1ZS51F16F [REDACTED]

RYAN SMITH
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LAW CLAIMS LEMON

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable state lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable state lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ◆ The award will be reduced for the customer's use of the vehicle in accordance with the applicable state lemon law.
- ◆ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ◆ The arbitrator will decide whether the applicable state lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable state lemon law must meet certain conditions. Please see the attached description of “non-lemon law” warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer’s vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- ◆ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ◆ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.
- ◆ If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ◆ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- ◆ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- ◆ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ◆ Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ Reimbursement for money the customer paid to repair the vehicle.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- ◆ **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ◆ **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- ◆ **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a used vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- ◆ The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\text{Use Deduction/ Payment} = \frac{\# \text{ miles attributable to the customer at the time of the arbitration hearing}}{100,000} \times \text{Vehicle purchase price or gross capitalized cost}$$

- ◆ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE MARYLAND LEMON LAW

The following is a brief explanation of most relevant provisions of the Maryland lemon law. The complete text of the lemon law can be found at Maryland Com. Law Code Ann. Sections 14-1501 *et seq.* and 14-2001 *et seq.*

VEHICLES COVERED

The Maryland lemon law covers vehicles registered in Maryland as a Class A passenger vehicle; Class D motorcycle; Class E truck with a 3/4 ton or less manufacturer's rated capacity; or Class M multipurpose vehicle.

The lemon law covers used vehicles, but does not cover motor homes or motor vehicles that are part of a fleet purchase or fleet lease of five or more motor vehicles.

CONSUMERS COVERED

The lemon law covers consumers who fall into any one of the following categories:

1. The purchaser, other than for purposes of resale, or the lessee of a new motor vehicle;
2. Any person to whom a new motor vehicle is transferred during the duration of the vehicle's warranty; or
3. Any other person who is entitled to enforce the warranty.

The rights available to a consumer under the lemon law inure to a subsequent transferee of a new motor vehicle for the duration of the applicable warranties. If a lessor permits the lessee to assign any interest in the lease or the motor vehicle, upon such assignment the rights available to a lessee under the lemon law inure to an assignee of the lessee's rights under the lease or a subsequent transferee of the motor vehicle.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

LEMON LAW COVERAGE PERIOD

The lemon law defines a "manufacturer's warranty period" that extends until the earlier of the first 15,000 miles of vehicle operation or 15 months following the date of the motor vehicle's original delivery to the consumer.

PROBLEMS COVERED

The lemon law covers any defect or condition that substantially impairs the use and market value of the motor vehicle to the consumer. This is referred to as a *nonconformity*.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to all applicable warranties during the “manufacturer’s warranty period”, the consumer must report the nonconformity during the “manufacturer’s warranty period” by sending written notice to the manufacturer, factory branch, or lessor by certified mail, return receipt requested. Notice of this procedure must be conspicuously disclosed to the consumer in writing at the time of sale or delivery of the motor vehicle.

The consumer must provide the manufacturer or factory branch, its agent or authorized dealer, or the lessor with an opportunity to cure the nonconformity. The manufacturer or factory branch, its agent or authorized dealer, or the lessor must correct the nonconformity at no charge to the consumer within 30 days of the manufacturer’s receipt of the consumer’s written notification, even if repairs are made after the expiration of the “manufacturer’s warranty period”.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or factory branch, its agent or authorized dealer, or the lessor is unable to repair or correct any nonconformity after a reasonable number of repair attempts within the “manufacturer’s warranty period”, the manufacturer must, at the option of the consumer, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Maryland lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if any of the following occurs within the “manufacturer’s warranty period”:

1. The same nonconformity has been subject to repair by the manufacturer or factory branch, its agent or authorized dealer four or more times but continues to exist;
2. The vehicle was out of service by reason of repair of one or more nonconformities for a cumulative total of 30 or more days; or
3. A nonconformity resulting in a braking or steering system failure has been subject to the same repair at least once, the manufacturer has been notified and given the opportunity to cure the nonconformity, and the repair does not bring the vehicle into compliance with the motor vehicle safety inspection laws.

The term of any warranty, the “manufacturer’s warranty period”, and the 30 day out-of-service period are extended by any time during which repair services are not available to the consumer by reason of war, invasion, strike, or fire, flood, or other natural disaster.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Maryland

NOTICE AND OPPORTUNITY TO REPAIR

The consumer must report the nonconformity during the “manufacturer’s warranty period” by sending written notice to the manufacturer, factory branch, or lessor by certified mail, return receipt requested. Notice of this procedure must be conspicuously disclosed to the consumer in writing at the time of sale or delivery of the motor vehicle.

The consumer must provide the manufacturer or factory branch, its agent or authorized dealer, or the lessor with an opportunity to cure the nonconformity. The manufacturer or factory branch, its agent or authorized dealer, or the lessor must correct the nonconformity at no charge to the consumer within 30 days of the manufacturer’s receipt of the consumer’s written notification.

The dealer must notify the manufacturer of the existence of a nonconformity within 7 days when the motor vehicle is delivered to the same dealer for a fourth repair attempt of the same nonconformity, or when the vehicle has been out of service for repair of one or more nonconformities for a cumulative total of 20 days. The failure of a dealer to give such notice does not affect the consumer’s rights under the lemon law.

DISPUTE RESOLUTION

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer may but need not resort to that procedure before the provisions requiring refund or replacement apply. A consumer who has resorted to an informal dispute settlement procedure may not be precluded from seeking the rights or remedies available by law.

TIME PERIOD FOR FILING CLAIMS

An action on an owned vehicle must be commenced within three years of the date of the vehicle’s original delivery to the consumer. An action on a leased vehicle must be commenced within one year after termination of the lease.

REMEDIES UNDER THE MARYLAND LEMON LAW

REPURCHASE OF AN OWNED VEHICLE

The Maryland lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. The full purchase price; and
2. All license and registration fees, and any similar governmental charges;
3. Less a reasonable allowance for the consumer's use of the vehicle not to exceed 15% of the purchase price;
4. Less a reasonable allowance for damage not attributable to normal wear and not including damage resulting from a nonconformity.

Refunds must be made to the consumer and lienholder, if any, as their interests appear on the records of ownership maintained by the Motor Vehicle Administration.

The consumer may recover from the Motor Vehicle Administration the excise taxes originally paid by the consumer for the returned vehicle. The excise taxes that the consumer is entitled to recover are calculated based on the amount of the purchase price or any portion of the purchase price of the motor vehicle that is refunded to the consumer.

REPURCHASE OF A LEASED VEHICLE

The Maryland lemon law provides that a manufacturer must pay the following amounts when it repurchases a leased vehicle under the lemon law:

To the lessee:

The lemon law provides that it shall be construed to provide a mechanism through which the lessor and lessee are made whole for losses incurred as a result of a motor vehicle's nonconformity, defect, or condition. The Maryland Attorney General's Office has determined that an award making the lessee whole could include lease payments made by the lessee. The lemon law also requires that the manufacturer refund to the lessee:

1. All money paid during the period in which the vehicle was not available due to the defect, condition or nonconformity;
2. All sums paid by the lessee to repair the defect, condition or nonconformity;
3. All excise tax, license and registration fees and similar governmental charges;
4. Less a reasonable allowance for the lessee's unimpaired use of the vehicle.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Maryland

To the lessor:

1. All amounts due to the lessor under the terms of the lease.

The lessor may not assess the lessee any prepayment penalty, early termination fees, or other charges resulting from return of the vehicle.

REPLACEMENT

When replacing a vehicle under the Maryland lemon law, the manufacturer must provide a comparable motor vehicle acceptable to the consumer. The reasonable allowance for use does not apply to a replacement.

When a leased vehicle is replaced, provided that the lessee meets the lessor's then current credit criteria with respect to the lease, the lessor must transfer the title of the defective motor vehicle to the manufacturer; accept title to the comparable replacement motor vehicle; transfer possession of the comparable motor vehicle to the lessee; and execute a lease agreement with the lessee with the same time period, terms and conditions of the original lease.

The Motor Vehicle Administration will allow a credit to the consumer against the excise tax imposed for the replacement vehicle in the amount of the excise taxes originally paid by the consumer for the returned vehicle. If the excise tax on the replacement vehicle exceeds the excise tax credit for the returned vehicle, the dealer will collect only that portion of excise tax due. If the excise tax credit on the returned vehicle exceeds the excise tax on the replacement vehicle, the consumer is entitled to recover a refund from the Motor Vehicle Administration of that excess.



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

October 11, 2007

Brian Friel
Jeffrey D'Ambrosio Chevrolet, Inc.

Re:

[REDACTED]
Siebel Request: 71-555173464
2006 Chevrolet Malibu
VIN # 1G1ZS51F16F [REDACTED]

Dear Mr. Friel:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

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

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

Sincerely,

Ryan Smith

Ryan Smith
BRC Customer Relationship Manager
Ph# 800-231-1841, extension 11638
FAX# 866-259-4612

BUYER'S ORDER

Jeff D Ambrosio Chevrolet
 2158 Baltimore Pike
 Oxford PA 19363
 610-932-9090

Customer Email
 NANCY DENNY@HOTMAIL.COM

PLEASE ENTER MY ORDER FOR THE FOLLOWING				DATE	
<input checked="" type="checkbox"/> NEW or	<input type="checkbox"/> USED	<input type="checkbox"/> DEMO	<input checked="" type="checkbox"/> CAR	<input type="checkbox"/> TRUCK	08-21-2006
YR. MAKE MODEL TYPE				STREET	
2006 Chevrolet MALIBU LS SDN				[REDACTED]	
COLOR	TRIM	MILEAGE	CITY	STATE	ZIP
SPORT RE		70	RISING SUN MD	[REDACTED]	[REDACTED]
VIN			PHONE RES	PHONE BUS.	
1G1ZS51F16F [REDACTED]			[REDACTED]	[REDACTED]	
STOCK NO.	SALESMAN	TO BE DELIVERED ON OR ABOUT		SOC SE NO	AGE DATE OF BIRTH
06650X	Quillin	08/21/2006		[REDACTED]	50 [REDACTED]
DESCRIPTION OF TRADE IN				PRICE OF VEHICLE	
YR. MAKE MODEL TYPE	2004 Chevrolet CAVALIER SDN			15673.98	
COLOR	TRIM	MILEAGE	Rebate		
BLUE		53,630	2000.00		
VIN				Credit Life Insurance	
1G1JC52FX47 [REDACTED]				N/A	
TITLE NO.	PLATE NO.	EXP. DATE	Accident & Health Insurance		
			N/A		
OWNER			Trade Inequity		
[REDACTED]			175.62		
LIENHOLDER			GAP		
CHRYSLER FINANCIAL			N/A		
ADDRESS			N/A		
AMOUNT			N/A		
5175.62			N/A		
COLLISION COVERAGE				First Serv Appt Scheduled for 11-19-06	
NAME OF AGENT				ARR	
AAA MID ATLANTIC				[REDACTED]	
ADDRESS				[REDACTED]	
200 COMMERCE DR NEWARK DE 19714				[REDACTED]	
POLICY NUMBER				[REDACTED]	
INSURANCE CO.				EXTENDED WARRANTY TYPE	
PENINSULAR INS				MAJOR GUARD 0 DED	
EFFECTIVE DATE				MONTHS	
03-04-2006				48	
EXP. DATE				MILES	
09-04-2006				100,000	
VERIFIED BY				1755.00	
LOUISE TT C				Cash Price of Vehicle & Accessories	
WARRANTY INFORMATION				15604.60	
<input checked="" type="checkbox"/> FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.				Sales Tax	
<input type="checkbox"/> USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.				786.45	
<input type="checkbox"/> AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER IS RESPONSIBLE FOR INSPECTING ANY DEFECT THAT PRESENTLY EXISTS.				REGISTRATION	
PURCHASER'S SIGNATURE X [REDACTED]				10.00	
USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.				TITLE	
GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACION QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.				23.00	
If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$				TRANSFER	
PURCHASER'S SIGNATURE X [REDACTED]				N/A	
Purchaser hereby acknowledges to the above clause.				ENCUMBRANCE	
Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement.				N/A	
This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.				Documentary Fee	
<input checked="" type="checkbox"/> BUYER ACKNOWLEDGES THAT IF THIS BOX IS CHECKED, THIS AGREEMENT CONTAINS AN ARBITRATION CLAUSE.				55.00	
BUYER HAS READ ALL PAGES OF THIS AGREEMENT AND AGREES TO ALL TERMS AND CONDITIONS IN THIS AGREEMENT.				Messenger Fee	
BUYER SIGNS X [REDACTED]				20.00	
MANAGER'S APPROVAL [REDACTED]				Notary Fee	
CO-BUYER SIGNS X [REDACTED]				N/A	
DATE 08-21-2006				License	
DATE 08-21-2006				10.00	
DATE 08-21-2006				N/A	
DATE 08-21-2006				Total Price	
DATE 08-21-2006				16509.05	
DATE 08-21-2006				Trade-In	
DATE 08-21-2006				5000.00	
DATE 08-21-2006				Less Payoff*	
DATE 08-21-2006				5175.62	
DATE 08-21-2006				Net Trade In	
DATE 08-21-2006				N/A	
DATE 08-21-2006				Deposit	
DATE 08-21-2006				N/A	
DATE 08-21-2006				Cash on Delivery	
DATE 08-21-2006				303.10	
DATE 08-21-2006				Net Trade + Deposit + Cash on Delivery = Total Down Payment	
DATE 08-21-2006				303.10	
DATE 08-21-2006				Unpaid Balance of Total Price	
DATE 08-21-2006				16205.95	

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC

HUMMER



(excludes Saturn)

CUSTOMER NAME

VIN: 1 / G / 1 / Z / S / W / 1 / F / 1 / S / F /

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) X where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) _____ a check be issued in my name by Dealer named below:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
GM EMPLOYEE DISCT	\$ N/A	GMS
CONSUMER REBATE	\$1000.00	CNE
GM EMPLOYEE BONUS	\$1000.00	UBD
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received		\$2000.00

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

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

a. Vehicle Incentive 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 on 08/21/06. I acknowledge receipt of incentive(s) as described in Item 1 and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? _____ Yes X No

b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: _____ Date: 08/21/06

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item _____ and the Onstar Terms and Conditions 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 or Saab Cars USA.

Authorized Dealer Signature: Jeff Dambrosio Chevrolet Date: 08/21/06
Dealership Name: _____ Dealer Code: 15300

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

**General Motors - Vehicle Purchase Program
Customer-Dealer Agreement and Pricing Sheet**

Eligible Participant: [redacted] Relationship to Eligible Participant: PARENT

Purchaser's First Name: [redacted] Purchaser's Last Name: [redacted]

Purchaser's Date Of Birth: 04/03/1948

Vehicle Identification Number (VIN): LG1ZS5JF10F [redacted]

Authorization Number: 401059994 Incentive Code: GMS

Approval Number: 515564125 Approval Date: 08/22/2006
00:00:00

Dealer Name: JEFFREY D'AMBROSIO CHEVROLET, OLDSMOBILE, AND GMC TRUCK

Division: CHEVROLET Dealer Code: 15308

Program Name: GM EMPLOYEE PURCHASE

Company Name: GM TRUCK GROUP

Secondary Company Name:

(1) Amount listed on invoice below caption Employee Price (GMS/GMU) or Supplier Price, as applicable to the program referenced above. Copy of invoice must be shown to customer for verification. \$ 15,1073.⁹⁸

(2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct. [redacted] Customer Initials

(3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price. [redacted] Customer Initials

(4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price [redacted] Customer Initials

Customer Agreement and Verification of Delivery

1. By signing this form, the Purchaser acknowledges the following:
 - A. Receipt of the vehicle designated above and a copy of this form
 - B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
 - C. The Purchaser agrees that he/she will not violate any Program provision
 - D. Penalties for violation of Program provisions may include one or more of the following:
 - i. Termination of Program privileges
 - ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
 - iii. Disciplinary action up to and including termination of employment (for GM Employees) ⁽¹⁾
 - E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The Federal Arbitration Act ("FAA") (9 U.S.C. ? 2 et. seq.) shall govern the interpretation,

enforcement, and proceedings of the arbitration.

For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signature [Redacted]
Dealer Agreement /

Date: 8/22/06

1. By signing this form, the dealer agrees to the following:
 - A. Assume General Motors's obligation for delivery of the vehicle
 - B. Collect from the purchaser the amount specified in the Purchase Contract
 - C. Comply with the Rules and Guidelines of The Program
 - D. Review the Factory Invoice with the customer
 - E. Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
 - F. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
 - A. Comply with the terms and conditions contained in The Program Rules and Guidelines
 - B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
 - i. Declared ineligible to participate further in the Program
 - ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature [Redacted]

Date: 8/22/06

- 0) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.



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

VR-005 (07/04)

APPLICATION FOR CERTIFICATE OF TITLE

READ INSTRUCTIONS ON REVERSE SIDE

APPLICANT'S MIDDLE LAST CO-APPLICANT'S FIRST NAME MIDDLE LAST
APPLICANT'S SOUND EX/MARYLAND DRIVER LICENSE NO. DATE OF BIRTH
APPLICANT'S STREET ADDRESS CITY OR TOWN COUNTY STATE ZIP CODE

IS THE VEHICLE TO BE TITLED AS JOINT TENANTS OR TENANTS BY ENTIRETIES? [] JOINT TENANTS [] TENANTS BY ENTIRETIES

VEHICLE DESCRIPTION

NEW VEHICLE [x] USED VEHICLE [] MODEL YEAR 2006 MAKE OF VEHICLE Chevrolet MODEL NO. MALIBU LS VEHICLE IDENTIFICATION NUMBER 1G1ZS51F16F
TWO STAGE VEHICLE [] TRUCK [] TRUCK TRACTOR [] BUS [] MOTORCYCLE [] TRAILER (SPECIFY LENGTH) []

If this vehicle is subject to any liens or encumbrances, complete the following section(s): Attach form VR-217 for additional Lien Filings. LIEN FILING FEE \$20.00 for each Lien filed. IF NOT SUBJECT TO A LIEN, WRITE WORD "NONE" BELOW.

AMOUNT OF LIEN 20928.96 KIND OF LIEN (DESCRIBE) DATE OF LIEN 08-21-2006 NAME OF SECURED PARTY SUNTRUST BANK
STREET ADDRESS OF SECURED PARTY CITY OR TOWN Nashville STATE TN ZIP CODE 37230-5053

PURCHASE INFORMATION FOR TAX PURPOSES - SEE INFORMATION ON REVERSE SIDE

IF VEHICLE RECENTLY PURCHASED MARYLAND DEALER'S CERTIFICATION MARYLAND DEALERS ONLY
MD. EXCISE TAX 5% OF \$ 15673.98 FULL PURCHASE PRICE
SELLING PRICE GROSS TAX COLLECTED COLL. FEE 1.2% OF GROSS NET TAX REMITTED

Complete this section in its entirety if you qualify for an Excise Tax Credit in this State.

I/we have been resident(s) in Maryland for approximately I/we last titled/registered this vehicle in and paid % tax (if no tax paid write "NONE")

APPLICATION FOR NEW REGISTRATION PLATES OR TRANSFER OF REGISTRATION PLATES

I/we do hereby make application for: [] New Registration Plates [x] Transfer of Registration Plates. Is your motor vehicle now suspended or revoked in this or any other State? [] Yes [x] No
Is this vehicle to be operated for short term rental? [] Yes [x] No If transferring plates, complete below:
TAG NO. STICKER NO. 5840864 The vehicle to which these plates were affixed has been sold, traded or otherwise transferred to: Name JEFF D'AMBROSIO CHEVROLET
Address Name of insurance Co. PENINSULAR INS Policy or Binder No.
Agent or broker Class of Tags desired A

Federal and State law require that you state the mileage in connection with this vehicle. Failure to complete or giving a false statement may result in fines and/or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked:

ODOMETER READING 70 (NO TENTHS) [] 1. The mileage stated is in excess of its mechanical limits. [] 2. The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY.

I/we certify that I/we have compared the manufacturer's vehicle identification number on the number on the vehicle and they agree and that this vehicle is subject to the liens or encumbrances indicated herein and none other. For vehicles registered over 10,000 lbs. by signing this application, I/we certify knowledge of the Federal and State Motor Carrier Safety Laws and certify this vehicle is maintained in compliance with the Maryland Preventive Maintenance Program. If making application for new plates or transfer of registration plates I/we certify under Penalty of Law that the vehicle is covered by at least the minimum amounts of insurance required by the Maryland Motor Vehicle Laws, and further certify that this vehicle will be continuously insured throughout its registration period. I/we further certify under Penalty of Law that the information is correct to the best of my knowledge, information, and belief.

Signature of Applicant Printed Name of Applicant
Signature of Co-Applicant Printed Name of Co-Applicant
Witness my/our Hand(s) and Seal(s) this 21st day of August 2006
Signature of Co-Signer Relationship
Soundex Date of Birth



Credit Sale Contract and Disclosure Statement (Pennsylvania) 1-800-821-7006

Seller (Dealer's Name and Address) Jeff Dambrosio Chevrolet 2008 KATHLEEN PARK Drexel PA 19022	Buyer (and Co-Buyer) Name and Address (Include County and Zip Code) JENNIFER LAMAR 10150 RUM RD PL 411
--	--

In this contract the words "you" and "your" mean the buyer, and refer to each person or entity who signs below as Buyer or Cosigner. "We", "us" and "our" mean the Seller, or SunTrust Bank after it buys this contract. You hereby purchase from us the vehicle described below (the "vehicle"). You have received and accepted the vehicle, which will be used primarily for personal, family or household purposes unless the following box is checked: vehicle use is primarily for business purposes. You may buy the vehicle for cash or on credit. The cash price is shown below as "Cash Sale Price." The credit price is shown below as "Total Sale Price." By signing this contract you choose to buy the vehicle on credit.

Payment Terms: You promise to pay us the Amount Financed plus simple interest on that amount at the Annual Percentage Rate in consecutive monthly installments commencing on the due date specified in the Schedule of Payments and on the same day of each succeeding month until paid in full. You will also pay to us any other charges imposable under this contract, such as late charges, and costs of collection, repossession, storage or sale of the vehicle.

Motor Vehicle	Year, Make and Model	Body Style	Serial No.	Odometer Reading
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	2008 Chevrolet MALIBU LS	RDV	1G1J5501P1507 [REDACTED]	70

The following disclosures are required by law and are a part of this contract:

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. <u>8.99</u> %	FINANCE CHARGE The dollar amount the credit will cost you. \$ <u>6793.81</u>	Amount Financed The amount of credit provided to you or on your behalf. \$ <u>11900.00</u>	Total of Payments The amount you will have paid after you have made all payments as scheduled. \$ <u>18693.81</u>	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ <u>11900.00</u> is
---	---	---	--	--

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
<u>24</u>	<u>\$778.91</u>	<u>monthly beginning 10/15/07</u>

Late Charge. If a payment is more than 10 days late, you will pay a late charge of 2% of the part of the payment that is late.

Prepayment. If you pay off early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased and in all savings and checking accounts that we hold for you, except IRA and Keogh accounts and pension funds, and in certain premiums and proceeds. See the other side of this contract for additional information.

Additional Information. See the other side of this contract for more information, including information about non payment, default, any required repayment in full before the scheduled date and security interests.

ITEMIZATION OF AMOUNT FINANCED

1	Cash Sale Price—Consisting of (A) Cash Price of Vehicle Sold	\$ <u>11900.00</u>	
	(B) Separate Charges, if any, for Delivery, Installation, Repair or Other Services	+ \$ <u>0.00</u>	= \$ <u>11900.00</u> (1)
2	Total Down Payment		
	Trade-In <u>2000 Chevrolet Cavalier</u>		
	<u>10/00/01</u> Year <u>KA7PRASB49</u> Make <u>Model</u>		
	VIN		
	Gross Trade-In Allowance	\$ <u>1000.00</u>	
	Less Pay Off Made By Seller	\$ <u>0.00</u>	
	Equals Net Trade In	\$ <u>1000.00</u>	
	+ Cash	\$ <u>0.00</u>	
	+ Other	\$ <u>0.00</u>	
	(if total down payment is negative, enter "0" and see 4G below)		\$ <u>1000.00</u> (2)
3	Unpaid Balance of Cash Sale Price (1 minus 2)		\$ <u>10900.00</u> (3)
4	Other Charges Including Amounts Paid to Others on Your Behalf. We may Retain a Portion of These Amounts.		
	*A Cost of Optional Mechanical Repair Coverage Paid to the Company Named Below — Covering Certain Mechanical Repairs	\$ <u>1190.00</u>	
	**B Cost of Optional Credit Insurance for the Term of this contract Paid to the Insurance Company or Companies Named Below. Life \$ <u>0.00</u> Disability, Accident and Health \$ <u>0.00</u>	\$ <u>0.00</u>	
	C Taxes Not Included in Cash Price	\$ <u>0.00</u>	
	D Filing and Recording Fees	\$ <u>0.00</u>	
	E Government License, Title, and/or Registration Fees	\$ <u>0.00</u>	
	F Other Charges (Seller must identify who will receive payment and describe purpose)	\$ <u>0.00</u>	
	Optional Debt Cancellation Contract	\$ <u>0.00</u>	
	to _____ for _____	\$ <u>0.00</u>	
	to Jeff Dambrosio Chevrolet for Down Payment	\$ <u>1000.00</u>	
	G Prior Credit of Lien payoff—Paid to: _____	\$ <u>0.00</u>	
	Total Other Charges and Amounts Paid to Others on Your Behalf		\$ <u>1190.00</u> (4)
5	Amount Financed (Principal Amount Financed) (3 + 4)		\$ <u>12090.00</u> (5)
	Items 6, 7 and 8 are calculated assuming you make all payments on the dates and in the amounts scheduled.		
	6 Finance Charge	\$ <u>1193.81</u>	(6)
	7 Total of Payments (Time Balance) (5 + 6)	\$ <u>13283.81</u>	(7)
	8 Payment Schedule: one installment of \$ _____ and _____ installments of \$ _____ each, monthly, beginning _____, and due on the dates shown in the payment schedule.		

Insurance. If any insurance is checked below, the policies or certificates issued by the insurance companies will describe the terms and conditions.	Optional Debt Cancellation Coverage. You are not required to purchase a debt cancellation contract to obtain credit and such coverage will not be provided unless you sign for it and agree to pay the additional cost shown in 4F of the itemization above. The contract will describe the terms and conditions.	Optional Mechanical Repair Insurance. The cost of this insurance for the original term of this contract is shown in 4A of the itemization above. You may obtain this insurance from anyone you want.
<input type="checkbox"/> Debt cancellation contract (for <input type="checkbox"/> term of this contract, <input type="checkbox"/> _____ months)	Insurance Company _____	Term: _____
Signature _____	<input type="checkbox"/> \$25 Deductible <input type="checkbox"/> \$50 Deductible <input type="checkbox"/> \$ _____ Deductible	

**** Optional Credit Insurance.** Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. If you want this insurance you will check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4B of the itemization above.

Check the Insurance desired: Life (Buyer Co-Buyer Both
 Disability, Accident and Health (Buyer Co-Buyer

Name of Insurer _____	Home Office Address _____
Under policy of designated insurer, maximum amount of insurance under this contract is \$ _____, and the amount of insurance under this and any other installment contract of the Buyer under Seller's group policy, is limited to \$ _____.	The initial amount of credit life insurance is \$ _____.
The monthly benefit of credit accident and health insurance is \$ _____ and is for your total disability. Upon the death of the insured, credit life insurance pays _____.	

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** [REDACTED]**Request #:** 71-555173464**BBB#:** CHV0755794

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)	\$15,673.98
MSRP (from BARS Invoice)	\$16,990.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$-1316.02

Trade Allowance (from dealer Bill of Sale)	\$5000.00
Actual Cash Value Statement	\$5000.00
Difference (if positive, this is the overallowance)	\$0.00

Trade Allowance	\$5000.00
Minus...Payoff of Trade	\$5,175.62
Difference (if negative = negative equity)	\$-175.62

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$15,673.98
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	\$2000.00
Overallowance and/or Negative Equity minus	\$175.62
Actual price of Vehicle that should be presented to BBB for ATA	\$13,498.36



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

October 11, 2007

Brian Friel
Jeffrey D'Ambrosio Chevrolet, Inc.

Re: [REDACTED]
Siebel Request: 71-555173464
2006 Chevrolet Malibu
VIN # 1G1ZS51F16F [REDACTED]

Dear Mr. Friel:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

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

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

Sincerely,

Ryan Smith

Ryan Smith
BRC Customer Relationship Manager
Ph# 800-231-1841, extension 11638
FAX# 866-259-4612

ADR File Checklist

SR Number:71-555173464

BBB Case: CHV0755794

Customer: [REDACTED]

VIN:1G1ZS51F16F [REDACTED]

Make/Model/Year: Chevrolet/Malibu/2006

In Service: 8/21/2006 Mileage: 19,992

Received Date: 10/10/07

Day 15 Date:

Goes Active:

Primary Concern: Wire harness replaced as mice were eating it.

Case Scan / Acknowledgement (24 hrs) Completion Date/Time:

Initial Calls (72 hrs):

Customer

Completion Date/Time: 10/10/07 / 1:01 pm

Dealer Svc Mgr

Completion Date/Time: 10/10/07 / 11:47 am

Dealer Finance Mgr

Completion Date/Time: /

AVM

Completion Date/Time: 10/11/07 / 1:32 pm

Repair Orders Requested:

Received:

Sales Documents:

Received:

BARS / Finance Sheet

Case Assessment (by Day 14):

Lemon Law Eligible:

Yes

No

Presumption:

Yes

No

GM Position – Customer / BBB Due Date (7-10 days):

Settlement / Goodwill Offered Date:

All Documents Attached (by Day 15)

Arbitration Date:

Closing Activities:

Settlement

Completion Date/Time: /

Executive Summary

Completion Date/Time: /

Close Siebel

Completion Date/Time: /

AVM: Bob Kramer

Node/Box: 914055 8129

Service Dealer: Jeffrey D'Ambrosio Chevrolet, Inc.

Svc Mgr: Brian Friel

Selling Dealer: Jeffrey D'Ambrosio Chevrolet, Inc.

Contact: Brian Friel

NOTES: CRS adv customer this is a insurance claim we are not able to reimburse insurance ded. Also, you would have to still be the owner of the vehicle to received any potential assistance.

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

October 11, 2007

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Jeffrey D'Ambrosio Chevrolet, Inc.

Re:

[REDACTED]
Siebel Request: 71-555173464
2006 Chevrolet Malibu
VIN # 1G1ZS51F16F [REDACTED]

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

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

Sincerely,

Ryan SmithRyan Smith
BRC Customer Relationship Manager
Ph# 800-231-1841, extension 11638
FAX# 866-259-4612

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

[REDACTED]
[REDACTED]
[REDACTED]

CUST# 7176 (DUPLICATE) RO# [REDACTED] PG 1
KEY TAG: 739 START 9/17/07 10:53
BILLED 9/18/07 13:07
PO#
WRITER LAD
APPROVAL LAD /LAD

RISING SUN MD [REDACTED]

PHONE: HOME [REDACTED]

OWNER 7176 UNIT# 6F299305 2006 CHEVROLET MALIBU LS CURR MIL 20,941.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

LIST UNIT PRC T/C EXT PRICE

(I) 1. CONCERN: CUSTOMER STATES, "THE LEFT REAR DOOR WEATHERSTRIP IS COMING OFF"
CORRECTION: ORDERED THE CORRECT WEATHERSTRIP

LABOR: 04

TOTAL LABOR .00
TOTAL PARTS .00
REPAIR ORDER TOTAL .00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate the vehicle for the purposes of testing, inspection and delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of antifreeze or any other cause beyond your control. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control.
*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, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE _____

2028256

PARTS NUMBERS	PART ESTIMATES	AV.	HRS.	COST	TOTAL	RECOMMENDED SERVICES
						282
						① Customer Complaint LR Door weatherstrip is coming off cause insufficient sealant on inside of old weatherstrip correction ordered weatherstrip replaced LR DS Door weatherstrip verified repair

ON 12 17
 OFF 12 04
 TIME 2
 EMP NO. 76
 OPER. NO. [Signature]
 RATE 25.00
 FLAT RATE
 STRAIGHT TIME (HOURS)

DATE RET'D

INITIALS

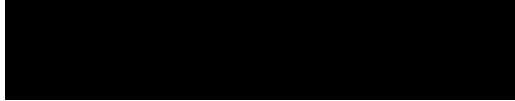
RO# [Redacted]

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY



CUST# 7176 (DUPLICATE) RO# [REDACTED] PG 1
KEY TAG: 223 START 8/16/07 15:17
WARR VEN GM BILLED 9/07/07 08:10
PO#
WRITER LAD
APPROVAL LAD /JGF

RISING SUN MD [REDACTED]
PHONE: HOME [REDACTED]

OWNER 7176 UNIT# 6F [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL 19,962.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

	LIST	UNIT	PRC	T/C	EXT	PRICE
(W) 1. CONCERN:	CUSTOMER STATES, "THE BRAKES LIGHTS ARE INOP"					
CAUSE:	FOUND THE BRAKE PEDAL POSITION SENSOR SHORTED					
CORRECTION:	REPLACED THE BRAKE PEDAL POSITION SENSOR					
	FC-OJ-6G					

LABOR: H2642	.60				04	
PARTS:	1.00	22666955	SENSOR KI		04	
	1.00	Z5000			04	
TOTAL LABOR						.00
TOTAL PARTS						.00
REPAIR ORDER TOTAL						.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate the vehicle for the purposes of testing, inspection and delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of antifreeze or any other cause beyond your control. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control.
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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE _____

p.5

6109320411

Jeff D'Ambrosio

Oct 15 07 10:34a

RO#



PARTS NUMBERS	PART ESTIMATES	AV.	HRS.	COST	TOTAL	RECOMMENDED SERVICES
22660955	B/O	JERRY				BRAKE LIGHTS SWAP DEFECTIVE/DAMAGED BRAKE PEDAL POSITION SENSOR REPLACE BRAKE PEDAL POSITION SENSOR

DATE RET'D 8/17/07

INITIALS RSD

RO# 281301

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

[REDACTED]

CUST# 7176 (DUPLICATE)
KEY TAG:

RO# [REDACTED] PG 1
START 9/05/07 15:15
BILLED 9/05/07 15:39
PO#
WRITER JGF
APPROVAL JGF /JGF

RISING SUN MD [REDACTED]

PHONE: HOME [REDACTED]

OWNER 7176 UNIT# 6 [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL 20,532.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

	LIST	UNIT	PRC	T/C	EXT	PRICE
(W) 1. CONCERN:	CUSTOMER REPORTS DRIVER SIDE REAR DOOR WEATHERSTRIP					
	COMING OFF					
CORRECTION:	ORDERED WEATHERSTRIP					

LABOR: 04

TOTAL LABOR	.00
TOTAL PARTS	.00
REPAIR ORDER TOTAL	.00

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CUSTOMER SIGNATURE _____

p.7

6109320411

Jeff D'Ambrosio

Oct 15 07 10:35a

PARTS NUMBERS	PART ESTIMATES	AV.	HRS.	COST	TOTAL	RECOMMENDED SERVICES
						RCR
						282
						cust complaint D/S rear door weatherstrips peeling
15223299	W/strip					
15139469	A-pillar to top of B w/strip			98.22		
						found D/S Door inner weatherstrips needs replaced
						order.
						Inside Panel of Door

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SERVICE INVOICE

CUSTOMER COPY

[REDACTED]
RISING SUN MD [REDACTED]

CUST# 7176 (DUPLICATE)
KEY TAG: 434
WARR VEN GM

RO# [REDACTED] PG 1
START 4/16/07 17:25
BILLED 5/08/07 10:40
PO#
WRITER JGF
APPROVAL JGF /JGF

PHONE: HOME [REDACTED]

OWNER 7176 UNIT# 6F [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL 12,619.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

(W) 1. CONCERN: CUSTOMER STATES, "THE PASSENGER FLOOR GETS WETS WHEN IT RAINS"
CAUSE: INSUFFICIENT SEALANT
CORRECTION: WATER TESTED VEHICLE, RESEALED WINDSHIELD \$46.61

LABOR: C0020 SUBLET 04
OTHER: WATER DOCTOR 04

(W) 2. CONCERN: CUSTOMER REPORTS ODOR/MILDEW INSIDE VEHICLE
CAUSE: CONDENSATION/MOISTURE
CORRECTION: REMOVED CARPET, DEODERIZED, DRYOUT, AND REINSTALLED
E AUTH: EXCESSIVE NET AMOUNT TO REPLACE DETNER/UNDERPAD
B AUTH: OK RELATED REPAIR
\$179.90

LABOR: C4202 SUB BE 04
OTHER: WATER DOCTOR 04

(W) 3. CONCERN: CUSTOMER REPORTS WATER LEAKING
CAUSE: INSUFFICIENT SEALANT
CORRECTION: RESEALED BODY SEAM

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
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CUSTOMER SIGNATURE _____

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SERVICE INVOICE

CUSTOMER COPY

CUST# 7176 (DUPLICATE) RO#

PG 2

26.63

LABOR: B5410 SUBLET 04
OTHER: WATER DOCTOR 04

(W) 4. CONCERN: CUSTOMER REPORTS WATER LEAKING
CAUSE: INSUFFICIENT SEALANT
CORRECTION: RESEALED COWL AREA
B AUTH: OK RELATED REPAIR
\$26.63

LABOR: C0010 SUBLET B 04
OTHER: WATER DOCTOR 04

(W) 5. CONCERN: CUSTOMER REPORTS WATER LEAKING
CAUSE: INSUFFICIENT SEALANT
CORRECTION: RESEALED RIGHT SIDE ROCKER MOLDING
B AUTH: OK RELATED REPAIR
\$33.29

LABOR: B7760 SUBLET B 04
OTHER: WATER DOCTOR 04

(W) 6. CONCERN: CUSTOMER REPORTS WATER LEAKING
CAUSE: INSUFFICIENT SEALANT
CORRECTION: RESEALED LEFT SIDE ROCKER MOLDING
B AUTH: OK RELATED REPAIR
\$33.29

LABOR: B7761 SUBLET B 04
OTHER: WATER DOCTOR 04

(W) 7. CONCERN: CUSTOMER REPORTS WATER LEAKING
CAUSE: INSUFFICIENT SEALANT
CORRECTION: RESEALED LEFT SIDE ROCKER MOLDING
B AUTH: OK RELATED REPAIR

LABOR: B7761 SUBLET B 04

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER
SIGNATURE _____

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Oldsmobile GMC Trucks**

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SERVICE INVOICE

CUSTOMER COPY

NANCY L DENNY

CUST# 7176 (DUPLICATE) RO#

PG 3

(W) 8. CONCERN: CUSTOMER REPORTS WATER LEAKING
CAUSE: MISALIGNED
CORRECTION: ADJUSTED RIGHT FRONT DOOR
B AUTH: OK RELATED REPAIR
\$19.97

LABOR: B4000 SUBLET B

04

OTHER: WATER DOCTOR

04

(W) 9. CONCERN: CUSTOMER REPORTS WATER LEAKING
CAUSE: MISALIGNED
CORRECTION: ADJUSTED LEFT FRONT DOOR
B AUTH: OK RELATED REPAIR
\$9.68

LABOR: B4001 SUBLET B

04

OTHER: WATER DOCTOR

04

TOTAL LABOR .00
TOTAL PARTS .00

REPAIR ORDER TOTAL .00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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CUSTOMER
SIGNATURE _____

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

[REDACTED]

CUST# 7176 (DUPLICATE)
KEY TAG: 493
WARR VEN GM

RO# [REDACTED] PG 1
START 3/19/07 12:51
BILLED 3/19/07 13:25
PO#
WRITER JGF
APPROVAL JGF /JGF

RISING SUN MD

PHONE: HOME [REDACTED]

OWNER 7176 UNIT# 6F [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL 9,746.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

(W) 1. CONCERN: CUSTOMER STATES, "THERE IS A PIECE OF CHROME TRIM COMING OFF THE BACK"
SOP
CAUSE: PAINT - PEELING
CORRECTION: REPLACED REAR COMPARTMENT OPENING APPLIQUE

LABOR: B8832 .40 04
PARTS: 1.00 15796682 APPLIQUE 04

TOTAL LABOR .00
TOTAL PARTS .00
REPAIR ORDER TOTAL .00

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CUSTOMER SIGNATURE _____

RCA

PARTS NUMBERS PART ESTIMATES AV. HRS. COST TOTAL

RECOMMENDED SERVICES

282.

Customer complaint rear
Bumper Trim coming off
replaced rear Bumper Trim

STRAIGHT TIME (HRS.) 4
FLAT RATE PRICE
R. NO. 276-199
JOB NO. 167-199
ON TIME 13:00
OFF TIME 13:09

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SERVICE INVOICE

CUSTOMER COPY

[REDACTED]

CUST# 7176 (DUPLICATE)
KEY TAG: 223

RO# [REDACTED] PG 1
START 8/02/07 09:44
BILLED 8/22/07 08:48
PO#
WRITER LAD
APPROVAL LAD /221

RISING SUN MD [REDACTED]

PHONE: HOME [REDACTED]

OWNER 7176 UNIT# 6 [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL 19,962.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

LIST UNIT PRC T/C EXT PRICE
(C) 1. CONCERN: CUSTOMER REPORTS SERVICE ENGINE SOON LIGHT ON, LOSS OF
ENGINE POWER LIGHT COMING ON
CAUSE: FOUND CODE P0650,P2122,P0826 -FOUND RODENT DAMAGE TO THE
WIRING AND INTERIOR OF THE VEHICLE
CORRECTION: R & R DASH AND ALL INTERIOR COMPONENTS, REPAIRED ALL
DAMAGED WIRING, AND CLEANED ALL OF THE INTERIOR

LABOR:		01	2,235.70 *
PARTS:	1.00 WIRE	12.00 01	12.00 *
	30.00 CONNECTORS	1.50 01	45.00 *
	5.00 HEAT SHRINK	.59 01	2.95 *

TOTAL LABOR 2,235.70
TOTAL PARTS 59.95

REPAIR ORDER SUBTOTAL 2,295.65
TOTAL ENVIRONMENTAL CHARGE 10.00
*SALES TAX 138.34
REPAIR ORDER TOTAL 2,443.99

CHARGE TO CASH SALES-SERVICE 2,443.99

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CUSTOMER SIGNATURE _____

PARTS NUMBERS	PART ESTIMATES	AV.	HRS.	COST	TOTAL	RECOMMENDED SERVICES
						<p>282/101 Rott</p> <p>① Check engine light on, loss of power PO150 - mil request PO122 = Trans switch PO820 -</p> <p>Found Above Codes stored in PCM, check on wiring diagrams + routing. Found wire harness bundle going thru firewall was damaged due to rust ^{Recent} (Attending, nesting, etc.)</p> <p>Removed DASH Assy. to perform wiring repairs. Upon removal, found nesting material throughout vehicle (under carpets, seats, dash, etc.) w/wiring damage throughout. In Pass. Side "A" Pillar, found protrusions (wires) filling cavity at floor. Removed nesting material and interior items to clean out protrusions, nesting materials, etc. and repair wiring issues at fire wall, under seats, and A/C starter Assy. Re-installed all interior parts, carpets, dash, seats, etc.</p> <p>Re-checked system w/ no problems (CODES) found.</p>

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	30	MI Denny		11:00 10:45

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
18.3		28097		10:18 10:51
10		28095 +		10:16 10:33
3		101 Denny		7:12

paid

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

[REDACTED]
RISING SUN MD [REDACTED]
PHONE: HOME [REDACTED]

CUST# 7176 (DUPLICATE)
KEY TAG:

RO# [REDACTED] PG 1
START 3/12/07 14:48
BILLED 3/12/07 16:31
PO#
WRITER JGF
APPROVAL JGF /JGF

OWNER 7176 UNIT# 6F [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

LIST UNIT PRC T/C EXT PRICE
(W) 1. CONCERN: CUSTOMER STATES, "A CHROME TRIM PIECE IS COMING OFF THE
BACK"
CORRECTION: ORDERED TIRM
JGH

LABOR: 04
TOTAL LABOR .00
TOTAL PARTS .00
REPAIR ORDER TOTAL .00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
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CUSTOMER SIGNATURE _____

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Oldsmobile GMC Trucks**

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SERVICE INVOICE

CUSTOMER COPY

[REDACTED]

CUST# 7176 (DUPLICATE)
KEY TAG: 171

RO# [REDACTED] PG 1
START 12/12/06 11:11
BILLED 12/29/06 11:04
PO#
WRITER LAD
APPROVAL LAD /BDF

RISING SUN MD [REDACTED]

PHONE: HOME [REDACTED]

OWNER 7176 UNIT# 6 [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL 4,982.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16 [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

LIST UNIT PRC T/C EXT PRICE

(C) 1. CONCERN: CUSTOMER REPORTS REDUCED ENGINE POWER LIGHT IS ON
CAUSE: FOUND WIRING HARNESS CHEWED BY RODENTS
REMOVED & REPLACED CENTER CONSOL, BOTH FLOOR A-PILLAR MOLDINGS, BOTH A-PILLAR MOLDINGS, POWER STEERING ASSIST MODULE, DASH PAD, HVAC CONTROL MODULE, RADIO, IPC, HAZARD SWITCH, AMBIENT LIGHT SENSOR, BCM, BOTH CENTER CONSOL TO DASH TRIM PANELS, GLOVE BOX, AIR DUCTS, BOTH FUSE PANEL COVERS, DASH FRAME, FIREWALL SOUND DEADNER, BATTERY, UNDERHOOD FUSE BLOCK, ACCELERATOR PEDAL, MASTER CYLINDER, WIRING FROM JUNCTION BLOCK TO FIREWALL.
REPAIRED/REPLACED CHAFFED, BROKEN, AND MISSING WIRES IN THE VEHICLE. REPAIRED THE GROMMIT IN THE FIREWALL. REPLACED THE DASH PAD DUE TO RODENT DAMAGE. CLEARED DTC'S, TEST DROVE VEHICLE-EVERYTHING IS WORKING AS DESIGNED AT THIS TIME

LABOR:		01	1,518.40 *
PARTS:	50.00 725225 CONNECTOR	2.30 01	115.00 *
	5.00 WIRE	.50 01	2.50 *
		SUBTOTAL LABOR	1,518.40
		SUBTOTAL PARTS	117.50

(C) 2. CONCERN: RENTAL
CORRECTION: 8-DAY

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE _____

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

CUST# 7176 (DUPLICATE) RO# [REDACTED] PG 2

LABOR:	01	*
OTHER: RENTAL	01	329.84 *
	SUBTOTAL OTHER	329.84
	TOTAL LABOR	1,518.40
	TOTAL PARTS	117.50
	TOTAL OTHER	329.84
	REPAIR ORDER SUBTOTAL	1,965.74
	TOTAL ENVIRONMENTAL CHARGE	10.00
	*SALES TAX	118.54
	REPAIR ORDER TOTAL	2,094.28
	CHARGE TO CASH SALES-SERVICE	2,094.28

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
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CUSTOMER SIGNATURE _____

PARTS NUMBERS	PART ESTIMATES	AV.	HRS.	COST	TOTAL	RECOMMENDED SERVICES
					1.0	Customer States Reduced Power Light On
						Verified Complaint
						Hooked Up Tech 2
						Found 3 DTC'S And 2 No Communication
						EBCM - No Comm
						HVAC Control Module - No Comm
						P2122 Pedal Position 1 Input Low
						P0826 Up And Down Shift Switch Circuit
						B3919 Right Front Turn Signal Circuit Short To Battery Or Open
						Found Insulation on Drivers Floor
						And Underhood Below Master Cylinder
						Mouse Chewed Through Grommet In Firewall And Chewed Through Wiring
						Got Into Car This Time
						P/A 20 Heat Shrink Solder Connectors
						Put Urethane Tube
						R&R Dash Frame
						Repair Wiring As Found During Dash Removal
						wire 15 wires in various places
						Repaired Grommet At Firewall With Metal Screen & Urethane

21.5 hrs @ 80
 2.05 22-pairs / 1700
 1925.22
 + 104

Maxus
 Ray
 6102653432
 192

(230 @ 1.50)
 1995 3712

5' 250

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
	115	273291		18 17 1.4
	10	273291		18 16 2.4
		273291		13 9 1.5
				13 8 0

7867

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

[REDACTED]
RISING SUN MD [REDACTED]
PHONE: HOME [REDACTED]

CUST# 7176 (DUPLICATE)
KEY TAG:

RO# [REDACTED] PG 1
START 10/26/06 10:16
BILLED 11/10/06 12:46
PO#
WRITER LAD
APPROVAL LAD /JGF

OWNER 7176 UNIT# 6F [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL 3,659.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

LIST UNIT PRC T/C EXT PRICE
(C) 1. CONCERN: CUSTOMER STATES, "VEHICLE WILL NOT START"
CAUSE: FOUND WIRING HARNESS CHEWED BY RODENTS
REMOVED & REPLACED CENTER CONSOL, BOTH FLOOR A-PILLAR MOLDINGS, BOTH A-PILLAR MOLDINGS, POWER STEERING ASSIST MODULE, DASH PAD, HVAC CONTROL MODULE, RADIO, IPC, HAZARD SWITCH, AMBIENT LIGHT SENSOR, BCM, BOTH CENTER CONSOL TO DASH TRIM PANELS, GLOVE BOX, AIR DUCTS, BOTH FUSE PANEL COVERS, DASH FRAME, FIREWALL SOUND DEADNER, BATTERY, UNDERHOOD FUSE BLOCK, ACCELERATOR PEDAL, MASTER CYLINDER, WIRING FROM JUNCTION BLOCK TO FIREWALL.
REPAIRED 17 CHAFFED, BROKEN, AND MISSING WIRES IN THE CAR
CLEARED DTC'S, TEST DROVE VEHICLE-EVERYTHING WORKING AS DESIGNED AT THIS TIME

LABOR:		01	1,680.00 *
PARTS:	50.00 N725225 CONNECTORS	2.30 01	115.00 *
	1.00 15778302 WEATHERST	60.62 01	60.62 *
	1.00 N784400 CONN	7.15 01	7.15 *
TOTAL LABOR			1,680.00
TOTAL PARTS			182.77
REPAIR ORDER SUBTOTAL			1,862.77
*SALES TAX			111.77
REPAIR ORDER TOTAL			1,974.54

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate the vehicle for the purposes of testing, inspection and delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of antifreeze or any other cause beyond your control. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control.
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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE _____

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

CUST# 7176 (DUPLICATE) RO# [REDACTED] PG 2
CHARGE TO CASH SALES-SERVICE 1,974.54

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate the vehicle for the purposes of testing, inspection and delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of antifreeze or any other cause beyond your control. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control.
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▲ DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE _____

PARTS NUMBERS	PART ESTIMATES	AV.	HRS.	COST	TOTAL	RECOMMENDED SERVICES
						Repaired 17 Chaffed, Broken, or Missing Wires
						Reinstalled All Components
						Cleared DTC's
						B2R Center Console, Both Floor A-Pillar Moldings, ^{both} A-Pillar Moldings, Power Steering Assist Module, Dash Pad, HVAC Control Module, Radio, IPC Hazard Switch, Ambient Light Sensor BCM, Both Center Console To Dash Trm Panels, Glove Box, Air Ducts, Both Fuse Panel Covers, Dash Frame Firewall Sound Deadner, Battery, Underhood Fuse Block, Accelerator Pedal, Brake Pedal Master Cylinder, Wiring From Junction Block To Firewall

~~B2R Wash Engine~~

~~Repaired 17 Chaffed, Broken, or Missing Wires~~

Cleared DTC's

B2R Center Console, Both Floor A-Pillar Moldings, ^{both} A-Pillar Moldings, Power Steering Assist Module, Dash Pad, HVAC Control Module, Radio, IPC Hazard Switch, Ambient Light Sensor BCM, Both Center Console To Dash Trm Panels, Glove Box, Air Ducts, Both Fuse Panel Covers, Dash Frame Firewall Sound Deadner, Battery, Underhood Fuse Block, Accelerator Pedal, Brake Pedal Master Cylinder, Wiring From Junction Block To Firewall

Repaired 17 Chaffed, Broken, or Missing Wires - In Car Preparation
Reinstalled All Components

Cleared DTC's, Test Drove Vehicle
Everything Working As Designed At This Time

STRAIGHT TIME (HRS) 27.0
 FLAT RATE PRICE 28.0
 R.O. NO. 28.0
 OPER NO. 28.0
 TIME (AVAIL) 11
 EST. PRICE 11
 ORDER NO. C271752
 WORK CENTER Army
 ORDER NO. 88
 EST. PRICE 11

STRAIGHT TIME (HRS) 1
 FLAT RATE PRICE 1
 R.O. NO. C271752
 OPER NO. 1
 TIME 1
 EST. PRICE 1
 ORDER NO. 1
 EST. PRICE 1

STRAIGHT TIME (HRS) 3
 FLAT RATE PRICE 3
 R.O. NO. C271752
 OPER NO. 3
 TIME 3
 EST. PRICE 3
 ORDER NO. 3
 EST. PRICE 3

STRAIGHT TIME (HRS) 5
 FLAT RATE PRICE 5
 R.O. NO. C271752
 OPER NO. 5
 TIME 5
 EST. PRICE 5
 ORDER NO. 5
 EST. PRICE 5

STRAIGHT TIME (HRS) 4
 FLAT RATE PRICE 4
 R.O. NO. C271752
 OPER NO. 4
 TIME 4
 EST. PRICE 4
 ORDER NO. 4
 EST. PRICE 4

STRAIGHT TIME (HRS) 7
 FLAT RATE PRICE 7
 R.O. NO. C271752
 OPER NO. 7
 TIME 7
 EST. PRICE 7
 ORDER NO. 7
 EST. PRICE 7

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

[REDACTED]	CUST# 7176 (DUPLICATE)	RO# [REDACTED]	PG 1
RISING SUN MD [REDACTED]	KEY TAG: 1990	START 10/04/06	07:43
PHONE: HOME [REDACTED]	WARR VEN GM	BILLED 10/20/06	09:11
		PO#	
		WRITER LAD	
		APPROVAL LAD	/JGF

OWNER 7176 UNIT# 6E [REDACTED]	2006 CHEVROLET	MALIBU LS	CURR MIL	3,342.0
DELIVERED: 8/21/06		TRANSMISSION: 4 SPD A W		
VIN: 1G1ZS51F16E [REDACTED]		ENGINE: 2.2 4 CYL		
2ND KEY:		SERIES:		
CYLINDERS:		CID:		
GVWR:		COLOR:		
WARRANTY EFF: 8/21/06	EXT: Y	UNIT: GMPP MG 48/100 \$0DED	EXP: 8/21/10	
		ENG: 2HR RENTAL \$50TOWING	EXP:	
		DRV: 100,070	EXP:	

	LIST	UNIT	PRC	T/C	EXT	PRICE
(W) 1. CONCERN:	CUSTOMER STATES, "THE WHEEL LINING IN THE LEFT FRONT IS COMING OFF"					
CAUSE:	PAINT - PEELING					
CORRECTION:	SUBLET TO BAVARIAN, RESPRAYED LEFT FRONT WHEEL LINING FC-VV-5L					
LABOR:	A5434	SUBLET				04
OTHER:	BODY	SHOP				04
(W) 2. CONCERN:	COURTESY TRANSPORTATION					
CORRECTION:	1G1ZS52FX5F [REDACTED]					
LABOR:	Z7903	RENTAL				04
OTHER:	RENTAL					04

TOTAL LABOR	.00
TOTAL PARTS	.00
REPAIR ORDER TOTAL	.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate the vehicle for the purposes of testing, inspection and delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of antifreeze or any other cause beyond your control. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control.
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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE _____

KU77



PARTS NUMBERS	PART ESTIMATES	AV.	HRS.	COST	TOTAL	RECOMMENDED SERVICES
						Sublet to body shop to repair wheel house lining

Oct 15 07 10:42a Jeff D'Ambrosio 6109320411 P.25

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

[REDACTED]

CUST# 7176 (DUPLICATE)
KEY TAG: 1360
WARR VEN GM

RO# [REDACTED] PG 1
START 10/16/06 10:20
BILLED 10/31/06 15:14
PO#
WRITER LAD
APPROVAL LAD /JGF

RISING SUN MD [REDACTED]

PHONE: HOME [REDACTED]

OWNER 7176 UNIT# 6F [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL 3,659.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

	LIST	UNIT	PRC	T/C	EXT	PRICE
(W) 1. CONCERN:	CUSTOMER STATES, "VEHICLE WILL NOT START-NO CRANK. CUSTOMER					
	CROSSED SELANOID AND IT CRANKED"					
CAUSE:	FOUND IGNITION SWITCH SHORTED					
CORRECTION:	REPLACED IGNITION SWITCH					
	FC-PN-6G					

LABOR:	N2320	1.00				04
PARTS:	1.00	15823541	SWITCH			04

(W) 2. CONCERN: COURTESY TRANSPORTATION
CORRECTION: 1G1ND52F54M [REDACTED]

LABOR:	Z7903	RENTAL				04
OTHER:	RENTAL					04

TOTAL LABOR	.00
TOTAL PARTS	.00
REPAIR ORDER TOTAL	.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER
SIGNATURE _____

PARTS NUMBERS	PART ESTIMATES	AV.	HRS.	COST	TOTAL	RECOMMENDED SERVICES
						① Customer States Vehicle Has No Crank No Start
						Verified Complaint
						Checked Battery, Terminals, L Cables
						Checked Fuses
						Hooked Up Tech 2 Found 5 BCM DTC's
						Followed B1370 Drag Tree Chart
						Found Ignition Switch - Internal Failure
						Replaced Ignition Switch

15838799 57763 B10
CALL POC

HARNES

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 271432	TIME	DEF
	10		10	10

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. W271432	TIME	DEF
NOD	98		16 12 ³ .5	16 10
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. W271432	TIME	DEF
NOD	48		16 17 ⁴ .0	16 13.4
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. W271432	TIME	DEF
NOD	49		17 8.3	17 8.3

DATE RET'D 10/18/06
INITIALS RSTB
RO# 271432

Drag

B1370	86	1
B2588	56	1
B0158	55	
W2111	30	
B3715	55	

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. W271432	TIME	DEF
18 12.4				18 12.4
STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. W271432	TIME	DEF
18 13.5				18 13.5

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

[REDACTED]

CUST# 7176 (DUPLICATE)
KEY TAG:

RO# [REDACTED] PG 1
START 10/17/06 14:31
BILLED 10/20/06 09:21
PO#
WRITER LAD
APPROVAL LAD /BDF

RISING SUN MD [REDACTED]

PHONE: HOME [REDACTED]

OWNER 7176 UNIT# 6F [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL 3,659.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

	LIST	UNIT	PRC	T/C	EXT	PRICE
(C) 1. CONCERN: LUBE, OIL, AND FILTER CHANGE CORRECTION: CHANGED ENGINE OIL & FILTER, LUBED CHASSIS COMPONENTS, TOPPED OFF ALL FLUIDS, ADJUSTED TIRE PRESSURE					01	*
LABOR: LOF						
(C) 2. CONCERN: CUSTOMER STATES, "VEHICLE WILL NOT START-NO CRANK" CORRECTION: DIAGNOSED, MOUSE DAMAGE					01	75.00 *
LABOR:						
					SUBTOTAL LABOR	75.00
					TOTAL LABOR	75.00
					TOTAL PARTS	.00
					REPAIR ORDER SUBTOTAL	75.00
					TOTAL ENVIRONMENTAL CHARGE	1.13
					*SALES TAX	4.57
					REPAIR ORDER TOTAL	80.70

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate the vehicle for the purposes of testing, inspection and delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of antifreeze or any other cause beyond your control. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control.

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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER
SIGNATURE _____

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

[REDACTED] CUST# 7176 (DUPLICATE) RO# [REDACTED] PG 2
CHARGE TO CASH SALES-SERVICE 80.70

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate the vehicle for the purposes of testing, inspection and delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident, damage from freezing due to lack of antifreeze or any other cause beyond your control. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealers control.

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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE _____

**Jeff D'Ambrosio Chevrolet
Oldsmobile GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363
Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

[REDACTED]

CUST# 7176 (DUPLICATE)
KEY TAG: 1724
WARR VEN GM

RO# [REDACTED] PG 1
START 9/28/06 07:54
BILLED 9/28/06 08:32
PO#
WRITER JGF
APPROVAL JGF /JGF

RISING SUN MD [REDACTED]

PHONE: HOME [REDACTED]

OWNER 7176 UNIT# 6F [REDACTED] 2006 CHEVROLET MALIBU LS CURR MIL 2,942.0
DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W
VIN: 1G1ZS51F16F [REDACTED] ENGINE: 2.2 4 CYL
2ND KEY: SERIES:
CYLINDERS: CID:
GVWR: COLOR:
WARRANTY EFF: 8/21/06 EXT: Y UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10
ENG: 2HR RENTAL \$50TOWING EXP:
DRV: 100,070 EXP:

	LIST	UNIT	PRC	T/C	EXT	PRICE
(W) 1. CONCERN:	CUSTOMER REPORTS DRIVER SIDE SUNVISOR	MIRROR	BROKEN	(SOP)		
CAUSE:	BROKEN					
CORRECTION:	REPLACED DRIVER SIDE SUNVISOR VANITY ASSEMBLY					
	FC-VB-1D					

LABOR: C2021 .30 04
PARTS: 1.00 15803236 SS-MIRROR 04

(W) 2. CONCERN: CUSTOMER REPORTS UNDERCOATING INSIDE DRIVER SIDE WHEEL
WELL IS PEELING OFF
CORRECTION: RESCHEDULED VEHICLE FOR BODYSHOP

LABOR: 04

TOTAL LABOR .00
TOTAL PARTS .00
REPAIR ORDER TOTAL .00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE _____

Oct 15 07 10:45a Jeff D'Ambrosio 6109320411 p.32

RO [REDACTED]

PARTS NUMBERS	PART ESTIMATES	AV.	HRS.	COST	TOTAL	RECOMMENDED SERVICES
						123 DRIVES SKN VISOR VANITY MIRROR COVER BROKEN & IT REPAIR VANITY ASSEMBLY
						SHOULD BE SENT TO REPAIR BODY
						TALKED TO BRIAN THERE IS NO BULLETIN

DEF S 28 8 4
SP 28 7 0
TIME
R.O. NO. 27019
EMR NO. 123
FLAT RATE PRICE
STRAIGHT TIME (HRS.)

DATE RET'D 9-28

INITIALS J.

RO# 070849

2006 MALIBU SEDAN LS
63U SPORT RED METALLIC
83B TITANIUM

/L4G

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

ORDER NO. [REDACTED] STOCK NO.

VIN 1G1 ZS51 F1 6F [REDACTED]

*****13*14512S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZS69 MALIBU SEDAN LS	16365.00	15464.93	INVOICE 06/05/06
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 06/05/06
L61 2.2L 4 CYL ENGINE	N/C	N/C	EXP I/T 06/15/06
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 06/15/06
R8K *****	N/C	N/C	PRC EFF 06/05/06
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	KEYS G3506 G3506

WFP-F QTR OPT-1
BANK: GMAC - 020
CHG-TO 14-512

SHIP WT: 3039
HP: 18.4
GMS: 15673.98
SUPPLR: 16375.93
MRM: 16990.00
DAN: BASE4
MEMO 743.25

TOTAL MODEL & OPTIONS	16365.00	15464.93	ACT 231	15598.98
DESTINATION CHARGE	625.00	625.00	H/B 261	490.95
LAM DEALER CONTRIBUTION		163.65	ADV 261	163.65
LAM GROUP CONTRIBUTION		163.65	EXP 65A	163.65

TOTAL 16990.00 16417.23 PAY 310 16417.23

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 15680.80

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.

BOB BELL CHEVROLET OF BEL AIR, INC.

REMIT TO GMAC NO. 020
VIN 1G1ZS51F16F [REDACTED]
\$ 16417.23 INV 1AD88975296
DUE 06/15/06 DEALER 14-512



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.

October 10, 2007

Re:m01 CHV0755794 : [REDACTED] vs Chevrolet Motor Division

RYAN SMITH
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Customer Claim Form

Contact Date: 10/10/07

Start Date:

Case Number: [REDACTED]

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]
RISING SUN, MD [REDACTED]

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:

Number of vehicles owned or leased by the business:

Make: Chevrolet Model: Malibu Model Year: 2007 Current Mileage: 19962

Vehicle Identification Number: _____

Servicing Dealer/City/State : D'Ambrosio Chevrolet,

Selling Dealer/City/State : , ,

Insurance Carrier : _____ Policy Number: _____

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: 04/01/06 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: Sun Trust

Leasing Company's Name:

Address: _____

Address:

City/St/Zip: _____

City/St/Zip:

Phone: () -

Phone:

Lienholder Acct #: _____

Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

reimbursement of 3 insurance deductibles (500/ea)

Signature of Titled Owner(s)/Lessee(s): _____

Date _____

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

Customer Claim Form

Customer Name: [REDACTED]

Case Number: [REDACTED]

Vehicle Concerns

First Repair Attempt Date: 10/20/06 Mileage: 0

Last Repair Attempt Date: _____ Mileage: _____

Total Days out of Service: _____

Problems – Please list your primary concern first	Servicing Dealer(s)	Current? Yes / No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
1. Mice chewing wiring harness.			yes			
2. Pretzels found in A pillar of car frame			yes			
3. only way to get there is from assembly line			yes			
4. Refer to BBB complaint # 5592635			yes			



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LAW CLAIMS LEMON

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable state lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable state lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ◆ The award will be reduced for the customer's use of the vehicle in accordance with the applicable state lemon law.
- ◆ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ◆ The arbitrator will decide whether the applicable state lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable state lemon law must meet certain conditions. Please see the attached description of “non-lemon law” warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer’s vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- ◆ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ◆ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.
- ◆ If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ◆ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- ◆ Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles;
- ◆ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ◆ Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ◆ Repairs.
- ◆ Reimbursement for money the customer paid to repair the vehicle.
- ◆ Repurchase of the vehicle.
- ◆ Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- ◆ **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ◆ **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- ◆ **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a used vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- ◆ The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\text{Use Deduction/ Payment} = \frac{\# \text{ miles attributable to the customer at the time of the arbitration hearing}}{100,000} \times \text{Vehicle purchase price or gross capitalized cost}$$

- ◆ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ◆ The award will not include debt from a previous transaction.
- ◆ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE MARYLAND LEMON LAW

The following is a brief explanation of most relevant provisions of the Maryland lemon law. The complete text of the lemon law can be found at Maryland Com. Law Code Ann. Sections 14-1501 *et seq.* and 14-2001 *et seq.*

VEHICLES COVERED

The Maryland lemon law covers vehicles registered in Maryland as a Class A passenger vehicle; Class D motorcycle; Class E truck with a 3/4 ton or less manufacturer's rated capacity; or Class M multipurpose vehicle.

The lemon law covers used vehicles, but does not cover motor homes or motor vehicles that are part of a fleet purchase or fleet lease of five or more motor vehicles.

CONSUMERS COVERED

The lemon law covers consumers who fall into any one of the following categories:

1. The purchaser, other than for purposes of resale, or the lessee of a new motor vehicle;
2. Any person to whom a new motor vehicle is transferred during the duration of the vehicle's warranty; or
3. Any other person who is entitled to enforce the warranty.

The rights available to a consumer under the lemon law inure to a subsequent transferee of a new motor vehicle for the duration of the applicable warranties. If a lessor permits the lessee to assign any interest in the lease or the motor vehicle, upon such assignment the rights available to a lessee under the lemon law inure to an assignee of the lessee's rights under the lease or a subsequent transferee of the motor vehicle.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

LEMON LAW COVERAGE PERIOD

The lemon law defines a "manufacturer's warranty period" that extends until the earlier of the first 15,000 miles of vehicle operation or 15 months following the date of the motor vehicle's original delivery to the consumer.

PROBLEMS COVERED

The lemon law covers any defect or condition that substantially impairs the use and market value of the motor vehicle to the consumer. This is referred to as a *nonconformity*.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to all applicable warranties during the “manufacturer’s warranty period”, the consumer must report the nonconformity during the “manufacturer’s warranty period” by sending written notice to the manufacturer, factory branch, or lessor by certified mail, return receipt requested. Notice of this procedure must be conspicuously disclosed to the consumer in writing at the time of sale or delivery of the motor vehicle.

The consumer must provide the manufacturer or factory branch, its agent or authorized dealer, or the lessor with an opportunity to cure the nonconformity. The manufacturer or factory branch, its agent or authorized dealer, or the lessor must correct the nonconformity at no charge to the consumer within 30 days of the manufacturer’s receipt of the consumer’s written notification, even if repairs are made after the expiration of the “manufacturer’s warranty period”.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or factory branch, its agent or authorized dealer, or the lessor is unable to repair or correct any nonconformity after a reasonable number of repair attempts within the “manufacturer’s warranty period”, the manufacturer must, at the option of the consumer, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Maryland lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if any of the following occurs within the “manufacturer’s warranty period”:

1. The same nonconformity has been subject to repair by the manufacturer or factory branch, its agent or authorized dealer four or more times but continues to exist;
2. The vehicle was out of service by reason of repair of one or more nonconformities for a cumulative total of 30 or more days; or
3. A nonconformity resulting in a braking or steering system failure has been subject to the same repair at least once, the manufacturer has been notified and given the opportunity to cure the nonconformity, and the repair does not bring the vehicle into compliance with the motor vehicle safety inspection laws.

The term of any warranty, the “manufacturer’s warranty period”, and the 30 day out-of-service period are extended by any time during which repair services are not available to the consumer by reason of war, invasion, strike, or fire, flood, or other natural disaster.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Maryland

NOTICE AND OPPORTUNITY TO REPAIR

The consumer must report the nonconformity during the “manufacturer’s warranty period” by sending written notice to the manufacturer, factory branch, or lessor by certified mail, return receipt requested. Notice of this procedure must be conspicuously disclosed to the consumer in writing at the time of sale or delivery of the motor vehicle.

The consumer must provide the manufacturer or factory branch, its agent or authorized dealer, or the lessor with an opportunity to cure the nonconformity. The manufacturer or factory branch, its agent or authorized dealer, or the lessor must correct the nonconformity at no charge to the consumer within 30 days of the manufacturer’s receipt of the consumer’s written notification.

The dealer must notify the manufacturer of the existence of a nonconformity within 7 days when the motor vehicle is delivered to the same dealer for a fourth repair attempt of the same nonconformity, or when the vehicle has been out of service for repair of one or more nonconformities for a cumulative total of 20 days. The failure of a dealer to give such notice does not affect the consumer’s rights under the lemon law.

DISPUTE RESOLUTION

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer may but need not resort to that procedure before the provisions requiring refund or replacement apply. A consumer who has resorted to an informal dispute settlement procedure may not be precluded from seeking the rights or remedies available by law.

TIME PERIOD FOR FILING CLAIMS

An action on an owned vehicle must be commenced within three years of the date of the vehicle’s original delivery to the consumer. An action on a leased vehicle must be commenced within one year after termination of the lease.

REMEDIES UNDER THE MARYLAND LEMON LAW

REPURCHASE OF AN OWNED VEHICLE

The Maryland lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. The full purchase price; and
2. All license and registration fees, and any similar governmental charges;
3. Less a reasonable allowance for the consumer's use of the vehicle not to exceed 15% of the purchase price;
4. Less a reasonable allowance for damage not attributable to normal wear and not including damage resulting from a nonconformity.

Refunds must be made to the consumer and lienholder, if any, as their interests appear on the records of ownership maintained by the Motor Vehicle Administration.

The consumer may recover from the Motor Vehicle Administration the excise taxes originally paid by the consumer for the returned vehicle. The excise taxes that the consumer is entitled to recover are calculated based on the amount of the purchase price or any portion of the purchase price of the motor vehicle that is refunded to the consumer.

REPURCHASE OF A LEASED VEHICLE

The Maryland lemon law provides that a manufacturer must pay the following amounts when it repurchases a leased vehicle under the lemon law:

To the lessee:

The lemon law provides that it shall be construed to provide a mechanism through which the lessor and lessee are made whole for losses incurred as a result of a motor vehicle's nonconformity, defect, or condition. The Maryland Attorney General's Office has determined that an award making the lessee whole could include lease payments made by the lessee. The lemon law also requires that the manufacturer refund to the lessee:

1. All money paid during the period in which the vehicle was not available due to the defect, condition or nonconformity;
2. All sums paid by the lessee to repair the defect, condition or nonconformity;
3. All excise tax, license and registration fees and similar governmental charges;
4. Less a reasonable allowance for the lessee's unimpaired use of the vehicle.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Maryland

To the lessor:

1. All amounts due to the lessor under the terms of the lease.

The lessor may not assess the lessee any prepayment penalty, early termination fees, or other charges resulting from return of the vehicle.

REPLACEMENT

When replacing a vehicle under the Maryland lemon law, the manufacturer must provide a comparable motor vehicle acceptable to the consumer. The reasonable allowance for use does not apply to a replacement.

When a leased vehicle is replaced, provided that the lessee meets the lessor's then current credit criteria with respect to the lease, the lessor must transfer the title of the defective motor vehicle to the manufacturer; accept title to the comparable replacement motor vehicle; transfer possession of the comparable motor vehicle to the lessee; and execute a lease agreement with the lessee with the same time period, terms and conditions of the original lease.

The Motor Vehicle Administration will allow a credit to the consumer against the excise tax imposed for the replacement vehicle in the amount of the excise taxes originally paid by the consumer for the returned vehicle. If the excise tax on the replacement vehicle exceeds the excise tax credit for the returned vehicle, the dealer will collect only that portion of excise tax due. If the excise tax credit on the returned vehicle exceeds the excise tax on the replacement vehicle, the consumer is entitled to recover a refund from the Motor Vehicle Administration of that excess.

ADR File Checklist

SR Number:71-555173464 and 71-564849789 BBB Case: [REDACTED] and CHV0756182

**Customer:[REDACTED] VIN:1G1ZS51F16F[REDACTED]
Make/Model/Year: Chevrolet/Malibu/2006 In Service: 8/21/2006 Mileage: 19,992**

Received Date: 10/10/07 Day 15 Date: NA Goes Active: Oct 15/07

Primary Concern: Wire harness replaced as mice were eating it.

Case Scan / Acknowledgement (24 hrs) Completion Date/Time:

Initial Calls (72 hrs):

Customer **Completion Date/Time:** 10/10/07 / 1:01 pm
 Dealer Svc Mgr **Completion Date/Time:** 10/10/07 / 11:47 am
 Dealer Finance Mgr **Completion Date/Time:** /
 AVM **Completion Date/Time:** 10/11/07 / 1:32 pm

Repair Orders Requested: **Received:** Oct 23/07

Sales Documents: **Received:** Oct 23/07

BARS / Finance Sheet

Case Assessment (by Day 14):

Lemon Law Eligible: Yes No
Presumption: Yes No

GM Position – Customer / BBB Due Date (7-10 days):

Settlement / Goodwill Offered Date:

All Documents Attached (by Day 15)

Arbitration Date:

Closing Activities:

Settlement **Completion Date/Time:** 10/24/2007 / 8:14
Executive Summary **Completion Date/Time:** 10/24/2007 / 8:13
Close Siebel **Completion Date/Time:** 10/24/07 / 8:45

AVM: Bob Kramer **Node/Box:** 914055 8129
Service Dealer: Jeffrey D'Ambrosio Chevrolet, Inc. **Svc Mgr:** Brian Friel
Selling Dealer: Jeffrey D'Ambrosio Chevrolet, Inc. **Contact:** Brian Friel

NOTES: CRS adv customer this is a insurance claim we are not able to reimburse insurance ded. Also, you would have to still be the owner of the vehicle to received any potential assistance.

February 8, 2008

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-594890067
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61876F [REDACTED]
Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$3,750.00 made payable to [REDACTED]. The second is in the amount of \$1,900.00 made payable to Kimmel & Silverman, P.C.

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

Sincerely,

General Motors Corporation

LG0063
V07092007



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

██████████

Whiting NJ

██████████



Dear ██████████

Our records indicate that you had your **2006 Malibu Maxx** serviced at **Pine Belt Chevrolet** on **January 22, 2008**. 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. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal **User ID:** ██████████ and **Password:** ██████████. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Pine Belt Chevrolet.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

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 2006 Malibu Maxx, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 22, 2008, 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 offered 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"/> | | | |

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"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |

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"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | Don't Know/ Not Sure | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

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 Pine Belt 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"/> |
| 18. Overall, how satisfied are you with your 2006 Malibu Maxx? | <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 Pine Belt Chevrolet?

THE SERVICE DEPT IS FINE - MY PROBLEM IS THAT MY CAR IS A LEMON! I WILL NEVER BUY ANOTHER CHEVY

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 43682-4074



North American Operations

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



CHECK No. [REDACTED]

50-837
213

DATE
02/19/08

*****1,900 DOLLARS

****00 CENTS

AMOUNT
*****1,900.00

PAY
TO THE
ORDER
OF

KIMMEL & SILVERMAN, P.C.
 17 MUSKET LN
 WHITING NJ 08759-1537

North American Operations
 General Motors Corporation
 Disbursement Account

Rachel C. [Signature]
 SIGNATURE

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

AUDIT



VENDOR DUNS NO. BB 000000247 1
 VENDOR NAME KIMMEL & SILVERMAN, P.C.

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE 02/19/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT61876F [REDACTED]	02/15/08 71-594890067.1	VH 1-9XVYSH 1-9XVYSH	00.0000	1,900.00	.00	1,900.00
TOTAL				1,900.00	.00	1,900.00

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

M3

North American Operations

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



CHECK No. [REDACTED] 62

50-937
213

DATE
02/19/08

*****3,750 DOLLARS

****00 CENTS

AMOUNT
*****3,750.00

PAY
TO THE
ORDER
OF

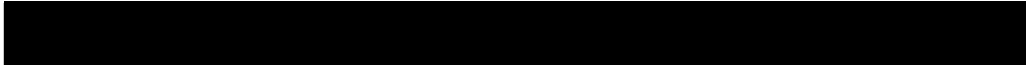
[REDACTED]
WHITING NJ [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Richard C. [Signature]
SIGNATURE

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

AUDIT



VENDOR DUNS NO BB 000000246 1
 VENDOR NAME MARYLYN A. POMER

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE 02/19/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT61876F [REDACTED]	02/15/08 .71-594890	VH 1-9XVYSO 067.1-9XVYSO	00.0000	3,750.00	.00	3,750.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				TOTAL	3,750.00	.00
						3,750.00



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

VIA FAX ONLY

January 21, 2008

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

RE: [REDACTED]
Service Request: 71-594890067
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61876[REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated January 21, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

- Copy of owner's current title and/or registration
- Finance, Buyer's agreement
- Other: Release of Lien
- Repair Orders

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

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

Sincerely,
General Motors Corporation



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature

LG0006
V07092007





1055 Route 88 • Lakewood, New Jersey 08701

Service Dept. 732-363-1200
Service fax: 732-363-1639

Parts Dept. 732-363-4600
Parts fax: 732-363-6868

To: Patricia Sasley

From: Pine Belt Serv (P&S)

Date: 1.28.8

Pages sent including this cover page: 4

Comments: please call if you need anything else

732 363-1200 ex 3115

TO ORDER CALL (800) 422-3102 OR FAX 888-299-8534

LINE UP COMPUTER / PRINTER SQUARELY WITH BRACKET BELOW



NEW JERSEY RETAIL INSTALLMENT CONTRACT Date 01/17/06

01/17/06

NOTE - A TABLE OF CONTENTS FOR THIS CONTRACT APPEARS AS PARAGRAPH NO. 36 ON THE REVERSE SIDE

1. NATURE OF CONTRACT: If this box is checked, this is a simple interest contract **WITH** a "Balloon Payment" as the last scheduled payment. (The Balloon Payment option is not available if the cash price of the vehicle is \$10,000 or less.) 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] NJ WHITING [REDACTED]	Seller (Creditor) Name and Business Address PINE BELT ENTERPRISES, INC. 1088 ROUTE 88 LAKEWOOD, NJ 08701 Phone Number:
--	---

2. 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 Seller named above and, after assignment and acceptance, the Seller's assignee, JPMorgan Chase Bank, N.A., acting on its own or as agent for an affiliated entity (and any subsequent assignee).

3. 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	2006		CHEVROLET MALIBU	CD	1G1ZT61876F [REDACTED]		<input type="checkbox"/> personal <input type="checkbox"/> business <input type="checkbox"/> agricultural

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

4. 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.

5. 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. 6.34 %	The dollar amount the credit will cost you. \$ 3720.63	The amount of credit provided to you or on your behalf. \$ 21568.17	The amount you will have paid after you have made all payments as scheduled. \$ 25288.80	The total cost of your purchase on credit, including your downpayment of \$ 2198.17 \$ 27486.97

PAYMENT SCHEDULE: Your payment schedule will be 60 monthly payments of \$ 421.48 each, due on the same day of each month starting on 03/01/06

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 \$10.00.

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

6. ITEMIZATION OF THE AMOUNT FINANCED

1. Cash Price (including any accessories, installation of accessories, and sales taxes of \$ <u>1337.34</u>)	\$ <u>23721.34</u>
2. Downpayment:	
A. Net Trade-in Your Trade-in is a <u>Year: [REDACTED] Make: [REDACTED] Model: [REDACTED]</u>	\$ <u>N/A</u>
B. Cash Downpayment	\$ <u>2198.17</u>
C. Total Downpayment (A + B)	\$ <u>2198.17</u>
3. Unpaid Balance of Cash Price (1 - 2C):	\$ <u>21523.17</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>	
B. Official Fees Paid to Government Agencies	\$ <u>7.50</u>
C. Government License and/or Registration Fees (Itemize) <u>REG \$37.50</u>	\$ <u>37.50</u>
D. Government Certificate of Title Fees	\$ <u>N/A</u>
E. Other Charges (Describe who will receive payment and purpose)	
To: <u>N/A</u> For Optional Gap Coverage	\$ <u>N/A</u>
To: <u>N/A</u> For	\$ <u>N/A</u>
F. Total Other Charges and Amounts Paid to Others on Your Behalf	\$ <u>45.00</u>
5. Amount Financed - (Unpaid Balance) (3 + 4F):	\$ <u>21568.17</u>
** We may retain, or receive, a portion of these amounts.	

I request Optional Gap coverage under the terms in Section 31 and for the amount shown in Section 4E. If no amount is shown and you have not received a copy of a Gap waiver or insurance policy, there is no Gap coverage.

Buyer's and Co-Buyer's Initials

7. 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.

8. 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

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 \$10.00.

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

ITEMIZATION OF THE AMOUNT FINANCED

1. Cash Price (including any accessories, installation of accessories, and sales taxes of \$ <u>1337.34</u>)	\$ <u>23721.34</u>
2. Downpayment:	
A. Net Trade-in	\$ <u>N/A</u>
Your Trade-in is a _____ Year _____ Make _____ Model _____	
B. Cash Downpayment	\$ <u>2198.17</u>
C. Total Downpayment (A + B)	\$ <u>2198.17</u>
3. Unpaid Balance of Cash Price (1 - 2C):	\$ <u>21523.17</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>	\$ <u>N/A</u>
Disability, Accident and Health \$ <u>N/A</u>	\$ <u>N/A</u>
B. Official Fees Paid to Government Agencies	\$ <u>7.50</u>
C. Government License and/or Registration Fees (Itemize)	\$ <u>37.50</u>
D. Government Certificate of Title Fees	\$ <u>N/A</u>
E. Other Charges (Describe who will receive payment and purpose)	\$ <u>N/A</u>
To _____ For Optional Gap Coverage	\$ <u>N/A</u>
To _____ For _____	\$ <u>N/A</u>
F. Total Other Charges and Amounts Paid to Others on Your Behalf	\$ <u>45.00</u>
(A + B + C + D + E)	\$ <u>21568.17</u>
5. Amount Financed - (Unpaid Balance) (3 + 4F):	\$ <u>21568.17</u>

I request Optional Gap coverage under the terms in Section 31 and for the amount shown in Section 4E. If no amount is shown and you have not received a copy of a Gap waiver or insurance policy, there is no Gap coverage.

Buyer's and Co-Buyer's Initials	
X	X

7. **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.
8. **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).
9. **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. Paragraph 16 appearing on the reverse entitled "LAST PAYMENT OPTIONS" applies and the odometer reading referred to in Section (B)(4) of such paragraph is _____ miles.
10. **LOCATION OF VEHICLE:** The vehicle will be kept at the above address of the Buyer, unless another address is listed:

CREDIT INSURANCE

11. 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 \$ 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 \$ _____.

The name of the insurer is _____ of _____.

Buyer Signature _____	Date _____	Co-Buyer Signature _____	Date _____
-----------------------	------------	--------------------------	------------

12. **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 _____ for the initial term of _____ at a premium of _____, but such charge is not included in this Contract.

13. 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.

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.

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.

14. **ACKNOWLEDGEMENT:** You acknowledge that you have read both sides of this Agreement, agreed to all terms, and received a completed copy of it signed by Seller.

NOTICE TO RETAIL BUYER: Do not sign this contract if blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

15. Buyer Signs _____ Co-Buyer Signs _____

Seller (Creditor) Signs _____ By signing here, the Seller agrees to the terms of this Contract and assigns this Contract to Seller's assignee under the terms agreed to by Seller and Seller's assignee.



CHEVROLET · CHRYSLER · SUBARU
1088 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-2900 · FAX: (732) 370-5160

12413

AMOUNT	PAID BY	COMMENT
21,568.17	PC	DP STK#1689F PCK#114 / 6231 OK PER CRAIG D

TOTAL RECEIVED: \$21,568.17



DATE-TIME: 17JAN2006 13:07

WHITING



CASHIER: SC

208876



LOCATION: CHEVSELS

GENUINE CHEVROLET

CASH DRAWER

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
10	56	10	[REDACTED]	21,568.17	12413	
		10	[REDACTED]	-21,568.17	208876	

CASH RECEIPT

VIN: 1G1ZT6187 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: [REDACTED]

ODATE: 11/11/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 02492
DDATE: 01/17/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 01/18/06 ORDER BY:

CANC:

CANC DOE:

TRADE:

DLVY TO: [REDACTED]
1 [REDACTED]

TRD DOE:

SRVC IN:

WHITING

NJ [REDACTED]

SRVC OUT:

CANC SRVC IN:

BFSO ORD DT:

BFSO CUST:

PRICE ASSUR DT:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CNE	01	13 02492	[REDACTED]	01/21/06	500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DXP	01	13 02492	00029565286	01/21/06	353.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 02492	00029550724	01/19/06	24.56	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
UDE	01	13 02492	00029565286	01/21/06	1,698.17	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6



1055 Route 88 • Lakewood, New Jersey 08701

Service Dept. 732-363-1200
 Service fax: 732-363-1639

Parts Dept. 732-363-4600
 Parts fax: 732-363-6868

To: GM corp (Patricia Easley)

From: Pine Belt Enterprises

Date: 1.22.8

Pages sent including this cover page: 21

Comments: pt 2 to follow

Fax Server

1/21/2008 3:13:11 PM PAGE 2/002 Fax Server



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

VIA FAX ONLY

January 21, 2008

Jim Geresy
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD, NJ 08701-4512

RE: [REDACTED]
Service Request: 71-594890067
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61876F [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear Jim Geresy:

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, **application of title** and all other items in the sales jacket.
- 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 or more faxes 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 further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation



BARs Document Display

2006 MALIBU MAXX LT
67U SILVERSTONE METALLIC /V6G
83C TITANIUM
ORDER NO. [REDACTED] STOCK NO.
VIN 1G1 ZT61 87 6F [REDACTED]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [REDACTED]

1684F

*****13*02492S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	21025.00	19448.13	INVOICE 12/19/05
JF4 PWR ADJ BRAKE & ACCEL. PEDALS	125.00	103.75	SHIPPED 12/19/05
LX9 3.5L V6 ENGINE	N/C	N/C	EXP I/T 01/03/06
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 01/03/06
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 12/19/05
R6M NEW JERSEY SURCHARGE	0.00	50.00	KEYS XXXXX XXXXX
U2K XM SATELLITE RADIO - SERVICE	325.00	269.75	WFP-S QTR OPT-1
FEE EXTRA 1ST 3 MONTHS INCL.			BANK: GMAC - 020
U32 REAR DVD ENTERTAINMENT SYSTEM	995.00	825.85	CHG-TO 02-492
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	

SHIP WT: 3427
HP: 32.9
GMS: 20723.38
SUPPLR: 21652.56
MRM: 23095.00
DAN: BSETV
MEMO 1048.50

TOTAL MODEL & OPTIONS	22470.00	20697.48	ACT 231	20648.38
DESTINATION CHARGE	625.00	625.00	H/B 261	674.10
LAM DEALER CONTRIBUTION		224.70	ADV 261	224.70
LAM GROUP CONTRIBUTION		224.70	EXP 65A	224.70

TOTAL 23095.00 21771.88 PAY 310 21771.88
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20782.40

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.

PINE BELT CHEVROLET
REMIT TO GMAC NO. 020
VIN 1G1ZT61876F [REDACTED]
\$ 21771.88 INV 1AD79494646
DUE 01/03/06 DEALER 02-492

FI980B

Purchase Information Screen

PBLG-FI

Deal Number:	167082	12) Deposit:	
1) Cust Name:	[REDACTED]	13) C.O.D.:	
2) Contract Date:	01/17/06	14) Rebate:	\$ 2,198.17
3) Fin Inst:	CASH		
4) Stock Number:	1689F	15) Trades - Net (W):	
5) Vehicle Sale Price:	\$ 22,100.00	16) Term In Months (0) :	
6) Aftersale (W):		17) Payment (0):	\$21,672.33
7) Fees (W):	\$ 437.00		
8) Serv Contract (W):			
9) Smart Care:		Sale Subtotal:	\$ 19,901.83
		Total Financed:	\$ 21,672.33
10) SalesTax %/\$:	6.0000% \$ 1,326.00	Finance Charge:	
11) Tire Tax:	1.0000% \$ 7.50	Total Other Charges:	
		Total of Payments:	\$ 21,672.33
		Deferred Price:	
		Unpaid Balance:	\$ 21,672.33

Command:

F1=Help F2=Home F3=Save F4=Cancel

500 REBATE - CNG

DCOP - # 353

WAITING



CHEVROLET · SUBARU
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

STOMER #:

ITTING, NJ

ME BUS:

PAGE 1

SERVICE ADVISOR: 6529 FAVATA, ANDREW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
IVER	06	CHEVROLET MALIBU	1G1ZT61876F		11948	6519	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
JAN06 IS			16:12 26MAR07		0.00	CASH	

R.O. OPENED READY OPTIONS: STK:1689F ENG:3.5L V6 TRN:4SPD_AUTO

MAR2007 07:48

NE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A 50	6506	WC	CUST STATES CRUISE CONTROL IS INOP AT TIMES. SEE STEVE Z

3 Rental

4 Days Rental

Due to Intermittent Repair Failure



GENUINE CHEVROLET

847484

845108

WARRANTY AUTH

DATE: 4/24/07

AUTH90 - AEPE

SIGNATURE

excess Rental due to intermittent probs

Colbi Co277

TERMS CASH: UNLESS ARRANGEMENTS MADE METHOD OF PAYMENT

PRELIMINARY ESTIMATE \$

ALL PERSONAL CHECKS SUBJECT TO TELEGRAPHIC. DRIVER'S LICENSE MANDATORY.

CASH

CREDIT CARD



AUTHORIZED BY X

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

REBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY SERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%. I ALSO AGREE T YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY AVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY AT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON SETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS HANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS RETO. STORAGE AFTER 48 HOURS OF WORK COMPLETION AT \$25.00 PER DAY. CONSUMER

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

Customer Number: [REDACTED]

Invoice No: [REDACTED]

PINE BELT ENTERPRISES, INC.

WARRANTY

PAGE 1

CHEVROLET SERVICE CENTER

1055 ROUTE 88 - LAKEWOOD, NJ 08701
(732) 363-1200

Address: [REDACTED] ITING, NJ

Phone: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F [REDACTED]		11411 11423	T6855	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
7JAN06			16:12 30MAR07		0.00	CASH	30MAR07
R.O. OPENED		READY		OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO			
17:48 26MAR07		15:36 30MAR07					

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

CUSTOMER STATES CRUISE CONTROL IS INOP AT TIMES. SEE STEVE Z

USE: E

50 ACCESSORIES

6506	WC	0.50			44.73	44.73
------	----	------	--	--	-------	-------

0 0 TPARTS

1399 4473 TLABOR

1423 COMES BACK TO LEARNED POSITION SLOW AT TIMES CODES C0161
 C0561 P0703 B1325 SYSTEM CHECK CLEAR CODES AND ROAD TEST NO CODES CAME
 BACK AT THIS TIME CHECK GROUNDS G201 G203 G305 G109 G205 OK CHECK BCM
 ROUNDS CIRCUIT 651 650 & 1050 CHECK ECM GROUNDS OK CASE #9550807 FRED
 EHLEN CHECK IGN SWITCH AND FUSE BLOCK (ELIC CENTER) CHECK CIRCUITS
 040 3 4 1139 339 242 OK CHECK B+ AND IGN VOLTAGES TO MODULES OK CHECK
 MODULES GROUNDS OK ROAD TEST CODES C0161 P0703 C0561 CAME BACK CODE
 1325 DID NOT COME BACK NOW HAS NEW CODE C0277 ALSO SYSTEM RECHECK
 ORDER BRAKE PEDAL POSITION SENSOR DIAG TIME 4.4 HR IN PROBLEM JOB WITH
 CRUISE CONTROL INERMITTING PROBLEM I DOVE VEHICLE 20 MILES BEFORE
 PROBLEM SHOWED UP AGAIN 3/30/07 2:55 SZ

* RENTAL

98 MISCELLANEOUS

246	WC	0.00			0.00	0.00
-----	----	------	--	--	------	------

0 0 TPARTS

0 0 TLABOR

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID	
PAYMENT METHOD	
AMOUNT \$	

COST, SALE, & COMP TOTALS 1399 4473 0

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

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DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 44.73
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 44.73
DISC. / DED. -	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 44.73

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

CUSTOMER SIGNATURE

Dealer: 111215

GM Vehicle Query Status Summary

VIN: 1GCHG35U141

Query Status: Complete Query Date: 03/26/2007 Query Time: 07:46AM

Year Make	Model	Order Type	Description	Warranty Start Dt	Service Contract	Warranty Block	Branded Title	PDI Status Code
2004 CHEVROLET	CG33405-EXPRESS HD CARGO V	70	RETAIL - STOCK	2004-04-24	Yes	No	No	Paid

*** REQUIRED FIELD ACTIONS ***

Recall Type / Number	Description	Status	Owner Notification Date
Recall 05113	SAFETY BELT BUCKLE INOPERATIVE	Open	2006-05-22

*** SERVICE INFORMATION ITEMS ***

Bulletin Type / Number	Bulletin Description	Issue Date	Disposition Code
------------------------	----------------------	------------	------------------

*** WARRANTY COVERAGE ***

Description	Warranty Start Date	Warranty Start Odometer	Warranty End Date	Warranty End Odometer
36/36000 BUMPER TO BUMPER	2004-04-24	5 M	2007-04-24	36005 M
72/100000 SHEET METAL COVERAGE RUST THROUGH	2004-04-24	5 M	2010-04-24	100005 M
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	2004-04-24	5 M	2012-04-24	80005 M
60/50000 FEDERAL EMISSION	2004-04-24	5 M	2009-04-24	50005 M
60/50000 CALIFORNIA EMISSIONS	2004-04-24	5 M	2009-04-24	50005 M
84/70000 CALIFORNIA SELECT COMPONENT	2004-04-24	5 M	2011-04-24	70005 M

*** ONSTAR / XM RADIO COVERAGE ***

OnStar Equipped / Status	XM Radio Equipped / Status	ID
--------------------------	----------------------------	----

*** CLAIM HISTORY ***

RO Number	Claim Type	Closed Date	Odometer	Labor Op Code	Labor Operation Description
A43759	I	2003-10-13	0 M	Z7000	PRE-DELIVERY INSPECTION - BASE TIME

*** DELIVERY DEALER ***

Name / Address	Telephone	Code	Description	Site Code	Business Associate Code
PINE BELT CHEVROLET 1088 RTE 88 LAKEWOOD NJ 08701-4512	(732) 363-2900	13	Chevrolet	02492	111215

01/22/2008 09:50 97323631639 PINE BELT CHEV PAGE 07

Enterprise

24ENR01109

HELPAC, INC.
1141 ROUTE 88
LAKEWOOD

NJ 08701-4520
732-363-7090

MO	7:30A- 6:00P	TU	7:30A- 6:00P
WE	7:30A- 6:00P	TH	7:30A- 6:00P
FR	7:30A- 6:00P	SA	9:00A-12:00P
SU	CLOSED		

RENTAL TYPE: F50610 SOURCE: 002

RENTAL AGREEMENT NO. DR23179

AM 3/27/07

DAY = 24 HOUR PERIOD

NO CHARGE FOR MILES

ORIGINAL VEHICLE
VIN: NYEY17



HOURS @ 10.00/HOUR

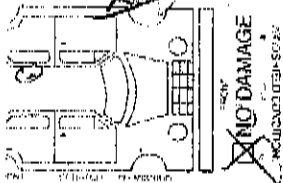
DAYS @ 32.00/DAY

IN FILE: 14363
14201

BILL TO COMPANY: PINEBELT CHEVROLET-68**
ATTN: ANDY**
PHONE: 732-363-1200

REFERENCE NUMBER: VIN# J3AJ26E46U05

32/DAY



ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVER PERMITTED

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING AND FOR FULFILLING THEIR OBLIGATIONS. DRIVER WILL AFFECT MY

RENTER: [Redacted]

E 16 14 12 10 8 6 4 2 0

NJ ONLY

AL PRODUCTS NOTICE:
CONTRACT OFFERS, FOR AN ANNUAL CHARGE, AS OPTIONAL PRODUCTS: DAMAGE WAIVER, ACCIDENT INSURANCE AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE PURCHASING WHETHER TO PURCHASE ANY OF THESE PRODUCTS YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL POLICY OR CREDIT CARD PROVIDES YOU COVERAGE DURING RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT A VEHICLE

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RISK OF LOSS. YOU WILL BE RESPONSIBLE FOR OBTAINING NECESSARY PERMITS AND INSURANCE COVERAGE FOR OPERATION IN ANY OTHER STATE OR COUNTRY.

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO LEFT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3 PARAGRAPH 1. DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO LEFT AND PAGE 3 PARAGRAPH 1. DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO LEFT AND PAGE 3 PARAGRAPH 1.

RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO LEFT AND PAGE 3 PARAGRAPH 1. DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO LEFT AND PAGE 3 PARAGRAPH 1.

RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO LEFT AND PAGE 3 PARAGRAPH 1. DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO LEFT AND PAGE 3 PARAGRAPH 1.

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, PAGES 1 THROUGH 4.

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INSTRUMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED BY ME OR MY DRIVER(S) WHILE DRIVING THE VEHICLE. I CERTIFY THAT THE CREDIT CARD(S) IS/ARE CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, OR REVOKED.

PLACEMENT VEHICLE

RENTER: [Redacted] DATE: 3/27/07

OWNER REP: [Redacted] EMP# 98508

I WILL RETURN DATE: 3/28/07 TIME: 10:48A AMOUNT: 50.00 PAID BY: [Redacted]

RENTAL TYPE: F50610 SOURCE: 002

RENTAL AGREEMENT NO. DR23179

RENTAL TYPE: F50610 SOURCE: 002

RENTAL TYPE: F50610 SOURCE: 002

RENTAL TYPE: F50610 SOURCE: 002

RENTAL TYPE: F50610 SOURCE: 002

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RENTAL TYPE: F50610 SOURCE: 002

RENTAL TYPE: F50610 SOURCE: 002

RENTAL TYPE: F50610 SOURCE: 002

RENTAL TYPE: F50610 SOURCE: 002

RENTAL TYPE: F50610 SOURCE: 002

RENTAL TYPE: F50610 SOURCE: 002

State Farm \$500
No surcharges
Rear seat upholstery stain

TOTAL CHARGES \$ 156.76

DEPOSITS

REFUNDS

AMOUNT DUE \$ 128.00

CLOSED BY: [Redacted]

PAID BY: [Redacted]

DATE: 3/28/07



CHEVROLET · CHRYSLER · SUBARU
1088 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-2900 · FAX: (732) 370-5160

PO: 23311
PAGE: 1 OF 1
PO DATE: 27MAR2007
PRINT DATE: 24APR2007 09:48
TELEPHONE: 9737092499
REQUESTOR: ANDYF
ISSUED BY: ANDYF
SHIP VIA:
COMMENT:

AUTHORIZING SIGNATURE

* MODIFIED MODIFIED *

5549
ENTERPRISE RENT-A-CAR

4900 ROUTE 33 SUITE 201
NEPTUNE NJ 07753

ORDER AMOUNT: \$128.00

PO NO	DESCRIPTION	AMOUNT
[REDACTED]	RENTAL	128.00
	CUSTOMER#: 208876	
	NAME: [REDACTED]	

REASON FOR MODIFICATION
DD COST



GENUINE CHEVROLET



SUBARU

**PURCHASE
ORDER**

CUSTOMER COPY

Customer Number: [REDACTED]

Invoice No: [REDACTED]

PINE BELT ENTERPRISES, INC.

ACCOUNTING

PAGE 1

CHEVROLET SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

Location: [REDACTED] NJ

Phone: [REDACTED] Bus:

Cell:

Fax:

SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F [REDACTED]		11952 11952	T6527	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
17JAN06			WAIT 23APR07		0.00	CASH	23APR07
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					
10:04 23APR07	10:19 23APR07						

NE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
QUICK LUBE PLUS										
80CVZ06	QUICK LUBE PLUS									
6703	ICALL		0.00	0.50	581	1195			11.95	11.95
1	12490147	FILTER			250	325	0	4.20	3.25	3.25
5	12345615	OIL 5W30			875	1140	0	2.28	2.28	11.40

VERSION 1 (EMP# 6703, 23APR07 10:16): 11952 MAINT. LOF PF-47, 5

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID	
PAYMENT METHOD	
AMOUNT \$	

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
-23-07	10:16	10:16	0:00	W	6703	A	

COUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
300	1195	581		[REDACTED]	325	250	
100	1140	875		[REDACTED]	51	0	
					2711		

COST, SALE, & COMP TOTALS 1706 2660 0

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

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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
DISC. / DED. -	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

CUSTOMER SIGNATURE

Customer Number: [REDACTED] Invoice No: [REDACTED]

PINE BELT ENTERPRISES, INC.

CHEVROLET SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

INTERNAL

PAGE 1

SERVICE ADVISOR: 6529 ANDREW FAVATA

Address: [REDACTED]
Phone: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]
Email: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F [REDACTED]		11952 11952	T6527	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN06			WAIT 23APR07		0.00	CASH	23APR07
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					
10:04 23APR07	10:19 23APR07						

NE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
QUICK LUBE PLUS						
80CVZ06	QUICK LUBE PLUS					
	6703ICALL	0.50			11.95	11.95
1	12490147 FILTER			4.20	3.25	3.25
5	12345615 OIL 5W30			2.28	2.28	11.40
1952 MAINT. LOF PF-47 , 5 QTS.						

"SINCE 1937 A NAME YOU CAN TRUST"

! DATE PAID	_____
! PAYMENT METHOD	_____
! AMOUNT \$	_____

COST, SALE, & COMP TOTALS 1706 2660 0

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

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DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 11.95
PARTS AMOUNT	\$ 14.65
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 26.60
DISC. / DED. -	\$ 0.00
SALES TAX	\$ 0.51
PLEASE PAY THIS AMOUNT	\$ 27.11

CUSTOMER SIGNATURE

208876

847484

PINE BELT ENTERPRISES, INC.

CHEVROLET · SUBARU SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363-1200

WARRANTY

19
3 BUS:

PAGE 2

SERVICE ADVISOR: 6529 ANDREW FAVATA

MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
CHEVROLET MALIBU	1G1ZT61876E		10750/10773	T5768		
DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
		WAIT 21FEB07		0.00	CASH	26FEB07
READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					

19:13 26FEB07

TYPE HOURS	LIST	NET	TOTAL
"SINCE 1937 A NAME YOU CAN TRUST"			

DATE PAID	
PAYMENT METHOD	
AMOUNT \$	

L & COMP TOTALS 5363 9067 0

FRIDAY 7:30 A.M. - 6:00 P.M.
7:30 A.M. - 4:00 P.M.

ER, I HEREBY CERTIFY THAT THE INFORMATION UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED TO OWNER. THERE WAS NO INDICATION FROM THE OR OTHERWISE, THAT ANY PART REPAIRED OR AD BEEN CONNECTED IN ANY WAY WITH ANY USE. RECORDS SUPPORTING THIS CLAIM ARE THE DATE OF PAYMENT NOTIFICATION AT THE V BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	53.67
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	37.00
MISC. CHARGES	0.00
TOTAL CHARGES	90.67
LESS DISC./DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	90.67

MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

208876

847484

PINE BELT ENTERPRISES, INC.
 CHEVROLET · SUBARU
 SERVICE CENTER
 1055 ROUTE 88 · LAKEWOOD, NJ 08701
 (732) 363-1200

WARRANTY

9
 3 BUS: PAGE 1

SERVICE ADVISOR: 6529 ANDREW FAVATA

MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG		
CHEVROLET MALIBU	1G1ZT61876F		10750/10773	T5768		
TE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
		WAIT 21FEB07		0.00	CASH	26FEB07
READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					

9:13 26FEB07

TYPE	HOURS	LIST	NET	TOTAL
DISE CONTROL IS INOP AT TIMES				
MULTIPLE CODES STORED				
R, BRAKE PEDAL POSITION REPLACE				
	WC	0.60	53.67	53.67
PART#: COUNT: 0				
TYPE:				
MODE:				

0 0 TPARTS
 1663 5367 TLABOR
 THEFT DET. AND RELEARN BPPS CODES C0161 C0561 P1626
 ITEM CHECK CHECK CODE C0161 HAS CODE C0277 GO TO C0277
 17 VOLTAGE CHANGES WHEN APPLING AND RELEASING BRAKE PEDAL
 1 AND CONNECTIONS AS PER CHART OK NO PROBLEM FOUND AT
 1 CODE C0561 FOR INFORMATION ONLY CHECK CODE P0703 NOT
 CHECK RELEARN BRAKE PEDAL POSITION SENSOR CALIBRATION
 16 THEFT DETERRENT MODULE SYSTEM CHECK PROGRAM THEFT
 1E (WAS UNKOWN) RELEARN BRAKE PEDAL POSITION SENSOR
 1AR CODES ROAD TEST CRUISE WORKS OK RECHECK FOR CODES NO

DAY RENTAL	5	WC	0.00	0.00	0.00
PART#: COUNT: 0					
TYPE:					
MODE:					

0	0	TPARTS
0	0	TLABOR
WC	37.00	37.00

- FRIDAY 7:30 A.M. - 6:00 P.M. 7:30 A.M. - 4:00 P.M. I HEREBY CERTIFY THAT THE INFORMATION UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED TO OWNER. THERE WAS NO INDICATION FROM THE OR OTHERWISE, THAT ANY PART REPAIRED OR HAD BEEN CONNECTED IN ANY WAY WITH ANY USE. RECORDS SUPPORTING THIS CLAIM ARE THE DATE OF PAYMENT NOTIFICATION AT THE ON BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	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.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS DISC./DED.	
		SALES TAX	
	MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

rise

24ENJFAL06

NO. [REDACTED]
DATE 88

MO 7:30A- 6:00P TU 7:30A- 6:00P
WE 7:30A- 6:00P TH 7:30A- 6:00P
FR 7:30A- 6:00P SA 9:00A-12:00P
SU CLOSED

RENTAL TYPE: [REDACTED]
SOURCE # [REDACTED]
RENTER: POWER* MARYLINE*

RENTAL AGREEMENT NO. D 822251

DAY = 24 HOUR PERIOD
NO CHARGE FOR MILES

[REDACTED]

HOURS @ 10.00/HOUR
DAYS @ 42.00/DAY

BILL TO: PINEBELT CHEVROLET-68**
NICK**
PHONE: 732-369-1200
REFERENCE NUMBER: PO 22522 RD 847484
VIN# 2G1WB55K4693

437.00

ADDITIONAL AUTHORIZED DRIVER(S) EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. (REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVER PERMITTED)

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF IS FULLY RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING THIS VEHICLE UNDER THE TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. AUTHORIZED DRIVER WILL AFFECT MY LIABILITY.

PERMISSION: [REDACTED]

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT. NJ ONLY

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES LIABILITY. RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT RATE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3 OF RENTAL AGREEMENT AND PAGE 3 OF DAMAGE WAIVER FOR FULL TERMS AND CONDITIONS.

DW 15.99/DAY

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT RATE SHOWN TO RIGHT. SEE OPTIONAL PERSONAL ACCIDENT INSURANCE POLICY FOR FULL TERMS AND CONDITIONS.

PAI 9.00/DAY

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT RATE SHOWN TO RIGHT. SEE OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION POLICY FOR FULL TERMS AND CONDITIONS.

SLP 9.99/DAY

ACKNOWLEDGMENT: I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

FUEL @ 2.55/GALLON

RENTER'S SIGNATURE: [REDACTED] DATE: 2/21/07
OWNER'S SIGNATURE: [REDACTED] EMPLOYEE # 4000CE

DOMSECFE 5.00/DAY

I WILL RETURN CAR BY: [REDACTED] DEPOSITS: [REDACTED]

TAX 7.0%

DATE: 2/21/07 TIME: [REDACTED] AMOUNT: 50.00 PAID BY: [REDACTED]

ADDITIONAL INFORMATION: Strike From 500
POA 47404

TOTAL CHARGES 444.59
DEPOSITS
REFUNDS
AMOUNT DUE 37.00
CLOSED BY
PAID BY: CASH CHECK CHARGE



CHRYSLER · SUBARU
3 · LAKEWOOD, NJ 08701
0 · FAX: (732) 370-5180

PO: 22522
PAGE: 1 OF 1
PO DATE: 21FEB2007
PRINT DATE: 22FEB2007 13:52
TELEPHONE: 9737092499
REQUESTOR: ANDYF
ISSUED BY: ANDYF
SHIP VIA:
COMMENT:

AUTHORIZING SIGNATURE

MODIFIED MODIFIED *

ISE RENT-A-CAR

UTE 33 SUITE 201
NJ 07753

ORDER AMOUNT: \$37.00

DESCRIPTION	AMOUNT
RENTAL	37.00
CUSTOMER#: [REDACTED] NAME: [REDACTED]	
IFICATION	



PINE CHEVROLET



SUBARU



**PURCHASE
ORDER**

CUSTOMER COPY

Tech2 Pass Thru: Final Instructions

Programming Complete.

Warranty Claim Code: [REDACTED]

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

Post Programming Instructions:

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

Controller Specific Instructions:

[Empty dashed box for Controller Specific Instructions]



Print

VIN: 1G1ZT61B76F [REDACTED]

New

Cancel

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INTERNAL

PINE BELT ENTERPRISES, INC.

CHEVROLET SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

PAGE 1

WHITING NJ

Home: [REDACTED] Bus:

Cell:

Email:

SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F [REDACTED]		10168 10168	T5459
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
17JAN06			WAIT 01FEB07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO				
07:45 01FEB07	06:29 02FEB07					

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

A CUST STATES REMOTE START IS INOP
50 ACCESSORIES
13594 ICPS 0.30 22.50 22.50
10168 REMOTE START NOT ENABLED FIRST CK FOR CUSTOMER CONCERN . THEN CK FOR CODES , BULLETINS , AND UPDATES WHICH I FOUND AND PERF. NONE FOR CUSTOMER COCERN. FINALLY WHEN I WAS CHECKING FOR UPDATES IN THE BCM I FOUND AN ENABLE OPTION FOR THE REMOTE START. I FOUND THAT THE REMOTE START WAS DISABLED. I FINALLY ENABLED THE REMOTE START AND IT WORKED. HAD TO ENABLE REMOTE START THROUGH THE TECH 2.

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID	
PAYMENT METHOD	
AMOUNT \$	

COST, SALE, & COMP TOTALS 779 2250 0

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 22.50
PARTS AMOUNT	\$ 0.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 22.50
DISC. / DED. -	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 22.50

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

CUSTOMER SIGNATURE

Customer Number: [REDACTED]

Invoice No: [REDACTED]

ACCOUNTING

PINE BELT ENTERPRISES, INC.

CHEVROLET SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

PAGE 1

WHITING, NJ

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED] SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT81876F [REDACTED]		10168 10168	T5459	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
17JAN06			WAIT 01FEB07		0.00	CASH	02FEB07
R.O. OPENED	READY	OPTIONS: STK:16B9F ENG:3.5L_V6 TRN:4SPD_AUTO					
07:45 01FEB07	06:29 02FEB07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	50										
				13594	ICPS	0.43	0.30	779	2250	22.50	22.50

VERSION 1 (EMP# 13594,01FEB07 08:18): 10168 REMOTE START NOT ENABLED FIRST CK FOR CUSTOMER CONCERN. THEN CK FOR CODES, BULLETINS, AND UPDATES WHICH I FOUND AND PERF. NONE FOR CUSTOMER COCERN. FINALLY WHEN I WAS CHECKING FOR UPDATES IN THE BCM I FOUND AN ENABLE OPTION FOR THE REMOTE START. I FOUND THAT THE REMOTE START WAS DISABLED. I FINALLY ENABLED THE REMOTE START AND IT WORKED. HAD TO ENABLE REMOTE START THROUGH THE TECH 2.

"SINCE 1937 A NAME YOU CAN TRUST"

! DATE PAID	_____
! PAYMENT METHOD	_____
! AMOUNT \$	_____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-01-07	07:52	08:18	0.43	W	13594	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	2250	779					
	2250						

COST, SALE, & COMP TOTALS 779 2250 0.

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 0.00
DISC. / DED. -	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

CUSTOMER SIGNATURE

Customer Number: [REDACTED]

Invoice No [REDACTED]

INVOICE

PINE BELT ENTERPRISES, INC.

CHEVROLET SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

PAGE 1

WHITING, NJ

Home [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876[REDACTED]		10168 10168	T5459	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
17JAN06			WAIT 01FEB07		0.00	CASH	02FEB07
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					
07:45 01FEB07	06:29 02FEB07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES REMOTE START IS INOP
50 ACCESSORIES

13594 ICPS

(N/C)

10168 REMOTE START NOT ENABLED FIRST CK FOR CUSTOMER CONCERN . THEN CK FOR CODES , BULLETINS , AND UPDATES WHICH I FOUND AND PERF. NONE FOR CUSTOMER COCERN. FINALLY WHEN I WAS CHECKING FOR UPDATES IN THE BCM I FOUND AN ENABLE OPTION FOR THE REMOTE START. I FOUND THAT THE REMOTE START WAS DISABLED. I FINALLY ENABLED THE REMOTE START AND IT WORKED. HAD TO ENABLE REMOTE START THROUGH THE TECH 2.

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID	_____
PAYMENT METHOD	_____
AMOUNT \$	_____

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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
DISC. / DED. .	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

CUSTOMER SIGNATURE

Fax Server

1/21/2008 3:13:11 PM PAGE 1/002

Fax Server



GMC

HUMMER

General Motors Business Resource Center

FAX

To: Jim Geresy

Company:

Fax: 7327191612

Phone:

From: Patricia Easley

Fax: 866-508-1966

Phone: 866-790-5600 X11216

E-mail:

CC:

NOTES:

ODOMETER DISCLOSURE STATEMENT

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

I, PINE BELT ENTERPRISES, INC. state
(TRANSFEROR'S NAME—PRINT)

that the odometer now reads 07 (no tenths) miles
and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is **NOT** the actual mileage.

WARNING—ODOMETER DISCREPANCY.

Year	Make	Body Type	Model
06	CHEVROLET	SD	MALIBU
Vehicle Identification Number			
1G1ZT61876F [REDACTED]			

x *K. H. [Signature]*

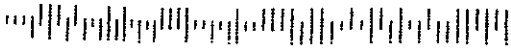
TRANSFEROR'S NAME (SELLER) PINE BELT ENTERPRISES, INC.
TRANSFEROR'S SIGNATURE
PRINTED NAME

TRANSFEROR'S ADDRESS 1088 ROUTE 88
STREET
LAKWOOD, NJ 08701
CITY STATE ZIP CODE

DATE OF STATEMENT 01/17/06

TRANSFEREE'S NAME (BUYER) [REDACTED]
TRANSFEREE'S SIGNATURE
PRINTED NAME

TRANSFEREE'S ADDRESS WHITING, NJ [REDACTED]
CITY STATE ZIP CODE



FIRST CLASS MAIL



KIMMEL & SILVERMAN
P.C.

30 East Butler Pike, Ambler, PA 19002

TO:

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

JAN 31 2008

ROBERT M. SILVERMAN**
CRAIG THOR KIMMEL**

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



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

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

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

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

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 28, 2008

JACQUELINE C. HERRITT**
ROBERT A. RAPKIN**
HY DAVID RUBENSTEIN**
BARRY R. WINDERMAN**
MELISSA K. FIALA**
IRA P. SMADES**
DAVID L. LIEBERMAN**
ANGELA K. TROCCHOLI**
FRED DAVIS**
RONALD ROWLAND**
CHRISTOPHER R. HOLLIDAY**
AMY L. BENNECOFF**
MARY T. FOY**
MICHAEL J. SOSKA**
CHRISTINA GILL ROSEMAN**
RICHARD A. SCHOLER**

Of Counsel:
RONNA LUCAS*

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

RE: [REDACTED] v. General Motors Corporation
VIN #1G1ZT61876F [REDACTED]

Dear Sir/Madam:

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

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

Very truly yours,

Robert M. Silverman *RMS*

RMS/tml
Enclosures

PINE BELT ENTERPRISES INC.

PINE BELT Chevrolet
 1088 ROUTE 88 LAKEWOOD, NJ 08701
 (732) 363-2900

PINE BELT Chrysler - Subaru
 1400 ROUTE 88 LAKEWOOD, NJ 08701
 (732) 901-3600

Customer's Name [REDACTED] Date 01/17/06 20__
 Address [REDACTED] City WILMING State NJ Zip [REDACTED]
 Residence Phone [REDACTED] Business Phone _____ Salesman FRANCIS, FRANK
 Please Enter My Order For One 2006 CHEVROLET Model MAZDA Mileage 07
(YEAR AND MAKE)
 Body Type SD Color SILVER Top _____ Trim _____
 Stock No. 1689F Serial No. 1G1ZT61876F [REDACTED] To Be Delivered On or About 01/17/06

New Used Demo

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER FORM.

Price of Unit	22100.00
Additional Equipment (options)	
22199.17 REBATES TO GO	

SUBJECT TO CREDIT APPROVAL BY PRIMARY LENDER

**ALL BALANCES
 IN CASH OR
 CERTIFIED CHECK ONLY**

ETCH PROTECTION TRANSFER FEE (OPTIONAL)- \$189.00

NEW TRANSFER *ck to be mailed*
 PASS COMM *credit*
\$189.00

Extended Service Plan	
TOTAL PRICE OF VEHICLE	22289.00
TOTAL TAXABLE AMOUNT	22289.00
State Sales Tax	1837.14
New Tire Fee @ \$1.50 per Tire	7.50
Registration/Title Fee (Estimated)	
<input type="checkbox"/> NEW <input type="checkbox"/> TRANSFER	37.50
Documentary Fee <small>CLERICAL EXPENSE \$55.00 DOCUMENT DELIVERY SERVICE \$40.00</small>	\$ 95.00

SERIAL NO. 1G1ZT61876F [REDACTED]

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 an implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
 This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including an implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR
 The only dealer warranty on this vehicle is the limited warrant which is issued with and made a part of this order form.

ALL USED VEHICLE SALES-DEALER'S OBLIGATION
 The laws of New Jersey require Motor Vehicle Dealers to make a necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standard 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.

01 / 17 / 2006 _____
Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
 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).

01 / 17 / 2006 _____
Date Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE
 Year _____ Make _____ Model _____
 Serial No. _____ Mileage _____
 Trade-in Value _____ Date of _____

PAY-OFF ON TRADE-IN	
TOTAL	23765.34
Deposit (Minimum Required 10%) REBATE	2199.17
CASH OR CERTIFIED CHECK DUE ON DELIVERY	
Finance Financed	2151.17
NET DEAL	

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.
 _____ 01 / 17 / 2006
 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 giving 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: _____ X _____
 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 includes 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: _____ 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



VEHICLE REGISTRATION

PLATE NO: [REDACTED]
 VIN: 1G1ZT61878F [REDACTED] THRU: 08/2008
 CHE 2008 4 DR SL [REDACTED] XLT : WC:7
 [REDACTED] PASSENGER
 WHITING N. [REDACTED] DL: [REDACTED] 07
 FEE 52.00 RENEWAL [REDACTED] PT:PA
 VR200716603574122



CHEVROLET

2006 MALIBU MAXX LT

2006 J.D. Power and Associates 2006 Initial Quality Study (IQS). Study based on a total of 84,311 vehicles nationwide including minor reported problems during the first 90 days of ownership. www.jdpower.com. ©2006 GM Corp. All rights reserved.

Standard Equipment

- Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right
- *** MECHANICAL ***
 - 3.5L V6 SFI ENGINE
 - 4-SPEED AUTO TRANSMISSION
 - 4-WHL INDEPENDENT SUSPENSION
 - *** SAFETY & SECURITY ***
 - AIR BAGS, DUAL-STAGE FRONT, DRIVER & PASSENGER
 - 4-WHEEL DISC ANTI-LOCK BRAKES W/TRACTION CONTROL
 - PK3+ THEFT DETERRENT IMMOBILIZER
 - DAYTIME RUNNING LAMPS
 - AUTOMATIC HEADLAMP CONTROL
 - RR CHILD SEAT LATCH SYSTEM
 - BATTERY RUNDOWN PROTECTION
 - *** EXTERIOR ***
 - (4) 16" WHEELS W/SILVER PAINTED COVERS
 - (4) TOURING TIRES P215/60R16
 - PWR O/S MIRRORS, BODY COLOR
 - INTERMITTENT WIPERS
 - *** INTERIOR ***
 - AIR CONDITIONING
 - POWER DOOR LOCKS
 - PWR WINDOWS W/DRVR EXP DOWN
 - VAR. ASSIST TILT/TELESCOPIC STEERING WHEEL
 - CRUISE CNTRL & KEYLESS ENTRY
 - AM/FM W/CD, RDS & 6 SPKRS
 - FRONT READING LAMPS & LIT DRIVER VISOR MIRROR
 - DRIVER SEAT POWER HEIGHT ADJ
 - DRIVER SEAT MANUAL LUMBAR
 - FOLD FLAT PASSENGER SEAT
 - MULTI-FLEX REAR SEATING FLOOR MATS
 - CARGO PANEL, MULTI POSITION
 - FIXED REAR SKYLIGHT W/SHADE
 - REAR WINDOW DEFOGGER
 - DRIVER INFORMATION SYSTEM
 - REMOTE VEHICLE STARTER SYSTEM



Options & Pricing

	MANUFACTURER'S SUGGESTED RETAIL PRICE
STANDARD VEHICLE PRICE	\$21,025.00
Options Installed by the Manufacturer (may replace standard equipment shown at left)	
REAR DVD ENTERTAINMENT SYSTEM	995.00
XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL	325.00
PWR ADJ BRAKE & ACCEL. PEDALS	125.00
FRONT LICENSE PLATE BRACKET	.00
• EXT-SILVERSTONE METALLIC INC.	INC.
• INT-TITANIUM INC.	INC.
TOTAL OPTIONS	\$1,445.00

Visit us at www.chevy.com

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

22

HIGHWAY MPG

30

ACTUAL MILEAGE
WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

18 AND 28 MPG IN THE CITY AND BETWEEN 25 AND 35 MPG ON THE HIGHWAY.

2006 MALIBU MAXX
3.5 LITER V6 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$1,320

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

LARGE

HAVE BEEN ISSUED MILEAGE RATINGS RANGING FROM

10 TO 24 MPG CITY AND 14 TO 34 MPG HIGHWAY.

38A

TOTAL VEHICLE & OPTIONS	\$22,470.00
DESTINATION CHARGE	625.00
TOTAL VEHICLE PRICE*	\$23,095.00

DEALER TO WHOM DELIVERED

PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD, NJ 08701-4512



ORDER NO JRM5G3 SALES CODE E
SALES MODEL CODE 1ZT8
DEALER NO 03482
FINAL ASSEMBLY KANSAS CITY, KS, U.S.A.
VIN 1G1ZT61876F

This label has been applied pursuant to Federal law - Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options or accessories not listed above, local taxes or license fees.

GMLBL_PROD_0077 © 2004 General Motors Corporation
Last Change: 08/28/2005

TU
1AG048428

1G1ZT61876F

Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE

PAGE 1

CHEVROLET SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363-1200

WHITING, NJ [REDACTED]

Home [REDACTED] Bus: [REDACTED] Email: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F [REDACTED]		9905 9913	T5226	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN06			WAIT 17JAN07		0.00	CASH	18JAN07
R.O. OPENED		READY		OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO			
07:45 17JAN07		10:27 18JAN07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	CRUISE CONTROL	IS INOP				
CAUSE: E							
	50	ACCESSORIES					
		6506	WC				(N/C)
	1	15940467	MODULE				(N/C)

9913 VOLTAGE LOW WHEN TAPPING BCM CODES C0161 B1325 P0703 C0561 AND C0277 SYSTEM CHECK CHECK WIRING AND CONNECTORS ROAD TEST CK CIRT.5360 5359 5361 17 339 1884 696 242 G109 CHECK FUSES AND POWER CIRCUITS CHECK BRAKE SWITCH OK CHECK STEERING WHEEL SWITCHES OK CHECK BCM CONNECTORS & TERMANLS CHECK BCM LOW VOLTAGE WHEN TAPPING ON BCM CHECK CONNECTIONS OK REPLACE BCM ROAD TEST .2 DIAG TIME INTERMITTING CRUISE CONTROL 2.0 HR 1/18/07 9;20 SZ

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID
PAYMENT METHOD
CHEVROLET
AMOUNT \$

Cruise Control not filed for long } *In 17th out 18th*

"SINCE 1937 A NAME YOU CAN TRUST"

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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

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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
DISC. / DED. -	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

CUSTOMER SIGNATURE

Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE

PAGE 1

CHEVROLET SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363 1200

WHITING, NJ

Home: [REDACTED] Email: [REDACTED]

Rts: [REDACTED]

Cell: [REDACTED]

SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F [REDACTED]		10168 10168	T5459	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
17JAN06			WAIT 01FEB07		0.00	CASH	01FEB07
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					
07:45 01FEB07	08:22 01FEB07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	REMOTE START IS INOP					
	50	ACCESSORIES					
		13594	WC				(N/C)

10168 REMOTE START NOT ENABLED FIRST CK FOR CUSTOMER CONCERN . THEN CK FOR CODES , BULLETINS , AND UPDATES WHICH I FOUND AND PERF. NONE FOR CUSTOMER COCERN. FINALLY WHEN I WAS CHECKING FOR UPDATES IN THE BCM I FOUND AN ENABLE OPTION FOR THE REMOTE START. I FOUND THAT THE REMOTE START WAS DISABLED. I FINALLY ENABLED THE REMOTE START AND IT WORKED. HAD TO ENABLE REMOTE START THROUGH THE TECH 2.

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID	
PAYMENT METHOD	
AMOUNT \$	



*Remote start fixed
Iny out on 2/1*

"SINCE 1937 A NAME YOU CAN TRUST"

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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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
DISC. / DED. -	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

CUSTOMER SIGNATURE

Customer Number: [REDACTED]

Invoice No [REDACTED]



INVOICE

DUPLICATE 1

PAGE 1

CHEVROLET SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701

(732) 363-1200

WHITING, N.J.

Home: [REDACTED]

Bus:

Cell:

SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F [REDACTED]		10750 10773	T5768	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN06			WAIT 21FEB07		0.00	CASH	22FEB07
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					
07:42 21FEB07	08:18 22FEB07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	CRUISE CONTROL	IS INOP	AT TIMES			
	50	ACCESSORIES					
		6506	WC				(N/C)

10755 PROGRAM THEFT DET. AND RELEARN BPPS CODES C0161 C0561 P1626 P0703 C0277 SYSTEM CHECK CHECK CODE C0161 HAS CODE C0277 GO TO C0277 CHECK CODE C0277 VOLTAGE CHANGES WHEN APPLING AND RELEASING BRAKE PEDAL OK CHECK WIRING AND CONNECTIONS AS PER CHART OK NO PROBLEM FOUND AT THIS TIME CHECK CODE C0561 FOR INFORMATION ONLY CHECK CODE P0703 NOT CURRENT SYSTEM CHECK RELEARN BRAKE PEDAL POSITION SENSOR CALIBRATION CHECK CODE P1626 THEFT DETERRENT MODULE SYSTEM CHECK PROGRAM THEFT DETERRENT MODULE (WAS UNKNOWN) RELEARN BRAKE PEDAL POSITION SENSOR CALIBRATION CLEAR CODES ROAD TEST CRUISE WORKS OK RECHECK FOR CODES NO CODES

B** RENTAL

98 MISCELLANEOUS
100 WC

(N/C)

CHEVROLET

"SINCE 1937 A NAME YOU CAN TRUST"

! DATE PAID _____
! PAYMENT METHOD _____
! AMOUNT \$ _____

Cruse Control not fixed - Rented car for 1 day - In 21
 "SINCE 1937 A NAME YOU CAN TRUST" out 22

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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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
DISC. / DED. -	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

CUSTOMER SIGNATURE

Customer Number [REDACTED]

Invoice No [REDACTED]



INVOICE

PAGE 1

CHEVROLET SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363-1200

[REDACTED]

WHITING, NJ

Home: [REDACTED] Bus:

Cell:

Email:

SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F [REDACTED]		11411 11423	T6855	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
17JAN06			16:12 30MAR07		0.00	CASH	30MAR07
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					
07:48 26MAR07	15:36 30MAR07						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES CRUISE CONTROL IS INOP AT TIMES. SEE STEVE Z CAUSE: E

50 ACCESSORIES 6506 WC

(N/C)

11423 COMES BACK TO LEARNED POSISION SLOW AT TIMES CODES C0161 C0561 P0703 B1325 SYSTEM CHECK CLEAR CODES AND ROAD TEST NO CODES CAME BACK AT THIS TIME CHECK GROUNDS G201 G203 G305 G109 G205 OK CHECK BCM GROUNDS CIRCUIT 651 650 & 1050 CHECK ECM GROUNDS OK CASE #9550807 FRED BEHLEN CHECK IGN SWITCH AND FUSE BLOCK (ELIC CENTER) CHECK CIRCUITS 1040 3 4 1139 339 242 OK CHECK B+ AND IGN VOLTAGES TO MODULES OK CHECK MODULES GROUNDS OK ROAD TEST CODES C0161 P0703 C0561 CAME BACK CODE B1325 DID NOT COME BACK NOW HAS NEW CODE C0277 ALSO SYSTEM RECHECK ORDER BRAKE PEDAL POSISTION SENSOR DIAG TIME 4.4 HR IN PROBLEM JOB WITH CRUISE CONTROL INERMITTING PROBLEM I DOVE VEHICLE 20 MILES BEFORE PROBLEM SHOWED UP AGAIN 3/30/07 2:55 5Z

B** RENTAL 98 MISCELLANEOUS 246 WC

CHEVROLET

(N/C)

I left the car for 5 days to try & get it fixed. Cruise control not fixed. In 3/26 out 3/30 rented car for 4 days

"SINCE 1937 A NAME YOU CAN TRUST"

they ordered new parts

DATE PAID	_____
PAYMENT METHOD	_____
AMOUNT \$	_____

"SINCE 1937 A NAME YOU CAN TRUST"

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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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
DISC. / DED. -	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

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

Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE
DUPLICATE 1
PAGE 1

CHEVROLET
SERVICE CENTER

1055 ROUTE 88 - LAKEWOOD, NJ 08701
(732) 363-1200

WHITING, NJ [REDACTED]
Home: [REDACTED] Bus: [REDACTED]
Email: [REDACTED]

SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876R [REDACTED]		11411 11423	T6519	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
17JAN06			WAIT 25APR07		0.00	CASH	23APR07
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					
07:48 26MAR07	09:57 23APR07						

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

A CUST STATES CRUISE CONTROL IS INOP AT TIMES. SEE STEVE Z

CAUSE: E
 50 ACCESSORIES
 6506 WC
 1 22666955 SENSOR KI
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

(N/C)
(N/C)

11423 COMES BACK TO LEARNED POSISION SLOW AT TIMES CODES C0161
 C0561 P0703 B1325 SYSTEM CHECK CLEAR CODES AND ROAD TEST NO CODES CAME
 BACK AT THIS TIME CHECK GROUNDS G201 G203 G305 G109 G205 OK CHECK BCM
 GROUNDS CIRCUIT 651 650 & 1050 CHECK ECM GROUNDS OK CASE #9550807 FRED
 BEHLEN CHECK IGN SWITCH AND FUSE BLOCK (ELIC CENTER) CHECK CIRCUITS
 1040 3 4 1139 339 242 OK CHECK B+ AND IGN VOLTAGES TO MODULES OK CHECK
 MODULES GROUNDS OK ROAD TEST CODES C0161 P0703 C0561 CAME BACK CODE
 B1325 DID NOT COME BACK NOW HAS NEW CODE C0277 ALSO SYSTEM RECHECK
 ORDER BRAKE PEDAL POSITION SENSOR DIAG TIME 4 1/4 HR IN PROBLEM JOB WITH
 CRUISE CONTROL INERMITTING PROBLEM I DROVE VEHICLE 20 MILES BEFORE
 PROBLEM SHOWED UP AGAIN 3/30/07 2:55 SZ REPLACE BRAKE PEDAL POSITION
 SENSOR RELEARN BRAKE POSITION SENSOR

B** RENTAL
 98 MISCELLANEOUS
 246 WC

*Cruse Control was fixed at long last
 on this repair. In 4/23 out 4/25*

(N/C)

It took from Jan 17 to April 25 to resolve this problem
 "SINCE 1937 A NAME YOU CAN TRUST" *with the CC.*

-|-9660

Service Department Hours:
 Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / DED. -	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

Customer Number

Invoice No



INVOICE

CHEVROLET SERVICE CENTER
1055 ROUTE 88, LAKEWOOD, NJ 08701
(732) 363-1200

PAGE 1

www.pinebeltcars.com
www.pinebeltparts.com

www.pinebeltaccessories.com

SERVICE ADVISOR: 6529 ANDREW FAVATA

WHITING, NJ

Home:

Bus:

Cell:

Email:

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 R.O. OPENED and READY times.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes description: A CUST STATES ENGINE IS LEAKING OIL.

Handwritten notes: In 1/22/08, but 1/24/08

19229 REAR MAIN SEAL DEFORMED CK FOR CUSTOMER CONCERN BY VISUALLY INSPECTING CAR FOUND OIL LEAKING FROM REAR MAIN SEAL.

B CUSTOMER DECLINES MENU/MULTI POINT INSP
CDS CUSTOMER DECLINES MENU/MULTI POINT INSP

19229



CREATED 2008-01-18 12:57:00PM SINCE 1937 A NAME YOU CAN TRUST"
TAKEN BY CARMEN S CIARRABONE

Form with fields: DATE PAID, PAYMENT METHOD, AMOUNT \$

"SINCE 1937...A NAME YOU CAN TRUST"

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

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

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

\$ 0.00

208876

845108

PINE BELT ENTERPRISES, INC.

CHEVROLET · SUBARU SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363-1200

WARRANTY

PAGE 1

BUS:

SERVICE ADVISOR: 6529 ANDREW FAVATA

NJ

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
06	CHEVROLET MALIBU	1G1ZT61876F		9905/9913	T5226	
PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
		WAIT 17JAN07		0.00	CASH	19JAN07
FINED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO				

DATE	TECH	TYPE	HOURS	LIST	NET	TOTAL
JAN07			13:18			19JAN07
CRUISE CONTROL IS INOP BCM FAILURE BCM MODULE, COMPUTER (CONTROL) BODY REPLACE 6506 WC 2.90 259.41 259.41 15940467 MODULE 279.18 223.34 223.34 FC: 6G PART#: 15940467 COUNT: 1 CLAIM TYPE: AUTH CODE: E OJ						

13959 22334 TPARTS
8039 25941 TLABOR

VOLTAGE LOW WHEN TAPPING BCM CODES C0161 B1325 P0703 C0561 AND
 SYSTEM CHECK CHECK WIRING AND CONNECTORS ROAD TEST CK CIRT.5360
 1 17 339 1884 696 242 G109 CHECK FUSES AND POWER CIRCUITS CHECK
 SWITCH OK CHECK STEERING WHEEL SWITCHES OK CHECK BCM CONNECTORS &
 CHECK BCM LOW VOLTAGE WHEN TAPPING ON BCM CHECK CONNECTIONS OK
 BCM ROAD TEST .2 DIAG TIME INTERMITTING CRUISE CONTROL 2.0 HR
 9:20 SZ

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID	
PAYMENT METHOD	
AMOUNT \$	

T. SALE, & COMP TOTALS 21998 48275 0

MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

DEALER, I HEREBY CERTIFY THAT THE INFORMATION IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY DAMAGE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE 1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE TIME OF INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	259.41
PARTS AMOUNT	223.34
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	482.75
LESS DISC./DED.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	482.75

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

T. SALE, & COMP TOTALS 13959 22334 0

Service Department Hours:

30am to 6:00pm Sat 7:30am to 4:00pm

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 0.00
PARTS AMOUNT	\$ 223.34
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 223.34
LESS INSURANCE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 223.34

Number: [REDACTED] Invoice No [REDACTED]

PINE BELT ENTERPRISES, INC.

INVOICE

CHEVROLET SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

PAGE 1

Bus: [REDACTED] Cell: [REDACTED]

SERVICE ADVISOR: 6421 NICHOLAS C ALDARELL

OR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ER	06	CHEVROLET MALIBU	1G1ZT61876F [REDACTED]		9368 9368	T719	
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
N06			WAIT 29DEC06		0.00	AAAP	29DEC06
O. OPENED		READY		OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO			

OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SVC	CARS	96&UP				
01CVVZ006000CX	6K	SVC CARS	96&UP		112.00	112.00
	6219	CC				
	1	12490147	FILTER	5.50	5.50	5.50
	5	12345615	OIL 5W30	2.10	2.10	10.50
DISCS DISCOUNT SERVICE LABOR						
		6219	CCAS		-11.20	-11.20
COMPLETE						

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID	12/29
PAYMENT METHOD	AX
AMOUNT \$	100.80

Service Department Hours:

Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

IF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION PROVIDED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO PAIR OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY MANNER OR ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS INFORMATION ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION TO SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 100.80
PARTS AMOUNT	\$ 16.00
GAS, OIL, LUBE	\$ 0.00
SUBLET AMOUNT	\$ 0.00
MISC. CHARGES	\$ 0.00
TOTAL CHARGES	\$ 116.80
LESS INSURANCE	\$ 1.60
SALES TAX	\$ 7.62
PLEASE PAY THIS AMOUNT	\$ 122.82

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

208876

834067

PINE BELT ENTERPRISES, INC.

CHEVROLET · SUBARU SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363-1200

INVOICE

PAGE 1

WHITING NJ HOME

BUS:

SERVICE ADVISOR: 6738 JUSTIN D ALEMANY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F		5730/5730	T84	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17JAN06	IS		WAIT 11AUG06		0.00	CASH	11AUG06
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	QUICK LUBE PLUS						
	80CVZ06	QUICK LUBE PLUS				11.95	11.95
	6403	CC					
	1	12490147	FILTER		5.50	5.50	5.50
	5	12345615	OIL 5W30		2.10	2.10	10.50
	5730	MAINT LOF PF47	5QTS OIL				

B	CUST OFFERED SV MENU						
	98CVZDECLINES	CUST OFFERED SV MENU				0.00	0.00
	100	CC					
	5730						

CUSTOMER PAY ENVIRO/SUPPLIES FOR REPAIR ORDER 0.60

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID	8-11
PAYMENT METHOD	AX
AMOUNT \$	29.99

HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

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

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DESCRIPTION	TOTALS
LABOR AMOUNT	11.95
PARTS AMOUNT	16.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.60
TOTAL CHARGES	28.55
LESS DISC./DED.	0.00
SALES TAX	1.44
PLEASE PAY THIS AMOUNT	29.99

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

CUSTOMER SIGNATURE

CUSTOMER #:

828744



WORKORDER

CHEVROLET - SUBARU SERVICE CENTER

1055 ROUTE 88 - LAKEWOOD, NJ 08701 (732) 363-1200

PAGE 1

WAITING

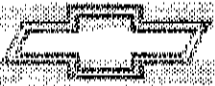
HOME: BUS:

SERVICE ADVISOR: 6529 FAVATA, ANDREW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F		2769/	T2974	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17JAN06 IS			** WAITER **		0.00	CASH	
R.O. OPENED		READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO				

30MAY2006 12:21

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	80CVZ06		ICALL QUICK LUBE PLUS



SUBARU

GENUINE CHEVROLET

VI



THIS ENTITLES THE BEARER

VALIDATION

Signature

TO A FREE LUBE, OIL AND FILTER CHANGE OR \$22 OFF ANY SERVICE WORK OR PARTS PURCHASED

COMPLIMENTS OF

PINE BELT ENTERPRISES, INC.

CHEVROLET - OLDSMOBILE - SUBARU - CHRYSLER - PLYMOUTH

LAKEWOOD, NJ 08701

FREE OIL CHANGE

FREE OIL CHANGE

CUSTOMER SIGNATURE

TECHNICIAN COPY

Handwritten marks

208876

828744

PINE BELT ENTERPRISES, INC.

CHEVROLET - SUBARU
SERVICE CENTER
1055 ROUTE 88 - LAKEWOOD, NJ 08701
(732) 363-1200

INTERNAL

PAGE 1

WHITING, NJ

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 6529 ANDREW FAVATA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F [REDACTED]		2769/2769	T2974	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17JAN06 IS			WAIT 30MAY06		0.00	CASH	30MAY2006
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A QUICK LUBE PLUS							
	80CVZ06		QUICK LUBE PLUS				
			6510ICALL 0.50			11.95	11.95
			1 12490147 FILTER		4.20	3.25	3.25
			5 12345615 OIL 5W30		2.11	2.11	10.55
2769 MAINT LOF PF47 5QTS							

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID	
PAYMENT METHOD	
AMOUNT \$	

COST, SALE, & COMP TOTALS 1660 2575 0

HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M.
SATURDAY 7:30 A.M. - 4:00 P.M.

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DESCRIPTION	TOTALS
LABOR AMOUNT	11.95
PARTS AMOUNT	13.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	25.75
LESS DISC./DED.	0.00
SALES TAX	0.41
PLEASE PAY THIS AMOUNT	26.16

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

CUSTOMER SIGNATURE



818346

CUSTOMER #:

WORKORDER

PAGE 1

CHEVROLET - SUBARU SERVICE CENTER 1055 ROUTE 88 - LAKEWOOD, NJ 08701 (732) 363-1200

HOME: BUS:

SERVICE ADVISOR: 6116 WILLIAM CHURCH

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 handwritten values like 'SILVER', '06', 'CHEVROLET MALIBU', '1G1ZT61876F', '6/', 'T1689', '12:54 13JAN06', '0.00', 'CASH', 'STK:1689F', '3JAN2006 10:38'.

Table with columns: LINE, OP CODE, TECH. TYPE, DESCRIPTIONS/INSTRUCTIONS. Row 1: A 96CVZNPDI ICPDI NEW CAR P.D.I.

Handwritten signature and number 107.98.8



TERMS CASH: UNLESS ARRANGEMENTS MADE METHOD OF PAYMENT

PRELIMINARY ESTIMATE \$

ALL PERSONAL CHECKS SUBJECT TO TELECREDIT. DRIVER'S LICENSE MANDATORY.

- CASH [] CREDIT CARD [] [MasterCard] [VISA] [American Express]

Table with columns: AUTHORIZED BY, REVISED ESTIMATE (1-3), DATE, TIME, BY. AUTHORIZED BY X

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

Event the... se will be... ctual amount... tion of a repair or service, a... ge will be directly related to

CUSTOMER SIGNATURE



Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number

1G1ZC61876

Dealer/BAC Code

02-497

Stock #

1689

Repair Order #

819348

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.
- AFTER: LF 20 RF 30 LR 20 RR 20
- Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- Leave door edge protection and other shipping/storage materials on until customer delivery

Accessories:

- Verify RPO and RPA options
- Install all accessories; check fit, finish and operation

Road Test:

ODOMETER: Before 6 After 60

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

During Road Test:

- Drive on a legal roadway with road conditions permitting evaluation of the following:
- Engine Performance: Cold start, idle quality
- HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- Radio, cassette and CD player (regular, steering wheel and rear controls)
- Steering wheel - center position
- Steering for leads, pulls, vibration at idle, vibration while driving
- Wipers, delay and washers (front and rear)
- Brakes for noise, pulls, vibration or shudder at both high and low speeds
- Unusual wind noise

- Unusual noises/vibrations
- Squeaks and rattles
- Transfer case or TAPshift function (if equipped)
- Cruise/adaptive cruise (if equipped)
- OnStar for connectivity (if equipped)
- Transmission shifter, clutch, noise, shift smoothness
- Engine performance: Hot start, idle quality
- Check for MIL, SES, SVS, and warning lights

Under Hood:

- Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE 12.9

DATE 1/13/08

INITIAL MA

- Remote hood release, latch and hood safety latch
- Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- Fluid levels: Add as required

Body/Chassis:

- Doors, locks, keys and keyless entry system
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Neutral start safety switch (if equipped)
- Power mirrors (if equipped)
- Horn
- Electronic compass/temperature for function. Set compass to correct zone (if equipped)
- Seats: Check operation and that removable seats are properly secured

- Seat belts: material, operation and latches
- Child Comfort Guide - elastic cord visible (if equipped)
- Removable top/panel, convertible top
- Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- Trunk safety release (if equipped)
- Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

Under Vehicle:

- Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- Brake/fuel lines secured in clips
- Check all fluid systems for leaks

Final Inspection & Preparation:

- Perform just prior to delivery.
- Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- Install floor mats (if equipped)
- Thorough exterior wash and dry; check for water leaks
- Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- Erase all messages on voice recorder (if equipped)
- Reset fuel economy readings
- Set clock/calendar to local time
- Using a clean cloth, clean the wiper blades using GM OptiKleen windshield washer solvent
- Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Technician (Print Name)

MYAN ALBERTINE

Service Manager (Signature)

1/13/08

Date

208876

834067

PINE BELT ENTERPRISES, INC.

CHEVROLET · SUBARU
SERVICE CENTER
1055 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-1200

INVOICE

PAGE 1

WHITING, NJ
HOME

BUS:

SERVICE ADVISOR: 6738 JUSTIN D ALEMANY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	06	CHEVROLET MALIBU	1G1ZT61876F		5730/5730	T84	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17JAN06 IS			WAIT 11AUG06		0.00	CASH	11AUG06
R.O. OPENED	READY	OPTIONS: STK:1689F ENG:3.5L V6 TRN:4SPD AUTO					
11:46 11AUG06	12:25 11AUG06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A QUICK LUBE PLUS							
	80CVZ06		QUICK LUBE PLUS			11.95	11.95
		6403	CC				
		1	12490147 FILTER		5.50	5.50	5.50
		5	12345615 OIL 5W30		2.10	2.10	10.50
	5730		MAINT LOF PF47 5QTS OIL				

B							
B CUST OFFERED SV MENU							
	98CVZ		DECLINES CUST OFFERED SV MENU			0.00	0.00
		100	CC				
5730							

CUSTOMER PAY ENVIRO/SUPPLIES FOR REPAIR ORDER 0.60
"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID	8-11
PAYMENT METHOD	AX
AMOUNT \$	29.99

<p>HOURS: MONDAY - FRIDAY 7:30 A.M. - 6:00 P.M. SATURDAY 7:30 A.M. - 4:00 P.M.</p> <p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<p>STATEMENT OF DISCLAIMER</p> <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>	DESCRIPTION	TOTALS
		LABOR AMOUNT	11.95
PARTS AMOUNT	16.00		
GAS, OIL, LUBE	0.00		
SUBLET AMOUNT	0.00		
MISC. CHARGES	0.60		
TOTAL CHARGES	28.55		
LESS DISC./DED.	0.00		
SALES TAX	1.44		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	29.99

New Used Demo

SERIAL NO.

1 6 2 7 5 1 3 7 6 F

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER FORM.

Price of Unit	22100.00
Additional Equipment (options)	
12198.17 REBATES TO CDD	

SUBJECT TO CREDIT APPROVAL BY PRIMARY LENDER

ALL BALANCES IN CASH OR CERTIFIED CHECK ONLY

ETCH PROTECTION TRANSFER FEE (OPTIONAL) - \$189.00

NEW TRANSFER
 PASS COMM

Extended Service Plan

TOTAL PRICE OF VEHICLE 22100.00

Less Trade-in N/A

TOTAL TAXABLE AMOUNT 22100.00

State Sales Tax 1337.34

New Tire Fee @ \$1.50 per Tire 7.50

Registration/Title Fee (Estimated)
 NEW TRANSFER 37.50

Documentary Fee CLERICAL EXPENSE \$55.00
DOCUMENT DELIVERY SERVICE \$40.00 \$ 95.00

NET PAY-OFF ON TRADE-IN

TOTAL 23769.34

Deposit (Minimum Required 10%) 2176.93

BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY.

Balance Financed 21568.17

Lien TOTAL

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. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
 This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

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-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 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.

01 / 17 / 2008 X
Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
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).

01 / 17 / 2008 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
Date Customer's Signature 01 / 17 / 2008

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: 01/17/08 X
Date Dealer or His Authorized Representative Date

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 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.

Accepted By: 01/17/08 X
Date Dealer or His Authorized Representative Date Customer's Signature

H

RELEASE OF CLAIM

I [REDACTED] (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of: \$5,650.00 paid by General Motors Corporation, hereby releases and discharges General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the lease, repair, maintenance, operation, alteration, or use of Releasor 2006 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT61876F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$3,750.00, made payable to Marylyn A. Power; the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 19,482 on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and General Motors Corporation, and Releasor is 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 agree to the terms of this Release of All Claims

DATE SIGNED: 2-06-08

[REDACTED]

Claimant's Signature

[REDACTED]

Claimant's Signature

[REDACTED]

Address

[REDACTED]

Address

WHITING, NJ [REDACTED]

City, State, Zip Code

[REDACTED]

City, State, Zip Code

STATE OF New Jersey

COUNTY OF OCEAN

Sworn to (or affirmed) and subscribed before me this 6 day of February 20 08, by Marylyn A. Power.

Signature of Notary Public

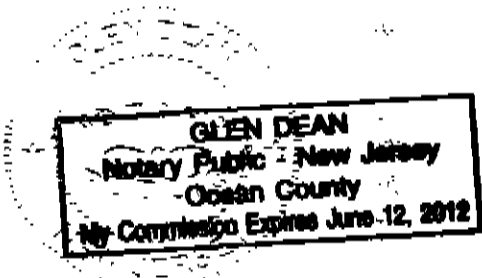
Glen Dean

Print, type or stamp Commissioned Name of Notary Public

Personally Known OR Produced identification

Type of identification _____

My commission expires: 06-12-12



CC: File

LG0029
V6302006

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2.

Business name, if different from above
 Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
 Other (see instructions) ▶

City, state, and ZIP code
WHITING NJ

List account number(s) here (optional)

Requester's name and address (optional)

Exempt payee

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

or
Employer identification number

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and general disbursements, you are not required to sign the Certification, but you must provide your correct TIN. See [redacted]

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ **2-6-08**

General Instructions

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

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

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

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

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
KIMMEL & SILVERMAN

Business name, if different from above

Check appropriate box: Individual/Sole proprietor Corporation Partnership
 Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ Exempt payee
 Other (see Instructions) ▶

Address (number, street, and apt. or suite no.)
30 EAST BUTLER PIKE

City, state, and ZIP code
AMBLER, PA 19002

List account number(s) here (optional)

Requestor's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

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Social security number
or
Employer identification number
23 2671027

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- I am a U.S. citizen or other U.S. person (defined below).

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Sign Here	Signature of U.S. person ▶	Date ▶ 1/9/08
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General Instructions

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



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

VIA FAX ONLY

January 21, 2008

Jim Geresy
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD, NJ 08701-4512

RE: [REDACTED]
Service Request: 71-594890067
2006 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT61876F [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear Jim Geresy:

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, **application of title** and all other items in the sales jacket.
- 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 or more faxes 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 further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation





1055 Route 88 • Lakewood, New Jersey 08701

Service Dept. 732-363-1200
 Service fax: 732-363-1639

Parts Dept. 732-363-4600
 Parts fax: 732-363-6868

To: GM Patricia Easley

From: Pine Belt Enterprises Inc.

Date: 1-23-8

Pages sent including this cover page: 12

Comments: Here is the sales copy

Fax Server

1/21/2008 3:13:11 PM PAGE 2/002 Fax Server



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

VIA FAX ONLY

January 21, 2008

Jim Geresy
PINE BELT CHEVROLET
1088 RTE 88
LAKEWOOD, NJ 08701-4512

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Sincerely,

General Motors Corporation



PINE BELT ENTERPRISES, INC.

CHEVROLET
1088 ROUTE 88
LAKEWOOD, NJ 08701
(732) 363-2900

CHRYSLER • SUBARU
1400 ROUTE 88
LAKEWOOD, NJ 08701
(732) 901-3600

DATE: 1/15/08
CITY: LAKEWOOD



DATE: 1/15/08

SALESMAN: THOMAS, FRANK IV

6031

1689F

YEAR	MAKE	MODEL	BODY STYLE	NEW OR USED	KEY NO.
2006	CHEVROLET	MALIBU	WG	NEW	
VIN					
1G1ZT61876F					

DELIVERED PRICE	22100.00
SALES TAX	1326.00
TOTAL CASH PRICE	23426.00
COST OF FINANCING	
COST OF INSURANCE	
MOTOR VEHICLE FEE	27.50
DOCUMENTARY FEE	65.00
TIRE FEE	7.50
TOTAL TIME PRICE	23536.00
SETTLEMENT:	
DEPOSIT	2198.17
CASH ON DELIVERY	21367.83
TRADE-IN	
LESS LIEN	
YEAR	MAKE
MODEL	BODY
VIN	
PAYMENTS	
AT \$	21367.83
TOTAL	21397.83

OPTIONAL EQUIPMENT AND ACCESSORIES

FACTORY INSTALLED:
 GR AND REGATE \$500.00 TO 100, ONE
 GR LANE \$150.00 TO 100, ONE
 AUTH #R630074

DEALER INSTALLED:
 001

NAME OF FINANCE COMPANY: FCA

LC60666

191096 YEAR _____

O. _____

anager _____

DT

10171818058

01/17/08

WHITING RD

STK# 1688F
CUS# 20867
INV# LC60666

F&I

Please Initial
Customer F&I

OFF AUTHORIZATION
(MED)

COPY OF CONTRACT
IF FINANCED

SIGNATURE

GENERAL SALES MANAGER

PRINT NAME

SIGNATURE

co-buyers

Date: 2/4/08 M.V. Due: 0

Customer Signature: _____

Title

Registration

Plates

Other

MOTOR VEHICLE FEES DUE

\$ 0

MOTOR VEHICLE CHECK OFF

- Copy of Insurance Card
- Signed M.V. Card
- Registration (if transfer)
- Trade Title
- Copy of Driver's License

Trade Title Received:

LIENHOLDER INFORMATION

Name _____

Address _____

Town 21367 State 83

COLLECT DOC AND MOTOR VEHICLE FEE
IF NOT FINANCED.

\$ 21,868.17 AMOUNT

FINANCE MANAGER

PRINT NAME

SIGNATURE

Customer

Salesman



CHEVROLET · CHRYSLER · SUBARU
1088 ROUTE 88 · LAKEWOOD, NJ 08701
(732) 363-2900 · FAX: (732) 370-5160

12413

AMOUNT	PAID BY	COMMENT
21,568.17	PC	DP STK#1689F PCK#114 / 6231 OK PER CRAIG D

TOTAL RECEIVED: \$21,568.17

WHITING


DATE-TIME: 17JAN2006 13:07

CASHIER: SC

LOCATION: CHEVSELS

CASH DRAWER

GENUINE CHEVROLET

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
10	56	10		21,568.17	12413	
		10		-21,568.17	208876	

CASH RECEIPT



1088 ROUTE 88 • LAKEWOOD, NJ 08701 • (732) 363-2900

VEHICLE DELIVERY RECEIPT

Date 1-17-06

CUSTOMER NAME [redacted] STOCK # 16896 VIN 1G1ZT41876F [redacted]

It is our sincere desire that there be no misunderstanding regarding any part of your car purchase. As a benefit to you and to us, please answer the following questions and please do not complete delivery until you are certain you understand all phases of this sale. (Please INITIAL ALL items).

I understand that Pine Belt Auto Group DOES NOT provide loaner cars.

Customer acknowledges:

I have received and understand my warranty booklet.

I have received and understand my owner's manual.

The operation of the vehicle has been demonstrated.

Maintenance schedule and menu has been explained to me.

I have received my key codes. Ignition 12345 Door 65432

I understand that the only additional equipment promised is shown below.

I have received a full tank of gas/GM new cars only.

Location of Service Department/hours of operation Mon-Fri 9am-6pm, has been explained to me.

M.V. fees will be paid upon receipt of M.V./we will notify you by postcard.

I understand that GM will be sending me a questionnaire regarding my satisfaction.

Pre Delivery:

- Orientation drive. Orientation tour of Dealership. Orientation tour of Service.
- Warranty and Owners Manual Roadside Assistance Program

**Please note on used vehicles the windshield must be inspected and any damage noted must be prior to delivery!*

WORK PROMISED Nothing Promised

Customer's Signature

Date

Manager's Signature

Date

Name of Service Advisor

Ext.

(732) 363-1200

Service Phone#

ALL ADJUSTMENTS MUST BE MADE WITHIN 30 DAYS



GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT



CHEVROLET

MARYLYN A POWER

CUSTOMER NAME: Z T 6 1 8 7 6 F

VIN: /

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:

<u>MFG REBATE Incentive Program Reference</u>	<u>Amount</u>	<u>CME GM Incentive Code</u>
AUTH #N632034	500.00 1000.17	
	\$	
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received		\$

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

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

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

a. **Vehicle Incentive 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 on ___/___/___ I acknowledge receipt of incentive(s) as described in Item ___ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ___ Yes ___ No

b. **Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: _____ Date: ___/___/___

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ___ and the OnStar Terms and Conditions have been provided to 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 or Saab Cars USA.

Authorized Dealer Signature: PINE BELT ENTERPRISES, INC. Date: ___/___/___
Dealership Name: _____ Dealer Code: _____

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

BARS Document Display

2006 MALIBU MAXX LT
67U SILVERSTONE METALLIC /V6G
83C TITANIUM
ORDER NO. [REDACTED] STOCK NO.
VIN 1G1 ZT61 87 6F [REDACTED]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [REDACTED]

1684F

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	21025.00	19448.13	INVOICE 12/19/05
JF4 PWR ADJ BRAKE & ACCEL. PEDALS	125.00	103.75	SHIPPED 12/19/05
LX9 3.5L V6 ENGINE	N/C	N/C	EXP I/T 01/03/06
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 01/03/06
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 12/19/05
R6M NEW JERSEY SURCHARGE	0.00	50.00	KEYS XXXXX XXXXX
U2K XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.	325.00	269.75	WFP-S QTR OPT-1 BANK: GMAC - 020
U32 REAR DVD ENTERTAINMENT SYSTEM	995.00	825.85	CHG-TO 02-492
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	
			SHIP WT: 3427
			HP: 32.9
			GMS: 20723.38
			SUPPLR: 21652.56
			MRM: 23095.00
			DAN: BSETV
			MEMO 1048.50

TOTAL MODEL & OPTIONS	22470.00	20697.48	ACT 231	20648.38
DESTINATION CHARGE	625.00	625.00	H/B 261	674.10
LAM DEALER CONTRIBUTION		224.70	ADV 261	224.70
LAM GROUP CONTRIBUTION		224.70	EXP 65A	224.70

TOTAL	23095.00	21771.88	PAY 310	21771.88
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		20782.40		

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.

PINE BELT CHEVROLET
REMIT TO GMAC NO. 020
VIN 1G1ZT61876F [REDACTED]
\$ 21771.88 INV 1AD79494646
DUE 01/03/06 DEALER 02-492

F1980B

Purchase Information Screen

PBLC-FI

Deal Number:	167082	12) Deposit:	
1) Cust Name:	[REDACTED]	13) C.O.D.:	
2) Contract Date:	01/17/06	14) Rebate:	\$ 2,198.17
3) Fin Inst:	CASH		
4) Stock Number:	1689F	15) Trades - Net (W):	
5) Vehicle Sale Price:	\$ 22,100.00	16) Term In Months (0) :	
6) Aftersale (W):		17) Payment (0):	\$21,672.33
7) Fees (W):	\$ 437.00		
8) Serv Contract (W):			
9) Smart Care:		Sale Subtotal:	\$ 19,901.83
		Total Financed:	\$ 21,672.33
10) SalesTax %/\$:	6.0000% \$ 1,326.00	Finance Charge:	
11) Tire Tax:	1.0000% \$ 7.50	Total Other Charges:	
		Total of Payments:	\$ 21,672.33
		Deferred Price:	
		Unpaid Balance:	\$ 21,672.33

Command:

F1=Help F2=Home F3=Save F4=Cancel

500 REBATE - CNB

DCOP - \$ 353

TRANSACTION INFORMATION

Company: PINE BELT ENTERPRISES
Control: 0067082
Status: O

MVS License: [REDACTED]
Clerk Code: Q8
Transaction ID: RV20060230053

OWNER INFORMATION

OWNER
ID Type: I
Autopic: P68815276157414
First: [REDACTED]
Middle: [REDACTED]
Last: [REDACTED]
Address: [REDACTED]
City St Zip: WHITING, NJ [REDACTED]
Customer No: [REDACTED]
LESSEE
First: [REDACTED]
Middle: [REDACTED]
Last: [REDACTED]
Address: [REDACTED]
City St Zip: [REDACTED]

CO-OWNER

Autopic:
Start Date:

LIENHOLDER INFORMATION

Corpcode:
Company:
Address:
City St Zip:

VEHICLE INFORMATION

Purchase Date: 01/17/2006
Title State: [REDACTED]
VIN: 1G1ZT61876 [REDACTED]
Year: 2006
Make: CHE
Model: XLT
Body: 04
Reg Code: 7
Weight Class: 07
Axles: 2
Color: SL
Stock: 1689
Type: N
Assignments: 0
Odometer: 07
Status: A
Brands:
Insurance: STATE FARM INDEMNITY
Policy: [REDACTED]
Cost: 22,100.00
Net: 22,100.00
Tax Exempt:
Tax: 1,326.00

REGISTRATION INFORMATION

Type: T
Issue Date: 01/23/2006
Expiration Date: 08/31/2006
Renewal Date:
Universal Form: 94620064
Title Fees: 20.00
Reg Fees: 4.50
Penalty: 0.00
Current Series: PA
Current Plate: [REDACTED]
New Series:
New Plate:
Family Dups: 0
EFT Amount: 24.50
Temp Tag #:
Estimated Fees: 37.50
Total Fees: 24.50
Overpaid: 13.00

Messages:

bob's drawer

ODOMETER DISCLOSURE STATEMENT

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

I, PINE BELT ENTERPRISES, INC. state
(TRANSFEROR'S NAME—PRINT)

that the odometer now reads 07 (no tenths) miles
and to the best of my knowledge that it reflects the actual mileage of the vehicle described
below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is **NOT** the actual mileage.

WARNING—ODOMETER DISCREPANCY.

Year	Make	Body Type	Model
06	CHEVROLET	SD	MALIBU
Vehicle Identification Number			
1G1ZT61876P [REDACTED]			

X *K. M. [Signature]*
TRANSFEROR'S SIGNATURE

TRANSFEROR'S NAME (SELLER) PINE BELT ENTERPRISES, INC.
PRINTED NAME

TRANSFEROR'S ADDRESS 1088 ROUTE 88
STREET
LAKWOOD, NJ 08701
CITY STATE ZIP CODE

DATE OF STATEMENT 01/17/06

[REDACTED]
TRANSFEREE'S NAME (BUYER) [REDACTED]
TRANSFEREE'S SIGNATURE
PRINTED NAME

TRANSFEREE'S ADDRESS [REDACTED]
STREET
WHITING, NJ [REDACTED]
CITY STATE ZIP CODE

FORM 107A-88 2 PART
107B-88 3 PART

Reorder From: **nj car** Services, Inc. • (609) 883-5056

New Used Demo

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER FORM.

Price of Unit	22100.00
Additional Equipment (options)	
\$2198.17 REBATES TO COO	

SUBJECT TO CREDIT APPROVAL BY PRIMARY LENDER

ALL BALANCES IN CASH OR CERTIFIED CHECK ONLY

ETCH PROTECTION TRANSFER FEE (OPTIONAL)- \$189.00

NEW PASS TRANSFER COMM

Extended Service Plan	
TOTAL PRICE OF VEHICLE	22100.00
Less Trade-in	N/A
TOTAL TAXABLE AMOUNT	22289.00
State Sales Tax	1337.24
New Tire Fee @ \$1.50 per Tire	7.50
Registration/Title Fee (Estimated)	
<input type="checkbox"/> NEW <input type="checkbox"/> TRANSFER	37.50
Documentary Fee <small>CLERICAL EXPENSE \$55.00 DOCUMENT DELIVERY SERVICE \$40.00</small>	\$ 95.00
NET PAY-OFF ON TRADE-IN	
TOTAL	23766.24
Deposit (Minimum Required 10%)	2376.62
BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY.	
Balance Financed	21389.62
lien TOTAL	

SERIAL NO. 16 27 5 1 3 7 6 F

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. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
 This vehicle is sold/leased "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

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-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 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.

01 / 17 / 2006 X
Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
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).

01 / 17 / 2006 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 01 / 17 / 2006 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: 01/17/06 X
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 includes 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 or age or older and

Accepted By: 01/17/06 X
Date Dealer or His Authorized Representative Date Customer's Signature

2006 MALIBU MAXX LT CHEVROLET MOTOR DIVISION
 67U SILVERSTONE METALLIC /V6G GENERAL MOTORS CORPORATION
 83C TITANIUM 100 RENAISSANCE CENTER
 ORDER NO. [REDACTED] STOCK NO. DETROIT MI 48243-1114
 VIN 1G1 ZT61 87 6F [REDACTED] VEHICLE INVOICE [REDACTED]

*****13*02492S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	21025.00	19448.13	INVOICE 12/19/05
JF4 PWR ADJ BRAKE & ACCEL. PEDALS	125.00	103.75	SHIPPED 12/19/05
LX9 3.5L V6 ENGINE	N/C	N/C	EXP I/T 01/03/06
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 01/03/06
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 12/19/05
R6M NEW JERSEY SURCHARGE	0.00	50.00	KEYS G0544 G0544
U2K XM SATELLITE RADIO - SERVICE	325.00	269.75	WFP-S QTR OPT-1
FEE EXTRA 1ST 3 MONTHS INCL.			BANK: GMAC - 020
U32 REAR DVD ENTERTAINMENT SYSTEM	995.00	825.85	CHG-TO 02-492
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	

SHIP WT: 3427
 HP: 32.9
 GMS: 20723.38
 SUPPLR: 21652.56
 MRM: 23095.00
 DAN: BSETV
 MEMO 1048.50

TOTAL MODEL & OPTIONS	22470.00	20697.48	ACT 231	20648.38
DESTINATION CHARGE	625.00	625.00	H/B 261	674.10
LAM DEALER CONTRIBUTION		224.70	ADV 261	224.70
LAM GROUP CONTRIBUTION		224.70	EXP 65A	224.70

TOTAL 23095.00 21771.88 PAY 310 21771.88
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20782.40

 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.

PINE BELT CHEVROLET
 REMIT TO GMAC NO. 020
 VIN 1G1ZT61876F [REDACTED]
 \$ 21771.88 INV 1AD79494646
 DUE 01/03/06 DEALER 02-492



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

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

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

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

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 28, 2014

VIA EMAIL ONLY

gmerinfo@gmexpert.com

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

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2006 Chevrolet Malibu-Maxx
Date of Purchase: 01/17/2006
Place of Purchase: Pinebelt Chevrolet
VIN: 1G1ZT61876F [REDACTED]

Dear Sir/Madam:

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

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

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

Very truly yours,

Robert M. Silverman

RMS\ TL
cc: Marylyn Power

JACQUELINE C. HERRITT¹⁹
ROBERT A. RAPKIN¹
HY DAVID RUBENSTEIN¹⁰
BARRY R. WINDERMAN¹
MELISSA K. FIALA¹
IRA P. SMADES¹
DAVID L. LIEBERMAN^{14,15}
ANGELA K. TROCCOLI¹
FRED DAVIS¹⁷
RONALD ROWLAND¹⁰
CHRISTOPHER R. HOLLIDA^{10,19}
AMY L. BENNECOFF¹⁷
MARY T. FOY¹⁷
MICHAEL J. SOSKA¹
CHRISTINA GILL ROSEMAN¹⁷
RICHARD A. SCHOLER¹⁷

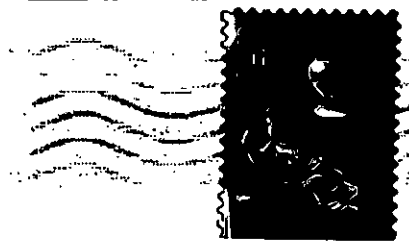
Of Counsel:
RONNA LUCAS¹⁷

ROBERT M. SILVERMAN^{1,2}
CRAIG THOR KIMMEL^{1,4}

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

Westland, MI

11 FEB 2008 PM 6 L



FEB 12 2008

General Motors Corp
P.O. Box 33170
Detroit, MI 48232-5170

4823235170



Dear Mr. Rick Wagner,

I am writing you in regards to my 2005 Pontiac G6. I purchased it about 2 years ago on February 15th 2006. Weeks upon purchasing my car, it starting having problems. I noticed the brake lights would stay on when I drove and shut off when I hit the brake pedal. After about 10 tries later and several dealerships the problem was finally diagnosed. The body control module was bad. It was then replaced. Also within the same time frame, my rotors had to be turned. This was at less than 15,000 miles. Sometime shortly after that, I began to notice my check engine light coming on and a gas cap warning light on my display. As a result of my engine light coming on, due to the factories guidelines, my remote start is deactivated. If you could please understand this is very frustrating, especially in the winter. I've done almost everything I could possibly do to find away to get the warning light off. I have replaced the gas cap. The factory one was stripped and wouldn't even lock. I've taken it to a dealership to see if they could diagnose the problem. They ran a test and found nothing. I've taken it to another shop to see if they could also diagnose the problem and there was nothing. However, my engine light and warning light are still on. Its been going on for about 2 years. I have also had to replace both key FOBS. One of which didn't work when I bought the car.

Coming from a GM family background, I am very disappointed. My Grandfather putting in 50 years and uncles and cousins almost 30. Having them hear the problems and troubles I've had with this car is very disturbing to them as well. I've written the company many times and have had no response. I have gotten a hold of attorneys to discuss Lemon Laws. From their understanding, my vehicle was considered a Lemon. As a result I received a small settlement from your company. Which barely even compensates for the troubles I've had and am continuing to have.

Mr. Wagner I like GM products and I don't want to let one bad seed ruin the bunch. But enough is enough. I don't have the time or money to put into this car. I bought this car hoping it would get me by for a few years. If I had known the troubles I was getting into, I would have gone somewhere else. But because of my GM background I thought I could trust your products and service. I would like to have these problems resolved. But I am at a loss of what else to do. I look forward to your response for a satisfactory conclusion.

Yours Truly,

[Redacted Signature]

Westland, MI

[Redacted Address]

(Granddaughter of [Redacted Name])

January 28, 2014

[REDACTED]
Baker, LA [REDACTED]

Service Request: 71-633526564

2007 Saturn AURA

Vehicle Identification Number: 1G8ZS57N17F [REDACTED]

District Specialist: Catherine Dickinson

Dear [REDACTED]

We are sorry you have experienced concerns with your 2007 Saturn AURA. At Saturn, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary lube, oil, and filter service to be used on your 2007 Saturn AURA. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) provided in your vehicle at the time delivery. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Saturn dealership for redemption.

If you have any future questions, feel free to contact our Saturn Customer Assistance Center at 1-800-553-6000 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Saturn Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary lube, oil, and filter service

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

FedEx

Express

MAILROOM

Please send tracking sheet back up
Saturn Customer Assistance Center

MD: 371-999-S24

2 Day or Overnight

Saturn Customer Assistance Center

c/o Stephanie Jackson

100 Saturn Pkwy

MD 371-999-S24

Spring Hill, TN 37174-1500

Align top of FedEx Shipping Label or ASTRA Label here.

Ref: [REDACTED]	Date: 06/08/2008	SHIPPING:	3.42
Dep: [REDACTED]	Wgt: 1.1 LBS	SPECIAL:	0.00
		HANDLING:	0.00
	DV:	0.00 TOTAL:	3.52

Svc: PRIORITY OVERNIGHT OSR
TRK: 888 7338 8978

ORIGIN ID: FYMH (931) 486-5603	Ship Date: 06JUN08
MAILROOM	NetWgt: 1.1 LB
55N	System#: 8755105/CAFE2365
100 SATURN PKWY	Account: [REDACTED]
DOCK #701	
SPRING HILL, TN 37174	
UNITED STATES US	

TO SHAHLA JARBO (686) 467-8832

1919 CONCEPT DRIVE JUN 09 AM 8:00

WARREN, MI 48091



Ref: [REDACTED] /17240



Delivery Address Barcode

BILL SENDER

PRIORITY OVERNIGHT

MON

TRK 888 7338 8978 Form 8267

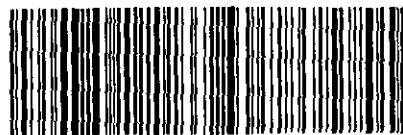
Deliver By

09JUN08

DTW

AZ

48091 -MI-US XH UIZA

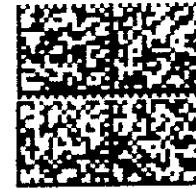


For FedEx shipments only.

On Time



Large



US POSTAGE
\$ 01.51

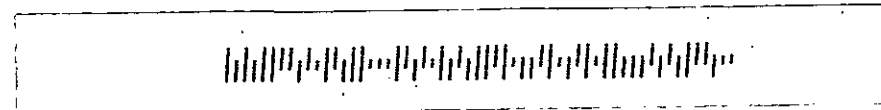
Mailed From 44113
06/04/2008
031A 0002303019

KAHN & ASSOCIATES, L.L.C.
ATTORNEYS AT LAW
25 Burlington Mall Road, Suite 300
Burlington, MA 01803

To

Saturn Corporation
100 Saturn Parkway MD 371-999-S24
Spring Hill, TN 37174

JUN 09 2008



CALIFORNIA OFFICES
NORTH – San Francisco - *Satellite Office*
CENTRAL – Los Angeles
SOUTH – San Diego - *Satellite Office*

CONNECTICUT OFFICE
Hartford

FLORIDA OFFICES
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KAHN & ASSOCIATES
L.L.C.

Phone: 1-888-LEMONS-1 (536-6671)
Fax: 1-888-868-6671
www.KahnandAssociates.com

CORPORATE HEADQUARTERS
55 Public Square • Suite 650 • Cleveland, Ohio 44113
Phone: (216) 621-6101 • Fax: (216) 621-6006

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADQUARTERS

MICHIGAN OFFICE
Detroit

MISSOURI OFFICE
St. Louis

NORTH CAROLINA OFFICE
Raleigh

NEW JERSEY OFFICE
Kenneth C. Ho, Esq.*
Newark
**Licensed in New Jersey*

PENNSYLVANIA OFFICES
EAST – Philadelphia
WEST – Pittsburgh - *Satellite Office*

TENNESSEE OFFICE
Nashville

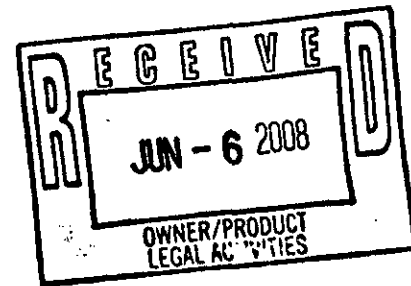
TEXAS OFFICES
Austin - *Satellite Office*
Dallas
Houston - *Satellite Office*
San Antonio - *Satellite Office*

VIRGINIA OFFICE
Richmond

June 4, 2008

VIA FIRST CLASS U.S. MAIL

Saturn Corporation
100 Saturn Parkway MD 371-999-S24
Spring Hill, TN 37174



Re: • Settlement Demand
Our Client: [REDACTED]
Vehicle: 2007 Saturn Aura
Date of Purch/Lease: February, 2007
VIN: 1G8ZV57797F [REDACTED]
Current Mileage: 15,590
Our File No: UCCELLO, J. V. SATURN

Dear Case Manager:

Please be advised that this office has been retained by [REDACTED] the above-referenced vehicle which was obtained from Saturn of Lowell (720 Rogers Street Lowell, Massachusetts 01852). 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. Engine;
2. Engine / Engine Light;
3. Brakes;
4. Driveability;
5. Electrical System;
6. Transmission;
7. Alignment;
8. Wheels;

9. Interior;
10. Stereo System;
11. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

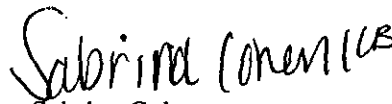
These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Massachusetts Lemon Law, the Magnuson-Moss Warranty Act and the Massachusetts Uniform Commercial Code. Because the "purchase of a new car is a major investment [which is] rationalized by the 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).

Further, we are putting you on notice under c. 93A that the following acts or practices are or will be alleged to be unfair or deceptive should we file suit: 1. Violating the Lemon Law; 2. Failing to timely honor the warranty and/or breaching same under 940 CMR §3.08; and 3. Failing to notify of known defects under 940 CMR §5.03(5).

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.**¹

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 letter. If we are unsuccessful, we have been directed to commence formal legal proceedings against you.

Sincerely,


Sabrina Cohen
Attorney for [REDACTED]

Encls.

cc: [REDACTED]

¹Until 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.



SATURN OF HAVERHILL
 915 South Main Street
 HAVERHILL, MASS. 01835
 (978) 373-6700
 Fax (978) 372-5351

SATURN OF LOWELL
 720 Rogers Street
 LOWELL, MA 01852
 (978) 454-9300
 Fax (978) 454-9391

**MOTOR VEHICLE CASH
 PURCHASE AGREEMENT**
 Consumer Use Only

A DIVISION OF MERRIMACK VALLEY SATURN

CUSTOMER'S E-MAIL ADDRESS

DATE 1/30/07 John CO-D.O.B. 7170606 STOCK No. ELLIOTT HERSH SALES REPRESENTATIVE

PURCHASER'S NAME(S) [Redacted]
 CITY AMERICA, MA STATE MA ZIP CODE [Redacted] TELEPHONE NUMBERS Cell [Redacted]

ENTER MY ORDER FOR [1] NEW USED FORMER USE DEMONSTRATOR POLICE CAR TAXICAB FORMER DAILY RENTAL
 (If applicable) FORMER LEASED CAR

Year 2007 Make SATURN Model AURA Body Type SEDAN Model No. AR Transmission Automatic Standard Automatic (Speeds) 6 Cyl. 6 Pass. 5 Doors 4
 Vehicle Identification No. 1482V5797F Color Black Interior M. Brown Odometer 4 ml. km. Expected Delivery Date

TRADE-IN Year	Year	Make	Model	Type	Color	WARRANTY INFORMATION	Price of Unit
						This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request.	<u>\$23,405</u>
V.I.N.						Additional Equipment/Items	
Odometer (mi. <input type="checkbox"/> /km. <input type="checkbox"/>						PREMIUM TRIM 800	
Transmission <input type="checkbox"/> Standard (speeds) <input type="checkbox"/> Auto						ENHANCED LEADENCE 425	
No. of Cyl. Pass. Doors						POWER ROOF 800	
Title No. State						PREMIUM MARKS 100	
Registration No.						MOBACO BROWN LEATHER 100	
Registration Fee \$						Congrat	
Title Fee \$						407 x 418 mo	
Mass. Sales Tax \$						- 3000 buy	
(Pay to Commonwealth of Massachusetts)						15K	
LOST TITLE FEE \$50.00						26,800	
CONTRACTUAL DISCLOSURE STATEMENT FOR TRADE IN VEHICLES ONLY						<500>	
At the time of delivery if no title for the trade is surrendered or if the title you present is unusable due to errors this fee will be charged. Fee will offset cost associated with correcting title issues.							
Additional Information-Vehicle Purchased							

LIENHOLDER Address City/State/Zip

INSURANCE CO. COMMERCE Agent/Branch MS BRIDGE ST Policy/Binder # Address/City AMERICA, MA

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my partial / down payment, in the amount of \$ 1500 may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my partial / down payment shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or the truck I agree to purchase. If the amount of my partial / down payment exceeds actual damages sustained by you, you shall fund the difference to me.

CHECK # Purchaser's Initials John TIL THURS 2/1/07

Purchaser warrants title of Trade-in is NOT marked SALVAGE OR REBUILT. If so marked and not disclosed, Sale will be void or subject to renegotiation. [] Purchaser's Initials

THIS CONTRACT IS NOT BINDING UPON EITHER DEALER OR PURCHASER UNTIL SIGNED BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL HE/SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

The front and back of this order comprise the entire agreement between the dealer and purchaser and no other agreement or understanding has been made or entered into. IF THIS AGREEMENT IS FOR A USED VEHICLE. THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. Purchaser represents and warrants that no credit other than that stated above has been extended to her/him by dealer. Purchaser represents and warrants that she/he has read and understands the materials printed on this motor vehicle purchase contract. Purchaser acknowledges receipt of a signed copy of this motor vehicle purchase contract.

* Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.

Purchaser's Signature [Redacted]
 Co-Purchaser's Signature [Redacted]
 APPROVED AUTHORIZED DEALER REPRESENTATIVE

Lost/Incorrect Title Fee	\$	
Manufacturer's Allowance	\$	
1. Total Price	\$	
2. Trade	\$	
3. Trade Difference	\$	
4. Taxable Total	\$	
5.* Mass. Sales Tax (% of line 4)	\$	
6. Title Processing Fee	\$	5 00
7. Documentary Preparation (Normalized on back)	\$	184 00
8. Fees due R.M.V.	\$	
9. TOTAL CONTRACT PRICE (total of lines 3, 5, 6, 7 and 8)	\$	
10. Balance Due on Trade-in	\$	
11. Total lines 9 and 10	\$	
12. Partial / Down Payment	\$	
13. Amount to be Financed	\$	
14. Cash due on Delivery	\$	
15. TOTAL PAYMENT (total of lines 12, 13 and 14) (line 15 must equal line 11)	\$	



915 South Main Street
HAVERHILL, MASS. 01835
(978) 373-6700
Fax (978) 372-5351

XX

720 Rogers Street
LOWELL, MA 01852
(978) 454-9300
Fax (978) 454-9391

**MOTOR VEHICLE CASH
PURCHASE AGREEMENT**
Consumer Use Only

A DIVISION OF MERRIMACK VALLEY SATURN

CUSTOMER'S E-MAIL ADDRESS

DATE **1/31/2007** D.O.B. [REDACTED] STOCK No. [REDACTED] SALES REPRESENTATIVE
PURCHASER'S NAME(S) [REDACTED] ADDRESS **7170605** **Elliott I Hersh**

CITY STATE ZIP CODE TELEPHONE NUMBERS HOME BUSINESS
N BILLERICA MA [REDACTED] 74 FOREST PARK AVE
978-362-3710 781-862-2180

ENTER MY ORDER FOR **1** NEW USED FORMER USE DEMONSTRATOR POLICE CAR
(QUANTITY) (If applicable) FORMER LEASED CAR TAXICAB FORMER DAILY RENTAL

Year Make Model Body Type Model No. Transmission Standard (Speeds) Cyl. Pass. Doors
007 SATURN AURA XP 4DR SEDAN 2160 Automatic 4 4

Vehicle Identification No. **1G82V57737F** Color **BLACK** Interior **Black** Odometer **6** mi. km. Expected Delivery Date **1/31/2007**

TRADE-IN Year Make Model Type Color	WARRANTY INFORMATION	Price of Unit	\$
V.I.N.	This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request.	Additional Equipment	\$
Odometer (mi. <input type="checkbox"/> km. <input type="checkbox"/>)	Application for Title <input type="checkbox"/>	Additional Equipment	\$
Transmission <input type="checkbox"/> Standard (speeds) <input type="checkbox"/> Auto	Application for Reg. <input type="checkbox"/> New <input type="checkbox"/> Transfer	Additional Equipment	\$
No. of Cyl. Pass. Doors	Registration No.	Additional Equipment	\$
Title No. State	Registration Fee \$ 15.00	Additional Equipment	\$
Previous Owner	Title Fee \$ 50.00	Additional Equipment	\$
City/State/Zip	Mass. Sales Tax 1,316.00	Additional Equipment	\$

LIENHOLDER: [REDACTED]
Address [REDACTED]
City/State/Zip [REDACTED]
Acct. No. Check No. [REDACTED]
Balance Due \$ **N/A**

Additional Information-Vehicle Purchased

LIENHOLDER GENERAL MOTORS ACCEPTANCE CORP
Address **PO BOX 8138**
City/State/Zip **ROCKEYSVILLE, MD 21030**

INSURANCE Co. [REDACTED]
Agent/Branch [REDACTED] Policy/Binder # [REDACTED]
Address/City [REDACTED]

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my partial / down payment, in the amount of **\$1,500.00** may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my partial / down payment shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or the truck I agree to purchase. If the amount of my partial / down payment exceeds actual damages sustained by you, you will promptly refund the difference to me.

[REDACTED]
Purchaser's Initials

Purchaser warrants title of Trade-in is NOT marked SALVAGE OR REBUILT. If so marked and not disclosed, Sale will be void or subject to renegotiation. [REDACTED] Purchaser's Initials

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* Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.

Purchaser's Signature [REDACTED]
Co-Purchaser's Signature [REDACTED]
APPROVED-AUTHORIZED DEALER REPRESENTATIVE [REDACTED]

1. Total Price	\$	
2. Trade	\$	26,320.00
3. Trade Difference	\$	N/A
4. Taxable Total	\$	N/A
5. * Mass. Sales Tax (% of line 4)	\$	26,320.00
6. Title Processing Fee	\$	1,316.50 00
7. Documentary Preparation (Itemized on back)	\$	184 00
8. Fees due R.M.V.	\$	
9. TOTAL CONTRACT PRICE (total of lines 3, 5, 6, 7 and 8)	\$	65.00
10. Balance Due on Trade-in	\$	27,890.00
11. Total lines 9 and 10	\$	N/A
12. Partial / Down Payment	\$	27,890.00
13. Amount to be Financed	\$	1,500.00
14. Cash due on Delivery	\$	27,064.00
15. TOTAL PAYMENT (total of lines 12, 13 and 14) (line 15 must equal line 11)	\$	N/A



SATURN OF LOWELL
720 Rogers Street
Lowell, MA 01852
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**SERVICE
INVOICE**

SO# 7136126 DATE/TIME IN: 4/16/2008 10:46 DATE/TIME OUT: 4/16/2008 15:29
TAG# 6126 SA: David Pepin DOC COUNT: 1 PAGE: 1

03 1G8ZV57737F
2007 SATURN AURA XR BLACK
N BILLERICA MA ENGINE: LY7 3.6LV6 LIC.NO:
STK#: 7170606
MILES IN/OUT 14526 / 14526
PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----
LINE 1 CUSTOMER STATES VEHICLE 50-65 MPH
CHECK BOUNCING TYPE VIBRATION
TECH COMM: TECH TEST DROVE FOUND NO TIRE VIBRATION, SOME
BOUNCING OF VEHICLE, RE ROTATED TIRES SEEMS TO BE
BETTER.
REPAIR 1 CHECK VIBRATION @ HIGHWAY SPEEDS
OPCODE: M5300 SALE TYPE: C \$.00
PRIMARY TECH: 968

LINE 2 CUSTOMER STATES CHECK VEHICLE SEEMED TO WANTS TO
STALL OUT AT TIMES , PLEASE CHECK AND ADVISE.
TECH COMM: TEHC SCANNED SYSTEM FOUND NO CODES, TECH WAS
NOT ABLE TO DUPLICATE CONCERN AT THIS TIME
REPAIR 1 CHECK VEHICLE STALLING
OPCODE: M5300 SALE TYPE: C \$.00
PRIMARY TECH: 968

LINE 3 CUSTOMER STATES CHECK VEHICLE SEEMS TO LAG WHEN
ACCELERATING
TECH COMM: TEHC FOUND THAT WHEN HARD ACCELERATION VEHICLE
WOULD LAG AND THEN GO, CHECKED BULLETINS NO UP
DATED INFORMATION, TCM CALIBRATIONS ARE UP TO DATE
REPAIR 1 CHECK LAG WHEN ACCLERATING
OPCODE: M5300 SALE TYPE: C \$.00
PRIMARY TECH: 968

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$.00

IMPORTANT
You may receive a customer satisfaction
survey from the manufacturer in the
next few weeks. If for any reason you
cannot grade us "COMPLETELY
SATISFIED", please contact our Service
Manager immediately. Your satisfaction
is our No. 1 concern.
THANK YOU
(978) 454-8300

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APR 16 2008

Disclaimer of Warranties

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



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SO# [REDACTED] DATE/TIME IN: 4/02/2008 10:59 DATE/TIME OUT: 4/05/2008 07:53
TAG# 5709 SA: Markos Pournaras DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED]
ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
STK#: 7170606
MILES IN/OUT 13782 / 13782
PLAN DESC: Z DEL DATE: 1/31/2007

-----email: [REDACTED]-----
LINE 1 124 CUSTOMER STATES THEY HAVE A BRAKE CONCERN. PLEASE
CHECK AND ADVISE.
CAUSE: ROTATE PART - WRAP/WAVY/W
TECH COMM: TECH FOUND BRAKES PULSATE, MEASURED ROTORS FOUND
MIN THICKNESS .91 INCHES, ROTORS WERE MACHINED
ONCE, TECH REPLACED FRONT BRAKE ROTORS DUE TO
WAVINESS, RETESTED OK.

REPAIR 1 ROTOR ASSEMBLY - R&R OR REPLACE FRONT, BOTH
OPCODE: H0127 SALE TYPE: W WTY
HRS: .90
PRIMARY TECH: 074
WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25797350 ROTOR-FRT	Y	2	W		

LINE 2 CUSTOMER STATES CHECK DIMMER SWITCH, HE SEES
DASH LIGHTS GET BRIGHTER, TRYS TO USE DIMMER
SWITCH TO ADJUST, NOT ABLE TO IS THIS NORMAL
CONDITION
TECH COMM: TECH NOTES THAT WHEN HEADLIGHTS ARE ON, DIMMER
SWITCH WILL N BE ADJUSTABLE, OTHER THAN THAT THE
DIMMER WILL NOT DIM DUE TO INSTRUMENT PANEL
ILLUMINATION ONLY

REPAIR 1 INFORMATION LINE
OPCODE: M5300 SALE TYPE: C \$.00
PRIMARY TECH: 074

LINE 3 CUSTOMER STATES RADIO IS SCRATCHY ON FM STATION
103.3, 107
TECH COMM: TECH IS UNABLE TO DUPLICATE AT THIS TIME

REPAIR 1 INFORMATION LINE
OPCODE: M5300 SALE TYPE: C \$.00
PRIMARY TECH: 074

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SO# [REDACTED] DATE/TIME IN: 4/02/2008 10:59 DATE/TIME OUT: 4/05/2008 7:53
TAG# 5709 SA: Markos Pournaras DOC COUNT: 1 PAGE: 2

03 1G8ZV57737F [REDACTED]

LINE 4 CUSTOMER STATES TRANS IS NOT SHIFTING PROPERLY
TECH COMM: TECH INSPECTED FOR UPDATED CALIBRATION, FOUND
VEHICLE HAS MOST CURRENT INFORMATION AT THIS TIME

REPAIR 1 INFORMATION LINE SALE TYPE: C \$.00
OPCODE: M5300
PRIMARY TECH: 074

LINE 6 CUSTOMER STATES SLIGHT SHIMMY AT HIGHWAY SPEEDS
TECH COMM: TECH REBALANCED FRONT TWO TIRES.

REPAIR 1 WHEEL - BALANCE FOUR SALE TYPE: I INT
OPCODE: E0203
HRS: 1.00
PRIMARY TECH: 074

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	INT
SN	15853318 CAP-TIRE	N	4		I	INT

LINE 7* 321 CUSTOMER STATES SES LIGHT WAS ON, ALSO BRAKE LIGHTS
WERE STAYING ON.

AUTH: R

CAUSE: MODL/COMPNT - NO/BAD COMM
TECH COMM: TECH SCANNED SYSTEM FOUND CODE , TECH TRIED TO
RELEARN BRAKE PEDAL POSITION SENSOR, TO NO AVAIL
TECH ORDERED AND REPLACED SWITCH.
GM VIN #2G1WJ15K279 [REDACTED], MONTE CARLO

REPAIR 1 SENSOR, BRAKE PEDAL POSITION - REPLACE SALE TYPE: W WTY
OPCODE: H2642
HRS: .30
PRIMARY TECH: 074
VARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
3N	22666955 SENSOR KI Y	Y	1		W	WTY

NET ITEM: C ENTERPRISE RENTAL SALE TYPE WTY
PO#: 7135709
RENTAL DAYS: 3

LINE 8* 523 BRAKE LIGHTS ARE STAYING ON
CAUSE: MODL/COMPNT - NO/BAD COMM
TECH COMM: TECH REPLACED BCM MODULE FOUND NOT COMMUNICATING
WITH REAR BRAKE LAMP CIRCUIT.

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SO# [REDACTED] DATE/TIME IN: 4/02/2008 10:59 DATE/TIME OUT: 4/05/2008 7:53
TAG# 5709 SA: Markos Pournaras DOC COUNT: 1 PAGE: 3

[REDACTED] 03 1G8ZV57737F [REDACTED]

REPAIR 1 COMPUTER (CONTROL), BODY - REPLACE
OPCODE: N4800 SALE TYPE: W WTY
HRS: .70 OTH HRS: .30
PRIMARY TECH: 074
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25861370 MODULE AS Y		1		W	WTY

"*" Following the line number denotes added operation.

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.00

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SO# [REDACTED] DATE/TIME IN: 2/27/2008 11:23 DATE/TIME OUT: 2/27/2008 13:01
TAG# 4520 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] [REDACTED] STK#: 7170606
MILES IN/OUT 11915 / 11916
PLAN DESC: Z DEL DATE: 1/31/2007

-----email: [REDACTED]-----
REVISED CUSTOMER ESTIMATE
\$107.00 2/27/2008 11:23 Pre-Authorize Estimate
\$78.00 2/26/2008 16:59 Pre-Authorize Estimate

-----email: johnapwu@comcast.net-----
LINE 2 MA. STATE INSP.

REPAIR 1 STATE INSPECTION STICKER
OPCODE: M6011 SALE TYPE: CI \$29.00
PRIMARY TECH: 938

LINE TOTAL / \$29.00

LINE 3 CUSTOMER STATES SHIFTING HESITATES, LAGS BETWEEN
GEARS, PLEASE CHECK AND ADVISE.
TECH COMM: TECHNICIAN CHECKED ECM AND TCM CALIBRATIONS, BOTH
HAVE MOST UP TO DATE SOFTWARE.

REPAIR 1 INFORMATION LINE
OPCODE: M5300 SALE TYPE: SA INT
PRIMARY TECH: 990

LINE 4* 6K REDLINE SERVICE

REPAIR 1 6,000 MILE SERVICE TIRE ROTATION
OPCODE: M0021 SALE TYPE: C \$60.03
PRIMARY TECH: 990

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
OT	PF48 OIL FILTE	N	1	4.419	C	\$4.44
OT	B203 BG203 MI3	N	1	10.471	C	\$10.47
SN	12345885 OIL-ENGIN	N	5	7.727	C	\$38.63
SN	12345885 OIL-ENGIN	N	1	7.750	C	\$7.72

REPAIR 2 EXTERIOR LIGHTING CHECK
OPCODE: M5004 SALE TYPE: C \$.00

REPAIR 3 TOP OFF ALL FLUIDS
OPCODE: M5005 SALE TYPE: C \$.00

REPAIR 4 CHECK AND/OR ADJUST TIRE PRESSURE (ALL)
OPCODE: M5008 SALE TYPE: C \$.00

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SO# [REDACTED] DATE/TIME IN: 2/27/2008 11:23 DATE/TIME OUT: 2/27/2008 13:01
TAG# 4520 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 2

03 1G8ZV57737E [REDACTED]

REPAIR 5	CHANGE ENGINE OIL AND FILTER	SALE TYPE: C	\$.00
OPCODE: M5010			
REPAIR 6	INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS	SALE TYPE: C	\$.00
OPCODE: M5015			
REPAIR 7	INSPECT EXHAUST SYSTEM AND SHIELDS	SALE TYPE: C	\$.00
OPCODE: M5020			
REPAIR 8	INSPECT BRAKE SYSTEM AND ROTATE TIRES AND WHEELS	SALE TYPE: C	\$.00
OPCODE: M5026			
REPAIR 9	INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT HOSES	SALE TYPE: C	\$.00
OPCODE: M5065			
REPAIR 10	COURTESY CAR WASH	SALE TYPE: C	\$.00
OPCODE: M5088			
REPAIR 11	CLEAN INJECTORS	SALE TYPE: C	\$.00
OPCODE: M5125			
REPAIR 12	RESET ENGINE OIL LIFE INDICATOR LAMP	SALE TYPE: C	\$.00
OPCODE: M5303			

LINE TOTAL \$121.29

"" Following the line number denotes added operation.

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

LABOR	\$89.03
LABOR DISCOUNT	\$21.00
PARTS	\$61.26
PARTS DISCOUNT	\$21.00
MISC MATERIALS	\$.83
HAZD MATERIALS	\$.83
TAX (MASSACHUSETTES)	\$3.15
CUSTOMER TOTAL	\$113.10
PAYMENT (CASH)	\$113.10



CUSTOMER SIGNATURE _____

PAID

FEB 27 2008

Vince

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**SERVICE
INVOICE**

SO# [REDACTED] DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28
TAG# 1906 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 7400 / 7540
PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----
LINE 1 523 CUSTOMER STATES DASH LIGHTS FLASHING ON AND OFF,
TURNED OFF COMPLETELY. PLEASE CHECK AND ADVISE. AUTH: A

CAUSE: MODL/COMPNT - SHORTED
TECH COMM: C1: CUSTOMER STATES DASH LIGHTS FLASHING, FLICKER-
ING.
C2: TECHNICIAN COULD NOT DUPLICATE IMMEDIATELY.
TECHNICIAN SCANNED CODES, FOUND B0268 - AIR FLOW
CONTROL AND CIRCUIT ACTUATOR STUCK. BCM CODE B2555
PASSENGER COMPARTMENT LAMP CONTROL CIRCUIT SHORT
TO BATTERY OR OPEN.
TECHNICIAN FOUND LIGHTS FLASHING WHEN TURNING
DIMMER SWITCH TO LOW OR HIGH, TURNING TO HIGH
LIGHTS TURN OFF, TURNING TO LOW LIGHTS FLASH.
TECHNICIAN FOUND PROBLEM CAUSED BY BAD SWITCH.
C3: TECHNICIAN REPLACED DIMMER SWITCH, TEST DROVE
CAR, PROBLEM STILL OCCURING. TECHNICIAN SUSPECTS
PROBLEM FROM BCM TO DIMMER SWITCH CIRCUITS 44, 719
8 BCM PINS 26, S8 AT CONNECTOR C2 AND PIN F2 AT
CONNECTION C4. ALL CIRCUITS AND PINS TESTED GOOD.
TECHNICIAN INSPECTED FROM PCM TO INSTRUMENT PANEL
CLUSTER PINS D3, F1 AT CONNECTOR C4, CIRCUITS 3
AND 1440, ALL CIRCUITS TEST GOOD. TECHNICIAN CALLS
TAC, RECOMMEND REPLACING BCM - INTERNAL FAULT.
CASE # 10013884, TAC - STRONG.
SERVICE ADVISOR TEST DROVE FOR 100 MILES, NO
CONCERNS PRESENT AT THIS TIME. CUSTOMER ADVISED TO
MONITOR AND REPORT IF CONCERN CONTINUES OR RETURNS

PAIR 1 SWITCH - REPLACE INSTRUMENT PANEL COMPARTMENT LAMP WTY
CODE: N2280 SALE TYPE: W
: .20
MARY TECH: 721
R PARTS: 2

CS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
	22627383 SWITCH AS N		1		W	WTY
	25861370 MODULE AS Y		1		W	WTY

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SERVICE
INVOICE

O# [REDACTED] DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28
AG# 1906 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 2

03 1G8ZV57737F [REDACTED]

REPAIR 2 COMPUTER (CONTROL), BODY - REPLACE WTY
OPCODE: N4800 SALE TYPE: W
HRS: 1.00 OTH HRS: 3.00

LINE 2 124 CUSTOMER STATES BRAKES PULSATING WHEN STOPPING AT
HIGH SPEEDS, PLEASE CHECK AND ADVISE.
CAUSE: ROTATE PART - WRAP/WAVY/W
TECH COMM: C1: CUSTOMER STATES BRAKES PULSATING WHEN STOPPING
FROM HIGHER SPEEDS, ON HIGHWAY.
C2: TECHNICIAN TEST DROVE, CONFIRMED CONCERN.
TECHNICIAN FOUND FRONT ROTORS WARPED.
C3: TECHNICIAN MACHINED FRONT ROTORS, REINSTALLED,
TEST DROVE, ALL OPERATION NORMAL.

REPAIR 1 BRAKE ROTOR REFINISH FRONT WTY
OPCODE: H0122 SALE TYPE: W
HRS: 2.20
PRIMARY TECH: 721

LINE 3 121 CUSTOMER STATES VEHICLE HAS POWER LAG, PLEASE
CHECK AND ADVISE.
CAUSE: OTHER - NTF-ADJUST/REPROG
TECH COMM: C1: CUSTOMER STATES VEHICLE HAS POWER LAG WHEN
STEPPING ON AND OFF ACCELERATOR, SHIFTING BETWEEN
GEARS.
C2: TECHNICIAN TEST DROVE, COULD NOT DUPLICATE
CONCERN. TECHNICIAN FOUND TCM SOFTWARE OUTDATED.
C3: TECHNICIAN UPDATED TCM SOFTWARE, PERFORMED
RECALIBRATION. CUSTOMER ADVISED TO MONITOR AND
REPORT.

REPAIR 1 TRANSMISSION CONTROL MODULE TRANSMISSION REPROGRAM WTY
OPCODE: K5364 SALE TYPE: W
HRS: .40
PRIMARY TECH: 721

LINE 4 523 ENTERPRISE
CAUSE: MODL/COMPNT - SHORTED
TECH COMM: VIN#2CNDL43F186 [REDACTED], 2008 CHEVY EQUINOX
CUSTOMER PROVIDED ALTERNATE TRANSPORTATION FOR
DURATION OF REPAIRS.

REPAIR 1 COURTESY TRANSPORTATION SATURN COURTESY 5-DAY CAR WTY
OPCODE: Z4635 SALE TYPE: W

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SO# [REDACTED] DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28
TAG# 1906 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 3

03 1G8ZV57737F [REDACTED]

NET ITEM: C ENTERPRISE SALE TYPE
PO#: 7131906 W WTY
RENTAL DAYS: 5

LINE 6* ANTENNA COMPONENTS - REPLACE MAST, STANDARD ANTENN
TECH COMM: ANTENNA MAST WAS BROKEN PULLING INTO GARAGE -
TECHNICIAN REPLACED MAST, ALL OPERATION NORMAL.

REPAIR 1 ANTENNA COMPONENTS - REPLACE MAST, STANDARD ANTENNA
OPCODE: R0220 SALE TYPE: I INT

PRIMARY TECH: 721

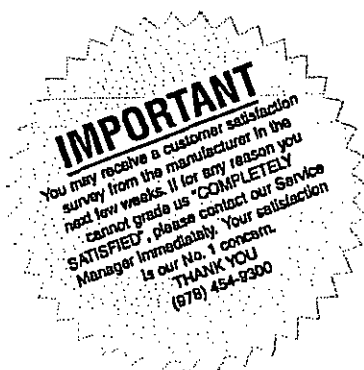
PARTS	DESC	FP	QTY	PRICE	SALE TYPE	INT
SN	10335503 ANTENNA A	N	1	I		INT

"*" Following the line number denotes added operation.

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

CUSTOMER TOTAL \$.00



PAID

DEC 04 2007

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11/11/11 11:11:11



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SERVICE
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SO# [REDACTED] DATE/TIME IN: 12/03/2007 16:15 DATE/TIME OUT: 12/04/2007 9:26
TAG# 2037 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737E [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] [REDACTED] STK#: 7170606
[REDACTED] [REDACTED] MILES IN/OUT 7540 / 7541
[REDACTED] [REDACTED] PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----
LINE 1 AURA/LS/VUE/ION 3K SERVICE

REPAIR 1 3,000 MILE SERVICE
OPCODE: M0011 SALE TYPE: C \$15.68
PRIMARY TECH: 935

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
OT	OIL OIL	N	5	1.600	C	\$8.00
OT	PF48: OIL FILTE	N	1	5.930	C	\$5.93

REPAIR 2 EXTERIOR LIGHTING CHECK
OPCODE: M5004 SALE TYPE: C \$0.00

REPAIR 3 TOP OFF ALL FLUIDS
OPCODE: M5005 SALE TYPE: C \$0.00

REPAIR 4 CHECK AND/OR ADJUST TIRE PRESSURE (ALL)
OPCODE: M5008 SALE TYPE: C \$0.00

REPAIR 5 CHANGE ENGINE OIL AND FILTER
OPCODE: M5010 SALE TYPE: C \$0.00

REPAIR 6 INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS
OPCODE: M5015 SALE TYPE: C \$0.00

REPAIR 7 INSPECT EXHAUST SYSTEM AND SHIELDS
OPCODE: M5020 SALE TYPE: C \$0.00

REPAIR 8 INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT HOSES
OPCODE: M5065 SALE TYPE: C \$0.00

REPAIR 9 COURTESY CAR WASH
OPCODE: M5088 SALE TYPE: C \$0.00

REPAIR 10 RESET ENGINE OIL LIFE INDICATOR LAMP
OPCODE: M5303 SALE TYPE: C \$0.00

LINE TOTAL \$29.61

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SO# [REDACTED] DATE/TIME IN: 12/03/2007 16:15 DATE/TIME OUT: 12/04/2007 9:26
 TAG# 2037 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 2

03 1G8ZV57737F [REDACTED]

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

LABOR	\$15.68
PARTS	\$13.93
MISC MATERIALS	\$.49
HAZD MATERIALS	\$.46
TAX (MASSACHUSETTES)	\$.74
CUSTOMER TOTAL	\$31.30
PAYMENT (CASH)	\$31.30

CUSTOMER SIGNATURE _____

[Handwritten signature]

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us "COMPLETELY SATISFIED", please contact our Service Manager immediately. Your satisfaction is our No. 1 concern.
 THANK YOU
 (978) 454-8300

PAID

DEC 04 2007

[Handwritten signature]

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SO# [REDACTED] DATE/TIME IN: 12/03/2007 16:15 DATE/TIME OUT: 12/04/2007 9:26
TAG# 2037 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 7540 / 7541
PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----

LINE 1	AURA/LS/VUE/ION 3K SERVICE					
REPAIR 1	3,000 MILE SERVICE				SALE TYPE: C	\$15.68
OPCODE: M0011						
PRIMARY TECH: 935						
PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
OT	OIL OIL	N	5	1.600 C		\$8.00
OT	PF48 OIL FILTE	N	1	5.930 C		\$5.93
REPAIR 2	EXTERIOR LIGHTING CHECK				SALE TYPE: C	\$.00
OPCODE: M5004						
REPAIR 3	TOP OFF ALL FLUIDS				SALE TYPE: C	\$.00
OPCODE: M5005						
REPAIR 4	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)				SALE TYPE: C	\$.00
OPCODE: M5008						
REPAIR 5	CHANGE ENGINE OIL AND FILTER				SALE TYPE: C	\$.00
OPCODE: M5010						
REPAIR 6	INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS				SALE TYPE: C	\$.00
OPCODE: M5015						
REPAIR 7	INSPECT EXHAUST SYSTEM AND SHIELDS				SALE TYPE: C	\$.00
OPCODE: M5020						
REPAIR 8	INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT HOSES				SALE TYPE: C	\$.00
OPCODE: M5065						
REPAIR 9	COURTESY CAR WASH				SALE TYPE: C	\$.00
OPCODE: M5088						
REPAIR 10	RESET ENGINE OIL LIFE INDICATOR LAMP				SALE TYPE: C	\$.00
OPCODE: M5303						
				LINE TOTAL		\$29.61

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SO# [REDACTED] DATE/TIME IN: 9/28/2007 13:20 DATE/TIME OUT: 9/28/2007 14:55
TAG# 52 SA: Daniel Dinsmore DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] [REDACTED] STK#: 7170606
[REDACTED] [REDACTED] MILES IN/OUT 4467 / 4469
[REDACTED] [REDACTED] PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----

LINE 1 Z07 CUSTOMER STATES THE ESC WARNING LIGHT HAS BEEN
COMING ON AND OFF WHILE DRIVING, REPORT.
CAUSE: UNKNOWN
TECH COMM: CUSTOMER STATES THE "ESC" WARNING ICON HAS LIT UP
OVER THE LAST 2 DAYS WHILE DRIVING. WE ROADTESTED
THE VEHICLE, SCANNED AND RETRIEVED CODE C0161. THIS
CODE INDICATES THE VEHICLE HAD THROTTLE AND BRAKE
INPUT AT THE SAME TIME (BRAKES APPLIED WHILE ACCEL-
ERATING). WE FOLLOWED THE DIAGNOSTIC PROCEDURE TO
RELEARN THE BRAKE PEDAL POSITION, BUT THE SYSTEM
WOULD NOT CALIBRATE. WE CHECKED VOLTAGE AT THE
BODY CONTROL MODULE, WAS OK AT 1.19VOLTS. AFTER REP-
EATED ATTEMPTS TO REPROGRAM PER DIRECTIONS FORM
SATURN THE TECHNICIAN DEVIATED FROM THE PUBLISHED
PROCEDURE AND THE REPROGRAMMING TOOK. WE ROADTESTED
AFTER REPAIRS WITH NO WARNING LIGHTS COMING BACK
ON...

REPAIR 1 SENSOR, BRAKE PEDAL POSITION - REPLACE
OPCODE: H2642 SALE TYPE: W WTY
HRS: .30 OTH HRS: 1.30
PRIMARY TECH: 074

LINE 2* CUSTOMER STATES THE LEFT REAR WHEEL IS COATED IN
BLACK DUST, OTHER SIDE IS NOT.
TECH COMM: CUSTOMER STATES THE LEFT REAR WHEEL IS COVERED IN
BRAKE DUST, THE OTHER SIDE IS NOT. WE VERIFIED BOTH
REAR WHEELS HAVING BRAKE DUST ON THEM, THIS IS
NORMAL. WE FOUND SIGNS OF WHEEL/TIRE SHINE ON THE
RIMS WHICH ATTRACTS MORE THAN THE USUAL AMOUNT OF
BRAKE DUST, WE CLEANED THE WHEELS AND LEFT THEM DRY
WE ALSO CHECKED AND FOUND THE BRAKES PERFORMING
AS DESIGNED, NOT STICKING.

REPAIR 1 BRAKES - SYMPTOM DIAGNOSIS
OPCODE: H9995 SALE TYPE: C \$.00
PRIMARY TECH: 074

"*" Following the line number denotes added operation.

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SO# [REDACTED] DATE/TIME IN: 9/28/2007 13:20 DATE/TIME OUT: 9/28/2007 14:55
TAG# 52 SA: Daniel Dinsmore DOC COUNT: 1 PAGE: 2

[REDACTED] 03 1G8ZV57737F [REDACTED]

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$.00

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SO# [REDACTED] DATE/TIME IN: 9/05/2007 13:32 DATE/TIME OUT: 9/05/2007 13:58
TAG# 9317 SA: David Pepin DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 3372 /
PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----
LINE 1 M00 CUSTOMER STATES SES LIGHT IS ON PLEASE CHECK
AND ADVISE. AUTH: B

CAUSE: "CAUSE CODES"
TECH COMM: TECH SCANNED SYSTEM FOUO CODES P0442 SMALL EVAP
LEAK DETECTED, TECH TESTED SYSTEM FOUND OK
PERFORMED SERVICE BAY TEST ON SYSTEM ALL PASSED
TECH CLEARED CODE.

REPAIR 1 FUEL AND EXHAUST - SYMPTOM DIAGNOSIS
OPCODE: L9995 SALE TYPE: W WTY
HRS: .10 OTH HRS: .20
PRIMARY TECH: 721

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$.00



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SO# [REDACTED] DATE/TIME IN: 8/16/2007 13:00 DATE/TIME OUT: 8/17/2007 10:40
TAG# 8744 SA: David Pepin DOC COUNT: 1 PAGE: 2

03 1G8ZV57737F [REDACTED]

LINE 4 M00 ENTERPRISE RENTAL CAR
CAUSE: ALIGNMENT/ADJUSTMENT
TECH COMM: CUSTOMER NEEDED ONE DAY OF RENTAL WHILE PART WAS
INSTALL IN VEHICLE
GM VIN# 1GNDT13S382 [REDACTED] CHEVY TRAILBLAZER

REPAIR 1 COURTESY TRANSPORTATION SATURN COURTESY 1-DAY CAR WTY
OPCODE: Z4631 SALE TYPE: W

NET ITEM: C ENTERPRISE SALE TYPE
PO#: 7128744 W WTY
RENTAL DAYS: 1

LINE 5 M00 CUSTOMER TEMP GAUGE IS READING 1/2 WAY AND NEEDLE
ON GAUGE SEEM TO HAVE BEEN BOUNCING. RUNNING HOTTER
THAN NORMAL
TECH COMM: TECH INSPECTED FOUND COOLANT FAN COMING ON AT
PROPER ENGINE TEMP, GAUGE SHOULD RUN BETWEEN 1/2
AND 3/4 MARK ON GAUGE, VEHICLE OPERATING AS DESIGNE
D.

REPAIR 1 HEATING AND AIR CONDITIONING - SYMPTOM DIAGNOSIS WTY
OPCODE: D9995 SALE TYPE: C \$.00
PRIMARY TECH: 074

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.00

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SO# [REDACTED] DATE/TIME IN: 8/16/2007 13:00 DATE/TIME OUT: 8/17/2007 10:40
TAG# 8744 SA: David Pepin DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 2394 / 2394
PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----
LINE 1 M00 CUSTOMER STATES DASH COVER IS LIFTING INSTALL
S/O PART
CAUSE: DEFECTIVE PART
TECH COMM: TECH REPLACED TRIM PIECE AROUND INSTRUMENT CLUSTER
REPAIR 1 PLATE, INSTRUMENT PANEL TRIM - R&R OR REPLACE CLUS
OPCODE: C2328 SALE TYPE: W WTY
HRS: .50
PRIMARY TECH: 074
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	15926185 PLATE ASM	Y	1		W	WTY

LINE 2 M00 CUSTOMER STATES CHECK WHEN DRIVING VEHICLE AND
TRYING TO ACCELERATE, CAR SEEMS TO LOOSE POWER
AND VEHICLE SEEMS TO GO INTO GEAR. SEEM LIKE JERK
INTO GEAR
TECH COMM: TECH TEST DROVE FOUND NORMAL OPERATION OF 6 SPEED
TRANSMISSION.
REPAIR 1 TRANSAXLE/TRANSMISSION SYMPTOM DIAGNOSIS
OPCODE: K9995 SALE TYPE: C \$.00
PRIMARY TECH: 074

LINE 3 M00 CUSTOMER STATES CAR SHAKES ALOT WHEN DRIVING AT
HIGHWAY SPEEDS.
CAUSE: BALANCE/IMBALANCE
TECH COMM: TECH CHECKED TIRE BALANCE FOUND RF-2.0 OZ, LF-1.25
RR-1.0 & LR-.75 OZ, TECH REBALANCED ALL FOUR TIRES
AND RETESTED OK
REPAIR 1 WHEEL - BALANCE FOUR
OPCODE: E0203 SALE TYPE: W WTY
HRS: .80
PRIMARY TECH: 074

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SO# [REDACTED] DATE/TIME IN: 8/31/2007 11:30 DATE/TIME OUT: 8/31/2007 12:51
TAG# 9187 SA: David Pepin DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 3099 /
PLAN DESC: Z DEL DATE: 1/31/2007

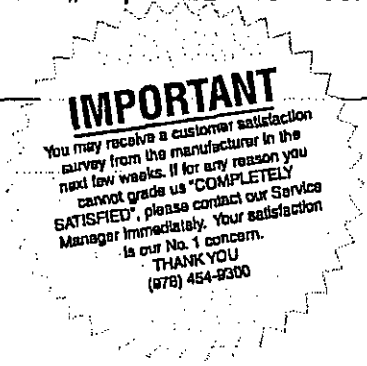
-----email:-----

LINE 1 M00 CUSTOMER STATES CHECK STEERING WHEEL SHAKES
WHEN DRIVING AT HIGHWAY SPEEDS
TECH COMM: TECH REMOVED METAL VALVE STEM COVERS, RETESTED
SHIMMY FOUND OK.
REPAIR 1 CHECK SHIMMY AT HIGHWAY SPEEDS
OPCODE: M5300 SALE TYPE: C \$.00
PRIMARY TECH: 935

LINE 2 M00 CUSTOMER STATES CAR PULLS TO THE LEFT
CAUSE: ALIGNMENT/ADJUSTMENT
TECH COMM: TECH INSPECTED ADJUSTED FRONT AND REAR TOE AND
RR CAMBER.
REPAIR 1 WHEEL ALIGNMENT - CHECK AND/OR ADJUST
OPCODE: E2020 SALE TYPE: W WTY
HRS: 1.10
PRIMARY TECH: 935

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.00



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General Motors Corporation
Business Resource Center
P.O. Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

June 12, 2008

Keith Rose, Esq.
The Rose Law Firm
501 New Karner Rd Ste 11
Albany, NY 12205-3882

RE: [REDACTED]
Service Request: 71-635318791
GM Legal Staff Case: N/A
2007 Saturn AURA
Vehicle Identification Number: 1G8ZV57737F [REDACTED]
Customer Relationship Specialist: Dianna Barber

Dear Mr. Rose:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, ERIC WILTSE, PH: 800-321-0164, MAILBOX # 4323 AND INFORM HIM THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.

In case this ends up settling as a repurchase, the BAC code for the dealership is 157864.

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

FedEx Express

MAILROOM
 Please send tracking sheet back up
 National Customer Assistance Center
 1-800-371-9999
 2 Day or Overnight
 Global Customer Assistance Center
 c/o Stephanie Jackson
 100 Summit Plaza
 Spring Hill, TN 37174-1300

Open top of box & Shipment Label on FedEx Label Line

REF: STEPHANIE JACKSON	Date: 08/12/08	SHIPMENT:	3.42
Item:	Qty: 1	PRICE:	0.00
		INSURANCE:	0.00
		Taxes:	0.00
			0.00

Special Priority Overnight SM
 TRACK: 0812 1428 0074
 ORIGIN TO: From 1031) non-ohio
 TO: 1031) non-ohio
 TO: 1031) non-ohio
 TO: 1031) non-ohio
 TO: 1031) non-ohio

TO: 1031) non-ohio
 TO: 1031) non-ohio
 TO: 1031) non-ohio
 TO: 1031) non-ohio
 TO: 1031) non-ohio

REF: STEPHANIE JACKSON/17248
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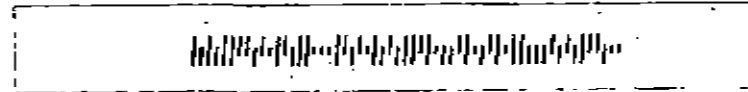
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06/04/2008
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KAHN & ASSOCIATES, L.L.C.
ATTORNEYS AT LAW
25 Burlington Mall Road, Suite 300
Burlington, MA 01803

To

Saturn Corporation
100 Saturn Parkway MD 371-999-S24
Spring Hill, TN 37174

JUN 09 2008



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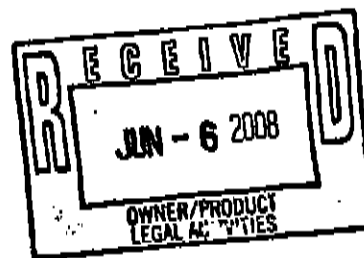
VIRGINIA OFFICE
 Richmond

June 4, 2008

VIA FIRST CLASS U.S. MAIL

Saturn Corporation
 100 Saturn Parkway MD 371-999-S24
 Spring Hill, TN 37174

Re: **Settlement Demand**
 Our Client: [REDACTED]
 Vehicle: **2007 Saturn Aura**
 Date of Purch/Lease: **February, 2007**
 VIN: **1G8ZV57797F [REDACTED]**
 Current Mileage: **15,590**
 Our File No: [REDACTED]



Dear Case Manager:

Please be advised that this office has been retained by [REDACTED] the above-referenced vehicle which was obtained from Saturn of Lowell (720 Rogers Street Lowell, Massachusetts 01852). 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. Engine;
2. Engine / Engine Light;
3. Brakes;
4. Driveability;
5. Electrical System;
6. Transmission;
7. Alignment;
8. Wheels;

9. Interior;

10. Stereo System;

11. 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 Massachusetts Lemon Law, the Magnuson-Moss Warranty Act and the Massachusetts 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).

Further, we are putting you on notice under c. 93A that the following acts or practices are or will be alleged to be unfair or deceptive should we file suit: 1. Violating the Lemon Law; 2. Failing to timely honor the warranty and/or breaching same under 940 CMR §3.08; and 3. Failing to notify of known defects under 940 CMR §5.03(5).

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.**¹

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 letter. If we are unsuccessful, we have been directed to commence formal legal proceedings against you.

Sincerely,


Sabrina Cohen
Attorney for [REDACTED]

Encls.

cc: [REDACTED]

¹Until 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.



915 South Main Street
HAVERHILL, MASS. 01835
(978) 373-6700
Fax (978) 372-5351

720 Rogers Street
LOWELL, MA 01852
(978) 454-9300
Fax (978) 454-9391

MOTOR VEHICLE CASH
PURCHASE AGREEMENT
Consumer Use Only

A DIVISION OF MERRIMACK VALLEY SATURN

CUSTOMER'S E-MAIL ADDRESS

DATE: 1/20/07
STOCK No. 7170606
SALES REPRESENTATIVE: ELLIOTT HERSH

CITY: MILLERIE MA
STATE: MA
ZIP CODE: [REDACTED]
TELEPHONE NUMBERS: [REDACTED]

ENTER MY ORDER FOR: NEW USED FORMER USE (If applicable)
DEMONSTRATOR POLICE CAR
FORMER LEASED CAR TAXICAB FORMER DAILY RENTAL

Year: 2007 Make: SATURN Model: AURA Body Type: SEDAN Model No. AR Transmission: Automatic Cyl: 6 Pass: 5 Doors: 4

Vehicle Identification No.: 1G8ZV57997F Color: Black Interior: M. Brown Odometer: 4

TRADE-IN: Year, Make, Model, Type, Color
WARRANTY INFORMATION: This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request.

Price of Unit: 32,345
Additional Equipment/Options: PREMIUM TRIM 800

Application for Title, Application for Reg., Registration Fee, Title Fee, Mass. Sales Tax

Additional Equipment/Options: ENHANCED LEADENCE 425, POWER ROOF 800

Additional Equipment/Options: PREMIUM MATS 100

Additional Equipment/Options: MOOD COORD BROWN LEATHER 100

Additional Equipment/Options: 24,800

Additional Equipment/Options: 500

INSURANCE CO. LOANMEERS
Agent/Broker: [REDACTED] Policyholder: [REDACTED]
Address/City: [REDACTED]

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my partial / down payment, in the amount of \$1500 may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my partial / down payment shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or the truck I agree to purchase. If the amount of my partial / down payment exceeds actual damages sustained by you, you shall refund me the difference to me.

Check # [REDACTED] PURCHASER'S INITIALS: [REDACTED] DATE: 1/20/07

Purchaser warrants title of Trade-in is NOT marked SALVAGE OR REBUILT. If so marked and not disclosed, Sale will be void or subject to renegotiation. [] Purchaser's initials

THIS CONTRACT IS NOT BINDING UPON EITHER DEALER OR PURCHASER UNTIL SIGNED BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL HE/SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

The front and back of this order contains the entire agreement between the dealer and purchaser and no other agreement or understanding has been made or entered into. IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. Purchaser represents and warrants that he/she read and understands the material printed on the motor vehicle purchase contract. Purchaser acknowledges receipt of a signed copy of this motor vehicle purchase contract.

Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.

APPROVED AUTHORIZED DEALER REPRESENTATIVE

1. Total Price \$
2. Trade \$
3. Trade Difference \$
4. Trade Total \$
5. Mass. Sales Tax (% of line 4) \$
6. Title Processing Fee \$ 5 00
7. Documentary Preparation (Itemized on back) \$ 184 00
8. Fees due N.M.V. \$

9. TOTAL CONTRACT PRICE (total of lines 2, 6, 7 and 8) \$
10. Balance Due on Trade-in \$
11. Total Due @ line 10 \$

12. Partial / Down Payment \$
13. Amount to be Financed \$
14. Cash due on Delivery \$

15. TOTAL PAYMENT (total of lines 12, 13 and 14) (Use 15 (Net) equal line 11) \$



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**MOTOR VEHICLE CASH
PURCHASE AGREEMENT**
Consumer Use Only

A DIVISION OF MERRIMACK VALLEY SATURN

CUSTOMER'S E-MAIL ADDRESS

DATE 1/31/2007 D.O.B. [REDACTED] STOCK No. [REDACTED] SALES REPRESENTATIVE [REDACTED]
 PURCHASER'S NAME(S) [REDACTED] ADDRESS 7170606 Elliott L Herb
 CITY [REDACTED] STATE [REDACTED] ZIP CODE [REDACTED] TELEPHONE NUMBER 74 ROBERT PARK AVE
N BILLERICA MA HOME 978 362-3710 BUSINESS 781-862-2180
 ENTER MY ORDER FOR (QUANTITY) NEW USED FORMER USE (if applicable) DEMONSTRATOR POLICE CAR
 FORMER LEASED CAR TAXICAB FORMER DAILY RENTAL

Year 007 Make SATURN Model AURA X2 Body Type 4DR SEDAN Model No. 5160 Transmission Automatic Standard (Spends) Cyl. 4 Pass. 4 Doors 4
 Vehicle Identification No. 1G82V57737F Color BLACK Interior Interior Exterior Black Expected Delivery Date 1/31/2007

TRADE-IN Year 007 Make SATURN Model AURA X2 Color BLACK Price of Unit 20,820.00
 This vehicle carries an express warranty. You may obtain a copy of such warranty from the dealer upon request.
 Additional Equipment Charge 799.00

Application for Title Application for Reg. New Transfer
 Registration Fee \$ 15.00 Title Fee \$ 50.00 Mass. Sales Tax 1,316.00
 (Pay to Commonwealth of Massachusetts)

LIENHOLDER GENERAL MOTORS ACCEPTANCE CORP
 Address PO BOX 8138
 City/State/Zip ROCKEYSVILLE, MD 21030

INSURANCE CO. [REDACTED]
 Agency/Branch [REDACTED] Policy/Binder # [REDACTED]
 Address/City [REDACTED]

In the event I fail to take delivery of the vehicle purchased by me within forty-eight (48) hours after I have been notified by you that it is ready for delivery and pay the total contract price in the manner indicated, my partial / down payment, in the amount of \$ 1,500.00 may, at your option, be retained by you to compensate you in whole or in part for any losses sustained by you. Your right to retain my partial / down payment shall be in addition to and not instead of any other right or remedy provided by applicable law including, without limiting the generality of the foregoing, the sale of the car or the truck I agree to purchase. If the amount of my partial / down payment exceeds actual damages sustained by you, you will promptly refund the difference to me.

Purchaser's initials [REDACTED]
 Purchaser warrants title of Trade-In is NOT marked SALVAGE OR REBUILT. If so marked and not disclosed, Sale will be void or subject to renegotiation. [] Purchaser's Initials

THIS CONTRACT IS NOT BINDING UPON EITHER DEALER OR PURCHASER UNTIL SIGNED BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL HE/SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

The front and back of this order contains the entire agreement between the dealer and purchaser and no other agreement or understanding has been made or entered into. IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION ON THE (FEDERAL TRADE COMMISSION) WINDOW ORN IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW ORN OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. Purchaser represents and warrants that no credit other than that stated above has been extended to him/her by dealer. Purchaser represents and warrants that he/she has read and understands the materials printed on this motor vehicle purchase contract. Purchaser acknowledges receipt of a signed copy of this motor vehicle purchase contract.

* Sales Tax amount is included in right hand column only when dealership check is issued in payment of Mass. Sales Tax.
 Purchaser's Signature [REDACTED]
 Co-Purchaser's Signature [REDACTED]
 APPROVED AUTHORIZED DEALER REPRESENTATIVE

Lost/Incorrect Title Fee		N/A
Manufacturer's Allowance	5	
CASH ALLOWANCES	3	500.00
1. Total Price	5	
2. Trade	3	28
3. Trade Difference	N/A	5
4. Taxable Total	5	N/A
5. Mass. Sales Tax (% of line 4)		26,320.00
6. Title Processing Fee	1	1,316.50 00
7. Documentary Preparation (Itemized on back)	5	184.00
8. Fees due R.M.V.	5	
9. TOTAL CONTRACT PRICE (total of lines 2, 5, 6, 7 and 8)	5	65.00
10. Balance Due on Trade-In		27,690.00
11. Total Lines 9 and 10	5	N/A
12. Partial / Down Payment	5	27
13. Amount to be Financed		2,500.00
14. Cash Due on Delivery		2,064.00
15. TOTAL PAYMENT (total of lines 12, 13 and 14) (line 13 must equal line 11)	5	N/A



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SERVICE INVOICE

SO# [REDACTED] DATE/TIME IN: 4/16/2008 10:46 DATE/TIME OUT: 4/16/2008 15:29
TAG# 6126 SA: David Pepin DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1GBZV57737P [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
[REDACTED] MILES IN/OUT 14526 / 14526
[REDACTED] PLAN DESC: Z DEL DATE: 1/31/2007

email: [REDACTED]

LINE 1 CUSTOMER STATES VEHICLE 50-65 MPH
CHECK BOUNCING TYPE VIBRATION
TECH COMM: TECH TEST DROVE FOUND NO TIRE VIBRATION, SOME
BOUNCING OF VEHICLE, RE ROTATED TIRES SEEMS TO BE
BETTER.

REPAIR 1 CHECK VIBRATION @ HIGHWAY SPEEDS SALE TYPE: C \$0.00
OPCODE: M5300
PRIMARY TECH: 968

LINE 2 CUSTOMER STATES CHECK VEHICLE SEEMED TO WANTS TO
STALL OUT AT TIMES ,PLEASE CHECK AND ADVISE.
TECH COMM: TEHC SCANNED SYSTEM FOUND NO CODES,TECH WAS
NOT ABLE TO DUPLICATE CONCERN AT THIS TIME

REPAIR 1 CHECK VEHICLE STALLING SALE TYPE: C \$0.00
OPCODE: M5300
PRIMARY TECH: 968

LINE 3 CUSTOMER STATES CHECK VEHICLE SEEMS TO LAG WHEN
ACCELERATING
TECH COMM: TEHC FOUND THAT WHEN HARD ACCELERATION VEHICLE
WOULD LAG AND THEN GO,CHECKED BULLETINS NO UP
DATED INFORMATION,TCM CALIBRATIONS ARE UP TO DATE

REPAIR 1 CHECK LAG WHEN ACCELERATING SALE TYPE: C \$0.00
OPCODE: M5300
PRIMARY TECH: 968

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$0.00



PAID

APR 16 2008

Disclaimer of Warranties

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



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SO# [REDACTED] DATE/TIME IN: 4/02/2008 10:59 DATE/TIME OUT: 4/05/2008 07:53
TAG# 5709 SA: Markos Fournaras DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 13782 / 13782
PLAN DESC: Z DEL DATE: 1/31/2007

-----email: [REDACTED]-----

LINE 1 124 CUSTOMER STATES THEY HAVE A BRAKE CONCERN. PLEASE
CHECK AND ADVISE.
CAUSE: ROTATE PART - WRAP/WAVY/W
TECH COMM: TECH FOUND BRAKES PULSATE, MEASURED ROTORS FOUND
MIN THICKNESS .91 INCHES, ROTORS WERE MACHINED
ONCE, TECH REPLACED FRONT BRAKE ROTORS DUE TO
WAVINESS, RETESTED OK.

REPAIR 1 ROTOR ASSEMBLY - R&R OR REPLACE FRONT, BOTH
OPCODE: H0127 SALE TYPE: W WTY
HRS: .90
PRIMARY TECH: 074
WARR PARTS: 2

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25797350	ROTOR-FRT	Y 2		W	WTY

LINE 2 CUSTOMER STATES CHECK DIMMER SWITCH, HE SEES
DASH LIGHTS GET BRIGHTER, TRYS TO USE DIMMER
SWITCH TO ADJUST, NOT ABLE TO IS THIS NORMAL
CONDITION
TECH COMM: TECH NOTES THAT WHEN HEADLIGHTS ARE ON, DIMMER
SWITCH WILL N BE ADJUSTABLE, OTHER THAN THAT THE
DIMMER WILL NOT DIM DUE TO INSTRUMENT PANEL
ILLUMINATION ONLY

REPAIR 1 INFORMATION LINE
OPCODE: M5300 SALE TYPE: C \$.00
PRIMARY TECH: 074

LINE 3 CUSTOMER STATES RADIO IS SCRATCHY ON FM STATION
103.3, 107
TECH COMM: TECH IS UNABLE TO DUPLICATE AT THIS TIME

REPAIR 1 INFORMATION LINE
OPCODE: M5300 SALE TYPE: C \$.00
PRIMARY TECH: 074

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**SERVICE
 INVOICE**

 SO# [REDACTED] DATE/TIME IN: 4/02/2008 10:59 DATE/TIME OUT: 4/05/2008 7:53
 TAG# 3709 SA: Markos Pournaras DOC COUNT: 1 PAGE: 2

03 1G8ZV57737P [REDACTED]

 LINE 4 CUSTOMER STATES TRANS IS NOT SHIFTING PROPERLY
 TECH COMM: TECH INSPECTED FOR UPDATED CALIBRATION, FOUND
 VEHICLE HAS MOST CURRENT INFORMATION AT THIS TIME

 REPAIR 1 INFORMATION LINE SALE TYPE: C \$.00
 OPCODE: M5300
 PRIMARY TECH: 074

 LINE 6 CUSTOMER STATES SLIGHT SHIMMY AT HIGHWAY SPEEDS
 TECH COMM: TECH REBALANCED FRONT TWO TIRES.

 REPAIR 1 WHEEL - BALANCE FOUR SALE TYPE: I INT
 OPCODE: E0203
 HRS: 1.00
 PRIMARY TECH: 074

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	INT
SN	15853318 CAP-TIRE	N	4		I	INT

 LINE 7* 321 CUSTOMER STATES SES LIGHT WAS ON, ALSO BRAKE LIGHTS
 WERE STAYING ON.

AUTH: R

 CAUSE: MODL/COMPNT - NO/BAD COMM
 TECH COMM: TECH SCANNED SYSTEM FOUND CODE , TECH TRIED TO
 RELEARN BRAKE PEDAL POSITION SENSOR, TO NO AVAIL
 TECH ORDERED AND REPLACED SWITCH.
 GM VIN #2G1WJ15K279 [REDACTED], MONTE CARLO

 REPAIR 1 SENSOR, BRAKE PEDAL POSITION - REPLACE SALE TYPE: W WTY
 OPCODE: H2642
 HRS: .30
 PRIMARY TECH: 074
 VARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	22666955 SENSOR KI Y	Y	1		W	WTY

 JET ITEM: C ENTERPRISE RENTAL SALE TYPE WTY
 PO#: 7135709
 RENTAL DAYS: 3

 LINE 8* 523 BRAKE LIGHTS ARE STAYING ON
 CAUSE: MODL/COMPNT - NO/BAD COMM
 TECH COMM: TECH REPLACED BCM MODULE FOUND NOT COMMUNICATING
 WITH REAR BRAKE LAMP CIRCUIT.

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**SERVICE
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SO# [REDACTED] DATE/TIME IN: 4/02/2008 10:59 DATE/TIME OUT: 4/05/2008 7:53
TAG# 5709 SA: Markos Pournaras DOC COUNT: 1 PAGE: 3

[REDACTED] 03 1G8ZV57737F [REDACTED]

REPAIR 1 COMPUTER (CONTROL), BODY - REPLACE SALE TYPE: W WTY
OPCODE: N4800
HRS: .70 OTH HRS: .30
PRIMARY TECH: 074
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	25861370 MODULE AS	Y	1		W	

"*" Following the line number denotes added operation.

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.00

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SERVICE
INVOICE

SO# [REDACTED] DATE/TIME IN: 2/27/2008 11:23 DATE/TIME OUT: 2/27/2008 13:01
TAG# 4520 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN ADRA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 11915 / 11916
PLAN DESC: Z DEL DATE: 1/31/2007

-----email: [REDACTED]-----

REVISED CUSTOMER ESTIMATE

\$107.00 2/27/2008 11:23 Pre-Authorize Estimate
\$78.00 2/26/2008 16:59 Pre-Authorize Estimate

-----email: johnapwu@comcast.net-----

LINE 2 MA. STATE INSP.

REPAIR 1 STATE INSPECTION STICKER

OPCODE: M5011

PRIMARY TECH: 938

SALE TYPE: CI

\$29.00

LINE TOTAL

\$29.00

LINE 3 CUSTOMER STATES SHIFTING HESITATES, LAGS BETWEEN
TECH COMM: GEARS, PLEASE CHECK AND ADVISE.
TECHNICIAN CHECKED ECM AND TCM CALIBRATIONS, BOTH
HAVE MOST UP TO DATE SOFTWARE.

REPAIR 1 INFORMATION LINE

OPCODE: M5300

PRIMARY TECH: 990

SALE TYPE: SA

INT

LINE 4* 6K REPLINE SERVICE

REPAIR 1 6,000 MILE SERVICE TIRE ROTATION

OPCODE: M0021

PRIMARY TECH: 990

SALE TYPE: C

\$60.03

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
OT	PF48 OIL FILTE	N	1	4.419	C	\$4.44
OT	B203 BG203 MI3	N	1	10.471	C	\$10.47
SN	12345885 OIL-ENGIN	N	5	7.727	C	\$38.63
SN	12345885 OIL-ENGIN	N	1	7.750	C	\$7.72

REPAIR 2 EXTERIOR LIGHTING CHECK

OPCODE: M5004

SALE TYPE: C

\$.00

REPAIR 3 TOP OFF ALL FLUIDS

OPCODE: M5005

SALE TYPE: C

\$.00

REPAIR 4 CHECK AND/OR ADJUST TIRE PRESSURE (ALL)

OPCODE: M5008

SALE TYPE: C

\$.00

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SO# [REDACTED] DATE/TIME IN: 2/27/2008 11:23 DATE/TIME OUT: 2/27/2008 13:01
TAG# 4520 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 2

03 1GBZV57737F [REDACTED]

REPAIR 5	CHANGE ENGINE OIL AND FILTER	SALE TYPE: C	\$.00
OPCODE: M5010			
REPAIR 6	INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS	SALE TYPE: C	\$.00
OPCODE: M5015			
REPAIR 7	INSPECT EXHAUST SYSTEM AND SHIELDS	SALE TYPE: C	\$.00
OPCODE: M5020			
REPAIR 8	INSPECT BRAKE SYSTEM AND ROTATE TIRES AND WHEELS	SALE TYPE: C	\$.00
OPCODE: M5026			
REPAIR 9	INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT HOSES	SALE TYPE: C	\$.00
OPCODE: M5065			
REPAIR 10	COURTESY CAR WASH	SALE TYPE: C	\$.00
OPCODE: M5088			
REPAIR 11	CLEAN INJECTORS	SALE TYPE: C	\$.00
OPCODE: M5125			
REPAIR 12	RESET ENGINE OIL LIFE INDICATOR LAMP	SALE TYPE: C	\$.00
OPCODE: M5303			

LINE TOTAL \$121.29

** Following the line number denotes added operation.

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

LABOR	\$89.03
LABOR DISCOUNT	\$21.00
PARTS	\$61.26
PARTS DISCOUNT	\$21.00
MISC MATERIALS	\$.83
HAZD MATERIALS	\$.83
TAX (MASSACHUSETTES)	\$3.15
CUSTOMER TOTAL	\$113.10
PAYMENT (CASH)	\$113.10



CUSTOMER SIGNATURE _____

PAID
FEB 27 2008 *Vire*

Disclaimer of Warranties

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



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SERVICE
INVOICE

SO# [REDACTED] DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28
TAG# 1906 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
[REDACTED] MILES IN/OUT 7400 / 7540
[REDACTED] PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----

LINE 1 523 CUSTOMER STATES DASH LIGHTS FLASHING ON AND OFF,
TURNED OFF COMPLETELY. PLEASE CHECK AND ADVISE.

AUTH: A

CAUSE: MODL/COMPNT - SHORTED
TECH COMM: C1: CUSTOMER STATES DASH LIGHTS FLASHING, FLICKER-
ING.
C2: TECHNICIAN COULD NOT DUPLICATE IMMEDIATELY.
TECHNICIAN SCANNED CODES, FOUND B0268 - AIR FLOW
CONTROL AND CIRCUIT ACTUATOR STUCK. BCM CODE B2555
PASSENGER COMPARTMENT LAMP CONTROL CIRCUIT SHORT
TO BATTERY OR OPEN.
TECHNICIAN FOUND LIGHTS FLASHING WHEN TURNING
DIMMER SWITCH TO LOW OR HIGH, TURNING TO HIGH
LIGHTS TURN OFF, TURNING TO LOW LIGHTS FLASH.
TECHNICIAN FOUND PROBLEM CAUSED BY BAD SWITCH.
C3: TECHNICIAN REPLACED DIMMER SWITCH, TEST DROVE
CAR, PROBLEM STILL OCCURRING. TECHNICIAN SUSPECTS
PROBLEM FROM BCM TO DIMMER SWITCH CIRCUITS 44, 719
8 BCM PINS 26, S8 AT CONNECTOR C2 AND PIN P2 AT
CONNECTION C4. ALL CIRCUITS AND PINS TESTED GOOD.
TECHNICIAN INSPECTED FROM PCM TO INSTRUMENT PANEL
CLUSTER PINS D3, F1 AT CONNECTOR C4, CIRCUITS 3
AND 1440, ALL CIRCUITS TEST GOOD. TECHNICIAN CALLS
TAC, RECOMMEND REPLACING BCM - INTERNAL FAULT.
CASE # 10013884, TAC - STRONG.
SERVICE ADVISOR TEST DROVE FOR 100 MILES, NO
CONCERNS PRESENT AT THIS TIME. CUSTOMER ADVISED TO
MONITOR AND REPORT IF CONCERN CONTINUES OR RETURNS

PAIR 1 SWITCH - REPLACE INSTRUMENT PANEL COMPARTMENT LAMP
CODE: N2280 SALE TYPE: W
: .20
MARY TECH: 721
R PARTS: 2

WTY

CS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
	22627383 SWITCH AS N		1		W	WTY
	25861370 MODULE AS Y		1		W	WTY

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 O# [REDACTED] DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28
 AG# 1906 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 2

[REDACTED] 03 1G8ZV57737F [REDACTED]

 REPAIR 2 COMPUTER (CONTROL), BODY - REPLACE SALE TYPE: W WTY
 OPCODE: N4800
 HRS: 1.00 OTH HRS: 3.00

 LINE 2 124 CUSTOMER STATES BRAKES PULSATING WHEN STOPPING AT
 HIGH SPEEDS, PLEASE CHECK AND ADVISE.
 CAUSE: ROTATE PART - WRAP/WAVY/W
 TECH COMM: C1: CUSTOMER STATES BRAKES PULSATING WHEN STOPPING
 FROM HIGHER SPEEDS, ON HIGHWAY.
 C2: TECHNICIAN TEST DROVE, CONFIRMED CONCERN.
 TECHNICIAN FOUND FRONT ROTORS WARPED.
 C3: TECHNICIAN MACHINED FRONT ROTORS, REINSTALLED,
 TEST DROVE, ALL OPERATION NORMAL.

 REPAIR 1 BRAKE ROTOR REFINISH FRONT SALE TYPE: W WTY
 OPCODE: H0122
 HRS: 2.20
 PRIMARY TECH: 721

 LINE 3 121 CUSTOMER STATES VEHICLE HAS POWER LAG, PLEASE
 CHECK AND ADVISE.
 CAUSE: OTHER - NTF-ADJUST/REPROG
 TECH COMM: C1: CUSTOMER STATES VEHICLE HAS POWER LAG WHEN
 STEPPING ON AND OFF ACCELERATOR, SHIFTING BETWEEN
 GEARS.
 C2: TECHNICIAN TEST DROVE, COULD NOT DUPLICATE
 CONCERN. TECHNICIAN FOUND TCM SOFTWARE OUTDATED.
 C3: TECHNICIAN UPDATED TCM SOFTWARE, PERFORMED
 RECALIBRATION. CUSTOMER ADVISED TO MONITOR AND
 REPORT.

 REPAIR 1 TRANSMISSION CONTROL MODULE TRANSMISSION REPROGRAM SALE TYPE: W WTY
 OPCODE: K5364
 HRS: .40
 PRIMARY TECH: 721

 LINE 4 523 ENTERPRISE
 CAUSE: MODL/COMP - SHORTED
 TECH COMM: VIN#2CNDL43F186 [REDACTED] 2008 CHEVY EQUINOX
 CUSTOMER PROVIDED ALTERNATE TRANSPORTATION FOR
 DURATION OF REPAIRS.

 REPAIR 1 COURTESY TRANSPORTATION SATURN COURTESY 5-DAY CAR SALE TYPE: W WTY
 OPCODE: Z4635

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SO# [REDACTED] DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28
TAG# 1906 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 3

[REDACTED] 03 1G8ZV57737F [REDACTED]

NET ITEM: C ENTERPRISE SALE TYPE
PO#: 7131906 W WTY
RENTAL DAYS: 5

LINE 6* ANTENNA COMPONENTS - REPLACE MAST, STANDARD ANTENN
TECH COMM: ANTENNA MAST WAS BROKEN PULLING INTO GARAGE -
TECHNICIAN REPLACED MAST, ALL OPERATION NORMAL.

REPAIR 1 ANTENNA COMPONENTS - REPLACE MAST, STANDARD ANTENNA
OPCODE: R0220 SALE TYPE: I INT

PRIMARY TECH: 721

PARTS DESC FP QTY PRICE SALE TYPE INT
SN 10395503 ANTENNA A N 1 I INT

*** Following the line number denotes added operation.

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

[Handwritten Signature]

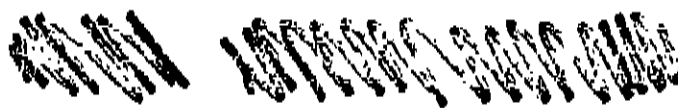
CUSTOMER TOTAL \$.00



PAID
DEC 04 2007

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SO# [REDACTED] DATE/TIME IN: 12/03/2007 16:15 DATE/TIME OUT: 12/04/2007 9:26
TAG# 2037 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737P [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 7540 / 7541
PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----

LINE 1 AURA/LS/VUE/ION 3K SERVICE

REPAIR 1 3,000 MILE SERVICE SALE TYPE: C \$15.68
OPCODE: M0011
PRIMARY TECH: 935

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
OT	OIL OIL	N	5	1.600	C	\$8.00
OT	PF48 OIL FILTE	N	1	5.930	C	\$5.93

REPAIR 2 EXTERIOR LIGHTING CHECK SALE TYPE: C \$0.00
OPCODE: M5004

REPAIR 3 TOP OFF ALL FLUIDS SALE TYPE: C \$0.00
OPCODE: M5005

REPAIR 4 CHECK AND/OR ADJUST TIRE PRESSURE (ALL) SALE TYPE: C \$0.00
OPCODE: M5008

REPAIR 5 CHANGE ENGINE OIL AND FILTER SALE TYPE: C \$0.00
OPCODE: M5010

REPAIR 6 INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS SALE TYPE: C \$0.00
OPCODE: M5015

REPAIR 7 INSPECT EXHAUST SYSTEM AND SHIELDS SALE TYPE: C \$0.00
OPCODE: M5020

REPAIR 8 INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT HOSES SALE TYPE: C \$0.00
OPCODE: M5065

REPAIR 9 COURTESY CAR WASH SALE TYPE: C \$0.00
OPCODE: M5088

REPAIR 10 RESET ENGINE OIL LIFE INDICATOR LAMP SALE TYPE: C \$0.00
OPCODE: M5303

LINE TOTAL \$29.61

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SO# [REDACTED] DATE/TIME IN: 12/03/2007 16:15 DATE/TIME OUT: 12/04/2007 9:26
TAG# 2037 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 2

03 1G8ZV57737F [REDACTED]

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

LABOR	\$15.68
PARTS	\$13.93
MISC MATERIALS	\$.49
HAZD MATERIALS	\$.46
TAX (MASSACHUSETTS)	\$.74
CUSTOMER TOTAL	\$31.30
PAYMENT (CASH)	\$31.30

CUSTOMER SIGNATURE _____

[Handwritten signature]



PAID

DEC 04 2007

[Handwritten signature]

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[Redacted text]

[Redacted text]



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SO# [REDACTED] DATE/TIME IN: 12/03/2007 16:15 DATE/TIME OUT: 12/04/2007 9:26
TAG# 2037 SA: SCOTT POIRIER DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 7540 / 7541
PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----
LINE 1 AURA/LS/VUE/ION 3K SERVICE

REPAIR 1	3,000 MILE SERVICE	SALE TYPE: C	\$15.68
OPCODE: M0011			
PRIMARY TECH: 935			
PARTS	DESC	FP QTY	PRICE SALE TYPE
OT	OIL OIL	N 5	1.600 C \$8.00
OT	PF48 OIL FILTE	N 1	5.930 C \$5.93
REPAIR 2	EXTERIOR LIGHTING CHECK	SALE TYPE: C	\$.00
OPCODE: M5004			
REPAIR 3	TOP OFF ALL FLUIDS	SALE TYPE: C	\$.00
OPCODE: M5005			
REPAIR 4	CHECK AND/OR ADJUST TIRE PRESSURE (ALL)	SALE TYPE: C	\$.00
OPCODE: M5008			
REPAIR 5	CHANGE ENGINE OIL AND FILTER	SALE TYPE: C	\$.00
OPCODE: M5010			
REPAIR 6	INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS	SALE TYPE: C	\$.00
OPCODE: M5015			
REPAIR 7	INSPECT EXHAUST SYSTEM AND SHIELDS	SALE TYPE: C	\$.00
OPCODE: M5020			
REPAIR 8	INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT HOSES	SALE TYPE: C	\$.00
OPCODE: M5065			
REPAIR 9	COURTESY CAR WASH	SALE TYPE: C	\$.00
OPCODE: M5088			
REPAIR 10	RESET ENGINE OIL LIFE INDICATOR LAMP	SALE TYPE: C	\$.00
OPCODE: M5303			
LINE TOTAL			\$29.61

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 SO# [REDACTED] DATE/TIME IN: 9/28/2007 13:20 DATE/TIME OUT: 9/28/2007 14:55
 TAG# 52 SA: Daniel Dinsmore DOC COUNT: 1 PAGE: 1

 [REDACTED] 03 1G8ZV57737F [REDACTED]
 2007 SATURN AURA XR BLACK
 N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
 [REDACTED] STK#: 7170606
 [REDACTED] MILES IN/OUT 4467 / 4469
 [REDACTED] PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----

 LINE 1 207 CUSTOMER STATES THE ESC WARNING LIGHT HAS BEEN
 COMING ON AND OFF WHILE DRIVING,REPORT.

CAUSE: UNKNOWN

 TECH COMM: CUSTOMER STATES THE "ESC" WARNING ICON HAS LIT UP
 OVER THE LAST 2 DAYS WHILE DRIVING.WE ROADTESTED
 THE VEHICLE,SCANNED AND RETRIEVED CODE C0161.THIS
 CODE INDICATES THE VEHICLE HAD THROTTLE AND BRAKE
 INPUT AT THE SAME TIME(BRAKES APPLIED WHILE ACCEL-
 ERATING).WE FOLLOWED THE DIAGNOSTIC PROCEDURE TO
 RELEARN THE BRAKE PEDAL POSITION,BUT THE SYSTEM
 WOULD NOT CALIBRATE.WE CHECKED VOLTAGE AT THE
 BODY CONTROL MODULE,WAS OK AT 1.19VOLTS.AFTER REP-
 EATED ATTEMPTS TO REPROGRAM PER DIRECTIONS FORM
 SATURN THE TECHNICIAN DEVIATED FROM THE PUBLISHED
 PROCEDURE AND THE REPROGRAMMING TOOK.WE ROADTESTED
 AFTER REPAIRS WITH NO WARNING LIGHTS COMING BACK
 ON...

 REPAIR 1 SENSOR, BRAKE PEDAL POSITION - REPLACE WTY
 OPCODE: H2642 SALE TYPE: W
 HRS: .30 OTH HRS: 1.30
 PRIMARY TECH: 074

 LINE 2* CUSTOMER STATES THE LEFT REAR WHEEL IS COATED IN
 BLACK DUST,OTHER SIDE IS NOT.
 TECH COMM: CUSTOMER STATES THE LEFT REAR WHEEL IS COVERED IN
 BRAKE DUST,THE OTHER SIDE IS NOT.WE VERIFIED BOTH
 REAR WHEELS HAVING BRAKE DUST ON THEM,THIS IS
 NORMAL.WE FOUND SIGNS OF WHEEL/TIRE SHINE ON THE
 RIMS WHICH ATTRACTS MORE THAN THE USUAL AMOUNT OF
 BRAKE DUST,WE CLEANED THE WHEELS AND LEFT THEM DRY
 WE ALSO CHECKED AND FOUND THE BRAKES PERFORMING
 AS DESIGNED,NOT STICKING.

 REPAIR 1 BRAKES - SYMPTOM DIAGNOSIS SALE TYPE: C \$.00
 OPCODE: H9995
 PRIMARY TECH: 074

"*" Following the line number denotes added operation.

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SO# [REDACTED] DATE/TIME IN: 9/28/2007 13:20 DATE/TIME OUT: 9/28/2007 14:55
TAG# 52 SA: Daniel Dinsmore DOC COUNT: 1 PAGE: 2

[REDACTED] 03 1G8ZV57737F [REDACTED]

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.00

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SO# [REDACTED] DATE/TIME IN: 9/05/2007 13:32 DATE/TIME OUT: 9/05/2007 13:58
TAG# 9317 SA: David Pepin DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] BTK#: 7170606
MILES IN/OUT 3372 /
PLAN DESC: Z DEL DATE: 1/31/2007

-----email:
LINE 1 MOO CUSTOMER STATES SES LIGHT IS ON PLEASE CHECK
AND ADVISE.

AUTH: B

CAUSE: "CAUSE CODES"
TECH COMM: TECH SCANNED SYSTEM FOUO CODES P0442 SMALL EVAP
LEAK DETECTED, TECH TESTED SYSTEM FOUND OK
PERFORMED SERVICE BAY TEST ON SYSTEM ALL PASSED
TECH CLEARED CODE.

REPAIR 1 FUEL AND EXHAUST - SYMPTOM DIAGNOSIS
OPCODE: L9995 SALE TYPE: W WTY
HRS: .10 OTH HRS: .20
PRIMARY TECH: 721

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$.00



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SO# [REDACTED] DATE/TIME IN: 8/16/2007 13:00 DATE/TIME OUT: 8/17/2007 10:40
TAG# 8744 SA: David Pepin DOC COUNT: 1 PAGE: 2

[REDACTED] 03 1G8ZV57737F [REDACTED]

LINE 4 M00 ENTERPRISE RENTAL CAR
CAUSE: ALIGNMENT/ADJUSTMENT
TECH COMM: CUSTOMER NEEDED ONE DAY OF RENTAL WHILE PART WAS
INSTALL IN VEHICLE
GM VIN# 1GNDT13S382 [REDACTED] CHEVY TRAILBLAZER

REPAIR 1 COURTESY TRANSPORTATION SATURN COURTESY 1-DAY CAR
OPCODE: Z4631 SALE TYPE: W WTY

NET ITEM: C ENTERPRISE SALE TYPE
PO#: 7128744 W WTY
RENTAL DAYS: 1

LINE 5 M00 CUSTOMER TEMP GAUGE IS READING 1/2 WAY AND NEEDLE
ON GAUGE SEEM TO HAVE BEEN BOUNCING. RUNNING HOTTER
THAN NORMAL
TECH COMM: TECH INSPECTED FOUND COOLANT FAN COMING ON AT
PROPER ENGINE TEMP, GAUGE SHOULD RUN BETWEEN 1/2
AND 3/4 MARK ON GAUGE, VEHICLE OPERATING AS DESIGNE
D.

REPAIR 1 HEATING AND AIR CONDITIONING - SYMPTOM DIAGNOSIS
OPCODE: D9995 SALE TYPE: C \$.00
PRIMARY TECH: 074

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL \$.00

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SO# [REDACTED] DATE/TIME IN: 8/16/2007 13:00 DATE/TIME OUT: 8/17/2007 10:40
TAG# 8744 SA: David Pepin DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 2394 / 2394
PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----
LINE 1 M00 CUSTOMER STATES DASH COVER IS LIFTING INSTALL
S/O PART
CAUSE: DEFECTIVE PART
TECH COMM: TECH REPLACED TRIM PIECE AROUND INSTRUMENT CLUSTER

REPAIR 1 PLATE, INSTRUMENT PANEL TRIM - R&R OR REPLACE CLUS WTY
OPCODE: C2328 SALE TYPE: W
HRS: .50
PRIMARY TECH: 074
WARR PARTS: 1

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
SN	15926185 PLATE ASM Y		1		W	WTY

LINE 2 M00 CUSTOMER STATES CHECK WHEN DRIVING VEHICLE AND
TRYING TO ACCELERATE, CAR SEEMS TO LOOSE POWER
AND VEHICLE SEEMS TO GO INTO GEAR. SEEM LIKE JERK
INTO GEAR
TECH COMM: TECH TEST DROVE FOUND NORMAL OPERATION OF 6 SPEED
TRANSMISSION.

REPAIR 1 TRANAXLE/TRANSMISSION SYMPTOM DIAGNOSIS WTY
OPCODE: K9995 SALE TYPE: C \$.00
PRIMARY TECH: 074

LINE 3 M00 CUSTOMER STATES CAR SHAKES ALOT WHEN DRIVING AT
HIGHWAY SPEEDS.
CAUSE: BALANCE/IMBALANCE
TECH COMM: TECH CHECKED TIRE BALANCE FOUND RF-2.0 OZ, LF-1.25
RR-1.0 & LR-.75 OZ, TECH REBALANCED ALL FOUR TIRES
AND RETESTED OK

REPAIR 1 WHEEL - BALANCE FOUR WTY
OPCODE: E0203 SALE TYPE: W
HRS: .80
PRIMARY TECH: 074

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SO# [REDACTED] DATE/TIME IN: 8/31/2007 11:30 DATE/TIME OUT: 8/31/2007 12:51
TAG# 9187 SA: David Pepin DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57737F [REDACTED]
2007 SATURN AURA XR BLACK
N BILLERICA MA [REDACTED] ENGINE: LY7 3.6LV6 LIC.NO: [REDACTED]
[REDACTED] STK#: 7170606
MILES IN/OUT 3099 /
PLAN DESC: Z DEL DATE: 1/31/2007

-----email:-----

LINE 1 MOO CUSTOMER STATES CHECK STEERING WHEEL SHAKES
WHEN DRIVING AT HIGHWAY SPEEDS
TECH COMM: TECH REMOVED METAL VALVE STEM COVERS, RETESTED
SHIMMY FOUND OK.

REPAIR 1 CHECK SHIMMY AT HIGHWAY SPEEDS SALE TYPE: C \$9.00
OPCODE: M5300
PRIMARY TECH: 935

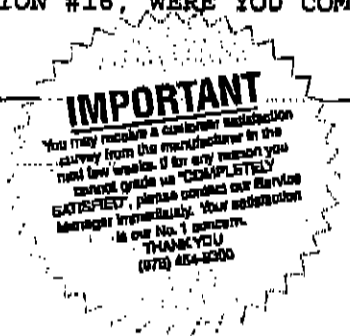
LINE 2 MOO CUSTOMER STATES CAR PULLS TO THE LEFT
CAUSE: ALIGNMENT/ADJUSTMENT
TECH COMM: TECH INSPECTED ADJUSTED FRONT AND REAR TOE AND
RR CAMBER.

REPAIR 1 WHEEL ALIGNMENT - CHECK AND/OR ADJUST SALE TYPE: W WTY
OPCODE: E2020
HRS: 1.10
PRIMARY TECH: 935

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$0.00



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document Index - 71-635318791

27

Class - BRCSiebel Docs

RequestNum
71-635318791

MSXDocNum
0816100454

Last

First

Timestamp
2008-06-09-13.40.24.000000

Division
SA

CorrType
B

CatCode
04

MSXSource
M

AttachNum

VIN

Dave



Connect

Grace Moody

June 12, 2008

Global Warranty Management: Main > Interface With Customer > View Vehicle Build

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows GMVIS users to view the initial build information on the selected VIN including option codes with descriptions (where available).

For this ve

View Vet

S

B

W

View Vet

View Vet

Summary

View Vet

History C

View Vet

Information

Investiga

Assembl

Vehicle Information

VIN: 1G8ZV57737F [REDACTED]

Model: ZZV69-2007 AURA XR SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Field Actions: 0 Open

Vehicle Build

Model: ZZV69-2007 AURA XR SEDAN

Order Number: KKXXND

Gross Vehicle Weight: 0

Build Date: 10/11/2006

Build Plant: F-

Option Codes

- 1SZ - DISCOUNT OPTION PKG
- 221 - INTERIOR TRIM EBONY/MOROCCO
- 6AZ - COMPONENT FRT LH COMPUTER SEL SUSP
- 8AB - COMPONENT RR LH COMPUTER SEL SUSP
- A51 - SEATS, CUSTOM
- AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
- AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS
- C68 - AUTOMATIC AIR CONDITIONING
- D70 - RATIO TRANSAXLE FINAL DRIVE 2.77
- FAH - TRIM, WOODGRAIN
- FE0 - SUSPENSION SYSTEM FRT & RR, ACTIVE
- HP0 - HYBRID PROPULSION NOT INSTALLED
- JF4 - PEDALS ADJUSTABLE, POWER
- KG7 - GENERATOR 125 AMP
- MH2 - TRANSMISSION, 6 SPEED AUTO
- NE1 - 50-STATE EMISSIONS
- NW2 - WHEEL 18 X 7 ALUMINUM SPORT
- PCQ - PREMIUM TRIM PKG: *LEATHER APPOINTED SEATS *LEATHER WRAPPED STEERING WHEEL
- 223 - MOROCCO BROWN
- 41U - BLACK ONYX
- 7AZ - COMPONENT FRT RH COMPUTER SEL SUSP
- 9AB - COMPONENT RR RH COMPUTER SEL SUSP
- AG2 - ADJUSTER PASS ST POWER, MULTI-DIRECTIONAL
- AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
- B50 - PREMIUM FLOOR/TRUNK MATS
- CF5 - POWER SUNROOF
- DL8 - FOLDING POWER OUTSIDE MIRRORS, HEATED
- FAI - FAIRFAX
- HMT -
- IB3 - TRIM INTERIOR DESIGN
- JL9 - BRAKE SYSTEM PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL
- LY7 - ENGINE 3.6L DOHC V6 VVT
- N34 - LEATHER WRAPPED STEERING WHEEL
- NU1 - EMISSION SYSTEM CALIFORNIA, LEV 2
- PCM - PREFERRED PKG: *POWER SEAT ADJUST, DRIVER, 8 WAY WITH LUMBAR ADJUST *STEERING WHEEL RADIO CONTROLS *FOLDING POWER OUTSIDE MIRRORS, HEATED
- PCR - CONVENIENCE PKG: *REMOTE VEHICLE START *HEATED FRONT SEATS

Global Warranty Management

Page 2 of 2

***LEATHER SHIFT KNOB**

PCU - ADVANCED AUDIO PKG: *AM/FM STEREO, 6-CD CHANGER,MP3 PLAYER, RDS, AUX INPUT JACK *SATURN ADVANCED AUDIO SYSTEM, 8 SPEAKERS PREMIUM SOUND *AUDIO CONTROLS, REAR SEAT WITH WIRELESS HEADPHONES

QYH - TIRE ALL P225/50R18-94T BW TL AL2

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R7Y - COMMUNICATIONS PLUS

SLM - STOCK ORDERS

U77 - ANTENNA RR WINDOW, RADIO

UG1 - UNIVERSAL HOME REMOTE

US9 - AM/FM STEREO, 6 CD CHANGER, MP3 PLAYER, RDS, AUX INPUT JACK

VAL - VALIDATION UNIT

VY7 - LEATHER SHIFT KNOB

*INSIDE REARVIEW MIRROR WITH AUTO DIMMING AND COMPASS

PDD - ENHANCED CONVENIENCE PKG: *PASSENGER SEAT, POWER 6-WAY *POWER ADJUSTABLE PEDALS

R6H - SDS CHARGE

R6P - SPECIAL PAINT

R9N - MOROCCO BROWN LEATHER APPOINTED SEATS ONLY

U2J - DELETE XM SATELLITE RADIO

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE)

UQ3 - SATURN ADVANCED AUDIO SYSTEM, 8 SPEAKERS PREMIUM SOUND

V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA

VK3 - LICENSE PLATE BRACKET, FRONT

Global Warranty Management: Site Map

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Connect

Grace Moody

June 12, 2008

Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH
CUSTOMER

View Vehicle Component Summary

This screen allows GMVIS users to view the information on various major components added to the VIN selected during vehicle build.

Vehicle Information

VIN: 1G8ZV57737F [REDACTED]

Model: ZZV69-2007 AURA XR SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Field Actions: [0_Open](#)

[REDACTED]

For this ve

-- View, Ver

-- S

-- B

-- W

-- View Ver

-- View Ver

-- Summar

-- View, Ver

-- History_C

-- View, Ver

-- Informat

-- Investiga

-- Assembl

Vehicle Component

Vehicle has no current record of vehicle component.

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Connect

Grace Moody

June 12, 2008

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail

This screen allows GMVIS users to view the available information on individual transaction for the VIN selected.

For this ve

- View Ve

- S

- B

- W

- View Ve

- View Ve

- Summar

- View Ve

- History

- View Ve

- Informa

- Investi

- Assembl

Vehicle Information

VIN: 1G8ZV57737F [REDACTED]

Model: ZZV69-2007 AURA XR SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Field Actions: 0 Open

Job Card Number: [REDACTED]

Job Card Date: 05/06/2008

Repair Service Agent: 157864

Odometer Reading: 15,674 MI

SATURN OF LOWELL
720 ROGERS STREET

Authorization Code:

LOWELL MA 978 454 9300

Process Date:
05/29/2008

Transaction Type:
ZSET—Service Event

Customer Complaint Code:

Job Card Line #: 3

Transaction Adjustment:

Cause Code: -

Labour Op M5300-INFORMATION LINE

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 05/06/2008

Repair Service Agent: 157864

Odometer Reading: 15,674 MI

SATURN OF LOWELL
720 ROGERS STREET

Authorization Code:

LOWELL MA 978 454 9300

Process Date:
05/29/2008

Transaction Type:
ZREG—Regular Vehicle

Customer Complaint Code:
0126-Drivability - Noise

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 6063-Module/Component - Noise during operation

Labour Op F1507-HALF SHAFT, FRONT DRIVE - FRONT - BOTH - R&R

Causal Part Number 00000000010357930-SHAFTKIT-FRTWHLDRV(L)

→See other Parts and/or Net Items

Line Total: USD 543.80

Job Card Number: [REDACTED]

Job Card Date: 04/16/2008

Repair Service Agent: 157864

Odometer Reading: 14,526 MI

SATURN OF LOWELL
720 ROGERS STREET

Authorization Code:

Global Warranty Management

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LOWELL MA 978 454 9300

Process Date: 04/16/2008 Transaction Type: ZSET---Service Event Customer Complaint Code: -
 Job Card Line #: 1 Transaction Adjustment: Cause Code: -
 Labour Op M5300-INFORMATION LINE
 Causal Part Number
 →See other Parts and/or Net Items Line Total: USD 0.00

Job Card Number: [REDACTED] Job Card Date: 04/02/2008

Repair Service Agent: 157864 Odometer Reading: 13,782 MI
 SATURN OF LOWELL Authorization Code: R
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Process Date: 04/07/2008 Transaction Type: ZREG---Regular Vehicle Customer Complaint Code: 0124-Drivability - Brakes
 Job Card Line #: 7 Transaction Cause Code: 6573-Module/Component - No/Incorrect Communication
 Transaction Adjustment:
 Labour Op H2642-SENSOR, BRAKE PEDAL POSITION - REPLACE
 Causal Part Number 00000000022666955-SENSORKIT,BRKPEDPOSN
 →See other Parts and/or Net Items Line Total: USD 170.02

Job Card Number: [REDACTED] Job Card Date: 04/02/2008

Repair Service Agent: 157864 Odometer Reading: 13,782 MI
 SATURN OF LOWELL Authorization Code: R
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Process Date: 04/07/2008 Transaction Type: ZREG---Regular Vehicle Customer Complaint Code: 0124-Drivability - Brakes
 Job Card Line #: 1 Transaction Cause Code: 3049-Rotating Part - Warped/Wavy/Wrinkled
 Transaction Adjustment:
 Labour Op H0127-ROTOR ASSEMBLY - FRONT - BOTH - REPLACE
 Causal Part Number 000000000025797350-
 →See other Parts and/or Net Items Line Total: USD 283.30

Job Card Number: [REDACTED] Job Card Date: 04/02/2008

Repair Service Agent: 157864 Odometer Reading: 13,782 MI
 SATURN OF LOWELL Authorization Code: R
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Process Date: 04/05/2008 Transaction Type: ZREG---Regular Vehicle Customer Complaint Code: 0523-Features/Controls/Displays - Lights
 Job Card Line #: 8 Transaction Cause Code: 6573-Module/Component - No/Incorrect Communication
 Transaction Adjustment:
 Labour Op N4800-BODY CONTROL MODULE REPLACEMENT

Global Warranty Management

Causal Part Number 00000000025861370-

-See other Parts and/or Net Items

Line Total: USD 250.54

Job Card Number: [REDACTED]

Job Card Date: 04/02/2008

Repair Service Agent: 157864

Odometer Reading: 13,782 MI

SATURN OF LOWELL
720 ROGERS STREET
LOWELL MA 978 454 9300

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

04/05/2008

ZSET---Service Event

-

Job Card Line #: 6

Transaction Adjustment:

Cause Code: -

Labour Op E0203-WHEEL - FOUR - BALANCE

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 04/02/2008

Repair Service Agent: 157864

Odometer Reading: 13,782 MI

SATURN OF LOWELL
720 ROGERS STREET
LOWELL MA 978 454 9300

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

04/05/2008

ZSET---Service Event

-

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

Labour Op M5300-INFORMATION LINE

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 02/27/2008

Repair Service Agent: 157864

Odometer Reading: 11,915 MI

SATURN OF LOWELL
720 ROGERS STREET
LOWELL MA 978 454 9300

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

02/27/2008

ZSET---Service Event

-

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

Labour Op M6011-STATE INSPECTION STICKER

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 12/03/2007

Global Warranty Management

Page 4 of 9

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 7,540 MI
 Authorization Code:

Process Date: 12/05/2007 Transaction Type: ZSET---Service Event Customer Complaint Code: -
 Job Card Line #: 1 Transaction Adjustment: Cause Code: -
 Labour Op M0011-3,000 MI SERVICE
 Causal Part Number
 -See other Parts and/or Net Items Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 11/29/2007

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 7,400 MI
 Authorization Code:

Process Date: 03/18/2008 Transaction Type: ZSET---Service Event Customer Complaint Code: 0523-Features/Controls/Displays - Lights
 Job Card Line #: 4 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted
 Labour Op M5310-COURTESY SERVICE PROVIDED
 Causal Part Number
 -See other Parts and/or Net Items Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 11/29/2007

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 7,400 MI
 Authorization Code: E

Process Date: 12/13/2007 Transaction Type: ZREG---Regular Vehicle Customer Complaint Code: 0124-Drivability - Brakes
 Job Card Line #: 2 Transaction Cause Code: 3049-Rotating Part - Warped/Wavy/Wrinkled
 Transaction Adjustment:
 Labour Op H0122-FRONT BRAKE ROTOR REFINISHING
 Causal Part Number
 Line Total: USD 151.60

Job Card Number: [REDACTED]

Job Card Date: 11/29/2007

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 7,400 MI
 Authorization Code:

Process Date: 12/03/2007 Transaction Type: ZSET---Service Event Customer Complaint Code: -
 Job Card Line #: 6 Transaction Adjustment: Cause Code: -

Global Warranty Management

Page 5 of 9

Labour Op R0220-MAST, STANDARD ANTENNA - REPLACE

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 11/29/2007

Repair Service Agent: 157864

Odometer Reading: 7,400 MI

SATURN OF LOWELL
720 ROGERS STREET
LOWELL MA 978 454 9300

Authorization Code:

Process Date: 12/03/2007
Transaction Type: ZREG---Regular Vehicle
Job Card Line #: 3
Transaction Adjustment:Customer Complaint Code:
0121-Drivability - Responsiveness
Cause Code: 9096-Other - No trouble found - adjusted /
reprogrammed

Labour Op K5364-TRANSMISSION CONTROL MODULE TRANSMISSION REPROGRAMMING WITH SPS

Causal Part Number

Line Total: USD 31.92

Job Card Number: [REDACTED]

Job Card Date: 11/29/2007

Repair Service Agent: 157864

Odometer Reading: 7,400 MI

SATURN OF LOWELL
720 ROGERS STREET
LOWELL MA 978 454 9300

Authorization Code: E9

Process Date: 12/19/2007
Transaction Type: ZREG---Regular Vehicle Transaction
Job Card Line #: 1
Transaction Adjustment:Customer Complaint Code:
0523-Features/Controls/Displays - Lights
Cause Code: 6579-Module/Component - Shorted

Labour Op N4800-BODY CONTROL MODULE REPLACEMENT

Causal Part Number 00000000025861370-

-See other Parts and/or Net Items

Line Total: USD 519.64

Job Card Number: [REDACTED]

Job Card Date: 09/28/2007

Repair Service Agent: 157864

Odometer Reading: 4,467 MI

SATURN OF LOWELL
720 ROGERS STREET
LOWELL MA 978 454 9300

Authorization Code: B

Process Date: 10/01/2007
Transaction Type: ZREG---Regular Vehicle Transaction
Job Card Line #: 1
Transaction Adjustment:Customer Complaint Code:
0000-Converted Claim
Cause Code: 0000-Converted Claims

Labour Op H2642-SENSOR, BRAKE PEDAL POSITION - REPLACE

Causal Part Number

Line Total: USD 127.67

Global Warranty Management

Page 6 of 9

Job Card Number: [REDACTED]**Job Card Date:** 09/05/2007

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 3,372 MI
 Authorization Code: B

Process Date: 09/05/2007
 Job Card Line #: 1
 Labour Op L9995-FUEL AND EXHAUST - SYMPTOM DIAGNOSIS
 Causal Part Number

Transaction Type:
 ZREG---Regular Vehicle Transaction
 Transaction Adjustment:

Customer Complaint Code:
 0000-Converted Claim
 Cause Code: 0000-Converted Claims

Line Total: USD 23.94

Job Card Number: [REDACTED]**Job Card Date:** 08/31/2007

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 3,099 MI
 Authorization Code:

Process Date: 08/31/2007
 Job Card Line #: 2
 Labour Op E2020-WHEEL ALIGNMENT - CHECK AND/OR ADJUST
 Causal Part Number

Transaction Type:
 ZREG---Regular Vehicle Transaction
 Transaction Adjustment:

Customer Complaint Code:
 0000-Converted Claim
 Cause Code: 0000-Converted Claims

Line Total: USD 87.77

Job Card Number: [REDACTED]**Job Card Date:** 08/16/2007

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 2,394 MI
 Authorization Code:

Process Date: 08/17/2007
 Job Card Line #: 4
 Labour Op Z4631-1-DAY CAR RENTAL - SATURN U.S.
 Causal Part Number

Transaction Type:
 ZREG---Regular Vehicle Transaction
 Transaction Adjustment:

Customer Complaint Code:
 0000-Converted Claim
 Cause Code: 0000-Converted Claims

-See other Parts and/or Net Items

Line Total: USD 42.00

Job Card Number: [REDACTED]**Job Card Date:** 08/16/2007

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 2,394 MI
 Authorization Code:

Process Date: 08/17/2007
 Job Card Line #: 3

Transaction Type:
 ZREG---Regular Vehicle Transaction
 Transaction Adjustment:

Customer Complaint Code:
 0000-Converted Claim
 Cause Code: 0000-Converted Claims

Global Warranty Management

Page 7 of 9

Labour Op E0203-WHEEL - FOUR - BALANCE
Causal Part Number

Line Total: USD 63.83

Job Card Number: [REDACTED]

Job Card Date: 08/16/2007

Repair Service Agent: 157864
SATURN OF LOWELL
720 ROGERS STREET
LOWELL MA 978 454 9300

Odometer Reading: 2,394 MI
Authorization Code:

Process Date: 08/17/2007 Transaction Type: ZREG---Regular Vehicle Transaction Customer Complaint Code: 0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op C2328-INSTRUMENT PANEL CLUSTER TRIM PLATE REPLACEMENT
Causal Part Number 000000000015926185-PLATEASM-I/PCSTRTR
→See other Parts and/or Net Items

Line Total: USD 129.12

Job Card Number: [REDACTED]

Job Card Date: 08/11/2007

Repair Service Agent: 157864
SATURN OF LOWELL
720 ROGERS STREET
LOWELL MA 978 454 9300

Odometer Reading: 2,172 MI
Authorization Code:

Process Date: 08/16/2007 Transaction Type: ZREG---Regular Vehicle Transaction Customer Complaint Code: 0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op C9995-BODY INTERIOR - SYMPTOM DIAGNOSIS
Causal Part Number

Line Total: USD 7.98

Job Card Number: [REDACTED]

Job Card Date: 01/31/2007

Repair Service Agent: 157864
SATURN OF LOWELL
720 ROGERS STREET
LOWELL MA 978 454 9300

Odometer Reading: 4 MI
Authorization Code:

Process Date: 11/21/2007 Transaction Type: ZSET---Service Event Customer Complaint Code: 0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op M5090-
Causal Part Number

Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 11/21/2006

Global Warranty Management

Page 8 of 9

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 10 MI
 Authorization Code:

Process Date: 11/21/2007
 Job Card Line #: 1
 Labour Op M5090-
 Causal Part Number

Transaction Type:
 ZSET---Service Event
 Transaction Adjustment:

Customer Complaint Code:
 0000-Converted Claim
 Cause Code: -

Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 10/26/2006

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 2 MI
 Authorization Code:

Process Date: 11/21/2007
 Job Card Line #: 4
 Labour Op X0009-
 Causal Part Number

Transaction Type:
 ZSET---Service Event
 Transaction Adjustment:

Customer Complaint Code:
 0000-Converted Claim
 Cause Code: -

--See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 10/26/2006

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 2 MI
 Authorization Code:

Process Date: 11/21/2007
 Job Card Line #: 3
 Labour Op M5130-
 Causal Part Number

Transaction Type:
 ZSET---Service Event
 Transaction Adjustment:

Customer Complaint Code:
 0000-Converted Claim
 Cause Code: -

Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 10/26/2006

Repair Service Agent: 157864
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 978 454 9300

Odometer Reading: 2 MI
 Authorization Code:

Process Date: 11/21/2007
 Job Card Line #: 2
 Labour Op M5145-

Transaction Type:
 ZSET---Service Event
 Transaction Adjustment:

Customer Complaint Code:
 0000-Converted Claim
 Cause Code: -

Global Warranty Management

Causal Part Number

Line Total: USD 0.00

Job Card Number: [REDACTED]

Job Card Date: 10/26/2006

Repair Service Agent: 157864
SATURN OF LOWELL
720 ROGERS STREET
LOWELL MA 978 454 9300

Odometer Reading: 2 MI
Authorization Code:

Process Date: 10/26/2006
Job Card Line #: 1
Labour Op Z7000-PRE-DELIVERY INSPECTION - BASE TIME
Causal Part Number 00000000001051515-

Transaction Type: ZPDI-Pre-Delivery Inspection
Transaction Adjustment:

Customer Complaint Code: 0000-Converted Claim
Cause Code: 0000-Converted Claims

-See other Parts and/or Net Items

Line Total: USD 96.32

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Connect

Grace Moody

June 12, 2008

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows GMVIS users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

For this ve

- View Veh
- S
- B
- W

Vehicle Information

VIN: 1G8ZV57737F [REDACTED] Model: ZZV69-2007 AURA XR SEDAN
 Service Contract: No Branded Title: No Warranty Block No PDI Status: Yes
 Field Actions: [Q](#) [Open](#) [REDACTED]

- View Veh
- View Veh Summary
- View Veh History C
- View Veh Informati

Invoice Information

Invoicing Service Agent: 157864 Invoice Date: 01/31/2007
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 01852-4399 978 454 9300

Investiga
Assembl

Ship to Information

Invoicing Service Agent: 157864 Ship to Date: N/A
 SATURN OF LOWELL
 720 ROGERS STREET
 LOWELL MA 01852-4399 978 454 9300

Delivery Information

Delivery Service Agent: 157864 Delivery Date: 01/31/2007
 SATURN OF LOWELL Delivery Type:
 720 ROGERS STREET Delivery Odometer: 4
 LOWELL MA 01852-4399 978 454 9300

In Service Information

Invoicing Service Agent: 157864 In Service Date: 01/31/2007
 SATURN OF LOWELL In Service Type:
 720 ROGERS STREET In Service Odometer: 0
 LOWELL MA 01852-4399 978 454 9300

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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

VIN :	1G8ZV57737F [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	ZZV69 -2007 SATURN AURA XR 4DR SEDAN	Warranty Start Date :	01/31/2007				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	N/A	Selling Source :	N/A				
		Site Code :	N/A				
		Business Associate Code :	N/A				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Open

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	No	XM Radio ID	N/A	XM Status	N/A	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	01/31/2007	4 miles	01/31/2010	36004 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	01/31/2007	4 miles	01/31/2013	100004 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/31/2007	4 miles	01/31/2015	80004 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	01/31/2007	4 miles	01/31/2012	100004 miles
36/50000 CALIFORNIA EMISSIONS	01/31/2007	4 miles	01/31/2010	50004 miles

GM Vehicle Inquiry System - Summary

84/70000 CALIFORNIA SELECT COMPONENT	01/31/2007	4 miles	01/31/2014	70004 miles
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CLAIM HISTORY

Vehicle Has No Associated Claim History

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

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

[Help](#)

VIN :	1G8ZV57737F [REDACTED]
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CLAIM HISTORY

Vehicle Has No Associated Claim History

CHECK HISTORY

Vehicle Has No Associated Check History.
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GM Vehicle Inquiry System Vehicle Build

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

Help

VIN	1G8ZV57737F [REDACTED]
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VEHICLE BUILD

Merchandising Model :	ZZV69 -2007 SATURN AURA XR 4DR SEDAN		
Gross Vehicle Weight Rating :	2087 kg (4602 lb)	Order Number :	[REDACTED]
Build Date :	10/11/2006	Build Plant :	17FZ

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

OPTION CODES

AG2 - ADJUSTER PASS ST POWER, MULTI-DIRECTIONAL	AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS
A51 - SEATS, CUSTOM	B50 - PREMIUM FLOOR/TRUNK MATS
CF5 - POWER SUNROOF	C68 - AUTOMATIC AIR CONDITIONING
DL8 - FOLDING POWER OUTSIDE MIRRORS, HEATED	D70 - RATIO TRANSAXLE FINAL DRIVE 2.77
FAH - TRIM, WOODGRAIN	FAI - FAIRFAX
FE0 - SUSPENSION SYSTEM FRT & RR, ACTIVE	HP0 - HYBRID PROPULSION NOT INSTALLED
IB3 - TRIM INTERIOR DESIGN	JF4 - PEDALS ADJUSTABLE, POWER
JL9 - BRAKE SYSTEM PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL	KG7 - GENERATOR 125 AMP
LY7 - ENGINE 3.6L DOHC V6 VVT	MH2 - TRANSMISSION, 6 SPEED AUTO
NE1 - 50-STATE EMISSIONS	NU1 - EMISSION SYSTEM CALIFORNIA, LEV 2
NW2 - WHEEL 18 X 7 ALUMINUM SPORT	N34 - LEATHER WRAPPED STEERING WHEEL
PCM - PREFERRED PKG: *POWER SEAT ADJUST,DRIVER,8 WAY WITH LUMBAR ADJUST *STEERING WHEEL RADIO CONTROLS *FOLDING POWER OUTSIDE MIRRORS, HEATED	PCQ - PREMIUM TRIM PKG: *LEATHER APPOINTED SEATS *LEATHER WRAPPED STEERING WHEEL *LEATHER SHIFT KNOB
PCR - CONVENIENCE PKG: *REMOTE VEHICLE START *HEATED FRONT SEATS *INSIDE	PCU - ADVANCED AUDIO PKG: *AM/FM STEREO, 6-CD CHANGER,MP3 PLAYER, RDS, AUX INPUT JACK *SATURN ADVANCED AUDIO SYSTEM, 8

GM Vehicle Inquiry System - Vehicle Build

REARVIEW MIRROR WITH AUTO DIMMING AND COMPASS	SPEAKERS PREMIUM SOUND *AUDIO CONTROLS, REAR SEAT WITH WIRELESS HEADPHONES
P1D1 - ENHANCED CONVENIENCE PKG: *PASSENGER SEAT, POWER 6-WAY *POWER ADJUSTABLE PEDALS	QYH - TIRE ALL P225/50R18-94T BW TL AL2
R6H - SDS CHARGE	R6K
R6P - SPECIAL PAINT	R7Y - COMMUNICATIONS PLUS
R9N - MOROCCO BROWN LEATHER APPOINTED SEATS ONLY	SLM - STOCK ORDERS
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE)	UG1 - UNIVERSAL HOME REMOTE
UQ3 - SATURN ADVANCED AUDIO SYSTEM, 8 SPEAKERS PREMIUM SOUND	US9 - AM/FM STEREO, 6 CD CHANGER, MP3 PLAYER, RDS, AUX INPUT JACK
U2J - DELETE XM SATELLITE RADIO	U77 - ANTENNA RR WINDOW, RADIO
VK3 - LICENSE PLATE BRACKET, FRONT	VY7 - LEATHER SHIFT KNOB
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	1SZ - DISCOUNT OPTION PKG
221 - INTERIOR TRIM EBONY/MOROCCO	223 - MOROCCO BROWN
41U - BLACK ONYX	6AZ - COMPONENT FRT LH COMPUTER SEL SUSP
7AZ - COMPONENT FRT RH COMPUTER SEL SUSP	8AB - COMPONENT RR LH COMPUTER SEL SUSP
9AB - COMPONENT RR RH COMPUTER SEL SUSP	

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GM Vehicle Inquiry System Service Contract

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

[Help](#)

VIN	1G8ZV57737F [REDACTED]
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SERVICE CONTRACT

Vehicle Has No GM Service Contracts.

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GM Vehicle Inquiry System Warranty Block

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

[Help](#)

VIN :	1G8ZV57737F [REDACTED]
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WARRANTY BLOCK

Vehicle Has No Current Record of Blocked Warranties
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GM Vehicle Inquiry System Branded Title

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

[Help](#)

VIN :	1G8ZV57737F [REDACTED]
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BRANDED TITLE

No Current Record of Vehicle Title Branding.

The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

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Service Request Activity

SR No.	ST-1-25306052	Ref No.		Goodwill		BRC Type	N/A
Account		Site		GW SubType		Bus. Unit	Saturn CAC
Last Name		First Name		Approval		Area	Complaint Vehicle
Daytime #		Evening #		UCC	Engine - General	Sub-Area	Operation or Design
Address		City	N Billerica	Involved Dir		Safety	N
State	MA	Postal Cd		Source	Phone	Updated	6/12/2008 01:02:02 PM
Serial #/VIN	1G8ZV57737F	Model Year	2007	Priority	Medium	License #	SATURN
Make	Saturn	Warr. Start	01/31/2007	Status	Closed	Owner	EVENT
Model	AURA	Mileage	5,000	Sub-Status	Dissatisfied	Opened	10/26/2007 09:01:34 AM
Abstract	vehicle has hesitation						
Customer Description	Owner stated he is a unhappy owner in the vehicle. the vehicle has a hesitation and they haven't been able to repair the vehicle. Bob Prentiss FOM at S/Lowell stated he received a copy of the e-mail attempted to contact the owner and the owners hasn't returned the calls they need to get the vehicle in for service and try and duplicate his concern. I apologize to the owner for his concern. I advised the owner that Saturn obligation is to repair the vehicle properly for verifiable concern. I tried to follow up with the owner and wasn't able to do so. I sent the owner a unable to contact card and closed the case pending futher contact.						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/15/2007 09:48:43 AM		EVENT	Outbound Correspondence		Done	11/15/2007 09:49:14 AM	

Contact Last Name	Contact First Name	Account	BAC Code
Uccello	John		

Comments
I sent the owner a unable to contact card and closed the case pending futher contact from the owner.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/14/2007 08:22:41 AM			EVENT	Outbound Call Customer	Done	11/14/2007 08:24:02 AM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments
I left a message for the owner to return my call.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/13/2007 02:03:00 PM			EVENT	Outbound Call Customer	Done	11/13/2007 02:04:22 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments
I left a message for the owner to return my call.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/13/2007 02:00:10 PM			EVENT	Outbound Call Dealer	Done	11/13/2007 02:02:46 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments
I asked Scott (last name unknown) service consultant at S/Lowell if the owner came in yesterday. Scott stated: -the owner didn't show up. I thanked Scott for the information.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/13/2007 09:05:52 AM			EVENT	Outbound Call Dealer	Done	11/13/2007 09:05:52 AM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/8/2007 08:46:01 AM			EVENT	Followup Call Customer	Done	11/13/2007 02:02:58 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/8/2007 08:40:35 AM			EVENT	Outbound Call Customer	Done	11/8/2007 08:40:53 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

I stated: -that I spoke with David Pepin service manager at S/Lowell. - he would be glad to go on a test drive with you. - wanted to let you know that Friday and Saturday is not a good day. - he advised they are open on Monday veterans day. Owner stated: -that he will try and take the vehicle in that day. - did you speak to him about to a comparison test drive. I stated: - I did they can try and do so. - that they suggested you go on the test drive to try and duplicate your concern. Owner stated: - he will try and take it in on Monday. I stated: -that I will follow up with him on Tuesday to see how everything went. Owner agreed.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2007 02:23:22 PM			EVENT	Inbound Call Dealer	Done	11/7/2007 02:27:33 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

I reiterated the owners concern to David Pepin service manager at S/Lowell. Dave stated: - he will be glad to look at the vehicle again. - go on a road test with the owner. - if he wants to come in tomorrow that would be fine. - Friday and Saturday is not a good day for the owner to come in. -they are open on Monday Veterans day. I thanked David for the information.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2007 02:22:36 PM			EVENT	Inbound Call Dealer	Done	11/7/2007 02:23:23 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2007 10:29:50 AM			EVENT	Outbound Call Customer	Done	11/7/2007 10:31:25 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

left a message for the owner to return my call.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/7/2007 09:40:10 AM			EVENT	Outbound Call Dealer	Done	11/7/2007 09:40:10 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

PRENTISS

BOB

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
11/6/2007 03:38:59 PM			EVENT	Outbound Call Dealer	Done	11/6/2007 03:41:06 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
SERVICE	CONSULTANT						
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
11/6/2007 03:12:42 PM			EVENT	Inbound Call Customer	Done	11/6/2007 03:13:53 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
PRENTISS	BOB						
Comments							

Hi left a message for Bob Prentiss FOM at S/Lowell to return my call.

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
11/6/2007 03:02:13 PM			EVENT	Inbound	Done	11/6/2007 03:38:39 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

I introduced myself and reiterated the owners concern. I stated: -that I apologize on behalf of Saturn for the concern. - that I am sorry to hear he is unhappy with his vehicle. - certainly don't want our owners to be unhappy with the vehicle they purchased. - like to thank you for allowing Saturn the opportunity to look into this for you. - Saturn obligation under the warranty is to properly repair his vehicle. - would like to strive to do so. - I will be glad to work on his behalf to make sure the utilize all of there resources to get this resolved. Owner stated: - he knows he is stuck with the vehicle. - he is just not happy with the way the vehicle drives. - he finds the vehicle is like a standard shift when going up hill. - seems to rev down and has no power. -they advised him this is normal characteristic of the vehicle. - another concern he has you can't see the radio display when the sun is out. - the vehicle vibrates so much you can look at passenger seat and see the vibrations. -they have tried balancing the tires already. - the other day a rock chipped his windshield. - he was advised by Sales this is a special windshield in layers so he doesn't feel it should of chipped. - knows this won't be covered. - he has hesitating in taking it in for this. I stated: - hard sometimes for the windshield to get resealed and could cause concerns in the future. I stated: - I apologize for his frustrations. -that I ahve not heard of this being a normal characteristic of the vehicl

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
11/6/2007 03:00:46 PM			EVENT	Inbound	Done	11/6/2007 03:01:43 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
11/6/2007 10:49:06 AM			EVENT	Outbound Call Customer	Done	11/6/2007 10:49:23 AM	
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

978-362-3710

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/5/2007 03:38:33 PM		EVENT	Inbound		Done	11/5/2007 03:41:31 PM	
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
978-362-3710							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/29/2007 04:29:04 PM		EVENT	Outbound Correspondence		Done	10/29/2007 04:29:37 PM	
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
I sent a unable to contact card and closed the case pending further contact from the owner.							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/29/2007 10:04:43 AM		EVENT	Outbound Call Customer		Done	10/29/2007 10:06:13 AM	
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
978-362-3710 I left a message for the owner to return my call.							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/29/2007 09:15:08 AM		EVENT	Inbound Call Dealer		Done	10/29/2007 09:18:17 AM	
Contact Last Name		Contact First Name		Account	BAC Code		
PRENTISS		BOB					
Comments							
I reiterated the owners concern to Bob Prentiss FOM at S/Lowell. Bob stated: - he had received copy of the e-mail. - they called the owner to discuss this with him to have him bring the vehicle back in. -never heard back from the owner. - he needs to come in for a current diagnoses. - they will be glad to take a look at the vehicle. -they will try and duplicate the owners concern. I thanked Bob for the information.							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/29/2007 09:14:27 AM		EVENT	Inbound Call Dealer		Done	10/29/2007 09:15:11 AM	
Contact Last Name		Contact First Name		Account	BAC Code		
PRENTISS		BOB					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/29/2007 09:06:02 AM		EVENT	Outbound Call Dealer		Done	10/29/2007 09:06:02 AM	
Contact Last Name		Contact First Name		Account	BAC Code		
PRENTISS		BOB					
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2007 02:56:14 PM		EVENT	Outbound Call Customer		Done	10/26/2007 02:58:19 PM	
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
978-362-3710 I left a message for the owner to return my call.							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2007 01:27:14 PM		EVENT	Outbound Call Dealer		Done	10/26/2007 01:28:28 PM	
Contact Last Name		Contact First Name		Account	BAC Code		
PRENTISS		BOB					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2007 12:26:04 PM		EVENT	Research		Done	10/26/2007 12:26:43 PM	
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Business Case: Supoprts assistance In Serv Date: 01-31-2007 In Serv Miles: 4 Resp Fcilty: 11008 Miles To Fcilty: 3 NO SSP							

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===== 11008 20071001 7130052 4467 01 VW 09 28 07 09 28 07 $ 127.67 H2642 SENSOR, BRAKE PEDAL POSITION 11008
20070828 7130052 4467 02 CP 09 28 07 09 28 07 $ 0.00 H9995 BRAKES - SYMPTOM DIAGNOSIS 11008 20070905 7129317 3372
01 VW 09 05 07 08 05 07 $ 23.94 L9995 FUEL AND EXHAUST - SYMPTOM DIAGNOSIS 11008 20070831 7129187 3099 01
CP 08 31 07 08 31 07 $ 0.00 M5300 INFORMATION LINE 11008 20070831 7129187 3099 02 VW 08 31 07 08 31 07 $ 87.77
E2020 WHEEL ALIGNMENT - CHECK AND/OR ADJUST 11008 20070817 7128744 2394 01 VW 08 16 07 08 17 07 $ 129.12 C2328
PLATE, INSTRUMENT PANEL TRIM - 11008 20070817 7128744 2394 02 CP 08 16 07 08 17 07 $ 0.00 K9995
TRANSAXLE/TRANSMISSION SYMPTOM DIAGNOSIS 11008 20070817 7128744 2394 03 VW 08 16 07 08 17 07 $ 63.83 E0203
WHEEL - BALANCEFOUR 11008 20070817 7128744 2394 04 VW 08 16 07 08 17 07 $ 42.00 Z4631 COURTESY TRANSPORTATION
11008 20070817 7128744 2394 05 CP 08 16 07 08 17 07 $ 0.00 D9995 HEATING AND AIR CONDITIONING 11008 20070816 7128620
2172 01 VW 08 11 07 08 11 07 $ 7.98 C9995 BODY INTERIOR - BEZEL 11008 20070816 7128620 2172 02 CP 08 11 07 08 11 07 $
0.00 X5050 PARTS ON ORDER 11008 20070131 71225

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Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2007 09:08:25 AM		EVENT	Forward		Done	10/26/2007 09:08:25 AM	
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/26/2007 09:06:29 AM		EVENT	Email - Outbound		Done	10/26/2007 09:08:20 AM	RE: Regarding My Saturn

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Hello [REDACTED] We appreciate the time you have taken to write to Saturn. We have forwarded the information you provided to an area manager for review. The area manager works from this office in Tennessee and will serve as your liaison with the facility. He or she will closely review your situation. You should be contacted by phone before the end of business hours today, Friday, October 26, 2007. If you cannot be reached at 978-362-3710 during the day, please respond with any other numbers which would assist the manager in contacting you. If you have any additional questions or comments, please feel free to e-mail us again or call us at 1-800-553-6000, prompt 3. Sincerely, Marjie S. Saturn
Customer Assistance Center SR: 1-25306052 SW-21-F2E9X

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
10/25/2007 05:52:15 PM		EVENT	Email - Inbound		Done	10/26/2007 09:08:05 AM	Regarding My Saturn

Contact Last Name	Contact First Name	Account	BAC Code

Comments

DATE: 10/25/2007 TIME: 18:48:53 FIRST NAME: [REDACTED] LAST NAME: [REDACTED] EMAIL ADDRESS: [REDACTED] ADDRESS: [REDACTED]
CITY: N. Billerica STATE: MA ZIP CODE: [REDACTED] CONTACT METHOD: phone PHONE: [REDACTED] SUBJECT: Regarding My Saturn
MESSAGE: Dear Saturn. From day one I've been told that I should consider myself part of a family now that I purchased a Saturn. That was back in Feb. of this year. Well I hope there is room for an unhappy family member . I purchased an 07 Aura XR figuring I was getting a real top-of-the-line vehicle which supposedly won the NA Car of the Year award no less. Based on its looks , equipment and engine capacity, I thought I was purchasing a real winner. Well I have to tell you , I can't remember when I've been so dissapointed and I've owned a good many vehicles. While a number of my disappointments I can live with, the most prominent and discouraging ones I can't. This car, while from a stop accelerates well, its the inbetween "in traffic" driving that is so disheartening. This vehicle has so many (what I call) power lags that you either have to floor the accelerator to get through them, or switch to the manual drive to power up the torque . When the car "lacks down" from a gear while driving and then its necessary to just give a little gas, the car "Lags" down to where you can actually hear the power drop off. Pushing down on the accelerator has little effect unless, as just mentioned, you push it down like you were "flooring it". Co

UCC Codes

UCC Code	UCC Symptom	UCC Description
J01	No Symptom Indicated	Engine - General

Service Request Activity

SR No.	ST-1-2708665	Ref No.		Goodwill		BRC Type	N/A
Account		Site		GW SubType		Bus. Unit	Saturn CAC
Last Name		First Name		Approval		Area	Complaint Vehicle
Daytime #		Evening #		UCC	Automatic Transaxle	Sub-Area	
Address		City	N Billerica	Involved Dir		Safety	N
State	MA	Con. Acct.		Source	White Mail	Updated	6/12/2008 01:03:55 PM
Postal Cd		Model Year	2007	Priority	Medium	License #	SATURN
Serial #/VIN	1G8ZV57737F	Warr. Start	01/31/2007	Status	Open	Owner	EVENT
Make	Saturn	Mileage	14,526	Sub-Status	Dissatisfied	Opened	5/5/2008 11:23:46 AM
Model	AURA					Closed	
Abstract	cust comp						
Customer Description	Owner, [REDACTED] stated that his car has a vibration and a lag in shifting issue and wants assistance in getting it fixed. I stated, after speaking with David Pepin the service manager. He is waiting for a call from a Field Service Engineer so the vehicle can be diagnosed by that person. David stated he would call SCAC and also the owner to let him know when to bring it in. David Pepin informed me the owner retained an attorney. I attempted to call the owner but was unable to do so. I sent an unable to contact card.						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
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Component Coverage

Component Coverage	Expiration Mileage	Expiration Date
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Certificate Details

Certificate Number	Amount	Expiration Date
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Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #
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Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
6/11/2008 03:08:49 PM	WEIGELKR	EVENT	SR Opened		Done	6/11/2008 03:08:49 PM	SR in Status of Closed has been Re-Opened by WEIGELKR
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/29/2008 08:07:44 AM			EVENT	Outbound Card	Done	5/29/2008 08:07:59 AM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

I sent an unable to contact card.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2008 03:30:59 PM			EVENT	Outbound Call - No Answer	Done	5/28/2008 03:32:07 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

978-337-1923.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/28/2008 09:06:27 AM			EVENT	Outbound Call - Left Message	Done	5/28/2008 09:09:08 AM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

I stated I was calling about him retaining an attorney.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/27/2008 09:39:03 AM			EVENT	Outbound Retailer Call	Done	5/27/2008 09:40:22 AM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

I stated: - Did you hear anything from TAC? David Pepin, service manager, stated: - He doesn't want us looking at the car anymore. - He sent me an e-mail stating he has retained an attorney. I stated: - If you could e-mail that to me it would be appreciated. David stated he would do that.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/23/2008 09:58:26 AM			EVENT	Outbound Retailer Call - Left	Done	5/23/2008 09:58:26 AM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2008 01:04:37 PM			EVENT	Outbound Retailer Call	Done	5/22/2008 01:05:34 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments
 I stated: - David Pepin still hasn't received word on when the Engineer is being sent out. DSSM, stated: - I will contact him as soon as I get a chance.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/22/2008 01:02:35 PM			EVENT	Outbound Retailer Call	Done	5/22/2008 01:02:35 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments
 I stated: - I was calling to see if you had heard from the the Field Engineer yet. David Pepin, service manager, stated: - Nothing yet. - you may want to call [redacted] and let him know to contact me about this. I stated: - I will.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/19/2008 10:37:44 AM			EVENT	Outbound Retailer Call	Done	5/19/2008 10:40:37 AM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments
 I stated: - I was calling to see if you had heard from the the Field Engineer yet. David Pepin, service manager, stated: - Nothing yet. I stated: - I'll call tomorrow to see if they've called yet.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2008 04:10:01 PM			EVENT	Internal Contact	Done	5/15/2008 04:10:42 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments
 Continue to work with retailer and owner until FSE comes. GW is not appropriate until vehicle is repaired. Continue to work the case.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2008 02:22:59 PM			EVENT	Outbound Card	Done	5/15/2008 02:23:22 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments
 I sent a 2 free oil changes card. (\$80.00 oil changes)

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2008 02:21:59 PM			EVENT	Goodwill	Done	5/15/2008 02:21:59 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Service Request Activity**Activities**

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2008 01:45:02 PM		EVENT	Outbound Call		Done	5/15/2008 01:46:05 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

978-337-1923 I advised the owner of the Field service Engineer coming out and that he will receive a call from David Pepin once he receives a call from the Field Service Engineer. [REDACTED] stated he would like to have this issue fixed but in the mean time may feel he will exercise his lemon law rights. John stated he will wait patiently for David to call. I informed the owner I would like to send him 4 free oil changes as a goodwill gesture from the gas tank being next to empty when he picks the car up. [REDACTED] stated he gets the more expensive oil changes. I informed him I'll get a couple of the oil changes sent out then. John thanked me.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2008 01:43:13 PM		EVENT	Outbound Retailer Call		Done	5/15/2008 01:44:58 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

I stated: - Whats the status? David Pepin, service manager stated: - were getting the FSE to come out and i'm waiting for a call to find. I stated:
- Please call the retailer line or the owner line and let Saturn know so we can get back involved with it.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/15/2008 08:10:19 AM		EVENT	Inbound Retailer Call		Done	5/15/2008 08:10:42 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

WILTSE

ERIK

Comments

A field service engineer is on his way.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/14/2008 01:38:21 PM		EVENT	Outbound Call - No Answer		Done	5/14/2008 01:39:35 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

978-337-1923

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/13/2008 09:53:28 AM			EVENT	Information or Research	Done	5/13/2008 09:54:42 AM	
Contact Last Name	Contact First Name	Account	BAG Code				

Comments

TAC Case# 10283995 (UPDATE) 05/07/2008 15:50:07 SBD Template - WEBER Strategy based diagnostics (Version 6.) 4 Number of times in for the same condition 5 Number of days vehicle in dealership for same condition n Y/N Is the vehicle modified/non-production accessories? y Y/N Has the concern been duplicated. y Y/N Relevant Diagnostics have been performed? SI DOC used? n n Any TCC Keywords? Callers name - Jason Strickland Tech Customer concern - vibration Dealer comments/diagnosis -(DTC'S, what's been done?) Jason states that he drove the vehicle Jason states that the feel was through the steering Jason states that the road force readings were front 24 and 30 rear 6 and 7 Jason replaced the front tires and now they are at 10 and 4 Jason states that this is not acceptable to the customer who is asking for a buy back now Jason is at a Saturn dealer and does not have EVA tool Jason is calling for direction TAC Recommendations - Advised Jason that if possible get eva readings this will help us gage if there is an issue that can be addressed Advised Jason to get with the DVM due to buy back talk from the customer Advised Jason to check run out front and rear

05/07/2008 16:26:36 POSANTE - PRC DVM Notification This is Mary Ann Posante from the TARP Contact Center (TCC). Recently TAC received a call from a dealer who identified a potential repurchase case (PRC) based on th

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/12/2008 02:25:55 PM			EVENT	Outbound Call	Done	5/12/2008 02:26:48 PM	
Contact Last Name	Contact First Name	Account	BAG Code				

Comments

978-337-1923 I stated: - I spoke with David Pepin the service manager and he informed me the vibration tests found nothing and so did measuring the wheel wells. - they are over nighting axles for the car to see if this is causing the vibrations. Owner, stated: - Axles are a big deal to me. - I expect those types of things to be correct coming from the factory. - I'm sure I meet some lemon laws. - most people are able to have that new car feeling. - I haven't felt that yet. - I pay too much money for a care to sit in the shop for this type of issue. I stated: - I can look into seeing if there are any options for him. - I'll be calling by the COB on Wednesday.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/12/2008 02:23:22 PM			EVENT	Transfer	Done	5/12/2008 02:25:51 PM	
Contact Last Name	Contact First Name	Account	BAG Code				

Comments

I stated: - I actually just called you. David Pepin, Service Manager stated: - The vibration tool found no vibrations. - We measure the wheel hubs and they checked out just fine. - So, we're ordering axles and getting those overnighted. - They should come in tomorrow and we'll see from there. I stated: - What about the shifting lag. David stated: - We can check that rightnow because all the wheels are off the car. I stated: - I'll follow up with him on Wednesday then.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/12/2008 02:20:22 PM			EVENT	Conference Call	Done	5/12/2008 02:21:40 PM	
Contact Last Name	Contact First Name	Account	BAG Code				

Comments

Chatham conferenced Dave with S/Lowell to speak with David Rupright. I provided the SR#

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/12/2008 02:18:00 PM			EVENT	Outbound Retailer Call	Done	5/12/2008 02:23:11 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
on the phone.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/9/2008 02:32:52 PM			EVENT	Outbound Call	Done	5/9/2008 02:34:05 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
978-337-1923 I stated: - I am still working with the facility. - They are about to possibly start doing some measurements in the wheel wells to find out more about the vibration. - I will follow up with him again on monday. [redacted] owner, stated: - Thank you.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/9/2008 02:26:21 PM			EVENT	Outbound Retailer Call	Done	5/9/2008 02:26:21 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
David Pepin, service manager, stated: - The car is still being repaired. - TAC has us doing some measurements now. I stated: - The owner and the tech did confirm the car did a lag with the shift so make sure that's being brought up.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/8/2008 03:50:36 PM			EVENT	Outbound Call	Done	5/8/2008 03:51:45 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
978-337-1923 I stated: - The vehicle is still being better diagnosed with the use of a special instrument. - Also the vehicle is also being looked at for the concern with the lag in the shifting. - I'll call him tomorrow by the COB with an update. Owner, [redacted] thanked me.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/8/2008 03:42:06 PM			EVENT	Outbound Retailer Call	Done	5/8/2008 03:50:21 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments
David Pepin, service manager, stated: - We did an analysis today and did n't get any results so were going to keep it for another day at least. I stated: - Make sure you mention the lag in the shifting with TAC. David stated: - I'll tell Jason the tech.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/8/2008 09:18:45 AM		EVENT	Outbound Retailer Call - Left		Done	5/8/2008 09:18:45 AM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/7/2008 02:58:17 PM		EVENT	Information or Research		Done	5/7/2008 02:59:02 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

TAC Case# 10283995 05/07/2008 15:50:07 SBD Template - WEBER Strategy based diagnostics (Version 6.) 4 Number of times in for the same condition 5 Number of days vehicle in dealership for same condition n Y/N Is the vehicle modified/non-production accessories? y Y/N Has the concern been duplicated. y Y/N Relevant Diagnostics have been performed? S DOC used? n n Any TCC Keywords? Callers name - Jason Strickland tech Customer concern - vibration Dealer comments/diagnosis -(DTC'S, what's been done?) Jason states that he drove the vehicle Jason states that the feel was through the steering Jason states that the road force readings were front 24 and 30 rear 6 and 7 Jason replaced the front tires and now they are at 10 and 4 Jason states that this is not acceptable to the customer who is asking for a buy back now Jason is at a Saturn dealer and does not have EVA tool Jason is calling for direction TAC Recommendations - Advised Jason that if possible get eva readings this will help us gage if there is an issue that can be addressed Advised Jason to get with the DVM due to buy back talk from the customer Advised Jason to check run out front and rear

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/7/2008 02:40:05 PM		EVENT	Outbound Retailer Call		Done	5/7/2008 02:40:05 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

I stated: - are you familiar with the owner? David Pepin, service manager, stated: - we replaced 2 tires already. - we are waiting to get a new tool having to do with vibration analysis. I stated: - Make sure the current TAC case has got the vibration and the lag involved with it.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/7/2008 02:17:01 PM		EVENT	Outbound Call		Done	5/7/2008 02:18:18 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

978-337-1923 I stated: - Name, Business Case, Apology Owner, [redacted] stated: - reiterated his service history. - loves saturn and especially the facility. - doesn't want to be a pain. - just wants the lag issue fixed or given a replacement car. - he has access to lemon laws and all that but doesn't want to go that route. - the facility just told him they are giving him 4 new tires hoping to fix the vibration issue. I stated: - I will keep in touch with the saturn facility and make sure they are diagnosing and repairing the vehicle in a proper manner. - I will follow up with him tomorrow before the COB.

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/6/2008 03:08:54 PM		EVENT	Transfer - No Answer		Done	5/6/2008 03:08:54 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/6/2008 03:07:21 PM		EVENT	Inbound Callback		Done	5/6/2008 03:09:34 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/6/2008 02:57:12 PM		EVENT	Outbound Call - Left Message		Done	5/6/2008 02:59:08 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/6/2008 09:32:55 AM		EVENT	Transfer - No Answer		Done	5/6/2008 09:32:55 AM	
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/6/2008 09:30:37 AM		EVENT	Inbound Callback		Done	5/6/2008 09:33:35 AM	
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/6/2008 08:23:44 AM		EVENT	Inbound Fax		Done	5/6/2008 02:59:37 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/5/2008 04:42:25 PM			EVENT	Email - Outbound	Done	5/5/2008 04:45:45 PM	RE: Re: Regarding My Saturn
				Contact Last Name			Account
							BAC Code

Comments

Hello [REDACTED] Thank you for your reply to my e-mail. I will forward that telephone number to the Customer Area Manager who will be working with you. If you have any additional questions or comments, please feel free to e-mail us again or call us at 1-800-553-6000, prompt 3. Sincerely,
Marjie S. Saturn Customer Assistance Center SR: 1-27086655 SIV-21-G4N5Q

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/5/2008 03:20:26 PM			EVENT	Outbound Call - Left Message	Done	5/5/2008 03:22:12 PM	

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

978-362-3710

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/5/2008 03:13:15 PM			EVENT	Outbound Retailer Call	Done	5/5/2008 03:20:15 PM	
				Contact Last Name			Account
							BAC Code

Comments

I stated: - are you familiar with the owner? David Pepin, service manager, stated: - yes i am I stated: - I need his CSO's. David stated he would send them over.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
5/5/2008 03:06:28 PM			EVENT	Information or Research	Done	5/5/2008 03:11:59 PM	
				Contact Last Name			Account
							BAC Code

Comments

Business Case Supports Assistance Owner Seq No: 01 Effective Dt: 01-31-2007 Selling Fcilty: 11008 In Serv Date: 01-31-2007 In Serv Miles: 4 Resp Fcilty: 10093 Miles To Fcilty: 28 04/16/2008 7136126 ZSET—Service Event M5300 - INFORMATION LINE 14,526 MI 04/02/2008 7135709 ZREG—Regular Vehicle Transaction H2642 - SENSOR, BRAKE PEDAL POSITION - REPLACE 13,782 MI 04/02/2008 7135709 ZREG—Regular Vehicle Transaction H0127 - ROTOR ASSEMBLY - FRONT - BOTH - REPLACE 13,782 MI 04/02/2008 7135709 ZREG—Regular Vehicle Transaction N4800 - BODY CONTROL MODULE REPLACEMENT 13,782 MI 04/02/2008 7135709 ZSET—Service Event E0203 - WHEEL - FOUR - BALANCE 13,782 MI 04/02/2008 7135709 ZSET—Service Event M5300 - INFORMATION LINE 13,782 MI 02/27/2008 7134520 ZSET—Service Event M6011 - STATE INSPECTION STICKER 11,915 MI 12/03/2007 7132037 ZSET—Service Event M0011 - 3,000 MI SERVICE 7,540 MI 11/29/2007 7131906 ZSET—Service Event M5310 - COURTESY SERVICE PROVIDED 7,400 MI 11/29/2007 7131906 ZREG—Regular Vehicle Transaction H0122 - FRONT BRAKE ROTOR REFINISHING 7,400 MI 11/29/2007 7131906 ZSET—Service Event R0220 - MAST, STANDARD ANTENNA - REPLACE 7,400 MI 11/29/2007 7131906 ZREG—Regular Vehicle Transaction K5364 - TRANSMISSION CONTROL MODULE TRANSMISSION REPROGRAMMING WITH SPS 7,400 MI 11/29/2007 7131906 ZREG—Regular Vehicle Transaction N4800 - BODY CONTROL MODULE REPLACEMENT 7,400 MI 09/28/2007 7130052 ZREG—Regular Vehicle Transaction H2642

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
5/5/2008 11:47:13 AM			EVENT	Email - Inbound	Done	5/5/2008 04:44:01 PM	Re: Regarding My Saturn
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Please know that I can also be contacted at the following number during daytime hours...978-337-1923 — Original Message — From: "Saturn Customer Assistance Center" <e-mail@saturncars.com> To: [REDACTED] Sent: Monday, May 05, 2008 12:35 PM Subject: RE: Regarding My Saturn > Hello [REDACTED] > We appreciate the time you have taken to write to Saturn. > > We have forwarded the information you provided to an area manager for > review. The area manager works from this office in Tennessee and will > serve > as your liaison with the facility. He or she will closely review your > situation. > > You should be contacted by phone before the end of business hours today, > Monday, May 5, 2008. If you cannot be reached at [REDACTED] during the > day, please respond with any other numbers which would assist the manager > in > contacting you. > > If you have any additional questions or comments, please feel free to > e-mail > us again or call us at 1-800-553-6000, prompt 3. > > Sincerely, > > Marjie S. > Saturn Customer Assistance Center > > SR: 1-27086655 > SIV-21-G4K74 > > —Original Message— > From: [REDACTED] > Sent: 05/02/2008 21:50:25 > To: e-mail@saturncars.com > Subject: Regarding My Saturn > > DATE: 5/2/2008 > TIME: 22:50:25 > FIRST NAME: [REDACTED] LAST NAME: [REDACTED] > EMAIL ADDRESS: [REDACTED] ADDRESS: [REDACTED] CITY: N. Billerica > STATE: MA > ZIP CODE: [REDACTED] CONTACT METHOD: phone > PHONE [REDACTED] > SUBJECT: Rega

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
5/5/2008 11:33:44 AM			EVENT	Forward	Done	5/5/2008 11:33:44 AM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
5/5/2008 11:31:14 AM			EVENT	Email - Outbound	Done	5/5/2008 11:35:06 AM	RE: Regarding My Saturn
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Hello [REDACTED] We appreciate the time you have taken to write to Saturn. We have forwarded the information you provided to an area manager for review. The area manager works from this office in Tennessee and will serve as your liaison with the facility. He or she will closely review your situation. You should be contacted by phone before the end of business hours today, Monday, May 5, 2008. If you cannot be reached at [REDACTED] during the day, please respond with any other numbers which would assist the manager in contacting you. If you have any additional questions or comments, please feel free to e-mail us again or call us at 1-800-553-6000, prompt 3. Sincerely, Marjie S. Saturn Customer Assistance Center SR: 1-27086655 SIV-21-G4K74

Service Request Activity

Activities

Created	Created By	Assigned to	Activity Type	Activity Date/Time	Status	Completed	Description
5/5/2008 06:01:24 AM		EVENT	Email - Inbound		Done	5/5/2008 11:33:22 AM	Regarding My Saturn
Contact Last Name	Contact First Name	Account	BAC Code				

DATE: 5/2/2008 TIME: 22:50:25 FIRST NAME: [REDACTED] LAST NAME: [REDACTED] EMAIL ADDRESS: [REDACTED] ADDRESS: 74 Forest Park Ave CITY: N. Billerica STATE: MA ZIP CODE: [REDACTED] CONTACT METHOD: phone PHONE: [REDACTED] SUBJECT: Regarding My Saturn MESSAGE: Dear Saturn. Once again I find myself having to resort to contacting you with regards to my 2007 Saturn Aura XR. I couldn't be more disappointed in the car and how it runs and hopefully through this message you'll get an understanding of my frustrations and disappointments. When I first purchased my Aura, I was taken in by the hype of NA car of the year and of course the looks which I still like very much. Since I still had a vehicle at the time of this purchase, I had the benefit of not having to use my Aura in the winter months. My old lease was paid for up front and since it was good until August of 2007 my Aura was used only for an around the block stretch until I turned in my other vehicle. In other words, from 2/07, when I purchased the Aura, until 8/07, the Aura had very little use. Had I been told about the 90 day return program I might have made more of a point to drive the car, but I didn't know of it, and certainly wasn't thinking in terms of the car having quirks. My problems started within a short period of time with my first visit to the service dept in Aug. of 07. with only a few thousand miles on the car. Already the car needed an alignment, the dash had problems and had to be replaced, the car was vibrating

UCC Codes

UCC Code	UCC Symptom	UCC Description
K30	No Symptom Indicated	Automatic Transaxle

North American Operations

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



CHECK No. [REDACTED]

50-91
213

DATE
09/16/09

*****2,500 DOLLARS

*****00 CENTS

AMOUNT
*****2,500.00

KIMMEL AND SILVERMAN
 30 E BUTLER AVE
 AMBLER PA 19002-4514

North American Operations
 General Motors Corporation
 Disbursement Account

PAY
TO THE
ORDER
OF

Prin D Albee
 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
 UNS NO. BB 00000021

CHECK NO. [REDACTED]

VENDOR NAME KIMMEL AND SILVERMAN

PAYMENT
 DATE 09/16/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528854 [REDACTED]	09/15/09 71-636469698	VM 1-CJ5BII 1-CJ5BII	00.0000	2,500.00	.00	2,500.00
TOTAL				2,500.00	.00	2,500.00

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

M3

North American Operations

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



CHECK No. [REDACTED]

50-91
213

DATE
09/16/09

*****2,500 DOLLARS

*****00 CENTS

AMOUNT
*****2,500.00

PAY TO THE ORDER OF

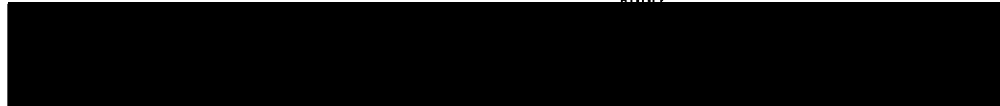
HILLSDALE NJ [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Prin D Albee

SIGNATURE

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



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
 JUNS NO. BB 000000020

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT DATE 09/16/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1622G528854 [REDACTED]	09/15/09 71-636469698	VH 1-CJ5BIH .1-CJ5BIH	00.0000	2,500.00	.00	2,500.00
TOTAL				2,500.00	.00	2,500.00

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

W3

September 14, 2009

John Amari, Esq.
Law Office of John Amari
48 Glendale Dr
Freehold, NJ 07728

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-636469698
2005 Pontiac G6
Vehicle Identification Number: 1G2ZG528854 [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 \$2,500.00 made payable to Ricky D'Angelo. The second is in the amount of \$2,500.00 made payable to Kimmel and Silverman.

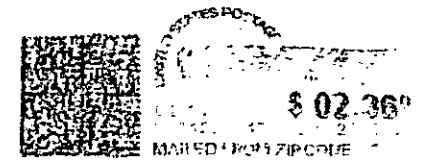
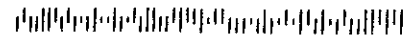
If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0063
V07092007

FIRST CLASS FIRST CLASS FIRST CLASS FIRST CLASS FIRST CLASS



FIRST CLASS FIRST CLASS FIRST CLASS FIRST CLASS FIRST CLASS FIRST CLASS

FIRST CLASS MAIL

JUN 30 2008



KIMMEL & SILVERMAN
P.C.

30 East Butler Pike, Ambler, PA 19002

TO:

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

FIRST CLASS FIRST CLASS FIRST CLASS



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

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

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

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

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

June 27, 2008

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

RE: [REDACTED] v. General Motors Corporation
VIN : 1G2ZG528854 [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 \$1,900.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours,

Robert M. Silverman *RM*

RMS\tml
Enclosures

JACQUELINE C. HERRITT
ROBERT A. RAPKIN
HY DAVID RUBENSTEIN
BARRY R. WINDERMAN
MELISSA K. FIALA
IRA P. SMADES
DAVID L. LIEBERMAN
ANGELA K. TROCCOLI
FRED DAVIS
RONALD ROWLAND
CHRISTOPHER R. HOLLIDAY
AMY L. BENNECOFF
CHRISTINA GILL ROSEMAN
RICHARD A. SCHOLER

Of Counsel:
RONNA LUCAS

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

J20

RICKY DANGELO



020-9075-78386 AD

Dealer Number 76752A Contract Number 124540

Buyer (and Co-Buyer) - Name and address (include county and zip code) HILLSDALE NJ	Creditor (Seller name and address) CLAIRMONT AUTO GROUP 1220 BLOOMFIELD AVENUE WEST CALDWELL, NJ 07006
--	--

JUL 07 2005

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	PONTIAC G6	1G2ZG52B854	<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 Make 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. 4.90 %	The dollar amount the credit will cost you. \$ 2214.53	The amount of credit provided to you or on your behalf. \$ 14176.99	The amount you will have paid after you have made all payments as scheduled. \$ 16391.52	The total cost of your purchase on credit, including your downpayment of \$ 8239.00 is \$ 24630.52

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 227.66	Monthly beginning 31 JUL 2005	

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 sales tax)	\$ 22000.49 (1)
2 Total downpayment =	
Gross trade-in \$	payoff by seller \$
net trade-in \$	+ cash \$ 8239.00
other (describe)	\$ 8239.00 (2)

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 \$ _____

Credit Disability \$ _____

(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

3 Unpaid balance of cash price (1 minus 2) \$ 13761.49 (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 LICENSE/REGISTRATION \$ 199.00

F Government certificate of title fees (includes \$20.00 security interest recording fee) \$ 40.00

G Other charges (Seller must identify who is paid and describe purpose.)

to CLAIRMONT for DOC FEE \$ 169.00

to for \$

to for \$ N/A

to NJ STATE for TIRE FEE \$ 7.50

to for \$

to for \$

Total other charges and amounts paid to others on your behalf \$ 415.50 (4)

5 Amount financed (3 + 4) \$ 14176.99 (5)

PAID IN FULL
DATE 05-22-08

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 named insurance companies may further limit 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 of the last payment unless a different term for insurance is shown below.

N/A Other Insurance.
Type of Insurance Ten
Premium \$
(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 YOUR LIABILITY FOR BODILY INJURY PROPERTY DAMAGE WITHOUT SU 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 this contract must be in writing and signed by both you and us. No oral changes are binding.

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 any other rights. 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 take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X Date 01 JUL 2005 Co-Buyer Signs X Date

is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle, t

MAC Contract #8305

Clairmont AUTO GROUP



1220 BLOOMFIELD AVE • WEST CALDWELL, NJ 07006
TEL (973) 575-0100 FAX (973) 575-0884



DATE 6/27 STOCK NO. T5201

ct. Hillsdale NJ State

WORK PHONE [REDACTED] SALESPERSON Dante ZIP

FOR ONE 2005 Pontiac MODEL G6
(YEAR AND MAKE)

Black MILES SERIAL NO. 11G122G52181541

BUY, REQUIRED INFORMATION DISCLOSURE STATE ORDER.
DISCLOSURE OF ALL LEASE TERMS PROVIDED ON A SEPARATE LEASE

IF A NEW VEHICLE SALE, LEASE, OR SMARTBUY...
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. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by dealer.

IF USED VEHICLE SALE, LEASE, OR SMARTBUY-CHECK APPROPRIATE BOX
 This vehicle is sold, lease or smartbuy "as is" and dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

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 - 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 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.

Date _____ Customer's Signature _____

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
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

THE FOLLOWING APPLY:
Months Miles Per Year

20,652-18
103-20
\$196.00

Expenditure Reduction		
TOTAL PRICE OF VEHICLE		
Less Trade-in		
TOTAL TAXABLE AMOUNT	20755	18
State Sales Tax	1245.31	1257.01
Motor Vehicle Tire Fee - \$1.50 per New Tire		7.50
Registration/Title Fee (Estimated)	239	00
Documentary Fee		
CLERICAL EXPENSE \$92.00		\$169.00
DOCUMENT DELIVERY SERVICE \$77.00		
NET PAY-OFF ON TRADE-IN		
TOTAL	22622	69
Deposit	TOTAL	22415
Rebate (If Applicable)		
BALANCE IN CASH, OR CERTIFIED CHECK DUE ON DELIVERY	8234	00

Vehicle fails to meet state inspection standards for the issuance of certificate of approval, unless the cause for the vehicle's rejection is a which is "covered" by New Jersey's Used Car Lemon/Warranty Law 1995, Chpt. 373).

Date: _____ X _____
 Customer's Signature: _____

TRADE-IN DESCRIPTION AND ALLOWANCE

Year: _____ Make: _____ Model: _____
 Serial No.: _____ Mileage: _____
 Lien Holder: _____

Customer certifies that the frame on the trade-in vehicle has never sustained damage or been repaired. All airbags are of original equipment and never been deployed. Also, that the vehicle has never been in a flood, the emission control system tampered with or altered. Customer certifies above mileage of trade-in vehicle is accurate.

X _____ / / _____
 Customer's Signature Date

REBATE:

GM Card	\$ _____
GEFP Employee	\$ _____
	\$ _____
	\$ _____
	\$ _____
TOTAL	\$ _____

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY. 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 result from 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 Protection 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 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 may 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 equally between the parties. 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: X Allen 6/30/05 _____
 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 includes all the terms and conditions, if a sale. Customer understands that their agreement to purchase the vehicle described above, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease/smartbuy the vehicle described above, Customer and Dealer agree to execute a lease/smartbuy 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 executing 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: X Allen 6/30/05 _____
 Date Dealer or His Authorized Representative Date Customer's Signature

DJ-CR 08/2003 35896 (3/05) THIS ORDER NOT SUBJECT TO CANCELLATION — DEPOSIT NON-REFUNDABLE
IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

VEHICLE REGISTRATION



PLATE NO: [REDACTED] GOOD THRU: 07/2009

VIN: 1G2ZG528854 [REDACTED]

DOM 2005 A DR BK G6 WC: 7

[REDACTED] PASSENGER 07

DL:00422 65600 06566

HILLSDALE NJ 07642 INITIAL PT:PA

EQ:7 FEE: 199.00 YWGD20051820579

6664119

4 4 5 8 9

Clairmont Auto Group

INVOICE



1220 BLOOMFIELD AVE. WEST CALDWELL, NJ 07006
 (973) 575-0100
 DIRECT LINE TO PARTS DEPT. (973) 575-4060

HILLSDALE, NJ
 HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 2855 KEVIN HILTON SR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	05	PONTIAC G6	1G2ZG528854 [REDACTED]		1615/1615	T9522	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JUL05 IS					0.00	CASH	14OCT05
R.O. OPENED	READY	OPTIONS:					
08:17 14OCT05	09:16 14OCT05	STK:T5201 DLR:02122 ENG:3.5 Liter_SFI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL	05548					

CAUSE: RECALL

Y0042 TORQUE HARMONIC BALANCER

6125 W60 0.30

FC: 96 PART#: COUNT: 0

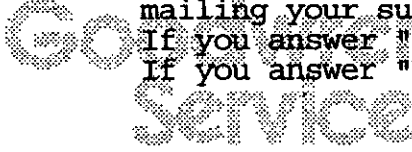
CLAIM TYPE:

AUTH CODE:

MA

(N/C)

Thank You ! We appreciate your business !
 If you can't answer "COMPLETELY SATISFIED"
 on QUESTION # 16 on your next satisfaction
 survey please call us prior to completing and
 mailing your survey.
 If you answer "COMPLETELY SATISFIED" we PASS
 If you answer "VERY SATISFIED" we FAIL



LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COME FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM-IF/WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). 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. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

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

Thank you for bringing your car to us for service!

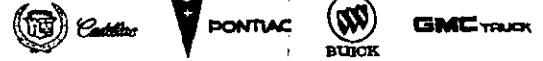
CUSTOMER COPY

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Clairmont Auto Group

INVOICE



1220 BLOOMFIELD AVE. WEST CALDWELL, NJ 07006
(973) 575-0100
DIRECT LINE TO PARTS DEPT. (973) 575-4060

HILLSDALE, NJ

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 240 TOM GIALANELLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	05	PONTIAC G6	1G2ZG528854		10941/10949	T2209	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL05 IS			30MAY07		0.00	CASH	30MAY07
R.O. OPENED	READY	OPTIONS: STK:T5201 DLR:02122 ENG:3.5_Liter_SFI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES HEAVY PULSATION WHEN BRAKING							
CAUSE: EXCESSIVE LATERAL RUNOUT--FRONT & REAR ROTORS--							
	H0132		REAR BRAKE ROTOR REFINISHING				(N/C)
		9359	W88	2.20			
	H0122		FRONT BRAKE ROTOR REFINISHING				(N/C)
		9359	W88	2.10			
			FC: 4N PART#: COUNT: 0				
			CLAIM TYPE:				
			AUTH CODE:				
			OR				

NEC TO REFACE FRONT & REAR ROTORS

B** CHECK FOR VIBRATION WHILE DRIVING

CAUSE: FOUND LOOSNESS ON R\F OUTER TIE ROD--REPLACE & NEC TO ALIGN TOE

E8060 TIE ROD END AND/OR ADJUSTER SLEEVE RIGHT

REPLACE
9359 W88 1.10

1 15944090 ROD KIT

FC: 2W
PART#: 15944090
COUNT: 1
CLAIM TYPE:
AUTH CODE:
O4

(N/C)
(N/C)

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

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COME FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM--WHICH DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

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Thank you for bringing your car to us for service!
CUSTOMER COPY

6664119

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Clairmont Auto Group

INVOICE



PONTIAC



GMC TRUCK

1220 BLOOMFIELD AVE. WEST CALDWELL, NJ 07006
(973) 575-0100
DIRECT LINE TO PARTS DEPT. (973) 575-4060

HILLSDALE, NJ

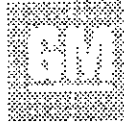
PAGE 2

HOME [REDACTED] BUS:

SERVICE ADVISOR: 240 TOM GIALANELLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	05	PONTIAC G6	1G2ZG528854 [REDACTED]		10941/10949	T2209	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL05 IS			30MAY07		0.00	CASH	30MAY07
H.O. OPENED	READY	OPTIONS: STK:T5201 DLR:02122 ENG:3.5 Liter_SFI					
07:56 29MAY07	12:37 30MAY07						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

Thank You ! We appreciate your business !
If you can't answer "COMPLETELY SATISFIED" on QUESTION # 16 on your next satisfaction survey, please call us prior to completing and mailing your survey.
If you answer "COMPLETELY SATISFIED" we PASS
If you answer "VERY SATISFIED" we FAIL



Goodwrench Service

LIMITED LABOR WARRANTY

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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

Thank you for bringing your car to us for service!

CUSTOMER COPY

Clairmont Auto Group

6664119

89682

INVOICE



1220 BLOOMFIELD AVE. WEST CALDWELL, NJ 07006
(973) 575-0100
DIRECT LINE TO PARTS DEPT. (973) 575-4060

HILLSDALE, NJ

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 2978 LENNY CAPECE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	05	PONTIAC G6	1G2ZG528854		15444/15471	T2437	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JUL05 IS					0.00	CASH	13NOV07
B.O. OPENED		READY		OPTIONS: STK:T5201 DLR:02122 ENG:3.5 Liter_SFI			
16:18	08NOV07	08:45	13NOV07				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	CAR	PULSATES BRAKING				

CAUSE: .

H0122 FRONT BRAKE ROTOR REFINISHING
9359 W88 2.30
2 804-03 SHIM
FC: 3M PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE: E
OR

(N/C)
(N/C)

H0137 ROTOR ASSEMBLY REAR BOTH REPLACE
9359 W88 2.00
2 22705356 ROTOR
2 804-06 SHIM
FC: 3M
PART#: 22705356
COUNT: 4
CLAIM TYPE:
AUTH CODE: EP
OR

(N/C)
(N/C)
(N/C)



.2 OLH ON LINE A, .9 OLH AND .2 OLH ON LINE B FOR ATTEMPTING TO REFACE REAR ROTORS AND .2 TO SHIM REAR ROTORS, REARS BELOW SPECS NEC TO REPLACE

B GOODWILL TRANS
CAUSE: EXCESSIVE LATERAL RUNOUT
Z7902 GOODWILL TRANS
9999 WLC 0.00
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE: G
MJ

(N/C)

LIMITED LABOR WARRANTY	DESCRIPTION	TOTALS
<small>THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COME FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTAMINATION, THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS. THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). 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. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.</small>	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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6664119

89682

Clairmont Auto Group

INVOICE



Cadillac



PONTIAC



BUICK

GMC TRUCK

1220 BLOOMFIELD AVE. WEST CALDWELL, NJ 07006

(973) 575-0100

DIRECT LINE TO PARTS DEPT. (973) 575-4060

HILLSDALE, NJ

PAGE 2

HOME BUS:

SERVICE ADVISOR: 2978 LENNY CAPECE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	05	PONTIAC G6	1G2ZG528854		15444/15471	T2437	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO.	RATE	PAYMENT	INV DATE
01JUL05 IS					0.00	CASH	13NOV07
R.O. OPENED	READY	OPTIONS: STK:T5201 DLR:02122 ENG:3.5 Liter SFI					
16:18 08NOV07	08:45 13NOV07						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

SUBL LOANER VIN 1G2ZG57N984124634

WLC

(N/C)

Thank You ! We appreciate your business !
 If you can't answer "COMPLETELY SATISFIED" on QUESTION # 16 on your next satisfaction survey, please call us prior to completing and mailing your survey.
 If you answer "COMPLETELY SATISFIED" we PASS
 If you answer "VERY SATISFIED" we FAIL



Goodwrench Service

LIMITED LABOR WARRANTY

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

Thank you for bringing your car to us for service!

CUSTOMER COPY

Back Forward

2005 Pontiac G6

CUSTOMER # [REDACTED]

89682

CLAIMONT AUTO GROUP

WILMINGTON, N.T.

WORKORDER

CADILLAC PONTIAC BUICK GMC TRI

HOME

PAGE 2

1220 BLOOMFIELD AVENUE
WEST CALDWELL, NJ 07006

BUS

SERVICE ADVISOR: 2978 CAPECE, LENNY
973-575-0700

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA	
BLK	05	PONTIAC G6	1G2ZG528854	[REDACTED]	15444/15471	P243	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
01JUL05	IS				0.00	CASH	

08NOV2007 16:18

OPTIONS: STK:T5201 DLR:02122 ENG:3.5 Liter_SFI

LINE, OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A W88 C/S CAR PULSATES BRAKING

OT: B/W ZT NON LO

Road Test and verify see list

ST: OTH ZT NON LO

Remove Rear wheels. Found more than
008 thickness variation on L/Rear Right Rear
Variation - 006 machine rotors when finished Rotor
measured below allowable spec. Replace w/ New Rotor
and correct Excessive run out. Using Brake aligner
Shims 804-03 on Both Hubs

B

Retest steering shakes when Braking at
60 mph. Remove wheels measure Front Rotors
003 variation on L Front and 002 on
Right Front / correct Parallelism on both and
Correct ~~to~~ L/R to less than 002 using
804-06 Shim on L side and 804-06 on
Right side.

WARRANTY RETURN
Roto. Rf

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 from such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

AUTHORIZED BY X [REDACTED]

PRELIMINARY ESTIMATE \$

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

TECHNICIAN COPY

Clairmont Auto Group

1220 BLOOMFIELD AVENUE
WEST CALDWELL, NJ 07006
DIRECT LINE TO PARTS
DEPT. (973) 575-4060
MAIN LINE: (973) 575-0100



HILLSDALE

NJ

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/19/08	05	PONT	G6	1G2ZG528854	664119	18618	18619	4641
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
07/01/05	03/19/08	78	00:00			00	03/19/08	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
								BLK 1

Repair Type: NC

===== REPAIR LINE 001 =====

DRIVERS COVER CAME OFF ON VANITY MIRROR
VANITY SEPARATED
REPLACE SUNSHADE, COULD NOT REPAIR

Bill Code - W

Failure Code: 4N

Complaint Code: OJ

C2021 REPLACE SUNSHADE 59 M A .60
Total Labor

GM 10381583 -SUNSHAD 1

Failed Part: 10381583
Total Parts
Total Line

===== REPAIR LINE 002 =====

BRAKE LIGHT SOMETIMES NOT COMING ON
SWITCH OUT OF POSITION
REPOSITION SWITCH

Bill Code - W

Failure Code: 3A

Complaint Code: OL

H2642 REPOSITION SWITCH 59 M A .50
Total Labor

Total Line

===== REPAIR LINE 003 =====

CLUNKING NOISE ON WHEN CAR STILL AND TURNED TO LEFT
PER BULLITIN 060232007B

LUBE UPPER SHAFT

Bill Code - W

Failure Code: 93

Complaint Code: MD

E9448 LUBE UPPER SHAFT 59 M A .30
Total Labor

Total Line

LIMITED LABOR WARRANTY

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LABOR AMOUNT	
PARTS AMOUNT	
MISC SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

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Clairmont Auto Group

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WEST CALDWELL, NJ 07006
DIRECT LINE TO PARTS
DEPT. (973) 575-4060
MAIN LINE: (973) 575-0100



HILLSDALE

NJ

CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/19/08	05	PONT	G6	1G2ZG528854	664119	18618	18619	4641
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
07/01/05	03/19/08	78	00:00			00	03/19/08	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE			BLK	1	

REPAIR LINE 004

GOODWIL TRANS

Bill Code - W

Z7911 SHUTTLE

99 M A

SUBLET:

SHUTTLE

Bill Code - W PO Number -

M

Total Sublet

Total Line

LIMITED LABOR WARRANTY

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LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

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HILLSDALE

NJ

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/20/08	05	PONT	G6	1G2ZG528854	664119	18620	18620	
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07/01/05	03/20/08	78	00:00			00	03/20/08	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
				BLK				1

===== REPAIR LINE 001 =====

CK FOR COLD MORNING STEERING DITHER
RECALIBRATE STEERING PER DOCUMENT (ATTACHED)
Bill Code - C
99 59 M A

===== REPAIR LINE 002 =====

AUTO START CRANKS INTERMITTANT
WORKING TO FACTS AT THIS TIME
Bill Code - C
99 99 M A

<p>LIMITED LABOR WARRANTY</p> <p>THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COME FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.</p> <p>DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.</p> <p>TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.</p> <p>ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.</p> <p>THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). 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. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.</p>	LABOR AMOUNT	
	PARTS AMOUNT	
	MISC. SALES	
	MATERIALS	
	TOTAL CHARGE	
	DEDUCTIBLE	
	SALES TAX	
	OTHER PAY	
	CUSTOMER PAY	

Thank you for bringing your car to us for service!

Clairmont Auto Group

1220 BLOOMFIELD AVENUE
WEST CALDWELL, NJ 07006
DIRECT LINE TO PARTS
DEPT. (973) 575-4060
MAIN LINE: (973) 575-0100

HILLSDALE

NJ



CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG	
06/09/08	05	PONT	G6	1G2ZG528854	664119	20509	20511	6875	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE		
07/01/05	06/10/08	39	00:00			00	06/10/08		
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					BLK	1

Repair Type: NC

===== REPAIR LINE 001 =====

C/S BRAKE PULSATION HIGHWAY SPEEDS
FT ROTORS OUT OF SPECS
REFACE FT ROTORS LIFE CUT
Bill Code - W
Failure Code: 3M
Complaint Code: QR
Approval Code: E
H0122 REFACE FT ROTORS

49 M A 2.10
Total Labor
Total Line

===== REPAIR LINE 002 =====

LOANER

GOOD WILL LOANER CAR
Bill Code - W
99 LOANER CAR

99 M A

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COME FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM--WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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LABOR AMOUNT	
PARTS AMOUNT	
MISC SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

Thank you for bringing your car to us for service!



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

VIA FAX ONLY

June 16, 2008

Rekesh Mehrotra, Sales Manager
Clairmont Auto Group
PO BOX 1326
West Caldwell, NJ 07007

RE: [REDACTED]
Service Request: 71-636469698
2008 Pontiac G6
Vehicle Identification Number: 1G2ZG57NX84 [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear Rekesh Mehrotra:

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.

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 or more faxes 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 further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation



VIN: 1G2ZG5288 54 [REDACTED] SELLG SCE: 16 MDL YR: 05 ORD NO: [REDACTED]

ODATE: 02/17/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 02122
DDATE: 07/01/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 07/05/05 ORDER BY:

CANC:

CANC DOE:

TRADE: 06/24/05 DLVY TO: R [REDACTED]

TRD DOE: 06/24/05

SRVC IN: HILLSDALE

NJ [REDACTED]

SRVC OUT: CANC SRVC IN:

BFSO ORD DT: BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	16 02122	[REDACTED]	07/06/05	24.97	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GFP	01	16 02122	00028469778	07/07/05	1,054.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
XMC	01	16 02122	210757	07/14/05	533.03	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: 07/01/05 MISC: 0000078386MEA0
POLICY PYMT CMNT: ACTV TYPE: 6



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

VIA FAX ONLY

June 24, 2008

George Curving, Service director
Clairmont Auto Group
PO BOX 1326
West Caldwell, NJ 07007

RE: [REDACTED]
Service Request: 71-636469698
2005 Pontiac G6
Vehicle Identification Number: 1G2ZG528854 [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear George Curving:

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 or more faxes 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 further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation





HUMMER

General Motors Business Resource Center

FAX

To: Rekesh Mehrotra

Company:
Fax: 9735750884
Phone:

From: Patricia Easley

Fax: 866-508-1966
Phone: 866-790-5600 X11216
E-mail:

CC:

NOTES:

Please fax all documents to 1-866-508-1966

We need the entire deal jacket, but can work with the application of title , odometer statement, finance/buyer's order.

pat easley/brc legal/abx/11216



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-3170

VIA FAX ONLY

June 16, 2008

Rekesh Mehrotra, Sales Manager
Clairmont Auto Group
PO BOX 1326
West Caldwell, NJ 07007

RE:



Service Request: 71-636469698
2008 Pontiac G6
Vehicle Identification Number: 1G2ZG57NX84 [Redacted]
Customer Relationship Specialist: Patricia Easley

Dear Rekesh Mehrotra:

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.

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 or more faxes 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 further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation



2005 G4 - 6CYL SEDAN
410. BLACK
198 EBONY

V66

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE

ORDER NO. [REDACTED]
VIN 1G2ZG528854 [REDACTED]

STOCK NO. T-5201

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
22669 G4 - 6CYL SEDAN	20675.00	18917.63	INVOICE 03/18/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 03/18/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 03/29/05
JL9 BRAKES, 4-WHEEL DISC ANTILOCK	400.00	356.00	INT COM 03/29/05
W/TRACTION CONTROL			PRC EFF 03/18/05
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	KEYS B1654 B1654
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	WFF-F QTR DPT-1
NE1 50-STATE EMISSIONS	N/C	N/C	BANK# GMAC - 020
PCH PREMIUM VALUE PACKAGE (INCLUDES 1575.00		1401.75	CHG-TO 03-420
* (4) WHEELS, 16" CAST ALUMINUM PAINTED			SHIP WT# 3374
* AM/FM STEREO & DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			HP# 32.9
* SUNROOF, POWER TILT & SLIDE			GMS# 20652.18
200 CONVENIENCE PACKAGE INCLUDES:	375.00	333.75	SUPPLR# 21578.15
* MANUAL DRIVERS SEAT LUMBAR			HRM# 23805.00
* SEATBACK MAP POCKETS			MEMO 1054.00
* POWER SEAT HEIGHT ADJUSTER			
* ADJUSTABLE PEGALS			
* FLOOR MATS			
* CONVENIENCE NEPA			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	
1S2 6-CYL, PCH OPTION PKG DISCOUNT	600.00-	534.00-	

3-21-05

20,972.33

TOTAL MODEL & OPTIONS	22580.00	20629.88	ACT 231	20577.18
DESTINATION CHARGE	625.00	625.00	H/W 261	677.40
LAM DEALER CONTRIBUTION		225.80	ADV 261	225.80
LAM GROUP CONTRIBUTION		169.35	EXP 65A	169.35-

TOTAL	23205.00	21649.73	PAY 310	21649.73
MEMO TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		20662.20		

 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.

EDW. J. SCHWARZ, INC.

REMIT TO GMAC NO. 020
 VIN 1G2ZG528854 [REDACTED]
 # 21649.73 INV 2ADJ50772001
 DUE 03/29/05 DEALER 03-420

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

CUSTOMER NAME: [REDACTED] (or see attached list*)
VIN: 1G2ZG528954 [REDACTED]

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
FOR EVERYONE	\$ GMDISCOUNT	GFP
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ _____	_____

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

- a. I elect to receive FINANCE RATE in lieu of REBATE 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 07/01/05. I acknowledge receipt of incentive(s) as described in Item # 2 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED] Date: 07/01/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # 2 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: 07/01/05
Dealership Name: CLAIRBONT AUTO GROUP Dealer Code: 02122

* List must include VIN, Delivery Date and Program Reference

Clairmont Auto Group



PONTIAC



GMC TRUCK

1220 BLOOMFIELD AVE. · WEST CALDWELL, NJ 07006
(973) 375-0100

26344

AMOUNT	PAID BY	COMMENT
8,000.00	CHECK	
100.00	CHECK	COD STK# T5201



HILLSDALE

NJ



TOTAL RECEIVED: \$8,100.00

DATE-TIME: 05JUL2005 11:34

CASHIER: ANN

LOCATION:

CASH DRAWER:



ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	56	1		8,100.00		
		1		-8,100.00	6664119	

CASH RECEIPT

CUSTOMER COPY

55-95-14
212

575

Date 7-1-05

HILLSDALE, NJ

Pay To The Order Of Clairmont Auto Group \$ 8000.00
Eight Thousand Dollars

COMMERCE BANK
AMERICA'S MOST CONVENIENT BANK
1-800-YES-2000

For Portland G6

165
55-95/21
00

06-03

DATE 6/28/05

HILLSDALE, NJ

PAY TO THE ORDER OF Clairmont Auto Group \$ 100.00
One Hundred DOLLARS

Commerce Bank
America's Most Convenient Bank
1-800-YES-2000

MEMO Car deposit

CLAIRMONT CADILLAC
1220 BLOOMFIELD AVENUE
WEST CALDWELL NJ 07090
973-575-0100

BATCH: 251
\$-A-L-E-\$ 0-R-A-F-T
76498779
680001011654220

REF: 8045
CO TYPE: MASTERCARD
TR TYPE: PURCHASE
INV: 6664119
DATE: JUL 01, 05 18:36:19

TOTAL \$139.00
ACCT: [REDACTED] EMP: 05/07
AP: 42724
NAME: MARLENE M. ORIBELO

CARDHOLDER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CARDMEMBER'S AGREEMENT WITH THE ISSUER

THANK YOU

973-575-0100

Clairmont Auto Group

INVOICE NO 10367



Cadillac
THE FUSION OF
DESIGN & TECHNOLOGY

PONTIAC
DRIVING EXCITEMENT.



BUICK
its all good

GMC
TRUCKS
WE ARE PROFESSIONAL GRADE

1220 BLOOMFIELD AVENUE • WEST CALDWELL, NJ 07006

F&I DEAL # 8305

Date: 07/01/05 Stock # T5201 Salesman RIMALDI, DANTE

Sold To: [REDACTED]

Address: [REDACTED]

HILLSDALE NJ [REDACTED]

Phone: [REDACTED]

Year 05 Body Type 4 DR Serial # 1G2ZG528854 [REDACTED]

Ignition G1654 Trunk Color BLK

Make: PONTIAC Model: G6

CUSTOMER#

6664119

TRADE-IN DATA

Year Make Model Serial #

Body Type Color

STOCK #

[REDACTED]

Tax Exempt. #

SALES PRICE 20755.18

ALLOWANCE N/A

CASH DIFF. 20755.18

SERVICE CONTRACT N/A

NJ SALES TAX 1257.01

LUXURY TAX NJ TIRE FEE 7.50

NJ M.V.FEE 239.00

DOCUMENTARY FEE 169.00

OTHER CHARGES 195.00

PAYOFF N/A

TOTAL 22622.69

DEPOSIT

C.O.D. 8239.00

G.M.A.C. 14383.69

TOTAL 22622.69

GNAC	FINANCE
TERM	72
NO. PYMNTS	230.98
DATE ENDS	06/30/11

Used Car

Jun. 24, 2008 12:50PM

No. 4061 P. 7

BARS Document Display

2005 G6 - 6CYL SEDAN
 41U BLACK /V6G
 19B EBONY
 ORDER NO. [REDACTED] STOCK NO. T5201
 VIN 1G2 ZG52 88 54 [REDACTED] VEHICLE INVOICE [REDACTED] 16*03420S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20675.00	18917.63	INVOICE 03/18/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 03/18/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 03/29/05
JL9 BRAKES, 4-WHEEL, DISC ANTILOCK W/TRACTION CONTROL	400.00	356.00	INT COM 03/29/05
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	PRC EFF 03/18/05
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G1654 G1654
NE1 50-STATE EMISSIONS	N/C	N/C	WFP-F QTR OPT-1
PCH PREMIUM VALUE PACKAGE INCLUDES * (4) WHEELS, 16" CAST ALUMINUM PAINTED * AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO) * SUNROOF, POWER TILT & SLIDE	1575.00	1401.75	BANK: GMAC - 020 CHG-TO 03-420
PDD CONVENIENCE PACKAGE INCLUDES: * MANUAL DRIVERS SEAT LUMBAR * SEATBACK MAP POCKETS * POWER SEAT HEIGHT ADJUSTER * ADJUSTABLE PEDALS * FLOOR MATS * CONVENIENCE NET	375.00	333.75	SHIP WT: 3376 HP: 32.9 *GMSV 20652.18 +103.00 SUPPLR: 21578.15 MRM: 23805.00 MEMO 1054.00
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	
1SZ 6-CYL, PCH OPTION PKG DISCOUNT	600.00-	534.00-	

Adel \$ 103.00
 ADV

TOTAL MODEL & OPTIONS	22580.00	20629.58	ACT [REDACTED]
DESTINATION CHARGE	625.00	625.00	H/B 261 677.40
LAM DEALER CONTRIBUTION		225.80	ADV 261 225.80
LAM GROUP CONTRIBUTION		169.35	EXP 65A 169.35

TOTAL 23205.00 21649.73 PAY 310 21649.73
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 20662.20

 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.

EDW. J. SCHWARZ, INC. REMIT TO GMAC NO. 020
 VIN 1G2ZG528854 [REDACTED]



GMC

HUMMER

General Motors Business Resource Center

FAX

To: George Curving
Company:
Fax: 9734615292
Phone:

From: Patricia Easley
Fax: 866-508-1966
Phone: 866-790-5600 X11216
E-mail:

cc:

1422 65 28854 

NOTES:

Please fax all documents to 1-866-508-1966



General Motors Corporation
Business Resource Center
PO Box 33370
Detroit, MI 48212-5170

VIA FAX ONLY

June 18, 2008

George Curving, Service Director
Clairmont Auto Group
PO BOX 1326
West Caldwell, NJ 07007

RE: [REDACTED]
Service Request: 71-636469698
2008 Pontiac G6
Vehicle Identification Number: 1G2ZG57NX84 [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear George Curving:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, 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.

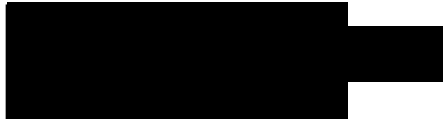
Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

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 further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

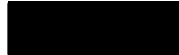
General Motors Corporation





HILLSDALE

NJ



Clairmont Auto Group

1220 BLOOMFIELD AVENUE
WEST CALDWELL, NJ 07006
(973) 575-0100



HARD COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STR/CUS	MILES IN	MILES OUT	TAG
03/20/08	05	PONT	G6	1G2ZG528854	664119	18620	18620	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
07/01/05	03/20/08	78	00:00			00	03/20/08	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
				BLK	1			

REPAIR LINE 001

CK FOR COLD MORNING STEERING DITHER
RECALIBRATE STEERING PER DOCUMENT (ATTACHED)
Bill Code - C
99

59 M A

REPAIR LINE 002

AUTO START CRANKS INTERMITTANT
WORKING TO FACTS AT THIS TIME
Bill Code - C
99

99 M A

SERVICE HISTORY

DATE	RO	MILES	SA	TECH	EC	LABOR	OP	DESCRIPTION
03/20/08	101002	18618	78	99	W	Z7911		SHUTTLE
03/20/08	101002	18618	78	59	W	E9448		LUBE UPPER SHAFT
03/20/08	101002	18618	78	59	W	H2642		REPOSTION SWITCH
03/20/08	101002	18618	78	59	W	C2021		REPLACE SUNSHADE
11/14/07	89682	15471	29	99	WL	9999		SUBLET REPAIRS

EXCLUSION OF WARRANTIES

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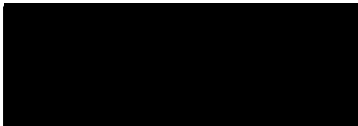
AUTHORIZED BY X _____

PRELIMINARY ESTIMATE \$ _____

AUTHORIZATION FOR REPAIRS

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

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



Stow

Clairmont Auto Group

1220 BLOOMFIELD AVENUE
WEST CALDWELL, NJ 07006
(973) 575-0100

HILLSDALE

NJ



HARD COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/19/08	05	PONT	G6	1G2ZG528854	664119	18018	18619	4641
SERVICE DATE		NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
07/01/05			78	00:00			00	
R.O. NUMBER		TAX ID	HOME PHONE	BUSINESS PHONE	COLOR		PRINT #	
					BLK		1	

REPAIR LINE 001

DRIVERS COVER CAME OFF ON VANITY MIRROR

Bill Code - W

Aspen Bulittier Tried to Repair Just vanity. But when mirror removed found mounting area of sun shade broken and unable to install kit. Replaced complete Assembly to correct

REPAIR LINE 002

BRAKE LIGHT SOMETIMES NOT COMING ON

Bill Code - W

5 *verified lamps not always on when Brake applied check connections of BPP switch and mount and perform a BPP position Relearn. To correct*

REPAIR LINE 003

CLUNKING NOISE ON WHEN CAR SETTLE AND TURNED TO LEFT

Bill Code - W

9448 *Verified Located To Immediate steering shaft Perform Connection Procedure In Bulittier 06 02 32 00 78 Lubrication of upper shaft and Proper Location A Lower clamp onto steering gear To correct*

REPAIR LINE 004

GOODWIL TRANS

Bill Code - W

SERVICE HISTORY

DATE	RO	MILES	SA	TECH	HC	LABOR	OP	DESCRIPTION
11/14/07	89682	15471	29	99	WL	9999		SUBSTITUTE PARTS
11/14/07	89682	15471	29	99	WL	Z7901		LOANER 1 DAY
11/14/07	89682	15471	29	93	WB	H0137		ROTOR ASSEMBLY REAR EO
11/14/07	89682	15471	29	93	WB	H0122		FRONT BRAKE ROTOR REFI

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.

AUTHORIZED BY X

[Signature]

PRELIMINARY ESTIMATE \$

AUTHORIZATION FOR REPAIRS

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

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

CLAIRMONT AUTO GROUP

CUSTOMER # [REDACTED]

89682

WORKORDER

CADILLAC - PONTIAC - BUICK - GMC TRU

HILLSDALE, NJ

PAGE 2

1220 BLOOMFIELD AVENUE

HOME: [REDACTED]

BUS

WEST CALDWELL, NJ 07006

973-575-0100

SERVICE ADVISOR: 2978 CAPECE, LENNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAC
BLK	05	PONTIAC G6	1G2ZG528854	[REDACTED]	15444 / 15471	T243
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
01JUL05 IS					0.00 CASH	
R.O. OPENED	READY	OPTIONS: STK:T5201 DLR:02122 ENG:3.5 Liter_SFI				
08NOV2007 16:18						

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A W88 C/S CAR PULSATES BRAKING

01:00WZ1A0NLO. Road Test and verify *see list*

1:01:00WZ1A0NLO. *Removed Rear wheels found more than*
008 thickness variation on L/Rear Right Rear
variation = 006 machine rotors when finished rotor
measured below allowable spec. Replace w/new rotor
 # B W88 GOODWILL TRANS
 to cut rotors and correct Excessive Run out using Brake align
 11/8/07 - Re Shims 804-03 on Both Hubs

Retest steering shakes when braking at
 60mph Remove wheels measure front rotors
 .003 variation on L front and .002 on
 Right front / correct Parallelism on both and
 correct ~~to~~ LRO to less than .002 using
 804-06 shims on L side and 804-06 on
 Right side.

A rear rotor was replaced over
 as her first trying to correct variation
 machining. The final readings for thickness
 are below specs. (see attached)

WARRANTY RETURN
Rotors

EXCLUSION OF WARRANTIES

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AUTHORIZED BY X

[Signature]

PRELIMINARY ESTIMATE \$

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

TECHNICIAN COPY

CLAIRMONT AUTO GROUP

CUSTOMER #:

8 3 3 7 3

WORKORDER

CADILLAC - PONTIAC - BUICK - GMC TRUCK

PAGE 2

1220 BLOOMFIELD AVENUE
WEST CALDWELL, NJ 07006

973-575-0100

SERVICE ADVISOR: 240 GIALANELLA, TOM

HILLSDALE, NJ

HOME:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	05	PONTIAC G6	1G2ZG528854		10948 / 10989	T2209	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JUL05 IS					0.00	CASH	
R/O OPENED	READY	OPTIONS: STK:T5201 DLR:02122 ENG:3.5 Liter_SFI					
29MAY2007 07:56							

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
#A			W88	CUST STATES HEAVY PULSATION WHEN BRAKING

Road Test identified / DTR wheels measure:

LF	1.020	Front more than .001
LF	1.019	Vibration on front
LF	1.019	Remove and machine front
LF	1.020	
LF	1.019	

#B Check for vibration while driving - over
Road Test Still Have slight noticeable Pulsation

Mic Rear Rotors

LR	.553	RR	.552
	.551		.552
	.551		.551
	.551		.551

Resurface Rotors

Used Procut on car Lath To machine all Rotors and compensate Run out To 0

BA 804-03

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AUTHORIZED BY X *[Signature]*

PRELIMINARY ESTIMATE \$ _____

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

TECHNICIAN COPY

✓et

CUSTOMER # [REDACTED]

4 4 5 8 9

CLAIRMONT AUTO GROUP

WORKORDER

CADILLAC - PONTIAC - BUICK - GMC TRUC

PAGE 2

1220 BLOOMFIELD AVENUE
WEST CALDWELL, NJ 07006

HILLSDALE, NJ

HOME: [REDACTED] BUS: [REDACTED]

973-575-0100

SERVICE ADVISOR: 2855 HILTON SR, KEVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	05	PONTIAC G6	1G2ZG528854 [REDACTED]		1615 1500/1615	T9522	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JUL05 IS					0.00	CASH	

R.O. OPENED	READY	OPTIONS
14OCT2005 08:17		STK:T5201 DLR:02122 ENG:3.5 Liter SFI

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		W50	RECALL 05548

*Y0042 .3 torque harmonic balancer bolt
to 118 ft lbs per recall spec.*

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AUTHORIZED BY

[Signature]

PRELIMINARY ESTIMATE \$ _____

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

TECHNICIAN COPY

see Joe P for key

CLAIRMONT AUTO GROUP

CUSTOMER #:

3 9 9 6 2

WORKORDER CADILLAC - PONTIAC - BUICK - GMC

PAGE 2

1220 BLOOMFIELD AVENUE
WEST CALDWELL, NJ 07006
973-675-0100

HOME: BUS:

SERVICE ADVISOR: 2978 CAPECE, LENNY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE (IN/OUT)	TAG
BLK	05	PONTIAC G6	1G2ZG528854		108/110	T5201
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT
					0.00	CASH
IS	R.O. OPENED	READY	OPTIONS: STK:T5201 ENG:3.5 Liter_SFI			
29JUN2005 10:18						

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			W60	CK ENGINE LIGHT IS ON

*Scan and find P0404 in PCM. See attached PI. Document.
PIP3332C*

*Inspect at EGR connector for positive connection as well
as I/M system check on road test. Found operating as
designed. -OK clear code.*

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AUTHORIZED BY X *JPC SUC mgr 6/29/05*

PRELIMINARY ESTIMATE \$

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

TECHNICIAN COPY

FR
ZP

CLAIRMONT AUTO GROUP

CUSTOMER #:

3 9 9 6 5

WORKORDER CADILLAC - PONTIAC - BUICK - GMC TRUC

PAGE 2

1220 BLOOMFIELD AVENUE
WEST CALDWELL, NJ 07006

973-575-0100

HOME:

BUS:

SERVICE ADVISOR: 9158 PARISO, JOE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLK	05	PONTIAC G6	1G2ZG528654		108/114	T5201	
DEL. DATE	PHOD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	WV. DATE
					0.00	CASH	
R.O. OPENED	READY	OPTIONS: STK:T5201 ENG:3.5 Liter SFI					

29JUN2005 10:21

LINE	OP	CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A					INCP CK PDI FOR DELIVERY

(#20)

COMP

B IGAS FILL TANK

P # 90475

Comp

C INCP ETCH 0293210

Comp

D IMID CLEAN CAR

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AUTHORIZED BY X

(Signature)

PRELIMINARY ESTIMATE \$

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

TECHNICIAN COPY



Clairmont Auto Group



GMAC

1220 Bloomfield Avenue
West Caldwell, NJ 07006
973-461-5292

Number of Pages Including Cover 18

Fax Number: _____

Attention: Pat Easten

From: George Curving

Department: _____

COMMENTS:

Requested sales & service
documents

2008 G6 - SEDAN
78U BLUE-GOLD CRYSTAL METALLIC /V6G
19B EBONY

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

ORDER NO. [REDACTED] STOCK NO.

VIN 1G2 ZG57 NX 84 [REDACTED]

*****16*02147S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - SEDAN	19395.00	18328.28	INVOICE 10/30/07
F83 AXLE RATIO 3.05	N/C	N/C	SHIPPED 10/30/07
LZ4 ENGINE, 3.5L V6 SFI	N/C	N/C	EXP I/T 11/15/07
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 11/15/07
PCJ SUN AND SOUND PACKAGE: *AM/FM STEREO, 6 DISC CD PLAYER MP3 FORMAT, RADIO DATA SYSTEM & AUXILIARY INPUT JACK (REPLACES STD/OPT/PKG RADIO) *POWER SUNROOF	1100.00	913.00	PRC EFF 10/30/07 KEYS G3132 G3132 WFP-S QTR OPT-1 BANK: GMAC - 103 CHG-TO 02-147
PCM PREFERRED PACKAGE: * CONVENIENCE NET, CARGO * REMOTE VEHICLE START * FLOOR MATS, FRONT/REAR * STEERING WHL, LEATHER WRAPPED * BRAKE HANDLE, LEATHER WRAPPED * STEERING WHEEL, AUDIO CONTROL	495.00	410.85	SHIP WT: 3419 HP: 36.5 GMS: 20934.43 SUPPLR: 21869.73 MRM: 23030.00 DAN: RG MEMO 969.00
PDX SPORT PACKAGE: * ENGINE, 3.5L V6 SFI * (4) 17" PAINTED ALLOY WHEEL * FOG LAMPS, FRONT, PROJECTOR- BEAM, INTEGRAL IN FASCIA * REAR SPOILER	1390.00	1153.70	
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	

TOTAL MODEL & OPTIONS	22380.00	20805.83	ACT 231	20784.43
DESTINATION CHARGE	650.00	650.00	H/B 261	671.40

TOTAL	23030.00	21455.83	PAY 310	21455.83
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		20493.50		

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.

MACK PONTIAC BUICK GMC

REMIT TO GMAC NO. 103
VIN 1G2ZG57NX84 [REDACTED]
\$ 21455.83 INV 2AD59559474
DUE 11/15/07 DEALER 02-147



KIMMEL & SILVERMAN

P.C.

1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS

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

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

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

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

January 28, 2014

VIA EMAIL ONLY

gmerinfo@gmexpert.com

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

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2005 Pontiac G6-GT
Date of Purchase: 07/04/2005
Place of Purchase: Clairmont Auto Group, West Caldwell
VIN: 1G2ZG57NX84[REDACTED]

Dear Sir/Madam:

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

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

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

Very truly yours,

Robert M. Silverman

RMS\ TL

cc: [REDACTED]

JACQUELINE C. HERRITT¹⁹
ROBERT A. RAPKIN¹
HY DAVID RUBENSTEIN^{10#}
BARRY R. WINDERMAN¹
MELISSA K. FIALA¹⁷
IRA P. SMADES¹
DAVID L. LIEBERMAN^{18*}
ANGELA K. TROCCOLI¹²
FRED DAVIS¹⁴
RONALD ROWLAND¹⁰
CHRISTOPHER R. HOLLIDAY^{10#13}
AMY L. BENNECOFF¹⁷
CHRISTINA GILL ROSEMAN¹³
RICHARD A. SCHOLER¹⁷

Of Counsel:
RONNA LUCAS⁹

ROBERT M. SILVERMAN^{1+*}
CRAIG THOR KIMMEL^{1+^}

⁺ Member, PA Bar
^{*} Member, NJ Bar
^x Member, DE Bar
¹ Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
^{*} Member, OH Bar
[@] Member, DC Bar
[^] Member, AZ Bar
[£] Member, CO Bar
[¥] Member, VT Bar
[§] Member, MI Bar
[°] Member, RI Bar
[¶] Member, NH Bar



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

VIA FAX ONLY

June 18, 2008

George Curving, Service Director
Clairmont Auto Group
PO BOX 1326
West Caldwell, NJ 07007

RE: [REDACTED]
Service Request: 71-636469698
2008 Pontiac G6
Vehicle Identification Number: 1G2ZG57NX84 [REDACTED]
Customer Relationship Specialist: Patricia Easley

Dear George Curving:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, 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 or more faxes 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 further questions, please contact me at 1-866-790-5600, extension 11216. If at all possible, due to GM guidelines, please fax/send (via overnight mail) requested documents as soon as possible. Thank you for your assistance.

Sincerely,

General Motors Corporation



February 9, 2011

Nancy Jordahl, Esq.
Rumberger, Kirk & Caldwell, P.A.
300 S Orange Ave Ste 1400
Orlando, FL 32801

RE: [REDACTED] v. General Motors
Service Request: 71-640297989
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT58F67F [REDACTED]
Customer Relationship Specialist: Rachal

Dear Ms. Jordahl:

Enclosed please find a check in the amount of \$8,400.00 made payable to James Kyer and Krohn & Moss, Ltd to settle the above-referenced case.

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

LG0062
V10132009

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



CHECK No. [REDACTED]

50-937
213

DATE 02/11/11 AMOUNT *****8,400 DOLLARS *****00 CENTS *****8,400.00

PAY TO THE ORDER OF

* JAMES KYERAND KROHN & MOSS, LT *
 * D *
 120 W MADISON 10TH FL
 CHICAGO IL 60602

North American Operations
 General Motors Corporation
 Disbursement Account

Ami D. Albee
 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

ENDOR UNS NO. BB 000000089 1

CHECK NO. [REDACTED]

ENDOR NAME JAMES KYERAND KROHN & MOSS, LT

PAYMENT DATE 02/11/11

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT58F67F [REDACTED]	02/10/11 71-640297989	VM 1-F5LRAM 1-F5LRAM	00.0000	8,400.00	.00	8,400.00
TOTAL				8,400.00	.00	8,400.00

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

W3

CRYSTAL

CHEVROLET • CHRYSLER • DODGE • JEEP • NISSAN

FAX COVER SHEET

Chevrolet of Homosassa
1035 S. Suncoast Blvd.
Homosassa, Fl. 34448
Ph. (352) 795-1515
Fax (352) 795-5157

ATTN: Erika Lee

FAX: 866-363-8691

FROM: Ron Elson

Date July 10 2008 Pages Cover +

MESSAGE: The Documents requested
on James Kyer. for your
review.

Thank You
Ron Elson

Chrysler-Dodge-Jeep
of Homosassa
1005 S. Suncoast Blvd.
Homosassa, FL 34448
(352) 563-2277
Fax (352) 563-1543

Chevrolet
1035 S. Suncoast Blvd.
Homosassa, FL 34448
(352) 795-1515
Fax (352) 795-5157

Chrysler-Dodge-Jeep
of Inverness
2077 Hwy. 44 West
Inverness, FL 34453
(352) 726-1238
Fax (352) 344-4833

Nissan
2021 S. Suncoast Blvd.
Homosassa, FL 34448
(352) 628-4300
Fax (352) 628-4350

Chrysler-Dodge-Jeep
of Brooksville
14358 Cortez Blvd.
Brooksville, FL 34613
(352) 597-1265
Fax (352) 597-2886



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

VIA FAX ONLY

July 9, 2008

Ron Elson
Crystal Chevrolet
1035 S SUNCOAST BLVD
HOMOSASSA, FL 34448-1459

RE: [REDACTED]
Service Request: 71-640297989
2007 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT58F67F [REDACTED]

Dear Mr. Ron Elson:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-363-8691. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 21094 or fax 866-363-8691 Monday through Friday between 6:00 a.m. and 4:30 p.m., Eastern Time.

Sincerely,
Erika Lee
General Motors Corporation



**STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
Neil Kirkman Building - Tallahassee, 32399-0500
MOTOR VEHICLE DEALER TITLE REASSIGNMENT SUPPLEMENT
(Instructions on Reverse Side)**

For use by licensed MOTOR VEHICLE DEALERS, AUCTION DEALERS and THEIR BUYERS ONLY

This reassignment is supplement to: Title No. _____ State of Issue _____
 Manufacturer's Certificate of Origin

VEHICLE DESCRIPTION

Vehicle Identification Number 1G1ZT58F67F [REDACTED]	Year 2007	Make CHEVROLET	Model MALIBU	Body SD
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REASSIGNMENT INFORMATION

Name of Selling Dealer (Print) CRYSTAL MOTOR CAR CO. INC.		Dealer License Number [REDACTED]		State of License FL
Street Address 1035 S SUNCOAST BLVD		City HOMOSASSA	State FL	Zip Code [REDACTED]
Sales Tax Collected \$ 944.69	Sales Tax Reg. No. (Sales Tax Information is not required on dealer to dealer transactions) [REDACTED]			
Buyer's Name(s) [REDACTED]			Date of Sale	
Buyer's Address [REDACTED]		City SANDERSON	State FL	Zip Code [REDACTED]
Auction Name (if applicable)		Auction License Number	State of License	Date of Auction
Street Address		City	State	Zip Code

ODOMETER DISCLOSURE STATEMENT

WARNING: FEDERAL AND STATE LAW REQUIRE THAT YOU STATE THE ODOMETER MILEAGE IN CONNECTION WITH TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I STATE THAT THIS MOTOR VEHICLE'S 5 DIGIT OR 6 DIGIT ODOMETER NOW READS [REDACTED] (NO TENTHS) MILES, DATE READ ___/___/___, AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED IN THIS DOCUMENT, UNLESS ONE OF THE FOLLOWING IS CHECKED:

CAUTION:
DO NOT CHECK
IF MILEAGE
IS ACTUAL

1. I HEREBY CERTIFY THAT, TO THE BEST OF MY KNOWLEDGE, THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS
2. I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

SELLER AFFIRMS, UNDER PENALTY OF PERJURY, THAT THE ABOVE FACTS ARE TRUE AND CORRECT TO THE BEST OF HIS/HER KNOWLEDGE

Dealer's Agent Printed Name (Selling Dealer) CRYSTAL MOTOR CAR CO. INC.		Dealer's Agent Signature		
[REDACTED] Receipt of Statement		Buyer's Signature (2) Acknowledges Receipt of Statement		
Buyer's Printed Name (2) First, Middle or Maiden, Last [REDACTED]		Buyer's Printed Name (2) First, Full Middle or Maiden, Last [REDACTED]		
Street Address [REDACTED]		City SANDERSON	State FL	Zip Code [REDACTED]

NOTICE: ANY ALTERATION OR ERASURE MAY VOID THIS RE-ASSIGNMENT AND ALL RE-ASSIGNMENTS THAT FOLLOW.

FILE: ORIGINAL WITH TITLE OR MANUFACTURER'S CERTIFICATE OF ORIGIN

COPY: DEALER RECORD

HSMV 82994 (REV. 01/03) S

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
Neil Kirkman Building - Tallahassee, FL 32399-0610

**APPLICATION FOR NOTICE OF LIEN / REASSIGNMENT OF LIEN OR
NOTICE TO FIRST LIENHOLDER OF SUBSEQUENT LIEN**

SECTIONS 1 AND 2 SHOULD BE COMPLETED IF ADDING AN ORIGINAL LIEN. MOTOR VEHICLE MOBILE HOME
SECTIONS 1 AND 3 SHOULD BE COMPLETED IF REASSIGNING A LIEN.
SECTIONS 1, 2 AND 4 SHOULD BE COMPLETED IF ADDING A SUBSEQUENT LIEN. OFF-HWY VEHICLE VESSEL

1 MOTOR VEHICLE, MOBILE HOME, OFF-HIGHWAY VEHICLE OR VESSEL					
DESCRIPTION			VESSEL REGISTRATION NUMBER		
IDENTIFICATION NUMBER 1G1ZT58F67F [REDACTED]					
MAKE/MANUFACTURER CHEVROLET		YEAR 2007	MODEL MALIBU	WT.-LGTH.-BHP	
COLOR WHT	TYPE SD		USE		
CERTIFICATE OF TITLE NUMBER		PREVIOUS ISSUE DATE		LICENSE PLATE NUMBER	
2 NOTICE OF LIEN LIENHOLDER INFORMATION					
DATE OF LIEN	<input type="checkbox"/> FEID # <input type="checkbox"/> DL # AND SEX AND DATE OF BIRTH <input type="checkbox"/> DMV ACCOUNT #		LIENHOLDER NAME		
LIENHOLDER ADDRESS		CITY	STATE	ZIP CODE	

Electronic title and lien participant (Electronic title only).
 If the lienholder authorizes the department to send title to the owner, check box and countersign. (DOES NOT APPLY TO VESSELS) _____
Signature of Lienholder's Representative

One of the following boxes must be checked.

- A security agreement, retain title contract, conditional bill of sale, chattel mortgage or other similar instrument was executed prior to the filing of this notice of lien.
 This notice of lien is being filed before a security agreement, retain title contract, conditional bill of sale, chattel mortgage or other similar instrument is being executed.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING Date 06/18/07
 [REDACTED] STATED IN IT ARE TRUE.

 Signature of Registered Owner Signature of Registered Co-Owner

 Street Address (Owner) Street Address (Co-Owner)

SANDERSON FL [REDACTED]
 City State City State Zip Code

3 APPLICATION FOR REASSIGNMENT OF LIEN

The undersigned hereby represents that they are the assignee of that certain first or second lien dated the _____ day of (Month/Year) _____, covering the motor vehicle, mobile home, off-highway vehicle or vessel described in section one of this form and request that the Florida Certificate of Title, which was issued on (Month/Day/Year) _____, be re-issued to show such lien as now being held by the undersigned applicant and represents that on this date there is a balance as principal still due and unpaid.

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

 Name of Assignee (New Lienholder) By _____
Signature of Lienholder's Representative

 Title _____

Address _____ City _____ State _____ Zip Code _____

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

 Name of Assignor (Lienholder currently shown on Title) By _____
Signature of Lienholder's Representative

 Title _____

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

DIVISION OF MOTOR VEHICLES
NEIL KIRKMAN BUILDING
Tallahassee, Florida 32399-0610

NOTIFICATION OF TRANSFER OF REGISTRATION LICENSE PLATE

In compliance with Section 320.0609(2), Florida Statutes, I hereby certify that the following motor vehicle has been sold, traded, transferred or otherwise disposed of:

Year 01 Make SATURN Type SL2

Wgt./ Lth. _____ Color _____

VIN 1G8ZK52781Z _____

As the registered owner of Florida License Plate No. _____

Decal No. _____ which expires on _____
Mo. Day Yr.

I authorize the following dealer:

CRYSTAL MOTOR CAR CO. INC.

(Dealer)

1035 S SUNCOAST BLVD

(Dealer Address)

to properly transfer my license plate to replacement vehicle described below:

Year 2007 Make CHEVROLET Type MALIBU

Wgt./ Lth. _____ VIN 1G1ZT58F67F _____

Print Owner(s) Name _____

Signature of Owner(s) _____

(Owner Address)

SANDERSON FL _____

(Owner Address)

DEALER'S CERTIFICATE

As a motor vehicle dealer licensed in Florida, I hereby certify that the above Notification of Transfer of Registration License Plate correctly describes the transaction involving the transfer of the above described motor vehicle and this License Plate No. _____

This license plate has been removed from the original vehicle assigned and attached to the replacement vehicle in accordance with the provisions of Section 320.0609(2), Florida Statutes. I also certify that on behalf of my customer I will process the necessary documents through a local county license plate agency in order to obtain the transfer registration certificate, which will be delivered to my customer within 30 days as stated in section 320.0605, Florida Statutes.

Under penalties of perjury, I declare that I have read the foregoing document and that the facts stated in it are true.

Dealer CRYSTAL MOTOR CAR CO. INC.

Authorized Agent _____

Dealer License No. _____ Date of Sale 06/18/2007
7005-05-FL-HSMV83033 (Rev. 11/01) S

LEMON LAW DISCLOSURE

IMPORTANT: IF THIS VEHICLE IS DEFECTIVE, YOU MAY BE ENTITLED UNDER STATE LAW TO A REPLACEMENT OR TO COMPENSATION. HOWEVER, TO BE ENTITLED TO A REPLACEMENT OR TO COMPENSATION, YOU MUST FIRST NOTIFY THE MANUFACTURER OF THE PROBLEM IN WRITING AND PROVIDE THE MANUFACTURER AN OPPORTUNITY TO REPAIR THE VEHICLE.

05/18/2007

SIGNATURE

DATE

REMOVE TO EXPOSE ADHESIVE ENLEVER POUR EXPOSER L'ADHESIF QUITAR PARA EXPONER LA GOMA DE PEGAR
REMOVE TO EXPOSE ADHESIVE ENLEVER POUR EXPOSER L'ADHESIF QUITAR PARA EXPONER LA GOMA DE PEGAR
REMOVE TO EXPOSE ADHESIVE ENLEVER POUR EXPOSER L'ADHESIF QUITAR PARA EXPONER LA GOMA DE PEGAR
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BUYERS GUIDE

IMPORTANT: Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

CHEVROLET MALIBU 2007 1G1ZT5BF67F XXXXXXXXXX
VEHICLE MAKE MODEL YEAR VIN NUMBER

3462L
DEALER STOCK NUMBER (Optional)

WARRANTIES FOR THIS VEHICLE:

AS IS-NO WARRANTY

YOU WILL PAY ALL COSTS FOR ANY REPAIRS. The dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.

WARRANTY

FULL LIMITED WARRANTY. The dealer will pay _____ % of the labor and _____ % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty document for a full explanation of warranty coverage, exclusions, and the dealer's repair obligations. Under state law, "implied warranties" may give you even more rights.

SYSTEMS COVERED:

DURATION:

REMAINDER OF FACTORY WARRANTY

3/36,000 BUMPER TO BUMPER

5/100,000 POWERTRAIN

SERVICE CONTRACT. A service contract is available at an extra charge on this vehicle. Ask for details as to coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of the time of sale, state law "implied warranties" may give you additional rights.

PRE PURCHASE INSPECTION: ASK THE DEALER IF YOU MAY HAVE THIS VEHICLE INSPECTED BY YOUR MECHANIC EITHER ON OR OFF THE LOT.

SEE THE BACK OF THIS FORM for important additional information, including a list of some major defects that may occur in used motor vehicles.

REMOVE TO EXPOSE ADHESIVE ENLEVER POUR EXPOSER L'ADHESIF QUITAR PARA EXPONER LA GOMA DE PEGAR
REMOVE TO EXPOSE ADHESIVE ENLEVER POUR EXPOSER L'ADHESIF QUITAR PARA EXPONER LA GOMA DE PEGAR
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REMOVE TO EXPOSE ADHESIVE ENLEVER POUR EXPOSER L'ADHESIF QUITAR PARA EXPONER LA GOMA DE PEGAR

20115648

RETAIL CONTRACT FOR A MOTOR VEHICLE

CRYSTAL

"Administrative Office"
 P.O. Box 487, Crystal River, FL 34423
 Chevrolet of Homosassa
 (352) 795-1515
 Chrysler-Dodge-Jeep of Homosassa
 (352) 563-2277
 Nissan of Homosassa
 (352) 628-4300
 Chrysler-Dodge-Jeep of Inverness
 (352) 726-1238
 Chrysler-Dodge-Jeep of Brooksville
 (352) 597-1265
 Crystal Motorsports of Homosassa
 (352) 795-1515

PURCHASER: [Redacted] Date of Birth: [Redacted]
 CO-PURCHASER: [Redacted] Date of Birth: [Redacted]
 MAILING ADDRESS: [Redacted] SANDERSON FL [Redacted]
 PHYSICAL ADDRESS: 1 [Redacted] SANDERSON FL [Redacted]
 EMAIL ADDRESS: [Redacted] BAKER
 NEW
 USED
 DEMO
 2007 CHEVROLET MALIBU
 1G1ZT58F67F [Redacted]
 YEAR MAKE MODEL / BODY COLOR
 SERIAL NUMBER

Date of Birth: 06/18/2007
 DATE
 3462L
 STOCK NO.
 [Redacted] TELEPHONE #
 FAGAN ZACHARY M
 SALESPERSON #1
 SALES PERSON #2

MILEAGE: 1 8 7 5 9

DEALER-INSTALLED OPTIONS - NOT INCLUDED IN FACTORY WARRANTIES
 N/A
 N/A
 N/A
 TOTAL AMOUNT

TRADE-IN INFORMATION
 YEAR 2001 MAKE SATURN MODEL S12
 VIN. 687K527817 [Redacted] AMT. 1500.00
 MILEAGE ON TRADE-IN: 1 0 8 5 9 7

LIEN HOLDER ON TRADE: ROADLOANS
 ADDRESS:
 CITY, STATE, ZIP:
 AMOUNT OF PAYOFF \$ 3655.31 GOOD UNTIL:
 BY WHOM PER DIEM
 ACCT. #
 PHONE:

LIEN INFORMATION ON PURCHASE
 INSTITUTION: SOVEREIGN BANK
 ADDRESS: 450 PENN STREET
 CITY, STATE, ZIP: READING PA 19602

MISCELLANEOUS INFORMATION

CUSTOMER'S INSURANCE
 COMPANY: SAFECO INS CO OF AMERICA
 AGENT: SAFECO INS CO OF AMERICA
 ADDRESS:
 PH #: 9042594454
 EFFECTIVE DATE: 12/13/2007 EXP. DATE: 12/13/06

This vehicle was a previously Leased/Rented vehicle
 Buyer: Co-Buyer:

PURCHASE PRICE	\$ 16988.00
TOTAL DEALER INSTALLED OPTIONS	
TOTAL SELLING PRICE	\$ 15988.00
ELECTRONIC FILING FEE	24.00
TOTAL PURCHASE PRICE	16012.00
TRADE-IN PURCHASE AMOUNT	1500.00
CASH DIFFERENCE	14512.00
DEALER SERVICES <small>This charge represents costs and profit to the seller/dealer for items such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.</small>	399.50
AMOUNT TAXABLE	14912.50
PLUS SALES TAX	944.69
APPROXIMATE TAG & TITLE FEES	49.98
SUB TOTAL	15907.17
PLUS TRADE IN BALANCE PAYOFF	3655.31
CASH BALANCE DUE	19561.48
PARTIAL PAYMENT	N/A
REBATE	N/A
CASH ON DELIVERY	N/A
EXTENDED SERVICE CONTRACT:	N/A
UNPAID BALANCE OF CASH PRICE	19561.48

There are no warranties, expressed or implied, made by the seller herein on the vehicle or chassis described on the face hereof. In the case of a new vehicle or chassis the printed Manufacturers New Vehicle Warranty delivered to purchaser with such vehicle or chassis shall apply and the same is hereby made a part hereof as though fully set forth herein. The New Vehicle Warranty is the only warranty applicable to such new vehicle or chassis and is expressly in lieu of all warranties by the seller, expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's warranty thereon, if any, shall be determined solely by the terms of such warranty. 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.

Purchaser agrees that this Contract includes all of the terms and conditions set forth on both face and reverse side hereof, that this Contract 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.

On a cash transaction this offer is not valid unless signed and accepted by Dealer. On a credit sale additional charges will be made by the Finance Institution. On a credit transaction the purchaser(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Dealer and a responsible Bank or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth In Lending Act) have been given and (c) purchaser(s) and Dealer have signed an Installment Sale Contract.

Arbitration Notice:
 Any controversy or claim arising out of, or relating to this agreement, or a breach thereof, shall be settled by arbitration under the laws of the State of Florida, in accordance with the rules then in force and effect. Judgment upon the award rendered may be entered in any court having jurisdiction thereof.

CO-PURCHASER'S SIGNATURE: [Redacted] DATE: 06/18/2007
 ACCEPTED BY: [Signature] DATE: 06/18/2007
 SALES MGR.
 THIS CONTRACT IS NOT VALID UNLESS SIGNED AND ACCEPTED BY CRYSTAL MOTOR CAR COMPANY.

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES - DIVISION OF MOTOR VEHICLES
 NEIL KIRKMAN BUILDING - TALLAHASSEE, FL 32399-0610
APPLICATION FOR CERTIFICATE OF TITLE WITH/WITHOUT REGISTRATION

APPLICATION TYPE: ORIGINAL TRANSFER **VEHICLE TYPE:** OFF-HIGHWAY VEHICLE MOTOR VEHICLE MOBILE HOME VESSEL
OWNER/APPLICANT INFORMATION
 Customer Number _____ Unit Number _____ Fleet Number _____

OR AND NOTE: When joint ownership, please indicate if "or" or "and" is to be shown on title when issued. If neither box is checked, the title will be issued with "and".
 If applicable: Life Estate/Remainder Person Tenancy By the Entirety With Rights of Survivorship Owner's County of Residence: _____

Owner's Name (Full Middle/Maiden Name, Last Name)	Date of Birth	Sex	FL Driver License or FEID/Suffix Number
Co-Owner's Name (Full Middle/Maiden Name, Last Name)	Date of Birth	Sex	FL Driver License or FEID/Suffix Number
Lessee's First Name, Full Middle/Maiden Name, Last Name	Date of Birth	Sex	FL Driver License or FEID/Suffix Number
Owner's Mailing Address (Mandatory)	City	State	Zip
Co-Owner's or Lessee's Mailing Address (Mandatory)	City	State	Zip
Owner's Mailing Address in Florida (Mandatory)	City	State	Zip
Physical Address of Mobile Home (if applicable) Check if mobile home is in a park with 10 or more lots <input type="checkbox"/>	City	State	Zip
Mall to Customer Name (if different from above owner)	Date of Birth	Sex	FL Driver License or FEID/Suffix Number
Mall to Customer Address (if different from above mailing address)	City	State	Zip

2. MOTOR VEHICLE, MOBILE HOME OR VESSEL DESCRIPTION

Vehicle/Vessel Identification Number	Make/Manufacturer	Year	Body	Color	Florida Title Number
1G1ZT58F675	CHEVROLET	2007	SD	WHT	
Previous State of Issue	License Plate or Vessel Registration Number	Weight	Length	BHP/CC	GVW/LQC
		3074	ft. in.		
<input type="checkbox"/> Open Motorboat <input type="checkbox"/> Houseboat <input type="checkbox"/> Personal Watercraft <input type="checkbox"/> Cabin Motorboat <input type="checkbox"/> Pontoon <input type="checkbox"/> Canoe <input type="checkbox"/> Auxiliary Sailboat <input type="checkbox"/> Airboat <input type="checkbox"/> Other _____ <input type="checkbox"/> Inflatable <input type="checkbox"/> Sailboat		<input type="checkbox"/> Wood <input type="checkbox"/> Aluminum <input type="checkbox"/> Fiberglass <input type="checkbox"/> Steel <input type="checkbox"/> Wood/Fiberglass <input type="checkbox"/> Other _____		<input type="checkbox"/> Outboard <input type="checkbox"/> Sail <input type="checkbox"/> Inboard <input type="checkbox"/> Air Propelled <input type="checkbox"/> Inboard/Outboard <input type="checkbox"/> Other _____	
<input type="checkbox"/> Recreational (Pleasure) <input type="checkbox"/> Dealer/Manuf. <input type="checkbox"/> Export <input type="checkbox"/> Government		<input type="checkbox"/> Commercial Blue Crab <input type="checkbox"/> Commercial Live Bait <input type="checkbox"/> Commercial Mackerel <input type="checkbox"/> Commercial Oyster <input type="checkbox"/> Commercial Charter		<input type="checkbox"/> Commercial Stone Crab <input type="checkbox"/> Commercial Shrimp Recip. <input type="checkbox"/> Commercial Shrimp Non-Recip. <input type="checkbox"/> Commercial Spiny Lobster <input type="checkbox"/> Commercial Other	
USE OF VESSEL <input type="checkbox"/> Recreational (Pleasure) <input type="checkbox"/> Commercial Blue Crab <input type="checkbox"/> Commercial Stone Crab <input type="checkbox"/> Dealer/Manuf. <input type="checkbox"/> Commercial Fish <input type="checkbox"/> Commercial Live Bait <input type="checkbox"/> Commercial Shrimp Recip. <input type="checkbox"/> Export <input type="checkbox"/> Hire (Livery) <input type="checkbox"/> Commercial Mackerel <input type="checkbox"/> Commercial Shrimp Non-Recip. <input type="checkbox"/> Government <input type="checkbox"/> Commercial Sponge <input type="checkbox"/> Commercial Oyster <input type="checkbox"/> Commercial Spiny Lobster <input type="checkbox"/> Commercial Charter <input type="checkbox"/> Commercial Other			FUEL <input type="checkbox"/> Gas <input type="checkbox"/> Diesel <input type="checkbox"/> Electric <input type="checkbox"/> Other _____		
PREVIOUS OUT-OF-STATE REGISTRATION NUMBER: _____			Are you a Florida resident? <input type="checkbox"/> Yes <input type="checkbox"/> No Are you an alien? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Previous Federally Documented Vessel, Attach Copy of:
 U.S. Coast Guard Release From Documentation Form; or Copy of Canceled Documentation Papers
 State of Principal Use: _____

3. BRANDS, USAGE AND TYPE (Check Applicable Boxes)

<input type="checkbox"/> SHORT TERM LEASE	<input type="checkbox"/> LONG TERM LEASE	<input type="checkbox"/> REBUILT	<input type="checkbox"/> POLICE VEHICLE	<input checked="" type="checkbox"/> PRIVATE USE	<input type="checkbox"/> TAXI CAB	<input type="checkbox"/> FLOOD VEHICLE	<input type="checkbox"/> LEV VEHICLE
<input type="checkbox"/> ASSEMBLED FROM PARTS	<input type="checkbox"/> REPLICA	<input type="checkbox"/> KIT CAR	<input type="checkbox"/> GLIDER KIT	<input type="checkbox"/> MANUFACTURER'S BUY BACK	<input type="checkbox"/> ELECTRIC VEHICLE		

4. LIENHOLDER INFORMATION

CHECK IF ELT CUSTOMER <input type="checkbox"/>	FEID # _____	DL # and Sex and Date of Birth _____	DMV Account # _____	Date of Lien	Lienholder's Name
				06/18/07	SOVEREIGN BANK
Lienholder's Address			City	State	Zip
			READING	PA	

If lienholder authorizes the Department to send the motor vehicle or mobile home title to the owner, check box and countersign: _____
 (Does not apply to vessels). If box is not checked, title will be mailed to the first lienholder. (Signature of Lienholder's Representative)

5. TRANSFER TYPE
 IF OWNERSHIP HAS TRANSFERRED, HOW AND WHEN WAS THE VEHICLE, MOBILE HOME, OR VESSEL ACQUIRED?
 SALE GIFT REPOSSESSION COURT ORDER OTHER (SPECIFY) _____ DATE ACQUIRED 06/18/07

6. ODOMETER DECLARATION
 WARNING: Federal and State law requires that you state the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a false statement may result in fines or imprisonment.
 I STATE THAT AT THIS MOTOR VEHICLE'S 5 DIGIT OR 6 DIGIT ODOMETER NOW READS 018,750 (no tenths) MILES. DATE READ 06/18/07 AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED IN THIS DOCUMENT UNLESS ONE OF THE FOLLOWING IS CHECKED:
 CAUTION: DO NOT CHECK IF ACTUAL MILEAGE
 1. I HEREBY CERTIFY THAT, TO THE BEST OF MY KNOWLEDGE, THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.
 2. I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

7. DEALER SALES TAX REPORT AND VEHICLE/VESSEL TRADE IN INFORMATION (IF APPLICABLE)

FLORIDA SALES TAX REGISTRATION NUMBER	DATE OF SALE	DEALER LICENSE NUMBER	AMOUNT OF TAX	DEALER / AGENT SIGNATURE
	06/18/07		944.69	_____
YEAR OF TRADE IN	MAKE OF TRADE IN	TITLE NUMBER OF TRADE IN (IF KNOWN)	VEHICLE/VESSEL IDENTIFICATION NUMBER OF TRADE IN	
2001	SATURN		1G8ZK527817	

3rd party

VEHICLE DESCRIPTION					
CHECK ONE: <input checked="" type="checkbox"/> Motor Vehicle <input type="checkbox"/> Mobile Home <input type="checkbox"/> Vessel					
Vehicle Identification Number	Year	Make/Model	Color	Body	Title No.
1G1ZT58F67N [REDACTED]	2007	CHEVROLET	WT	SD	

[REDACTED]

I hereby name and appoint [REDACTED], to be my lawful attorney-in-fact, to act for me, in applying for an original or duplicate certificate of title, to register, transfer title, or record a lien to the motor vehicle, mobile home or vessel described above, and to print my name and sign their name, in my behalf. My attorney-in-fact can also do all things necessary to the application or any other related instrument and to bind me in as sufficient a manner as I myself could do, were I personally present and signing the same. With full power of substitution and revocation, I hereby ratify and confirm whatever my said attorney-in-fact may lawfully do or cause to be done in the virtue hereof.

NOTICE TO OWNER: COMPLETE THIS FORM IN ITS ENTIRETY PRIOR TO SIGNING.

[REDACTED]

(Signature of Owner / Co-owner "Grantor")

(Street Address of Owner / Co-owner "Grantor")

(City)

(State)

(Zip)

(Driver License Number or FEID Number)

(Date of Birth, if applicable)

(To be Completed by Notary):

Sworn to (or affirmed) and subscribed to before me this 18 day of June, 2007, by [REDACTED]

(Print or type Name of the Person Making the above Statement)

(SEAL)

(Print, Type or Stamp Commissioned Name of Notary)



[Signature of Notary]

(Signature of Notary)

Personally Known

or, Produced Identification X

Type of Identification Produced: DL

This non-secure power of attorney form may be used when an individual or entity appointed as the attorney in fact will be completing the odometer disclosure statement as the **buyer only** or the **seller only**. However, this form cannot be used to allow an individual or entity (such as a dealership) to sign as both buyer and seller for the purpose of disclosing the odometer reading. This may be accomplished only with the secure power of attorney (HSMV 82995) when:

- (a) the title is physically being held by the lienholder; or
- (b) the title is lost

NOTE: A licensed dealer and his employees are considered a single entity.

HSMV 82053 (Rev. 05/03) S

IDENTIFICATION NUMBER G1ZT58F67F	YR 2007	MAKE CHEV	MODEL	BODY 4D	WT-L-BHP 3074	VESSEL REGIS. NO.	TITLE NUMBER
-------------------------------------	------------	--------------	-------	------------	------------------	-------------------	--------------

REGISTERED OWNER
ENTERPRISE LEASING COMPANY
 6800 N DALE MABRY HWY STE 15B
 TAMPA FL 33614

DATE OF ISSUE

08/25/2006

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED

BY _____

MAIL TO:

ENTERPRISE LEASING COMPANY
 6800 N DALE MABRY HWY STE 15B
 TAMPA FL 33614-3996

TITLE _____ DATE _____



CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23, 319.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED HEREIN IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER G1ZT58F67F	YR 2007	MAKE CHEV	MODEL	BODY 4D	WT-L-BHP 3074	VESSEL REGIS. NO.	TITLE NUMBER
REG. STATE FL	COLOR WHT	PRIMARY BRAND	SECONDARY BRAND	NO. OF HANDS	USE LEASE VEHICLE	DATE OF ISSUE 08/25/2006	
ODOMETER STATIONARY VS. NEW MILES	MANUFACTURER OR OH USE 08/02/2006	ACTUAL					

REGISTERED OWNER
ENTERPRISE LEASING COMPANY
 6800 N DALE MABRY HWY STE 15B
 TAMPA FL 33614

LIEN RELEASE
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS HEREBY RELEASED

BY _____

TITLE _____ DATE _____

REG. HOLDER

NONE

DIVISION OF MOTOR VEHICLES, TALLAHASSEE, FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

Control Number 80036497

RT11F53

RED G. DICKSON
EXECUTIVE DIRECTOR

ODOMETER CERTIFICATION: Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and imprisonment.
 This title is warranted and certified to be true, from the seller, as noted on the above of this certificate and the motor vehicle or vessel described is being transferred to:
Postal Motor Car Rental Company DBA Postal Chev

I/We state that this 5 or 6 digit odometer now reads 04107 (no tenths) Selling Price \$ _____ Date Sold: 08/25/07
 mile(s) read 04107 And to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless **CAUTION: DO NOT CHECK BOX IF ACTUAL MILEAGE**
 I hereby certify that to the best of my knowledge the amount of mileage in excess of its mechanical units, possibly shown on the odometer reading is not the actual mileage. **WARNING: ODOMETER DISCREPANCY.**

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

Signature of Purchaser: _____ Printed Name of Purchaser: _____
 Signature of Seller: _____ Printed Name of Seller: _____
 (When Applicable) Signature of Dealer: _____ Printed Name of Dealer: _____

Signature of Dealer's Licensee: _____ Tax No. _____ Tax Collected: \$ _____

Signature of Agent: _____ License Number: _____

STATE OF FLORIDA
 DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
 DIVISION OF MOTOR VEHICLES
 Neil Kirkman Building - Tallahassee, FL 32399-0620
 Notice of Sale of Motor Vehicle, Mobile Home or Vessel

Florida Statutes, provides that by filing this form, you can avoid any civil liability for the operation of the sold motor vehicle, vessel or mobile home. In filing this form, we suggest you keep a copy of your bill of sale (we suggest it be notarized), certificate of title or other type of transaction document showing the vehicle sold. Complete the information below, tear the top portion of this document at the perforation and mail to the address above or submit to your local tax office or license plate agency.

On this _____ day of _____, _____ transferred by assignment of and delivered Florida Certificate of Title to:
 Name: Purchaser(s) _____ Address _____ Selling Price \$ _____

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.
 Seller's Signature _____ Co-Seller's Signature _____

NOTE: THE SUBMISSION OF THIS FORM, ACCURATELY COMPLETED, TO A TAX COLLECTOR'S OFFICE, LICENSE PLATE AGENCY OR TO THE ADDRESS ABOVE WILL ALLOW THE TITLE CLERK TO UPDATE THE DMV DATABASE TO REFLECT THE TITLE RECORD AS "SOLD". HOWEVER, THE OWNERSHIP STATUS WILL NOT CHANGE UNTIL THE PURCHASER APPLIES FOR AND IS ISSUED A CERTIFICATE OF TITLE.

ODOMETER CERTIFICATION Federal and state law require the odometer to be connected with the transmission of a vehicle. Failure to comply may provide a (a) member of the public and the consumer.

Selling Dealer's License No. VF1002030 Selling Dealer's Name Chevy 80201222 458 01069

Selling Dealer's Address _____ Date Sold: 6-18-07

Purchaser's Name(s) _____ Address _____ Sanderson Fl _____

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

Seller's Name _____ Print Here _____

Auction Name (When Applicable): _____

Selling Dealer's Address _____ Date Sold: _____

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

Seller's Name _____ Print Here _____

Auction Name (When Applicable): _____

Selling Dealer's Address _____ Date Sold: _____

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

Seller's Name _____ Print Here _____

Auction Name (When Applicable): _____

(SEE BACK FOR IMPORTANT INFORMATION)

FLORIDA DEPARTMENT OF REVENUE
10600 BOYD AVENUE, SUITE 100
TALLAHASSEE, FLORIDA 32310-0001
TEL: 904-488-6888 FAX: 904-488-6889

REGISTRATION CERTIFICATE IS A CRIMINAL OFFENSE UNDER FLORIDA LAW. ANYONE GIVING FALSE INFORMATION ON THIS AFFIDAVIT IS SUBJECT TO PROSECUTION.

DESCRIBED VEHICLE Year Make Model
2007 CHEVROLET 1G1ZT58F678

UNDER POLICY NUMBER [REDACTED] ON THE FOLLOWING

INSURANCE CURRENTLY IN EFFECT WITH SAFECO INS CO OF AMERICA

DO HEREBY CERTIFY THAT I HAVE

UNDER PENALTY OF PERJURY, I

INSURANCE AFFIDAVIT

REG. TAX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$25.10	\$	\$2.50	\$	\$	\$
PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
	10/16/06	\$0.00	\$	\$27.60	

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 10/16/06
DL# [REDACTED] PL# [REDACTED]
TAG# [REDACTED] OFFER# 4265291 EXP: 10/05/07
VIN: 1G1ZK527812 [REDACTED] TC: 82267000 YR/MK: 2001 STAN

Traded
transfer tag
&
change
13-days

[REDACTED]
SANDERSON, FL [REDACTED]

Tag Pull/Transfer Request for CRYSTAL CHRYSLER

Number: 0114555
Owner: [REDACTED]
Date/Time: 06/18/07 11:37:57

PURCHASED VEHICLE

Stock Number: 3462L
VIN/Make: 1G1ZT58F67F [REDACTED] /CHEV
Body Type: 4D

TRANSFER TAG FROM VEHICLE

Tag Number: [REDACTED]

ISSUE NEW TAG

Tag Number:
Tag Type:

ISSUE DECALS

Month Decal: JANUARY
Year Decal: 08 08383898

FEES

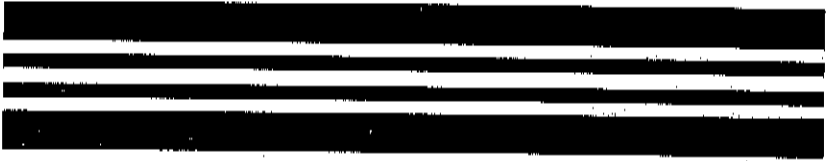
Title:	Taxes:	Sales Tax:	Agency Fee:	Dealer Fee:	Total:
\$31.25	\$18.73	\$0.00	\$0.00	\$0.00	\$49.98

CYR MESSAGES

0605W DMV Records Indicate Prior Florida Title - Florida Title Used

STATE OF FLORIDA
APPLICATION FOR VEHICLE/VESSEL
CERTIFICATE OF TITLE
AND/OR REGISTRATION

COUNTY AGY # SUB # REPORT #



50070500

50070500

DECAL NUMBER	DECAL YR ISSUED	SEX	BIRTHDATE MO DAY YEAR	EXPIRES MO DAY YEAR	TRANS CODE	INSURANCE PIP LIABILITY	PLATE ISSUED	RESIDENT	COUNTY RES #	DATE OF ISSUE MO DAY YEAR	PLATE NUMBER OR FLORIDA #
000000	00	M	01 29 78	01 29 18	TRP				02	08 25 07	
TITLE NUMBER	VEHICLE / VESSEL IDENTIFICATION #	YR MAKE	MAKE or MANUFACTURER	BODY TYPE	CLASS	WT / LENGTH	GWL / LOG				
	1011588678	2007	CHEV	4D	1	3074					
HULL MATERIAL	PROPULSION	FUEL	VESSEL USE	VESSEL TYPE	WATER	VEHICLE COLOR	1st OWNER FL / DL # OR FIELD #				
						REG WHITE					

Applicant / Owners Name & Address

SANTERSON, M

2nd OWNER FL / DL # OR UNIT #

VOLUNTARY CONTRIBUTIONS:

FLEET NUMBER	CREDIT VEHICLE MOB. CLASS	WT/LENGTH	MOS.	REG. FEE	INIT. REG.	AGENCY FEE	MAIL FEE	TITLE FEE	SALES TAX	GRAND TOTAL
				16.25		5.75		27.00	0.00	49.00

Action Requested:

STATE PREV. REG.

Brand:

DATE ACQUIRED	NEW	USED	ODOMETER / VESSEL MANUFACTURER
08/18/2007			10,733 MILES 08/18/2007 ACTUAL

LIEN INFORMATION

DATE OF LIEN	FEID # OR FL / DL # AND SEX AND DATE OF BIRTH
NAME OF FIRST LIEN HOLDER (IF NO LIEN, ENTER NONE)	
ADDRESS	MAIL STOP
CITY	STATE
READING, PA	
	ZIP CODE

ODOMETER DECLARATION CERTIFICATION

VEHICLE USE:

SALVAGE TYPE:

SELLER INFORMATION

NAME OF SELLER, FLORIDA DEALER, OR OTHER PREVIOUS OWNER:

LOUISIANA MARINE SUPPLY CO INC

ADDRESS:

1006 S SUNCOAST BLVD

CITY:

POMOSASSA, FL 34448

STATE:

FL

ZIP CODE:

34448

DEALER LICENSE NO.:

110000001

CONSUMER OR SALES TAX EXEMPTION #

INDICATE TOTAL PURCHASE PRICE, INCLUDING ANY UNPAID BALANCE DUE SELLER, BANK OR OTHERS

\$ 0.00

INDICATE SALES OR USE TAX DUE AS PROVIDED BY CHAPTER 212, FLORIDA STATUTES

\$ 0.00

SELLING PRICE VERIFIED

SALES TAX AND USE REPORT

TRANSFER OF TITLE IS EXEMPT FROM FLORIDA SALES OR USE TAX FOR THE REASON(S) CHECKED

PURCHASER HOLDS VALID EXEMPTION CERTIFICATE

VEHICLE/VESSEL WILL BE USED EXCLUSIVELY FOR RENTAL

OTHER

APPLICANT CERTIFICATION

I WE HEREBY CERTIFY THAT THE VEHICLE/VESSEL TO BE TITLED WILL NOT BE OPERATED UPON THE PUBLIC HIGHWAYS/WATERWAYS OF THIS STATE.

I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.

I CERTIFY THAT THIS MOTOR VEHICLE/VESSEL WAS REPOSSESSED UPON DEFAULT OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.

I/WE HEREBY CERTIFY THAT I/WE LAWFULLY OWN THE ABOVE DESCRIBED VEHICLE/VESSEL, AND MAKE APPLICATION FOR TITLE. IF LIEN IS BEING RECORDED, NOTICE IS HEREBY GIVEN THAT THERE IS AN EXISTING WRITTEN LIEN INSTRUMENT INVOLVING THE VEHICLE/VESSEL DESCRIBED ABOVE AND HELD BY LIEN-HOLDER SHOWN ABOVE. I/WE FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS.

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

Signature of Applicant/Owner

Signature of Applicant/Co-Owner

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

14555

Dealer Number _____ Contract Number _____

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) [REDACTED] SANDERSON BAKER FL [REDACTED]	Creditor - Seller (Name and Address) CRYSTAL MOTOR CAR CO. INC. 1035 S SUNCOAST BLVD HOMOSASSA, FL 34448
Buyer's Month of Birth: JANUARY	

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 at the Base Rate of 11.69 % per year. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
USED	2007	CHEVROLET MALIBU		1G1ZT58F67F [REDACTED]	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small>	FINANCE CHARGE <small>The dollar amount the credit will cost you.</small>	Amount Financed <small>The amount of credit provided to you or on your behalf.</small>	Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small>	Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small>
11.69%	\$ 9503.47	\$ 20227.53	\$ 28731.00	\$ 0.00 is \$ 28731.00

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	383.08	Monthly beginning 08/02/2007

Or As follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 3 % of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you may 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, prepayment penalties, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ <u>944.69</u> sales tax)	\$ <u>17356.19</u> ⁽¹⁾
2 Total Downpayment =	
Trade-In <u>2001 SATURN SL2</u>	
(Year) (Make) (Model)	
Trade-In <u>1G8ZK527812 [REDACTED]</u>	
(VIN)	
Gross Trade-In Allowance	\$ <u>1500.00</u>
Less Pay Off Made By Seller	\$ <u>3655.31</u>
Equals Net Trade In	\$ <u>-2155.31</u>
+ Cash	\$ <u>N/A</u>
+ Other	\$ <u>N/A</u>

(If total downpayment is negative, enter "0" and see 4T below)

3 Unpaid Balance of Cash Price (1 minus 2) \$ 0.00⁽²⁾

4 Other Charges Including Amounts Paid to Others on Your Behalf \$ 17356.19⁽³⁾

(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.

Life	\$ <u>N/A</u>
Disability	\$ <u>N/A</u>

B Vendor's Single Interest Insurance Paid to Insurance Company \$ N/A

C Other Insurance Paid to Insurance Company or Companies \$ N/A

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 unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

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

Term _____

Credit Disability (Buyer Only)

Term _____

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to 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. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:
 1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

X _____ Date _____
Buyer

X _____ Date _____
Co-Buyer

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

H Government Certificate of Title Fees \$ _____

I Other Charges (Seller must identify who is paid and describe purpose)

To ROADLOANS for Prior Credit or Lease Balance	\$ 2155.91
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to _____ for _____	\$ N/A
to ALEXICO for Gap Protection	\$ 495.00
to _____ for _____	\$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 2871.34 (4)

5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge) \$ N/A (5)

6 Amount Financed (3 plus 4) \$ 20227.52 (6)

Payment Schedule: 75 installments of \$ 383.08 each, monthly beginning 06/18/07
or as follows _____

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

Buyer _____ Date _____

Co-Buyer _____ Date _____

Other Insurance

N/A _____ N/A _____
Type of Insurance Term

Premium \$ _____ N/A _____

Insurance Company Name _____

Home Office Address _____ N/A _____
N/A _____

I want the insurance checked above.

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.

*You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer: _____ Co-Buyer: _____ Date: _____

Returned Check Charge: If any check or order of payment you give us is dishonored, you will pay a charge if we make demand that you do so. The charge will be \$25 if the check amount is \$50 or less; \$30 if the check is over \$50 but not more than \$300; \$40 if the check amount is over \$300, or such amount as permitted by law.

OPTION: You pay no finance charge if the amount financed, Item 6, is paid in full on or before _____ N/A _____, Year _____, SELLERS INITIALS _____

NO COOLING OFF PERIOD
State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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.

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

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any or 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.

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract 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 take it and review it. You acknowledge that you have read both sides of this contract, including the arbitration clause on the reverse side, before signing below. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs _____ Date 06/18/2007 Co-Buyer Signs _____ 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 other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here _____ Address _____

Seller signs _____ Date 06/18/2007 Title _____

Seller assigns its interest in this contract to SOVEREIGN BANK (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse Assigned without recourse Assigned with limited recourse

CRYSTAL MOTOR CAR CO. INC.

Seller _____ By _____ Title _____

Ryenne Shaw
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, Illinois 60602
312.578.9428
866.431.5576 (fax)
www.krohnandmoss.com

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

Main Office

120 West Madison, 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number

(312) 578-9428 x281

Writer's Direct Illinois Facsimile

(866) 289-0898

Writer's Direct Florida Facsimile

(866) 431-5576

Writer's Direct E-Mail

aradbil@consumerlawcenter.com

Licensed to practice Only in:

Illinois

Florida

July 14, 2008

SENT VIA FACSIMILE – (866) 363-8691

With Confirmation Received

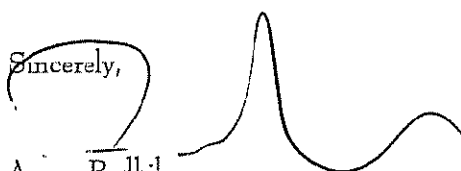
Erika Lee
GM Legal Research Specialist
General Motors Corporation

RE: [REDACTED] v. General Motors Corporation

Dear Ms. Lee:

Please find enclosed a copy of our client's signed release of lien information form in reference to the above mentioned case.

Please do not hesitate to contact me directly with any concerns you may have regarding this matter.

Sincerely,

Aaron Radbil
Attorney at Law

AR/rs

RELEASE OF LIEN INFORMATION

I [Redacted]
(Client's Name)

hereby authorize Sovereign BANK
(Lien holder Name)

P.O. Box 16255 Reading PA 19612 1-877-768-2265
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [Redacted]
(Account Number)

with Sovereign Bank
(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 7/14/08

VEHICLE INFORMATION

The current vehicle mileage is 42,316 Date mileage read: 7/14/08

[Redacted]

Signature



Erika Lee/Austin/GM1

07/01/2008 10:13 AM

To joshua.harrison@gm.com

cc

bcc

Subject Not in Suit Matter - RE: [REDACTED] 71-640297989

DVM Joshua Harrison:

Hi, my name is Erika Lee. This email is to follow up on my voicemail regarding Service Request 71-640297989 for customer [REDACTED]. The customer's vehicle is a 2007, Chevrolet Malibu with 40,498 miles. The VIN is 1G1ZT58F67F[REDACTED]. The customer has been working with Pineview Chevrolet Macclenny, FL. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

- A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)
- B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.
- C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

- D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)
- E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,

Erika Lee
Erika_lee@gmexpert.com
866.790.5700. x21094

IN THE CIRCUIT COURT IN AND FOR
BAKER COUNTY, FLORIDA

CASE NO.

[REDACTED]

[REDACTED]

[REDACTED]

Plaintiff,

v.

GENERAL MOTORS CORPORATION,

Defendant.

RECEIVED

JUL 30 2008

Orlando Law Offices of
Rumberger, Kirk & Caldwell, P.A.

COMPLAINT AND WRITTEN DISCOVERY REQUESTS

NOW COMES the Plaintiff, [REDACTED], by and through his attorneys, KROHN & MOSS, LTD., and for his complaint against Defendant, GENERAL MOTORS CORPORATION, alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, [REDACTED] ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Florida.

2. Defendant, GENERAL MOTORS CORPORATION ("Manufacturer"), is a foreign corporation authorized to do business in the State of Florida, County of Baker, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Crystal Motor Co. ("Seller"). Manufacturer does business in all counties of the State of Florida including Baker County, and maintains offices in the County of Baker, State of Florida.

8/13
8/15

CALENDARED
[initials] Master
____ Atty.
____ Secy.

- b. Manufacturer requires its authorized dealers to display Manufacturer's logo on each authorized dealer's sign outside the dealer.
- c. Manufacturer requires its authorized dealers to display Manufacturer's logo on the uniforms of authorized dealers' service personnel.
- d. Manufacturer requires its authorized dealers to display Manufacturer's logo on the repair records that are given to authorized dealers' customers as receipts for service to their vehicles.
- e. Manufacturer requires its authorized dealers to seek authorization for performing repairs as covered by Manufacturer's warranty.
- f. Manufacturer makes the final decision as to whether or not repairs made to a vehicle are to be covered by Manufacturer's warranty.
- g. Manufacturer reimburses its authorized dealers for repairs covered by Manufacturer's warranty.
- h. Manufacturer requires its authorized dealers to document repairs on repair invoices in a method prescribed by Manufacturer.
- i. Manufacturer provides its authorized dealers with specific limitations on the amount of time its dealers may seek reimbursement for specific warranty repairs to a vehicle.
- j. Manufacturer requires its authorized dealers to provide its customers with Manufacturer's written warranty when a new vehicle is sold by Manufacturer's authorized dealer.

k. Finally, Manufacturer supervises each and every authorized dealer through a system of zone offices that is set up to monitor dealerships located within each respective county of the State of Florida.

l. Manufacturer provides its authorized dealers with repair manuals and service bulletins to repair vehicles manufactured and/or distributed by Manufacturer.

9. Plaintiff was obligated to purchase a vehicle and obtain Manufacturer's warranty from one of Manufacturer's authorized dealers.

10. In consideration for the purchase of the Malibu, Manufacturer issued and supplied to Plaintiff its written warranty, which included three (3) year or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet. (See Copy of Warranty Booklet, attached hereto as Exhibit "B").

11. Based on the issuance of its written warranty and its contacts with Plaintiff as detailed as paragraphs seven (7) through ten (10) above, Manufacturer was in contractual privity with the Plaintiff.

12. On or about June 18, 2007, Plaintiff took possession of the Malibu and shortly thereafter experienced the various defects listed below that substantially impair the use, value and/or safety of the Malibu.

13. Plaintiff delivered the Malibu to Manufacturer, through its authorized dealership network, on numerous occasions.

14. Plaintiff avers that the Malibu has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.

15. Plaintiff brought the Malibu to Seller and/or an authorized service dealer of Manufacturer for various defects and nonconformities, including but not limited to:

- a. Defective electrical system as evidenced by an inoperable brake light and turn signal;
- b. Defective steering and/or suspension as evidenced by the popping of the steering wheel, the feeling that there is a knot in the center steering position, and the jerking of the steering wheel while idling; and
- c. Any additional defects in the subject vehicle as reflected in the repair documents generated by Defendant's authorized dealer network and in Defendant's internal repair records for the subject vehicle.

16. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the Malibu.

17. Manufacturer was unable and/or failed to repair the defects in Plaintiff's Malibu as provided in Manufacturer's warranty within a reasonable number of attempts, reasonable opportunity to cure, and/or a reasonable amount of time.

18. The limited repair or replacement remedy contained with Manufacturer's warranty failed of its essential purpose pursuant to F.S.A. § 672.719(2) due to Manufacturer's failure to repair the Malibu within a reasonable time.

19. Manufacturer was unable and/or failed to repair the defects in the Malibu as provided in Manufacturer's warranty after being afforded a reasonable opportunity to cure pursuant to 15 U.S.C. § 2310(e).

20. Plaintiff justifiably lost confidence in the Malibu's safety and/or reliability, and said defects have substantially impaired the value of the Malibu to Plaintiff.

21. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Malibu.

22. Per the directive in Manufacturer's written warranty as described above, Manufacturer designated its authorized dealers as the entities to receive notice of defects in the Malibu for purposes of performing repairs on the vehicle.

23. Manufacturer was further notified of the defects in Plaintiff's vehicle as a result of Manufacturer's approval of warranty claims on the vehicle and reimbursement to its dealers of the same.

24. As a result of these defects and Manufacturer's failure to timely repair the same, Plaintiff notified Manufacturer of the defects in writing prior to filing this instant lawsuit.

25. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

26. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-25 of this Complaint.

27. Plaintiff is a purchaser of a consumer product who received the Malibu during the duration of a written warranty period applicable to the Malibu and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

28. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.

29. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

30. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. (“Warranty Act”) is applicable to Plaintiff’s Complaint in that the Malibu was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

31. Plaintiff’s purchase of the Malibu was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Malibu to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Malibu in the event that the Malibu failed to meet the specifications set forth in Manufacturer’s warranty.

32. Manufacturer’s warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the Malibu to Plaintiff.

33. Said purchase of Plaintiff’s Malibu was induced by, and Plaintiff relied upon, Manufacturer’s written warranty.

34. Plaintiff has met all of her obligations and preconditions as provided in the written warranties.

35. As a direct and proximate result of Manufacturer’s failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. § 2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

36. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys’ fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Diminution in value of the vehicle, and incurred and/or needed costs of repair,
- c. All incidental and consequential damages incurred;

- d. Reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- e. Such other and further relief that the Court deems just and appropriate.

PLAINTIFF DEMANDS A TRIAL BY JURY

Respectfully Submitted,
Krohn & Moss, Ltd

By: _____

Aaron Radbil
Krohn & Moss, Ltd
120 W Madison St, 10th Floor
Chicago, IL 60602
(312) 578-9428
Attorney for Plaintiffs
FBN: 0047117

EXHIBIT A

RETAIL CONTRACT FOR A MOTOR VEHICLE

CRYSTAL

"Administrative Office"
P.O. Box 487, Crystal River, FL 34423

Chevrolet of Homosassa
(352) 795-1515

Chrysler-Dodge-Jeep of Homosassa
(352) 563-2277

Nissan of Homosassa
(352) 628-4300

Chrysler-Dodge-Jeep of Inverness
(352) 726-1238

Chrysler-Dodge-Jeep of Brooksville
(352) 597-1265

Crystal Motorsports of Homosassa
(352) 795-1515

PURCHASER: [REDACTED] Date of Birth: [REDACTED]
 CO-PURCHASER: [REDACTED] Date of Birth: [REDACTED]
 MAILING ADDRESS: [REDACTED] SANDERSON FL [REDACTED]
 CITY: [REDACTED] STATE: FL ZIP: [REDACTED]
 PHYSICAL ADDRESS: [REDACTED] SANDERSON FL [REDACTED]
 CITY: [REDACTED] STATE: FL ZIP: [REDACTED]
 EMAIL ADDRESS: [REDACTED] DRIVER OFFICER

06/18/2007
 DATE
 3462L
 STOCK NO.
 [REDACTED]
 TELEPHONE #
 FAGAN, ZACHARY M
 SALES PERSON #1
 SALES PERSON #2

NEW
 USED
 DEMO
 2007 CHEVROLET MALIBU
 YEAR MAKE MODEL/BODY COLOR
 1G1ZT58F57E [REDACTED]
 SERIAL NUMBER

MILEAGE	1	8	7	5	9
DEALER-INSTALLED OPTIONS - NOT INCLUDED IN FACTORY WARRANTIES					
N/A					
N/A					
TOTAL AMOUNT N/A					
TRADE-IN INFORMATION					
YEAR	2001		MAKE	SATURN	
MODEL	SL2				
VIN.	1G87K527817 [REDACTED]		AMT.	1500.00	
MILEAGE ON TRADE-IN	1	0	8	5	9 7
LIEN HOLDER ON TRADE	ROADLOANS				
ADDRESS					
CITY, STATE, ZIP					
AMOUNT OF PAYOFF \$	3655.31		GOOD UNTIL:		
BY WHOM	PER DIEM				
ACCT. #					
PHONE					
INSTITUTION	LIEN INFORMATION ON PURCHASE				
ADDRESS	SOVEREIGN BANK				
CITY, STATE, ZIP	450 PENN STREET READING PA 19602				
MISCELLANEOUS INFORMATION					
CUSTOMER'S INSURANCE					
COMPANY	SAFECO INS CO OF AMERICA				
AGENT	SAFECO INS CO OF AMERICA				
ADDRESS					
PH #	9042594454				
EFFECTIVE DATE	12/13/2007		EXP. DATE	12/13/06	

PURCHASE PRICE	\$ 15988.00
TOTAL DEALER INSTALLED OPTIONS	
TOTAL SELLING PRICE	\$ 15988.00
ELECTRONIC FILING FEE	24.00
TOTAL PURCHASE PRICE	16012.00
TRADE-IN PURCHASE AMOUNT	1500.00
CASH DIFFERENCE	14512.00
DEALER SERVICES	399.50
AMOUNT TAXABLE	14911.50
PLUS SALES TAX	944.69
APPROXIMATE TAG & TITLE FEES	49.98
SUB TOTAL	15906.17
PLUS TRADE IN BALANCE PAYOFF	3655.31
CASH BALANCE DUE	19561.48
PARTIAL PAYMENT	N/A
REBATE	N/A
CASH ON DELIVERY	N/A
EXTENDED SERVICE CONTRACT:	N/A
UNPAID BALANCE OF CASH PRICE	19561.48

This vehicle was a previously Leased/Rented vehicle

Buyer: [REDACTED] Co-Buyer: [REDACTED]

There are no warranties, expressed or implied, made by the seller herein on the vehicle or chassis described on the face hereof. In the case of a new vehicle or chassis the printed Manufacturers New Vehicle Warranty delivered to purchaser with such vehicle or chassis shall apply and the same is hereby made a part hereof as though fully set forth herein. The New Vehicle Warranty is the only warranty applicable to such new vehicle or chassis and is expressly in lieu of all warranties by the seller, expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's warranty thereon, if any, shall be determined solely by the terms of such warranty.

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. Purchaser agrees that this Contract includes all of the terms and conditions set forth on both face and reverse side hereof, that this Contract 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.

On a cash transaction this offer is not valid unless signed and accepted by Dealer. On a credit sale additional charges will be made by the Finance Institution. On a credit transaction the purchaser(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Dealer and a responsible Bank or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth in Lending Act) have been given and (c) purchaser(s) and Dealer have signed an installment Sale Contract.

Arbitration Notice: Any controversy or claim arising out of or relating to this agreement, or a breach thereof, shall be settled by arbitration under the laws of the State of Florida, in accordance with the rules then in force by judgement upon the award rendered may be entered in any court having jurisdiction thereof.

PURCHASER'S SIGNATURE: [REDACTED] DATE: 06/18/2007
 CO-PURCHASER'S SIGNATURE: [REDACTED] DATE: 06/18/2007
 ACCEPTED BY: [REDACTED] SALES MGR.
 PAYMENT TO BE MADE BY CERTIFIED CHECK OR CASHIER'S CHECK. THIS CONTRACT IS NOT VALID UNLESS SIGNED AND ACCEPTED BY CRYSTAL MOTOR CAR COMPANY.

Ryenne Shaw
Krohn & Moss, Ltd
120 W. Madison Street
10th Floor
Chicago, Illinois 60602
312.578.9428
866.431.5576 (fax)
www.krohnandmoss.com

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

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Writer's Direct E-Mail

aradbil@consumerlawcenter.com

Licensed to practice Only in:

Illinois

Florida

July 8, 2008

SENT VIA FACSIMILE – (866) 363-8691
With Confirmation Received

Erika Lee
GM Legal Research Specialist
General Motors Corporation

RE: [REDACTED] v. General Motors Corporation

Dear Ms. Lee:

I received your letter dated July 1, 2008, requesting the supporting documentation pertaining to my client's vehicle.

The documents you requested will be subpoenaed from the dealerships if it is necessary to file a lawsuit in regard to my client's vehicle. I do not have complete copies in my possession. Enclosed are copies of any documents I do have. Upon receipt of any more information you requested, I will certainly forward to your attention. However, since the vehicle was serviced primarily at authorized GM dealers, I would think that the documents you requested are easily obtainable by your client.

If you wish to discuss this matter with me further so we can expedite these matters, I am certainly open to any reasonable request.

Thank you.

Sincerely,

Aaron Radbil
Attorney at Law

06/17/2008 TUE 10:53 FAX

005/007

RETAIL CONTRACT FOR A MOTOR VEHICLE

CRYSTAL
 "Administrative Office"
 P.O. Box 467, Crystal River, FL 34423
 Chevrolet of Homosassa
 (352) 795-1515
 Chrysler-Dodge-Jeep of Homosassa
 (352) 563-2277
 Nissan of Homosassa
 (352) 628-4300
 Chrysler-Dodge-Jeep of Inverness
 (352) 726-1238
 Chrysler-Dodge-Jeep of Brooksville
 (352) 597-1255
 Crystal Motorsports of Homosassa
 (352) 795-1515

PURCHASER [REDACTED] **Date of Birth** [REDACTED] **06/18/2007**
CO-PURCHASER [REDACTED] **Date of Birth** [REDACTED] **34621**
MAILING ADDRESS [REDACTED] **SANDERSON FL** **CITY STATE ZIP**
PHYSICAL ADDRESS [REDACTED] **SANDERSON FL** **CITY STATE ZIP**
EMAIL ADDRESS [REDACTED] **BAKER** **TELEPHONE #** [REDACTED]
 NEW **2007 CHEVROLET HALL III** **SALESPERSON #1** **FAGAN, ZACHARY M**
 USED **YEAR MAKE MODEL / BODY COLOR**
 DEMO **1G1ZT58F67F** **SALESPERSON #2**

MILEAGE	1	8	7	5	9	PURCHASE PRICE	\$ 15988.00
DEALER-INSTALLED OPTIONS - NOT INCLUDED IN FACTORY WARRANTIES						TOTAL DEALER INSTALLED OPTIONS	
						TOTAL SELLING PRICE	\$ 15988.00
						ELECTRONIC FILING FEE	24.00
TOTAL AMOUNT							
TRADE-IN INFORMATION							
YEAR		MAKE		MODEL			
2001		SATURN		SL2			
VIN. 1G8ZK627817		AMT.		1500.00			
MILEAGE ON TRADE-IN						TOTAL PURCHASE PRICE	16012.00
1		0		8		TRADE-IN PURCHASE AMOUNT	1500.00
5		9		7		CASH DIFFERENCE	14512.00
LIEN HOLDER ON TRADE ROAD LOANS						DEALER SERVICES	
ADDRESS						399.50	
CITY, STATE, ZIP						AMOUNT TAXABLE	
AMOUNT OF PAYOFF \$ 3655.31 GOOD UNTIL:						14911.50	
BY WHOM PER DIEM						PLUS SALES TAX	
ACCT. #						946.69	
PHONE						APPROXIMATE TAG & TITLE FEES	
LIEN INFORMATION ON PURCHASE						49.98	
INSTITUTION SOVEREIGN BANK						SUB TOTAL	
ADDRESS 450 PENN STREET						15906.17	
CITY, STATE, ZIP READING PA 19602						PLUS TRADE IN BALANCE PAYOFF	
MISCELLANEOUS INFORMATION						3655.31	
CUSTOMER'S INSURANCE						CASH BALANCE DUE	
COMPANY SAFECO INS CO OF AMERICA						19561.48	
AGENT SAFECO INS CO OF AMERICA						PARTIAL PAYMENT	
ADDRESS						N/A	
PH # 9042594454						REBATE	
EFFECTIVE DATE 12/13/2007 EXP. DATE 12/13/06						N/A	
CASH ON DELIVERY						N/A	
This vehicle was a previously Leased/Rented vehicle						EXTENDED SERVICE CONTRACT:	
Buyer _____ Co-Buyer _____						N/A	
						UNPAID BALANCE OF CASH PRICE	
						19561.48	

This area no warranties, expressed or implied, made by the seller herein on the vehicle or chassis described on the face hereof. In the case of a new vehicle or chassis the printed Manufacturer's New Vehicle Warranty delivered to purchaser with such vehicle or chassis shall apply and the same is hereby made a part hereof as though fully set forth herein. The New Vehicle Warranty is the only warranty applicable to such new vehicle or chassis and is expressly in lieu of all warranties by the seller, expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's warranty thereon, if any, shall be determined solely by the terms of such warranty.

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. Purchaser agrees that this Contract includes all of the terms and conditions set forth on both face and reverse side hereof, that this Contract 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.

On a cash transaction this offer is not valid unless signed and accepted by Dealer. On a credit sale additional charges will be made by the Finance Institution. On a credit transaction the purchaser(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Dealer and a responsible Bank or Finance Company and (b) all disclosure required by the Federal Consumer Credit Protection Act (Truth in Lending Act) have been given and (c) purchaser(s) and Dealer have signed an Installment Sale Contract.

Arbitration Notice:
 Any controversy or claim arising out of, or relating to this agreement, or a breach thereof, shall be settled by arbitration under the laws of the State of Florida. In accordance with the rules then in force and effect of the American Arbitration Association, and judgment upon the award rendered may be entered in any court having jurisdiction thereof.

CO-PURCHASER'S SIGNATURE [REDACTED] **DATE** **06/18/2007** **ACCEPTED BY:** [REDACTED] **SALES MGR.**
PAYMENT TO BE MADE BY CERTIFIED CHECK OR CASHIER'S CHECK. **DATE** **06/18/2007** **THIS CONTRACT IS NOT VALID UNLESS SIGNED AND ACCEPTED BY CRYSTAL MOTOR CAR COMPANY**

Reprints and Reproducible: 000001190 (12/00)

06/17/2008 TUE 10:54 FAX

006/007

SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

14555

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) [REDACTED] SANDERSON BAKER FL [REDACTED]	Creditor - Seller (Name and Address) CRYSTAL MOTOR CAR CO. INC. 1035 S. SUNCOAST BLVD. HOMOCASSA, FL 34448
Buyer's Month of Birth: JANUARY	

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 at the Base Rate of 11.9% per year. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
USED	2007	CHEVROLET MALIBU		161ZT59F67F [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/>

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 0.00.
11.99%	\$ 8503.47	\$ 20227.53	\$ 28731.00	\$ 28731.00

Number of Payments	Amount of Payments	When Payments Are Due
75	382.08	Monthly beginning 08/02/2007

Or As Follows: _____

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 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, prepayment penalties, any required repayment in full before the scheduled date and security interest.

1. Cash Price (including \$ <u>944.69</u> sales tax)	\$ <u>17356.19 (1)</u>
2. Total Downpayment:	
Trade-In: <u>2001 SATURN</u> <u>SL2</u>	
(Year) (Make) (Model)	
Trade-In: <u>1G9ZK52781Z [REDACTED]</u>	
(VIN)	
Gross Trade-In Allowance	\$ <u>1500.00</u>
Less Pay Off Made By Seller	\$ <u>3655.31</u>
Equals Net Trade-In	\$ <u>-2155.31</u>
+ Cash	\$ <u>N/A</u>
+ Other	\$ <u>N/A</u>
(If total downpayment is negative, enter "0" and see 4f below)	\$ <u>0.00 (2)</u>
3. Unpaid Balance of Cash Price (1 minus 2)	\$ <u>17356.19 (3)</u>
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 Insurance Company or Companies:	
Life: \$ <u>N/A</u>	
Disability: \$ <u>N/A</u>	
B. Vendor's Single Interest Insurance Paid to Insurance Company	\$ <u>N/A</u>
C. Over Insurance Paid to Insurance Company or Companies	\$ <u>N/A</u>
D. Official Fees Paid to Government Agencies	\$ <u>N/A</u>
E. Government Documentary Stamp Taxes	\$ <u>718.05</u>

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 unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

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

Term: _____

Credit Disability (Buyer Only)

Term: _____

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to 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. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit, and that the policy need not be purchased from us in order to obtain the extension of credit.

Buyer: _____ Date: _____

Co-Buyer: _____ Date: _____

2. You understand that the credit life coverage may be terminated at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of the age and sex. (You need not sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

Buyer: _____ Date: _____

06/17/2008 TUE 10:58 FAX

007/007

H. Government Certificate of Title Fees \$ N/A

I. Other Charges (Seller must identify who is paid and describe purpose):

to: <u>ROADBLOCKS</u> for Prior Credit or Lease Balance	\$ <u>2155.31</u>
to: _____ for _____	\$ <u>N/A</u>
to: _____ for _____	\$ <u>N/A</u>
to: _____ for _____	\$ <u>N/A</u>
to: _____ for _____	\$ <u>N/A</u>
to: _____ for _____	\$ <u>N/A</u>
to: <u>ALLXICO</u> for Gap Protection	\$ <u>595.00</u>
to: _____ for _____	\$ <u>N/A</u>

Total Other Charges and Amounts Paid to Others on Your Behalf: \$ 2871.32(4)

5. Loan Processing Fee Paid to Seller (Prepaid Finance Charge) \$ N/A(5)

6. Amount Financed (3 plus 4) \$ 2027.53(6)

Payment Schedule: 75 installments of \$ 303.09 each, monthly beginning 08/02/07 or as follows _____

3. You understand that the benefits under the policy will terminate when you reach a certain age and admit that your age is accurately represented on the application or policy.

Buyer _____ Date _____

Co-Buyer _____ Date _____

Other Insurance

N/A Type of Insurance N/A Term

Premium \$ _____

Insurance Company Name N/A

Home Office Address: N/A

I want the insurance checked above.

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

Returned Check Charge: If any check or order of payment you give us is dishonored, you will pay a charge if we make demand that you do so. The charge will be \$25 if the check amount is \$50 or less, \$30 if the check is over \$50 but not more than \$300, \$40 if the check amount is over \$300, or such amount as permitted by law.

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ _____ and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.

You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer _____ Co-Buyer _____ Date _____

OPTION: You pay no finance charge if the amount financed, Item 6, is paid in full on or before N/A Year _____ SELLERS INITIALS _____

NO COOLING OFF PERIOD
 State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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.

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

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract 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 take it and review it. You acknowledge that you have read both sides of this contract, including the arbitration clause on the reverse side, before signing below. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X _____ Date 06/18/2007 Co-Buyer Signs 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 other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Address _____

Seller signs CRYSTAL MOTOR CAR CO. INC. Date 06/17/07 Title _____

Seller assigns its interest in this contract to SOVEREIGN BANK (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse Assigned without recourse Assigned with limited recourse

Seller CRYSTAL MOTOR CAR CO. INC. By _____ Title _____

Krohn and Moss, Ltd.
120 W Madison St Fl 10
Chicago IL 60602-4181

JUN 23 2008

30383

\$0.760
US POSTAGE
FIRST-CLASS
FROM 60602
JUN 20 2008

stamps.com



06250000704967



General Motors Corporation
PO Box 33170
Detroit MI 48232-5170

Krohn & Moss, Ltd.

(Arizona, California, Florida, Illinois, Indiana, Minnesota, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

Main Office

120 West Madison, 10th Floor

Chicago, Illinois 60602

www.krohnandmoss.com

Writer's Direct Number

(312) 578-9428 x281

Writer's Direct Illinois Facsimile

(866) 289-0898

Writer's Direct Florida Facsimile

(866) 431-5576

Writer's Direct E-Mail

aradbil@consumerlawcenter.com

Licensed to practice Only in:

Illinois

Florida

June 20, 2008

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232

RE: [REDACTED] v. General Motors Corporation

Vehicle: 2007 Chevrolet Malibu

VIN: 1G1ZT58F67F [REDACTED]

Our File No.: F08014611A

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective electrical system as evidenced by an inoperable brake light and turn signal;
2. Defective steering and/or suspension as evidenced by the popping of the steering wheel, the feeling that there is a knot in the center steering position, and the jerking of the steering wheel while idling; and

3. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be

June 20, 2008

liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

Aaron Rabbil
Attorney

AR/jc

IN THE CIRCUIT COURT IN AND FOR
BAKER COUNTY, FLORIDA

CASE NO.

[REDACTED]
Plaintiff,

v.

GENERAL MOTORS CORPORATION,

Defendant.

RECEIVED

JUL 30 2008

Orlando Law Offices of
Rumberger, Kirk & Caldwell, P.A.

COMPLAINT AND WRITTEN DISCOVERY REQUESTS

NOW COMES the Plaintiff, [REDACTED], by and through his attorneys, KROHN & MOSS, LTD., and for his complaint against Defendant, GENERAL MOTORS CORPORATION, alleges and affirmatively states as follows:

PARTIES

1. Plaintiff, [REDACTED] ("Plaintiff"), is an individual who was at all times relevant hereto residing in the State of Florida.

2. Defendant, GENERAL MOTORS CORPORATION ("Manufacturer"), is a foreign corporation authorized to do business in the State of Florida, County of Baker, and is engaged in the manufacture, sale, and/or distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Crystal Motor Co. ("Seller"). Manufacturer does business in all counties of the State of Florida including Baker County, and maintains offices in the County of Baker, State of Florida.

8/13
8/15

CALENDARED
<input checked="" type="checkbox"/> Master
<input type="checkbox"/> Atty.
<input type="checkbox"/> Secy.

- b. Manufacturer requires its authorized dealers to display Manufacturer's logo on each authorized dealer's sign outside the dealer.
- c. Manufacturer requires its authorized dealers to display Manufacturer's logo on the uniforms of authorized dealers' service personnel.
- d. Manufacturer requires its authorized dealers to display Manufacturer's logo on the repair records that are given to authorized dealers' customers as receipts for service to their vehicles.
- e. Manufacturer requires its authorized dealers to seek authorization for performing repairs as covered by Manufacturer's warranty.
- f. Manufacturer makes the final decision as to whether or not repairs made to a vehicle are to be covered by Manufacturer's warranty.
- g. Manufacturer reimburses its authorized dealers for repairs covered by Manufacturer's warranty.
- h. Manufacturer requires its authorized dealers to document repairs on repair invoices in a method prescribed by Manufacturer.
- i. Manufacturer provides its authorized dealers with specific limitations on the amount of time its dealers may seek reimbursement for specific warranty repairs to a vehicle.
- j. Manufacturer requires its authorized dealers to provide its customers with Manufacturer's written warranty when a new vehicle is sold by Manufacturer's authorized dealer.

k. Finally, Manufacturer supervises each and every authorized dealer through a system of zone offices that is set up to monitor dealerships located within each respective county of the State of Florida.

l. Manufacturer provides its authorized dealers with repair manuals and service bulletins to repair vehicles manufactured and/or distributed by Manufacturer.

9. Plaintiff was obligated to purchase a vehicle and obtain Manufacturer's warranty from one of Manufacturer's authorized dealers.

10. In consideration for the purchase of the Malibu, Manufacturer issued and supplied to Plaintiff its written warranty, which included three (3) year or thirty-six thousand (36,000) mile bumper to bumper coverage, as well as other warranties fully outlined in the Manufacturer's New Car Warranty booklet. (See Copy of Warranty Booklet, attached hereto as Exhibit "B").

11. Based on the issuance of its written warranty and its contacts with Plaintiff as detailed as paragraphs seven (7) through ten (10) above, Manufacturer was in contractual privity with the Plaintiff.

12. On or about June 18, 2007, Plaintiff took possession of the Malibu and shortly thereafter experienced the various defects listed below that substantially impair the use, value and/or safety of the Malibu.

13. Plaintiff delivered the Malibu to Manufacturer, through its authorized dealership network, on numerous occasions.

14. Plaintiff avers that the Malibu has been subject to repair on at least three (3) occasions for the same defect, and that the defect remains uncorrected.

15. Plaintiff brought the Malibu to Seller and/or an authorized service dealer of Manufacturer for various defects and nonconformities, including but not limited to:

- a. Defective electrical system as evidenced by an inoperable brake light and turn signal;
- b. Defective steering and/or suspension as evidenced by the popping of the steering wheel, the feeling that there is a knot in the center steering position, and the jerking of the steering wheel while idling; and
- c. Any additional defects in the subject vehicle as reflected in the repair documents generated by Defendant's authorized dealer network and in Defendant's internal repair records for the subject vehicle.

16. Plaintiff provided Manufacturer, through its authorized dealership network, sufficient opportunities to repair the Malibu.

17. Manufacturer was unable and/or failed to repair the defects in Plaintiff's Malibu as provided in Manufacturer's warranty within a reasonable number of attempts, reasonable opportunity to cure, and/or a reasonable amount of time.

18. The limited repair or replacement remedy contained with Manufacturer's warranty failed of its essential purpose pursuant to F.S.A. § 672.719(2) due to Manufacturer's failure to repair the Malibu within a reasonable time.

19. Manufacturer was unable and/or failed to repair the defects in the Malibu as provided in Manufacturer's warranty after being afforded a reasonable opportunity to cure pursuant to 15 U.S.C. § 2310(e).

20. Plaintiff justifiably lost confidence in the Malibu's safety and/or reliability, and said defects have substantially impaired the value of the Malibu to Plaintiff.

21. Said defects could not have reasonably been discovered by Plaintiff prior to Plaintiff's acceptance of the Malibu.

22. Per the directive in Manufacturer's written warranty as described above, Manufacturer designated its authorized dealers as the entities to receive notice of defects in the Malibu for purposes of performing repairs on the vehicle.

23. Manufacturer was further notified of the defects in Plaintiff's vehicle as a result of Manufacturer's approval of warranty claims on the vehicle and reimbursement to its dealers of the same.

24. As a result of these defects and Manufacturer's failure to timely repair the same, Plaintiff notified Manufacturer of the defects in writing prior to filing this instant lawsuit.

25. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of its express warranty.

COUNT I
BREACH OF WRITTEN WARRANTY
PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

26. Plaintiff re-alleges and incorporates by reference as though fully set forth herein, paragraphs 1-25 of this Complaint.

27. Plaintiff is a purchaser of a consumer product who received the Malibu during the duration of a written warranty period applicable to the Malibu and who is entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

28. Manufacturer is a person engaged in the business of making a consumer product directly available to Plaintiff.

29. Seller is an authorized dealership/agent of Manufacturer designated to perform repairs on vehicles under Manufacturer's automobile warranties.

30. The Magnuson-Moss Warranty Act, Chapter 15 U.S.C.A., Section 2301, et. seq. ("Warranty Act") is applicable to Plaintiff's Complaint in that the Malibu was manufactured, sold and purchased after July 4, 1975, and costs in excess of ten dollars (\$10.00).

31. Plaintiff's purchase of the Malibu was accompanied by a written factory warranty for any defects in material or workmanship, comprising an undertaking in writing in connection with the purchase of the Malibu to repair or replace defective parts, or take other remedial action free of charge to Plaintiff with respect to the Malibu in the event that the Malibu failed to meet the specifications set forth in Manufacturer's warranty.

32. Manufacturer's warranty was the basis of the bargain of the contract between the Plaintiff and Manufacturer for the sale of the Malibu to Plaintiff.

33. Said purchase of Plaintiff's Malibu was induced by, and Plaintiff relied upon, Manufacturer's written warranty.

34. Plaintiff has met all of her obligations and preconditions as provided in the written warranties.

35. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiff has suffered damages and, in accordance with 15 U.S.C. § 2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

36. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss Warranty Act claim herein, all attorneys' fees are recoverable and are demanded against Manufacturer.

WHEREFORE, Plaintiff prays for judgment against Manufacturer as follows:

- a. Diminution in value of the vehicle, and incurred and/or needed costs of repair,
- c. All incidental and consequential damages incurred;

- d. Reasonable attorneys' fees, witness fees and all court costs and other fees incurred; and
- e. Such other and further relief that the Court deems just and appropriate.

PLAINTIFF DEMANDS A TRIAL BY JURY

Respectfully Submitted,
Krohn & Moss, Ltd

By: _____

Aaron Radbil
Krohn & Moss, Ltd
120 W Madison St, 10th Floor
Chicago, IL 60602
(312) 578-9428
Attorney for Plaintiffs
FBN: 0047117

EXHIBIT A

RETAIL CONTRACT FOR A MOTOR VEHICLE

CRYSTAL

"Administrative Office"
P.O. Box 487, Crystal River, FL 34423

Chevrolet of Homosassa
(352) 795-1515

Chrysler-Dodge-Jeep of Homosassa
(352) 563-2277

Nissan of Homosassa
(352) 628-4300

Chrysler-Dodge-Jeep of Inverness
(352) 726-1238

Chrysler-Dodge-Jeep of Brooksville
(352) 597-1265

Crystal Motorsports of Homosassa
(352) 795-1515

PURCHASER: [Redacted] Date of Birth: [Redacted] 06/18/2007
 CO-PURCHASER: [Redacted] Date of Birth: [Redacted] 3462L
 MAILING ADDRESS: [Redacted] SANDERSON FL [Redacted] CITY STATE ZIP STOCK NO.
 PHYSICAL ADDRESS: [Redacted] SANDERSON FL [Redacted] CITY STATE ZIP TELEPHONE #
 EMAIL ADDRESS: [Redacted] SALES PERSON #1: FAGAN, ZACHARY M
 2007 CHEVROLET MALIBU COLOR: [Redacted]
 SERIAL NUMBER: 1G1ZT58F57E [Redacted] SALES PERSON #2: [Redacted]

MILEAGE: 1 8 7 5 9
 DEALER-INSTALLED OPTIONS - NOT INCLUDED IN FACTORY WARRANTIES: [Redacted]
 TOTAL AMOUNT: [Redacted]
 TRADE-IN INFORMATION:
 YEAR 2001 MAKE SATURN MODEL SL2
 VIN. 1G87K527817 [Redacted] AMT. 1500.00
 MILEAGE ON TRADE-IN: 1 0 8 5 9 7
 LIEN HOLDER ON TRADE: ROADLOANS
 ADDRESS: [Redacted]
 CITY, STATE, ZIP: [Redacted]
 AMOUNT OF PAYOFF \$ 3655.31 GOOD UNTIL: [Redacted]
 BY WHOM: [Redacted] PER DIEM: [Redacted]
 ACCT. #: [Redacted]
 PHONE: [Redacted]
 LIEN INFORMATION ON PURCHASE:
 INSTITUTION: SOVEREIGN BANK
 ADDRESS: 450 PENN STREET
 CITY, STATE, ZIP: READING PA 19602
 MISCELLANEOUS INFORMATION: [Redacted]
 CUSTOMER'S INSURANCE:
 COMPANY: SAFECO INS CO OF AMERICA
 AGENT: SAFECO INS CO OF AMERICA
 ADDRESS: [Redacted]
 PH #: 9042594454
 EFFECTIVE DATE: 12/13/2007 EXP. DATE: 12/13/06
 This vehicle was a previously Leased/Rented vehicle
 Buyer: [Redacted] Co-Buyer: [Redacted]

PURCHASE PRICE	\$ 15988.00
TOTAL DEALER INSTALLED OPTIONS	
TOTAL SELLING PRICE	\$ 15988.00
ELECTRONIC FILING FEE	24.00
TOTAL PURCHASE PRICE	16012.00
TRADE-IN PURCHASE AMOUNT	1500.00
CASH DIFFERENCE	14512.00
DEALER SERVICES	399.50
AMOUNT TAXABLE	14911.50
PLUS SALES TAX	944.69
APPROXIMATE TAG & TITLE FEES	49.98
SUB TOTAL	15906.17
PLUS TRADE IN BALANCE PAYOFF	3655.31
CASH BALANCE DUE	19561.48
PARTIAL PAYMENT	N/A
REBATE	N/A
CASH ON DELIVERY	N/A
EXTENDED SERVICE CONTRACT:	N/A
UNPAID BALANCE OF CASH PRICE	19561.48

There are no warranties, expressed or implied, made by the seller herein on the vehicle or chassis described on the face hereof. In the case of a new vehicle or chassis the printed Manufacturers New Vehicle Warranty delivered to purchaser with such vehicle or chassis shall apply and the same is hereby made a part hereof as though fully set forth herein. The New Vehicle Warranty is the only warranty applicable to such new vehicle or chassis and is expressly in lieu of all warranties by the seller, expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's warranty thereon, if any, shall be determined solely by the terms of such warranty.

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. Purchaser agrees that this Contract includes all of the terms and conditions set forth on both face and reverse side hereof, that this Contract 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.

On a cash transaction this offer is not valid unless signed and accepted by Dealer. On a credit sale additional charges will be made by the Finance Institution. On a credit transaction the purchaser(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Dealer and a responsible Bank or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth in Lending Act) have been given and (c) purchaser(s) and Dealer have signed an installment Sale Contract.

Arbitration Notice:
 Any controversy or claim arising out of, or relating to this agreement, or a breach thereof, shall be settled by arbitration under the laws of the State of Florida, in accordance with the rules then in force by judgment upon the award rendered may be entered in any court having jurisdiction thereof.

PURCHASER'S SIGNATURE: [Redacted] DATE: 06/18/2007
 CO-PURCHASER'S SIGNATURE: [Redacted] DATE: 06/18/2007
 ACCEPTED BY: [Redacted] SALES MGR.
 PAYMENT TO BE MADE BY CERTIFIED CHECK OR CASHIER'S CHECK. THIS CONTRACT IS NOT VALID UNLESS SIGNED AND ACCEPTED BY CRYSTAL MOTOR CAR COMPANY.

joshua.harrison@gm.com

07/08/2008 03:14 PM

To erika_lee@gmexpert.com

cc

bcc

Subject Re: Not in Suit Matter - RE: [REDACTED] 71-640297989

Hi, Erika

I'm going with option "B".

Thanks!

Josh Harrison
District Service Manager
Aerotek, Inc.
General Motors Regional Consulting Center
Southeast Region
Joshua.Harrison@GM.com
678-240-9854 (Direct)
678-240-9955 (Fax)

To learn more about GM's great lineup of cars and trucks, go to www.GM.com. Did you know all 2008 Chevrolet, Buick, Pontiac, GMC, Saturn, Hummer, Saab and Cadillac models are backed by the GM 5 year, 100,000 mile warranty? It's the best coverage in America from the biggest brand in America. GM...the global company that's proud to be American.

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

erika_lee@gmexper
t.com

07/07/2008 04:39
PM

joshua.harrison@gm.com

To

cc

Subject

Re: Not in Suit Matter - RE: James
Kyer 71-640297989

Hi Joshua,

Hope your vacation went well. Your feedback is always appreciated. If you can, please select an option below. I will include your selection in the file and forward it to the Negotiator who will do as you instruct per your selection.

Thanks again,

Erika

joshua.harrison@g
m.com

07/07/2008 09:12
AM

erika_lee@gmexpert.com

To

cc

Subject

Re: Not in Suit Matter - RE: [REDACTED]
[REDACTED]

Good morning, Erika

I was on vacation last week, and obviously did not reply within the time frame you specified. Do you still need my feedback on this?

Thanks,
Josh

erika_lee@gmexper
t.com

07/01/2008 10:13
AM

joshua.harrison@gm.com

To

cc

Subject

Not in Suit Matter - RE: [REDACTED]
[REDACTED]

DVM Joshua Harrison:

Hi, my name is Erika Lee. This email is to follow up on my voicemail regarding Service Request 71-640297989 for customer [REDACTED]. The customer's vehicle is a 2007, Chevrolet Malibu with 40,498 miles. The VIN is 1G1ZT58F67F [REDACTED]. The customer has been working with Pineview Chevrolet Macclenny, FL. Due to time constraints, your response to this e-mail is required within 24 hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. To make it easier for you to meet the 24 hour turnaround, please review the following options and reply with your choice:

A) I am familiar with this customer and vehicle and I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

B) I am not aware of this particular customer or vehicle. However, I would like to have updates on the case handling of this customer and provide input where appropriate. Please keep me engaged in the direction of this case as you negotiate resolution with the plaintiff's counsel.

C) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement. If the settlement requires a Repurchase, I would like to re-engage in this case. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

D) I have information to share regarding this customer's case; however, I will not be able to get involved with the case handling. Please resolve this case according to the ER program policies for case settlement including a Repurchase, if necessary. (If selecting this option, please include in your response any pertinent information you may have by 1) email or 2) responding to the voicemail that you received.)

E) Unfortunately, I am not aware of this particular customer case and cannot provide any information related to this customer. In addition, I am not able to have any involvement with the case handling. Please resolve this case according to the Early Resolution program policies for case settlement including a Repurchase, if necessary.

Please reply with your choice of the above options within 24 hours. Your feedback will be documented and e-mail attached to our case and is an important step in our accurate and timely case resolution.

Thank you,

Erika Lee
Erika_lee@gmexpert.com
866.790.5700. x21094

Form **W-9**
(Rev. January 2003)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Name
Krohn & Moss, Ltd.
Business name if different from above

Check appropriate box: Individual/Sole proprietor Corporation Partnership Other Exempt from backup withholding

Address (number, street and apt. or suite no.)
120 West Madison
City, state, and ZIP code
Chicago, IL 60602

Requester's name and address (optional)

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.

Social security number

--	--	--	--	--	--	--	--	--	--

OR

Employer identification number

3	6	4	0	6	5	5	5	5
---	---	---	---	---	---	---	---	---

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. person (including a U.S. resident alien).

Certification instructions: You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See 6.)

Sign Here

Signature of U.S. person

Date

9/27/06

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding,

or

- Claim exemption from backup withholding if you are a U.S. exempt payee.

Note: If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Foreign person. If you are a foreign person, use the appropriate Form W-8 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien.

Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the recipient has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement that specifies the following five items:

- The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
- The treaty article addressing the income.
- The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
- The type and amount of income that qualifies for the exemption from tax.
- Sufficient facts to justify the exemption from tax under the terms of the treaty article.

January 28, 2014

[REDACTED]

Service Request: 71-648269822
Customer Relationship Specialist: Donna Mowat

Dear [REDACTED]:

Pontiac is pleased to provide service coverage for the Body Control Module and the Starter on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH548454 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until January 27, 2011, or 100,443 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Body control Module and Starter

Pontiac 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 G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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



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

VIA FAX ONLY

August 21, 2008

Bob Prince
Michael Chevrolet
P.O. Box 5419
Fresno, CA 93755-5419

RE: [REDACTED]
Service Request: 71-655732426
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZH57B08F [REDACTED]

Dear Mr. Prince:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**
- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them upon receiving this notice to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation



GMC



HUMMER





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

VIA FAX ONLY

August 20, 2008

Ron Friend
MICHAEL CHEVROLET
PO BOX 5419
FRESNO, CA 93755-5419

RE: [REDACTED]
Service Request: 71-655732426
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZH57B08F [REDACTED]

Dear Mr. Friend:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**
- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation



GMC



HUMMER



FAX COVER SHEET

MICHAEL AUTOMOTIVE CENTER
 P.O. BOX 5419
 5737 North Blackstone Ave.
 Fresno Calif. 93755-5419
 Telephone: (559) 431-6000
 Fax: (559) 438-4673

SENT TO	
Company Name: <i>G.M. BUSINESS RESOURCE CENTER</i>	From: <i>BOB PRINCE</i>
Attention: <i>IRIS CRUZ</i>	Date: <i>8/21/08</i>
Office Location:	Office Location: <i>SERVICE</i>
Fax number: <i>866-485-8256</i>	Phone Number: <i>559-974-0162</i>

Urgent Reply ASAP Please Comment Please Review For Your Information

Total Pages, Including Cover: 28 71-655 732426

COMMENTS:

*PLEASE REMOVE BOB PRINCE FROM YOUR CONTACT LIST
 8/21/08 Bob Prince*

Chevrolet ***** Cadillac ***** Hummer

MICHAEL AUTOMOTIVE CENTER

MICHAEL
CHEVROLET • CADILLAC • HUMMER • SAAB
3707 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
www.michaelautomotive.com

MICHAEL
TOYOTA • PORSCHE • VOLKSWAGEN • AUDI
50 W. BULLARD AVE.
FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
E.P.A. #CAD081440811

B.A.R. #AK-158379
E.P.A. #CAD082481113



RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# AK-120472

We Accept: 	VEHICLE I.D. NO. 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 90820	STOCK NO. 90820	LICENSE NO.	B.O. NO.
MICHAEL CADILLAC INC. 50 W BULLARD P O BOX 5419 FRESNO, CA 93755-5419	CUSTOMER NO. 100	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 04/29/08
RESIDENCE PHONE BUSINESS PHONE	COLOR BLK GRANITE MET/E	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 0820	TURBO M/M/C AIR COND. P. S. TRANE MILEAGE
TIME RECEIVED 03:33pm	DATE/TIME PROMISED 04/29/08 05:30pm	PRIORITY 5	ADVISOR NO. 6 258	ADVISOR JOHN C NIKITIN	I hereby authorize the repair work shown in this repair order to be done and the necessary materials to be used, and I agree to pay your charges for such work. I understand my cost quoted heretofore is an estimate only. You and your employees may operate the vehicle for purposes of testing, inspection, or delivery in my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicles left more than 48 hours after notification that repairs are completed. I AGREE THAT YOU HAVE AN EXPRESS LITEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY'S FEES. I further agree to the additional terms and information on the reverse hereof. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER.	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	X					

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X	51CVZPAINT	PAINT SHIELD		

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

MICHAEL COLLISION
"Home of the invisible repair"

Call us at (559) 431-6002

Located at 50 W. Bullard
 behind our Toyota/VW store

For Your Convenience
 Our Service Department Hours
 MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM
 Please arrange to pick-up your
 vehicle prior to 5:30 PM.
 (559) 431-6000

THANK YOU FOR BRINGING
 YOUR VEHICLE TO
 MICHAEL AUTOMOTIVE
 CENTER



Used Oil
 COLLECTION
 CENTER

137574

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

MICHAEL AUTOMOTIVE CENTER

MICHAEL
CHEVROLET • CADILLAC • HUMMER • SAAB
5737 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
www.michaelauto.com

MICHAEL
TOYOTA • PORSCHE • VOLKSWAGEN • A
50 W. BULLARD AVE.
FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
E.P.A. #CAD981440811

**THANK YOU FOR BRINGING
YOUR VEHICLE TO
MICHAEL AUTOMOTIVE CENTER**

FILE COPY
SR

B.A.R. #AK-156379
E.P.A. #CAD982461113

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR JEREMIA NAVARRO	588	TAG NO. 4492	INVOICE DATE 07/22/08	INVOICE NO.
	LICENSE NO.		MILEAGE 440	COLOR BLK GRANITE	STOCK NO. 90820
6584 E. FRESNO, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 07/05/08	DELIVERY MILES 10
	VEHICLE I.D. NO. 1G1ZH57B08F			SELLING DEALER NO. 06230	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.O. DATE 07/15/08	
	COMMENTS				

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.399
07/22/2008

WARRANTY NEW CLAIM

1455

RO NUMBER RO DATE

148372

07/15/2008

VIN

1G1ZH57B08F

DIV

3

DEALER

06230

ODOMETER

440

SERVICE ADVISOR #

XXX-XX-5792

CUSTOMER NAME; FIRST: [REDACTED]
LAST: [REDACTED]

MIDDLE: [REDACTED]

PHONE; WORK: [REDACTED]

HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	QHRS	NET-AMT.	LAB-TOT.
1	02		OJ				6C	R4491	2			19.25
LN-TOT: 19.25												

TECH SSN: [REDACTED]

AUTH. AUTH.:

R.O. TOTAL: 19.25

For Your Convenience
Our Service Department Hours
MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM

(559) 431-6000

WE APPRECIATE YOUR BUSINESS!

NOTICE TO CUSTOMERS:

Our usual charges for labor are not based on actual mechanic time, but are simply our price for particular jobs. For certain specific work, we may elect to charge for actual mechanics time. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

MICHAEL COLLISION

"Home of the invisible repair"

Call us at (559) 431-6002

Located at 50 W. Bullard
behind our Toyota/VW store



USED OIL
COLLECTION
CENTER

HAZARDOUS WASTE NOTICE:

We make a separate charge for the storage & disposal of toxic wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these waste.

MICHAEL AUTOMOTIVE CENTER

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 FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
 www.michaelauto.com

CVCS

TOYOTA • PORSCHE
 50 W. BULLARD
 FRESNO, CALIFORNIA

**THANK YOU FOR BRINGING
 YOUR VEHICLE TO
 MICHAEL AUTOMOTIVE CENTER**

B.A.R. #AK-120472
 E.P.A. #CAD981440811

B.A.R. #AK-156379
 E.P.A. #CAD982461113

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR JEREMIA NAVARRO	588	TAG NO. 4492	INVOICE DATE 07/17/08	[REDACTED]
[REDACTED]	[REDACTED]	LICENSE NO.	[REDACTED]	MILEAGE 440	COLOR BLK GRANITE	STOCK NO. 90820
FRESNO, CA	[REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	[REDACTED]	[REDACTED]	DELIVERY DATE 07/05/08	DELIVERY MILES 10
[REDACTED]	[REDACTED]	VEHICLE I.D. NO. 1G1ZH57B08F	[REDACTED]	[REDACTED]	SELLING DEALER NO. 06230	PRODUCTION DATE
[REDACTED]	[REDACTED]	F.T.E. NO.	[REDACTED]	P.O. NO.	[REDACTED]	07/15/08
[REDACTED]	[REDACTED]	COMMENTS				

LABOR
J# 1 19CVZ *ELECTRICAL TECH(S) 1369 WARRANTY
 CUSTOMER STATES THAT THE OUTSIDE TEMP. WILL NOT READ WRIGHT MOST OF THE TIME WILL NOT READ AT ALL.
 CAUSE: VERIFIED CONCERN OUTSIDE TEMP SENSOR READ 112DEGREES THEN WENT TO 69 DEGREES THEN BLANK. PERFORMED SCAN TEST BCM B0168 SYSTEM 05 OUTSIDE AIR TEMP SENSOR CIRCUIT SHORT TO BATTERY OR OPEN. RCDLR C0765 SYSTEM 08 RIGHT REAR LOW TIRE. TECH 2 READS UNDER HVAC DATA AT BCM FOR AMBIENT TEMP VOLTAGE 5.0 VOLTS TESTED TERMINALS.
 ADJUSTED AND RETESTED WORKS AT THIS TIME. WILL HAVE SHOPFORD MAN RECHECK. FOLLOWED TESTING ON DOC#2006158. MUST REPLACE BCM SUGGEST OWNER BRINGS BOTH REMOTES WHEN BCM GETS INSTALLED TO INSURE PROGRAMING.
 ORDERED PART

LABOR
J# 2 19CVZ01 ELECTRICAL TECH(S) 1369 WARRANTY
 CUSTOMER STATES THAT ONE OF THE REMOTES WILL NOT WORK.
 CAUSE: REPROGRAM KEY FOBS. BOTH WORK AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	25940348	BCM 2.560		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
TOTAL - PARTS				0.00	

COMMENTS
 CLOSED 7/17, J-N, SENT TO CASHIER

TOTALS
 OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. FOR CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL MECHANICS TIME. YOU WILL BE CHARGED NO MORE THAN THE ESTIMATED PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFFERENT OR ADDITIONAL REPAIRS ARE INDICATED YOU WILL BE CONTACTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

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

MICHAEL AUTOMOTIVE CENTER APPRECIATES YOUR BUSINESS! IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CALL YOUR SERVICE ADVISOR AT 559-431-6000. "THANK YOU"

* I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE *



For Your Convenience
 Our Service Department Hours
 MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM
(559) 431-6000
**WE APPRECIATE
 YOUR BUSINESS!**

NOTICE TO CUSTOMERS:
 Our usual charges for labor are not based on actual mechanic time, but are simply our price for particular jobs. For certain specific work, we may elect to charge for actual mechanics time. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

MICHAEL COLLISION

"Home of the invisible repair"

Call us at (559) 431-6002
 Located at 50 W. Bullard
 behind our Toyota/VW store



USED OIL
 COLLECTION
 CENTER

HAZARDOUS WASTE NOTICE:
 We make a separate charge for the storage & disposal of toxic wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these waste.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O.N	EMP. NO.	OPER. NO.	TIME
Chovy					JUL 16 09.08 JUL 16 08.04
Chovy	2				JUL 16 15.93 JUL 16 15.12

Verify Concern. Outside Temp Sensor reads 112°F then went to 89°F than Blank. Perform Scan test BCM B0158 sym 05 Outside Air temperature Sensor circuit short to Battery or open. RCDLR C0765 sym 08 RR low tire Invalid, RCDLR C0760 sym 08 LR low tire Invalid, RCDLR RF Tire C0755 sym 08, RCDLR C0750 LF Tire. Tech2 Reads under HVAC Data at BCM for Ambient Temp Voltage 5.0 Volts. Tested terminals. Adjusted and Retest. Works at this time. Will have Shop Foreman Recheck. Followed testing on Doc# 2006158. Must Replace BCM. Suggest Owner Brings Both Remote's when BCM Gets installed to insure Programming.

Reprogram Key Fobs. Both
Work normal at this time.

08/21/2008 14:43 5594384673 MICHAEL AUTO

CHEVRO 5771

CHEVROLE

RECOMMENDED SERVICE OPERATION

61CVZPLP
12CVZ

PAGE 05

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 FRESNO, CALIFORNIA 93710
 B.A.R. #AK-120472
 E.P.A. #CAD981440811

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PHONE: (559) 431-6000
 www.michaelauto.com

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VOLKSWAGEN • AUDI
 50 W. BULLARD AVE.
 FRESNO, CALIFORNIA 937
 B.A.R. #AK-156379
 E.P.A. #CAD982461113

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
61CVZPLP 12CVZ 08CVZ	PREMIUM LUBE PLUS 5,000 MILE SVC'S DIFFERENTIAL SERVICE	MI MI MI		61CVZHOE 61CVZ	OIL CHANGE PLUS-HUM LUBE OIL FILTER	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/29/08	137574	6	258	817	I	51CVZPAINT	PAINT SHIELD
04/29/08	137573	6	258	817 817	I I	51CVZ 52CVZ	PDI DETAIL

SALESPERSON NO. 1521 KADZHUK KESABLYAN **S E R V I C E** STATE REG# AK-120472

We Accept: **1G1ZH57B08F** YEAR/MAKE/MODEL: **08/CHEVROLET/MALIBU/4DR SDN LT** PRODUCTION DATE: **90820** STOCK NO.: **90820** LICENSE NO.: **[REDACTED]**

VISA **MasterCard** **DISCOVER**

CUSTOMER NO. **125880** SERVICE CONTRACT **MPP** DELIVERY DATE: **07/05/08** DELIVERY MILES: **10** SELLING DEALER NO. **06230** R.O. DATE: **07/15/08**

FRESNO, CA COLOR: **BLK GRANITE MET/E** CONTRACT NO. **261229** EXPIRATION DATE: **07/05/14** EXPIRATION MILES: **75,000** TAG NO. **4492**

TURBO: **NO** MISC: **CVZZ** AIR COND.: **P.S.** TRANS: **440** MILEAGE: **440** ADVISOR NO. **588** ADVISOR: **JEREMIA NAVARRO**

I hereby authorize the repair work shown in this repair order to be done and the necessary materials to be used, and I agree to pay your charges for such work. I understand my costs quoted heretofore is an estimate only. You and your employees may operate the vehicle for purposes of testing, inspection, or delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 24 hours after notification that repairs are completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER, INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE, IF I FAIL TO PAY SUCH CHARGES. I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY MONIES DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEE'S INCLUDING REASONABLE ATTORNEY'S FEES. I further agree to the additional terms and information on the reverse hereof. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER.

TIME RECEIVED: **07:03am** DATE TIME PROMISED: **07/15/08 06:00pm** PRIORITY: **1**

APPOINTMENT: Yes No

I AGREE TO THE INITIAL ESTIMATE GIVEN BY THE SERVICE ADVISOR

ORIGINAL	CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
1	W 19CVZ	*ELECTRICAL	1369	508
CUSTOMER STATES THAT THE OUTSIDE TEMP. WILL NOT READ WRIGHT MOST OF THE TIME WILL NOT READ AT ALL - "ordered parts"				
2	W 19CVZ01	ELECTRICAL	1369 Done	
CUSTOMER STATES THAT ONE OF THE REMOTES WILL NOT WORK "bc RAQU 0.2 = 19.25"				

DATE: _____ TIME: _____ PHONE # OR IN PERSON: _____

AUTHORIZED BY: _____ ADDITIONAL AMOUNT: _____ REVISED TOTAL: _____

REASON: _____ / IF SUBLET: _____

DATE: _____ TIME: _____ PHONE # OR IN PERSON: _____

AUTHORIZED BY: _____ ADDITIONAL AMOUNT: _____ REVISED TOTAL: _____

REASON: _____ / IF SUBLET: _____

DATE: _____ TIME: _____ PHONE # OR IN PERSON: _____

AUTHORIZED BY: _____ ADDITIONAL AMOUNT: _____ REVISED TOTAL: _____

REASON: _____ / IF SUBLET: _____

QC CHECK
 Date: _____ Time: _____
 Mileage Out: _____ Mileage In: _____
 QC Notes: _____

Signature: _____ 148372

Bryant, and Reynolds, SERVICE CONTRACT CC082079 0 (03-25)

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 5737 NORTH BLACKSTONE AVENUE
 FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
www.michaelauto.com

MICHAEL
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 FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
 E.P.A. #CAD981440811

**THANK YOU FOR BRINGING
 YOUR VEHICLE TO
 MICHAEL AUTOMOTIVE CENTER**

B.A.R. #AK-156379
 E.P.A. #CAD982461113

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JEREMIA NAVARRO	588	IAG NO. 3153	INVOICE DATE 07/31/08	[REDACTED]
[REDACTED]	LICENSE NO.		MILEAGE 444	COLOR BLK GRANITE	STOCK NO. 90820
[REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 07/05/08	DELIVERY MILES 10
FRESNO, CA [REDACTED]	VEHICLE I.D. NO. 1G1ZH57B08F			SELLING DEALER NO. 06230	PRODUCTION DATE
[REDACTED]	F.T.E. NO.		P.O. NO.	R.O. DATE 07/17/08	
[REDACTED]	COMMENTS				

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.580
 07/31/2008
 1046
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 148939 07/17/2008 1G1ZH57B08F 3 06230 444 XXX-XX-5792
WARRANTY NEW CLAIM

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	WT	1		25940348	168.43	C0131	N4800	.8	.5		125.10
LN-TOT:					294.53							

TECH SSN: [REDACTED] AUTH CODE: E AUTH. AUTHOR.: 0090

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	01	MJ				98		Z7906			222.00	
LN-TOT:					222.00							

TECH SSN: [REDACTED] AUTH CODE: G AUTH. AUTHOR.: 0090

COMMENTS: 7-17 CUST IN RENTAL AND NEC TO SOP(1)7-18 WAIT FOR SOP(2)7-19(3)7-20
 WKND(4)7-21 WAIT FOR SOP(5)7-22 SOP REC <7-23 7-24 WRITE OFF > (6)7-25 SOP INSTA
 LLED AND RENTAL RETURNED
 COMMENT ROUTING CODE: H

R.O. TOTAL: 516.53

DEALER AUTHORIZATION
 Code 90: [REDACTED]
 Date: [REDACTED]
 Signature: [REDACTED]

For Your Convenience
 Our Service Department Hours
 MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM
(559) 431-6000

**WE APPRECIATE
 YOUR BUSINESS!**

NOTICE TO CUSTOMERS:
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Call us at (559) 431-6002

Located at 50 W. Bullard
 behind our Toyota/VW store



USED OIL
 COLLECTION
 CENTER

HAZARDOUS WASTE NOTICE:
 We make a separate charge for the storage & disposal of toxic wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these waste.

of the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts to repair the defect has been fixed, the buyer may return this product for a replacement or a refund subject to deduction of a reasonable charge for usage. This time *****

GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 06230-CLAIM MEMO 923
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
821706114	N4800	071708	[REDACTED]	1G1ZH57B08F [REDACTED]

g Inv. _____

g Date _____

105710335
7/21/08

Shipping Tag

ORDER 0834883	ITEM 1	P/N 2594-0348	QUANTITY ONE
OVN	DATE 07/21	BCM	
PICKUP BX	SHIP NO. 075-1797477		CUST BIN/PART SP-ORD
CHDL# 6717			1 WGT 1.70

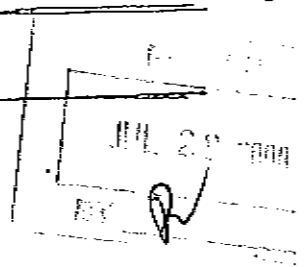
Dealer Code _____ *066070*

Control # _____ *JUL 21 2008*

Shipment # _____

Tracking # _____ *9063 67085272*

Shipped Via _____ *Redex*



Customer Name _____ [REDACTED]

3153

Date: _____

Customer Name: _____

VIN Number: 1G 88 [REDACTED]

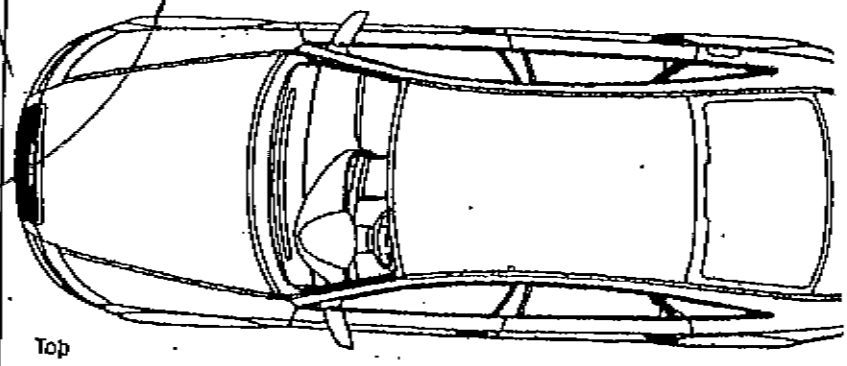
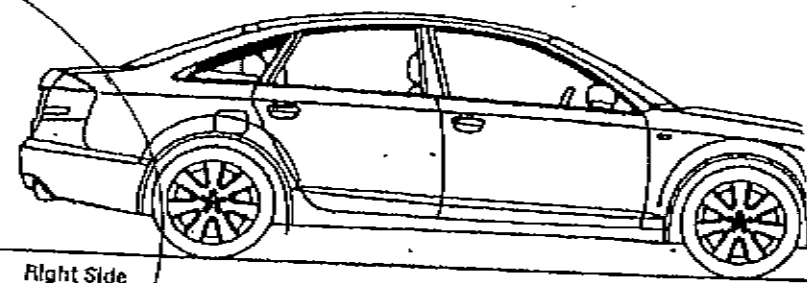
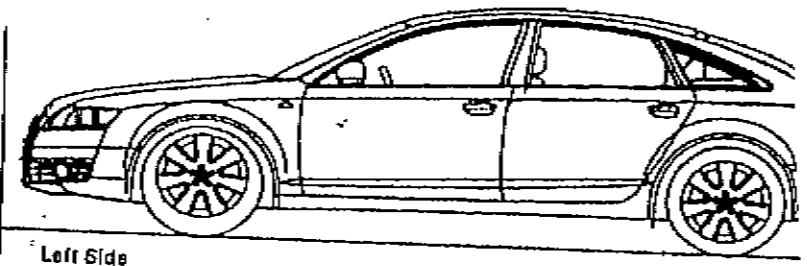
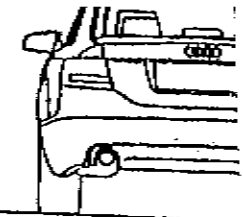
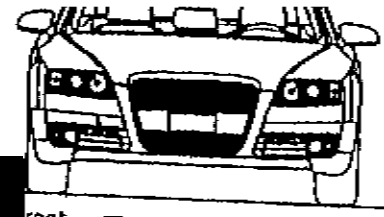
Tag Number: _____

Mileage: _____

License Plate: _____

Color: 444

Model: _____



L SERVICE INSPECTION TRANS (A/M)

Verification of Customer Complaint/Inquiry:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

How damage location above with codes:

X Stone Damage ● Dent

▲ Scratch ■ Collision data

Undercoating damage (explain in remarks)

Car Dirty Car Clean

If your car is dirty when it is dropped off it's possible we won't see some minor damage.

Customer Signature: _____

W-101

WARRANTY PARTS RECEIVED	
NUMBER OF PARTS	7-25940348
DATE	7-25
PARTS COUNTER INITIALS	W
TECHNICIAN INITIALS	

STRAIGHT TIME (HRS)	FLAT RATE PRICE	P.O. NO. 148939	TIME
			JUL 25 12.07
			JUL 25 11.51

Perform Scan test. EBCM malfunction, BCM B0158 sym 05 Outside Air Temp. C0131 was not set when first looked at car. The info for EBCM Runs thru BCM. BCM has all ready been ordered to repair Temp Code. Must Replace BCM first than Retest system. After mike spoke with Tech, was told to try to Enable Remote start and Reprogram, Warranty Claim Code [redacted] Everything works now.

OK OLT-5. unable to setup remote start function in BCM due to full 2 programming problems - called TAD to re setup SPS programming. Re programmed remote start function see code 1453247 now working

LABOR OPT
CAUSE
DRE ->
RECT

MICHAEL AUTOMOTIVE CENTER
1117 COLIER
FRESNO, CA 93710
P.O. BOX 148939
FRESNO, CALIFORNIA 93710
TEL: 559-233-1117

MICHAEL AUTOMOTIVE CENTER
Thurs 7/17 - cust in started
Tue to SOP

- 1) Fri 7/18 - wait for SOP
- 2) Sat 7/19 - weekend
- 3) Sun 7/20 - weekend
- 4) Mon 7/21 - wait for SOP
- 5) Tues 7/22 - SOP received / installed
- 6) Wed 7/23 - part installed
- 7) Thurs 7/24 - SOP installed
- 8) Fri 7/25 - SOP installed returned

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FRESNO, CALIFORNIA 93710
B.P.A.R. #AK-156879
F.P.A.#CAD982481113

OPERATION	OPERATION DESCRIPTION	REPAIR ORDER	MILEAGE
61CVZPLP	PREMIUM LUBE PLUS	37574	
12CVZ	5,000 MILE SVC'S	137573	
08CVZ	DIFFERENTIAL SERVICE		

DATE	REPAIR ORDER	MILEAGE
04/29/08	37574	
04/29/08	137573	

SALESPERSON NO. 1521 KADZHIK KESABLY
YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT
CUSTOMER NO. 25880 MPP
COLOR BLK GRANITE MET/E
TURBO CVZZ
AIR COND. P.S.
TRANS. 444
MILEAGE 261229

STATE REG# AK-120472
STOCK NO. 90820
LICENSE NO. 148939
DELIVERY DATE 07/05/08
DELIVERY MILES 10,062.30
EXPIRATION DATE 07/05/14
EXPIRATION MILES 75,000
ADVISOR NO. 588
ADVISOR JEREMIA NAVARRO

OPERATION DESCRIPTION
PAINT SHIELD
POLISH
DETAIL

APPOINTMENT
JOB #
JOB

REPAIR ORDER
FUNCTION: A88
ADDITIONAL AMOUNT REVISED TOTAL
= 804.53

COMMENTS: 292-4313--CINDY
*FUEL INJ 1369 Dages
CUSTOMER STATES: AFTER PICKING VEHICLE TODAY AFTER IN FOR TEMP PROBLEM AND TECH ORDERED BCM--CUSTOMER SAID SHE LEFT DEALER AND DROVE TO FREEWAY AND THE TRACTION CONTROL LIGHT CAME ON AND VEHICLE HAD NO POWER AND ACTED LIKE THE PEDAL WOULD GO TO FLOOR BUT WOULD ONLY GO 2 MPH TOW IN--

DATE 07/18/08 06:00pm
LABOR TOTAL 1369
LABOR N4800 0.5
LABOR 0.3
ORIGINAL CUSTOMER ESTIMATE: PARTS 1117(COLIER)
CUSTOMER: OLT-5, B.M.M.

PHONE # OR IN PERSON
ADDITIONAL AMOUNT REVISED TOTAL
AUTHORIZED BY
REASON
DATE
PHONE # OR IN PERSON
ADDITIONAL AMOUNT REVISED TOTAL
REASON

QC CHECK
Date: 7/25/08
Time: 11:51
Mileage Out: 261229
QC Notes: [redacted]
Signature [redacted]

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 www.michaelauto.com

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 FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
 E.P.A. #CAD981440B11

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 YOUR VEHICLE TO
 MICHAEL AUTOMOTIVE CENTER**

B.A.R. #AK-156379
 E.P.A. #CAD982461113

FILE COPY

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DOUG HAMPTON	611	TAG NO. AB	INVOICE DATE 07/31/08	[REDACTED]
[REDACTED]	LICENSE NO.		MILEAGE 444	COLOR BLK GRANITE	STOCK NO. 90820
[REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 07/05/08	DELIVERY MILES 10
FRESNO, CA [REDACTED]	VEHICLE ID. NO. 1G1ZH57B08F [REDACTED]			SELLING DEALER NO. 06230	PRODUCTION DATE
[REDACTED]	R.T.E. NO.		P.O. NO.	R.O. DATE 07/30/08	
COMMENTS					

SUBLET	PC#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	518440	815871		07/30/08	RENTAL	
TOTAL - SUBLET						84.00
COMMENTS						84.00
7/30 GAVE TO ROSIE FOR TOTALS						
GAVE TO BOB FOR OK TO SUB 7-31						
7/30 SENT TO WARR FOR CLOSING BP						
WARRANTY CLAIM DETAIL TOTALS						
CLAIM#	TOTAL					
[REDACTED]	84.00					
CLAIM TOTALS	84.00					
R/O TAX						0.00
R/O TOTALS						84.00

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 behind our Toyota/VW store



HAZARDOUS WASTE NOTICE:
 We make a separate charge for the storage & disposal of toxic wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these waste.

APPROVED BY SIGNATURE _____

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.580
 07/31/2008
 1500

WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
150732	07/30/2008	1G1ZH57B08F [REDACTED]	3	06230	444	XXX-XX-4363

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01			MJ				7902			84.00	
LN-TOT:					84.00							

TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.: [REDACTED]

R.O. TOTAL: 84.00

DEALER AUTHORIZATION
 Code 90
 Date **8-15-08**
 Signature *[Signature]*

Reynolds and Reynolds EBARTIME COURSE 0 (08/05)

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50 W. BULLARD AVE.
FRESNO, CALIFORNIA 93704

B.A.R. #AK-156379
E.P.A. #CAD982461113

CELL: [REDACTED]

OWNER NO.	ADVISOR DOUG HAMPTON	611	TAG NO. AB	INVOICE DATE 07/30/08	INVOICE NO.
[REDACTED]	LICENSE NO.		MILEAGE 444	COLOR BLK GRANITE	STOCK NO. 90820
[REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 07/05/08	DELIVERY MILES 10
[REDACTED]	VEHICLE I.D. NO. 1G1ZH57B08F			SELLING DEALER NO. 06230	PRODUCTION DATE
[REDACTED]	R.T.E. NO.		P.O. NO.	P.O. DATE 07/30/08	
COMMENTS					

LABOR 0.00
 F.I. 45GVZ MISC TECH(S) 15B 0.00
 RENTAL LEFT OFF REFERENCE TO WARRANTY RO 148372
 TOTAL - LABOR 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$18.00 (+TAX)
 TOTALS

OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. FOR CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL MECHANICS TIME, YOU WILL BE CHARGED NO MORE THAN THE ESTIMATED PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFFERENT OR ADDITIONAL REPAIRS ARE INDICATED YOU WILL BE CONTACTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

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

MICHAEL AUTOMOTIVE CENTER APPRECIATES YOUR BUSINESS! IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CALL YOUR SERVICE ADVISOR AT 559-431-6000. "THANK YOU"

* I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE *

CUSTOMER SIGNATURE [REDACTED]

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 Our Service Department Hours
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- Batch Submit

Comment: 1G6YKD57Y18U1 [REDACTED]

R.O. Total = 141.0

08/06/2008

Warranty New Claim

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000112127	[REDACTED]	07/23/2008	5GRGN23U37H [REDACTED]	K	25881	17583	1511
	Del-Date:		Del-Rcpt:			Carrier:	

Customer Info:

Last:		First:	Middle:		Home:	Work:						
LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot.
1	#	ON	1	15137654	185.29	2W	C2790	0.6	0.0	57.74	0.00	243.03
Tech: 1369		Auth Code: B		Authorizer: 0090		Veh.Damage:						

Comment:

R.O. Total = 243.03

08/06/2008

Warranty New Claim

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000112127	[REDACTED]	07/24/2008	1GYEC83T53R [REDACTED]	2	38095	68303	1464
	Del-Date:		Del-Rcpt:			Carrier:	

Customer Info:

Last:		First:	Middle:		Home:	Work:						
LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot.
1	0	OK	25	03041827	16.85	2L	D3020	0.9	0.7	153.97	0.00	172.16
Tech: 1525		Auth Code: EB		Authorizer: 0090		Veh.Damage:						

Comment: RQST AUTH FOR REPAIR OVERLAP.REVIEWED WITH SHOP FOREMAN AND VERIFIED THAT THERE IS NO OVERLAP

R.O. Total = 172.16

08/06/2008

Warranty New Claim

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000112127	[REDACTED]	07/29/2008	3GCEC14VX8G [REDACTED]	3	06230	14876	0801
	Del-Date:		Del-Rcpt:			Carrier:	

Customer Info:

Last:		First:	Middle:		Home:	Work:						
LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot.
1	#	AV	1	12608814	20.96	P0118	J6368	1.0	0.0	96.23	0.00	117.19
Tech: 1369		Auth Code:		Authorizer:		Veh.Damage:						

Comment:

R.O. Total = 117.19

08/06/2008

Warranty New Claim

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000112127	[REDACTED]	07/30/2008	1G1ZH57B08F [REDACTED]	3	06230	444	0611
	Del-Date:		Del-Rcpt:			Carrier:	

Customer Info:

Last:		First:	Middle:		Home:	Work:						
LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot.
1	#	MJ			0.00	98	Z7902	0.0	0.0	0.00	84.00	84.00
Tech:		Auth Code: G		Authorizer: 0090		Veh.Damage:						

Comment:

R.O. Total = 84.0

BRANCH ADDRESS: ONE E WITE... FRESNO, CA 93705107 (559) 449-6152

SA 9:00 AM - 3:00 PM REF# 362747

RENTAL TYPE: DEALER/EMP SOURCE # 3F3731E I.D. # 115 RENTAL AGREEMENT NO. D

07/15/2008 12:00 PM

START CHARGES IF DIFFERENT

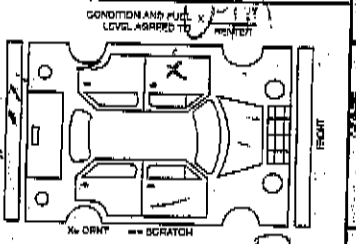
ORIGINAL VEHICLE

COLOR: GREEN LICENSE NO. 8B25054

MODEL: IMPREZA ECAR# 06765L3

MILE-AGE IN: 10697 OUT: 12514

EMPLOYEE #



OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

No Gasoline Refunds

DAMAGE WAIVER NOTICE: RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED.

RENTER: X-IM

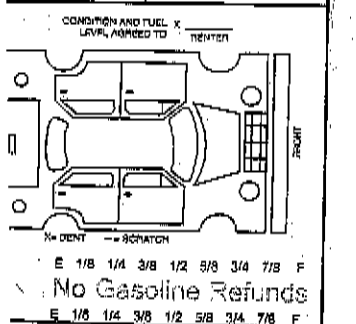
REPLACEMENT VEHICLE

OWNER REP: X DATE: 07/15/2008

EMPL # 676253

I WILL RETURN CAR BY:

DATE	TIME	DEPOSIT(S) AMOUNT	PAID BY
07/17/2008	5:00 PM	\$20.00	
			07/15/2008



OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

No Gasoline Refunds

RENTER: [REDACTED]

BILL TO: Y COMPANY: MICHAELS CHEVROLET**

ATTN: JEREMIAH PHONE: (559) 931-6000 EXT. [REDACTED]

REFERENCE NUMBER: NO 148372

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. NO OTHER DRIVERS PERMITTED.

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY RENTAL.

PERMITS THE FOLLOWING OPERATION:

RENTER DECLINES DAMAGE WAIVER (DW) RESPONSIBILITY (PARAGRAPH 18).

RENTER ACCEPTS DW.

RENTER DECLINES ACCIDENT INSURANCE (PAI).

RENTER ACCEPTS PAI.

RENTER DECLINES MENTAL LIABILITY PROTECTION (SLP) (PARAGRAPH 17).

RENTER ACCEPTS SLP.

AGREEMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.

RENTER: X

ADDITIONAL INFORMATION

14837 | 1507200

246 | 103

VEHICLE #10.50/HOUR

84.00

\$0.23/MILE CHARGE ABOVE 150/DAY

07/WEEK

07/MONTH

\$7.30/DAY

\$9.00/DAY

\$11.79/DAY

FUEL CHARGE \$6.35/GALLON

SALES TAX 7.975%

6.70

84.00

70.70

TOTAL CHARGES

DEPOSITS 50.00

REFUNDS 50.00

AMOUNT DUE 70.70

CLOSED BY: [Signature]

PAID BY: CASH CHECK CHARGE

RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED BY

MICHAEL
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 FRESNO, CALIFORNIA 93710
 B.A.R. #AK-120472
 E.P.A. #CAD981440811

MICHAEL AUTOMOTIVE CENTER

PHONE: (559) 431-6000
 www.michaelauto.com

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VOLKSWAGEN • AUDI
 50 W. BULLARD AVE.
 FRESNO, CALIFORNIA 937
 B.A.R. #AK-156379
 E.P.A. #CAD982461113

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
61CVZPLP 12CVZ 08CVZ	PREMIUM LUBE PLUS 5,000 MILE SVC'S DIFFERENTIAL SERVICE	MI MI MI		61CVZHLOF 61CVZ	OIL CHANGE PLUS-HUM LUBE OIL FILTER	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/17/08		444	588	1369	W	31CVZ	*FUEL INJ
07/15/08		440	588	1369	W	19CVZ	*ELECTRICAL
				1369	W	19CVZ01	ELECTRICAL
04/29/08		6	258	817	I	51CVZPAINT	PAINT SHIELD
04/29/08		6	258	817	I	51CVZ	PDI
				817	I	52CVZ	DETAIL

SALESPERSON NO. 1521 KADZHIC KESABLYAN **S E R V I C E** STATE REG# AK-120472

We Accept:	VEHICLE ID NO 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	STOCK NO 90820	LIEN/LEASE NO	R.O. NO
		CUSTOMER NO	SERVICE CONTRACT MPP	DELIVERY DATE 07/05/08	DELIVERY MILES 10	SELLING DEALER NO 06230
	FRESNO, CA	COLOR BLK GRANITE MET/E	CONTRACT NO. 261229	EXPIRATION DATE 07/05/14	EXPIRATION MILES 75,000	TAG NO. AB
		TURBO	MISC CVZZ	AIR COND.	P.S.	TRANS
				MILEAGE 444	ADVISOR NO 611	ADVISOR DOUG HAMPTON
APPOINTMENT	TIME RECEIVED 03:57pm	DATE/TIME PROMISED 07/30/08 06:00pm	PRIORITY 5	I hereby authorize the repair work shown in this repair order to be done and the necessary materials to be used, and I agree to pay such charges for such work. I understand any costs quoted hereafter is an estimate only. You and your employees may operate the vehicle for purposes of testing, inspection, or delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ADDITIONAL CHARGES, I AGREE TO PAY REASONABLE ATTORNEY'S FEES. I further agree to the COPY OF THIS WORK ORDER.		
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CELL: _____	X _____				

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS 18.00	LABOR 0.00	TOTAL 18.00	DATE	TIME	PHONE # OR IN PERSON
X							
1	C 45CVZ	MISC	MU 08	27903	2004	08/21/08	SA.00 0000
	RENTAL LEFT OFF REFERENCE TO WARRANTY RO 148372						
	REASON	/ IF SUBLET					
	DATE	TIME	PHONE # OR IN PERSON	ADDITIONAL AMOUNT	REVISED TOTAL		
	AUTHORIZED BY	/ IF SUBLET					
	REASON	/ IF SUBLET					
	DATE	TIME	PHONE # OR IN PERSON	ADDITIONAL AMOUNT	REVISED TOTAL		
	AUTHORIZED BY	/ IF SUBLET					
	REASON	/ IF SUBLET					
QC CHECK							
Date: _____ Time: _____							
Mileage Out: _____ Mileage In: _____							
QC Notes:							
Signature _____							

Reminds and Reminds: EPA#11002E, C02E050-0, 005 261

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PHONE: (559) 431-6000
 www.michaelauto.com

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 50 W. BULLARD AVE.
 FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
 E.P.A. #CAD981440811

**THANK YOU FOR BRINGING
 YOUR VEHICLE TO
 MICHAEL AUTOMOTIVE CENTER**

B.A.R. #AK-156379
 E.P.A. #CAD982461113

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DOUG HAMPTON	TAB NO. 611 AB1	INVOICE DATE 08/12/08	INVOICE NO. [REDACTED]
[REDACTED]	LICENSE NO.	MILEAGE 444	COLOR BLK GRANITE	STOCK NO. 90820
[REDACTED]	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE 07/05/08	DELIVERY MILES 10
FRESNO, CA [REDACTED]	VEHICLE I.D. NO. 1G1ZH57B08F [REDACTED]		SELLING DEALER NO. 06230	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 08/12/08	
COMMENTS				

LABOR # 1 45CVZ MISC HOURS 0.30 (TECHS) 158 28.87

FREIGHT REIMBURSEMENT CLAIM FOR BCM REQUESTED BY WPC
 REFERENCE TO WARRANTY RO 148939

TOTAL - LABOR 28.87
 R/O TAX 0.00
 R/O TOTALS 28.87

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	28.87
CLAIM TOTALS	28.87

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.746
 08/12/2008

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 152540 08/12/2008 1G1ZH57B08F 3 06230 444 XXX-XX-4363

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	F	MD				00	77200	3			28.87
LN-TOT: 28.87 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												

R.O. TOTAL: 28.87

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 MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM

(559) 431-6000

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NOTICE TO CUSTOMERS:

Our usual charges for labor are not based on actual mechanic time, but are simply our price for particular jobs. For certain specific work, we may elect to charge for actual mechanics time. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

MICHAEL COLLISION

"Home of the invisible repair"

Call us at (559) 431-6002

Located at 50 W. Bullard
 behind our Toyota/VW store



USED OIL
 COLLECTION
 CENTER

HAZARDOUS WASTE NOTICE:

We make a separate charge for the storage & disposal of toxic wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these waste.

Renault and Renault EQUIPMENT ACCESSORY (SNE)

NOTICE TO CONSUMERS PLEASE READ IMPORTANT INFORMATION ON BACK.

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 E.P.A. #CAD982461113

Product is extended to 60 days after they return this product for a 0 extension does not affect it

Original Equipment Manufacturer

CELL: [REDACTED]

OWNER NO.	[REDACTED]	ADVISOR	DOUG HAMPTON	611	TAG NO.	AB1	INVOICE DATE	08/12/08	
		LICENSE NO.			MILEAGE	444	COLOR	BLK GRANITE	
		YEAR / MAKE / MODEL	08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE	07/05/08	DELIVERY MILES	10
RESNO, CA		VEHICLE I.D. NO.	1 G 1 Z H 5 7 B 0 8 F			SELLING DEALER NO.	06230	PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	08/12/08	
		COMMENTS							

OR 1 45CVZ MISC TECH(S): 158 WARRANTY
 FREIGHT REIMBURSEMENT CLAIM FOR BCM REQUESTED BY WPC
 REFERENCE TO WARRANTY RO 148939

TOTAL - LABOR 0.00

OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL MECHANIC TIME. YOU WILL BE CHARGED NO MORE THAN THE ESTIMATED PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFFERENT OR ADDITIONAL REPAIRS ARE INDICATED YOU WILL BE CONTACTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE. MICHAEL AUTOMOTIVE CENTER APPRECIATES YOUR BUSINESS! IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CALL YOUR SERVICE ADVISOR AT 559-431-6000. "THANK YOU"

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

ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE *

[REDACTED]
 CUSTOMER SIGNATURE

For Your Convenience
 Our Service Department Hours
 MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM
(559) 431-6000

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MICHAEL COLLISION
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 Located at 50 W. Bullard
 behind our Toyota/VW store



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 E.P.A. #CAD982461113

OK
Bo

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
61CVZPLP 12CVZ 08CVZ	PREMIUM LUBE PLUS 5,000 MILE SVC'S DIFFERENTIAL SERVICE	MI MI MI		61CVZHLOF 61CVZ	OIL CHANGE PLUS-HUM LUBE OIL FILTER	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/30/08		444	611	158	C	45CVZ	MISC
07/28/08		445	258	566	I	51CVZWASH	WASH AND VAC
07/17/08		444	588	1369	W	31CVZ	*FUEL (N)
07/15/08		440	588	1369	W	19CVZ	*ELECTRICAL
				1369	W	19CVZ01	ELECTRICAL
04/29/08		6	258	817	I	51CVZPAINT	PAINT SHIELD

7/17/08

SALESPERSON NO. 1521 KADZHIK KESABLYAN **S E R V I C E** STATE REG# AK-120472

We Accept:		VEHICLE ID NO. 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE	STOCK NO. 90820	LICENSE NO.	
<input checked="" type="checkbox"/> VISA	<input checked="" type="checkbox"/> MasterCard	CUSTOMER SERVICE CONTRACT MPP		DELIVERY DATE 07/05/08	DELIVERY MILES 10	SELLING DEALER NO. 06230	REG. DATE 08/12/08
<input checked="" type="checkbox"/> DISCOVER		COLOR BLK GRANITE MET/E		CONTRACT NO. 261229	EXPIRATION DATE 07/05/14	EXPIRATION MILES 75,000	TAG NO. AB1
APPOINTMENT		FRESNO, CA	TURBO	M/M/G	AIR COND.	P. S.	TRANS
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		TIME RECEIVED 08:50am	DATE/TIME PROMISED 08/12/08 06:00pm	PRIORITY 5	MILEAGE 444	ADVISOR NO. 611	ADVISOR DOUG HAMPTON

I hereby authorize the repair work shown in this repair order to be done and the necessary materials to be used, and I agree to pay your charges for such work. I understand any costs quoted heretofore is an estimate only. You and your employees may operate the vehicle for purposes of testing, inspection, or delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle not more than 48 hours after notification that repairs are completed. I AGREE THAT YOU HAVE AN EXPRESS WRITEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR PART PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO BE TAKEN REASONABLE ATTORNEY'S FEES. I further agree to the COPY OF THIS WORK ORDER.

JOBS	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL	DATE	TIME	PHONE # OR IN PERSON
X							
1	W * 45CVZ	MISC					
	FREIGHT REIMBURSEMENT CLAIM FOR BCM REQUESTED BY WPC						
	REFERRENCE TO WARRANTY RO 148939						
	F Md 00 27200 3						
	\$28.87						

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL
REASON		✓ IF BULLET
DATE	TIME	PHONE # OR IN PERSON
AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL
REASON		✓ IF BULLET
DATE	TIME	PHONE # OR IN PERSON
AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL
REASON		✓ IF BULLET

QC CHECK
 Date: _____ Time: _____
 Mileage Out: _____ Mileage In: _____
 QC Notes:
 Signature _____

Remedix and Regalida 89477703E DC032283 0 05082

Reports Mailbox

GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 06230-CLAIM MEMO 923
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
821706114	N4800	071708	[REDACTED]	1G1ZM57B08F [REDACTED]

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1. COPY

CUSTOMER NO.	ADVISOR JOHN C NIKITIN	258	TAG NO. 0820	INVOICE DATE 05/01/08
MICHAEL CADILLAC INC. 50 W BULLARD P O BOX 5419 FRESNO, CA 93755-5419	LICENSE NO.	MILEAGE 6	COLOR BLK GRANITE	STOCK NO. 90820
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1G1ZH57B08F	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/29/08	
RESIDENCE PHONE 559-431-6000	BUSINESS PHONE 559-431-6000	COMMENTS		

LABOR	DESCRIPTION	CONTROL NO.	AMOUNT
# 1 51CVZ	PDI		125.10
# 2 52CVZ	DETAIL		125.10
TOTAL - LABOR			125.10
MISC	DESCRIPTION	CONTROL NO.	AMOUNT
JOB # 1	31 WARRANTY DEDUCT CD CR (W)	A61229	-125.10
TOTAL - MISC			-125.10
TOTALS			
CONTROL#	ACCOUNT NUMBER	AMOUNT..	
90820			
TOTAL LABOR....			125.10
TOTAL PARTS....			0.00
TOTAL SUBLET....			0.00
TOTAL G.O.G....			0.00
TOTAL MISC.CHG.			0.00
TOTAL MISC.DISC			-125.10
TOTAL TAX.....			0.00
TOTAL INVOICE \$			0.00

For Your Convenience
 Our Service Department Hours
 MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM

(559) 431-6000

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Located at 50 W. Bullard
 behind our Toyota/VW store



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CHEVROLET 2008 Malibu Classic Pre-Delivery Inspection Form

Vehicle Identification Number

Dealer/BAC Code

1G1Z457B08F [redacted]

06200

Stock # 90820 Repair Order #

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

Leave door edge protection and other shipping/storage materials on until customer delivery

Adjust tires to pressures specified on the Certification Tire Pressure Label. Record adjusted results.

Temperature: 70 °F/°C

Tires: LF 35 RF 35 LR 35 RR 35

Install loose shipped parts and all accessories (torque as needed)

Interior:

Power mirrors (if equipped)

Seats, all: Check material, operation and that removable seats are properly secured

Seat belts, all: material, operation, routing and latches

Displays, gauges, interior and exterior lights

Exterior:

Doors, locks, all keys/fobs and keyless entry system

Check child safety door/window locks are in normal (unlocked) position (if equipped)

Fit/function removable top/panel, convertible top (if equipped)

Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches (if equipped)

Under Hood:

Remote hood release, latch and hood safety latch

Check battery state of charge and record voltage. Charge battery if below 12.6 volts

VOLTAGE 12.60

Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts

Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection

Fluid levels: Add as required

Under Vehicle:

Visually inspect underbody; check all fluid systems for leaks

Brake/fuel lines secured in clips

Road Test:

ODOMETER:

Before 1 After 3

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

Drive on a legal roadway with road conditions permitting. Evaluate the following:

Remote start (if equipped)

Engine Performance: Cold start, idle quality

Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger

Electronic compass for function. Set to correct zone and calibrate (if equipped)

Regular and steering wheel controls for radio, cassette, CD, MP3, XM, and NAV (if equipped)

Steering wheel - center position

Steering for leads, pulls, vibration at idle, vibration while driving

Wipers, delay, RainSense and washers (front and rear)

Brakes for noise, pulls, vibration or shudder at both high and low speeds

Unusual wind noise

Unusual noise/vibration/squeak/rattle

Cruise/adaptive cruise (if equipped)

Verify OnStar function indicator light is green (if equipped)

Transfer case operation, all ranges (if equipped)

Transmission shifter, clutch, noise, shift smoothness

Engine performance: Hot start, idle quality

Check for MIL, SES, SVS, and any warning lights

Special Inspection Items

No items at this time

Final Inspection & Preparation:

Perform just prior to delivery.

Interior: Remove protective coverings.

Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim

Install floor mats (if equipped)

Check heated/cooled seats/steering wheel (if equipped)

Insert NAV map disc and set to correct region (if equipped)

Thorough exterior wash and dry; check for water leaks

Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.

Reset fuel economy readings

Set clock/calendar to local time

Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent

Thoroughly clean all glass surfaces, use plain water on interior glass

Recheck tire pressures and battery state of charge

Check GM Vehicle Information System (VIS) for required field actions (open recall campaigns, service update bulletins, systems software updates)

Certification: I certify that this Pre-Delivery Inspection has been completed by:

817
Technician (Print Name)

[Signature]
Service Manager (Signature)

5/2/08
Date

MICHAEL AUTOMOTIVE CENTER

MICHAEL
CHEVROLET • CADILLAC • HUMMER • SAAB
5737 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
www.michaelautomotive.com

MICHAEL
TOYOTA • PORSCHE • VOLKSWAGEN • AUDI
50 W. BULLARD AVE
FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
E.P.A. #CA0881440811

B.A.R. #AK-126378
E.P.A. #CA0882461113



RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

P D I

STATE REG# AK-120472

We Accept: 	VEHICLE I.D. NO. 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 90820	STOCK NO. 90820	LICENSE NO. [REDACTED]
	MICHAEL CADILLAC INC. 50 W BULLARD P O BOX 5419 FRESNO, CA 93755-5419		CUSTOMER NO. 100	SERVICE CONTRACT	DELIVERY DATE
	RESIDENCE PHONE 559-431-6000		BUSINESS PHONE 559-431-6000		DELIVERY MILES
	TIME RECEIVED 03:32pm	DATE/TIME PROMISED 04/29/08	PRIORITY 5	Selling Dealer No. 04/29/08	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		I hereby authorize the repair work shown in this repair order to be done and the necessary materials to be used, and I agree to pay your charges for such work. I understand any costs quoted heretofore is an estimate only. You and your employees may operate the vehicle for purposes of testing, inspection, or delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL, IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUM DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY'S FEES. I further agree to the			

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X				
1	I 51CVZ	PDI 12		
2	I 52CVZ	DETAIL 10		

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
				\$
				\$
				\$
				\$

MICHAEL COLLISION
"Home of the invisible repair"

Call us at (559) 431-6002

Located at 50 W. Bullard
behind our Toyota/VW store

For Your Convenience
Our Service Department Hours
MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM
Please arrange to pick-up your
vehicle prior to 5:30 PM.
(559) 431-6000

THANK YOU FOR BRINGING
YOUR VEHICLE TO
MICHAEL AUTOMOTIVE
CENTER



USED OIL
COLLECTION
CENTER

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
E.P.A. #CAD981440811

B.A.R. #AK-158375
E.P.A. #CAD98P461115



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
61CVZPLP 12CVZ 08CVZ	PREMIUM LUBE PLUS 5,000 MILE SVC'S DIFFERENTIAL SERVICE	MI MI MI		61CVZHLOF 61CVZ	OIL CHANGE PLUS-HUM LUBE OIL FILTER	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/15/08		440	588	1369	W	19CVZ	*ELECTRICAL
04/29/08		6	258	1369	W	19CVZ01	ELECTRICAL
04/29/08		6	258	817		51CVZPAINT	PAINT SHIELD
				817		51CVZ	POI
				817		52CVZ	DETAIL

SALESPERSON NO. 1521 KADZHUK KESABLYAN SERVICE STATE REG# AK-120472

We Accept:		VEHICLE I.D. NO. 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 90820	STOCK NO. 90820	LICENSE NO.	R.O. NO.
		CUSTOMER NO. 125880		SERVICE CONTRACT MPP	DELIVERY DATE 07/05/08	DELIVERY MILES 10	SELLING DEALER NO. 06230
		COLOR BLK GRANITE MET/E		CONTRACT NO. 261229	EXPIRATION DATE 07/05/14	EXPIRATION MILES 75,000	TAG NO. 0820
		TURBO	M/MC	AIR COND.	P. S.	TRANS.	MILEAGE 445
							ADVISOR NO. 258
							ADVISOR JOHN C NIKITIN
		TIME RECEIVED 11:25am	DATE/TIME PROMISED 07/28/08 06:00pm	PRIORITY 5	I hereby authorize the repair work shown in this repair order to be done and the necessary amounts to be used, and I agree to pay your charges for each week. I understand any costs quoted heretofore is an estimate only. You and your employees may use the vehicle for purposes of testing, inspection, or delivery at my use. You will not be responsible for loss or damage to vehicle or trailer left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification this repair is completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DES. TUBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING TUBING FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY'S FEES. I further agree to the additional terms and information on the reverse hereof.		
		APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER. <input checked="" type="checkbox"/>			
		CELL: [REDACTED]					

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X			
1	* 51CVZWASH	WASH AND VAC	

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$
DATE				ADDITIONAL AMOUNT
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$
DATE				ADDITIONAL AMOUNT
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$

MICHAEL COLLISION
"Home of the invisible repair"
 Call us at (559) 431-6002
 Located at 50 W. Bullard
 behind our Toyota/VW store

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 Our Service Department Hours
 MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM
 Please arrange to pick-up your
 vehicle prior to 5:30 PM.
 (559) 431-6000

THANK YOU FOR BRINGING
 YOUR VEHICLE TO
 MICHAEL AUTOMOTIVE
 CENTER

USED OIL
 COLLECTION
 CENTER

150311

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NAME (PRINT)	TIME	OFF
445	10	[REDACTED]		ON
		72620		



PREMIER GAP

ADDENDUM NUMBER

GUARANTEED AUTO PROTECTION (GAP) DEBT WAIVER ADDENDUM



DEBTOR LAST NAME		FIRST NAME		MIDDLE INITIAL	
STREET ADDRESS		CITY	STATE	ZIP	
		FRESNO	CA		
DEALER/SELLER NAME					
MICHAEL AUTOMOTIVE CENTER					
DEALER/SELLER STREET ADDRESS		CITY	STATE	ZIP	
PO BOX 5419		FRESNO	CA	93753-5419	
VEHICLE YEAR	VEHICLE MAKE	VEHICLE MODEL	VEHICLE MILEAGE	VEHICLE IDENTIFICATION NUMBER	
008	CHEVROLET	TRAILBLAZER	10	G17H57R02F	
LIENHOLDER/LESSOR NAME					
Operation Engineers					
LIENHOLDER/LESSOR STREET ADDRESS		CITY	STATE	ZIP	
PO BOX 5073		Livermore	CA	94551	
INSTALLMENT SALE/LOAN/LEASE CONTRACT START DATE	INSTALLMENT SALE/LOAN/LEASE CONTRACT TERM MONTHS	AMOUNT FINANCED/CAP COST	GAP ADDENDUM PRICE		
07/05/2008	84	27060.83	595.00		

THIS ADDENDUM IS A DEBT WAIVER AND IS SUBJECT TO THE ORIGINAL GAP CONTRACT AND THE ORIGINAL SALES/LOAN/LEASE CONTRACT. THIS ADDENDUM IS A DEBT WAIVER AND IS SUBJECT TO THE ORIGINAL GAP CONTRACT AND THE ORIGINAL SALES/LOAN/LEASE CONTRACT. THIS ADDENDUM IS A DEBT WAIVER AND IS SUBJECT TO THE ORIGINAL GAP CONTRACT AND THE ORIGINAL SALES/LOAN/LEASE CONTRACT.

THE UNDERSIGNED DEBTOR HAS READ AND UNDERSTANDS THE TERMS, LIMITATIONS AND CONDITIONS OF THIS ADDENDUM, AND HEREBY AGREES TO SAME. THE EXECUTION OF THIS ADDENDUM IS VOLUNTARY AND IS NOT REQUIRED BY THE LIENHOLDER/LESSOR TO OBTAIN CREDIT. THE DEBTOR MAY CANCEL THIS ADDENDUM AT ANY POINT DURING THE ORIGINAL TERM OF AN INSTALLMENT SALE/LOAN/LEASE CONTRACT. A CANCELLATION REQUESTED WITHIN THIRTY (30) DAYS OF PURCHASE IS ELIGIBLE FOR A FULL REFUND. A CANCELLATION REQUEST RECEIVED AFTER THIRTY (30) DAYS OF PURCHASE WILL BE REFUNDED BY THE PRO RATA METHOD. GAP IS NOT A SUBSTITUTE FOR COLLISION OR PROPERTY DAMAGE INSURANCE. THE DEBTOR MAY OBTAIN GAP PROTECTION FROM AN ALTERNATIVE SOURCE.

Dealer/Seller
MICHAEL AUTOMOTIVE CENTER
By
Date



MECHANICAL PROTECTION PLAN EXECUTIVE VEHICLE SERVICE AGREEMENT APPLICATION

Adminstrated by MPP CO., INC., In Florida by Old United Casualty Company #03041

APPLICATION NUMBER

CUSTOMER

LAST NAME	FIRST	MI.
[REDACTED]		
MAILING ADDRESS (INCLUDE APT#)		
[REDACTED]		
CITY	STATE	ZIP
FRESNO CA		
AREA CODE AND TELEPHONE NUMBER		
[REDACTED]		

VEHICLE DESCRIPTION

YEAR	MAKE	MODEL	
2008	CHEVROLET	MALIBU	
VEHICLE IDENTIFICATION NUMBER (Must be 17 Digits)			
1G1ZH57808F [REDACTED]			
4WD	TURBOCHARGER	CURRENT ODOMETER	VEHICLE PURCHASE PRICE
<input type="checkbox"/>	<input type="checkbox"/>	10	22830.00
VEHICLE IN SERVICE DATE		VEHICLE PURCHASE DATE	
07/05/2008		07/05/2008	

DEALER

DEALER NAME	DEALER NUMBER	
MICHAEL AUTOMOTIVE CENTER		
MAILING ADDRESS		
PO BOX 5419		
CITY	STATE	ZIP
FRESNO CA		93755-5419
AREA CODE AND TELEPHONE NUMBER		
559 431-6000		

LIENHOLDER/LESSOR

LIENHOLDER/LESSOR NAME		
Operating Engineers		
MAILING ADDRESS		
PO BOX 5073		
CITY	STATE	ZIP
Livermore Ca		94551

AGREEMENT

SURCHARGES: BUSINESS USE

NEW EXECUTIVE PREMIER				PLAN PURCHASE PRICE
<input type="checkbox"/> 36 Months/90,000 Miles on the odometer	<input type="checkbox"/> 48 Months/100,000 Miles on the odometer	<input checked="" type="checkbox"/> 72 Months/75,000 Miles on the odometer	<input type="checkbox"/> Deductible Option	Executive Premier Price \$ 1495.00
<input type="checkbox"/> 36 Months /75,000 Miles on the odometer	<input type="checkbox"/> 60 Months/50,000 Miles on the odometer	<input type="checkbox"/> 72 Months/100,000 Miles on the odometer	<input checked="" type="checkbox"/> \$100.00	Sales Tax \$ N/A
<input type="checkbox"/> 36 Months/100,000 Miles on the odometer	<input type="checkbox"/> 60 Months/75,000 Miles on the odometer	<input type="checkbox"/> 84 Months/75,000 Miles on the odometer	<input type="checkbox"/> \$50.00	Total Price \$ 1495.00
<input type="checkbox"/> 48 Months/60,000 Miles on the odometer	<input type="checkbox"/> 60 Months /100,000 Miles on the odometer	<input type="checkbox"/> 84 Months/100,000 Miles on the odometer	<input type="checkbox"/> \$0.00	
<input type="checkbox"/> 48 Months/75,000 Miles on the odometer	<input type="checkbox"/> 72 Months/60,000 Miles on the odometer		<input type="checkbox"/> Disappearing \$100.00	
NEW EXECUTIVE PREMIER PLUS				PLAN PURCHASE PRICE
<input type="checkbox"/> 12 Months/15,000 Miles on the odometer	<input type="checkbox"/> 36 Months/45,000 Miles on the odometer	<input type="checkbox"/> 48 Months/48,000 Miles on the odometer	ALL EXECUTIVE PREMIER PLUS PLANS COME WITH A ZERO DEDUCTIBLE	Executive Premier Plus Price \$ N/A
<input type="checkbox"/> 24 Months/30,000 Miles on the odometer	<input type="checkbox"/> 48 Months/60,000 Miles on the odometer	<input type="checkbox"/> 60 Months/60,000 Miles on the odometer		Sales Tax \$ N/A
				Total Price \$ N/A
EXECUTIVE CERTIFIED PRE-OWNED WRAP (Must be purchased at the time of vehicle sale)				PLAN PURCHASE PRICE
Manufacturer's "Certified" Pre-Owned Vehicles. Attach copy of certification to qualify.				Executive Certified Wrap Price \$ N/A
<input type="checkbox"/> 60 Months/75,000 Miles on the odometer	<input type="checkbox"/> 72 Months/75,000 Miles on the odometer	<input type="checkbox"/> 84 Months/75,000 Miles on the odometer	<input type="checkbox"/> Disappearing \$100	Sales Tax \$ N/A
<input type="checkbox"/> 60 Months/100,000 Miles on the odometer	<input type="checkbox"/> 72 Months/100,000 Miles on the odometer	<input type="checkbox"/> 84 Months/100,000 Miles on the odometer	<input type="checkbox"/> \$ 50.00	Total Price \$ N/A
EXECUTIVE PRE-OWNED (Must be purchased at the time of vehicle sale)				PLAN PURCHASE PRICE
<input type="checkbox"/> 6 Months/6,000 Miles (Bronze Coverage Only)		<input type="checkbox"/> Premier Coverage Option	<input type="checkbox"/> Disappearing \$100.00	Executive Pre-Owned Price \$ N/A
<input type="checkbox"/> 12 Months/12,000 Miles	<input type="checkbox"/> 36 Months/36,000 Miles	<input type="checkbox"/> Bronze Coverage Option	<input type="checkbox"/> \$100.00	Sales Tax \$ N/A
<input type="checkbox"/> 24 Months/24,000 Miles	<input type="checkbox"/> 48 Months/48,000 Miles	<input type="checkbox"/> Silver Coverage Option	<input type="checkbox"/> \$ 50.00	Total Price \$ N/A
		<input type="checkbox"/> Gold Coverage Option	<input type="checkbox"/> \$ 25.00	

By signing this Application, I agree to and understand all terms and conditions. I understand that coverage is effective and expires as stated in the Agreement Plan selected above and described in the attached Vehicle Service Agreement Summary. I understand that this Application is subject to approval or rejection and, if approved, a Vehicle Service Agreement will be issued to me at the address above. This Application and the Vehicle Service Agreement make up components of the Plan Provisions. Please see State Specific Provisions for more details. The purchase of a Vehicle Service Agreement is not required in order to purchase, lease or obtain financing of a vehicle.

Customer Signature: [REDACTED] Date: 07/03/2008
 Dealer Signature: [REDACTED] Date: 07/03/2008

PRE-CONTRACT DISCLOSURE STATEMENT (Conditional Sale Contract)

[REDACTED]	
2008 CHEVROLET MALIBU	1G1ZK57R08E [REDACTED]
MICHAEL AUTOMOTIVE CENTER	07/05/2008

Optional Products and Services (Cal. Civil Code § 2982.2)	Price
Theft Deterrent Device <u>N/A</u>	\$ <u>N/A</u>
Theft Deterrent Device <u>N/A</u>	\$ <u>N/A</u>
Surface Protection Product <u>N/A</u>	\$ <u>N/A</u>
Surface Protection Product <u>N/A</u>	\$ <u>N/A</u>
Service Contract <u>72 MOS / 75000 MILES SERVICE CONT</u>	\$ <u>1495.00</u>
Service Contract <u>N/A</u>	\$ <u>N/A</u>
Debt Cancellation (GAP) Contract <u>NCC</u>	\$ <u>595.00</u>
Vehicle Contract Cancellation Option Agreement	\$ <u>N/A</u>
Insurance Product <u>N/A</u>	\$ <u>N/A</u>
Total:	\$ <u>2090.00</u>
Installment Payment EXCLUDING Listed Items:	\$ <u>350.81</u>
Installment Payment INCLUDING Listed Items:	\$ <u>390.79</u>

Both installment payments quoted in the box above include other amounts to be financed in the conditional sale contract, such as the price of the vehicle, government fees, taxes, and the following:

Document preparation fee (not a governmental fee)	\$ <u>55.00</u>
Smog fee paid to Seller	\$ <u>N/A</u>
Optional fee for seller to electronically register vehicle	\$ <u>28.00</u>
Prior credit or lease balance remaining on trade-in	\$ <u>N/A</u>
Other <u>N/A</u>	\$ <u>N/A</u>
Other <u>N/A</u>	\$ <u>N/A</u>

Payment terms are subject to financing approval. Financing terms and approval are not conditioned on the purchase of any of the above products and services. This document is not a purchase contract, purchase order, or binding commitment. See conditional sale contract for actual terms and conditions and important disclosures. The product descriptions above are for reference only; see product documentation (available from dealer before purchase) for terms, conditions, and limitations.

You acknowledge that you received a completely filled in copy of this disclosure document before signing a conditional sale to including the above charges in the conditional sale contract.

[REDACTED]


Co-Buyer's Signature

*Atty
Lammie*

TRANSFERS

DEPARTMENT: Chevy New
TYPE (Wheel, Seats, etc.): Custom Wheels
FROM STOCK # [REDACTED] TO STOCK # 91027
FOR \$ 1649.00
DATED: 7/7/2008

[Signature]
Manager's Signature

Ref. # [REDACTED]

232 / 1649.00 / 90820
232 / 1649.00 / 91027

JUL 10 2008

FORMER
TRANSFER
1014-1001

Blackstone Tire
4764 N Blackstone
Fresno, CA, 93726
Phone - 559-224-7414 Fax - 559-225-7048

INVOICE

Org. Est. # 022127
BAR # AK113077
EPA CAL

INVOICE

Print Date : 05/06/2008

MICHAELS

2008 Chevrolet - Malibu Classic LS

2.2L, In-Line 4, VIN (F)

Lic # : [REDACTED]

Odometer In : 25

Unit # :

Vin # :

Hat # :

Fresno, CA 93755-5419

Work 559-431-6000

Cust ID : 1578

Ref # : ST#90820

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
California Tire Tax				Tire Change	50.00
TT	4.00	1.75	7.00	Remove old tire from rim, put new tire on rim and install new stems. Balance tire and put on vehicle.	
NITTO NT555 245/35R20	4.00	168.00	672.00	Disposal of old tire.	
CRUIER ALLOY#905 20X9	4.00	305.00	1,220.00		
CREDIT FOR TIRES AND WHEELS CREDIT	1.00	-300.00	-300.00		

[Technicians : ASH , ED]

Org. Estimate \$1,649.00	Revisions \$0.00	Current Estimate \$ 1,649.00	Additional Cost	Revised Estimate	Labor: 50.00
					Parts: 1,599.00
					Sublet: 0.00

					Sub: 1,649.00
					Tax: 0.00
					Total: 1,649.00
					Bal Due: \$1,649.00

[Payments -]

I have hereby authorized the above repair work to be done along with the necessary material and have hereby granted you and/or your employees permission to operate the vehicle herein described on roads 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. Manufacturer warranty on parts and labor is six month or 6,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

MICHAEL CADILLAC, INC. ROS#

(559) 431-6000

www.michaelautomotive.com

DUE BILL

**MICHAEL
AUTOMOTIVE CENTER**
5737 N. BLACKSTONE • P.O. BOX 6419
FRESNO, CALIFORNIA 93755
B.A.R. REG. #AK-120472

**MICHAEL
AUTOMOTIVE CENTER**
50 W. BULLARD
FRESNO, CALIFORNIA 93704
B.A.R. #AK-156379

WORK PROMISED TO BE PERFORMED AT TIME OF SALE

NAME [REDACTED]		STOCK # [REDACTED]	DATE 07/05/08
WORK # [REDACTED]	[REDACTED]	DESCRIPTION OF CAR CHEVROLET MALIBU	VIN # 1G1ZH57E08F [REDACTED]
ADDRESS [REDACTED] FRESNO CA [REDACTED]		SALESMAN KADZHIK KESABLYAN	

PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED

		COST	RETAIL
1	REMOVE 20 INCH WHEELS FOR STOCK WHEELS	\$	\$
2		\$	\$
3		\$	\$
4		\$	\$
5		\$	\$

THE COST OF THE WORK ON THIS DUE BILL IS INCLUDED IN THE SELLING PRICE OF YOUR VEHICLE.

TOTAL		
--------------	--	--

Has anything been promised to you that does not appear on this due bill?

Yes

No

Customer [REDACTED]

Sales Manager **X** [Signature]

NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONAL WORK WILL BE CHARGED FOR IN ACCORDANCE WITH THE TYPE OF WARRANTY ISSUED AT TIME OF SALE, AND WILL BE CASH ON DELIVERY. ALL WORK MUST BE DONE IN OUR SHOP, OR SUBLET VEHICLE TO APPROPRIATE REPAIR FACILITY.

INITIAL _____

ATTENTION USED CAR BUYERS:

Thank you for your recent purchase of one of our fine used cars. As a matter of procedure, we thoroughly inspect all safety items and all major mechanical operations; however, to keep the selling price in line, there are small items that may not have been repaired. You must negotiate any of these items in the selling price of your vehicle.

As a way of showing our appreciation, we would like to present you with a 15% parts and labor discount that is good for any mechanical repairs (excludes Body Shop) at Michael Automotive Center that is good for 30 days from the date of your purchase contract.

Initials _____

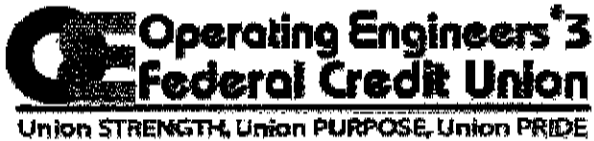
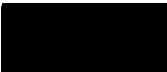
DUE TO INSURANCE REGULATIONS - NO LOANER CARS AVAILABLE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicles or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in 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. All parts are new unless otherwise specified.

Signed: Sales Mgr. _____

Signed: Customer _____

Estimate: \$ _____



250 North Canyons Parkway
P.O. Box 5073 Livermore, CA 94551
Phone 800-877-4444
FAX (925) 454-4005
www.oefcu.org

Date 8/15/2008

Member/Buyer:

Mailing Address:

[Redacted]
FRESNO, CA [Redacted]

Loan Funding Date: 8/14/2008

Collateral Year:2008

Collateral Make:CHEVROLET

Collateral Identification Number: 1G1ZH57B08F [Redacted]

Dear DMV Title Person,

This letter is in regards to the collateral listed above, which we are financing for the buyer. This collateral is to be titled in the name(s) listed above as member/buyer, **NO EXCEPTIONS.** We would like to confirm that Operating Engineers Federal Credit Union is being listed as the lien holder, with the following information:

Operating Engineers FCU
PO Box 5073
Livermore, CA 94551

For California Dealers, our Electronic Title Number is Q56

Please retain this information in the buyer's file for future reference. If you have any questions, the buyer is requesting that this collateral be titled in a name other than what is listed above, or the identification number listed above is not correct, please contact our DMV Department at 925-454-4000.

Thank you,

DMV Department

- First Mortgage Home Loans
- Home Equity Lines of Credit
- VISA Platinum & Debit Cards
- New & Used Car Loans
- New & Used Truck Loans
- New & Used Motorcycle Loans
- New & Used Watercraft Loans
- "Best Price" Car & Truck Locator
- Signature Loans
- Checking Accounts
- Share Certificates
- Roth IRA's
- Traditional IRA's
- Savings Accounts
- Telephone Banking
- Internet Banking
 - Online Bill Pay
 - Online Statements
 - Online VISA Statements

&THSDCS 30623004180456NACBLRACO7PRT

2008 MALIBU 1LT

58U BLACK GRANITE METALLIC /L4G

19B EBONY

ORDER NO. MRVTDN/TRE STOCK NO.

VIN 1G1 ZH57 80 8F

GENERAL MOTORS CORPORATION
& SUBSIDIARIES

RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE

*****5

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZM69 MALIBU 1LT	20930.00	19778.85	INVOICE 04/17/08
886 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 04/17/08
CFS SUNROOF, POWER TILT AND SLIDE	800.00	664.00	EXP 1/T 05/01/08
L25 ENGINE, 2.4L DOHC MFI	N/C	N/C	INT COM 05/01/08
M85 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 04/17/08
PDC POWER CONVENIENCE PACKAGE:	515.00	427.45	KEYS 60232 60232
*POWER 6-WAY DRIVER SEAT			WFP-S GTR OPT-1
*REMOTE START			BANK: J P MORGAN
*POWER ADJUSTABLE PEDALS			CHG-TD 06-230

90820

VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	SHIP WT: 3413
YF5 50-STATE EMISSIONS	N/C	N/C	MP: 19.3
58U BLACK GRANITE METALLIC	95.00	78.85	GMS: 21198.95
			SUPPLR: 22146.15
			FRM: 23140.00
			MEMO 974.50

TOTAL MODEL & OPTIONS	22490.00	21073.65	ACT 231	21048.95
DESTINATION CHARGE	650.00	650.00	H/B 261	674.70
DEALER IMR CONTRIBUTION		224.90	ADV 261	224.90
LMA GROUP CONTRIBUTION		224.90	EXP 65A	224.90

TOTAL	23140.00	22173.45	PAY 310	22173.45
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		21080.15		

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

STANDARD TIME (MINS)	FLAT RATE PRICE	ORDER NO.	TIME
	15	[REDACTED]	APR 29 16:27
	8.7	[REDACTED]	APR 29 16:27

90820 Anderson

2008 Chevrolet Malibu July Purchase
Instant Value Certificate

Effective Date: July 1, 2008

Certificate Number: [REDACTED]
Dealer BAC: 112127

Amount: \$250

Expiration Date: July 31, 2008

Valid only with original certificate on retail deliveries of any new and unused 2008 Model Year Chevrolet Malibu vehicles.

See Program Numbers: #08-31ABV, 08-32ACL, 08-33ACE, 08-34ABP, OR 08-35ACL for vehicle and delivery type eligibility.

The amount on the face of this certificate (\$250) applied to an eligible retail vehicle purchase or lease is over and above most other manufacturer incentives currently available at the time of purchase/lease.

Certificate is non-negotiable and not redeemable for cash. This certificate cannot be used in conjunction with employee, supplier or dealership employee sales.

New Vehicle Identification Number

Delivery Date

----- [REDACTED]

7/5/08

Dealership acknowledgment:

Dealership Name Michael Anderson

Dealer Code 08230

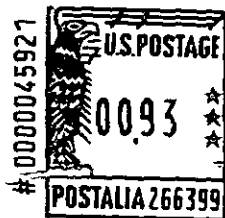
Dealer Signature [Signature] Date 7/5/08

For Dealer Use Only: For additional information contact the Dealer Business Center at 1-888-414-6322, prompt #1 or visit www.gmprograminfo.com and click on "2008 Chevrolet Malibu July Purchase Instant Value Certificate program".

~~CA~~ PCA

CONSUMER LEGAL SERVICES, P.C.

1950 Sawtelle Blvd., Ste. 245
Los Angeles, CA 90025



AUG 19 2008

GENERAL MOTORS CORPORATION
C/O MSX International
Attention: BRC Legal
MC336-104-000
1919 Concept Dr.
Warren, MI 48091-6013

4809136013 0037



M. NICHOLAS NITA
DAVID N. BARRY
JESSICA D. LEW
SANG J. PARK
RONALD J. BOLZ'
CHRISTOPHER M. LOVASZ**

STEVEN S. TOTH**

*Licensed in IL, IN, OH and WI only

**Licensed in MI and WI only

CONSUMER
LEGAL
SERVICES, P.C.

ATTORNEYS AND COUNSELORS

www.LemonAuto.com

1950 SAWTELLE BLVD., STE. 245
LOS ANGELES, CA 90025
(310) 477-1474
FAX: (310) 477-1424
E-MAIL: els@LemonAuto.com

August 14, 2008

GENERAL MOTORS CORPORATION
C/O MSX International
Attention: BRC Legal
MC336-104-000
1919 Concept Dr.
Warren, MI 48091-6013

Re: 2008 Chevrolet Malibu (VIN# 1G1ZH57B08F [REDACTED]

Dear Sir/Madam:

Please be advised that this law office, Consumer Legal Services, P.C., represents [REDACTED] regarding the purchase/lease of a 2008 Chevrolet Malibu. This firm will refrain from filing a lawsuit for 14 days in an effort to resolve this matter prior to litigation. In order to assist you in evaluating this matter, please see attached copies of [REDACTED] repair orders.

[REDACTED] has submitted the 2008 Chevrolet Malibu for vehicle defects on at least four (4) occasions, and/or at least two times for a safety defect, and/or it has been out of service for repair for 30 days or more. The limited written warranty provides that GENERAL MOTORS CORPORATION or its authorized dealerships, will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my client's position that GENERAL MOTORS CORPORATION's inability to repair this vehicle after four attempts, and/or its inability to repair this vehicle's safety defect after two attempts, and/or for the vehicle being out of service for repair for 30 days or more is a violation of both the Song-Beverly Warranty Act and the Consumer Legal Remedies Act. As such, [REDACTED] respectfully requests that GENERAL MOTORS CORPORATION repurchase the 2008 Chevrolet Malibu and pay his attorney fees and costs.

More specifically, please take notice that pursuant to California Civil Code §1782(a)(1) the above acts and omissions on your behalf violate California Civil Code §§1770(a)(2) Misrepresenting the source, sponsorship, approval, or certification of goods or services;(7) Representing that goods or services are of a particular standard, quality, or grade, or that goods are of a particular style or model, if they are of another; and (16) Representing that the subject of a transaction has been supplied in accordance with a previous representation when it has not.

August 14, 2008
GENERAL MOTORS CORPORATION
Re: 2008 Chevrolet Malibu
Page 2

Therefore, pursuant to California Civil Code §1782(a)(2) my client demands that you correct, repair, or otherwise rectify said violations of California Civil Code §1770 by repurchasing the vehicle. As stated above, this firm will refrain from filing a lawsuit for 14 days.

Please be further advised that all communication regarding this matter must be directed to my office.

This offer and all of its contents are for settlement purposes only.

Thank you for your time and attention. I look forward to hearing from you.

Very Truly Yours,

CONSUMER LEGAL SERVICES, P.C.

M. Nicholas Nita, Esq.

MNN:jt
Enclosures

Buyer Name and Address: _____
 Co-Buyer Name and Address (including County and Zip Code): _____
 Seller Name and Address: **MICHAEL AUTOMOTIVE CENTER**
PO BOX 5419
FRESNO CA 93755-5419

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 terms 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 in U.S. funds 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.

Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
2008	CHEVROLET MALIBU	10	1G1ZH57B08F	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

APRIL ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as an annual rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of <u>0.00</u>
5.65 %	\$ 5765.53(e)	\$ 27060.83	\$ 32826.36(e)	\$ 32826.36(e)

(e) means an estimate

PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
3	390.79	Monthly, Beginning 08/04/2008
3	N/A	Monthly, Beginning N/A
Final Payment:	390.79	DUE ON 07/04/2015

1. 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.
 2. If you pay off all your debt early, you may be charged a minimum finance charge.
 3. Interest: You are giving a security interest in the vehicle being purchased.
 4. Information: See this contract for more information including information about nonpayment, default, any required in full before the scheduled date, minimum finance charges, and security interest.

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. 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.

Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Mos.	\$ N/A
\$ N/A Ded. Collision	N/A Mos.	\$ N/A
Body Injury \$ N/A Limits	N/A Mos.	\$ N/A
Property Damage \$ N/A Limits	N/A Mos.	\$ N/A
Medical N/A	N/A Mos.	\$ N/A
	N/A Mos.	\$ N/A
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.

Co-Buyer N/A
 Seller X

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

Total Cash Price

Cash Price of Motor Vehicle and Accessories	\$ 22830.00 (A)
1. Cash Price Vehicle	\$ 22830.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	\$ N/A
Describe N/A	\$ N/A
Describe N/A	\$ N/A
Document Preparation Fee (not a governmental fee)	\$ 55.00 (B)
Smog Fee Paid to Seller	\$ N/A (C)
(Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (D)
(Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (E)
(Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (F)
(Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (G)
(Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (H)
Sales Tax (on taxable items in A through H)	\$ 1825.08 (I)
Optional DMV Electronic Filing Fee	\$ 28.00 (J)
Optional Service Contract (to whom paid) MPP	\$ 1495.00 (K)
Optional Service Contract (to whom paid) N/A	\$ N/A (L)
Optional Service Contract (to whom paid) N/A	\$ N/A (M)
Optional Service Contract (to whom paid) N/A	\$ N/A (N)
Optional Service Contract (to whom paid) N/A	\$ N/A (O)
Prior Credit or Lease Balance paid by Seller to Buyer	\$ N/A (P)
See downpayment and trade-in calculation	
Optional Gap Contract (to whom paid) JCC	\$ 595.00 (Q)
Optional Used Vehicle Contract Cancellation Option Agreement	\$ N/A (R)

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

Application for Optional Credit Insurance

Credit Life Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.		\$ N/A
Credit Disability	N/A Mos.		\$ N/A
Total Credit Insurance Premiums			\$ N/A (Q)

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

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 total 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 Estimated

Payments	390.79	Monthly, Beginning 08/04/2008
Payments	N/A	Monthly, Beginning N/A
Payment	390.79	DUE ON 07/04/2015

9. 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.
 10. If you pay off all your debt early, you may be charged a minimum finance charge.
 11. You are giving a security interest in the vehicle being purchased.
 Information: See this contract for more information including information about nonpayment, default, any required full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Cash Price	
Cash Price of Motor Vehicle and Accessories	\$ 22830.00 (A)
1. Cash Price Vehicle	\$ 22830.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	
Describe N/A	\$ N/A
Describe N/A	\$ N/A
Document Preparation Fee (not a governmental fee)	\$ 55.00 (B)
Smog Fee Paid to Seller	\$ N/A (C)
Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (D)
Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (E)
Optional) Theft Deterrent Device (to whom paid) N/A	\$ N/A (F)
Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (G)
Optional) Surface Protection Product (to whom paid) N/A	\$ N/A (H)
Sales Tax (on taxable items in A through H)	\$ 1825.08 (I)
Optional DMV Electronic Filing Fee	\$ 28.00 (J)
Optional) Service Contract (to whom paid) MPP	\$ 1495.00 (K)
Optional) Service Contract (to whom paid) N/A	\$ N/A (L)
Optional) Service Contract (to whom paid) N/A	\$ N/A (M)
Optional) Service Contract (to whom paid) N/A	\$ N/A (N)
Optional) Service Contract (to whom paid) N/A	\$ N/A (O)
Prior Credit or Lease Balance paid by Seller to N/A	\$ N/A (P)
(see downpayment and trade-in calculation)	
Optional) Gap Contract (to whom paid) VCC	\$ 595.00 (Q)
Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A (R)
Other (to whom paid) N/A	\$ N/A (S)
For N/A	\$ 26828.08 (1)
2. Amounts Paid to Public Officials	
License Fees ESTIMATED	\$ 149.00 (A)
Registration/Transfer/Titling Fees	\$ 75.00 (B)
California Tire Fees	\$ 8.75 (C)
Other N/A	\$ N/A (D)
3. Total Official Fees (A through D)	\$ 232.75 (2)
4. Amount Paid to Insurance Companies	
Total premiums from Statement of Insurance column a + b	\$ N/A (3)
Smog Certification or <input type="checkbox"/> Exemption Fee Paid to State	\$ N/A (4)
5. Total (1 through 4)	\$ 27060.83 (5)
6. Total Downpayment	
Agreed Trade-In Value Yr N/A Make N/A	\$ N/A (A)
Model N/A N/A Odom	
VIN N/A	
Less Prior Credit or Lease Balance	\$ N/A (B)
Net Trade-In (A less B) (indicate if a negative number)	\$ N/A (C)
Deferred Downpayment	\$ N/A (D)
Manufacturer's Rebate	\$ N/A (E)
Other N/A	\$ N/A (F)
Cash	\$ N/A (G)
7. Total Downpayment (C through G)	\$ N/A (6)
(negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)	\$ 27060.83 (7)
8. Amount Financed (5 less 6)	

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 of contract for details). You

Co-Buyer X N/A
 Seller X

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	\$	N/A
Credit Disability	N/A Mos.	\$	N/A
Total Credit Insurance Premiums		\$	N/A (D)

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

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 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" in your policy for details).** You want to buy the credit insurance.

Date	X N/A	N/A
Buyer Signature		Age
Date	N/A	N/A
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 charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 84 Mos. VCC
 Name of Gap Contract
 I want to
 Buyer S

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company MPP
 Term 72 Mos. or 75000 Miles
 1L Company N/A
 Term N/A Mos. or N/A Miles
 1M Company N/A

Amount Financed (5 less 6)

\$ 27050.83 (7)

SELLER ASSISTED LOAN
MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS INSTALLMENT SALE CONTRACT AND THE LOAN.

Kind of Loan From: N/A
Interest: N/A Finance Charge: N/A
Payable in: N/A Months of: N/A
This Loan is shown in Item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
 Name of autobroker receiving fee, if applicable:
N/A

1L Company N/A Term N/A Mos. or N/A Miles
1M Company N/A Term N/A Mos. or N/A Miles
1N Company N/A Term N/A Mos. or N/A Miles
1O Company N/A Term N/A Mos. or N/A Miles

BUYER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on this contract are unable to assign this contract to a financial institution will apply.
 N/A
Co-Buyer

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.
Buyer: [Redacted]
Co-Buyer Signs X

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

MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
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 SELLER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
IF YOU ARE UNSURE WHETHER YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
PLEASE READ THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
N/A

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 a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in Item 6B as "Prior Credit or Lease Balance," you must pay the excess on demand. If the payoff amount is less than the amount shown above in Item 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.
N/A Co-Buyer X N/A

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 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. If you have 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 Consumer Affairs, or any combination thereof.
If 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 you are not liable for any change.

Signature: [Redacted] Co-Buyer Signature X N/A

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.

THESE ARE NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
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 this contract, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does not require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain conditions. This law does not apply to the sale of a recreational vehicle, a motorcycle, or an antique vehicle.
[Redacted]

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 TAKE IT AND REVIEW IT, YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Signature: [Redacted] Date: 07/05/08 Co-Buyer Signature X N/A Date: N/A

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.
Signature X _____ Address _____

WARRANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement or compromise with the Buyer. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing, and waives notice of acceptance of this Guaranty; notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Signature X _____ Date _____ Guarantor X _____ Date _____
Address _____
MICHAEL AUTOMOTIVE CENTER 07/05/08
By X _____ Title _____

MICHAEL AUTOMOTIVE CENTER

MICHAEL
ROLET • CADILLAC • HUMMER • SAAB
 737 NORTH BLACKSTONE AVENUE
 FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
 www.michaelauto.com

MICHAEL
TOYOTA • PORSCHE • VOLKSWAGEN • AUC
 50 W. BULLARD AVE.
 FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
 E.P.A. #CAD981440811
COMMENDED SERVICES

**THANK YOU FOR BRINGING
 YOUR VEHICLE TO
 MICHAEL AUTOMOTIVE CENTER**

B.A.R. #AK-156379
 E.P.A. #CAD982481113

OPERATION	OPERATION DESCRIPTION	NO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	NO/MI	TOTAL
CVZPLP CVZ CVZ	PREMIUM LUBE PLUS 5,000 MILE SVC'S DIFFERENTIAL SERVICE	MI MI MI		61CVZHLOF 61CVZ	OIL CHANGE PLUS-HUM LUBE OIL FILTER	MI MI	

REPAIR HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
4/29/08		6	258	817	1	61CVZPAINT	PAINT SHIELD
4/29/08		6	258	817	1	61CVZ	PDI
				817	1	52CVZ	DETAIL

PERSON NO. 1521 KADZHUK KESABLYAN **S E R V I C E** STATE REG# AK-120472

VIN: 1G1ZH57B08P	YEAR/MAKE/MODEL: 08/CHEVROLET/MALIBU/4DR SDN-LT	PRODUCTION DATE: 07/05/08	STOCK NO: 90820	LICENSE NO: 06230	R.O. NO: 48372
CUSTOMER: [REDACTED]	SERVICE CONTRACT: MPP	DELIVERY DATE: 07/05/08	DELIVERY MILES: 10	SELLING DEALER NO: 06230	R.O. DATE: 07/15/08
ADDRESS: FRESNO, CA	COLOR: BLK GRANITE MET/E	CONTRACT NO: 261229	EXPIRATION DATE: 07/05/14	EXPIRATION MILES: 75,000	TAX NO: 4492
TURBO: CVZZ	AIR COND: []	TRANS: []	MILEAGE: 440	ADVISOR NO: 588	ADVISOR: JEREMIA NAVARRO

I hereby authorize the repair work shown in this repair order to be done and the necessary materials to be used, and I agree to pay your charges for such work. I understand any costs quoted hereafter to be an estimate only. You and your employees may operate the vehicle for the purpose of testing, inspection, or delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification that repairs are complete. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUCH DEBT, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY'S FEES. I further agree to the additional terms and information on the reverse hereof. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER.

AGREE TO THE INITIAL ESTIMATE GIVEN BY THE SERVICE ADVISOR

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

18CVZ01 ELECTRICAL
 CUSTOMER STATES THAT THE OUTSIDE TEMP. WILL NOT READ WRIGHT
 MOST OF THE TIME WILL NOT READ AT ALL.

18CVZ01 ELECTRICAL
 CUSTOMER STATES THAT ONE OF THE REMOTES WILL NOT WORK

For Your Convenience
Our Service Department Hours
MONDAY TO FRIDAY:
7:00 AM TO 5:30 PM
 Please arrange to pick-up your vehicle prior to 5:30 PM.
(559) 431-6000

NOTICE TO CUSTOMERS:
 Our usual charges for labor are not based on actual mechanic time, but are simply our price for particular jobs. For certain specific work, we may elect to charge for actual mechanic time. You will be charged no more than the estimated price approved by the customer. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

MICHAEL COLLISION
"Home of the invisible repair"
 Call us at (559) 431-6002

Located at 50 W. Bullard behind our Toyota/VW store

HAZARDOUS WASTE NOTICE:
 We make a separate charge for the storage & disposal of toxic wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these wastes.

UNION COLL. CENTER
 148372

PLEASE READ IMPORTANT INFORMATION ON BACK.
 CUSTOMER COPY

MICHAEL AUTOMOTIVE CENTER

MICHAEL
TOYOTA • CADILLAC • HUMMER • SAAB
37 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
www.michaelauto.com

**THANK YOU FOR BRINGING
YOUR VEHICLE TO
MICHAEL AUTOMOTIVE CENTER**

MICHAEL
TOYOTA • PORSCHE • VOLKSWAGEN • AUDI
50 W. BULLARD AVE.
FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
E.P.A. #CAD981440811

B.A.R. #AK-156979
E.P.A. #CAD882461113

CELL: [REDACTED]

DATE	07/17/08	TAB NO.	4492	588	JEREMIA NAVARRO
LABOR RATE		LICENSE NO.		MILEAGE	440
VEHICLE MAKE	08/CHEVROLET/MALIBU/4DR SDN LT	VEHICLE COLOR	BLK GRANITE	BOOK NO.	90820
VEHICLE ID NO.	1G12H57B08F	VEHICLE YEAR	07/05/08	DELIVERY MILES	10
P.T. E. NO.		P.O. NO.	07/15/08	DEALER NO.	06230
COMMENTS					

9072 ELECTRICAL
 CUSTOMER STATES THAT THE OUTSIDE TEMP. WILL NOT READ. MOST OF THE TIME WILL NOT READ AT ALL. CAUSE: VERIFIED CONCERN OUTSIDE TEMP. SENSOR READ 12 DEGREES THEN WENT TO 69 DEGREES THEN BLANK. PERFORMED SCAN TEST. BCM/BO156 SYSTEM. 05 OUTSIDE AIR TEMP. SENSOR CIRCUIT. SHORT TO BATTERY OR OPEN. RODAR C0766 SYSTEM. 08 RIGHT REAR LOW TIRE. TECH 2 READS UNDER HVAC DATA AT BCM FOR AMBIENT TEMP. VOLTAGE 5.0 VOLTS TESTED TERMINALS. ADJUSTED AND RETESTED WORKS AT THIS TIME. WILL HAVE SHIPPED MAIN RECHECK. FOLLOWED TESTING ON BCM/BO156. MUST REPLACE BCM. SUGGEST OWNER BRINGS BOTH REMOTES WHEN BCM GETS INSTALLED TO INSURE PROGRAMING. ORDERED PART.

For Your Convenience
 Our Service Department Hours
 MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM
(559) 431-6000
**WE APPRECIATE
 YOUR BUSINESS!**

9072 ELECTRICAL
 CUSTOMER STATES THAT ONE OF THE REMOTES WILL NOT WORK. CAUSE: REPROGRAM KEY FOB. BOTH WORK AT THIS TIME.

NOTICE TO CUSTOMERS:
 Our usual charges for labor are not based on actual mechanic time, but are simply our price for particular jobs. For certain specific work, we may elect to charge for actual mechanics time. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
		BCM 21560		0.00
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				
TOTAL LABOR				0.00
WARRANTY				
TOTAL PARTS				0.00

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SALES TAX	0.00
TOTAL SERVICE	0.00
TOTAL TIRE	0.00
TOTAL WASH/WAX	0.00
TOTAL FLUIDS	0.00
TOTAL DISC	0.00
TOTAL TIRE	0.00
TOTAL INVOICE	0.00

MICHAEL COLLISION
"Home of the invisible repairs"
 Call us at (559) 431-6002
 Located at 50 W. Bullard
 behind our Toyota/VW store

OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. FOR CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL MECHANIC TIME. YOU WILL BE CHARGED NO MORE THAN THE ESTIMATED PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFFERENT OR ADDITIONAL REPAIRS ARE INDICATED, YOU WILL BE CONTACTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE.
 ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.
 AUTOMOTIVE CENTER APPRECIATES YOUR BUSINESS! IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE CALL YOUR SERVICE DEPARTMENT AT 559-431-6000. THANK YOU!
 ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN [REDACTED]



HAZARDOUS WASTE NOTICE:
 We make a separate charge for the storage & disposal of toxic wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these wastes.
CE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

HAZARDOUS WASTE NOTICE:
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MICHAEL AUTOMOTIVE CENTER

MICHAEL
ROLET • CADILLAC • HUMMER • SAAB
 737 NORTH BLACKSTONE AVENUE
 FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
 www.michaelauto.com

MICHAEL
TOYOTA • PORSCHE • VOLKSWAGEN • AUDI
 50 W. BULLARD AVE.
 FRESNO, CALIFORNIA 93704

**THANK YOU FOR BRINGING
 YOUR VEHICLE TO
 MICHAEL AUTOMOTIVE CENTER**

B.A.R. #AK-120472
 E.P.A. #CAD961440811

B.A.R. #AK-156379
 E.P.A. #CAD982461113

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
CVZPLP CVZ CVZ	PREMIUM LUBE PLUS 5,000 MILE SVC'S DIFFERENTIAL SERVICE	MI MI MI		61CVZHLOF 61CVZ	OIL CHANGE PLUS-HUM LUBE OIL FILTER	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
8/29/08		6258	258	817		51CVZPAINT	PAINT SHIELD
8/29/08		6258	258	817		51CVZ 52CVZ	POI DETAIL

PERSON NO. 1521 KADZHUK KESABLYAN **S E R V I C E** STATE REG# AK-120472

VEHICLE ID NO. 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 07/05/08	STOCK NO. 90820	LICENSE NO.
CUSTOMER [REDACTED]	SERVICE CONTRACT MPP	DELIVERY DATE 07/05/08	DELIVERY MILES 10	SELLING DEALER NO. 06230
COLOR BLK GRANITE MET/E	CONTRACT NO. 261229	EXPIRATION DATE 07/05/14	EXPIRATION MILES 75,000	TAG NO. 3153
ADDRESS FRESNO, CA	TURBO CVZZ	MPG 444	ADVISOR NO. 588	ADVISOR JEREMIA NAVARRO
TIME RECEIVED 04:46pm	DATE/TIME PROMISED 07/18/08 06:00pm	PRIORITY	<small>I hereby authorize the repair work shown in this repair order to be done and the necessary materials to be used, and I agree to pay your charges for such work. I understand my only legal recourse is an arbitrator only. You and your employees may operate the vehicle for purposes of testing, inspection, or delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle left more than 48 hours after notification this repair is completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THIS DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR ON THIS REPAIR. IF I FAIL TO PAY SUCH CHARGES WITHIN 15 DAYS FROM FULL IN THE EVENT OF LEGAL ACTION TO ENFORCE MY OBLIGATION TO PAY, I HEREBY AGREE TO WAIVE MY RIGHTS TO A JUDICIAL HEARING AND TO WAIVE MY RIGHTS TO A JUDICIAL HEARING AND TO WAIVE MY RIGHTS TO A JUDICIAL HEARING AND TO WAIVE MY RIGHTS TO A JUDICIAL HEARING.</small>	
CELL: [REDACTED]				

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

REMARKS : 292+4313++CINDY

1 31CVZ *FUEL INJ
 STOMPER STATES: AFTER PICKING VEHICLE TODAY AFTER IN FOR
 MP PROBLEM AND TECH ORDERED BCM-CUSTOMER SAID SHE LEFT
 ALER AND DROVE TO FREEWAY AND THE TRACTION CONTROL
 IT CAME ON AND VEHICLE HAD NO POWER AND ACTED LIKE
 E PEDAL WOULD GO TO FLOOR BUT WOULD ONLY GO 2 MPH
 W IN-

For Your Convenience
Our Service Department Hours
MONDAY TO FRIDAY:
7:00 AM TO 5:30 PM
 Please arrange to pick-up your
 vehicle prior to 5:30 PM.
(559) 431-6000

NOTICE TO CUSTOMERS:
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 these wastes.



NOTICE TO CONSUMER- PLEASE READ IMPORTANT INFORMATION ON BACK.

OF 1 REPRINT # 1 CUSTOMER COPY

148939

MICHAEL AUTOMOTIVE CENTER

MICHAEL ROLET • CADILLAC • HUMMER • SAAB 737 NORTH BLACKSTONE AVENUE FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000 www.michaelauto.com

MICHAEL TOYOTA • PORSCHE • VOLKSWAGEN • AUDI 50 W. BULLARD AVE. FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472 E.P.A. #CAD981440811

THANK YOU FOR BRINGING YOUR VEHICLE TO MICHAEL AUTOMOTIVE CENTER

B.A.R. #AK-156379 E.P.A. #CAD982461113

CELL: [REDACTED]

Table with columns: ER NO., ADVISOR (JEREMIA NAVARRO), TAG NO. (588), INVOICE DATE (07/25/08), LABOR RATE, LICENSE NO., MILEAGE (444), COLOR (BLK GRANITE), YEAR/MAKE/MODEL (08/CHEVROLET/MALIBU/4DR SDN LT), DELIVERY DATE (07/05/08), DELIVERY MILES (10), VEHICLE ID NO. (1G1ZH57B08F), SELLING DEALER NO. (06230), F.T.E. NO., P.O. NO., P.O. DATE (07/17/08), COMMENTS.

CUSTOMER STATES: AFTER PICKING VEHICLE TODAY AFTER IN FOR TEMP PROBLEM AND TECH ORDERED BCM... CAUSE: PERFORMED SCAN TEST BCM CODE C0131... CORRECTION: REPROGRAMMED REMOTE START FUNCTION CASE#1453247

Table with columns: QTY, FP NUMBER, DESCRIPTION, UNIT PRICE, TOTAL LABOR, TOTAL PARTS, WARRANTY. Row 1: 1, 25940348, BCM 2,560, 0.00, 0.00, 0.00

7/25, J.N. SENT TO CASHIER... MICHAEL AUTOMOTIVE CENTER APPRECIATES YOUR BUSINESS... KNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ESTIMATED PRICE...

For Your Convenience. Our Service Department Hours MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM (559) 431-6000

WE APPRECIATE YOUR BUSINESS!

NOTICE TO CUSTOMERS: Our usual charges for labor are not based on actual mechanic time, but are simply our price for particular jobs...

MICHAEL COLLISION Home of the invisible repair! Call us at (559) 431-6002 Located at 50 W. Bullard behind our Toyota/VW store



HAZARDOUS WASTE NOTICE: We make a separate charge for the storage & disposal of toxic wastes...

ICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

61 WEST SHAW
LOVIS, CA 93612

hedrickschevy.com



SERVICE PHONE:
(559) 291-7730

SERVICE FAX:
(559) 291-9104

B.A.R.# AB-005287
E.P.A.# CAD981441785

REF NO.	ADVISOR CAROL PETROSIAN	TAG NO. 103 337	INVOICE DATE 08/04/08
	LICENSE NO.	MILEAGE 570	COLOR BLACK/
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU LT	DELIVERY DATE 07/05/08	STOCK NO.
	VEHICLE I.D. NO. 1G1ZH57B08F	SELLING DEALER NO. 06230	DELIVERY MILES
	F.T.E. NO.	R.G. NO.	PRODUCTION DATE
		R.O. DATE 07/28/08	REPRINT# 1
COMMENTS			MO: 570

TECH(S): 1011 WARRANTY
 CUST REPORTS OUTSIDE TEMP DOES NOT READ CORRECTLY WILL READ NOTHING OR -2 OR ICE -OR NOT THE RIGHT DEGREE CHECK AND ADVISE
 ROAD TESTED. SCANNED. CODE B0158 IN HISTORY. REPLACED AIR TEMP SENSOR. RETEST CODE B0158 STORED. CALL TECH LINE 10469803 OHM CHECK ALL CIRCUITS GOOD. REMOVED UNDERHOOD FUSE BLOCK FOUND TERMINAL B8 ON CONNECTOR X3 SPREAD. CLOSED TERMINAL AND REASSEMBLED. ROAD TESTED GOOD.

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	25775833	SENSOR 9.770 0Y CP		0.00
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

TECH(S): 953 WARRANTY
 CUST REPORTS TRACTION CONTROL, ESC LIGHT CAME ON AND HAD A LOSS OF POWER
 SCANNED IPC4883A BRAKE PEDAL DOES CLUNK WHEN RELEASED. CHECK BRAKES-FT PADS GOT VERY HOT.
 REPLACED FT BRAKE LININGS AND MACHINED ROTORS, REPLACED VACUUM BOOSTER. INSTALLED WASHERS ON BOOSTER STEPS. RELEARN BRAKE PRESSURE SENSOR. RETEST GOOD.

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
2	15808204	PAD KIT-5.017 2Y-CP		0.00
2	11518111	WASHER 8.929 0 CPOB		0.00
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

PO#	VEN#	INV#	INV. DATE	DESCRIPTION	WARRANTY
101207	30E2D7320	08/01/08	RENTAL		0.00
101228	121462	07/31/08	TOWING		0.00
TOTAL - SUBLET					0.00

CODE	DESCRIPTION	CONTROL NO	WARRANTY
77F	FREIGHT		0.00
77F	FREIGHT		0.00
TOTAL - MISC			0.00

WE WANT YOU COMPLETELY SATISFIED

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL OUR SERVICE MANAGER (559) 291-7730

FOR YOUR CONVENIENCE

SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

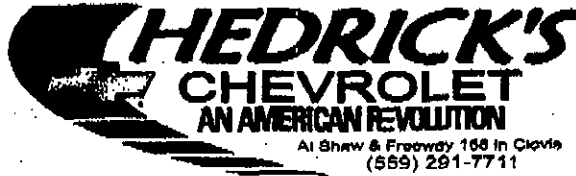
PARTS DEPARTMENT HOURS:
MONDAY THRU FRIDAY
8:00 A.M. TO 5:30 P.M.

WE ACCEPT

FREE SHUTTLE SERVICE WITHIN THE FRESNO-CLOVIS AREA

Thank You for bringing your vehicle to Hedrick's Chevrolet!

161 WEST SHAW
CLOVIS, CA 93612
www.hedrickschevy.com



SERVICE PHONE:
(559) 291-7730
SERVICE FAX:
(559) 291-9104
B.A.R.# AB-005287
E.P.A.# CAD981441785

ORDER NO.	CUSTOMER NAME CAROL PETROSIAN		103	TAG NO.	337	INVOICE DATE	08/04/08
ADDRESS FRESNO, CA	LICENSE NO.	MILEAGE	570	CO. OF	BLACK/	STOCK NO.	
	YEAR / MAKE / MODEL	08 / CHEVROLET / MALIBU LT		DELIVERY DATE	07/05/08	DELIVERY MILE	
	VEHICLE I.D. NO.	1G1ZHS7B08F		SELLING DEALER NO.	06230	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.		R.O. DATE	07/28/08	REPRINT#	1
COMMENTS							MO: 570

IMPORTANT NOTICE
HEDRICK'S CHEVROLETS GOAL IS TO HAVE YOU COMPLETELY SATISFIED. SHOULD YOU RECEIVE A SURVEY FROM US, PLEASE ANSWER ALL QUESTIONS 16, 12 AND 10 COMPLETELY SATISFIED. PLEASE CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER AT 559-291-7730.

YOUR KNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE FINAL ESTIMATED PRICE.

PARTS ARE OEM UNLESS SPECIFIED OTHERWISE. THE TERM REMANUFACTURED PARTS ARE REMANUFACTURED.

CUSTOMER SIGNATURE

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

WE WANT YOU COMPLETELY SATISFIED

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL OUR SERVICE MANAGER (559) 291-7730

FOR YOUR CONVENIENCE

SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

PARTS DEPARTMENT HOURS:
MONDAY THRU FRIDAY
8:00 A.M. TO 5:30 P.M.

WE ACCEPT



FREE SHUTTLE SERVICE WITHIN THE FRESNO-CLOVIS AREA

Thank You for bringing your vehicle to Hedrick's Chevrolet!

161 WEST SHAW
LOVIS, CA 93812
v.hedrickschevy.com



SERVICE PHONE:
(559) 291-7730
SERVICE FAX:
(559) 291-9104
B.A.R.# AB-006287
E.P.A.# CAD981441785

SRV NO.	ADVISOR CAROL PETROSIAN	103	TAG NO. 337	INVOICE DATE 07/29/08	IN
	LICENSE NO.		MILEAGE 570	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU LT		DELIVERY DATE 07/05/08		DELIVERY MILES
	VEHICLE ID. NO. 1G1ZH57B08F		SELLING DEALER NO. 06230		PRODUCTION DATE
	R.T.E. NO.		P.O. NO.	R.R. DATE 07/28/08	
COMMENTS					NO: 570

6 PARTS
096VZ...
TECH(S): 3011
WARRANTY

CUSTOMER REPORTS OUTSIDE TEMP DOES NOT READ CORRECTLY
WILL READ NOTHING OR -2 OR ICE -OR NOT THE RIGHT DEGREE
CHECK AND ADVISE
ROAD TESTED. SCANNED. CODE B0158 IN HISTORY.
REPLACED AIR TEMP SENSOR.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	25775833	SENSOR 9.770 BY CP		0.00
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

IMPORTANT NOTICE

CK'S CHEVROLETS GOAL IS TO HAVE YOU COMPLETELY SATISFIED. SHOULD YOU RECEIVE A SURVEY FROM ANY MOTORS AND CANNOT ANSWER QUESTIONS 16, 12 AND 10 COMPLETELY SATISFIED PLEASE CONTACT YOUR SERVICE CONSULTANT OR SERVICE MANAGER AT 559-291-7730.

KNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE FINAL ESTIMATED PRICE.

PARTS ARE OEM UNLESS SPECIFIED OTHERWISE. THE TERM REMANUFACTURED.

CUSTOMER SIGNATURE

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

WE WANT YOU COMPLETELY SATISFIED

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL OUR SERVICE MANAGER (559) 291-7730

FOR YOUR CONVENIENCE

SERVICE DEPARTMENT HOURS:
MONDAY THRU FRIDAY
7:00 A.M. TO 6:00 P.M.

PARTS DEPARTMENT HOURS:
MONDAY THRU FRIDAY
8:00 A.M. TO 5:30 P.M.

WE ACCEPT

FREE SHUTTLE SERVICE WITHIN THE FRESNO-CLOVIS AREA

Thank You for bringing your vehicle to Hedrick's Chevrolet!

IMPORTANT
You may receive a questionnaire from the manufacturer regarding this service visit. If for any reason you cannot grade us "Completely Satisfied," please contact your advisor or service manager. (559) 291-7730

S VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS 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. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE CHANGED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE IMPOSED PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, BOATS, CRAFT, AIRCRAFT, AIRCRAFT ENGINES, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

IN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



REGISTRATION CARD VALID FROM: 07/05/2008 TO: 07/08/2009

YR MODEL	YR 1ST SOLD	VLP CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
V 2008	2008	FF	110	11	[REDACTED]
TYPE MODEL	MP	MO			VEHICLE ID NUMBER
	G	PU			1G1ZH57B08F [REDACTED]
VEHICLE USE	DATE ISSUED	CC/ALIAS	DTY PER RECVD	PTC	STICKER ISSUED
MOBILE	07/23/08	10	07/23/08	4	[REDACTED]

REGISTERED OWNER

[REDACTED]

MISC#: 90820

AMOUNT PAID \$ 224.00

AMOUNT DUE \$ 224.00

AMOUNT RECVD

CASH :
CHCK : 224.00
CRDT :

ESNO

93727

OWNER

OPERATING ENGINEERS FCU
BX 5073

VERMORE

94551

A00 V35 D7 0022400 0006 CS A00 072308 11 6EVA505 229



General Motors Corporation
Business Resource Center
P.O. Box 32170
Detroit, MI 48232-0170

VIA FAX ONLY

August 20, 2008

Ron Friend
MICHAEL CHEVROLET
PO BOX 5419
FRESNO, CA 93755-5419

RE: [REDACTED]
Service Request: 71-655732426
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZH57B08F [REDACTED]

Dear Mr. Friend:

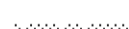
This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**
- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation





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

VIA FAX ONLY

August 20, 2008

M. Nicholas Nita, Esq.
 Consumer Legal Services
 1950 Sawtelle Blvd
 Los Angeles, CA 90025-7014

RE: [REDACTED]
 Service Request: 71-655732426
 2008 Chevrolet Malibu
 Vehicle Identification Number: 1G1ZH57B08F [REDACTED]

Dear Mr. Nita:

This is to advise that General Motors is in receipt of the above referenced case dated August 14, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

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

General Motors Corporation
 ATTN: BRC Legal
 P.O. Box 33170
 Detroit, MI 48232

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,
 Iris Cruz
 General Motors Corporation



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature

LG0006
V08012008





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

VIA FAX ONLY

August 20, 2008

Beverly Bowling
HEDRICK S CHEVROLET
PO BOX 38
CLOVIS, CA 93613-0038

RE: [REDACTED]
Service Request: 71-655732426
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZH57B08F [REDACTED]

Dear Ms. Bowling:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**

This is a time sensitive legal matter. Please fax within 24 hours to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation



GMC



HUMMER



08/21/2008 13:38 5594399567

MICHAELAUTO

c. Other N/A

Total Official Fees (A through D) \$ 750.75 (2)

3. Amount Paid to Insurance Companies \$ N/A (3)
(Total premiums from Statement of Insurance column a + b)

4. [] Smog Certification or [] Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 2706.63 (5)

6. Total Downpayment \$ N/A (A)

A. Agreed Trade-In Value: N/A Make N/A
Model N/A Color N/A
VIN N/A

B. Less Prior Credit or Lease Balance \$ N/A (B)

C. Net Trade-In (A less B) (Indicate if a negative number) \$ N/A (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other N/A \$ N/A (F)

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ N/A (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 7P above)

7. Amount Financed (5 less 6) \$ 2706.63 (7)

Date: N/A Buyer Signature: N/A Age: N/A
Date: N/A Co-Buyer Signature: N/A Age: N/A

OPTIONAL GAP CONTRACT: A gap contract (gap cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1G of the itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term: 24 Mos. 3600 Miles
Name of Gap Contract: _____

I want to _____
Buyer Signature: _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company: ELP Term: 27 Mos. or 75000 Miles
1L Company: N/A Term: N/A Mos. or N/A Miles
1M Company: N/A Term: N/A Mos. or N/A Miles
1N Company: N/A Term: N/A Mos. or N/A Miles
1O Company: N/A

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proposed 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 8D.

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

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

SELLER'S RIGHT TO CANCEL: If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancellation on this contract shall be inapplicable to this contract to a financial institution will apply.

N/A
Co-Buyer

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 to the deal changes are binding.

Buyer Signature: _____
Co-Buyer Signature: _____

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year N/A 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 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 UNKINDLY UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

N/A

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 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer Signature: _____ Co-Buyer Signature: _____

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

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

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

Buyer Signature: _____ Co-Buyer Signature: _____

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.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
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. However, California law does require a seller to offer a 3-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or a stationary engine. See the vehicle contract cancellation option agreement for details.

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 TAKE IT, AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature: _____ Date: 07/05/08 Co-Buyer Signature: _____ Date: N/A

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. This other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature: _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend this contract. Each Guarantor acknowledges receipt of a completed copy of this contract and agrees to it at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default and notice of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X: _____ Date: _____ Guarantor X: _____ Date: _____

Seller Signs: MICHAEL AUTOMOTIVE CENTER Date: 07/05/08 By: _____ Title: _____

08/21/2008 13:30 5594399567

MICHAELAUTO

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number 90829

Buyer Name and Address [REDACTED] FRESNO CA FRESNO	Sellor Name and Address (Including County and Zip Code) MICHAEL AUTOMOTIVE CENTER 1100 S 41st FRESNO CA 93705-7419	Creditor/Seller Name and Address MICHAEL AUTOMOTIVE CENTER 1100 S 41st FRESNO CA 93705-7419
---	--	--

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 in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2008	CHEVROLET MALIBU	10	1G1ZHS7088F [REDACTED]	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 0.00.
5.65 %	\$ 5765.38(e)	\$ 27060.33	\$ 22826.35(e)	\$ 22826.35(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
85 Payments	390.75	Monthly, beginning 08/21/2008
Payments	N/A	Monthly, beginning N/A
One Final Payment	350.75	ONE ON 07/26/2015

Later 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. Payment: 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 payment to full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others)

1. Total Cash Price:	\$ 22800.00 (A)
A. Cash Price of Motor Vehicle and Accessories:	\$ 22800.00
1. Cash Price Vehicle:	\$ 22800.00
2. Cash Price Accessories:	N/A
3. Other (Nontaxable):	N/A
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Preparation Fee (not a governmental fee):	\$ 55.00 (B)
C. Smog Fee Paid to Seller:	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid):	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid):	\$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid):	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid):	\$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid):	\$ N/A (H)
I. Sales Tax on taxable items in A through H:	\$ 1225.00 (I)
J. Optional DMV Electronic Filing Fee:	\$ 28.00 (J)
K. (Optional) Service Contract (to whom paid):	\$ 2495.00 (K)
L. (Optional) Service Contract (to whom paid):	\$ N/A (L)
M. (Optional) Service Contract (to whom paid):	\$ N/A (M)
N. (Optional) Service Contract (to whom paid):	\$ N/A (N)
O. (Optional) Service Contract (to whom paid):	\$ N/A (O)
P. Prior Credit or Lease Balance paid by Seller to:	\$ N/A (P)
(see downpayment and trade-in calculation)	
Q. (Optional) Gap Contract (to whom paid):	\$ 505.00 (Q)
R. (Optional) Used Vehicle Contract Cancellation Option Agreement:	\$ N/A (R)
S. Other (to whom paid):	\$ N/A (S)
For: N/A	
Total Cash Price (A through S):	\$ 26325.00 (1)
2. Amounts Paid to Public Officials:	\$ 145.00 (A)
A. License Fees: ESTIMATED	\$ 45.00 (B)
B. Registration/Transfer/Titles Fee:	\$ 9.00 (C)
C. California Tire Fees:	\$ N/A (D)
D. Other: N/A	\$ N/A (E)
Total Official Fees (A through D):	\$ 222.00 (2)
3. Amount Paid to Insurance Companies:	\$ N/A (3)
(Total premiums from Statement of Insurance column 3 + b)	
4. <input type="checkbox"/> Smog Certification or <input type="checkbox"/> Exemption Fee Paid to State:	\$ N/A (4)
5. Optional (1 through 4):	\$ 2205.00 (5)
6. Total Downpayment:	\$ N/A (A)
A. Agreed Trade-In Value: Yr. N/A Make N/A	
Model N/A N/A Odom. N/A	

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. 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.

Vehicle Insurance

Term	Premium
\$ N/A Ded. Comp., Fire & Theft	N/A Max. \$ N/A
\$ N/A Ded. Collision	N/A Max. \$ N/A
Bodily Injury	N/A Limits N/A Max. \$ N/A
Property Damage	N/A Limits N/A Max. \$ N/A
Medical	N/A Max. \$ N/A
Total Vehicle Insurance Premiums:	\$ N/A

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

You may find the financial package required for this contract requires a credit report because you choose who is responsible to us. You

Co-Buyer: [REDACTED]
Seller: [REDACTED]

If any insurance is provided below, please to participate from the amount insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

Credit Life Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Term	Exp.	Premium
Credit Life	N/A Max. \$	\$ N/A
Credit Disability	N/A Max. \$	\$ N/A
Total Credit Insurance Premiums:		\$ N/A (1)

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

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 is based on your original payment schedule. This insurance may not pay off you owe on the 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. (4) Disability insurance MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details). You want to buy the credit insurance.

Date: [REDACTED] Buyer Signature: [REDACTED] Age: N/A
Date: [REDACTED] Co-Buyer Signature: [REDACTED] Age: N/A

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 charge. If you choose to buy a gap contract, the charge is shown in item 1C of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.
Term: 60 Mos. Price: N/A

08/21/2008 13:30

5594399567

MICHAELAUTO

(Purchase / Lease)

CREDIT APPLICATION

IMPORTANT: READ THESE DIRECTIONS BEFORE COMPLETING THIS APPLICATION.

- Check Appropriate Box
If you are applying for individual credit in your own name...
If you are married and live in a community property state...
If this is an application for joint credit with another person...

EMAIL ADDRESS:
CELL PHONE:

DATE: 7/5/08 ACCOUNT REQUESTED:

SECTION A. Information Regarding Applicant:

APPLICANT INFORMATION: NAME, ADDRESS, CITY, STATE, ZIP, PHONE, RELATIONSHIP, MARRIAGE STATUS.

INCOME: Applicant's gross monthly income from employment: \$4800
TOTAL MONTHLY INCOME: \$4800

SECTION B. Information Regarding Spouse, or Co-Applicant (Use separate sheets if necessary.)

CO-APPLICANT INFORMATION: NAME, ADDRESS, CITY, STATE, ZIP, PHONE, RELATIONSHIP, MARRIAGE STATUS.

INCOME: Joint Applicant's gross monthly income from employment:
TOTAL MONTHLY INCOME:

SECTION C. Asset and Debt Information: List no more than 10 items. (Use a Separate Page if Necessary.)

ASSETS AND DEBTS: MORTGAGES, VEHICLES, BANK ACCOUNTS, CREDIT CARDS.

INSURANCE - IF YOU WISH TO APPLY FOR VEHICLE INSURANCE IN CONNECTION WITH THIS CREDIT APPLICATION, COMPLETE THE FOLLOWING:

INSURANCE INFORMATION: INSURANCE CO., POLICY NO., AMOUNT OF LOSS.

IN THE FOLLOWING SENTENCE, THE APPLICANT/APPLICANTS IS/ARE REFERRED TO AS "I" AND THE CREDIT IS REFERRED TO AS "YOU AND YOUR". I, THE UNDERSIGNED (I) MAKE THE ABOVE REPRESENTATIONS, WHICH ARE CERTIFIED CORRECT, FOR THE PURPOSE OF OBTAINING CREDIT...

FINANCIAL INSTITUTION(S): Operating Engineers Local Union

1 WEST SHAW
OVIS, CA 93612

www.hedrickschevy.com



281846
SERVICE PHONE
(559) 291-7730
SERVICE FAX:
(559) 291-9104
B.A.R.# AB-005287
E.P.A.# CAD981441785

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ-LOF	DO NOT USE	MI		00CVZ-01LOF	LUBE OIL FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# AB005287

TERMS CASH <input type="checkbox"/> CREDIT <input type="checkbox"/> CARD <input type="checkbox"/> CHECK <input type="checkbox"/> WARR <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE # NO. 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU LT	PRODUCTION DATE 07/05/08	STOCK NO.	LICENSE NO.	E.C. NO.		
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> SAVE <input type="checkbox"/> DISCARD	FRESNO, CA	CUS. SERVICE CONTRACT	DELIVERY DATE 07/05/08	DELIVERY MILES	SELLING DEALER NO. 06230	R.O. DATE 07/28/08		
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 04:39pm	DATE TIME PROMISED 07/29/08 04:00pm	PRICE BY 12.00	COLOR BLACK/	CONTRACT NO.	TAG NO. 337		
	TURBO	MMG CVZZ	AIR COND.	P.S.	TRANS.	MILEAGE 570	ADVISOR NO. 103	ADVISOR CAROL PETROSIAN
<p>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. 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 or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I agree that you have an express lien on the described vehicle for the charges for parts and labor furnished under this repair order including those from any prior repair orders on the vehicle. If I fail to pay such charges, I agree that the vehicle may be held until all such charges are paid in full. In the event of legal action to collect any sums due, I agree to pay costs of collection and fees including reasonable attorney's fees.</p>								

W 09CVZ TRIM 104
CUST REPORTS OUTSIDE TEMP DOES NOT READ CORRECTLY
WILL READ NOTHING OR -2 OR ICE -OR NOT THE RIGHT DEGREE
CHECK AND ADVISE
pt came to pickup & temp gauge read 106 - slowly went down and now reads 104
W traction light control + ESC
1877 446 8227 lights came on had loss of power
CASE #
10469803
mike lawson

CUSTOMER'S SIGNATURE

TEARDOWN ESTIMATE:
I understand that my vehicle will be reassembled within _____ days of the date shown above; if I choose not to authorize the services recommended.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON				REVISSED TOTAL
				\$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON				REVISSED TOTAL
				\$

CUSTOMER NOTIFIED AFTER REPAIRS COMPLETED

EXTENDED WARRANTY

Co. _____ SUBLET _____

CONT # _____ TAX _____

DATE/TIME _____ TOTAL _____

SPOKE TO _____ CUST. DED. _____

LABOR _____ WARR. AMT. _____

PARTS _____ AUTH. # _____

SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY: 7:00 A.M TO 6:00 P.M.
VEHICLES CANNOT BE RELEASED AFTER SERVICE DEPT. HOURS.

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

281846

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

3044 Chevrolet 8/10/02 248

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

ELAPSED TIME TIME CLOCK

STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO. [REDACTED]	OFF JUL 2 10.0 ¹
		OPER. NOS. 0	ON JUL 2 8.0
		EMP. NO. 1011	TIME:-

MECHANIC'S NAME & NUMBER 1011
 ① R.T. Vech Temp Normal
 Sys NOT Acting Up
 CK codes H A B0158 05
 Tested per Diag CHART All Circuit Test
 Normal Replaced Air Temp Sensor

STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO. [REDACTED]	OFF JUL 2 10.6 ³
		OPER. NOS. 0	ON JUL 2 10.2
		EMP. NO. 1011	TIME:-

MECHANIC'S NAME & NUMBER 1011
 CK codes again B0158 Recheck. Per chart All good
 called Tech line - Mike Johnson no help. He said to Rewire
 that circuit, I did. All circuit there were good
 Traced out All circuit from Temp sensor to BCM.
 R/R under hood fuse Block DisM. found Terminal B8
 on ~~the~~ Connector X3 spread closed.

STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO. [REDACTED]	OFF JUL 30 3.0 ¹
		OPER. NOS. [REDACTED]	ON JUL 30 1.6
		EMP. NO. 1011	TIME:-

MECHANIC'S NAME & NUMBER
 Terminal & Put Vech back together R.T
 Vech was OK. Then Vech low power, Transmission
 Control lite on. Some ESC fit wheel brake
 were very HOT & Smoking got Towed
 to Shop?

STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO. [REDACTED]	OFF [REDACTED]
		OPER. NOS. [REDACTED]	ON 7/30/02
		EMP. NO. 1011	TIME:-

MECHANIC'S NAME & NUMBER 953
 ② CK ABS for codes - CONSI stored. CK Bellentins Found bellentins P/F
 PIC4883A. Brake pedal hops clunk when released. Sto
 Washers & spool for booster. CK brakes - Front pads got very hot
 & heat damaged. Replaced front pads & machine refers.
 RTR vac booster, Install washers on booster spool.
 Relearn Brake pressure sensor & 12 test 15 miles

STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO. 201846	OFF JUL 5 5.4 ³
		OPER. NOS. 0	ON JUL 5 3.2
		EMP. NO. 1011	TIME:-

STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO. [REDACTED]	OFF JUL 31 AM 10.1
		OPER. NOS. [REDACTED]	ON JUL 31 AM 9.0
		EMP. NO. 953	TIME:-

ROTOR READINGS BEFORE

LEFT 25-97 RIGHT 25-97
 MACHINE TO 220 23.0
 DISCARD AT 22.8
 REFINISH ROTORS TO
 LEFT 25-72 RIGHT 25-62

STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO.	OFF.
W-F		OPER. NOS.	4
		EMP. NO.	853
		ON JUL 31 AM 11.3	
			TIME- JUL 31 AM 10.3
STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO.	OFF.
W-F		OPER. NOS.	7
		EMP. NO.	853
		ON AUG 1 PM 2.6	
			TIME- AUG 1 PM 1.0
STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO.	OFF.
W-F		OPER. NOS.	6
		EMP. NO.	853
		ON AUG 1 PM 12.0	
			TIME- AUG 1 AM 11.5

ME
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 1
 1
 ME
 @CK
 P
 W/S
 #/R
 R/C
 R/Am

VIN: 1G1ZH57B0 8F [REDACTED]	Model: 1ZH69
-------------------------------------	---------------------

Order Information			
Number	Date	Fleet Account Number	Type
MRVTQN	03/08/08		TRE

Delivery Information			
Dealer Code	Date	Fleet Account Number	Type
13 06230	07/05/08		010

Service Type:		Mileage:	
Cancellation Date Of Entry:		Trade Date:	
Into Service Date:		Delivery Date Of Entry:	07/07/08

Invoice Sent To:	MICHAEL CHEVROLET PO BOX 5419 FRESNO CA 93755-5419
Delivered To:	C ANDERSON 6584 E HARVEY FRESNO CA 93727

Incentives						
Code	Dealer	Reference Number	Date	Payment Amount	Method	Error Code
FFC	13 06230	[REDACTED]	07/08/08	53.87	OA	
PCA	13 06230	[REDACTED]	07/17/08	250.00	OA	



General Motors Corporation
5500 West Saugus Road
Warren, MI 48090-1300
Detroit, MI 48232-5170

September 4, 2008

M. Nicholas Nita, Esq.
Consumer Legal Services
1950 Sawtelle Blvd
Los Angeles, CA 90025-7014

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-655732426
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZH57B08F [REDACTED]
Customer Relationship Specialist: Matthew Todorow

Dear Mr. Nita:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2008 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) his to show proof of ownership, lien release or payment history, and the signing of a release acceptable to General Motors.

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 # Unknown @ \$ Unknown	\$ Upon Proof *
Total down payment	\$ 0.00
Subtotal:	\$ As Calculated
Less Extended Service Contract	\$ 1,495.00

<u>Less Late Fees</u>	<u>\$ Upon Proof*</u>
Subtotal:	\$ As Calculated

<u>Attorney's Fees</u>	<u>\$ 3,500.00</u>
Subtotal:	\$ As Calculated

* Payoff to lien holder (good through Unknown Date) \$ Upon Proof*

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Total Repurchase Offer	\$ As Calculated
------------------------	------------------

<i>Total due to attorney and client:</i>	<i>\$ As Calculated</i>
--	-------------------------

* In spite of our good faith efforts, General Motors Corporation has been unable to obtain the needed financial information independently. We ask for the assistance of your firm in promptly providing a complete payment history from the lender, on their letterhead, from which the needed figures can be calculated. In addition to a complete payment history, we will also need a lien payoff and a per diem. As an alternative, we ask that the attached Authorization of Release of Lien Information be promptly completed by your client and forwarded to our attention, so that we may obtain the needed information directly from the lender.

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. 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.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

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. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

Attach.

CURRENT VEHICLE MILEAGE: _____

Client's Signature

Client's Signature

Date

Date

cc: **FILE**
LGD115
Rev. 12/21/2007

Release of Lien Information

I _____, hereby authorize
Customer(s)

Lien Holder Name

Address

Address

_____ to release any
Phone Number

and all information regarding my loan account # _____
Account Number

for _____ to General Motors Corporation,
Vehicle Identification Number (VIN)

including but not limited to a complete payment history of my account, a loan
payoff amount, interest paid to date, late charges, and per diem information.

Signature

Date

SSN

Signature

Date

SSN



General Motors Corporation
 Business Resource Center
 P.O. Box 33170
 Detroit, MI 48232-8270

VIA FAX ONLY

August 20, 2008

M. Nicholas Nita, Esq.
 Consumer Legal Services
 1950 Sawtelle Blvd
 Los Angeles, CA 90025-7014

RE: [REDACTED]
 Service Request: 71-655732426
 2008 Chevrolet Malibu
 Vehicle Identification Number: 1G1ZH57B08F [REDACTED]

Dear Mr. Nita:

This is to advise that General Motors is in receipt of the above referenced case dated August 14, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

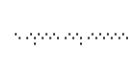
In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

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

General Motors Corporation
 ATTN: BRC Legal
 P.O. Box 33170
 Detroit, MI 48232

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,
 Iris Cruz
 General Motors Corporation



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

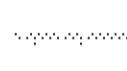
VEHICLE INFORMATION

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

Signature

Signature

LG0006
V08013008





General Motors Corporation
Business Resource Center
P.O. Box 32170
Detroit, MI 48232-0170

VIA FAX ONLY

August 20, 2008

Beverly Bowling
HEDRICK S CHEVROLET
PO BOX 38
CLOVIS, CA 93613-0038

RE: [REDACTED]
Service Request: 71-655732426
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZH57B08F [REDACTED]

Dear Ms. Bowling:

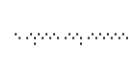
This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**

This is a time sensitive legal matter. Please fax within 24 hours to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation



2008 MALIBU 1LT
 58U BLACK GRANITE METALLIC /L4G
 19B EBONY
 ORDER NO. MRVTQN/TRE STOCK NO.
 VIN 1G1 ZH57 B0 8F
 GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE

*****13*06230S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZH69 MALIBU 1LT	20930.00	19778.85	INVOICE 04/17/08
B86 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 04/17/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	EXP I/T 05/01/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	INT COM 05/01/08
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 04/17/08
PDC POWER CONVENIENCE PACKAGE:	515.00	427.45	KEYS G0232 G0232
*POWER 6-WAY DRIVER SEAT			WFP-S QTR OPT-1
*REMOTE START			BANK: J P MORGAN
*POWER ADJUSTABLE PEDALS			CHG-TO 06-230
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	SHIP WT: 3413
YF5 50-STATE EMISSIONS	N/C	N/C	HP: 19.3
58U BLACK GRANITE METALLIC	95.00	78.85	GMS: 21198.95
			SUPPLR: 22146.15
			MRM: 23140.00
			MEMO 974.50

TOTAL MODEL & OPTIONS	22490.00	21073.65	ACT 231	21048.95
DESTINATION CHARGE	650.00	650.00	H/B 261	674.70
DEALER IMR CONTRIBUTION		224.90	ADV 261	224.90
LMA GROUP CONTRIBUTION		224.90	EXP 65A	224.90

TOTAL	23140.00	22173.45	PAY 310	22173.45
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		21080.15		

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

MICHAEL CHEVROLET



nnita@lemonauto.com

09/25/2008 05:09 PM

Please respond to
nnita@lemonauto.com

To "Matt" <matthew_todorow@gmexpert.com>

cc

bcc

Subject Re: [REDACTED] v. GM -2008 Chevy Malibu

Thank you. I will file this one this week.

Sent via BlackBerry by AT&T

From: matthew_todorow@gmexpert.com

Date: Thu, 25 Sep 2008 17:03:04 -0400

To: <nnita@lemonauto.com>

Subject: Re: [REDACTED] v. GM -2008 Chevy Malibu

Hi Nick,

While I understand your position, I must inform you that we are only in a position to "reimburse" for a service contract when it is a GMPP. Since your client happened to enter into an agreement with Mechanical Protection Plan, which is associated with a completely separate entity, accordingly, we will continue to not bear any financial responsibility for such an arrangement..

I have attached a copy for the agreement so you could see for yourself that there doesn't appear to be any impropriety

Again, I wish to await the lien documents and proceed accordingly as long as we are on the same page. I'll wait to hear from you Nick

Sincerely,

Matthew Todorow, Legal CRS
General Motors Business Resource Center
Legal Department

7401 E. Ben White Blvd, Bldg 3
Austin, Texas 78741
1-866-790-5600 x21373
1-866-660-2728 (fax)
matthew_todorow@gmexpert.com

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the

intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling 800-231-1841 so that our address record can be corrected. Thank you.

PLEASE NOTE: ANY INBOUND OR OUTBOUND CALLS MAY BE MONITORED OR RECORDED. Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded.

"Nick Nita" <nnita@lemonauto.com>

09/25/2008 03:29 PM

To <matthew_todorow@gmexpert.com>

cc

Subject [REDACTED] v. GM -2008 Chevy Malibu

Mr. Wolf,

I have reviewed your offer to repurchase in the above-mentioned case and once again we are faced with the long-debated issue of reimbursement of a third-party service contract.

By way of reviewing, my clients bought this vehicle on 7/5/2008 and have had serious safety defects since day one. As part of their deal, the GM-authorized dealer sold them a MPP [is there deception in this third-party service contract entitled 'MPP', I wonder?] for \$1495. Now, only 2 months after the sale, GM is offering the repurchase but does not want to reimburse them for the \$1,495? I find this to be a violation of Song-Beverly, as my clients are surely entitled to incidentals and consequential damages under Song-Beverly and UCC. We have been down this road with the GMPP, and same arguments will be made here.

I have been authorized to file the lawsuit to enforce a full repurchase pursuant to CA lemon law unless I hear from you with a better alternative this week.

Nick



GENERAL MOTORS

General Motors Business Resource Center

FAX

To: Ron Friend
Company: Michael Chevrolet
Fax: 559438-673
Phone:

From:
Fax:
Phone:
E-mail:

cc:

NOTES:

ATT: Mr. Friend
Thank you for your prompt response to this legal matter.
My fax number is 866 485 8258. If you have any questions my phone number is 866 790 5700 ext 41188.
Iris Cruz
General Motors Corporation



General Motors Corporation
Business Resource Center
P.O. Box 37170
Detroit, MI 48213-0710

VIA FAX ONLY

August 21, 2008

Ron Friend
Michael Chevrolet
P.O. Box 5419
Fresno, CA 93755 5419

RE: [REDACTED]
Service Request: 71 655732426
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZH57B08F [REDACTED]
Customer Relationship Specialist: Iris Cruz

Dear Mr. Friend:

This is a letter of notification regarding a not in suit matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- **Service and body shop repair orders of all internal services which include: Service File Copies, Customer Copy, Accounting invoices, Warranty Repair Orders, Tech Copy and Notes (to include front and back also, please include any receipts for aftermarket or dealer add-ons.**
- **All Sales Purchase and Finance Agreements (Sales Jacket), including application of credit, conversion invoice (if any), the Incentives Acknowledgement Form, the Actual Cash Value statement of any trade, and Application for Registration/Title.**

This is a time sensitive legal matter. Please fax them upon receiving this notice to 866-485-8256. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate and application of title.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5700 extension 41188 or fax 866-485-8256 Monday through Friday between 11:00 a.m. and 6:45 p.m., Eastern Time.

Sincerely,
Iris Cruz
General Motors Corporation



www.gm.com



www.gm.com



May 11, 2009

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-658715531
2007 Saturn AURA
Vehicle Identification Number: 1G8ZV57747F [REDACTED]
Customer Relationship Specialist: Shera Vasquez

Dear Mr. Kantrowitz:

Enclosed please find a check in the amount of \$4,500.00 made payable to [REDACTED] and Kimmel and Silverman to settle the above-referenced case.

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

LG0062
V07092007