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

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Starkville, MS Fax:

FAX COVER SHEET

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02/28/06 10:56:37 OKTAX 5722SS1 V5R3M0 Display Device : DSP15 NYG User : MVWINO97/M4 MOTOR VEHICLE COLLECTIONS MVMINO01 4 29 200<u>5 09434</u>2 Tp N Exp 4 2006 TD 201 2005 Decal 61817519 2006 Dr 2 ID ******* 'IN 1G1ZS52F55F Title Sur 'ag 790 KUA 00 TCode TNRGN TOC-C(N/T/D) N NewTag Y Yr 2005 Mk CHEV Tp 1 Fuel G tegistrant Code 1 Type Owner P PrevExp PrevCounty Type AU 'ag Period 12 Months Tag Class AU PASSENGER CAR MAL Cyl 04 Body 4D Pass Name: olor BLU / BLU Title Status A Address: City: STARKVILLE MS urDate 4 15 2005 OldTag CSF? P/Spec: C Red 10.00 !ax:None,Sales,Use,1-9 \mathbf{Typ} Fee = Cred Amt rice, Trade GVW \$250.00 Pen Code (T.C.M) Trl Ϋ́r pecEq Yr funicipal Receipt: Tax Exempt Code Credit 15.75 -- Value -- Full Priv Tax 15.00 Pen .75 Net Pro Addt Priv Tax Pen Credit Net Full Taxes Penalty Credits Leg.Cr. Total Tot AdVal 334.87 **529**7 5297 Inty 34.0800 5.05 79.45 106.12 Tot Tax 180.52 50.90 Mail Fee 37.07 lity 16.1500 85.55 2.42 148.33 177.85 TOTAL 360.62 8.47 59.9800 317.71 SD Credits:Adv /Leg Grs Net Mos Prv Mo

<u>Pri</u>nt Key Output

Patricia Kight Tax Assessor-Collector

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

Fax: (662) 328-7044 / (662) 244-5333



Fax

To:	Michelle	Climons	From:	Carl	Hora M.
Fax:			Date:	1-12-	Hogan Chen 06
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hevrole	t Dealer Code: 1	7-396			

Oldsmobile Dealer Code: 01-083

Cadillac Dealer Code: 25-166



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

CHEVROLET. TOYOTA Cadillac mazna Mitsubishi

CUSTOMER NO.		ADVISOR		TAG NO.	INVOICE DATE	Innovacion
		BUZZY	ENBE NO.	¥7 <u> </u>	<u> </u> 04/13/05	INVOICE NO
CARL HOGAN A PO BOX 8120	AUTOMOTIVE INC	YEAR / MAKE / MODEL	SENSE NO,	MILEAGE 3	DARK BLUE M	STOCK NO. CV1248
COLUMBUS, MS 3	39705-0030	05/CHEVROLETA	MALIBU/4DR	SDN	04/15/05	DRIJIVERY MILES
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					l ers. ⊔niess otherwise na	ovidad in writing a
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2339 Highway 45 N. P.O. Box 8120 COLUMBUS, MISSISSIPPI 39701-8120 PHONE: (662) 328-4351 FAX: 328-7044

CHEVROLET: TOYOTA Cadillac Mazoa Mitsubishi

			USTY		99 3096	INVOICE DATE	IN
			ABOR RATE	LICENBE NO.	MILEAGE	11/04/05 GOLOR	STÓCK NO.
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2333 Highway 45 N. P.O. Box 8120 COLUMBUS, MISSISSIPPI 39701-8120 PHONE: (662) 328-4351 FAX: 328-7044

CHEVROLET TOYOTA Cadillac.

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				OR RATE	LICENSE NO.	4	99 TMILEAGE	<u> 3750 _</u>	12/06/05	
			YEA	R / MAKE / MODEL	<u> </u>			15,561	DARK BLUE M	STOCK NO.
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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.

CUSTOMER NO. ADVISOR DUSTY INVOICE DATE 499 <u>38</u>31 12/12/05 LAGOR RATE LICENSE NO COLOR 15,797 DARK BLUE M YEAR / MAKE / MODIN STARKVILLE, MS CV1248 05/CHEVROLET/MALIBU/4DR SDN DELIVERY DALE DELIVERY MILES 04/15/05 SELLING TEALER NO. VEHICLE I.O. NO. 1 G 1 Z S 5 2 F 5 5 F PRODUCTION DATE 999-9999 COMMENTS 12/08/05 LADOR-8 PARTS O# 1 30CVZ CUSTOMER STATES IGNITION SWITCH INOP AT TIMES. NO START AT MO: 15797 DISCLAIMEN OF WARRANTIES All expressed warranties, if any, by a manu-RAN DIAG. TEST FOUND INTERMITTEN COMM. TO BCM REPLACED BCM CONFIGURED TO VEHICLE CONFIGURED THEFT SYSTEM REMOTE START AND BPP SENSOR facturer or supplier are theirs, not the deal-ers, unless otherwise provided in writing and furnished to the buyer by the dealer, Mississippi's implied warranty law may give the buyer additional rights. BCM 2.560 ALL PARTS REMOVED WILL BE WARRANTY JOB # 1 TOTAL PARTS AVAILABLE FOR INSPECTION. 0.00 JOB # 1 TOTAL LABOR & PARTS SAVE ... DISCARD ... 0.00 WARRANTY TOTAL - SUBLET TOTALS 0.00 TOTAL LABOR... 0.00 0.00 TOTAL SUBLET,... TOTAL G.O.G... TOTAL MISC CHG. TOTAL MISC DISC 0.00 0.00 0.00 TOTAL TAX..... 0.00 **TOTAL INVOICE \$** 0.00 CUSTOMER SIGNATURE DUPLICATE INVOICE ***************************** ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS PAGE 1 OF 1 SPECIFIED OTHERWISE. ACCOUNTING COPY [END OF INVOICE] 07:55am



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

CHEVROLET. TOYOTA Cadillac.

MS	YEAR / MARGE / MC YEAR / MARGE / MC O5 / CHEV VENICLE ID. NO. 1 G 1 Z ETE NO.	LICENSE NO. MILE DOEL ROLET/MALIBU/4DR SD	749 NO. 2177 PAGE 17,026	12/30/05 COLOR DARK BLUE M	STOCK NO.
	YEAR/MARE/MI 05/CHEV/ VEHICLE I.D. NO. 1 G 1 Z	DOEL ROLET/MALIBU/4DR SD	17,026	DARK BLUE M	STOCK NO. CV1248
	05/CHEV VEMICLE 1,0, NO. 1 G 1 Z	ROLET/MALIBU/4DR_SD	17,026	DARK BLUE M	CV1248
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BUSINESS PHONE	COMMENTS			R. O. DATE 12/26/05	
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		TOTAL INVOICE \$			
	ED THROTTLE BODY & G -NUMBER	ER STATES CRUISE CONTROL CUTS IYTSELF OF TED ANGLE AT 34% P2119 CODE SET ED THROTTLE BODY & GASKET CLEARED DTC -NUMBER	ER STATES CRUISE CONTROL CUTS IYTSELF OFF TED ANGLE AT 34% P2119 CODE SET ED THROTTLE BODY & GASKET CLEARED DTC -NUMBER	ER STATES CRUISE CONTROL CUTS IYTSELF OFF TED ANGLE AT 34% P2119 CODE SET ED THROTTLE BODY & GASKET CLEARED DTC -NUMBER	ALL PARTS REMO AVAILABLE FOR I SAVE DISC DISCRIPTION JOB # 1 TOTAL LABOR & PARTS DITC ROAD TESTED AND PASSED TEST NUMBER JOB # 2 TOTAL LABOR & PARTS JOB # 3 TOTAL LABOR & PARTS JOB # 2 TOTAL LABOR & PARTS JOB # 3 TOTAL LABOR & PARTS JOB # 3 TOTAL LABOR & PARTS JOB # 3 TOTAL LABOR & PARTS JOB # 4 TOTAL LABOR & PARTS JOB # 3 TOTAL LABOR & PARTS JOB # 4 TOTAL LABOR & PARTS JOB # 5 TOTAL PARTS JOB # 5 TOTAL PARTS JOB # 6 TOTAL PARTS JOB # 6 TOTAL PARTS JOB # 7 TOTAL LABOR & PARTS JOB # 7 TOTAL MISC CHG & D. 000 TOTAL & C. 0. 6. 0. 0.

PAGE 1 OF 1

ACCOUNTING COPY

[END OF INVOICE] 07:55am

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

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: 3.Customer Address: 4.Customer City, State, and Zip: Starkville, Ms 5.Primary Customer Phone #: 6.Additional Customer Phone #: 7.Customer fax #: 8. Cust Drivers Licenses # 9. State tax □ rate 7□
Customer Vehicle Information10.Year/Make/Model:2005/Chevrolet/Malibu11.VIN (17 Digits):1G1ZS52F55F13.Purchased:NEW 12.Current Mileage: 19,000
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. (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? Component Coverage Letter Maintenance Letter Owner Loyalty Certificate GM SmartCare GMPP Miscellaneous Reimbursement American Express Check Other NOTHING OFFERED
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: 24.TAC Case Number: N/A 25.If no TAC number, Explain: Dir 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: 34Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):
35. <u>Usage/Depreciation Amount:</u> (Standard Usage Formula □ Current mileage/100,000 <i>multiplied</i> 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 settlment 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

Oldsmobile Dealer Code: 01-083

Cadillac Dealer Code: 25-166

Carl Hogan Automotive, Inc.

Fax

To:	Michelle	Climons	From:	_ Carl	Hoga Cher
Fax:			Date:	1-12-	Hoga Chev 06
Phone	·	<u></u>	Pages:	5	
Re:	·	<u> </u>	CC:		
V Urge	nt 🛘 For Review	□ Please Con	nment 🗆 P)	ease Reply	☐ Please Recycle
•Comm	ents:				
	Michelle	this is	info	01	
	·	<u> </u>			·
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<u> </u>		<u> </u>			
	<u> </u>				
Chevro	let Dealer Code:	17-396			<u> </u>

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

AX: (662) 328	3-7044			All
44.50.4.4.4	JOEL	KENT	GRAY	₩ТОҮОТА



	•		
	04/15/05		
			
GTODW:	ADDRESS VILLE MS		
STARK	VILLE MS		
CITY	STATE		
RES, PHONE			
HEQ. FROME		BUS. P	HUNE

CUSTOMER # 40727				RES, PHONE	BUS. PHONE
PLEASE ENTER MY ORDER FOR THE FOLLOW!	ING 🗆	N EXX □	USED	□ DEMQ□ CAR	
YEAR 2005 MAKE CHEVROLASODE	LOR ES	MALIB	<u>/U</u> #	100U	JE METGRY CL
MVI OR 1G12952F55F SERIAL NO.				DOMETER 15 STOCK	CV1248
PRICE OF VEHICLE	\$	505	60. 01	TRADE-IN ALLOWANCE	s N/A
ENGINE		7	I/A	BALANCE OWED	N/A
ACCESSORIES		/	N/A	NET ALLOWANCE	s 11/A
	7	$\overline{}$	ľΑ	CASH DOWN (RECEIPT #	N/A
RETAIL DELIVERY FEE (Includes administrative	5	159	70	CASH DOWN (RECEIPT #	2500.0
services and saleperson relicement plan, this charge	+			TOTAL DOWN PAYMENT	\$ 2500.0
represents costs and/or profit to the seller/Dealer)	+				\$ capera
	\top	1	/A	TRADE INFORMATION	
	1	_	/A	TRADE IN ORDER #	
	7		VΑ	MAKE ODOMETER	 _
	+		VA.	YEAR MODEL BODY	
	+		VA	SERIAL	
	1			TAG #	
	1		\sqcap	LIENHOLDER	
	+		\Box	ADDRESS	
	+		\Box	TITLE VERIFICATION	<u>_</u>
SUBTOTAL	s	2043	Ð. 70		
<u> </u>	 			VERIFIED BY GOOD UNTIL	
STATE & LOCAL TAXES	\$	102	1.99	PURCHASER ACKNOWLEDGES AND UNDERSTANDS T	THAT THE VEHICLE
TITLE FEE AND/OR TAG FEE	s		0.00	MAY HAVE SUFFERED DAMAGE DURING PRODUCT! WHILE IN THE POSSESSION OF THE DEALER OF	TION, THANGIT, OR
1. TOTAL PRICE OF UNIT		21471		REPRESENTATIONS CONCERNING THE NATURE AND SUCH DAMAGE.	D EXTENT OF ANY
2. TOTAL DOWN PAYMENT	\$	2500	₽	LIENHOLDER CAPITAL ONE AUTO FI	Though
3. UNPAID CASH BALANCE DUE ON DELIVERY		1897		PO BOX 255605	NANCE
(difference between ilem 1 and 2)			, †	SACRAMENTO CA 95865-5587	
ALL WARRANTIES, IF ANY BY A MANUSACTURED OR SUPPLIED				/מכני-בממכל אם פואמוואאסאל	

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 BUCH 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, EXPFIESS 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." MISSISSIPPIS IMPLIED WARRANTY LAW MAY GIVE THE BUYER ADDITIONAL RIGHTS.

The front and back of this Order comprise for a view occasional statements.

The Iront and back of this Order comprise the equire agreement effecting 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 hereol 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 ago, and hereby acknowledge receipt of a copy of this order. This order shall not become hinding wall account by Copial or or his authorized representative.

04/15/05

ACCEPTED BY: Buan latte

Customer Trade-In Evaluation Survey and Profile		
Date: 4-15-25 Salasman: #679/20	0	
Customer Name		
Address: Phone #:		
Stackwille, MS		
Primary Driver		
Primary Driver: 1. Repeat Customer?		
2.169	Yes	Г ⁻ Тыс
	Yes	HNO
Annual Mileage: 10,000 How Many Miles on Current Tires? 50,000 Do You Have the Title?		
5. Is the Title Free and Clear?	Yes	<u> </u>
6. Type of Driving City % 50 Hwy % 50 Offroad %	☐ Yes	- 140
. Volide diplage, darage	_	
8. Has This Car Had Any Major Mechanical Repairs?	Yes	□₽Nō
What Type of Repairs?	Yes	No
	_	
9. Has This Car Ever Had Any Collision Damage?		Г
What Type of Collision Damage and What Was the Cost of the Repairs?	Yes	No
THE FRONT VAIL		
10. Does The Windshield Need Replacing at This Time?		
If Yes, Will You Be Willing To Allow Your Insurance Company To Participate?	Yes	No
DeductibleInsurance Company	Yes	-No
11. Was the Vehicle Purchased New?		
12. Has this Car Been Smoked In?	Yes	No
13. Has this Car Been Used in Towing?	Yes	No
13. Has this Car Been Used in Towing? 14. Date of Last Tune-Up? 15. Date of Last Oil Change?	Yes	No
	T-TYes	
	Yes	No No
17. Is This Car Equipped With a Spare and a Jack? 18. Does This Car Have a Warranty In Force Currently?	Yes	T No
Midnufacturers Warranhr? Vaa	Yes	- No-
Extended Service Contracts	 1 ·	
19. Environmental Protection PackageRust Proofing?		
20. Paint Protection? Yes No. Interior or Selection?	Yes	No
Tes No Previous Credit Incurence	_	_ _
I certify that I believe all of the information I have provided to be true and accurate.		
	-	
TRADE-IN		7.
Year / // Make. / for /		
Mileage: 92 4/1) Char Good Nodel 1/1///		
VIN: 26/4/F 52 F 9/9 Cyls: 1/6		
Previous Payment:		
Payoff To:LeaseCashFinance		
Mailing Address:		
Towning / duress.		
Phone Number: 1 - 900 - 350 - 357-1		
Amount to Private # 13 ()(10/2		
Account # Good Until:		
Spoke To:		
MGR.		



General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

VIN: TO THE TO THE TO THE TOTAL TO THE TOTAL TOTA	·	
VIN:		(or see attached list
CUSTOMER INCENTIVE(S)		The same of the same than the
Customer incentive		
	\	
I assign the total amount of customer incentive(s customer incentive(s) be applied: (a)XXto the law, as a price reduction (Bill of Sale indices) listed to the dealer han	ned below and request that the available
law, as a price reduction (Bill of Sale indica	tes pre-rebate price is	s vehicle, (b) where permissible b
rebate applied), or (c) a check be issued in r	ny name by Dealer nam	umount of repate and final price with ed below:
Incentive Program Reference	Ámount	GM Incentive Code
GM REBATE &	\$ 2500.00	
Hot button Bonus costs	S N/A	<u>-</u> -
	\$ N/A	·
	\$N/A	
	\$ N/A	
Total Incentive Amount Received	\$ 2500.00	
a. I elect to receive in lieu of ar	nd/or	
b. I elect to receive	74,01	
b. I elect to receive		
	EALER ACKNOWLEDG	
I am the ultimate retail purchaser or lessee of the volticle le		
to me by the Dealer named below. This vehicle was purcha delivery of this vehicle on	sed/leased for personal/l	business use and not resale and I took
delivery of this vehicle on <u>\$\psi_4\frac{15}{5}\$.\$\psi_6scknowledge receipt of the property of the continuous purchases the continuous purc</u>	of incentive(s) as describe	ed in Item # and release the GM
5	1 11/13 11/12]	
Purchaser/Lessee Signature:		Date: <u>0</u> 4 1 5 05
The undersigned person as Doglor representative with		
The undersigned person, as Dealer representative, certifies he incentive(s) described in Item# have been provided and through this dealership and that properly completed accurate through the dealership and that properly completed accurate through the dealership and the property completed accurate through the dealership and the dealership an	that the information on the the said purchaser/less	this application is true and correct and
unit through this dealership and that properly completed accu	rate delivery data has be	ee who has taken delivery of referenced en forwarded to General Motors
\mathcal{Q}	P 11	
B		Date: <u>0</u> 4 1 <u>5</u> 05
Dealership Name: CARL HOGAN AU	TOMOTIVE. INC.	_ Dealer Code:
st must include VIN, Delivery Date and Program Reference	Market and the second s	Carlo Shirman paga 12 Marraman

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

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

d. Net Trade-In (b. minus c.) \$ N/A

e. Net Cash/Trade-In (a. plus d.) \$ 2509.80

Down Payment (e., disclose as \$0 if negative) \$ 2509.60

MISSISSIPPI RETAIL INSTALLMENT CONTRACT AND SECURITY AGREEMENT

the ASSIGNMENT BY SELLER on page 2. This assignment is made

with recourse Seller: By ____

01/12/06 THU 15:41 FAX 601 328 7044

Experies © 1962, 1995 Bankers Systems/Inc., St. Cloud, MN Form RS-SI-MV-MS 6/9/2001

N/A N/A N/A 5.00 N/A N/A Total Other Charges/Amounts Pd. to Others 10.02 Less: Prepaid Finance Charges \$__ N/A 18971.69 Amount Financed \$

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

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.

84/15/2005 Date Signature Date Seller: By

(page 1 of 2)

2006

MOTOR VEHICLE - NOT FOR MANUFACTURED HOMES

Paged

Marrero, LA 70072

Service Request: 1-398362185

Customer Relationship Manager: Mira Ratcliff

Dear

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: v. General Motors Corporation

Service Request: 1-398362185

2004 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT52804F 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.

DATE 07/17/06

6.500 DOLLARS

6,500.00

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER

MARRERO

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 CHECK NO. BB 000000190 PAYMENT DATE VENDOR NAME 07/17/06 REGISTER NO. DESCRIPTION % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT INVOICE DATE DOC. REFERENCE NUMBER 07/14/06 -398362185.1-6Y4WFE 00.0000 6,500.00 00 6,500.00 1G1ZT52804F e: .

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

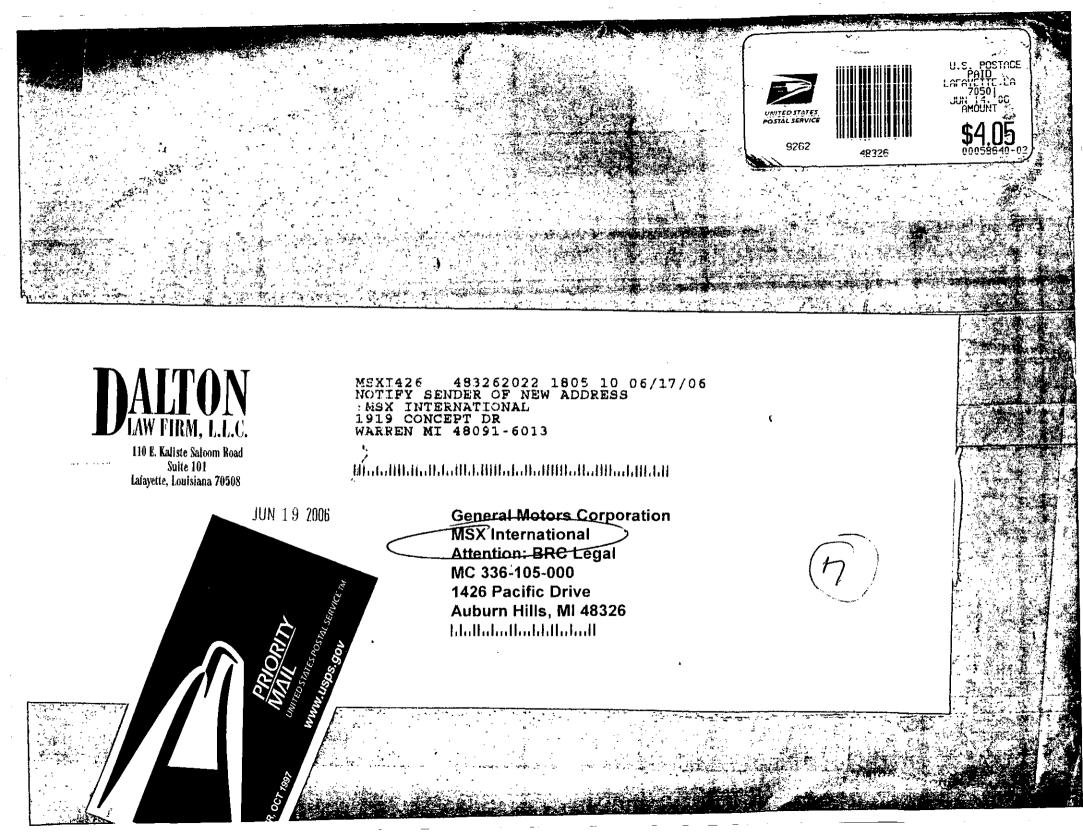
TOTAL

W3

6,500.00

.00

6,500.00





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:

RACHEL LEMAIRE AND SHANE LEMAIRE VS.

GENERAL MOTORS CORPORATION

OUR FILE NO. YOUR CLIENT

06-0183-GMC

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

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

General Motors Corporation Page 2

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 INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Ib Individual's last name			First name			Middle name		
			Citý		State	TBesto	code	Country
niling address		•	MARRERO	`	State L A	Posta	Code	JEFF
x ID: SSN or EIN			Ad	litional informat	ion for or	ganizatı	on	
,		Type of organiza	ation	Jurisdiction of org	ganization		ĺ	al ID (enter none" if
		· .					NONE	att 10 th Management
co-buyer's (debtor's) exact legal	name (inse	ert only one debt	or name (2a or 2b)	do not abbrevia	ite or con	ibine na	mes)	The second secon
Organization's name								
Individual's last name			First name	·	Middle na	ıme	····	Suffix
andividual s last fla		. •	SHANE		1	-		
ailing address			City		State	Posta	i code	Country
	<u> </u>	·	MARRERO Ad	ditional informat	ion for or	nanizan	011	JEFFI
x ID: SSN or EIN		Type of organiza		Jurisdiction of or			Organization	nal ID (enter "none" if
fire .				·			NONE	1 10 10 10 10
Seller-Creditor (Secured Party) N	ame (inser	rt only one secur	ed party name (3a	or 3b))	on the second	to the second	प्रमादारी स्ट्रमाधित	Commercial Col alical
Organization's name as to assist the	appented	सर्वे सङ्ग्रहेत्रकार सम्बद्धाः । इ.स.च्या	неневь синува	a kojavatja is	শ্বহ্নপু র র	H(-/: 14	មួយមុខ ០៩គួរខ	susehold tise
LESON CHEVROLET				•			.	Suffix
Individual's last name	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	, , , , , , , , , , , , , , , , , , ,		•	Middle	name		Suma
Alling addrage	- <u>(1948)</u> - 1941	City	t tirk synthetis to kombre	्र भदन्ती इ.स.स.म्हर्मा स्टब्स्ट	State	77347 P	Postal code	Country :
ailing address		110 m	ria matika dalama. ADMENINA	in more content.	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	AT YE AW A I III EE	·・ル・トッ・デ・・・ノブ・ ** ・* 700E0!	TEFFE
i, the Buyer (and Co-Buyer, if any),	ESTATE TO A	and the second s	AKVE T	on credit Busin	ning this a	Ontract:	vou choose t	buy the vehicle
i, the Buyer (and Co-Buyer, it any), ler the agreements on the front ar	may.buy.ti of back of	ne venicle, describ	ed below for cash o	he Creditor, the	Amount: F	inanced	and Finance	Charge according
ment schedule shown below. We w	ill figure the	e Finance Charge	on a daily basis.				•	
			Vehicle Identi	ication No.		Prim	ary Use for W	hich Purchased
	27 N T 2 2 2 2	30		oatio: 110.	D 00	ersonal,	amily, or hou	sehold agricul
2004 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		4DR SDN I	L 3 . g s. e -1017TE3004E	-		siness	•	
NEW 2004 HALTRU	San San San San	Section 14 To the second	<u> </u>					
ur trade-in is a: Year 2001	Make -	SATURN	Model	L-200	i			
FEDERAL T	RUTH-IÑ-L	LENDING DISCLO	OSURES -		Insurar	ce. You	may buy the	physical damage in
ANNUAL FINANCE	Amo	ount Total	of Payments To	tal Sale Price	this co	ntract red authorize	luires (see bac d to sell such	k) from anyone you insurance in Louisia
PERCENTAGE CHARGE	Finar	nced 💉 🛼 The	amount you. Th	e total cost of	are no	t require	d to buy any	other insurance to
RATE: The dollar.				ur purchase on edit, including	credit.		.io.obookod be	elow, policies or-ce
The cost of your amount the redit as a yearly credit will cost	credit pro	on vour li pav		r downpayment	from t	nsurance he name	insurance c	ompanies will desc
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9.95 % \$ 7437.84	\$ <u>2240</u>	1 84 \$ 2	9839 68 \$	29839"68"	Checl	the ins	urance you	want and sign be
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Where friends send friends

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

DEAL # 24121

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PARTS CENTER



CS267618

1501 WESTBANK EXPRESSWAY HARVEY, LA 70058



2778 975 04/26/04 **(EITH KUHN** LABOR RATE LICENSE NO. GALAXY SILV LESON CHEVROLET CO. YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 1501 WESTBANK EXP. 04/CHEVROLET/MALIBU/4DR SDN LS HARVEY, LA 70058 VEHICLELD.NO. SELLING DEALER NO. PRODUCTION DATE **ዕ**ቆቻ<u>ቻ</u>3/04 1.11.24 COMMENTS RESIDENCE PHONE MO: 12

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 (*) in the Total Sublet (*) 0.00 (*) 0

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/of 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 turther, 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

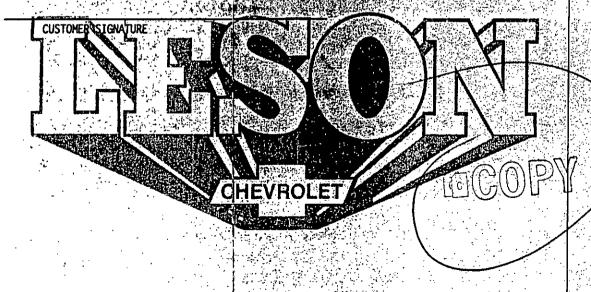
LABOR & GM PARTS
12 MONTHS OR 12,000 MILES

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

* WHICHEVER OCCURS FIRST

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FOR BRINGING
YOUR CAR
TO US FOR
SERVICE



PAGE 1 OF 1

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[END OF INVOICE] 04:03pm





1501 WESTBANK EXPRESSWAY HARVEY, LA 70058

675 8529 08/06/04 DEFFREY LIBERTA GALAXY SILV 76952 342 HEVROLET CO., INC. YEAR/MAKE/MODEL 04/CHEVROLET/MALIBU/4DR SDN LS 08/26793 TBANK EXP. LA 70058 SELLING DEALER NO. PRODUCTION DATE VEHICLE LD. NO. 1 6 1 Z T 5 2 8 0 4 F F. T. E. NO. ზ8*7*₹5/04 342 EXCLUSION OF WARRANTIES Any warranties on the parts and accessories sold hereby are made by the manufacturer. The under-DRIVEABILITY UNITS: 0.90 TECH(S):4138 signed purchaser understands and agrees that dealer makes no warrantles of any kind, express VEH HAD TO BE JUMPED TESTED AND FOUND BATTERY BAD. or implied, and disclaims all warranties, including warranties of merchantability or fitness for a par-REPLACED WITH NEW BATTERY. ticular purpose, with regard to the parts and/or accessories purchased; and that in no event shall -- UNIT PRICE--DESCRIPTION:)TY --- FP-NUMBER---dealer be liable for incidental or consequential WARRANTY 88900714 75\$-5YR damages or commercial losses arising out of such 0.00 TOTAL: - PARTS purchase. The undersigned purchaser further agrees that the warrantles excluded by deal include, but are not limited to any warranties that such parts and/or accessories are of merchants able quality or that they will enable any vehicle of JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00 any of its systems to perform with reasonable safety, efficiency or comfort. CK STEERING LIGHT COMES ON RADIO RELATED TO LINE 1. WARRANTIES APPLIED LABOR ONLY REPAIRS JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 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 0.00 THANK YOU FOR BRINGING YOUR CAR TO US FOR SERVICE

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PARTS CENTER

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1501 WESTBANK EXPRESSWAY HARVEY, LA 70058

COSTOMER NO.		DEFFREY LIBERTA	675 1AG NO 1529	N85665104	
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Parts designated with an Asterisk(*) indicates limited LIFETIME SERVICE GUARANTEE applies for customer pay repairs.

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TOTAL INVOICE \$

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 incidentation consequential damages or commercial losses erising 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

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SERVICE

CUSTOMER SIGNATURE



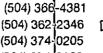
PAGE 2 OF 2

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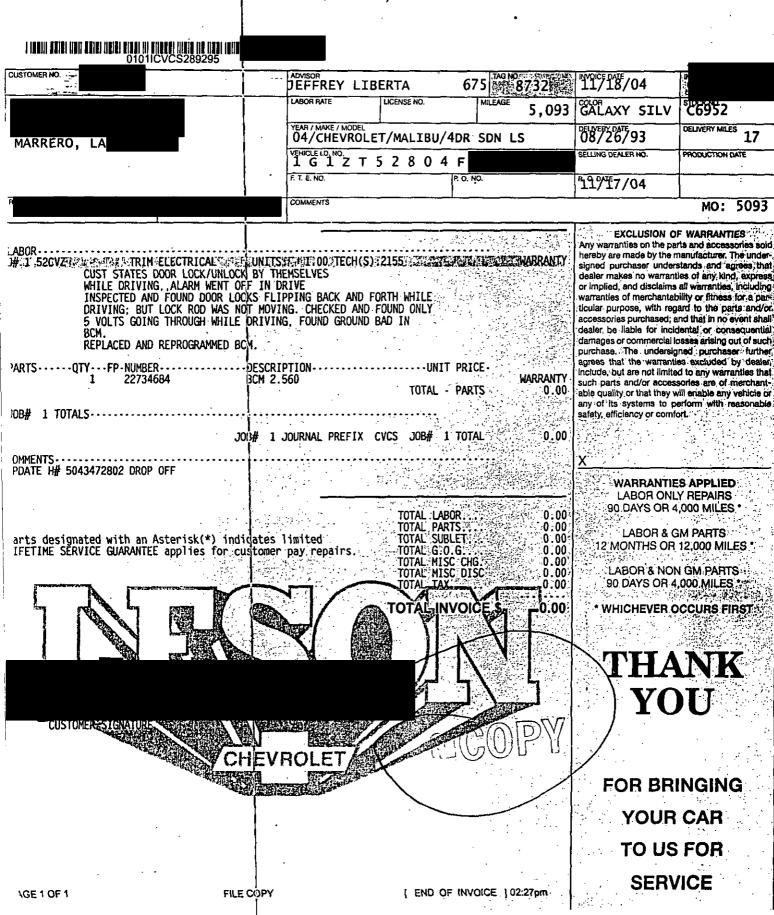
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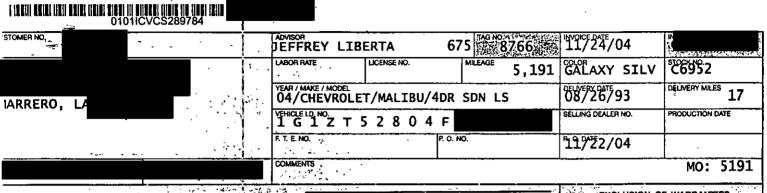
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1501 WESTBANK EXPRESSWAY **HARVEY, LA 70058**



DISTRICT OF THE PROPERTY OF TH 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 RTS-----QTY---FP-NUMBER-----UNIT PRICE WARRANTY 22719850 WARRANTY BEZEL: 10.777 PART ON SPECIAL ORDER

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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 warrantles of any kind, express or implied, and discialms 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 sturther, 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:

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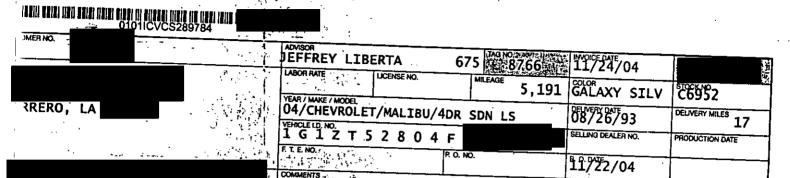
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FAX (504) 374-0205 FAX (504) 374-0203









MO: 5191

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

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

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 warrantles 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

TOTAL INVOICE \$

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

LABOR & GM PARTS 2 MONTHS OR 12,000 MILES

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

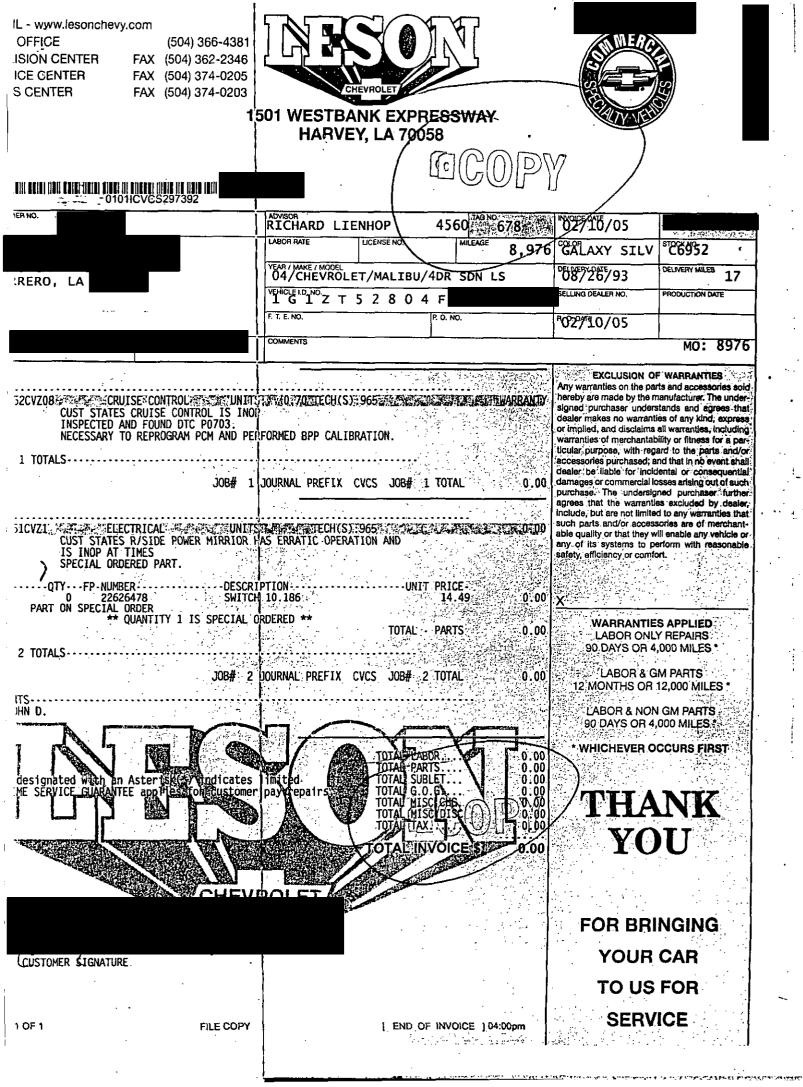
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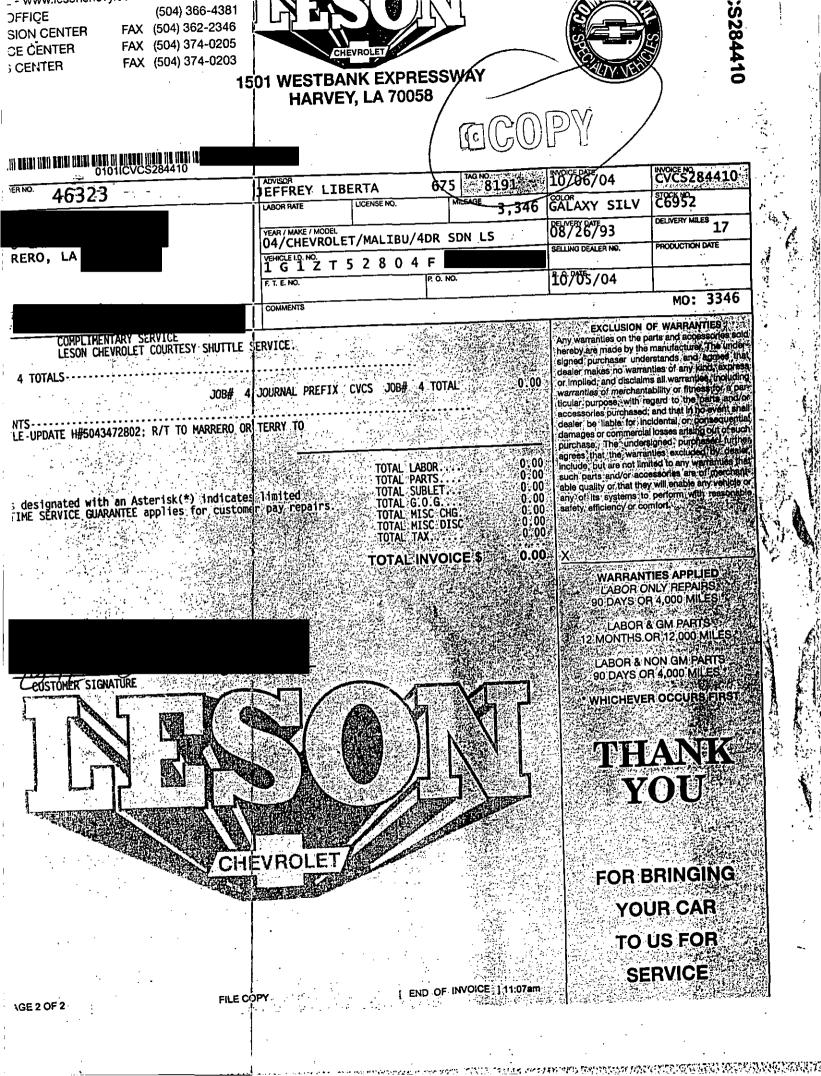
THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

OF 2

[END OF INVOICE] 12:50pm







1501 WESTBANK EXPRESSWAY **HARVEY, LA 70058**

[**€**c

11211 1141 1140 1101 1141 1141 11 1141 11 1141 11 1141 1

46323 675 8191 **"ČVE\$284410** ¥0°06°/04 DEFFREY LIBERTA LABOR RATE CENSE NO. GALAXY SILV 26925 3.346 DELIVERY MILES **68726793** 17 04/CHEVROLET/MALIBU/4DR SDN LS MARRERO, LA VEHICLE ID NO. 1 5 2 8 0 4 F SELLING DEALER NO. PRODUCTION DATE 10/05/04 COMMENTS MO: 3346

CUST STATES BOTH FRONT SIDE (DOOR HANDLES ON THE INSIDE NE D TWO PIECES INSTALLED WE ONLY RT DOOR PANEL CLOTH CONEING AP PERFORMED DIAGNOSTIC PROCEDULES AND FOUND RIGHT DOOR PANEL COMING APART COMPANY NECESSARY TO REPLACE DOOR PAI FP NUMBER -UNIT PRICE WARRANTY 15147323 TOTAL **PARTS** 0.00 TOTAL 0.00

FOR THE PROPERTY INTERINGUAL CONCERNATION OF THE PROPERTY OF T LT TRIM PANEL CLOTH COMEING PARTS HAVE BEEN SPECIAL ORD OTY -- FP NUMBER UNIT PRICE PARTS!

PART ON SPECIAL ORDER 0:00 RANE PERFORMED DIAGNOSTIC DIAGNOSTS FOUND UPPER

WARRANTY 3 TOTALS TOTAL PREFIX CVCS JOB# 3 TOTAL

HET GOOD TO THE WAY SHUTTLE VAN THE THIRD TECH (S) 193 THE LESON CHEVROLET COURTESY SHUTTLE SERVICE

PAGE 1 OF 2 FILE COPY [CONTINUED ON NEXT PAGE] 11:07am

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 llable for incidental or consequential damages or commercial losses arising out of such purchase. The pundersigned purchaser, further agrees that the warrantles excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchants 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 MONTHS OR 12,000 MILES

0:00

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

WHICHEVER OCCURS FIRST

YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

07/06/2006 15:56 DALTON LAW FIRM PAGE 01/02 3372620679

DALTON LAW FIRM, L.L.C.

RICHARD C. DALTON

110 E. Kaliste Saloom Road

Suite 101

Lafayette, Louisiana 70508

Telephone: (337)262-0700

Facsimile: (337)262-0679 Email: rdalton746@aol.com

vs. General Motors

FAX COVER SHEET

TO **FROM**

Justin Vatter

DATE

Richard C. Dalton

July 6 2006

RE

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 ___X__ no Please call (337) 262-0700 if you do not receive _2_ pages including this cover sheet.



3372620679

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.

GENERAL MOTORS CORPORATION

OUR FILE NO.

06-0183-GMC

YOUR CLIENT

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

SON LAW FIRM L

Very truly yours,

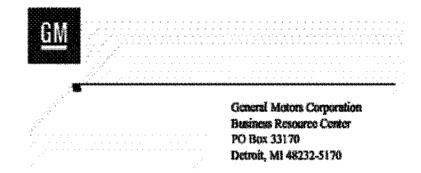
-DALTON

RELEASE OF CLAIM

We, (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 ("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 ison the date of the signing of this release.
on the subject vehicle's lineage ison 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.
115 TERMS.
115 IERWS.
I/We agree to the terms of this Release of All Claims
I/We agree to the terms of this Release of All Claims
I/We agree to the terms of this Release of All Claims
I/We agree to the terms of this Release of All Claims
I/We agree to the terms of this Release of All Claims DATE SIGNED:

Address		Address	
City, Stat	e, Zip Code	City, State, Zip Code	_
STATE OF			
COUNTY OF			
Sworn to (or a by	ffirmed) and subscribed before m	ne this day of	, 20,
	Signature of Notary Pul	blic	
	Print, type or stamp Commi	ssioned Name of Notary Public	
	Personally Known	OR Produced identification	
	Type of identification		
	My commission expires:		
CC: File			
LG0024			

V6302006



VIA FAX ONLY

July 6, 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 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.















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















07/10/2006 13:57 3372620679 DALTON LAW FIRM PAGE 01/06

DALTON LAW FIRM, L.L.C.

RICHARD C. DALTON

110 E. Kaliste Saloom Road

Suite 101

Lafayette, Louisiana 70508

Telephone: (337)262-0700 Facsimile: (337)262-0679

Email: rdalton746@aol.com

vs. General Motors

FAX COVER SHEET

TO

Justin Vatter

FROM

FAX NO

Richard C. Dalton

DATE

July 10, 2006

RE

Corporation, et al. (866) 233-2955

COMMENTS

Signed Release and Current Vehicle Registration

CONFIDENTIALITY NOTICE

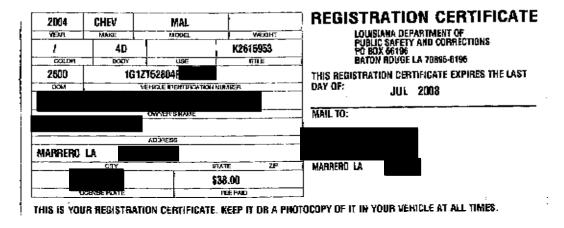
The information in this facsimile transmittal is legally privileged and confidential, intended only for the use of the individual(s) named above. If the reader or recipient of this transmittal is the not intended recipient, you are hereby notified that any use, dissemination, distribution or copying 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	Χ	no			
Please call (337)	262-0700 if	you do	not	receive 6	pages including	this	cover
sheet.							

3372620679

13:57

07/10/2006



03/06

VIA FAX ONLY

July 6, 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 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.

















//6/2006 6:31:59 PM

PAGE

5/005

Fax Server

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 I-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.

58,274

){)lo

Date

Chem 2 Signature

















//6/2006 6:31:59 PM

PAGE 2/005

Fax Server

RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves We. 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 ("Subject Vehicle"), including but not limited to any claims based on any alleged 1G1ZT52804F 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 <u>38,000</u> 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 SIC	MED. ()	$H \rightarrow U \cup U$	
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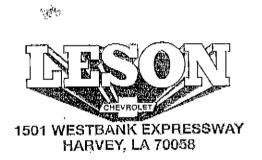
3/005 Fax Server PAGE

06/06

Address Address Manen 4+ City, State, Zip Code STATE OF COUNTY OF Swom to (or affirmed) and subscribed before me this 10 day of July 2006. by I 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





Date: 6/23/06 From: Tim Colson	
To: Phone #: (504) 366-4381 # 1/329	
Phone #: 866.790.5600 # 11329 Fax #: FAX (504) 374-0205 Fax #: 866-75 866-233-2955	
# of Pages including cover sheet	
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Mrskry FOR	
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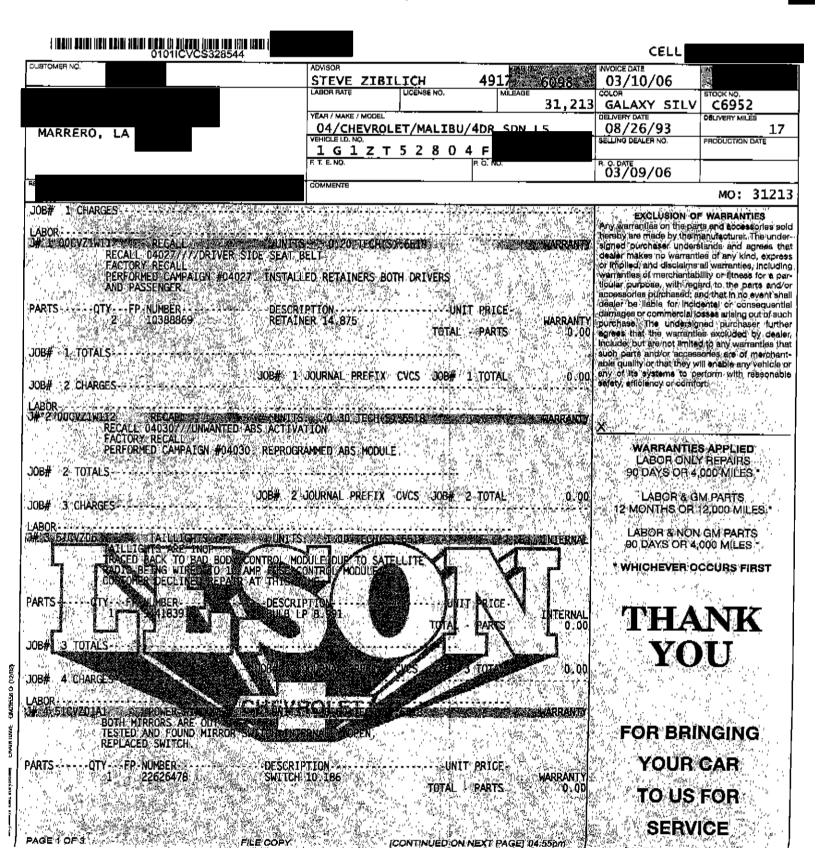
MAIN OFFICE (504) 366-4381 COLLISION CENTER FAX (504) 362-2346

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



1501 WESTBANK EXPRESSWAY HARVEY, LA 70058





MAIN OFFICE COLLISION CENTER

PAGE 2 OF A

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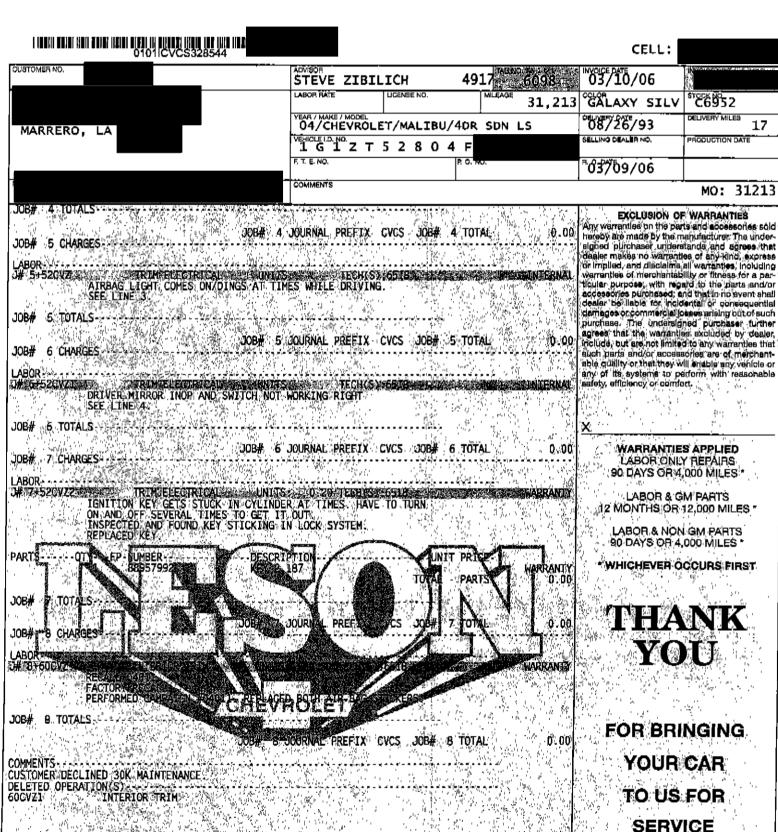
(504) 366-4381 FAX (504) 362-2346 FAX (504) 374-0205

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



1501 WESTBANK EXPRESSWAY HARVEY, LA 70058





[CONTINUED ON NEXT PAGE] 04:85pm

MAIN OFFICE (504) 366-4381 FAX (504) 362-2346 **COLLISION CENTER**

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



1501 WESTBANK EXPRESSWAY **HARVEY, LA 70058**



CELL:

CUSTOMER NO.	ADVISOR		工作的9000000000000000000000000000000000000	INVOICE DATE	A MANAGEMENT AND STREET AND STREET
	<u>Steve Zibii</u>		17次 26098	03/10/06	ý
	LABOR RATE	LICENBE NO.	31,213	GALAXY SILV	STOCK NO. C6952
MARRERO, LA	VEAR / MAKE / MODEL 04/CHEVROL	E <u>T/M</u> ALIBU/4DR	SDN LS	08/26/93	DELIVERY MILES 17
PARTICIPATION OF THE PROPERTY	1 G 1 Z T	5 2 8 0 4 F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. W		03/09/06	
F	COMMENTS	•			MO: 31213

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 on 36,000

miles will receive a service survey approximately 30

days after your service visit.

TOTAL SUBLET TOTAL G.O.G. TOTAL MISC CHG TOTAL MISC DISC

TOTAL INVOICE \$

EXCLUSION OF WARRANTIES

Any warmines on the paids and accessories sold remover made by the manufacturer. The under-signed purchaser understands and agrees that dealer makes no warmines privary kind, depress or implied, and discialine all warmines, including waifantes of merchantability or fitness for a per-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 warrantles excluded by dealer, Include, but are not limited to any warrantles that buch parts and/or accessories are of merchantable quality of that they will enable any vehicle or any of its systems to perform with regarded

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

eafety, efficiency or comfort.

LABOR & GM PARTS 12 MONTHS OF 12,000 MILES

LABOR & NON GM PARTS 90 DAYS OF 4 000 MILES

WHICHEVER OCCURS FIRST

THANK YOU

FOR BRINGING. YOUR CAR TO US FOR SERVICE



PAGE 3 OF 3

· END OF INVOICE \$ 04.55pm

MAIN OFFICE

(504) 366-4381

COLLISION CENTER SERVICE CENTER PARTS CENTER

FAX (504) 362-2346 FAX (504) 374-0205

FAX (504) 374-0203





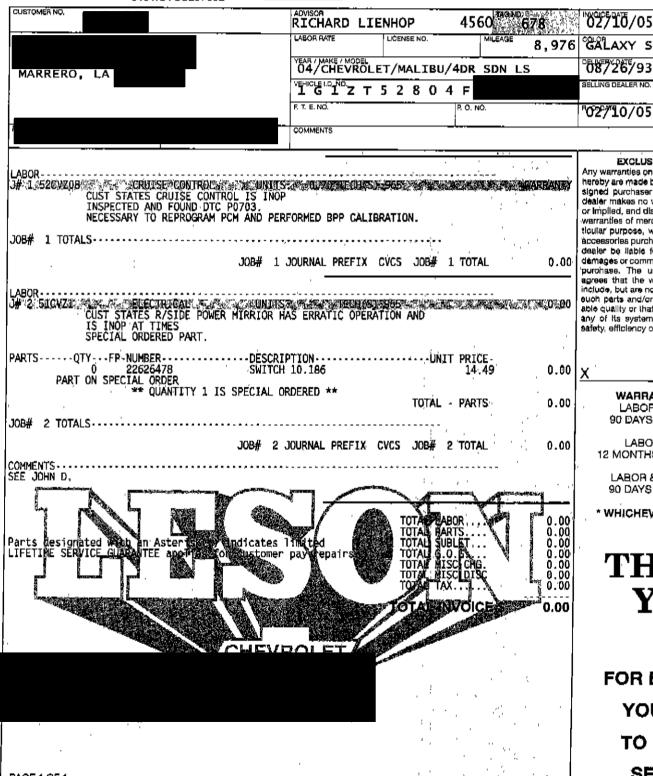


GALAXY SILV

68726593

SELLING DEALER NO.

LIEBII 88,31 (1811 88,18) (1813) 81,281 (1) RIJARE, (2) 11 (18 1)



EXCLUSION OF WARRANTIES

C6952

DELIVERY MILES

PRODUCTION DATE

17

MO: 8976

Any warrenties 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 warrantles 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 euch 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 \mathbf{YOU}

FOR BRINGING YOUR CAR TO US FOR SERVICE

PAGE 1 OF 1

FILE COPY

[END OF INVOICE] 04:00pm

MAIN OFFICE (504) 366-4381 COLLISION CENTER FAX (504) 362-2346

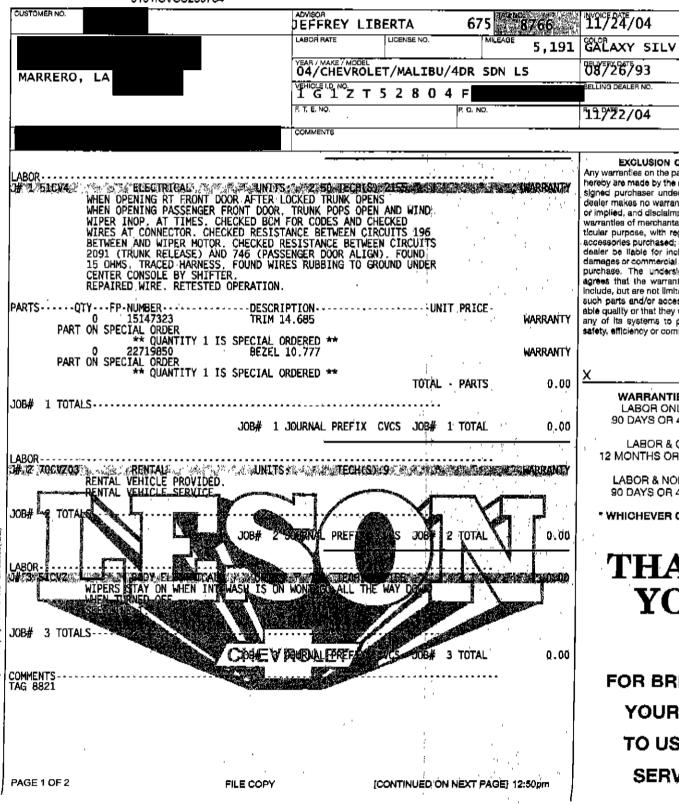
SERVICE CENTER FAX (504) 374-0205 PARTS CENTER FAX (504) 374-0203











EXCLUSION OF WARRANTIES

76952

PRODUCTION DATE

MO: 5191

17

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 discialing all warranties, including warrantles 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 \mathbf{YOU}

FOR BRINGING YOUR CAR TO US FOR SERVICE

MAIN OFFICE (504) 366-4381 COLLISION CENTER FAX (504) 362-2346

SERVICE CENTER

PARTS CENTER

FAX (504) 362-2346 FAX (504) 374-0205

FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY HARVEY, LA 70058



CUSTOMER NO.	JEFFREY LIBERTA 675	3766 11/24/04	;
	LABOR RATE LICENSE NO. MILEAGE	5,191 GALAXY SILV	₹6952
MARRERO, LA	04/CHEVROLET/MALIBU/4DR SDN L	s 08/26/93	DELIVERY MILES 17
	1 G 1 Z T 5 2 8 0 4 F	SELLING DEALER NO.	PRODUCTION DAYS
	F.T. E. NO.	11722/04	
F	COMMENTS	· · · · · · · · · · · · · · · · · · ·	мо: 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 CHG... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

EXCLUSION OF WARRANTIES

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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

D 1988 The Rey

PAGE 2 OF 2

FILE COPY

[END OF INVOICE] 12:50pm

MAIN OFFICE

(504) 366-4381 FAX (504) 362-2346 COLLISION CENTER

SERVICE CENTER PARTS CENTER

FAX (504) 374-0205

FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY **HARVEY. LA 70058**



CUSTOMER NO.	JEFFREY LIBERTA	675	INVOICE DATE	
	LABOR RATE LICENSE	5,112	GALAXY SILV	℃6952
MARRERO, LA	04/CHEVROLET/MAL	IBU/4DR SDN LS	08726793	DELIVERY MILES 17
	ਬੀਫਿੰਜੇ°z ⊤ 5 2 8	0 4 F	BELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	119719/04	
	COMMENTS		<u> </u>	MO:

COMMENTS -TECH 2155

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

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

TOTAL INVOICE S 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 discisims 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



[END OF INVOICE] 1/2:25pm.

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 \mathbf{YOU}

FOR BRINGING YOUR CAR TO US FOR SERVICE

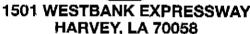
PAGE 1 OF 1

MAIN OFFICE (504) 366-4381 COLLISION CENTER FAX (504) 362-2346

SERVICE CENTER FAX (504) 374-0205 PARTS CENTER

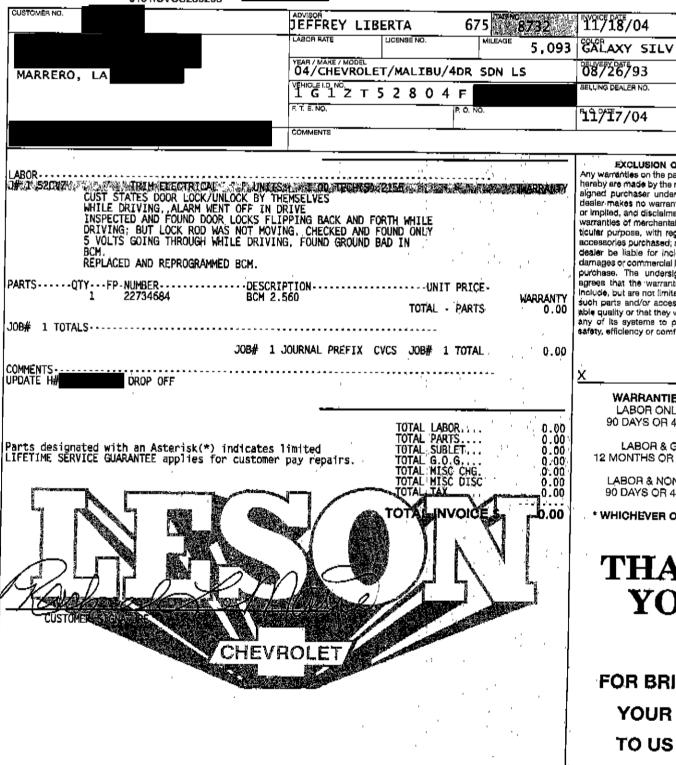
FAX (504) 374-0203











EXCLUSION OF WARRANTIES

Č6952

OELIVERY MILES

PRODUCTION DATE

MO: 5093

17

Any warranties on the parts and accessories sold heraby are made by the manufacturer. The under-algned purchaser understands and agrees that dealer makes no warrantles of any kind, express or implied, and disclaims all warrantles, 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

GW285560 (12/02) Poprogit D 1988 The Reynolds and Re

PAGE 1 OF 1 FILE COPY

[END OF INVOICE] 02:27pm

MAIN OFFICE (504) 366-4381 COLLISION CENTER FAX (504) 362-2346

SERVICE CENTER FAX (504) 374-020
PARTS CENTER FAX (504) 374-020





1501 WESTBANK EXPRESSWAY HARVEY, LA 70058

CUSTOMER NO.	PAUL SPOSITO	195 ^{7°°™} 6975	10726/04	
	LABOR RATE LICENSE NO.	MILEAGE 3,346	GATAXY SILV	2895 2
MARRERO, LA	04/CHEVROLET/MALIBU/	4DR SDN LS	08726793	DELIVERY MILES 17
	THE 1 NO T 5 2 8 0 4	. F	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	10721/04	
	COMMENTS	<u>''</u>	 	MO: 3346

LABOR

J# JUON JANUAR RETURN PROGRAM UNITS TO TO THE PROGRAM

PARTS RETURN PROGRAM

PARTS RETURNED TO GENERAL MOTORS

PARTS RETURN PROGRAM

JOR# 1 TOTALS

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

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WARRANTIES APPLIED L'ABOR 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



PAGE 1 OF 1

FILE COPY

[END OF INVOICE] 03:35pm

MAIN OFFICE (504) 366-4381 COLLISION CENTER

SERVICE CENTER PARTS CENTER

FAX (504) 374-0205

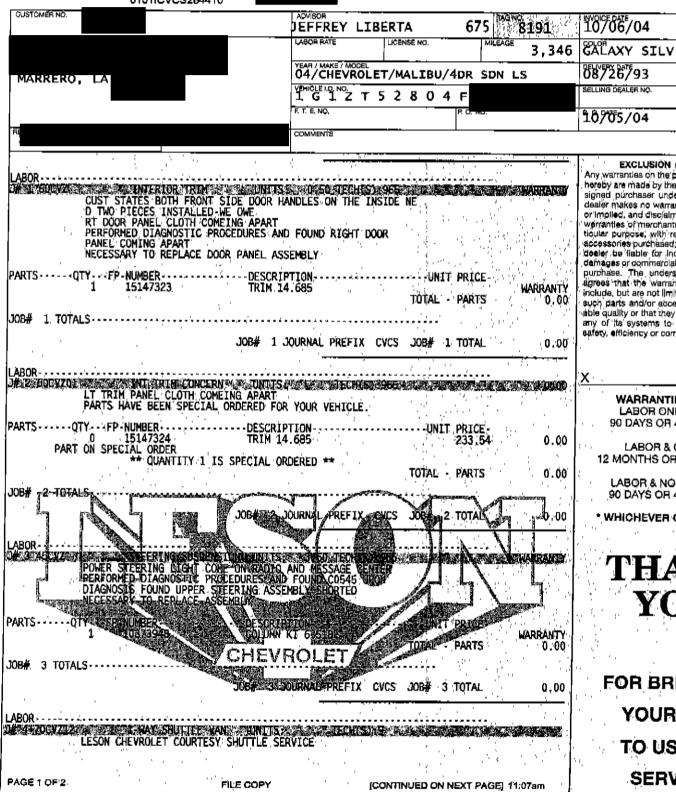






BELLING DEALER NO.





EXCLUSION OF WARRANTIES

26982

PRODUCTION DATE

MO: 3346

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 discialing all warranties, including warranties of merchantability or fitness for a parwarrantes of merchanaphy of mines for a par-ticular purpose, with regard to the parts and/or accessories purchased; and that in no eyent shall deler be liable for incidental or consequential demages 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 anable 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 MAIN ⇒FFICE COLLISION CENTER FAX (504) 362-2346

FAX (504) 374-0205 SERVICE CENTER

PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY **HARVEY, LA 70058**





CUSTOMER NO.	JEFFREY LI	BERTA (575 8191	10/06/04	NAMES NO.
	LABOR RATE	LICENSE NO.	MILEAGE 3,346	GALAXY SILV	26952
MARRERO, LA		ET/MALIBU/4DF	R SON LS	08/26/93	DELIVERY MILES 17
	T G T Z T	5 2 8 0 4 F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. C	D. NO.	10/05/04	
	COMMENTS				мо: 3346

COMPLIMENTARY SERVICE: LESON CHEVROLET COURTESY SHUTTLE SERVICE.

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL

0.00

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.

0.00 0.00 0.00 TOTAL PARTS.... TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX. O.DO ŏ.ŏŏ 0.00

0.00 TOTAL INVOICE \$

EXCLUSION OF WARRANTIES

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

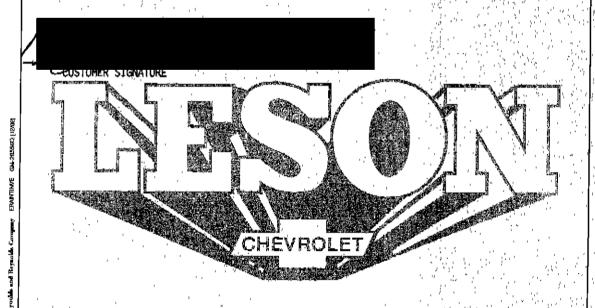
LABOR & GM PARTS 12 MONTHS OR 12,000 MILES *

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

* WHICHEVER OCCURS FIRST

THANK \mathbf{YOU}

FOR BRINGING YOUR CAR TO US FOR SERVICE



PAGE 2 OF 2

FILE COPY

[END OF INVOICE /] 11:07am

(504) 366-4381 MAIN OFFICE FAX (504) 362-2346 COLLISION CENTER

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











GUSTOMER NO.	PAUL SPOSITO	195 975	8717/04	1,
	LABOR RATE LIGENSE NO.		GALAXY SILV	ී ර්ජි ්රීර්
MARRERO, LA	04/CHEVROLET/MALIBU/		<i>ზ්8</i> 726793	DELIVERY MILES 17
	THOUSE 1 NOZ T 5 2 8 0 4	4 F	selling dealer no.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	ህ 8/17/04	
	COMMENTS		<u></u>	мо: 805

ABOR - - - -LABUR
1900VZO FORM BODY SHOP MASH
PERFORM BODY SHOP DELIVERY WASH
DETAIL DEPARTMENT PREP
PERFORMED BODY SHOP DELIVERY WASH. JOB# 1 TOTALS-----LABOR JOB# I JOURNAL PREFIX CVIS JOB# 1 TOTAL 'WE OWE TOTAL LABOR.... 0.00 0.00 TOTAL SUBLET.
TOTAL G.O.G.
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX 0.00 0.00 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 *

0.00

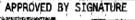
16.95

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

WHICHEVER OCCURS FIRST

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE





PAGE 1 OF 1

FILE COPY-I

[END OF INVOICE] 11:40am

TOTAL INVOICE S

MAIN OFFICE_. (504) 366-4381

COLLISION CENTER FAX (504) 362-2346 SERVICE CENTER FAX (504) 374-0205

PARTS CENTER FAX (504) 374-0203







	JEFFREY LIBERTA		08706/04)
LESON CHEVROLET CO., INC.	LABOR RATE LICENSE	ND. MILEAGE	342 GATAXY SILV	₹ 69 \$2
1501 WESTBANK EXP. HARVEY, LA 70058	04/CHEVROLET/MAI	LIBU/4DR SDN LS	68726793	DELIVERY MILES 17
	THICK IN Z T 5 2 8	3 0 4 F	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	08705/04	-
EBIDENCE PHONE 50年 ²⁹ 366-4381	COMMENTS			Mo: 342

Parts designated with an Astenisk(*) 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

THANK YOU

FOR BRINGING
YOUR CAR
TO US FOR
SERVICE



PAGE 2 OF 2

FILE COPY

[END OF INVOICE] 09:32am

(504) 366-4381 MAIN OFFICE

COLLISION CENTER FAX (504) 362-2346 FAX (504) 374-0205 SERVICE CENTER

PARTS CENTER FAX (504) 374-0203







08/06/04

08°526793 SELLING DEALER NO.

08705/04

GALAXY SILV



		JEFFREY L	IBERTA	Δ,	675	529
LESON CHEVROLE	T CO TNC	LABOR RATE	LIDEN	SE NO.	MILEAGE	342
1501 WESTBANK EXP		YEAR / MAKE / MODE	EL DLET/MA	ALIBU/4D	R SDN LS	 i
HARVEY, LA 70058		VEHICLE I.O. NO.	i			
		F. T. E. NO.			O. NO.	
RESIDENCE PHONE	504-366-4381	COMMENTS				
1- 1-11	504-366-4381					
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REPLACED WIT ARTSQTYFP-NUMBE 1 88900	H NEW BATTERY. RDESCE 714 755-E	IPTION.		UNIT P	١ . ١	ARRANT 0.00
OB# 1 TOTALS		-				
1	JOB# 1	JOURNAL PREFIX	K CVCS	JOB# 1 TO	OTAL	0.00
ABOR # 2 4507Z% (\$\daggers\) STEB	RINGYSUSPENSION WUNTT	\$\$****!\\\\\\ TECH((5)/:4138	o pinkin	A II John Committee	, %(**) 0 **/ . (%)
CK STEERING	LÍGHT COMES ON RADIO					
RELATED TO L	INE 1.					
	LIGHT COMES ON RADIO INE 1.		·····			
		JOURNAL PREFIX	c cvcs	JOB# 2 TO	OTAL .	0.00
RELATED TO L		JOURNAL PREFIX	cvcs	JOB# 2 TO	OTAL	0.00
	JOB# 2					0.00 ‰.⊮0≥00
ABOR-LT TURNS AC RELATED TO L	JOB# 2				V	
ABOR LT TURNS AC RELATED TO L OB# 3 TOTALS	JOB# 2 CONDITIONING SUNIT	SS ** APPLEBING		4	V	
ABOR	JOB# 2 CONDITIONING SUNIT	SS ** APPLEBING		4	V	
ABOR LT TURNS AC RELATED TO L OB# 3 TOTALS OMMENTS CUST PLEK TOPAY	JOB# 2 CONDITIONING SUNIT	SS ** APPLEANT		4	V	
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EXCLUSION OF WARRANTIES

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PRODUCTION DATE

MO: 342

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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 \mathbf{YOU}

FOR BRINGING YOUR CAR TO US FOR SERVICE

MAIN OFFICE (504) 366-4381 FAX (504) 362-2346 COLLISION CENTER

SERVICE CENTER FAX (504) 374-0205

PARTS CENTER FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY **HARVEY, LA 70058**



CUSTOMER NO,	KEITH KUHN	2778 3775	04/26/04	Į į
LESON CHEVROLET CO., INC.	LABOR AATE LICENSE N	D. MILEAGE	12 GALAXY SILV	₹6952
1501 WESTBANK EXP. HARVEY. LA 70058	YEAR / MAKE / MODEL 04/CHEVROLET/MAL	BU/4DR SDN LS	DELIVERY DATE	DELIVERY MILES
	1 G 1 Z T 5 Z 8	0 4 F	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	F. O. NO,	ዕ ቅ/⁄∑3/04	
ESIDENCE PHONE 504-366-4381	COMMENTS	· · · · · · · · · · · · · · · · · · ·		MO: 12

D# 1 00CVZ1 PECALL 04011
PERFORM RECALL 04011
REQUIRED PROCEDURE BY GENERAL MOTORS.
PERFORMED RECALL 04011 UOB# 1 TOTALS-----JOB# 1 JOURNAL PREFIX CVCS JOE# 1 TOTAL 0.00

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

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

TOTAL INVOICE S 0.00

EXCLUSION OF WARRANTIES

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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

THANK \mathbf{YOU}

FOR BRINGING YOUR CAR TO US FOR SERVICE



PAGE 1 OF 1

FILE COPY

[END OF INVOICE] 04:03pm

MAIN OFFICE COLLISION CENTER

(504) 366-4381

SERVICE CENTER

FAX (504) 362-2346

PARTS CENTER

FAX (504) 374-0205

FAX (504) 374-0203



1501 WESTBANK EXPRESSWAY **HARVEY, LA 70058**



| 1887|| 891|| 1887| 801|| 1891|| 2014|| 1897|| 1897|| 1897|| 1897|| 1897|| 1897|| 1897|| 1897|| 1897|| 1897| | O101|| OVIS 251106

GOSTOMEN NO.	RUSSELL BERNARD 1060 TAG NO. 6975 TO 10/24/03
LESON CHEVROLET CO., INC. 1501 WESTBANK EXP.	LICENSE NO. MILEAGE 12 COLOR STOCK NO.
HARVEY, LA 70058	04/CHEVROLET/MALIBU/4DR SON IS CELIVERY DATE DELIVERY MILES
	I G I Z T 5 2 8 0 4 F
PESIDENCE PHONE BLOWNESS PHONE 504-366-4381	F.O. NO. F.O. NO. 10/124/03
304-366-4381	MO: 12

PERFORM DEALER TRADE INSPECTION DEALER TRADE INSPECTION

INSPECTION COMPLETED

JOB# 1 TOTALS-----

LABOR

JOB# 1 JOURNAL PREFIX CVIS JOB# 1 TOTAL 60.00

CONTROL# C6952

ACCOUNT# AMOUNT, 60.00

TOTAL LABOR....
TOTAL PARTS...
TOTAL SUBLET... 60.00 0.00 TOTAL G.O.G.. TOTAL MISC.CHG. 0.00 TOTAL MISC.DISC TOTAL TAX.... Ŏ.ÕÕ 0.00

60.00

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 warrantles 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 warrantles 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.

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

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

* WHICHEVER OCCURS FIRST

THANK \mathbf{YOU}

FOR BRINGING YOUR CAR TO US FOR SERVICE

APPROVED BY SIGNATURE



FILE COPY-I

[END OF INVOICE] 03:35pm

PAGE 1 OF 1



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).

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	
ec: FILE	
LG0044-T Rev 9/26/2005	
Attach.	
Odometer	
O1: 12 G: 1	
Client's Signature	Client's Signature
Date	Date













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:

Service Request: 1-398362185 2004 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT52804F

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



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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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	
ec: FILE	
LG0044-T Rev 9/26/2005	
Attach.	
Odometer	
O1: 12 G: 1	
Client's Signature	Client's Signature
Date	Date

DATE:

P.19 PAGE 02

RETAIL BUYER'S ORDER

PARIS Northshore

09/30/06

LETO, WM N2008-00443

DEAL 426	2925 N. HWY, 190 •	COVINGTON, L	A 70433 • (985) !	892-2000	OALES REFRE	SENTATIVE
PURCHASER;						
ADDRESS:	MANDEVILLE LA			PARISH	STATE	ZIF CODE
HONE	IS.	STATE & DRIVER	i's			
	07 0041	LICENSE NUMBE			- 605	
NEW DUSED OF	NO I YEAR MAKE	MODEL		TYPE CONVERT	BUREADING	B 6
ELL PHONE: CELL	PHONE	EMAI	EMAIL			
ERIAL NO.	G 2 Z H 3 G I X 7 4			ACK	STOCK NO.	P10746
iese Price		1	11			3131
reight			Final List Price			31315-37
Options:	~- 		Trade-In: Yea			
			Model	Туре		
			Serial No.			
			Mlienge	Color		
			Lig. No.			
			Trade Oifferen	ce OR Selling Price		31 315 -37
			Customer Sen			397 50
			Sales Tax	%	1	2643.62
			Doc/Notary/Co			₩/A
				SanLein \$5 \$10 / Dup R 58,00 Yemp Tag \$4	%€-FE (20.05
			Title Fee \$18.5			10.50
		- 	License Fae			60-00
				to trade (pay off estimat	a)	
				DELIVERY & RICE	Ł	34499.99
	Payoff Info:		Earnest Money	Down \$	1500.00	
	Owed To:		Down Paymen		M/A	1500.00
	Good Thru:		Total Down Pay			
	has driven and will te	ske delivery now of	BALANCE DU		- \$	32399-39
	\$tock #		Comments or C	Jonations:		
e agreeable, Reinbow Northa						

TERMS:

- 1. 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 burchase a retail installment contract between the parties based on such terms. This transfer through any of Reinbow Northshore finance sources, this Retail Buyer's Order shall only be binding when full disclosure is made at the first of participating for financing related with the sale of the vehicle, the dealer has assisted in arranging for financing related with the sale of the vehicle, the dealer has assisted in 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 received and fully understands them.
- Purchaser walves all warranties of any kind or character, either expressed or implied, unless written herein. This weiver does not constitute a warver of the standard factory warranty.
- On special orders, in the event of an increase in price by the manufacturer before delivery and where Deeler 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 recognised at time of delivery. In the event that the reappraisal is less than the original appraisal (except normal weer and tear), then Purchaser shall pay the difference to the Dealer upon delivery.

Present	tage-in	Spt	re	sal	Sook	d und	ı

- Purchaser warrants that vehicle being traded-in is clear of any and all liens or encumbrances except as tisted above.
- This agreement constitutes the untire 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 contemporeneous oral agreements, understooding negotiations and discussions of the parties hereto relating to the transactions contemplated by this agreement. This agreement may be entended only in writing executed by the parties hereto.
- Customer Service Peckage consist of courtesy transportation, free the package, delivering and handling, clarical work, Rainbow Platinum Service Plan. Purchaser acknowledges that the benefits included under customer service plan has been explained to his/her satisfaction.

epted by Dyaler or Authorized Representative

Consultant

PURCHASER



December 4, 2006

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

Dealer Confirmation Letter - Trade

Subject: Trade Reourchase

Custome

Vehicle: 2007 Pontiac G6 VIN: 1G2ZH361X74

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 NORTHSHORE PONTIAC BUICK GMC.

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

Replacement VIN:

1G2ZH361574

New Vehicle Sales Price:

\$29,172.00

Used Vehicle Trade Value:

\$29,172.00

Trade Difference: Reg/Lic/Title Fees: \$0.00 \$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 Couwell tixed operations L RAINBOW NORTHSHORE PONTIAC BUICK GMC 186061 Management Agent's Signature and Title.

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

24160

VII	DEPARTM	LIVI U	· -Abric		- OFFIC	E OF MO		EMIC.L		
LG2ZH36									2006	i
IAKE I	(ODEL	BODY	COLOR	YR		ACQUIRED		ODOMETER N/U		
PONT	G6	CV	BLK/	200	7 09	/30/200	6		6	N
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* * M	AIL TO	* *					コ	CL		
MANDEV			I.A							
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MANDEV	TI.I.E		L A	-, .	•	*****		-,	, m	~ /
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						Second Lien F		D: enholder	șie.	
						By	Authorize	d Represe	mative	
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							applican	named h	erein has l fice as own	been duly
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						_	signatura •	at Baton F	louge.	
						Ka.	signatura •	at Baton F	Rouge.	
						Kay	signatura •	at Baton F	Youge.	
						Kay	signatura •	at Baton F	łouge.	
	v - <u>-</u>					Kay	signatura •	at Baton F	***	
	v -					Kay	signatura •	at Baton F		
FORM	v -	22	,	 A	122	Kay	signature	at Baton F)35(

2007 G6 - GT CONVERTIBLE GENERAL MOTORS CORPORATION STOCK NO. 41U BLACK /V6G & SUBSIDIARIES 702 LIGHT TAUPE RENAISSANCE CENTER ORDER NO. MI 48243-1114 DETROIT VIN 1G2 ZH36 15 74 VEHICLE INVOICE MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS MODEL & FACTORY OPTIONS

2ZH67 G6 - GT CONVERTIBLE

28500.00

26932.50

INVOICE 08/10/06

AJ7 SIDE IMPACT AIR BAGS, DRIVER

295.00

244.85

SHIPPED 08/10/06 EXP I/T 08/22/06 AND FRONT PASSENGER N/C N/C INT COM 08/22/06 N/C N/C PRC EFF 08/07/06 N/C N/C KEYS G0949 G0949 1450.00 1203.50 WFP-S QTR OPT-1 BANK: GMAC - 008 FAD TRIM, SIMULATED WALNUT BURL FE9 50-STATE EMISSIONS FR3 AXLE RATIO 3.69 PCQ PREMIUM PACKAGE: * SEATS, LEATHER APPOINTED * PWR SEAT ADJUST-DRIVER, 6 WAY CHG-TO 08-197 * DRIVER & FRT PASSENGER-HEATED SHIP WT: 3824 SEATS * REMOTE VEHICLE START HP: * XM SATELLITE RADIO - SERVICE GMS: 29247.00 SUPPLR: 30559.74 FEE EXTRA 1ST 3 MOS INCL. MRM: 32185.00 * FLOOR MATS, FRONT/REAR DAN: WILLY 1290.00 1070.70 MEMO 1501.75 PDX SPORT PACKAGE: * ENGINE, 3.9L HO V6 SFI * (4) 18" 5 SPOKE ALLOY ULTRA-BRIGHT WHEEL * STABILITRAK-STABILITY CONTROL * EXHAUST OUTLET, W/DUAL CHROME * 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.

REMIT TO GMAC NO. 008
VIN 1G2ZH361574
\$ 30433.40 INV 2AD55648941
DUE 08/22/06 DEALER 08-197

MANDAL PONTIAC-BUICK-GMC, INC.

BRC TRADE REPURCHASE WORKSHEET

<u>File Number</u> 1-441521944 <u>Old Vehicle VIN:</u> Customer Name

New Vehicle VIN:

Worksheet filled out by: Jodi Michael Date:

December 1, 2006

1G2ZH361X74

1G2ZH361574

TRADE REPURCHASE					
Replacement Veh.Cost (231/237)	\$29,172.00	G	1		
Conversion / Upfit Cost	\$0.00	Ĕ			
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	М			
Items below not shown on new Bill	-	0			
Cost to transfer Aftermarket Items	\$0.00	T			
Unused portion of non-GMPP	\$0.00	0			
H/B, ADV, EXP	*	R			
	\$0.00	S			
Transportation Fees	\$0.00	- 5			
Misc. (Explain)	\$0.00				
	400 470 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	С			
New Aftermarket Items	\$0.00	U			
Fees (Explain)	\$0.00	S			
State Fees	\$0.00	Т			
Items below contibute to trade-in all		0			
Usage/Depreciation	\$0.00	M			
Damage	\$0.00	Е			
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 Penurehasa Amount	¢20 172 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	
	φυ.υυ			No lieti	
Good Through (mm/dd/yy)					
Dealer Due to GM	NA				
GM Due to Dealer	\$29,172.00			Authorized Signature	Date
Givi Due to Dealer	\$23,172.UU			Authorized Signature	Date
NADA (Legal Only)	\$0.00			**This is a "work in process" until a	nroved
Est. Auction Price (Legal Only)	\$0.00 \$0.00			by a Authorized Representative**	proveu
Projected (Loss)	-\$29,172.00			(Repurchase Group Only)	
i rojecteu (LUSS)	-\$ZJ, I / Z.UU		 	(Nepurchase Group Offis)	
					Form Rev 11/11/2005

2007 G6 - GT CONVERTIBLE GENERAL MOTORS CORPORATION STOCK NO. /V6G 41U BLACK & SUBSIDIARIES 702 LIGHT TAUPE RENAISSANCE CENTER ORDER NO. MI 48243-1114 DETROIT VIN 1G2 ZH36 1X 74 VEHICLE INVOICE MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS MODEL & FACTORY OPTIONS

2ZH67 G6 - GT CONVERTIBLE

28500.00

26932.50

INVOICE 08/08/06

AJ7 SIDE IMPACT AIR BAGS, DRIVER

295.00

244.85

SHIPPED 08/08/06 EXP I/T 08/20/06 AND FRONT PASSENGER N/C N/C INT COM 08/21/06 N/C N/C PRC EFF 08/08/06 N/C N/C KEYS G2580 G2580 1450.00 1203.50 WFP-S QTR OPT-1 BANK: GMAC - 084 FAD TRIM, SIMULATED WALNUT BURL FE9 50-STATE EMISSIONS FR3 AXLE RATIO 3.69 PCQ PREMIUM PACKAGE: * SEATS, LEATHER APPOINTED * PWR SEAT ADJUST-DRIVER, 6 WAY CHG-TO 22-111 * DRIVER & FRT PASSENGER-HEATED SHIP WT: 3825 SEATS * REMOTE VEHICLE START HP: * XM SATELLITE RADIO - SERVICE GMS: 29247.00 SUPPLR: 30559.74 FEE EXTRA 1ST 3 MOS INCL. MRM: 32185.00 * FLOOR MATS, FRONT/REAR DAN: SPORT 1290.00 1070.70 MEMO 1501.75 PDX SPORT PACKAGE: * ENGINE, 3.9L HO V6 SFI * (4) 18" 5 SPOKE ALLOY ULTRA-BRIGHT WHEEL * STABILITRAK-STABILITY CONTROL * EXHAUST OUTLET, W/DUAL CHROME * AIR CONDITIONING, AUTOMATIC 0.00 16.50 R6J CUSTOMER DIALOG NETWORK VK3 LICENSE PLATE BRACKET, FRONT N/C N/C TOTAL MODEL & OPTIONS 31535.00 29468.05 ACT 231 29172.00 650.00 650.00 H/B 261 946.05 DESTINATION CHARGE LAM DEALER CONTRIBUTION 315.35 ADV 261 315.35 315.35 EXP 65A LAM GROUP CONTRIBUTION 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. REMIT TO GMAC NO. 084 VIN 1G2ZH361X74 \$ 30748.75 INV 2AD55625402 RAINBOW NORTHSHORE PONTIAC BUICK GMC

DUE 08/21/06 DEALER 22-111





Case Number: 24160

Originator Name: David W Sanders

Created Date: 11/28/2006

Vehicle Info

*** VIN**: 1G2ZH361X74 **MSRP**: 32185.0

Year: 2007 Make: Pontiac Model: G

Vehicle

* TAC Comments DEALER STATED THAT THEY HAD CONTACTED TAC, BUT COULI

Number: & TAC PROVIDE ME WITH A TAC NUMBER.

Explanation:

* Date

Reviewed with Repurchase 475 Mileage:

Customer : * Original * Original

Purchase 09/30/2006 Purchase New

Date: Condition:

Vehicle Owner(s)

Entity Type: Person

* Primary
Owner:

* Address:

* City: MANDEVILLE * State: LA

* ZIP
Code: 70

* Day Evening Cell
Phone: Phone: Phone:

E-mail: Fax Phone:

Repurchase

* REPEATED FAILURE WITH STALLING, ENGINE LIGHTS, RUNNING. CUSTOMER HAS

* Reason: 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 * Company Account
Secured No Lien
Interest: * Company #:

ZIP Code:

D

Contact or Attention:

Address:

City: State: AL

* Day EPhone: mail/Web:

Originial Selling Dealer

* Dealer Dealer Number:

Dealer BRIAN HARRIS PONTIAC, BUICK, GMC, IN 20

* Contact
Name:

* Contact
SERVICE DIRECTOR
E-mail:

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* Contact
Name:

* Contact
Title:

* Contact
SERVICE DIRECTOR

Vehicle Location: [Same as Selling Dealer]

Transaction AVM Voluntary

Transaction Details:

Siebel * Unselected Auction
Request #: Disposition:

* *
Transaction LA Transaction Trade - Collateral

State: Type:

¢

Source:

Replacement VIN: Year 2007 Make: Pontiac Model: G6

MSRP: 3185.0

Repurchase

SPOUSE. HE WAS IN AGREEMENT WITH THE REPURCHASE TERMS. USAGE WAVED DUE TO FAILURE AT 475 MILES.

** Processing Instructions:

** 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

I SPOKE DIRECTLY WITH

APPROX AMOUNT OF 143.50.

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

1				ı
			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 ENLINCIA: BANK DIVING Oldemobile STUDY INCOMENSATION

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.

Usyomer's and Co-Customer's Signature(s) and Date

| 2-7-06|
| 2-7-06|
| Customer's and Co-Customer's Printed Name(s)

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:

v. General Motors Corporation

Service Request: 71-510627197

2004 Chevrolet Malibu

Vehicle Identification Number: 1G1ZU54894F Customer Relationship Specialist: Brion Steven

Todd Friedman:

Enclosed please find a check in the amount of \$5,500.00 made payable to 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. DATE **AMOUNT** 07/23/07 5,500 DOLLARS ******5,500.00 & KROHN & MOSS * North American Operations General Motors Corporation Disbursement Account TRABUCO CANYON 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. CHECK NO. BB 000000075 PAYMENT DATE VENDOR NAME KROHN &MOSS, 07/23/07 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 07/20/07 .71-510627 197.1-8WPKQU 'VM,1-8WPKQU 00.0000 5,500.00 5,500.00 .00 1G1ZU54894F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 .00 5,500.00 **TOTAL** 5,500.00



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

NL 1 6 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. 00036

www.krohnandmoss.com

Writer's Direct Number
(323) 988-2400
Writer's Direct Facsimile
(866) 431-5575
Writer's Direct FMail:
jveloso@consumerlawcenter.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: 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

assigns, heirs and executors, in consideration of \$5,50 release(s) and discharge(s) General Motors Corporation dealers, any designers and suppliers of vehicles, parts Motors Corporation, and their respective agents and elemands, damages, and claims for attorney's fees and related to, or are in any way associated with the purch use of Releasor(s) 2004 Chevrolet Malibu bearing Vel ("Subject Vehicle"), including but not limited to any evehicle. This Release of Claim shall not be construed entities from any liability regarding claims of persona or operation of the Subject Vehicle after the date of exabove, General Motors Corporation agrees to honor the limited warranty and any applicable GM Protection Pl vehicle. If Releasor(s) has/have initiated any court, and Motors Corporation, Releasor(s) immediately will dis The subject vehicle's mileage is	on, its subsidiaries, its authorized independent and components that are distributed by General imployees from any and all claims, causes of action costs which directly or indirectly arise from, are ase, repair, maintenance, operation, alteration, or hicle Identification Number 1G1ZU54894F claims based on any alleged defects in the subject to release any of the above named persons or linjury or products liability arising out of the use secution of this release. Notwithstanding the remaining term of the manufacturer's express lans which accompanied the sale of the subject bitration or other proceeding against General miss the proceeding with prejudice. the date of the signing of this release. this release. Releasor(s) agree(s) and agreement between Releasor(s) and General gon any representations, promises or inducements
YOU ARE SIGNIFYING THAT YOU HAVE REALITS TERMS.	AD IT, UNDERSTAND II, AND AGREE 10
I/We agree to the terms of this Release of A	II Claims
DATE SIGNED: 6-25-2007	
	Claimant's Signature
Address	Address
Coto de Caza, CA City, State, Zip Code	City, State, Zip Code

COUNTY OF ____

STATE OF

Pleasesee attachment for rutary Warding &

ALL-PURPOSE ACKNOWLEDGMENT

	}}										
State of California											
State of <u>California</u> County of <u>Orange</u>											
On June 25, 2007 before me, Cind	Name and Title of Officer (e.g., "Jane Doe, Notary Public"										
personally appeared	metar of Signer(s)										
personally known to me - OR - Proved to me on the whose name (stis/are subscribed to the within instrument the same in his/her/their authorized capacity(les), and that person(s), or the entity upon behalf of which the person(s)	and acknowledged to me that hereneviney executed by histher/their signature of on the instrument the										
CINDY L. PESTOTNIK Commission # 1648735 Notary Public - California Orange County My Comm. Expires Mar 30, 2010 WITNESS my hand and official seal. WITNESS my hand and official seal. Signature of Notary Public											
OPTIO	NAL										
Though the data below is not required by law, it may prove value fraudulent removal and reattachment of	able to persons relying on the document and could prevent										
Description of Attached Document											
Title or Type of Document: Release of Claim	,										
	Number of Pages:/										
Signer(s) Other Than Named Above:											
Capacity(ies) Claimed by Signer(s)	•										
Signer's Name:	Signer's Name:										
☐ Corporate Officer Title(s): ☐ Partner - ☐ Limited ☐ General ☐ Attorney-in-Fact ☐ Trustee ☐ Guardian or Conservator ☐ RIGHT THUMBPRINT OF SIGNER	☐ Individual ☐ Corporate Officer Title(s): ☐ Partner - ☐ Limited ☐ General ☐ Attorney-in-Fact ☐ Trustee ☐ Guardian or Conservator ☐ Grain Figure Of Signer										
Other: Top of thumb here Signer Is Representing:	Other: 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

· · ·	LECTIO MURYE
FROM	John Annold
NUMBER COVER S	R OF COPIES <u>91</u> INCLUDES SHEET
<u></u>	y of Solus contract
Ac.	pair Order Contract N. incentives

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(B)

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9494572022

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

(SI 183)

9494572022

FOOTHILL RANCH 70 AUTO CENTRE DRIVE FOOTHILL RANCH, CA 92610 (949) 457-2000 FOR YOUR CONVENIENCE FLUSH WE ACCEPT ATM CARDS, VISA, BRKS CAR MASTERCARD, AND DISCOVER III. FLUSH 5 SERV PARTS AND SERVICE DEPT. HOURS H CAB BRAKE Ĭ AUTO MONDAY THRU FRIDAY LO.F. 7:00 AM - 7:00 PM 30K Ċ 뜐 SATURDAY 8:00 AM - 5:00 PM × 뽔 뜻 NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPT. CLOSES 33 19 20 22 23 4 14 15 17 18 3, 5 6 46 WITHOUT PREVIOUS ARRANGEMENTS. ₽G 2 QΕ INSTRUCTIONS ON WORK TO BE DONE TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN DAYS OF THE DATE SHOWN BELOW IF I CHOOSE NOT TO AUTHO-AIZE THE SERVICES RECOMMENDED. ORIGINAL ESTIMATE AUTHORISED BY SUBTOTM. GMP PAY TYPE: 55 CUSTOMER STATES DASH PANEL BY FOG LAME IS FALLING OFF LADOR SUBTOT PARTS REVISED ESTIMATE SSEPTION. SALAS TAX ☐IN PERSON AUTHORIZED TÖTAL OVE COME By law you may choose another facility to perform any needed rapairs or adjustnog chock tost indicatos ete necessary. TYPE: 56 PAYESTIMATE ON WINDSHIELD 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 UNILESS SPECIFIED OTHERWISE. ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES. SAVE PARTS FOR CUSTOMER BRAKE MM YES 🗆 ио 🗅 ММ 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. CUSTOMER SIGNATURE SVC ADV: 204 ANTHONY HUERTA LIC: CA NEW **RO 44799** *TAG 2907* 04 **VIN: 1G1ZU5489 4F COL CD: 12U CHEVROLET MALIBU 142 4DR SDN TRIM: LT CAR SILVER TRABUCO CANYON LICENSE: CA NEW MFG CODE: 67H001 SVC DLR: 13830 SLM: 416 $^{\rm CA}$ STOCK NUMBER: 00 ORANGE 092504 SOLD:092504 IN-SVC: 22502 CURRENT: 46933 ODOMETER: LAST: PER MONTH: 1560 52 AVG PER DAY: CELL: 1 WORK: DIST CODE: 1G1 MODEL# 1ZU69 DEDUCTIBLE: 100.00 / NUMBER: GMPP EXTENDED SVC PLAN: TYPE: MAJOR 75000 EXPIRES: 092509 60 MILEAGE: MONTHS: IN FORCE: Y 11/08/06 07:33:37 85.00** **ESTIMATE: ****PROMISED DATE: 11/08/06 TIME: 1700

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

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RO 44799 SVC ADV: 204 RESV: 020 VIN: 1G1ZU5489 4F

ADDITIONAL INCTRICTIONS	MECHANIC'S FINDINGS AND REMARKS	LABOR	RECORD
ADDITIONAL INSTRUCTIONS OR ESTIMATES		ELAPSED TIME	TIME
	MECHANIC'S NAME & NUMBER		
St that	51- Jevitte concern found		OFF
	Bushe Litts on at all times found Failure & Bright Poolel		ON
	Position sensor Removed		OFF
	Med BPPS - Nocoanted	_	ON
	MECHANIC'S NAME & NUMBER		
	52 - Verified concan FOBS are		OFF
	Found 12 th FOBS Failed	1	ON
	Reflaced of Programmed 2		OFF
	FOB5	_	ON
ADDITIONAL FLAGS	MECHANIC'S NAME & NUMBER		<u> </u>
ADDITIONALTERGO	54-, Vertal course found state		OFF
STRAIGHT PLAT PATE RIG NO. 4419 2 TIME OFF	Stars cagaged After Which	_	ON
10 233 875 204	PCM alpretians Reprogramed		OFF
FLAG	PCM For Bulletin		ON
	MECHANIC'S NAME & NUMBER	<u> </u>	
			OFF
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			OFF
FLAG			ON

TRABUÇO CANYON

ORANGE WORK:

TAG: 2907

CAUSE

FACTORY

TYPE: C

TOTAL CHARGE

ODOMÉTER IN: 46933

ORIGINAL ESTIMATED PRICE"

B.A.R. #

AM - 225185

E.P.A.

CAL000262614

"! ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE

(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."

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

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

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND.

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

ADV: 204 HUERTA. A INVOICE: PRELIM CUS E C

MFG: 67H0D1 TAX RULES: NNNNY INVOICED: 11/09/2006 17:29:12

_____ INVOICE TO -----

FOR OFFICE USE --

DATES BEGIN: 11/08/06 DONE: 11/09/06

CORRECTION 276.00 TO REPLACE WINDSHIELD TECH: 150 - SUBLET.

SUMMARY OF CHARGES FOR INVOICE C44799

GMP - GMP

ESTIMATE -----

ESTIMATE

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

\$85.00

IF YOU HAVE ANY QUESTIONS - PLEASE SEE ANTHONY HUERTA

SERVICE GUARANTEE APPLIES ON ALL CUSTOMER PAY REPAIRS."

CONCERN 56 ESTIMATE ON WINDSHIELD

ESTIMATE

RECEIPTED X DRIVER/OWNER INFORMATION -- INVOICE: TRABUCO CANYON ORANGE VEHICLE INFORMATION - - -LICENSE NUMBER: CA NEW VIN 1G1ZU54894F SILVER ADR SDN 04 CHEVROLET MALIBU STOCK# 00 D1ST: 1G1 SOLD: 092504 DATES INSERVICE: 092504 AMOUNT TECH OPERATION .00 150 SUBTOTAL .00 TOTAL CHARGE FOR CONCERN -------GRAND TOTALS ------PAYMENT DISTRIBUTION FOR INVOICE C44799 DEDUCTIBLE MOVED FROM E44799 100.00 100.00 CASH のもかろ CK. NO. ローショーシン DATE_ W "PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME PAGE 1 LAST PAGE

ON LINE SERVICE INVOICING BY

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TAG 2979 **RO 33091** SVC ADV: 204

VIN: 1G1ZU5489 4F

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

Ro A 33091

UCTIONS	MECHANIC'S FINDINGS AND REMARKS	LABOR	RECORD
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	MECHANIC'S NAME & NUMBER		
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	1005e - Found Broken welds		ON /)
	for support Bars on scat frame	5 0	_//
	4 sent Turch there - Rophice	1009	The ma
	seat Frame a tracks-		ON WIND
	Transferred all parts - (Gway Power	1 / // ///////////////////////////////	1 "

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 RM.
SATURDAY 8:00 A.M. TO 5:00 RM.

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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 RECEIPTED X

1		
	INVOICE TO	
TRABUÇO CA ORANGE CELL:	WORK: USE	TRABUCO CANYON CA ORANGE CELL: WORK:
TAG: 2979 MFG: 67H00 ODOMETER I DATES BE	ADV: 204 HUERTA, A INVOICE: PRELIM WAR W 11 TAX RULES: NNNNY INVOICED: 11/22/2005 16:30:4 N: 22502 OUT: 22502 DIST: 10 GIN: 11/15/05 DONE: 11/22/05	VP VIN 1G1ZU54894F LICENSE NUMBER: CA NEW 3 04 CHEVROLET MALIBU LT 4DR SDN SILVER
CAUSE	CUSTOMER STATES HORN IS INOP BLOWS FUSE WIRING SHORTED REPAIR WIRING SHORT TO GROUND BACK OF BODY CONTRO	OPERATION TECH AMOUNT N6640 209 79,19 OL MODULE
FACTORY		RIPTION QTY LI\$T SELL OR -SPO 1 105.52 73.85 73.85
TYPE: W	·	PARTS 73.85 LAB-MECHANICAL 79.19 TOTAL CHARGE FOR CONCERN 153.04
CAUSE CORRECTION	CUSTOMER STATES AC FAN MAKES FLUTTERING BLOWER MOTOR FAILURE REPLACE BLOWER MOTOR TECH: 209 - HOWARD, WILLIAM FP-000000000	OPERATJON TECH AMDUNT D1322 209 79.19
TYPE; W		LAB-MECHANICAL 79.19 TOTAL CHARGE FOR CONCERN 79.19
CONCERN 53	CUSTOMER STATES DRIVER SEAT BELT DOES NOT LATCH/R	ELEASES/HAS TO TRY MORE OPERATION TECH AMOUNT C9021 209 71.27

000646

x.

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 PM. SATURDAY

8:00 A.M. TO 5:00 P.M.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. ALL NEW REPLACEMENT SARTS AND LABOR HAVE A LIMITED MADDIANTY FOR 12 MONTHS

B.A.R. #

E.P.A.

AM - 225185

CAL000262614

"I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL #5"IMATED 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

	- INVOICE	TO					RIVER/OWNE S	R INFORMA	rion inv	DICE:
TAG: 2979	FOR OFFICE ADV: 204 HUERTA, I	NVOICED: 11	/22/2005 1	6:30;43 VP	04 MAL		•		MATION NSE NUMBER:	
CORRECTION	REPLACE RECEIVER PART NUMBER 000 089024183 SPO 089024183 TECH: 209 - HOWARD FP-089024183	PQ	.,	OESCRIP *BELT K: *BELT K:	(T	-SP0	ДТҮ 1 1		SELL 67.94	67.9
TYPE: W							PARTS LAB-MECH		OTAL	67.9 71.2 139.2
CAUSE	CUSTOMER STATES DR BROKEN WELDS IN SE REPLACE SEAT FRAME	AT FRAME			E ON TRA	CK PROPER	OPI		TECH 209	AMOUN 150.4
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							PARTS	NICAL	OTAL	360.0 150.4
YPE: W							FREIGHT TOTAL CHA	ARGE FOR C	ONCERN	14.50 525.09 PAGE 2



KROHN& MOSS

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



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

. APR 1 6 2007



Krohn & Moss, Ltd.

(Arizona, California, Florida, Georgia, Illinois, Indiana, Missouri, Novada, Ohio, Wisconsin) 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 E-Mail thriedman@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:

v. General Motors Corporation

Vehicle:

2004 Chevy Malibu

VIN:

1G1ZU54894F

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;

- 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

AM - 225185

E.P.A.

CAL000262614

THILL RANCH 7 CHEVROLE

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

PARTS AND SERVICE DEPT. HOURS MONDAY THRU FRIDAY SATURDAY

7:00 A.M. TO 7:00 P.M. 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.

"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 RECEIPTED X

I	NVOJCE TO		ER/OWNER INFORMATION -	- INVOICE:
	OFFICE USE	•	VEHICLE INFORMATION	
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.AB-MECHANICAL	380.11			
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FOTAL CHARGE	896.49			*****
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F YOU HAVE ANY QUESTIO	NS - PLEASE SEE ANTHONY HUE	RTA [·]		
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ON LINE SERVICE INVOICING BY UCS

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

VIN: 1G1ZU5489 4F

ADDITIONAL INSTRUCTIONS	MECHANIC'S FINDINGS AND REMARKS	LABOR	RECORD
OR ESTIMATES		ELAPSED TIME	TIME
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EMP. NO. 1 ON			OFF
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ON LINE SERVICE INVOICING BY UCS

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" $% \left(1,0\right) =0$

(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 RECEIPTED X

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Solsi	TRABUCO CA	ψn		TRA ORA	BUCO CANYON NGE			VOICE:
- 1	TAG: 8064 MFG: 67H00 ODOMETER I DATES BE	ADV: 217 KUHLMAN, INVOICE: F D1 TAX RULES: NNNNY INVOICED: N: 14866 OUT: 14868 GIN: 07/07/05 DONE: 07/11/05	RELIM WAR W 07/11/2005 16:3 DIST:	VP VIN B:35 04 0	1G1ZU54894F CHEVROLET MALIBU	LT STOC	LICENSE NUMBER 4DR SDN K# 00	: CA NEW SILVER
	CAUSE CORRECTION FACTORY	CUSTOMER STATES CRUISE CONTROL CRUISE CONTROL NOT WORKING REPLACED FUSE TECH: 224 - CORBETT, TED FP-0000000000	DOES NOT WORK	•			⊃N TECH	AMOUNT 15.84
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PAGE 05

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. ALI, NEW REPLACEMENT PARTS AND LABOR HAVE A LIMITED WARRANTY FOR 12 MONTHS REGARDLESS OF MILEAGE.

B.A.R. # 0 0 0 6 04 E.P.A. AM - 225185

"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

		RECEIPTED
FOR		VER/OWNER INFORMATION INVOICE: W28608
.TÝPĖ: W	CPAND TO	TOTAL CHARGE FOR CONCERN .00
PARTS LAB-MECHANICAL	INVOICE W28606 . 13 . 15.84	PAYMENT DISTRIBUTION FOR INVOICE W28606 TOTAL CHARGE 15.97
TOTAL CHARGE	15.97	WARRANTY 15.97
IF YOU HAVE ANY QUESTION	NS - PLEASE SEE JAMES KUHLMAN	
		PAGE 2

LAST PAGE

ON LINE SERVICE INVOCING BY

FOOTHUL P THOU	
FOOTHILL RANCH	70 AUTO CENTRE DRIVE
	(949) 457-2000
	FOR YOUR CONVENIENCE
CAR AR SERV. TRUCK K K K K K K K K K K K TRUCK TRUCK TELLL TRUCK TELLL TRUCK TELLSH TRUCK T	WE ACCEPT ATM CARDS, VISA, MASTERCARD, AND DISCOVER
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INSTRUCTIONS ON WORK TO BE DONE	PG 1 OF 1
CC; W	
04050 O - POWER STEERING ASSIST 23')	RIZE THE SERVICES RECOMMENDED ORIGINAL EXTINATE AUTHORIZED BY
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WHEN ALMOST ROLL BOP TO TOP	BAR# AM - 225185
N//	EPA #CAL000262614
7/4	O.K. BY
PAY TYPE: W CC: W 237	ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT
CUSTOMER STATES PASSENGER SIDE WINDOW	UNLESS SPECIFIED OTHERWISE.
SHAKES AT TOP WHEN ALMOST ROLLED UP	ALL ADJUSTMENTS ARE WARRANTED FOR 3 MONTHS OR 4,000 MILES. SAVE PARTS FOR CUSTOMER BRAKE MM
	YES NO MM MM MM
	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and egree that you are not responsible for loss
PAY TYPE: W CC: W	or damage to vehicle or orticles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability
CUSTOMER STATES PASSENGER SIDE KICK	of parts or delays in parts shipments by the supplier or transporter. I hereby
PANEL HAS FALLEN DOWN	grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsawhere for the purpose of testing
N/C	and/or inspection. An express mechanic's lien is histoby acknowledged on bollow vehicle to secure the amount of repairs thereto,
	X
*RO 26864** *TAG 6252* LIC: CA NEW SV	C ADV: 204 ANTHONY HUERTA
	04 **VIN: 1G1ZU5489 4F
LT	MALIBU COL CD: 12U 4DR SDN TRIM: 142
TRABUCO CANYON LICENSE: CA	A NEW SILVER CAR
MFG CODE: 6	7H001 SVC DLR: 13830 SLM: 509
TRANGE STOCK NUMBE	
	2504 SOLD:092504
	LAST: 3657 CURRENT: 12371 7: 37 PER MONTH: 1110
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****PROMISED	DATE: 05/18/05 TIME: 1700 ****

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

VIN: 1G1ZU5489 4F

. ADDITIONAL INSTRUCTIONS	MECHANIC'S FINDINGS AND REMARKS	LABO	R RECORD
OR ESTIMATES		ELAPSED TIME	TIME
†	MECHANIC'S NAME & NUMBER	<u> </u>	—
*	40) Inspected Streeting Columns Darker	V185	OFF
· · · · · · · · · · · · · · · · · · ·	Womps found last digit a 3. According to Obsaic Bullitan Adament mes Minosyn	1,3	ON
	Remaind of ADD ALL Reddles has NEWSY	.	OFF
	te Complat Sad.		OFF CN CALL
	MECHANIC'S NAME & NUMBER	· 	·
	Lubert window Run to Consect consect	W	OFF
		W/2	ON
			OFF
			ON
ADDITIONAL FLAGS	MECHANIC'S NAME & NUMBER		
SERAIGHT PARTE RIGHO 26864 2 TIME OFF OPER, NO.	- Lubs window iPun to consist consist	. 1	0₹F
1. 3 239 5-18-05 EMP. NO. ON		W/c	ON
		-	OFF
FLAG	· · · · · · · · · · · · · · · · · · ·	1	ON
	MECHANIC'S NAME & NUMBER	•	· · · · · · · · · · · · · · · · · · ·
FLAG	Relicated hiss which was In the may	A/ 2	OFF
	d Annias Propos Intellion	W2	ON
FLAG			OFF
LAM			CN

OTHILL 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 RM.

B.A.P.0#0 0590 E.P.A. AM - 225185 0590 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			
RECEIPTED :	× <u></u>	-	10.14. s
04 MALIBU			
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N DOWN			
TAL 5	TOTAL CHARGE FOR C		. 00
IALS	DAVMENT OTETOTOTT	ON FOR ****	
		.UN FUR INVU	389.43
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			PAGE 2 LAST PAGE
	04 MALIBU N DOWN	TOTAL CHARGE FOR COMMENTAL CHARGE FOR COMMENTAL CHARGE FOR COMMENTAL CHARGE FOR COMMENTAL CHARGE FOR COMMENT DISTRIBUTION TOTAL CHARGE	DRIVER/OWNER INFORMATION INVO VEHICLE INFORMATION

ONLINE SERVICE INVOICING BY

FOOTHILL RANCH

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

PARTS AND SERVICE DEPT. HOURS
MONDAY THRU FRIDAY
SATURDAY

\$8.00 A.M. TO 5:00 PM.

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

5.A.R.#

E.P.A.

AM - 225185

CAL000262614

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CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND

1		IPTED X
	INVOICE TO	DRIVER/OWNER INFORMATION INVOICE:
PRABUCO CA ORANGE CELL:	WORK: CELL:	WDRK
TAG: 6252 MFG: 67H00 ODOMETER I DATES BE	ADV: 204 HUERTA. A INVOICE: PRELIM WAR W	ROLET MALIBU LT 4DR SDN SILVER STOCK# 00
CONCERN 40	D4050 0 - POWER STEERING ASSIST RECALL 04050 INSPECTED/REPLACED STEERING COLUMN PER RECALL PART NUMBER PO# NOTE DESCRIPTION 000 088967179 S/CDL REM R	OPERATION TECH AMOUN V1185 239 102.9 QTY LIST SELL
₹YPE; ₩		PARTS 286.48 LAB-MECHANICAL 102.95 TOTAL CHARGE FOR CONCERN 389.43
CORRECTION	CUSTOMER STATES DRIVER WINDOW SHAKES WHEN ALMOST ROLLED UP TO WINDOW SHAKES LUBED WINDOW CHANNELS TO CORRECT CONCERN TECH: 239 - GREEN. STEVEN FP-0000000000	O TOP OPERATION TECH AMOUNT NC 239 .00
Type: W		TOTAL CHARGE FOR CONCERN .00
CAUSE CORRECTION FACTORY	CUSTOMER STATES PASSENGER SIDE WINDOW SHAKES AT TOP WHEN ALMO WINDOWS SHAKE LUBED WINDOW RUNS TO CORRECT CONCERN TECH: 239 - GREEN, STEVEN FP-0000000000	ST ROLLED UP OPERATION TECH AMOUNT NC 239 .00
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1	FOOTHILL RANCH									70 AUTO CENTRE DE FOOTHILL RANCH, CA (949) 457-2000															
-	'	Ť							.	'								<u>*</u>					FOR YOUR CONVENIE	NCE	
					ڃٰ	YOK.					₽ .	CAB.	THK	B#I				AUTO TAN. FLUSH	COOL / FLUSH	ᇙ	풍	_	WE ACCEPT ATM CARD MASTERCARD, AND DIS	3, VISA, COVER	
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I DE CAR	3K CAR	6K C.	15K CAR	30K CAR	100K SERV.	L.O.F. TRUCK	3K TRK	6K THK	15K TRK	30K THK	BRAKE INSP.	F/R BRKS	EBB	ROTATE /	24 ALIGN	DECARB	FNR	UTO	8	ENG / FLUSH	BRK/FLUSH	P/S FI		0 AM - 7:0	
- 244 244	0		S			7	ė	9	_			13					or effect	10	COSTRA	21	VIII. W.	23	NO CARS MAY BE PICKED UP AFTER OUR S	0.AM = 5:0 ERVICE DE	
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															•	<u>' 11</u>				d-		-	SAVE PARTS FOR CUSTOMER FRONT	BRAKE M	М
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41		ŀΑ	, ,	· V I	3 L	: V	AT.							7 7	.	- ··							with the necessary material and agree that you ar	e not respo:	nsible for loss
		$\frac{1}{04}$						ועו	ਜ਼ਤ	ŗş	57	7 1 1 4 2	بجبين	<u> </u>		<u>, Tr</u>	ΔΝ	אי זו.	1771	2 Δ 2	TH:	_	or damage to vehicle or articles left in vehicle in other cause beyond your control or for any delays	caused by	unavallability
										86					711							\dashv	of parts or delays in parts shipments by the supplic grant you and/or your employees permission to o	perate the v	zebicie beroin
									<i>70</i> 0	<u>- 0</u> _	<u></u>				~ 11		~		0			_	described on streets, highways or elsewhere to and/or inspection. An express mechanic's lien is	rereby ackr	nowledgod on
																							below wehicle to secure the amount of repairs then	eto.	
* *	אס	٠,	777	<i>A</i> *	- 4-		- Total	17.7	 -	****	7 T A					_	***					ユ	CUBTOMER SIGNATURE		
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		UCC) ('AN	YO	N																	NEW SILVER		CAR
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OR	ΑIN	٦Þ																					ER: 00 ACC	Г: 23	37A
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ī																							TE/E3/V	ة كست تت	O T . TO

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

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

255 NOTE: FIRST VISIT

VIN: 1G1ZU5489 **4F**

\$3.5

100

TAG 9933

RO 22144 SVC ADV: 246

VIN: 1G1ZU5489 4F

ADDITIONAL INSTRUCTIONS	MECHANIC'S FINDINGS AND REMARKS	LABOR	R RECORD
OR ESTIMATES		ELAPSED TIME	TIME
	MECHANIC'S NAME & NUMBER		
Principal Control Cont	04011 due	248	OFF
			ON
-	air Baz warning luble	2	ON
**,	ustal Ilale		OFF
! !			ON
	MECHANIC'S NAME & NUMBER	<u> </u>	
	04027 due	248	OFF
	safty felt ancerage	$-\frac{1}{2}$	ON
	ustall oarour		OFF
* . · · · · · · · · · · · · · · · · · ·			
			ON
ADDITIONAL FLAGS	MECHANIC'S NAME & NUMBER	l	L
	04030 due	0.00	OFF
FLAG	ales actuation	298	- CNI
· .	reprogram AES Module	, >	CN
		_	OFF
FLAG		_	ON
· · · · · · · · · · · · · · · · · · ·	MECHANIC'S NAME & NUMBER		<u> </u>
FLAG :	filler neck broken		OFF
	order new part		ON
STRAIGHT THE POLETS FLAT HAVE RONO 22144 3 TIME OFF			OFF
7 OPER NO. 12-3	0		
EMP NO. ON		- [ON

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

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

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE, ALL NEW

B.A.R. # AM - 225185

E.P.A.

CAL000262614

(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 CORY

TRABUCD CANYON ORANGE CELL: WORK: CELL: WORK: CELL: WORK: CELL: WORK: CELL: WORK: CELL: TAG: 9933 ADV: 246 DIVIN. DA INVOICE: PRELIM INT I W C GS MFG: 67H001 TAX RULES: NNNNY INVOICED: 12/31/2004 I1:01:15 ODOMETER IN: 3656 OUT: 3657 DATES BEGIN: 12/29/04 DONE: 12/30/04 CONCERN 34 CORCERN 34 CORRECTION PT/FAB PART NUMBER PO# NOTE DESCRIPTION 000 NPN/PERMA-PLATE 011901 DYNAMICDETAIL289746 TYPE: I LINE FLAGS: WO1 TYPE: I LINE FLAGS: WO1 TYPE: I LINE FLAGS: WO1 TYPE: I LINE FLAGS: WO2 TYPE: I LINE FL		290.
CONCERN 34 CORRECTION PT/FAB PART NUMBER PO# NOTE DESCRIPTION 000 NPN/PERMA-PLATE 011901 DYNAMICDETAIL289746 FACTORY TECH: 150 - SUBLET. TYPE: I LINE FLAGS: WOI TO CONCERN 35 CORRECTION ALARM PART NUMBER PO# NOTE DESCRIPTION 000 NPN/ALARM APPLIED-6027 FACTORY TECH: 150 - SUBLET. PART ME TYPE: I LINE FLAGS: WO2 TO SUMMARY OF CHARGES FOR INVOICE I22144 PARTS 198.00 SUBLET REPAIRS 60.00 INT WE-OWE OFFSET 258.00-	ORK: VEHICLE INFORMAT LICENSE BU LT 4 STOCK# 00	TION
FACTORY TECH: 150 - \$UBLET. SUI TYPE: I LINE FLAGS: WOI TO CONCERN 35 CORRECTION ALARM PART NUMBER PO# NOTE DESCRIPTION 000 NPN/ALARM APPLIED-6027 FACTORY TECH: 150 - \$UBLET. TYPE: I LINE FLAGS: WO2 TOT SUMMARY OF CHARGES FOR INVOICE 122144 PARTS 198.00 SUBLET REPAIRS 60.00 INT WE-OWE OFFSET 258.00-	OPERATION T 34 1: QTY LIST	ECH AMOUNT
CONCERN 35 CORRECTION ALARM PART NUMBER PO# NOTE DESCRIPTION 000 NPN/ALARM APPLIED-6027 FACTORY TECH: 150 - SUBLET. PART NUMBER PO# NOTE DESCRIPTION APPLIED-6027 FACTORY FACTORY	BLET REPAIRS -OWE OFFSET	A
PAF TYPE: I LINE FLAGS: W02 TOT	OPERATION TE 35 15 QTY LIST	ECH AMOUNT
SUMMARY OF CHARGES FOR INVOICE 122144 PAY PARTS 198.00 SUBLET REPAIRS 60.00 WE-OWE OFFSET 258.00- T	RTS	EDN 00
TOTAL CHARGE ,00		FOR INVOICE 122144 .00
REPRINTED 1 TIMES		PAGE 1

OTHILL RANCI _> CHEVROLE

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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□,A.R.# AM - 225185

E.P.A.

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(SIGNATURE OR INITIALS)

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CLISTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

RECEIPTED	

--- INVOICE TO ---------- DRIVER/OWNER INFORMATION -- INVOICE: ------ FOR OFFICE USE ------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

OTHILL RANCI

ORIGINAL ESTIMATED PRICE"

AM - 225185

E.P.A.

CAL000262614

PCHEVROLE 70 AUTO CENTRE DRIVE

FOOTHILL RANCH, CA 92610 (949) 457-2000

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CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

LAB-MECHANICAL

TOTAL CHARGE FOR CONCERN

SIGNED AND RECEIPTED 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 LICENSE NUMBER: CA NEW SILVER

TYPE: W GRAND TOTALS -----

SUMMARY OF CHARGES FOR INVOICE W22144

PARTS 5.76 LAB-MECHANICAL 53.87

TOTAL CHARGE 59.63

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

INT - INTERNAL

CUS - CUSTOMER IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANIAL DIVIN

PAYMENT DISTRIBUTION FOR INVOICE W22144 TOTAL CHARGE

WARRANTY 59.63

SUBTOTAL -----

PAGE 2 LAST PAGE

23.09

23.09

CALLINE SERVICE INVOICING BY

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 PM.
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CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF

SIGNED AND

		RECEIPTED				
	INVOICE TO		DRIVER/OW	NER INFOR	MATION II	VOICE:
TRABUCO CA ORANGE CELL:	WORK:	TRABUCO CANYO ORANGE CELL:	W		CA"	
TAG: 9933 MFG: 67H00 ODOMETER I DATES BE	ADV: 246 DIVIN. DA INVOICE: PRELIM WAR I W C EC 11 TAX RULES: NNNNY INVOICED: 12/30/2004 13:38:51 N: 3656 OUT: 3657 DIST: 1G1 GIN: 12/29/04 DONE: 12/30/04	O4 CHEVROLET DATES INSERV	4F MALIBU ICE: 092504	LT STOCK#	ENSE NUMBER 4DR SDN 00111361 IN	: CA NEW SILVER V ACCT 237A SOLD: 092504
CONCERN 40 CAUSE CORRECTION	04011 O - AIR BAG WARNING LABEL SERVICE CAMPAIGN REPLACED AIR BAG WARNING LABEL PER SERVICE BULLETIN TECH: 24B - WEIGEL, JARED O				TECH	AMQUNT 1.5 . 39
				SU	BTOTAL	
YPE: W			LAB-MEC		CONCERN	15.39
			101AL C			15.39
CAUSE	04027 O - DRIVER'S SAFETY BELT ANCHORAGE SERVICE CAMPAIGN REPLACED DRIVERS SAFETY BELT ANCHOR PER SERVICE BULL	.ETIN		PERATION 1152	ТЕСН 248	AMQUNT 1,5 . 39
ACTORY	PART NUMBER PO# NOTE DESCRIPT 000 010388869 RETAINER TECH: 248 - WEIGEL. JARED 0 FP-010388869	TON		LIST 3.62	SELL 2 2.88	5.76
			•	SUE	TOTAL	
			PARTS			5.76
YPE: W			TOTAL CH	HANICAL HARGE FOR	CONCERN	15.39 21.15
AUSE ORRECTION	04030 O - UNWANTED ABS ACTIVATION SERVICE CAMPAIGN RE-PROGRAMMD ABS MODULE PER SERVICE BULLETIN TECH: 248 - WEIGEL, JARED O		ОР	ERATION 156	TECH	TAUOMA 90.ES
	FP-000000001			ı		PAGE 1
		,		- 10	,	,

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 PM.
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REGARDLESS OF MILEAGE,	RECEIETED X
ODDMETER IN: 3656 OUT: 3657 DIST: 1G1	TRABUCO CANYON CA ORANGE CELL: WORK: VIN 1G1ZU54894F LICENSE NUMBER: CA NEW 04 CHEVROLET MALIBU LT 4DR SDN SILVER STOCK# 001 INV ACCT 237A DATES INSERVICE: 092504 SOLD: 092504
CONCERN 51 CUSTOMER STATES FUEL FILLER NECK BROKEN CAUSE BROKEN CORRECTION PART IS ON ORDER PART NUMBER PO# NOTE DESCRIPTING 000 022727461 **HOUSING FACTORY TECH: 248 - WEIGEL, JARED 0 TYPE: C	OPERATION TECH AMOUNT 51 248 .00 ON OTY LIST SELL -SPO 1
SUMMARY OF CHARGES FOR INVOICE C22144 TOTAL CHARGE .00 ATTENTION: THE FOLLOWING INVOICES ALSO EXIST	PAYMENT DISTRIBUTION FOR INVOICE C22144 CASH .00 TOTAL CHARGE .00
	PAGE I LAST PAGE



General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

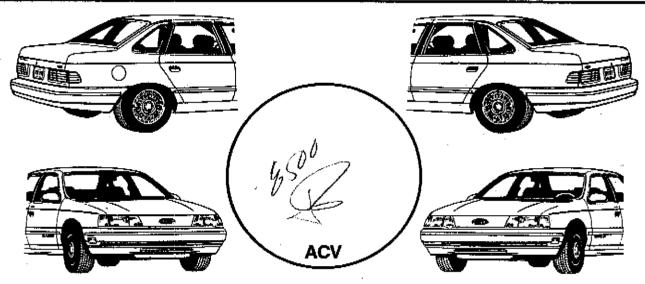
CUSTOMER NAME:		11990
AC 8834 T		(or see attached list*)
CUSTOMER INCENTIVE(S)	and the second s	
1. Customer Incentive I assign the total amount of customer incentive(s) licustomer incentive(s) be applied: (a)X to the law, as a price reduction (Bill of Sale indicates rebate applied), or (c) a check be issued in my	down payment of this pre-rebate price, a	s vehicle, (b) where permissible by
Incentive Program Reference	Amount	GM Incentive Code
XMD Cash Incentive	\$ 1,000,00	PUNE XMD
GOT GMAC/Nuvell Financing	\$ 1,500,00	GCT
Alowance	\$	
77 884	\$	
—	\$	
Total Incentive Amount Received	\$ 2,500,00	
2. Other Program Selection (Which may or may no Division supported financing/leasing, etc.) a. I elect to receive	:	
b. I elect to receive		
CUSTOMER AND DE I am the ultimate retail purchaser or lessee of the vehicle be to me by the Dealer named below. This vehicle was purchas delivery of this vehicle on	ed/leased for personal incentive(s) as descrit	ntification number which was sold/leased
Purchaser/Lessee Signature:		Date: <u>0∜ 2∜ 20</u> 04
The undersigned person, as Dealer representative, certifies the incentive(s) described in Item # have been provided to unit through this dealership and that properly completed accur. Authorized Dealer Signature:) the/said purchaser/les	see who has taken delivery of referenced
	CH CHEVROLET	Dealer Code:3830
		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

RECEIPT OF VEHICLE AND-USED CAR CONDITION REPORT

SALESPERSON -/	30		DATE 9/25/04
CUSTOMER		PHONE #	STOCK#
(EAR2001 MAKE V	OLKS WM GOAL	MODEL (-DL)	TYPESEDAN MILEAGE (15/22
SERIAL # 9BW6T (15114	COLOR	3645
ICENSE #		TAB (EXP. DATE JULY OF
AS THIS CAR EVER BEE	N IN AN ACCIDENT	? YES . NO .	FRAME DAMAGE? YES NO -



PLEASE INDICATE ALL VISUAL DAMAGE

		LECASE HIDIO	AIL ALL VI	JUAL DAMA	الله الله	
	AUTO TRANS,	MODEL PKG,		воок	RECON	DITIONING
W. C.	8 SPEED TRANS.	A FOWER WINDOWS	BASE SCHEDULE			
្ធ	4 SPEED TRANS, .	েল্ POWER LOCKS				
Ö	OTHER TRANS.	O POWER SEATS				
<i>P</i> 5 .	POWER STEERING	11 MOON ROOF OR T-TOPS				
DФ	AIR CONDITIONING.	ನವ್ FLIP-UP OR SLIDING SUN ROOF				
	REAR AIR CONDITIONING	D ABS				
-্অ´	DIGITAL DASH	O LEATHER				
Q.	AM-FM STEREO.	CI ROOF RACK				
_	AM-FM CASSETTE	☐ TWO-TONE PAINT				
a.	, TILT	☐ PRIVACY GLASS				
୍ବର	CRUISE	₩ WIRE WHEEL COVERS				
.,	COMPACT DISC	☐ 3RD SEAT (WAG)		* .	TOTAL RECON	
0	CUST. WHEELS	UI SLIDER REAR WINDOW			RET	WHSL
0	3 CYL.	(1) AUX, FUEL TANK	,		<u> </u>	
À	. 4 CYL.	CO AIR BAG	7 200			
•	& CYL.	Munispor	MILEAGE DEDUC	r <>		
G.	8 CYL	pet	· ·	DE VALUE	APPRAISER	SIGNATURE
0	DIESEL	<u> </u>			•	
			,	· ·	v	

				SIMPL	E INTEREST	FINANCE CHARGE	•		
Dealer No	ımber		c	ontract Number		R.O.S. Number		_ Stock Number	111361
Buyer (a	nd Co-Buye	r) Name a	nd Address	(Including County an	d Zip Code)	Creditor - Seller (Name a	nd Address)		
'ITA	euco cai	AYOM O	DRANCE	c <i>i</i>		FOOTHILL RA 70 AUTO CEN FOOTHILL RA	TRE DRI		
You, the lagreemen	Buyer (and (Co-Buyer, ont and ba	ck of this co	ontract. You agree to r	pay the Creditor -	credit. By signing this cont - Seller (sometimes "we" or on a daily basis. The Truth-Ir	ract, you choo	ose to buy the vehicle	Inanced and Finance
New Used	Year		ake Model	Odometer	Vehicle	a Identification Number	Pri	imary Use For Which	Purchased
NEW	2004	CHEV MALI	ROLET BU	114	1G133	J54894F	1 — '	al, family or househo ss or commercial	vid
		FENER	AL TOUT	W IN LENDING	NIECI OEUD	EC	STA	ATEMENT OF IN	SURANCE
PERC The your a yes	NUAL ENTAGE ATE cost of credit as arly rate.	FINA CHA The amou cred cost	ALTHUI ANCE ARGE dollar Int the dit will t you.	H-IN-LENDING I Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount y will have paid a you have made payments a scheduled. \$ 31,207	Total Sale Price The total cost of your purchase on credit, including your down payment of 1, 000. See \$ 32, 207, 80(e)	NOTICE. No purchase of a through a par	person is required as a a motor vehicle to purchase ricular insurance company, Vehicle Insur. Ded. Comp., Fire & Theft Ded. Collision Limits	condition of financing the or negatiate any insurance agent or broker. Term Premium P
YOUR	PAYMENT SC	HEDULE W	ILL BE:			(e) means an estimate	Medical	E1/ F3	N/A Mos. \$ N/A
One Pa	Number of Pay yment of yment of			Amount of Payments: N/A N/A	Wh	nen Payments Are Due:	UNLESS A	Insurance Premiums CHARGE IS INCLUDED IN	\$(a I THIS AGREEMENT FOR
	Paymen	ts		520.13	Monthly,	Beginning 11,709/2004	FOR SUCH C	OVERAGE IS NOT PROVIDE uy the physical demage	D BY THIS AGREEMENT.
Late Ch payment Prepaym Security Addition	that is late, nent. If you pay Interest. You a lai Information	off all your del re giving a sec r: See this o	bt early, you me curity interest in contract, for mo	ay be charged a minimum fina the vehicle being purchased	you will pay a late of ance charge.	harge of 5% of the part of the payment, default, any required	requires (se	ee back) from anyone you You are not required to e	u choose who is accept
B C D	. Document F . Smog Fee f	of Motor Vel- ce Vehicle ce Accessor ontexable) Preparation i Paid to Selle on taxable its	ries Fee (not a go r ems in A+B+C	\$ 24000. \$ 1590. \$ N/A \$ N/A	\$ 45. \$ 1986.	00 (B) (C) 71 (D)	Applic: Credit Credit Life Credit Disa Total Credit Insurance	ation for Optional (Life: Buyer C Disability (Buyer Only) Term Exp. Mos ability Mos it Insurance Premiums Company Name	Credit Insurance Co-Buyer
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T T	(Optional) 0 Other (to wing for otal Cash Pri	Sap Contrac hom paid)* _ ce (A throug	t (to whom pa	ulation) aid)*	\$ <u>495.</u> \$ <u>N/A</u>	(1) \$(J) \$29756.71(1)	cover any payments. disability in last payme shown about You are	increase in your payme Coverage for credit life neurance ends on the or ant unless a different ter ove. applying for the	ent or in the number of a Insurance and credit riginal due date for the rm for the insurance is credit insurance
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[GOLF	Odom	Make VC/LKSWAC	· · ·		Date	Buyer Signature	Age
0 0 6	Less Prior	Credit or Lean n (A less B) ownpaymen	ase Balance (indicate if a i	negative number)	\$ 10000. \$ 1500. \$ 2500. \$ W//	(C) (D) (E)	tion contra provided u charge. If y in item 1	Co-Buyer Signature L GAP CONTRACT A gained to obtainless you sign below an our choose to buy a gap cor See your gap contract for it is appart of this contract. Mos	p contract (debt cancella ain credit and will not be d agree to pay the extra tract, the charge is shown t details on the creterion

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3. Amount Paid to Insurance Companies	\$	·-····································	E MAY NOT COVER CONDI-
(Total premiums from Statement of Insurance colum	Y	JA I I HONS FO	H WHICH YOU HAVE SEEN A
4. Smog Certification Fee Paid to State	ma+b)" \$	(3) DOCTOR	OR CHIROPRACTOR IN THE NTHS (Refer to "Total Disabilities
5. Subtotal (1 through 4)	* * 2398	3. 7.1 (4) Not Covere	d" in your policy for details).
6. Total Downpayment	Ψ	You want to	buy the credit incurance.
A. Agreed Trade-In Value Yr 2001 Make Model	VOLKSWAGED 8500, OO (A)		
Charles the San	3122	Date	Buyer Signature 442 Age
V [[V]			
B. Less Prior Credit or Lease Balance	\$ <u>10000, 00</u> (B)	Date, 0	Co-Buyer Signature Age
C. Net Trade-In (A less B) (Indicate if a negative nur	mber) \$ 1500,00-(c)	OPTIONAL GA	P CONTRACT A gap contract (debt cancella
D. Deferred Downpayment	\$(D)		
E. Manufacturer's Rebate	\$(E)	charge. If you cf	noose to buy a gap contract, the charge is show
F. Other		It provides, it is	s you sign below and agree to pay the extra noose to buy a gap contract, the charge is show your gap contract for details on the protection epopt of this contract.
G. Cash	36 (G)), QQTerm	
Total Downpayment (C through G)	\$	(6)	Name of Gap Contract
(If negative, enter zero on line 6 and enter the amount less th 7. Amount Financed (5 less 6)	an zero as a positive number on line 1H above) 26961	You want to	buy a dao contract
*Seller may keep part of these amounts.	\$	(7) Buyer X	
		<u></u>	SERVICE CONTRACT(S) You want to
SELLER ASSISTED LOAN BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND	AUTO BROKER FEE DISCLOSU	ID⊨ I Durchase the s	SIVICE COntractis) written with the following
1 WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS	If this contract reflects the retail :	sale of a company(les) t	or the term(s) shown below for the charge(s 1.F and/or 1.G above.
RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.	new motor vehicle, the sale is not	subject	~~************************************
Proceeds of Loan From:	to a fee received by an autobroker	from us 1.F Company	
Amount \$Finance Charge \$	unless the following box is checke		Mos. or Miles
I Total \$ Paveble in	☐ Name of autobroker receiving	g fee, if 1.G Company.	
installments of \$ \$ \$	applicable;	i term —	Miles
from this Loan is shown in item 6D.	B/A	Buyer X	
- 1-2	SCISSION RIGHTS	How This	CONTRACT CAN BE CHANGED.
Hi Buver and Co-Buver sign here, the prov	visions of the Receiverien Diable on	-Nas i i between vou	ct contains the entire agreement and us relating to this contract. Any
the back giving the Seller the right to resci	ind if Seller is unable to assign this	contract! I change to the	contract must be in writing and both
to a unancer mean man uni anau		you and we	must aign it. No oral changes are
Buyer X _	Co-Buyer X		
The Annual Percentage Rate Ma	w he blesstickle Wille the D		X
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OPTION: You nay no finance charge if the Amount Ein	strong item 7 is said in full on as total	V.	
OPTION: You pay no finance charge if the Amount Fin	anced, tierr /, is paid in full on or before	Year	SELLER'S INITIALS
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2004 MALIBU LT SEDAN 12U GALAXY SILVER METALLIC /V6G GENERAL MOTORS CORPORATION 142 GRAY 100 RENAISSANCE CENTER ORDER NO. STOCK NO. DETROIT MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK INVOICE 11/05/03 SHIPPED 09/22/03 EXP I/T 10/05/03 PRC EFF 09/22/03 CREDIT FOR INVOICE 10D72013914 KEYS G2779 G2779 BANK: VW CREDIT, CHG-TO 20-170 SHIP WT: 3211

CHEVROLET MOTOR DIVISION

HP:

32.9

TOTAL MODEL & OPTIONS 23890.00- 21844.05- ACT 231 21752.35-625.00- 625.00- H/B 261 716.70-DESTINATION CHARGE LAM DEALER CONTRIBUTION 238.90- ADV 261 238.90-119.45- EXP 65A 119.45-LAM GROUP CONTRIBUTION

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.

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

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11/12/05

CA

VIN: 1G1ZU5489 4F SELLG SCE: 13 MDL YR: 04 ORD NO:

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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

DATE
08/13/07 CHECK NO. * * 3;500 DOLLARS * 0 0" CENTS 500.00 North American Operations General Motors Corporation Disbursement Account TRENTON SIGNATURE ! The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations DETACH BEFORE DEPOSITING CHECK General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 VENDOR DUNS NO CHECK NO. BB 000000036 PAYMENT DATE VENDOR NAME 08/13/07 REGISTER NO. DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT INVOICE DATE DISC. AMOUNT NET AMOUNT 08/10/07 WM1-9102RD 71-538676722 1-9102RD 00.0000 3,500.00 3,500.00 1G2ZH178664 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 TOTAL 3,500.00 . 00 3,500.00



Service Satisfaction Survey

Please make any corrections to your name, address, **Dissatisfied Customer** Delanco Trenton NJ Home telephone: Change to: Markala Danda da Markala da Marka Please provide us with your preferred email address: Dear 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 If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal If you choose to respond online, please do not return this survey by mail. **User ID** and Password: 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 Not At All Completely Very Somewhat Satisfied Satisfied Satisfied How satisfied were you with the convenience of the Service Ø Department's hours?..... Apply/Not Don't Yes Required Клож Were services available to you on both an appointment and Ø non-appointment basis? When arriving for service, were you greeted promptly?..... Not At All Satisfied Satisfied Satisfied Satisfie Satisfied How satisfied were you that all dealership personnel treated П you in a courteous, fair, and professional manner? About Your Service Consultant/Advisor Completely Very Somewhat Satisfic Satisfied Satisfied Satisfied Satisfled How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?..... Apply/Not Required Don't Know Not the 1st 2 times Were you offered transportation options?.. Does Not

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How satisfied were you that you were kept informed about

the status of your service request?

Was your vehicle ready by the original time promised?.....

Please complete other side

020850

Not At All

Satisfied

Required

Completely

Satisfied

Yes

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About Your Service Consultant/Advisor (continued) Completely Very Not At All Somewhat Satisfied Satisfied Satisfied Satisfied Satisfied How satisfied were you with the explanation you were given of all services performed?..... M \Box 10. Overall, how satisfied were you with your Service \square Consultant? About Service Delivery 11. When you picked your vehicle up, how satisfied were you with: Satisfied Satisfied Satisfied Satisfied Satisfied Ø The time it took to complete the transaction?..... Ø The ease of getting your vehicle? The condition in which it was returned?..... П 12. Were ALL of your service concerns corrected on this service visit?..... IF NO, why not? (check all that apply) Condition explained - repair not necessary □ Parts not available Work performed did not correct the problem I declined repair Service Department could not duplicate problem Other (please specify) Service Department was too busy Don't know Satisfied Satisfied Satisfied Satisfied. Satisfied 13. How satisfied are you that your vehicle was fixed right on this service visit?..... No 14. Were you given a copy of the completed repair order/invoice? Don't Know Yes No Not Sure 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? Summing Up Your Experience Satisfied Satisfie Satisfied Satisfied Satisfied 16. Based on this service visit, overall, how satisfied are you 囨 with Coleman Pontiac? П П П Definitely Probably Might Probably Definitely Would Would Might Not Not Not N П 17. Would you recommend this dealership for service? Completely Very Not At All Somewhat Satisfied Satisfied Satisfied Satisfied 18. Overall, how satisfied are you with your 2006 G6?..... ☐ Male Female 19. Are you... 45 - 54 ☐ Under 25 65 or ølder 20. Your age... 25 - 3435 - 44 П 55 - 64 П 21. May we include your name when providing this survey information to your dealership? 22. Do you have any other comments/recommendations about Coleman Pontiac? least lomos 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

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

1G2ZH178664 12008 12008 022727012043 6098959550 220545



August 8, 2007

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

RE: v. General Motors Corporation

Service Request: 71-538676722

2006 Pontiac G6

Vehicle Identification Number: 1G2ZH178664

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 . 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 DATE 08/13/07

CHECK NO.

50-937

***1,900 DOLLARS

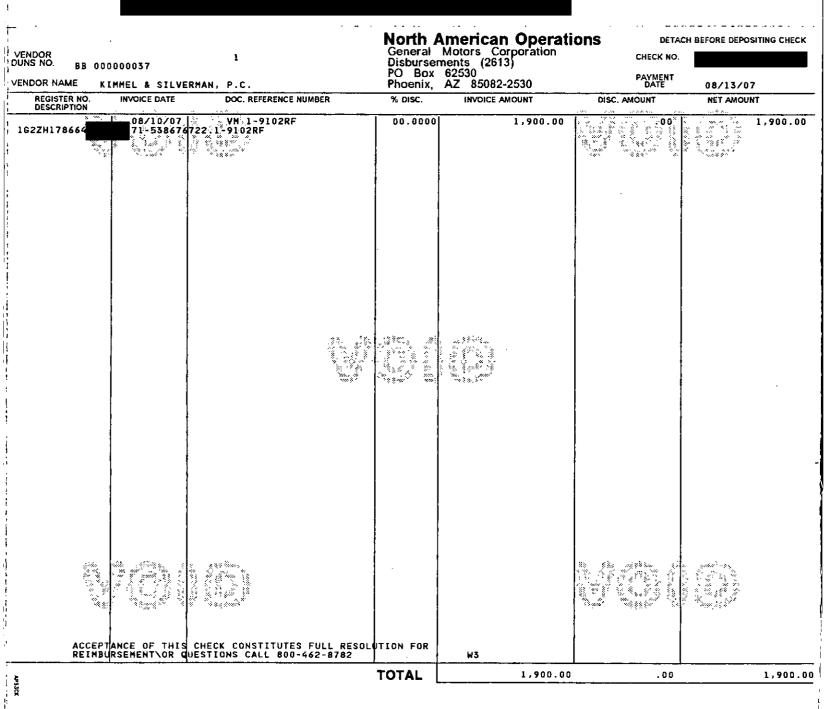
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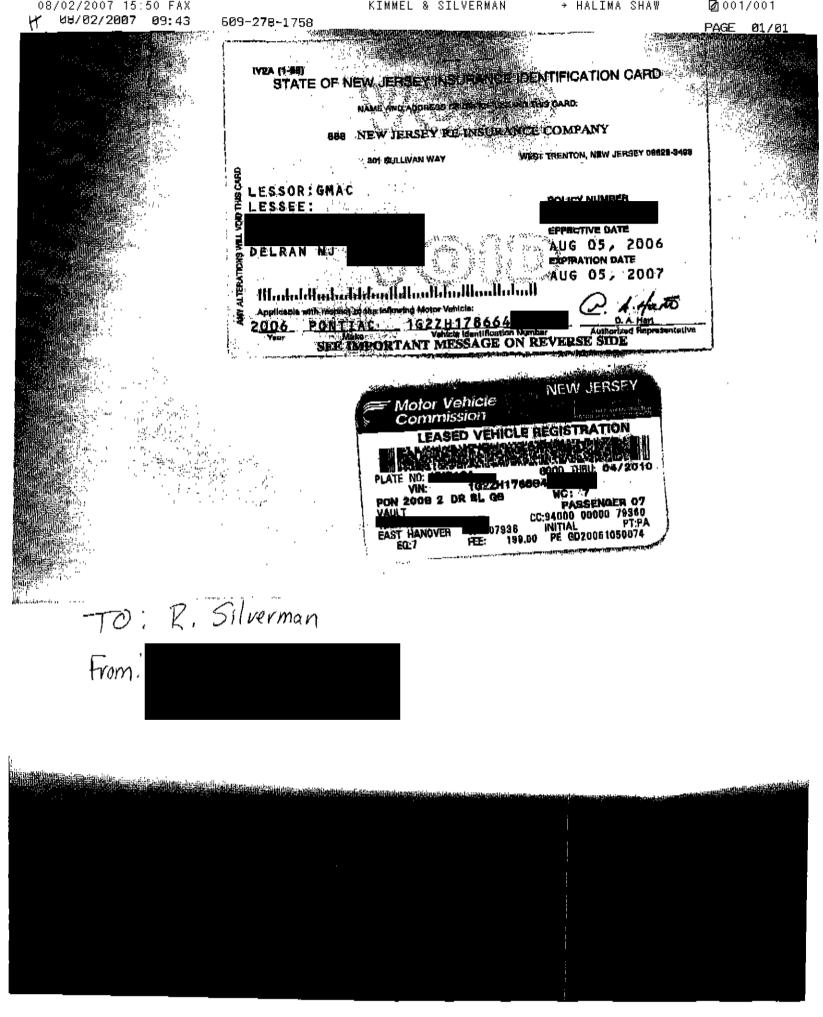
*KIMMEL & SILVERMAN, P. 237 BUTLER ST TRENTON NJ 08611-1203 North American Operations General Motors Corporation Disbursement Account

SIGNATURE જારું ક

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

AUDIT







COLEMAN



TO:	ATRICIA FASLEY	And the state of t
FAX#:	66 508. 1966	•
FROM:	REW COLEMAN :	
PATE:	7-24-07	-
RE:		- -
*NUMBER OF PAGES	S, INS/CLUDING COVER SHEET:	2 9
FRETURN FAX NUM	BER: (609) 895-9550	
PLEASE REPLY ASAP	\sum for your information \sum	EQUIRES IMMEDIATE ATTN.
MESSAGE: Po	r Your Request	
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100 Renaissance Boulevard • Lawrenceville, NJ 08648 • (609) 895-8000 • Fax (609) 895-9550



BUICK - PONTIAC - GMC)

SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD.

1060 SPRUCE STREET

220077 Work Or

Service Main Fax # Body Shop Parts Dept (609) 895-830 (609) 895-800 (609) 895-953 (609) 695-542 (609) 895-897

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PAGE 02/29

COLEMAN BPG

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E PADAL HARD-ALSO AT TIMES BRAKE LIGHTS DO NOT COME ON
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PAGE 1 OF 1

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 12:20pm

MO: 19572

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

TAC Case Number:

Last 8 of VIN: 64

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:

PRIMAYOUR MARKET SECTOSING INCORPRATOR

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:	<u> </u>		1G2Z	H178664									
					VEHIC	LEI	NFORI	MATI	ON				
Merci	handising	Model	;	2ZH37 -200)6 G6 - GT C	OUP	E		Warranty St	tart D	ate :	04/11	/2006
BARS	Order T	ype:		70 - RETAI	L - STOCK	"						•	·
Delive	ring Deal	er:		PERRINE E 2730 RTE I	BUICK-PON	TIAC	C-GMC Selling Source : 16 - PO					ONTIAC	
			i	CRANBUR	Y,NJ 085	12-31	149 Site Code: 02453				ı		
·	'			(609) 395-5	599 	_			Business Ass	ociate	Code:	11553	8
Serv	ice Contr	act :	No	Brande	ed Title :	No	W	arran	ty Block :	No	PDI Stat	us:	Paid
					REQUIR	ED F	TELD.	ACTI	ONS				
Туре	Number	umber Descripti					on .				Posted I	ate	Status
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				s	ERVICE IN	FOR	MATI	DNAL	ITEMS				
Vehic	le Has No	Curre	at Re	cord Of Out	standing Ser	vice l	Inform	ation					
				ON STAR A	ND XM SA	TEL	LITE R	ADIO	INFORMA	TIO	V		
OnSta Equip		Yes	OnS	itar Status	Active	or (3	888)ON	STAF	ge for details (kl (888)667-8 llment.ca or (8271. i	in Canada,	arenro	llment.com
XM E	quipped	No	ХМ	Radio ID	N/A	XM Stat		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				
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36/360	00 FEDER	AL EN	1ISSI	ON			04/11/	2006	12 n	niles	04/11/2009	36	6012 miles
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CLAIM HISTORY

R.O	Date	R.O Number	Туре	Labor Operation	Odometer Reading
03/15/	2007		#	Y0139 - CUSTOMER SATISFACTION PROGRAM - INSPECT, REROUTE, & SECURE	13885 miles
03/03/	2006		· 1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	niles

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COLEMAN BUICK PONTIAC GMC INC.

Complete Service Guarantee

Walk-Around Worksheet

NAME	PHONE	CELL
MILEAGEVI	N#	
# 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 Inspection Performed B	Left Front Right	FUEL GAUGE E 1/4 1/2 1/4 F Legend / Scratch / Ding X Dent * Windshield Walk-Around Preventative Maintenance Presented Customer Signature

COLEMAN BPG

0996-968-609

12:91 /002/52//0

PAGE 08/29



BUICK + PONTIAC + GMC 100 RENAISSANCE BLVD.

1060 SPRUCE STREET

Work Order 2

(609) 895-830**8 2** (609) 895-800**5 5** (609) 895-955**2 0** (609) 695-542**0 2** (609) 895-8998 **2** Service Main Fax # Body Shop Parts Dept

LAWRENCEVILLE, NJ 08648 RECOMMENDED SERVICES	TRENTON, NJ 08648			E-Mail	service@coleman	outos.com
OPERATION OPERATION DESCRIPTION	MO/Mt TOTAL	OPFRATION	OPERA MUCAULI	TION DESCRIPTION	MO/MI	тота
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OHECK DELANCO, NJ	'	n cQnd Rs.√	TRAS M 20,0	000 78088	BOB DIAZ	
APPROVED BUSINESS PHONE		• • • •		· 1		nd other materia
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	And the second s		INITIALS	Δ		

Haorter Hyffic Cot 1 - 11 Services, Inc. (608) 683-5056 26035 (3154)

BOB DIAZ 8088 07/09/07 19,961 SILVER/ 06/PONTIAC/G6/2 DOOR COUPE DELANCO, NJ 1 G 2 Z H 1 7 8 6 6 4 07/06/07 MO: 19962 LABOR & PARTS CHASSIS ELECTRICAL TECH CUSTOMER STATES BRAKE LIGHTS WILL NOT TURN OFF TECH(S):232 WARRANTY SHORTED
TEST AND REPLACE BRAKE POSITION SENSOR H2642 .6 6Z/OJ PARTS - - - - - QTY - - - FP - NUMBER - - - ---DESCRIPTION------------------UNIT PRICE-22666955 SENSOR KI 4.625 WARRANTY DLRTRD WARRANTY JOB # 1 TOTAL PARTS 0.00JOB # 1 TOTAL LABOR & PARTS 0.00 TOTALS -----TOTAL LABOR...
TOTAL PARTS...
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC METHOD OF PAYMENT 0.00 [] CASH [] CHECK #..... [] CREDIT [] A/R CHG 0.00 0.00 Rec'd By Date 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

PAGE 1 OF 1

SERVICE FILE COPY

[END OF INVOICE | 03:13pm

20 COLEMAN BPG

PAGE 11/29

59568

0996-968-609

12:51 7002/42/70

COLEMAN BUICK PONTIAC GMC INC.

Complete Service Guarantee

Walk-Around Worksheet

# NOTES # NOTE	NAME	PHONE	CELL	<u>.</u>
1. Battery Condition 2. Belts(s) 3. Hoses 4. Coolant Condition 5. Engine Oil Condition 6. Auto Trans Fluid 7. Wipers 8. Lights TIRES 9. Left Front Tire 10. Left Rear Tire 11. Right Rear Tire 12. Right Front Tire 12. Right Front Tire 12. Right Front Tire 13. Satisfactory 14. Sepand 15. Sepand 16. Sepand 17. Sepand 18. Sepand 18. Sepand 19.	MILEAGE 9958	_ VIN #		11 · 111
9. Left Front Tire 10.Left Rear Tire 11.Right Rear Tire 12.Right Front Tire \$\times \text{- Satisfactory} \text{- New Need Attention} \text{- Unsatisfactory} \text{- Walk-Around Preventative} \text{- Walk-Around Preventative}	# 1.Battery Condition 2.Belts(s) 3.Hoses 4.Coolant Condition 5.Engine Oil Condition 6.Auto Trans Fluid 7.Wipers	17 67 (0		
	9. Left Front Tire 10.Left Rear Tire 11.Right Rear Tire 12.Right Front Tire \$\text{\$\text{\$\text{\$\text{\$-\$ Satisfactory}}}\$}\$	ention	Legend / Scratch / Ding X Dent	
	Inspection Performed By:		Walk-Around Preventative Maintenance Presented	

PAGE 12/29

COLEMAN BPG

0996-968-609

12:21 7002/42/70

GM Vehicle Inquiry System Summary

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

<u>Help</u>

VIN:	:	i	1G2Z	H178664							•		
,	1				VEHIC	LE I	NFOR	MATI	ON				
Mercl	andising	Mode	l :	2ZH37 -200)6 G6 - GT C	OUP	E		Warranty St	tart Da	ate:	04/11.	/2006
BARS	Order T	ype :		70 - RETAI	L - STOCK				.,				
Delive	ring Deal	er;		PERRINE E 2730 RTE I	BUICK-PON	TIAC	-GMC		Selling Sour	ce:		16 - P	ONTIAC
				CRANBUR	Y, NJ 085	12-31	149 Site Code:				02453		}
	<u>.</u>			(609) 395-5	599	_			Business Ass	ociate	Code:	11553	8
Serv	ice Contr	BCť:	No	Brande	ed Title :	No	W	arran	ty Block :	No	PDI Stat	us :	Paid
	! !				REQUIR	ED F	IELD	ACTI	ons				
Туре	Number	'		- 11	Desc	ripti) in				Posted I	ate	Status
ΥT	07015	PO HO	TENT SE - *	IAL WATER ** EXPIRES	R LEAK - CH 02/29/08 **	IECK	SUNROOF REAR DRAIN N/A. Clo				Closed		
			•	. S	ERVICE IN	FOR	MATI	ÖNAI	LITEMS	"			
Vehici	e Has No	Curre	nt Re	cord Of Out	standing Ser	vice	inform	ation					
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OnSta Equip		Yes	OnS	tar Status	Active	or (4O(888	ISTAI	ge for details o R1 (888)667-8 ilment.ca or (3271. id	n Canada,	tarenro	llment.com
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36/3600	0 FEDER	AL EN	AISSI	ON			04/11/	2006	12 п	iles	04/11/2009	36	012 miles

CLAIM HISTORY

R.O Date	Number 4775 Y0139 - CUSTO		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



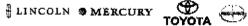
















"A member of the **HERTRICH** Family of Automobile Dealerships"

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	
1						CVR

609-895-8995

COLEMAN BUICK PONTIAC GMC 100 RENAISSANCE BLVD LAWRENCEVILLE, NJ 08648

PAID 67176

P B.O.	PART NUMBER / DESCRIPTION	BIN	LIST NET	AMOUNT
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www.mar.dock.no.	District Application of the Contract and Con	DONZOG ANY Other		
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COLEMAN BPG

11:42:07 CUSTOMER COPY

PAGE 1 OF 1 7002/42/70

12:SI

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

TAC Case Number:

Last 8 of VIN: 64

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:

TO THE WORLD WINDS THE PROPERTY OF THE OFFICE AND THE PROPERTY OF THE OFFICE AND THE OFFICE AND

#C(DLEN	IAN	221	006 Serv Mail	ork O	rder \$
BUICK • PONTIAC • 1 100 RENAISSANCE BL' LAWRENCEVILLE, NJ 08 RECOMMENDED SERVICE	VD. 1060	SPRUCE STREET TON, NJ 08648) Fax Bod	y Shop (609) Shop (609)	895-9559 C 695-5425 N 895-8995 N
OPERATION OPERATION SUPNZ-002 3000 MFTN	ON DESCRIPTION MO/M		ERATION Z-003	PERATION DESC		<u></u>
SERVICE HISTORY				/	<u></u>	
DATE R/		VISOR TECHNICIAN	TYPE OPER	ATION	OPERATION DESC	RIPTION
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SALESPERSON NO.		SERVI	- c 		ATE REG# 243	
саян П б22Н17866 4	YEAR/MAKE/MODEL 06/PONTIA	C/G6/2 DOOR COUP	PRO	DUCTION DATE SYDEK		
CREDIT CARD CARD (PRIOR APPROVAL)		59568	CONTRACT DELI	VERY DATE DELIVE	RY MILES SELLING DEALE	^{A NO} D'7/17/6 7
CHECK DELANCO, NJ		SILVER/	CONTRACT		TION DATE EXPIRATION MIL	EB TAG NO.
CTHER TYPE APPROVED RESIDENCE PHONE		PNZZ AIR COND.	Y A MILE	20,000 80	88 BOB DIAZ	
TIME RECEIVED DATE/TIME PROPERTY OF THE PROPER	07 09:00pm PRIORITY	horaby authorize the repair work that such repair, and agree: that you relibrate authorize reason; that you neither authorize or responsible for loss or dumluge to the repair that the responsible for loss or dumluge to the repair to the repair to the responsible for loss or dumluge to the repair to the responsible for the re	are not responsible for any sutherites any other person be authorited any other person be above ventrol, or articles self-	Say a number by an against secured for your any facility that secured in case of the their	nitip by you of the hiereesary par ity or delayod awarlability of par in connection with such ropair; to rother seuse beyond your oc thorato; shat your employees m blo.	rile and other material for any that you shall not be written, and the whole, that an express ay operate the above
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PAGE 1 OF 1	, HAND C		E	Nte		377006
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59568	BOB DIAZ	880 <u>8</u>		07/20/07	
DELANCO, NO	06/PONTIAC/G6/	2 DOOR COUPE	20,434	SILVER/	/
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				07/17/07	
LABOR & PARTS					MO: 20435
J# 1 50PNZ CHASSIS ELECTRICAL CUSTOMER STATES BRAKE LIGH THE TIMES. SHORTED TEST AND REPLACE BRAKE SEN H2643 .5 0J/6Z WARRANTY CLAIM TYPE B RO 2		T OF	WARRANTY	! !	
PARTSQTYFP-NUMBER	SENSUK KI 4.625	UNIT PRICE- 1 TOTAL PARTS	WARRANTY 0.00		
	JOB # 1 TOTAL		0.00		
J# 2 51PNZ EXTERIOR LIGHTING CUSTOMER STATES HARD TO GE E PEDAL HARD SEE LINE 1	TECH(S):8843 TOUT OF GEAR-HAVE TO DEPRESS	Brak	INTERNAL		
PARTSQTYFP-NUMBER	DESCRIPTION	UNIT PRICE-			
	JOB #	2 TOTAL PARTS	0.00		
	JOB # 2 TOTAL	LABOR & PARTS	0.00		
J# 3+98PNZ-002 ENTERPRISE RENTAL ENTERPRISE RENTAL CAR ENTERPRISE RENTAL CAR	TECH(S):8843		WARRANTY		
PARTSQTYFP-NUMBER	-DESCRIPTION	UNIT DOTCE-			
	J08 #	3 TOTAL PARTS	0.00		
	JOB # 3 TOTAL	LABOR & PARTS	0.00		

PAGE 1 OF 2

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 01:09pm

20,434 SILVER/ 06/PONTIAC/G6/2 DOOR COUPE DELANCO, 1 G 2 Z H 1 7 8 6 6 07/17/07 MO: 20435 TOTALS-----TOTAL LABOR...
TOTAL PARTS...
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX.... METHOD OF PAYMENT 0.00 []CHECK #..... [] CREDIT [] A/R CHG [] CASH CARD 0.00 0.00 Rec'd By Date 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++

8088

07/20/07

BOB DIAZ

PAGE 2 OF 2

59568

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 01:09pm

<- Back Forward ->

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

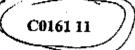
This diagnostic procedure supports the following DTC:

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



- 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

Service Information Page 2 of 3

- · 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.
- This step checks to see if the DTC will reset as current.

Step	Action	Yes	No
Sche	matic Reference: ABS Schematics		
Conr Conr	nector End View Reference: ABS Connector End Views a	and Computer/Integra	ating Systems
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).	Go to Diagnostic Trouble Code	and the second s
	Does the scan tool display DTC C0277 or C0278?	(DTC) List - Vehicle	Go to Step 3
	 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	Operate the vehicle within the Conditions for Running the DTC as specified in the supporting text. Does DTC C0161 reset?	Go to Diagnostic	Go to Store 4
4	 Use the scan tool in order to clear the DTCs. Operate the vehicle within the Conditions for Running the DTC as specified in the supporting text. 		Go to Step 4
	Does the DTC reset?	Go to Step 2	System OK

Sack Forward -> Document ID# 1560385 Feedback Print

100 RENAISSANCE BLVD.

1060 SPRUCE STREET

Work Ord

Main Fax # Body Shop

RECOMMENDE			ENTON,	NJ 086	48	•			Parts De E-Mail		509) 89 @colema	95-8999 mautas.co
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PAGE 7 OF 1

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COLEMAN BPG

0996-968-609

12:51 7002/42/70

COURTESY CAR RENTAL AGREEMENT

COLEMAN BUICK PONTIAC GMC INC.

100 Renaissance Blvd. Lawrenceville, NJ 086-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

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REDROER FROM N COF SERVICES, INC. (608) 883-5056

<- Back Forward ->

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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<- Back

Forward ->

Document ID# 1873987 2005 Pontiac G6

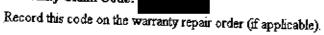
Feedback

Print



Programming Complete.

Warranty Claim Code:



Post Programming Instructions:

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

Controller Specific Instructions:

Clearing DTCs will crase stored history data from all controllers, and will reset the PCM 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.

Pron

Clear DTCs New Called

192 ORDE VIN ***	1G2 ZH17 86 64	STOCK NO	· *****	DETROIT VEHICLE I	MI 4 INVOICE	18243-1114 18243-134
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	* AM/FM STEREO 6 DISC (REPLACES STD/OPT/P * SUNROOF, POWER TILT	CD PLAYE KG RADIO) & SLIDE	R		SHIP WT: HP: GMS: SUPPLR:	32.9 23404.48 24454 31
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08/08/2007 PED 15:44 FAX

Ø 001/002



RELEASE OF CLAIM

(hereinafter referred to as "Releasor"), on behalf of myself and my assigns, beirs and executors, in consideration of: \$5,400,00 paid by General Motors Corporation, hereby releases and discharges General Morors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors' Convoration, and their respective agents and employees from any and all claims, causes of action, den most, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are rele ed to, or are in any way associated with the lease, repair, maintenance, operation, alteration, or use of Refusior 2006 Pontiac G6 bearing Vehicle Identification Number 1G2ZII178664 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 Me ors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable CM 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 appendiately 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 $2Q_{T}\log SI$ _____ 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 IT: TERMS.

Tagree to the terms of this Release of All Claims

DATESIGNED: X-X-07	
Chai/mant's Stylnature	Claimant's Signature
Address	Address
Telanco UJ City, State, Zip Code	City, State, Zip Code

08/08/2007 YED 15:45 FAX

Signature of Notary Public

2 002/002

COUNTY OF Mary

Sworn to (or affirmed) and subscribed before me this grant day of the subscribed before me the subs

BARBARA JO TEMPESTA

A Notary Public of New Jorsey

My Commission, Explos July 16,1200 & manissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification

My commission expires: July 6. 2005

CC File

1.670-158 2703-128000



COLEMAN



TO: PATRICIA RASLEY
FAX#: 866 508 1966
FROM: DREW COLEMAN
PATE: 7-24-07
RE:
*NUMBER OF PAGES, INS/CLUDING COVER SHEET: 29
RETURN FAX NUMBER: (609) 895-9550
PLEASE REPLY ASAPFOR YOUR INFORMATION REQUIRES IMMEDIATE ATTN
MESSAGE: Per Your Request

100 Renaissance Boulevard • Lawrenceville, NJ 08648 • (609) 895-8000 • Fax (609) 895-9550



BUICK • PONTIAC • GMC

SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD. LAWRENCEVILLE, NJ 08648

1060 SPRUCE STREET TRENTON, NJ 08648

220077 Work (

Service Main Fax # Body Shop Parts Dept E-Mail ser 609

(609) 895 service@colemanautos.d

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PAGE 1 OF 1

Sexuler France | CCIT Services, Inc. (689) 853-5036 28036 (3104)

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PAGE 02/29

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E PADAL HARD-ALSO AT TIMES BRAKE LIGHTS DO NOT COME ON
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PAGE 1 OF 1

67/50

PAGE

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 12:20pm

COLEMAN BPG 0996-968-609 12:51 7002/42/70

06/27/07

MO: 19572

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

TAC Case Number:

Last 8 of VIN: 64

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:

PRIMAYOUR MARKET SECTOSING INCORPRATOR

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:	<u> </u>		1G2Z	H178664									
					VEHIC	LEI	NFORI	MATI	ON				
Merc	handising	Model	;	2ZH37 -200)6 G6 - GT C	OUP	E		Warranty St	tart D	ate :	04/11	/2006
BARS	Order T	ype:		70 - RETAI	L - STOCK	"						•	·
Delivering Dealer: PERRINE BUICK-PONTIA						TIAC	-GMC		Selling Sour	ce :		16 - P	ONTIAC
2730 RTE 130 N CRANBURY, NJ 08512-3					12-31	.49		Site Code :			02453	ı	
	: 			(609) 395-5	599	_			Business Ass	ociate	Code :	11553	8
Serv	vice Contr	act :	No	Brande	ed Title :	No	W	arran	ty Block :	No	PDI Stat	us:	Paid
					REQUIR	ED F	TELD.	ACTI	ONS				
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XM E	quipped	No	ХМ	Radio ID	N/A	XM Stat		Refer to Help page for details or: N/A http://www.gm.xmradio.com or (800)556-3600. In Canada, http://xmradio.ca or (877)438-9677.					
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36/36000 BUMPER TO BUMPER							04/11/	/2006	12 г	niles	04/11/2009	30	6012 miles
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36/360	00 FEDER	AL EN	1ISSI	ON			04/11/	2006	12 n	iles	04/11/2009	36	6012 miles
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CLAIM HISTORY

R.O	Date	R.O Number	Туре	Labor Operation	Odometer Reading
03/15/	2007		#	Y0139 - CUSTOMER SATISFACTION PROGRAM - INSPECT, REROUTE, & SECURE	12885 miles
03/03/	2006		· 1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	niles

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COLEMAN BUICK PONTIAC GMC INC.

Complete Service Guarantee

Walk-Around Worksheet

NAME_	PHONE	CELL
MILEAGEV	N #	
# 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 Inspection Performed But	Left Front Right	FUEL GAUGE E 1/4 1/2 1/4 F Legend / Scratch / Ding X Dent * Windshield Walk-Around Preventative Maintenance Presented Customer Signature

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0996-968-609

12:91 /002/52//0

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100 RENAISSANCE BLVD.

LAWRENCEVILLE, NJ 08648

1060 SPRUCE STREET TRENTON, NJ 08648

Work Order 2

Service Main (609) 895-800**5** (609) 895-955**20** (609) 895-955**20** (609) 695-542**5** (609) 895-899**8** service@colemanautos.co Fax # Body Shop

Parts Dept E-Mail servi

RECOMMENDE	SERVICES		•						Š
OPERATION	OPERATION DESCRIPTION	IPTION MO	MI TOTAL	OPFRATIO	M	OPERATION I	DESCRIPTION	MO/MI	TOTAL
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CARCOT CARCOTT			сивтомаг 519 5	58 SERVICE CONTRA		DELIVERY DATE	DELIVERY MILES	SELLING DEALER	07/00/07
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Habidat Hytis Cot 1 - VIII Services, Inc. (688) 683-5056 26036 (3154)

19,961 SILVER/ 06/PONTIAC/G6/2 DOOR COUPE DELANCO, NJ 1 G 2 Z H 1 7 8 6 6 4 07/06/07 LABUR & PARTS J# 1 50PNZ CHASSIS ELECTRICAL TECH CUSTOMER STATES BRAKE LIGHTS WILL NOT TURN OFF TECH(S):232 WARRANTY SHORTED
TEST AND REPLACE BRAKE POSITION SENSOR H2642 .6 6Z/OJ PARTS - - - - - QTY - - - FP - NUMBER - - - -22666955 SENSOR KI 4.625 WARRANTY DLRTRD WARRANTY JOB # 1 TOTAL PARTS 0.00JOB # 1 TOTAL LABOR & PARTS 0.00 TOTALS -----TOTAL LABOR...
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BOB DIAZ

8088

07/09/07

MO: 19962

25000

PAGE 1 OF 1

SERVICE FILE COPY

[END OF INVOICE | 03:13pm

0996-968-609 TZ:ST Z00Z/bZ/Z0

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 A BRAILE FOR DINCHIO BRAILE BRAILE	TEDAL NOISY LIGHTS STAYON HER STAYON HER STAYON ENTHACE	
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Inspection Performed By:		Walk-Around Preventative Maintenance Presented	

PAGE 12/29

COLEMAN BPG

0996-968-609

GM Vehicle Inquiry System Summary

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

<u>Help</u>

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VIN:	:		1 G 2Z	H178664									
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2730 RTE 130 N CRANBURY, NJ 08512-3					12-31	49		Site Code :			02453	}	
	 			(609) 395-5	599				Business Ass	ociate	Code:	11553	8
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CLAIM HISTORY

R.O Date	R.O Number	Туре	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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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
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609-895-8995

COLEMAN BUICK PONTIAC GMC 100 RENAISSANCE BLVD LAWRENCEVILLE, NJ 08648

PAID 67176

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COLEMAN BPG

11:42:07 CUSTOMER COPY

PAGE 1 OF 1 7002/42/70

12:SI

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

TAC Case Number:

Last 8 of VIN: 642

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:

第二分は、前数でのように表える。これを表示を表している。

EUICK - PONTIAC - I	VD. 1060 SPR	USION CENTER	221006	Work Orde Service (609) 895-83 Main (609) 895-80 Fax # (609) 895-95 Body Shop (609) 695-54 Parts Dept (609) 895-89	30 8 v
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PAGE 1 OF 1			L		
PAGE 17/29	MAN BPG		0996-968-60	371006 09 TZ:9T Z007/50	=

20,434 SILVER/ 06/PONTIAC/G6/2 DOOR COUPE DELANCO, NJ 1 G 2 Z H 1 7 8 6 6 4 07/17/07 LABOR & PARTS

J# 1 50PNZ CHASSIS ELECTRICAL TECH(S):8843

CUSTOMER STATES BRAKE LIGHTS STAY ON WHILE DRIVING, MOST OF THE TIMES. WARRANTY TEST AND REPLACE BRAKE SENSOR H2643 .5 0J/6Z WARRANTY CLAIM TYPE B RO 220545 MILAGE 19.962 WARRANTY JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 J# 2 51PNZ EXTERIOR LIGHTING TECH(\$):8843 INTERNAL CUSTOMER STATES HARD TO GET OUT OF GEAR-HAVE TO DEPRESS BRAK SEE LINE 1 PARTS-----QTY---FP-NUMBER-------DESCRIPTION------UNIT PRICE-JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 J# 3+98PNZ-002 D2 ENTERPRISE RENTAL ENTERPRISE RENTAL CAR ENTERPRISE RENTAL CAR TECH(\$):8843 WARRANTY PARTS-----QTY---FP-NUMBER-------DESCRIPTION------UNIT PRICE-JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00

BOB DIAZ

8808

07/20/07

MO: 20435

PAGE 1 OF 2

SERVICE FILE COPY

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20,434 SILVER/ 06/PONTIAC/G6/2 DOOR COUPE DELANCO, NJ 1 G 2 Z H 1 7 8 6 6 4 07/17/07 MO: 20435 TOTALS-----TOTAL LABOR...
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8088

07/20/07

BOB DIAZ

PAGE 2 OF 2

59568

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 01:09pm

<- Back Forward ->

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

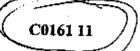
This diagnostic procedure supports the following DTC:

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



- 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

Service Information Page 2 of 3

- · 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.
- This step checks to see if the DTC will reset as current.

Step	Action	Yes	No
Sche	matic Reference: ABS Schematics		
Conr Conr	nector End View Reference: ABS Connector End Views a	and Computer/Integra	ating Systems
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).	Go to Diagnostic Trouble Code	and the second s
	Does the scan tool display DTC C0277 or C0278?	(DTC) List - Vehicle	Go to Step 3
	 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	Operate the vehicle within the Conditions for Running the DTC as specified in the supporting text.		
	Does DTC C0161 reset?	Go to Diagnostic Aids	Go to Step 4
4	 Use the scan tool in order to clear the DTCs. Operate the vehicle within the Conditions for Running the DTC as specified in the supporting text. 		
	Does the DTC reset?	Go to Step 2	System OK

Sack Forward -> Document ID# 1560385 Feedback Print

BUICK - PONTIAC - GMC

SUZUKI AND COLLISION

Main Fax #

100 RENAISSANCE BLVD. LAWRENCEVILLE, NJ 08648 1060 SPRUCE STREET

Body Shop Parts Dept

Work Or

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COLEMAN BPG

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COURTESY CAR RENTAL AGREEMENT

COLEMAN BUICK PONTIAC GMC INC.

100 Renaissance Blvd. Lawrenceville, NJ 086-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

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REGROER FROM B) COF SERVICES, INC. (609) 883-9056 FORM # P-1503

<- Back Forward ->

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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<- Back

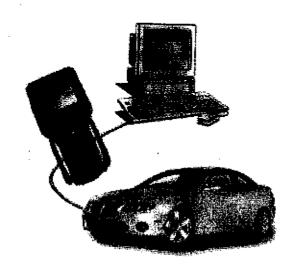
Forward ->

Document ID# 1873987 2005 Pontiac G6

Feedback

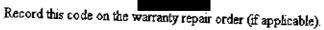
Print

Tech2 Pass Thru: Final Instructions



Programming Complete.

Warranty Claim Code:



Post Programming Instructions:

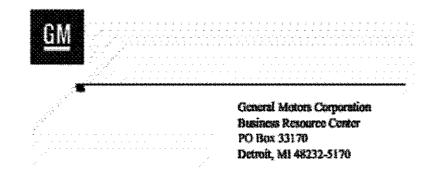
If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:

Clearing DTCs will crase stored history data from all controllers, and will reset the PCM 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.

VINL 1622H17866



VIA FAX ONLY

July 23, 2007

Roger Piper COLEMAN BUICK PONTIAC GMC INC 100 RENAISSANCE BLVD LAWRENCEVILLE, NJ 08648-4772

RE:

Service Request: 71-538676722

2006 Pontiac G6

Vehicle Identification Number: 1G2ZH178664

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





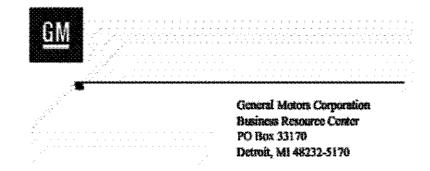












VIA FAX ONLY

July 19, 2007

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

RE:

Service Request: 71-538676722

2006 Pontiac G6

Vehicle Identification Number: 1G2ZH178664

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 N	arne)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regar	ding my loan account #(Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, includi loan payoff amount, and per diem infor	ng but not limited to a complete payment history of my account, a mation.
Date	
V	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V07092007	





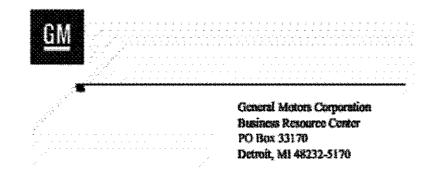












VIA FAX ONLY

July 24, 2007

Drew Coleman COLEMAN BUICK PONTIAC GMC INC 100 RENAISSANCE BLVD LAWRENCEVILLE, NJ 08648-4772

RE:

Service Request: 71-538676722

2006 Pontiac G6

Vehicle Identification Number: 1G2ZH178664

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





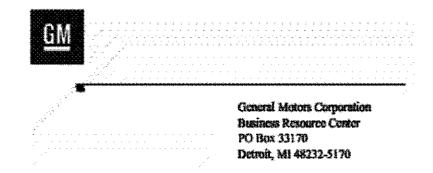












VIA FAX ONLY

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

















BUSE SEPT OF COLUMN TO BEEN STANDED THE

2730 Route 130 • Cranbury, NJ 08512-3149 (609) 395-5599 http://www.perrinecars.com

FAX 609-395-7757

TO Patricia Easley	FROM	
FAX 866 508 1966	PAGES	
PHONE	DATE	
REF 71-538676722	CC:	
URGENT FOR REVIEW	PLEASE COMMENT	PLEASE REPLY

COMMENTS:

Service many on vacation until tomorrow. Service records to follow

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b. Registration fees/taxes	\$N/A	☐ Life insurance (☐ Lessee ☐ Co-Les		
c. License fees/taxes	\$ 786 EO	☐ Disability insurance (Lessee only)	Coverage limit	\$#/A
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ 716 60	Disability insulance (Lessee only)	Premium	- - N/N - -
e. Excise taxes	φ - 110-00 -	LESSEE'S SIGNATURE: X	Monthly coverage limit	\$— _₩/ A—
f. Property taxes	φ #14	regates alabatake: X		Age
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g. Other (describe)	\$	CO-LESSEE'S SIGNATURE X		A9\$\/A
Other (describe)	- 3- N/A -	00 11115-1115-1115-1115-1115-1115-1115-1		-
i. Other (describe)	- S 	22. WARRANTY AND EXCLUSION OF checked below.	F WARRANTY. You have the b	enefit of any warrar
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☐ Medium-duty truck (diesel): 35,000				
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SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

7. Your monthly различила невызоном често

671 MONTHLY NJ 9/2005 Copyright 2005 General Motors Acceptance Corporation. All Rights Reserved.

TRIPLICATE ORIGINAL - DEALER Lease Agreement 9

07/23/2007 MON 10:39 FAX 6093957757 perrine

LEASE GMAC SMARTLEASE® AGREEMENT — Monthly Payment

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					2730 RT. 130	
	ace n	Principal driver (il business use)		CRANBURY, NJ085	12
ENTON NJ ME	RCER	\				
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d. Residual value. The value of the vehicle at the end of the lease used in calculating your base e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in a	ritionally payment
	= \$ \frac{10307.08}{
f. Rent charge. The amount charged in addition to the depreciation and any amortized an	nounts = 5 10307.08
g. Total of base monthly payments. The depreciation and any amortized amounts plus the	rent charge = \$ 1970.7 co \
h. Lease payments. The number of payments in your lease	30 :
I. Base monthly payment	\$ 107.71
j. Monthly sales/use tax (estimated)	+ \$ N/A ·
	* \$ #/A
l. Total monthly payment	
Early Termination. You may have to pay a substantial charge if you en	
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.
 Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the 10. Other Important Terms. See your lease documents for additional information on early termination insurance. 	e lease term for \$15009.00, plus official fees and taxes. on, purchase options and maintenance responsibilities, warranties, late and default charges, and
11. ITEMIZATION OF GROSS CAPITALIZED COST.	16. LATE CHARGE. If we do not receive a full monthly payment within 10 days after it is due
a. Agraed upon value of the vehicle \$23404.48	you will pay a late charge of 5% of the part of the payment that is tale.
b. GMAC administrative fee + \$695.00	17. CHARGE FOR FINES. If the government imposes a fine related to the vehicle and you do
c. License/registration/title lees + \$	not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the amount wher
d. Şales tax + \$716.60	we ask. If we have to pay a fine or take other action because you don't pay a fine promptly, you
e. Other tax (describe) + \$ N/A	will also pay us \$35.
f. Optional service contract + \$+ \$+	18. SCHEDULED LEASE END DATE. This lease is scheduled to end) 7/11/2010
g. Optional maintenance contract + \$+ \$	You are scheduled to return the vehicle on this date. (month) (day) (year
h. Optional life insurance + \$ H/A	19. LEASE END DAILY EXTENSION CHARGE. \$25. (jr) per day (plus tax), beginning of
i. Optional disability insurance + \$ #/A	the eighth day after scheduled lease end date.
j+ \$N/A	20. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physica
k + \$#/A	damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:
1. Gross Capitalized Cost = \$24915 - 08	Incurence company name Rd ATARULAU LUKES LIKS
12. THE VEHICLE YOU ARE TRADING! /A	Insurance agency name: NO CANOLACTORES 1NS
(year) (make) (model)	Agency address: 301ULLIVAN WAY WEST TRENTON NJ 08628
Gross trade-in value \$N/A	Agency phone no 3010 CCIVAN WAT WEST TRENTON NO 08628 Agent's name: NO HARRY ACTURES INS
Payof: - \$ \\ \frac{\psi}{A}	Policy no.: DLiability DPhysical damage
Net trade-in value = \$N/A	Deductibles: Collision \$ Comprehensive \$
3. TOTAL COST OF THE LEASE (if you are never in default, and you use your option to buy	Insurance company name:
the vehicle at scheduled lease end).	Insurance agency name:
Amount due at lease signing ondelivery \$_650.21	Agency address:
Total of monthly payments (other than first monthly payment)	Agency phone no.:
Security deposit and any life or disability insurance \$	Agent's name: Policy no.: Deductibles: Collision \$ Comprehensive \$
Price if you buy at scheduled lease end + \$15009.00	Peductibles: Collision \$ Commehensive \$
Total cost of the lease = \$27536.19	
plus any related official fees and taxes.	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
14. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing,	lease describes the coverage(s). The insurance may not cover laxes and other amounts ob
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.	lease describes the coverage(s). The insurance may not cover taxes and other amounts du besides the base monthly payment. Insurer name: #/A

Rearder From: **BJ C(II*** Bervices, Inc. (abs) 053-3055

Motor Vehicle Retail Order

☐ New Demo



BUICK-PONTIAC-GMC HUMMER

2730 Route 130 Cranbury, N.J. 08512 Fax 609-395-7757

Tel. 609-395-5599



DEAL#		
CUSTOMER		DATE 04/12/06 STOCK NO.
ADDRESS	TREN	
HOME PHONE	WORK PH	E-MAIL ESPOSITO POOMINIC
D. L. #		SOC. SEC. D.O.B.
ENTER ORDER FOR	2006	PONTIAC SALES G6
BODY TYPECOLORSILVER	MILES 15	MODEL SERIAL NO. 1 G Z Z H 1 7 8 6 6 4
INTERIOR TRIM COLOR		IF A NEW VEHICLE SALE OR LEASE
Prior to Delivery of the vehicle listed above, one of the following and so advise dealership: * Cash Purchase	e + Lease TION CONTAINE	manufacturer. Dealer selfs/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 pur-
PART OF THIS ORDER. IF A LEASE, COMPLETE DISCLOSURE OF A AND CONDITIONS IS CONTAINED ON A CONTRACT.	LL LEASE TERM	this vehicle including, without limitation, those which pertain to
TO BE DELIVERED ON OR ABOUT		warranty is not affected by this disclaimer of warranties by dealer.
Price of Unit		IF USED VEHICLE SALE OR LEASE-CHECK APPROPRIATE BOX
Additional Equipment (options)		☐ 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.
IF A LEASE, THE FOLLOWING	APPLY:	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
MONTHLY PAYMENT AMOUNT \$	25.71	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.
MILEAGE PER YEAR /2, 000 CASH DUE AT DELIVERY \$	50.21	Oxto Customer's Signature
IF A PURCHASE, THE FOLLOWING		WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
TOTAL PRICE OF VEHICLE	AFFER	The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to
Less Trade-in		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
	- 14/, **-	certificate of approval, unless the cause for the vehicle's rejection is an item
TOTAL TAXABLE AMOUNT		which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).
State Sales Tax		Date Consigner & Signature
Motor Vehicle Tire Fee - \$1.50 per New Tire TRI-VIN J TTRL TAX		TRADE-IN DESCRIPTION AND ALLOWANCE
Registration/Title Fee (Estimated)	\$8. <u> 30</u>	Year Make Model
(See Paragraph 15 On Reverse Side)	108.90	Serial No Mileage04/12/07

- · 			
Documentary Fee CLERICAL EXPENSE STATE			
(See Paragraph 16 On Reverse Side)	T — — — — — —	" Francin Johns .	
(See Paragraph 16 On Reverse Side) \$79.50	\$149.95	Less Balance Owed N/A	
NET PAY-OFF ON TRADE-IN	Ψ149.95		
THADE-IN		Net Trade-in Allowance N/A	
	 N/ A_	Balance Out to	
TOTAL	<u>. </u>	Balance Owed to:	
Deposit		Address:	
Deposit	116 40 	Account No.	_
	———N/∠	Account No.:	
BALANCE III C		Lipto Erom	
BALANCE IN CASH, CERTIFIED CHECK OR		Customer certifies that the frame on the trade-in vehicle has never any damage or been repaired. All airbags are of original equipments	
OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY		any damage or been repaired. All airbags are of arrived has nevel	r sustaine
	1		
BALANCE DUE ON DELIVERY	ł	This constant control exists in the control page in a first control page in a	ood or had
		trade-in vehicle is accurate	ertifies the
A CID FEMENTS TO	[7	_ X	
LIMITE VOLUME TO ARBITRATE ANY CL	A DAG DELT	Customer's Signature 0/4/1	<i>21/</i> 2007
LIMITS YOUR RIGHTS, INCLUDING YO The parties to this agreement agree to arbitrate any claim, or ing to the purchase or lease identified in this More Vol.	ius. Klad Thi	E FOLLOWING ARBITRATION PROVISION CAREFU	te
ing to the agreement agree to arbitrate any claim	OK KIGHT TO W	E FOLLOWING ARBITRATION PROVISION CAREFU. INCLUDING ARBITRATION PROVISION CAREFU. Including all statutory claims and any state or federal claims, that may arise out action or administration.	LIVIT
Waiving the in this Motor Volviele	Porcel Controversy, ir	neluding all statutory claims and annual	· 11
Act Used Control of maintain other available resolution of	recent Order and the fir	MAINTAIN A COURT ACTION. Including all statutory claims and any state or federal claims, that may arise out action or administrative proceeding, to settle their disputes. New Jersey Common of the various types of claims and action.	of or miss
Approximation of the state of t	TO insight Alaman and a	The state of the s	ar they are
ducted in accordance of New Car Lemon Law and Magnuson-N	Moke Warner at the or fede	cral claims, as a class action. There are no limitations on the type of claims that swhich are excluded from arbitration under this agreement. The arbitration shall be shall	arties also
vided by the Assessment with the Rules of the Apterican Arbite	ration Asserting	s which are excluded from arbitration and limitations on the type of claims the	if must be
for shall be hinding to shall take.	nlaka in Manut	a single arbitrator. The Costs included in the agreement. The arbitration sha	ll be con-
LIMITS VOLD The parties! Any failer refer sound	ARERCEDES CATT	ic pulgings of the deplocation lighter to a the light attention process shall be share	ed as pro-
PLEASE DEAN SHELL LYCLUDING VC	MIR PICTOR TO	subject to the decision of the section of the section of the section of the decision of the section of the sect	MATERIA
THE CAREFULLY, PRIOR TO	OSIGNING	MAINTAIN A GOURT ACTION AND TRAITON PROV	TSTON
Accepted By:	BIGHTIO.	O 1/ PE/ON - ALL MOTION AND HAVE A TUDY, -	
***-*-*-----------		s which are excluded from arbitration under this agreement. The arbitration shall be saintly a single arbitrator. The Costs included in the arbitration process shall be share a single split decision of the arbitrator. THIS ARBITRATION PROVINGED TO THE ARBITRATION PROVINGED TO	-~-
Customer agrees that this O-L	POPPE and the control of		
there agrees that this Order on the face and on the	hiesettrative	attachments and includes all the terms and conditions, if a sale. Custon aler, if Customater It Customater is comprised by Dealer or authorized agent, comprises the consultant.	
ther agrees this Order cancels and supersedes and pro-	reverse side and any a	attachments and includes all the terms and conditions, if a sale. Custom of the date signed by Dealer or authorized agent, comprises the complater. If Customer, prior to delivery, elects to lease the vehicle described disclosure of all least one of the least on	-
exclusive statement of the terms of the abreement	r agreements and as o	attachments and includes all the terms and conditions, if a sale. Custom of the date signed by Dealer or authorized agent, comprises the complater. If Customer, prior to delivery, elects to lease the vehicle described il disclosure of all lease information. THIS ORDER SHALL NOT BE	ner for
Customer and Dealer agree to execute a leave content between	cen Customer and Dea	aler, If Customer prior to de l'authorized agent, comprises the comple	ote out
BUNDING UNTIL ACCEPTED BY DEALER OF	Which shall contain ful	of the date signed by Dealer or authorized agent, comptises the complete. If Customer, prior to delivery, elects to lease the vehicle described disclosure of all lease information. THIS ORDER SHALL NOT BETTELL OF THE CUSTOMER BY EXCEPTION OF THE ORDER SHALL NOT BETTELL OF THE ORDER SHALL OF THE ORDER	ere sud
they have read the terrus and conditions and box	S AUTHORIZED RE	PRESENTATIVE Control of THIS ORDER SHALL NOT BE	COVE
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NOT CHARGE FOR PRE-DELIVERY SE	RVICE WHICH IS	Il disclosure of all lease information. THIS ORDER SHALL NOT BE PRESENTATIVE. Customer by execution of this Order acknowledge TO BE PERFORMED. THE AUTOMOTIVE DEATERS TO BE PERFORMED. THE AUTOMOTIVE DEATERS TO THE AUTOMOTIVE DEATERS.	es mat
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Accepted By:	I am 18 years of ago o	THE AUTOMOTIVE DEALER IS REIMBURSED BY TEMIZED PORTION OF THE AUTOMOTIVE DEALER TO BE PRICE FOR EACH SPECIFIC DOCUMENT.	THE
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College Automation 42732 (1206) THIS COLLEGE AT HIS AUthorized Hept	esenlative		1
IMPORTANT DE ORDER NOT SUBJ	ECT TO CANCELL	AT DEPOSIT NON-REFUNDABLE	
MINITURE READ THE TERMS AND	CONDITIONS -	AI DEPOSIT NON-REFLINDARI M	
	- ADMINIONS O	AT THE BACK OF THIS ORDER BEFORE SIGNING.	
time of delivery.	ייט ממחברונו או נוטפּ !	SIGNING.	
a capach aidt 10 Bullipudana 219 (1.2. Alab to amil	, oui ne Dhanna ∧,,	D. C. C	



GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



OnStar*

	(excludes Saturn)
	USTOMER NAME:
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
	GM Employee Poice \$ 0 GMS
	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
	b. I elect to receive 6M Lease and/or
	- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -
	a. <u>Vehicle Incentive Acknowledgment.</u> I am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resalt and I took delivery on I acknowledge receipt of incentive(s) as described in Itemand 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:
ncen as ta	undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the utive(s) described in Item and the Onstar Terms and Conditions have been provided to the said purchaser/lessee who aken delivery of referenced unit through this dealership, and that properly completed accurate delivery data has been arded to General Motors or Saab Cars USA.
	Authorized Dealer Signature: Dealership Name: Date: 4//2/07 Dealer Code:
wlas	Note: This is a required document and it must be completed signed and retained in EVEDY DEAT BILE Communication

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/ #j#			31109
VEHICLE IN	WOICE		31100
DATE	STOCK NO.		
11279	300.		
	\$60\$110, pominic	BUICK-PONTIAC-GMC-HUMMER	· GUICK PONTÁC
SACESMAN .	DESCRIPTION	2730 Route 130 - Cranbary, NJ 08512-3149 (609) 395-5599 . http://www.perrinecars.com	
234048	=1	парыннарттаки ассы	GM
	VEHICLE PRICE		
	2 FACTORY EQUIPMENT	CMAC	
	3 DEALER INSTALLED OPTIONS *	SOLD TO: GMAC	like nothing class
	1	ADDRESS: 120 EAGLEROCK AVE EAST HANOVER NJ 07936	
	5	EAST HANOVER NJ 07936	
	6	PHONE: RES.	BUS.
	1	NOEW TYPOOD THAKETON LAC MODE	ns ,
*3'.4 M 4 M 4 W 2.5"	8	- 1897H17REE	'
	9 SALE PRICE	and the second s	T. KEY
	10 SALES TAX	MODEL NO. CYE PASS COLOR LYER	ODOMETER 6
4	13	OPTIONAL EQUIPMENT & ACCESSORIES	INSURANCE INCLUDES
	SUCCESSIVE TAX		COLLSION DED
7.50	IBD TINE TAV	GMS 1187.75 575275686	☐ FULL COMPREHENSIVE
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1	15		☐ FIRE & THEFT ☐ CAC .,
**************************************	16		☐ YOWING & LABOR ☐ RENTAL
23411.98	TOTAL CASH PRICE	1 2000	TERM OF MONTHS
1	18 FINANCING	<u>les</u> see:	ADDITIONAL INFORMATION
1	19 CREDIT LIFE INSURANCE		
-	ZO CHEDIT A & H INSURANCE ?	TRENTON NJ	2
ŕ	21 PHYSICAL DAMAGE INSURANCE	THE MITOR ASS	3 .
	22		MEMO ONLY
23411.98	23 TOTAL TIME PRICE "		ITEM AMOUNT
ŕ	DEPOSIT	General Motors engine produced in a	M MV FEE 75.00
į.	25 CASH ON DELIVERY	General Motors plant operated by the	2 DOC FEE
2	26	Division.	3
	TRADE /	ALLOWANCE YR MAKE MODEL	BODY TYPE
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	36 LIAB CO.	POLICY NO.	
23411.38	TOTAL SETTLEMENT	4	
olds and Reynolds POSCO27	1.0 (04/04)	3.7000 55.00 12,000	

" icle

General Motors - Vehicle Purchase Program Customer-Dealer Agreement and Pricing Sheet

Eligible Participant:

Purchaser's First Name:

Purchaser's Date Of Birth:

Vehicle Identification Number (VIN):

Relationship to Eligible Participant: GRANDCHILD

Purchaser's Last Name:

64

44

Authorization Number:

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 <u>must</u> be shown to customer for verification.

(2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct.

(3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price.

(4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price

\$_23,404. A

Customer Initials

Customer Initials

Incentive Code: GMS

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: 4/10/17

- 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 incligible to participate further in the Program
 - ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

(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.



F A X

Kimmel & Silverman, P.C. 30 E. Butler Pike Ambler, PA 19002

1-800-LEMON LAW

http://www.lemonlaw.com

To:

Latina

Fax Number:

From:

(215)540-8817

Fax Number: Business Phone:

(215)540-8888

Date & Time:

8/107

Pages (including cover):

Re:

The information contained in this electronic communication is to be considered confidential and intended only for the use of the recipient named above. The information is or may be legally privileged and expresses the opinion of the writer only. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication, or any of its contents, is strictly prohibited. If you have received this communication in error, please re-send this communication to the sender listed above, and destroy this copy. Thank you.

For more information about Kimmel & Silverman, please visit us at http://www.lemonlaw.com/

WARRANTY

WARRANTY WARRANTY

0.00

0.00 0.00

0.00

0.00

0.00

(609) 895-8999

<u> 609</u>-278-1758

PONTIAC • GIVIC

SUZUKI AND COLLISION CENTER

MOO RENAISSANCE BLVD. MAWRENCEVILLE, NJ 08648 (609) 855-8300

300 RENAISSANCE BLVD. LAWRENCEVILLE, NJ 08648 (609) 895-3369

Invoic

BPG Service (609) 895%

BPG Main (409) 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

E-Mail service@colemanautos.com

COLUMN CO	EOB" DIAZ	8088 TAG NO.	<u>"07530</u> /07	li de la companya de
35.	LABOR PATE	-	434 "STLVER/	STOOK NO.
DELANCO, NJ	06/PONTIAC/G6/	2 DOOR COUPE	DELIVERY DATE	PÉLIVERY MILES
	Togozoz H 1 7	8 6 6 4	BELLING DEALER NO.	PRODUCTION DATE
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Winess Phone	COLIMENTS			MO: 20438
EXTERIOR LIGHTI) WARR	ANTY SERVICE DEP	ARTMENT HOURS

TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET..,

TOTAL G.O.G... TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX...

TOTAL INVOICE \$

EXTERIOR LIGHTING TECH(S):8905
CUSTOM:R STATES BRAKE LAMPS OPERATE WITHOUT USING PEDAL
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H2641 ... 4/2.0 OLH FOR DIAG
PERFORM TESTING, REPLACE BRAKE PEDAL ASSY, BRAKE PEDAL SENSOR
RECALIBRATE BRAKE SENSOR. AND REPROGRAM PCM WARRANTY

-QTY---FP%NUMBER-----•DESCRIPTION------------------UNIT PRICE-22666955 16147067 SENSOR KI 4.625 PEDAL 4.625

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS 0.00

[] CASH []CHECK #..... [] CREDIT [] A/R CHG 澈ec'd By Date

PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED LIMITED FOR CUSTOMER PAY REPAIRS.

***WE WANT YOU TO BE COMPLETELY SATISFIED**

METHOD: OF PAYMENT

CUSTOMER SIGNATURE

4

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"

ÇQLEMAN BUICK PONTIAC GMC 100 Renaissance Blvd. Lawrenceville, NJ 08848 609-895-8000

> COLEMAN SUZUKI AND COLLISION CENTER 300 Renaissance Blvd. Lawrenceville, NJ 08648 609-695-3369

COLEMAN CLUB CARD



BUXOX PONTIAC

GMC \$ suzuki

Card must be presented at time of write-up. \$100 credit for a sales referral. See salesperson for details.











PAGE 1 OF 1

Bud dasa

CIT Services Inc. (888) 833-5859

CUSTOMER COPY

[END OF INVOICE] 03:11pm

609-278-1758

BPC Nervice BPG Main 1609 1895 BUILD (607) 335-158 BPG Fax

Body Shop (609) 895-8369 Body Shop Fax (609) 895-9648 Suzuki Service (409) 895-3349.

Parts Dept (609) 895-8**9**98 E-Mail service@colemanautos

8088 TAG NO. ROB" DIAZ $\cdots g_{i}, i, g_{i}$ LABOR RATE TOOK NO. 20,560 °STLVER/ 06/PONTIAC/G6/2 DOOR COUPE DELIVERY DATE DELIVERY MILEA MANCO, NJ 1 G 2 Z H 1 7 8 6 6 4 SELLING DEALER NO PRODU**CTION DA**TE T. E. NO. '07/ን፮1/07 COMMENTS MO: 20561

EXTERIOR LIGHTING TECH(S):60 INTERNAL CUSTOMER STATES WINDSHIELD WIPERS DO NOT WORK REPAIR GONNECTION UNDER HOOD JOB # 1 TOTAL LABOR & PARTS 0.00 ## 2 98PNZ06 CURTSY TRNS - RENTAL TECH(5):60 CAR RENTAL

INTERNAL

JOB # 2 TOTAL LABOR & PARTS 0.00

> 0.00 0.00 0.00 0.00 TOTAL LABOR....

TOTAL LABOR...
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TOTAL G.O.G...
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TOTAL MISC DISC
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TOTAL INVOICE S 0.00 SERVICE DEPARTMENT HOURS

MON-FRI. 7:30 A.M. TO 5:30 P.M. SAT

B: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 609-885-8000

> COLEMAN GUZUKI AND COLLISION CENTER 300 Renalesance Blvd. Lawrenceville, NJ 09648 609-895-3369

COLEMAN CLUB CARD



GMC Seuzuki

Card must be presented at time of write-up. \$100 credit for a sales referral. See salesperson for details.











CUSTOMER SIGNATURE

MENTOD OF PAYMENT

Rec'd By Date

++WE WANT YOU TO BE COMPLETELY SATISFIED++

CASH

[]CHECK #..... [] CREDIT [] A/R CHG

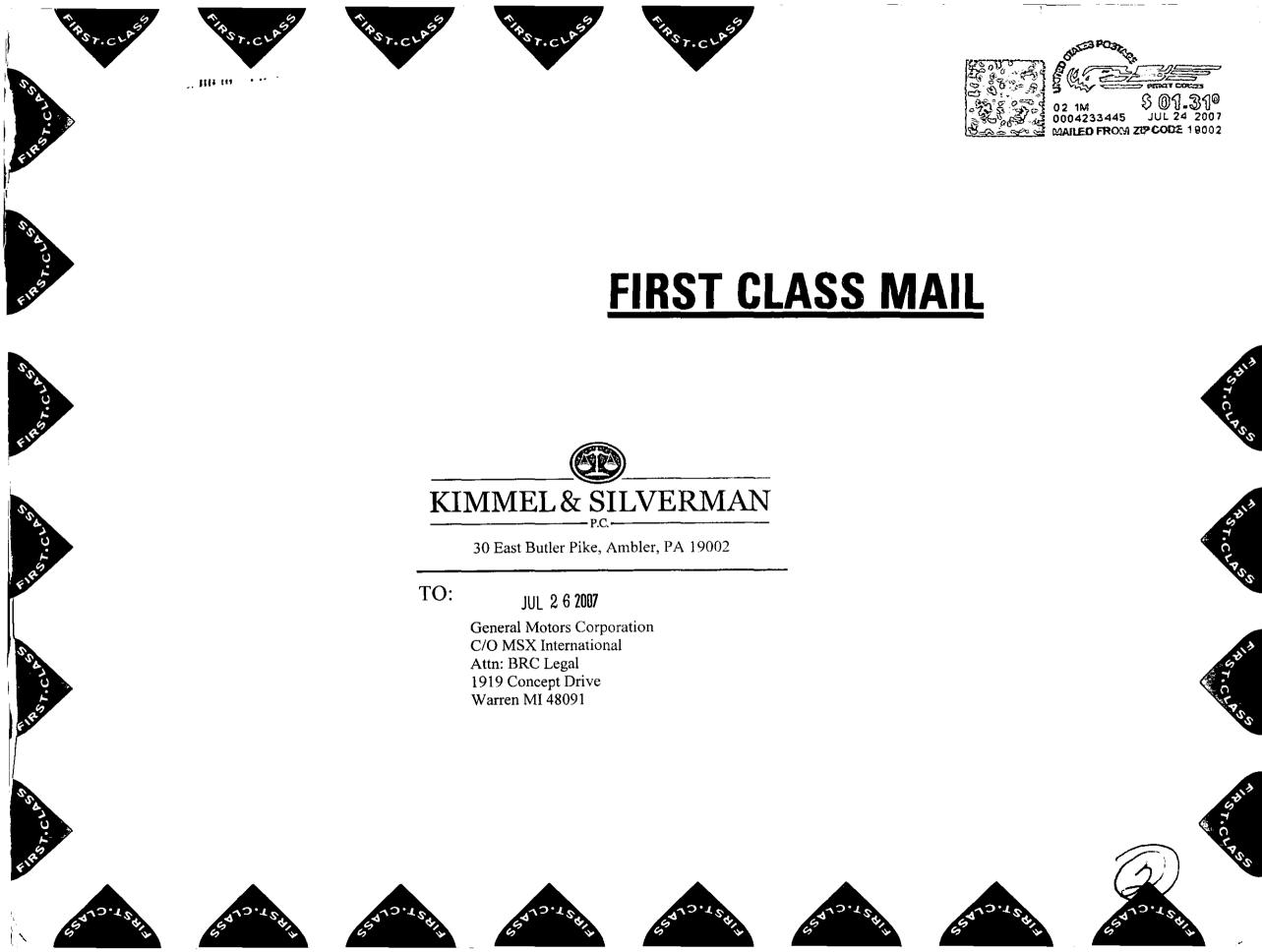
PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

PAGE 1 OF 1

800

CUSTOMER COPY

[END OF INVOICE] 10:17am



ROBERT M. SILVERMAN" CRAIG THOR KIMMEL*

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

dember, MD Bar Member, OH Bar Member, DC Bar Member, AZ Bar Member, CO Ba Member, MI Bar

Member, RI Bar



1-800-LEMON LAW

www.lemonlaw.com

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

JACQUELINE C. HERRITI ROBERT A. RAPKIN HY DAVID RUBENSTEIN HILARY WHEATLEY TAYLOR" MELISSA K. FIALA IRA P. SMADE DAVID L. LIEBERMAN ANGELA K. TROCCOLI FRED DAVIS' RONALD ROWLAND AMY L. BENNECOFF" MARY T. FOY" MICHAEL J. SOSKA"

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005 NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344 MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896 DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476 MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114 PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

July 24, 2007

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

> v. General Motors Corporation VIN #1G2ZH178664

Dear Sir/Madam:

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

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

Very truly yours

Robert M. Silverman

RMS/tml Enclosures

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2.50	24 DEPOSIT		General	Motors en	igine produc	ced in a			MV FEE		75.00
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Standard Equipment

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

: fECHANICAL

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

• FOG LAMPS, FRONT PROJ. BEAM • **INTERIOR**

• AIR CONDITIONING, MANUAL • FLOOR MATS, CARPET • DRIVER SEAT POWES HEIGHT ADJ

· AM/FM CD STEREO \\//CLOCK, RDS & DRIVER INFORMATION CENTER

• 8 SPEAKER MONSOUN PREMIUM SOUND SYSTEM

• TILT/TELESCOPIC STEERING WHL

• TRUNK, POWER RELEASE • VISORS, VANITY MIRRORS

• PWR WINDOWS W/DRIVER EXP. DOWN

CRUISE CONTROL

• REMOTE KEYLESS ENTRY

STANDARI **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-LIQUI

INT-EBON'

TOTAL OPT

Visit us at www.pontiac.com

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS
REPORT :D TO EPA INDICATE THAT THE
MAJORITY OF VEHICLES WITH THESE
ESTIMATES WILL ACHIEVE BETWEEN

HIGHWAY.

17 AND 25 MPG IN THE CITY AND BETWEEN 24 AND 34 MPG ON THE

Fuel Economy Information

2006 G6 3.5 LITER V6 ENGINE FUEL INJECTION, AUTOMATIC 4 SPEED TRANSMISSION CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$1,376

HIGHWAY MPG

FOR COMPARISON SHOPPING, ALL VEHICLE: CLASSIFIED AS

COMPACT

HAY 'E BEEN ISSUED MILEAGE RATINGS RANGING FROM

12 TO 37 MPG CITY AND

HIGHWAY.

38T

www.fueleconomy.gov ::-

TO WHOM DELIVERED

EBUICK-PONTIAC-GMC 30)N 20NU 08512-3149

SALES CODE E ORDER NO JRXZQF SALES MODEL CODE 221:27 DEALER NO 82453

FINAL ASSEMBLY LAKE ORION, MI U.S.A VIN 1G2ZH178664

This label has been applied pure the ultimate purchaser, 'includes Does not include dealer installed or license fees. GMLB

TOTAL VEH DESTINATIO TOTAL BEF

TOTAL PAC TOTAL VEH

2006 G6 - GT COUPE

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WEST HEIGHT ADJ TO MYCLOCK, RDS MATION CENTER BOON PREMIUM

STEERING WHL RELEASE MIRRORS MORIVER EXP.

SENTRY

e at the dealer.

AY i/iPG

SOI! SHOPPING,

COMPACT

HA'E BEEN ISSUED MI SAGE RATINGS RANGING FROM

2 TO 37 MPG CITY AND 19 TO 44 MPG HIGHWAY

38T

Options & Pricing 1

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE

\$21,163.00

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
FRONT SIDE IMPACT AIR BAGS &
HEAD-CURTAIN SIDE AIR BAGS

REMOTE VEHICLE STARTER SYSTEM
AXLE RATIO 3.29

LICENSE PLATE BRACKET, FRONT

• EXT-LIQUID SILVER METALLIC

• INT-EBONY

INC

695.00

690.00

190.00

TOTAL OPTIONS

\$4,590,00

TOTAL VEHICLE & OPTIONS
DESTINATION CHARGE
TOTAL BEFORE SAVINGS
TOTAL PACKAGE SAVINGS
TOTAL VEHICLE PRISES

SALES CODE E

221.27

AKE ORION, MI U.S.A. 76:664250219 This label has been applied pursuant to Court the ultimate purchasar; include in the purchasar; include in the purchasar; include in the purchasar in the purch

LEASE GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, inclu	iding county Garaging acide ()	Erent) LESSOR (Retailer) name, address, and telephone number
		PERRINE'S PONTIAC GMC
TRENTON NJ MERCER	Finding divorti wan	
de la company de	Set of affect, with the condition of the) state greatile every tiling on the (front and back. (in the transition of (in the expense)) (a) (in the expense of ELECO).
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If this box is checked, Lessor (Retailer) will assign this lesso	able soldieredials a sement	
If this pox is checked, Lessot (Hetalier) intercs inditions sign issignee's address and telephone number	Mails (Mess)	
	Baran Diangs	
New/Used Year Make & Model	Body Style	Mileage Primary Use
NEW 2006 PONTIAC G6		Personal, Family, or Household Commercial, Business, Agricultural
	N/A 1627H € S	
Air Cond. ☐ Yes ☐ No Manufacturer's Suggested Retail F		
Dealer Installed Options:	Tice as shown on window shows, and a	GVW (If truck) Public Conveyance
	Prior Us	
☐ 1,000 miles or less on odometer ☐ Personal, tami		☐ Livery ☐ Daily rental ☐ Police ☐ Prior wreckage ☐ Unknown
	FEDERAL CONSUMER LEA	SING/ACT DISCLOSURES
1. Amount Due at Lease 2. Monthly Payments	· · · · · · · · · · · · · · · · · · ·	3. Other Charges (not part of your monthly payment) 4. Total of Payments
Signing or Delivery Your first monthly payment of the	\$ 325.71 is due on	Disposition fee /if you do (The amount you will have
(Itemized Below)* 04/12/2007	followed by 38 payments of	not purchase the vehicle) \$ 1/A paid by the end of the lease.)
\$ due on	the of each month.	\$
\$ 650.21 The total of your monthly paym	nents is \$ -12702-69	Total \$\$\$\$
	*Itemization of Amount Due	at Lease Signing or Delivery
5. Amount Due at Lease Signing or Delivery:		6. How the Åmount Due at Lease Signing or Delivery will be paid:
a. Capitalized cost reduction	\$	a. Net trade-in allowance \$\$
b. First monthly payment		b. Rebates and noncash credits \$N/A
c. Refundable security deposit	\$N/A	c. Amount to be paid in cash \$\$50_21
d. Title fees		
e. Registration fees	\$75.00	
f. Sales/use tax	\$\$/A	
9		
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	······································	
)	* ለሮለ ሳነ	d. Total
j. Total	\$_55U.ZI	
		determined as shown below:
j. Total	7. Your monthly payment is o	determined as shown below: d any items you pay for over the lease term (such as service contracts,

insurance, and any outstanding prior credit or lease balance)		· · · · · · · · · · · · · · · · · · ·	4010-00
		it, or cash you pay that reduces the gross capitalized cost\$	N/A
			4816.08
n Resimbal value. The value of the vehicle at the eou of the lease i	useu III Calculaliilu voul Dase	monthly payment	4509.00
e. Depreciation and any amortized amounts. The amount charge	d for the vehicle's decline in v	value through normal use and for other items paid over	,
the lease term		May the Latter	0307.08
f. Rent charge. The amount charged in addition to the degree	ation and any amortized an	mounts	
a Total of hose monthly navments. The depreciation and any	amortized amounts nius the	rent charge	2702.69
h Lease navments. The number of navments in vour lease.	amorazoa amoanto pido trio	+	39
		<u>*</u> \$	N/A
I. Total monthly payment		\$	325.71
Early Termination. You may have to pay a s The actual charge will depend on when	ubstantial charge if you end the lease is terminated. The	d this lease early. The charge may be up to several thousand dollars.	
Excessive Wear and Use. You may be charged for excessive wea	r based on our standards for r	normal use and for mileage in excess \$2000 in miles per year at the rate of	of \$20 per m
		le lease term for \$ 15009.00 , plus official fees and taxes, on, purchase options and maintenance responsibilities, warranties, late and defau	
insurance.	,		
ITEMIZATION OF GROSS CAPITALIZED COST.		16. LATE CHARGE. If we do not receive a full monthly payment within 10	days after it is
a. Agreed upon value of the vehicle	\$ 23 404.48	you will pay a late charge of 5% of the part of the payment that is late.	
b. GMAC administrative fee	+ \$ 695.00	17 CHARGE FOR FINES If the government impage of the provided to the	vehiologana
c. License/registration/title fees	+ \$N/A	17. CHARGE FOR FINES. If the government imposes a fine related to the not pay it promptly, we may pay it. Each time we pay a fine, you will pay u	s the amountly
d. Sales tax	+ \$716.60	we ask. If we have to pay a fine or take other action because you don't pay a	a dine promplip.
e. Other tax (describe)	+ \$N/A	will also pay us \$35.	
f. Optional service contract	+ \$N/A	18. SCHEDULED LEASE END DATE. This lease is scheduled to end	William &
g. Optional maintenance contract	+ \$N/A	You are scheduled to return the venicle on this dates	B ALLA
h. Optional life insurance		19 LEASE END DAILY EXTENSION COLLEGE	
i. Optional disability insurance		the eighth day after scheduled lease end date.	
1.		20. REQUIRED VEHICLE INSURANCE INFORMATION YOU want to	and the second
k		damage policies that meet our requirements (seatifie) direction (seatifie) directions	V 8 2 .
I. Gross Capitalized Cost		lease as follows: NJ MANUFACTURES INS	
THE VEHICLE YOU ARE TRADING! /A		Insurance company name: NJ MANUFACTURES 1NS	
(year) (make)	(model)	Agency address: 301ULLIVAN WAY HEST TRENTON RE-0862	والماء والمساح والمستعاري
Gross trade-in value		Agency phone no. 639 harde 4300 pr c 1 h c	en veren - van
Payoff	- \$ <u>N/A</u>	Agent's name	<u>Andrea</u> de la comita del comita de la comita del la comita de la comita del la com
Net trade-in value		Poductibles: Collision \$ Comprehensive \$	
. TOTAL COST OF THE LEASE (if you are never in default, and y	outise vour option to him	Insurance company name:	and the same of th
 TOTAL COST OF THE LEASE (if you are never in details, and year or scheduled lease end). 	ou also your option to buy	Insurance agency name:	Time
	s 650.21	Agency address:	
Amount due at lease signing or delivery	. 12376.98	Agency phone no.:	
Total of monthly payments (other than first monthly payment)	s N/A		
Security deposit and any life or disability insurance		Policy no.: Physical damage Company to the Company	ž.
Price if you buy at scheduled lease end	27536.19	Deductibles: Collision \$ Comprehensive \$	
Total cost of the lease	= \$	21. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not result	夏城 火焰
plus any relat	ed official fees and taxes.	incurance If you gion below we will try to get the coverage(s)%CRCCKEGITOR	(8)12 (v)-
		will include the premium in your base monthly payment. A notice you resure	N. P. S.
OFFICIAL FEES AND TAYES. You will now all government license	a, title, registration, testing	leave described the congregate). The incurrence may not payentaying inter-	
nd inspection fees for the vehicle. You will pay all taxes on the lea	ise or the vehicle that the	lease describes the coverage(s). The insurance may not cover lexes besides the base monthly payment.	
B. OFFICIAL FEES AND TAXES. You will pay all government license and inspection fees for the vehicle. You will pay all taxes on the lead overnment levies on you, the vehicle, or us (except our net income	e taxes). We may change	besides the base monthly payment.	
nd inspection fees for the vehicle. You will pay all taxes on the lea	e taxes). We may change fficial fees and taxes.	lease describes the coverage(s). The insurance may not covertexes the besides the base monthly payment. Insurer name: N/A Address: N/A	

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TOTAL POTILIATED FEED AND TAVED VOLUMENTOT DAY DURING LEADE	s 1503.10	Address N/A			
TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE		Address: N/M			
vehicle value when a fee or tax is assessed.	ig on tax rates in enect of the	N/H			
a. Title/lien fees	s 75.00	☐ Life insurance (☐ Less	on Colonna C	T Dath) Barrion	s N/A
b. Registration fees/taxes		□ Life insulance (□ Less	ee Co-ressee C	Both) Premium Coverage limit	\$ N/A
c. License fees/taxes	700 50	☐ Disability insurance (Le	escoa only)	Premium	
d. Sales/use taxes (including tax on capitalized cost reduction)		Disability madrance (D	53366 Olly)	Monthly coverage limit	\$ <u>N/A</u>
e. Excise taxes		LESSEE'S SIGNATIA	IDE: V	wonthly coverage limit	
f. Property taxes	شداف الق	ELOOLE O GIGIANTO	, IL., A		Age
g. Other (describe)		CO I ESSEE'S SIGNATU	IDE. V		. 41/6
h. Other (describe)	, ——-	CO-LESSEE'S SIGNATU	ne:. <u>A</u>		AgeRLAL
i. Other (describe)		22. WABRANTY AND E	YOU HEION OF WAR	PANTY Vou house the	hanafit of any warrant
	\$ <u>R/A</u>	checked below.	VOLOSION OF TIME	month, Tourière me	beliefft of any wantant
15. MILEAGE.	"	V 🗁 64			
Base Mileage Allowance. ☐ 15,000 miles/year. XX ☐ Low n	-	X □.Standard manufacturer	's warranty	<u>.</u>	
☐ Medium-duty truck (gasoline): 25,	*			ζ	
☐ Medium-duty truck (diesel): 35,000	J miles/year	Warranty papers that are	separate from this lea	se state any coverage lim	nits.
Extra Miles. You are buying / A extra miles at / A	per mile. If this lease ends	The law gives you a warra			
on or after the last scheduled payment is due, we will credit you v	vith \$N/A per mile for	THERE ARE NO OTHE MARKANTY C	R EXPRESS WARF	RANTIES ON THE VEH	IICLE. <u>WE MAKE NO</u>
each unused extra mile. There will be no credit if the lea	se ends early, you buy the	VEHICLE IS FIT FOR A F	ARTICULAR PURPO	<u>nt. There is NO W.</u> DSE	ARRANIT INAL INE
vehicle, or the vehicle is a total loss.		**	· Maria in the first		
Total Allowed Mileage on the Odometer at Lease End is 39	015miles.	23. OPTIONAL SERVICE	AND MAINTENANCI	E CONTRACTS.	
Starting odometer mileage	miles	Name N/A	<u> </u>	Term	iths, #/A miles
Base mileage attowance		Name R/A	ere Green and a straight of the	Term N/Amon	ths M/A miles
Purchased extra miles	N/A miles	If you are buying a service you do not, the price will b	e or maintenance côn	tract now, you may pay t	or it at lease stant for
beyond the total allowed miles, plus tax. If the lease ends early loss, any excess mileage and wear charge will not be more the vehicle sale price. There is no excess mileage charge if you buy	han residual value minus the the vehicle.	44.44			
THIS IS THE ENTIRE AGREEMENT. This lease, including the fro the terms of this lease must be in writing and signed by you and us		the entire agreement betwee	an you and us relating	g to the lease of the vehicl	e. Any change to
LESSEE: X	BY: X	CO-LES	SSEE: X		
We may delay or refrain from enforcing any of our rights under this			· — — — — — — — — — — — — — — — — — — —		
NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT E	•	ADS ENTITI ED TO A CO	NOVINE THIS AGDE	EMENT	
					T AND BEVIEW IT
YOU AGREE TO THE TERMS OF THIS LEASE. YOU CONFIRM YOU CONFIRM THAT YOU SIGNED THIS AGREEMENT AND RE	CEIVED A COPY AT	INBURY, AJ	ON	04/12/2007	TAND ILVIEW II.
TOO COMMENT AND THE		city) (sta	ate)		ay) (year)
LESSEE X BY; X		CONTRACT FOR	ONE BUSINESS DA	SSOR SHALL BE ENTITL Y BEFORE SIGNING TH	E CONTRACT:
		Lessee and any	Co-Lessee acknowle	dge that they have had	at least one business.
CO-LESSEE: X		day to review this	s lease before signin	ng it.	
		Lessee (and Co-L	essee) initials X		
LESSOR:	BY: X	TITLE: X		DATE: X	
					·
Lessor assigns all right, title, and interest in this lease to the party	v identified in this lease as the	intended assignee under th	e terms of the Less	e Plan Dealer Agreemen	nt in effect from time to
time with the assignee (the "Dealer Agreement"). Lessor also assig	ins all right, title, and interest in	the leased vehicle to the pa	arty identified in this	lease as the intended as	signee, or its designee
under the terms of the Dealer Agreement.		•			
ESSOR: PERRINE'S PONTIAC GMC	BY: X		TITLER. S	MGR	
				7 1 St. 1 St.	

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST



• PONTIAC • GMC

SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD. LAWRENCEVILLE, NJ 08648 (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 (609) 895-3369

Body Shop Body Shop Fax (609) 895-9646

Suzuki Service (609) 895-3369 Parts Dept (609) 895-8999

	Frid	DAY 8:20	E-Mail service	(007) 073-0777 Colemanautos.com
CUSTOMER NO.	BOBORDIAZ	8088 TAG NO.	"06727/07	
	LABOR RATE	MILEAGE 19,571	STLVER/	STOCK NO.
DELANCO NA	YOU/PUNTINC/GO	5/2 DOOR COUPE	DELIVERY DATE	DELIVERY MILES
DELANCO, NJ	VIHICH IZNOZ H 1	7 8 6 6 4	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	06/26/07	
BUSINESS	PHONE COMMENTS		<u> </u>	MO: 19572

1	i e e e e e e e e e e e e e e e e e e e	j.	*		
	CUSTOMER E PADAL H UNABLE TO	HASSIS ELECTRICAL STATES HARD TO GET OUT O ARD-ALSO AT TIMES BRAKE DUPLICATE CONCERN AT TH 570 CASE# 9719553	TECH(S):60 F GEAR-HAVE TO DEPRESS BRAK LIGHTS DO NOT COME ON IS TIME	INTERNA	
			JOB # 1 TOTAL LABOR	& PARTS 0.0	0 -

JOB #	1	TOTAL LABOR & PARTS	0.00
• • • • • • •	• -		• • • • •

101710		
METHOD OF PAYMENT	TOTAL LABOR TOTAL PARTS	0.00
[] CASH []CHECK # [] CREDIT [] A/R CHG	TOTAL SUBLET TOTAL G.O.G	0.00 0.00
Rec'd By Date	TOTAL MISC CHG. TOTAL MISC DISC	0.00 0.00
need a by thinking bear thinking	TOTAL TAY	0.00

Rec'd By Date	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



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





Card must be presented at time of write-up. \$100 credit for a sales reterral. See salesperson for deta











(2(11) Services, Inc. (609) 883-5056 49569 (9/06)



SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD. LAWRENCEVILLE, NJ 08648 (609) 895-8300

300 RENAISSANCE BLVD. LAWRENCEVILLE, NJ 08648 (609) 895-3369

BPG Service **BPG** Main

BPG Fax Body Shop

DN 554.3

Body Shop Fax

Suzuki Service Parts Dept

(609) 895

E-Mail service@colemanautos

				C-Marin Service	ecolemanautos com
CUSTOMER NO.	8℃8°PDIAZ	8088	G NO.	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	IN
	LABOR RATE	MILEA	^{GE} 19,961	STLVER/	STOCK NO.
DELANCO, NJ	YOR/PONTERC	G6/2 DOOR COUPE		DELIVERY DATE	DELIVERY MILES
DELANCO, NO	VITICLE IDZNO Z H	178664		SELLING DEALER NO.	PRODUCTION DATE
	F, T. E. NO.	P. O. NO.		°079/106/07	\$.
BUSINESS PHO	NE COMMENTS			<u>, </u>	мо: 19962
SHORTED TEST AND REPLACE BRAKE H2642 .6 6Z/OJ	ICAL TECHTS LIGHTS WILL NOT TURN OFF POSITION SENSOR		WARRANTY	7:30 A.M	ARTMENT HOURS ON-FRI TO 5:30 P.M. SAT. TO 12:00 NOON
PARTSQTYFP-NUMBER JOB # 1 1 22666955 JOB # 1 1 DLRTRD	SENSUR KI 4.025	JOB # 1 TOTAL PARTS TOTAL LABOR & PARTS	WARRANTY WARRANTY 0.00	MC	CENTER HOURS ON FRI. I. TO 5:00 P.M.
TOTALS METHOD OF PAYMENT [] CASH [] CHECK # []			0.00 0.00 0.00 0.00	PARTS DEPARTMENT HOURS MONFRI. 7:30 A.M.:TO 5:30 P.M. SAT. 8:00 A.M. TO 12:00 NOON	
Rec'd By Date PARTS DESIGNATED WITH AN ASTERIK (LIFETIME SERVICE GUARANTEE APPLIES	*) INDICATE LIMITED FOR CUSTOMER PAY REPAIRS.	TOTAL MISC DISC TOTAL TAX	0.00 0.00	DID YOU BU	Y YOUR VEHICLE ASK ABOUT OUR MAN CLUB"
++WE WANT YOU TO BE COMPLETELY SAT				COLEMAN BUICK PONTIAC 100 Renaissance Lawrenceville, NJ 609-895-800	GMC Blvd: 08648 0
CUSTOMER SIGNATURE		COPY			COLEMAN SUZUKI ND COLLISION CENTER 300 Renaissance Blvd. Ławrenceville, NJ 08648 609-895-3369 N CLUB CARD

From III C (11 Services, Inc. (609) 883-5056

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 03:13pm







Card must be presented at time of write-up. \$100 credit for a sales referral. See salesperson for details.





DUCOVER







• PONTIAC • GMC

100 RENAISSANCE BLVD. LAWRENCEVILLE, NJ 08648 (609) 895-8300

SEE LINE 1

CHASSIS FLECTRICAL

BURES PARTS

300 RENAISSANCE BLVD LAWRENCEVILLE, NJ 08648 (609) 898-3369

WARRANTY

0.00

Invoice Thank

(609) 895-8300 **BPG Service** (609) 895-8000 **BPG Main** (609) 895-9582 **BPG Fax** (609) 895-3369 Body Shop (609) 895-9646 **Body Shop Fax** (609) 895-3369 Suzuki Service (609) 895-8999 Parts Dept

E-Mail service@colemanautos.com

CUSTOMER NO.	BOBADIAZ 8088 TAG NO.	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	
CUSTOMER NO.	LABOR RATE MILEAGE 20	434 STLVER/	STOCK NO.
	TOS/PONTIAC/G6/2 DOOR COUPE	DELIVERY DATE	DELIVERY MILES
DELANCO, NJ	VIIICE 12 NOZ H 1 7 8 6 6 4	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. P. O. NO.	707717/07	
BUSINESS PHONE	COMMENTS		MO: 20435

JOB # 3 TOTAL LABOR & PARTS

TECH(S):8843

TATACON INC.	CINDOLD ECTOR	IWIL TEST	THE MACE OF	
. 4.8	CUSTOMER STATES BRAKE	LIGHTS STAY ON WHILE DRIV	ING, MUST UF	1
	THE TIMES.			ł
	SHORTED			}
A 46	TEST AND REPLACE BRAKE	SENSOR		
	H2643 .5 OJ/6Z			ì
	WARRANTY CLAIM TYPE B	RO 220545 MILAGE 19,962		1
DARTS	ntyFp.NUMBER	DESCRIPTION	UNIT PRICE-	
110 # 1	1 22566955	SENSOR KI 4.625		WARRANTY
200 B T	1 2200550		JOB # 1 TOTAL PARTS	0.00
		JQB #	1 TOTAL LABOR & PARTS	0.00
			,	
THE ZEEL DAT	EXTERIOR LIGHT	TING TECH	ł(S):8843	INTERNAL
	CUSTOMER STATES HARD T	TO GET OUT OF GEAR-HAVE TO) Depress Brak	
	E PEDAL HARD			
	C 1 - C 1 -			

AR	RTSQTYFP-NUMBER	RICE- ARTS 0.00
	JOB # 2 TOTAL LABOR & PA	ARTS 0.00
	3298PNZ-002 ENTERPRISE RENTAL TECH(S):8843 ENTERPRISE RENTAL CAR ENTERPRISE RENTAL CAR	WARRANTY
PAF	RTS	RICE- ARTS 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.











90



BUICK • PONTIAC • GMC

SUZUKI AND COLLISION CENTER

100 RENAISSANCE BLVD. LAWRENCEVILLE, NJ 08648 (609) 895-8300

300 RENAISSANCE BLVD: LAWRENCEVILLE, NJ 08648 (609) 895-3869

Invoice

Thank :

BPG Service (609) 895-8300 (609) 895-8000 **BPG Main**

(609) 895-9582 **BPG Fax**

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

DUSTOMER NO.	BÖB DIAZ 8088	TAG NO.	<u>"67720</u> /07	
	LABOR RATE MIL	LEAGE 20,434	STLVER/	STOCK NO.
	YDE/PONTIAC/G6/2 DOOR COUP	E	DELIVERY DATE	DELIVERY MILES
DELANCO, NJ	VEHICLE 1D NO Z H 1 7 8 6 6 4		SELLING DEALER NO.	PRODUCTION DATE
€ 	F. T. E. NO. P. O. NO.		"07/117/07	
BUSINESS PHONE	COMMENTS	<u> </u>		MO: 20435

METHOD OF PAYMENT

++WE WANT YOU TO BE COMPLETELY SATISFIED++

[]CHECK #..... [] CREDIT [] A/R CHG [] CASH

Rec'd By Date

PARTS DESIGNATED WITH AN ASTERIK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS. TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... 0.00 0.00 0.00 0.00

TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX.....

0.00 **TOTAL INVOICE \$**

0.00

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

Card must be presented at time of write-up. \$100 credit for a sales referral. See salesperson for details.











CUSTOMER SIGNATURE

883-5056 (609) ġ CCII Services,

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: PONTIAC

15:59:58

PAGE:

VIN: 1G2ZH1786 64 SELLG SCE: 16 MDL YR: 06 ORD NO:

05/12/07

OTYPE: 070 DLVY SS/SITE CD: 16 DTYPE: 032 SRVC TYPE: MILEAGE: ODATE: 11/17/05 ORDER FAN: DDATE: 04/11/06 DLVY FAN: 16 02453

DLVY DOE: 04/11/06 ORDER BY:

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CANC DOE:

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DLVY TO: CA

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BFSO ORD DT: BFSO CUS TRENTON

BFSO CUST:

PRICE ASSUR DT: PRICE ASSUR RT:

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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

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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

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 XJC 01 16 02453

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 ROBERT M. SILVERMAN+* CRAIG THOR KIMMEL+

Member, PA Bar

Member, N.I 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



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

v. General Motors Corporation

Vehicle: 2006 Pontiac G6-GT Date of Purchase: 4/1/06

Place of Purchase: Perrine Pontiac (Cranbury)

VIN: 1G2ZH178664

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

ROBERT A. RAPKIN

HY DAVID RUBENSTEIN LOUIS DOBI. JR* HILARY WHEATLEY TAYLOR**

BARRY R. WINDERMAN*

MELISSA K. FIALA** IRA P. SMADES ANGELA K. TROCCOLI[^] FRED DAVIS⁺ RONALD ROWLAND^{#6}
CHRISTOPHER R. HOLLIDAY^{o,N}
AMY L. BENNECOFF MARY T. FOY MICHAEL J. SOSKA

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 Ba

Memoer, AZ Bar

Member, CO Bar

Member VT Ra

Member, RJ Bar

)ACQUELINE C. HERRITT'"
ROBERT A. RAPKIN
HY DAVID RUBENSTEIN'"
AMY D. COX."
LOUIS POBI. R."
HILARY WHEATLEY TAYLOQ"
BARRY R. WINDERMAN'
MELISSA K. FIALA-"
IRA P. SMADES'
DAVID L. LIEBERMAN'"
ANGELA K. TROCCOLI
PRED DAVIS

CHRISTOPHER R. HOLLIDAY"

AMY L. BENNECOPF

NAME WARTS

MARY T FOY MICHAEL J. 505KA



1-800-LEMON LAW

www.lemonlaw.com

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F (215) 540-8817

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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

August 1, 2007

VIA TELEFAX ONLY (866-592-1363)

Halima Shaw, Esquire BRC Legal Case Manager GM Eusiness Resource Center

RE: v. GM

Dear Ms. Shaw:

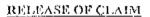
Please be advised that our client hereby accepts GM's most gracious offer to settle her claims against GM for \$3,500.00. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of \$1,900.00. The current mileage is about 21,000 and we will provide 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 expecitiously 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 PED 15:44 FAX

② 001/002



(hereinafter referred to as "Releasor"), on behalf of myself and my assigns, beirs and executors, in consideration of: \$5,400,00 paid by General Motors Corporation, hereby releases and discharges General Morors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors' Convoration, and their respective agents and employees from any and all claims, causes of action, den most, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are rele ed 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 1G2ZI1178664 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 Me ors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable CM 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 approximately 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 $2Q_{T}\log SI$ _____ 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 IT: TERMS.

Lagroc to the terms of this Release of All Claims

DATESIGNED 🛠 🎗 🗝 🤭	
sparjana sergjanace	Claimant's Signature
Address	Address
Telanco, UJ City, State, Zip Code	
City, State, Zip Code	City, State, Zip Code

08/08/2007 YED 15:45 FAX

2002/002

STATEOF HOW JALLY CCUNTY OF ITTELL

Sworn to (or affirmed) and subscribed before me this god day of 20 2 万 以

Signature of Notary Public

BARBARA JO TEMPESTA

A Notary Public of New Jorsey My Commission Explos July 16,12008 mmissioned Name of Notary Public

Personally Known OR Produced identification

Type of identification_____

My commission expires: July 6. 2005

CC File

1.660 129 V63-02006 North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530



снеск No.

DATE 10/04/07

************* OOO DOLLARS

****00 CENTS

**********3,000.00

North American Operations General Motors Corporation Disbursement Account **ELIZABETHTOWN PA**

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

AUDIT

VENDOR DUNS NO. VENDOR NAME

BB 000000062

INVOICE DATE

DOC. REFERENCE NUMBER

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

INVOICE AMOUNT

DETACH BEFORE DEPOSITING CHECK CHECK NO.

10/04/07 DISC. AMOUNT NET AMOUNT

REGISTER NO. 10/03/07 VH 1-99SRD1 .71-554411786.1-99SRD1 00.0000 3,000.00 .00 3,000.00 1G2ZG558X64 i,

% DISC.

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

TOTAL

H3

3,000.00

.00

3,000.00

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



снеск No.

DATE 10/04/07

XXXXXXXXXXXX1,900 DOLLARS

The second of th

****OO CENTS

AMOUNT **************1,900.00

North American Operations General Motors Corporation Disbursement Account

DAVID J GORBERG & ASSOCIATES 120 MAPLE ST ELIZABETHTOWN PA 17022-2144

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. CHECK NO. BB 000000063 VENDOR NAME DAVID J GORBERG & ASSOCIATES 10/04/07 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 10/03/07 VM 1-99SRD3 71-554411786.1-99SRD3 00.0000 1,900.00 .00 1,900.00 1G2ZG558X64 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 1,900.00 1,900.00 .00 **TOTAL 6330**

October 1, 2007

David Gorberg, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE: v. General Motors Corporation

Service Request: 71-554411786

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558X64

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 above to Barrage and 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

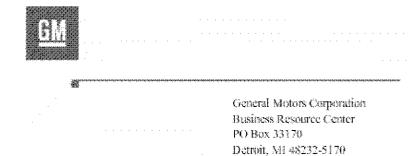
LG0063 V07092007

RELEASE OF CLAIM

	or attorney's fees and costs which directly or indirectly
arise from, are related to, or are in any way associa alteration, or use of Releasor(s) 2006 Pontiac G6 b	
1G2ZG558X64 ("Subject Vehicle"), include defects in the subject vehicle. This Release of Clanamed persons or entities from any liability regard arising out of the use or operation of the Subject V Notwithstanding the above, General Motors Corpo	ling but not limited to any claims based on any alleged im shall not be construed to release any of the above ing claims of personal injury or products liability whicle after the date of execution of this release.
sale of the subject vehicle. If Releasor(s) has/have	initiated any court, arbitration or other proceeding mmediately will dismiss the proceeding with prejudice.
- ·	to be tendered in the form of two checks: the first, in Cunningham; the second in the amount of \$ 1,900.00,
The subject vehicle's mileage is	on the date of the signing of this release.
Releasor(s) has/have carefully read and understand acknowledge(s) that this Release constitutes the en Motors Corporation, and Releasor(s) is/are not rely other than those stated in this release.	
	RE SIGNING. BY SIGNING THIS RELEASE, READ IT, UNDERSTAND IT, AND AGREE TO
I/We agree to the terms of this Release o	f 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 affirm 20, by	ned) and subscribed before me this day of,
	Signature of Notary Public
	Print, type or stamp Commissioned Name of Notary Public
	Personally Known OR Produced identification
	Type of identification
	My commission expires:
CC: File	

LG0029 V6302006



VIA FAX ONLY

September 20, 2007

Mr. Cal Dutton Faulkner Pontiac-GMC Truck, Inc. 2060 Paxton Street Harrisburg, PA 17111-1041

RE:

Service Request: 71-554411786

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558X64

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















VIA FAX ONLY

September 28, 2007

David Gorberg, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE:

Service Request: 71-554411786

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558X64

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















January	28,	2014
Page 2		

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: Service Request: 71-554411786 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZG558X64 In Service Date: 02/18/2006 Vehicle is: NEW BAC Code: 115591 Vear, Make & Model: 2006 G6 - 6CYL SEDAN Vehicle Purchased Used on: {n/a or

Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: ☐: GMAC Sale Type: LEASE

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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.

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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:

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}

DEMAND:

CRM FINAL OFFER: {CASH/REP/TRADE}: DATE: {Date} OFFER TO CUST: \${Amount}

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL {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.

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: PONTIAC PAGE: 13:55:56

PA

04/14/07

VIN: 1G2ZG558X 64 SELLG SCE: 16 MDL YR: 06 ORD NO:

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:

ELIZABETHTOWN

CANC DOE:
TRADE: DLVY TO:
TRD DOE:
SRVC IN: ELIZABETHTOWN
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

 CODE
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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: AUTH PUR CD: MISC DATE: 02/18/06 MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

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PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: AUTH PUR CD:
MISC DATE: 02/18/06 MISC: 0000035970 A2

ACTV TYPE: 6 POLICY PYMT CMNT:

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MISC DATE: 02/18/06 MISC:

POLICY PYMT CMNT: ACTV TYPE: 6 RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: PONTIAC

13:55:56

04/14/07

PAGE:

VIN: 1G2ZG558X 64

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CODE PAY SS/SITE INV/INC NO FFC 01 16 03204

02/21/06

DATE AMOUNT MTHD DLR SHR STAT

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AUTH PUR CD:

POLICY PYMT CMNT:

ACTV TYPE: 6

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OP 0.00 9

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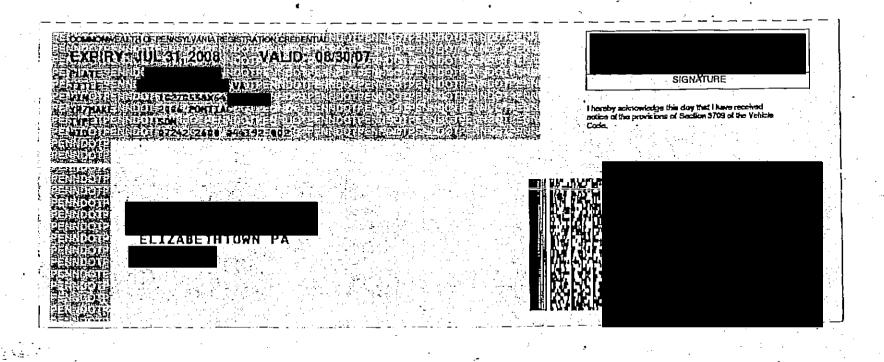
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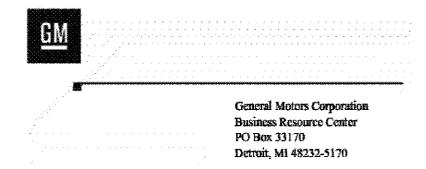
AUTH PUR CD:

POLICY PYMT CMNT:

MISC DATE: 02/18/06 MISC: 0000035970MEA0

ACTV TYPE: 6





VIA FAX ONLY

September 12, 2007

David Gorberg, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE:

Service Request: 71-554411786

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558X64

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.

Copy of owner's current title and/or registration

Other:

Finance agreement
Buyer's agreement

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

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

Sincerely,

General Motors Corporation















RELEASE OF LIEN INFORMATION

I	
(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder N	arne)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regar	ding my loan account #(Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, includi loan payoff amount, and per diem infor	ng but not limited to a complete payment history of my account, a mation.
Date	
V	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V07092007	





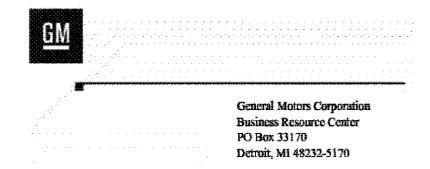












VIA FAX ONLY

September 12, 2007

Mr. Cal Dutton Faulkner Pontiac-GMC Truck, Inc. 2060 Paxton Street Harrisburg, PA 17111-1041

RE:

Service Request: 71-554411786

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558X64

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

















2006 G6 - 6CYL SEDAN PONTIAC/GMC DIVISION 46U STEALTH GRAY METALLIC /V6G GENERAL MOTORS CORPORATION 19B EBONY 100 RENAISSANCE CENTER ORDER NO. STOCK NO. DETROIT VIN 1G2 ZG<u>55 8X 64</u> VEHICLE INVOICE MODEL & FACTORY OPTIONS 2ZG69 G6 - 6CYL SEDAN MSRP INV AMT RETAIL - STOCK 20030.00 18527.75 INVOICE 11/02/05 157.70 SHIPPED 11/02/05 AP3 REMOTE VEHICLE STARTER SYSTEM 190.00 N/C N/C FE9 50-STATE EMISSIONS N/C EXP I/T 11/12/05 N/C INT COM 11/14/05 F83 AXLE RATIO 3.05 LX9 ENGINE, 3.5L V6 SFI N/C PRC EFF 11/02/05 N/C MX0 AUTOMATIC TRANSMISSION MX0 AUTOMATIC TRANSMISSION 0.00
PCI DRIVER'S PACKAGE INCLUDES: 650.00 0.00 KEYS G1368 G1368 539.50 WFP-F QTR OPT-1 BANK: GMAC - 020 * PWR ADJ BRAKE & ACCEL. PEDALS * FLOOR MATS, CARPET CHG-TO 03-204 * CARGO NET * (4) 16" PAINTED ALLOY WHEELS SHIP WT: 3347 HP: 16.50 GMS: 19755.35 R6J CUSTOMER DIALOG NETWORK 0.00 375.00 311.25 SUPPLR: 20640.97 UC6 AM/FM STEREO 6 DISC CD PLAYER MRM: 22195.00 (REPLACES STD/OPT/PKG RADIO) 325.00 269.75 MEMO U2K XM SATELITE RADIO - SERVICE 996.00 FEE EXTRA 1ST 3 MONTHS INCL. 1SZ DRIVER PACKAGE DISCOUNT 150.00-124.50-

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.

REMIT TO GMAC NO. 020 VIN 1G2ZG558X64 \$ 20751.35 INV 2AD53157630 DUE 11/14/05 DEALER 03-204

FAULKNER PONTIAC-GMC TRUCK, INC.

RCMPR028 VEHICLE EVENT SELECTION 04/14/
PROCESSING SOURCE: PONTIAC 13:59:
PAGE: 04/14/07 13:59:15

VIN: 1G2ZG558X 64 SELLG SCE: 16 MDL YR: 06 ORD NO: VIN TYPE: N

Faulkner Harrisburg To Be Sure 2060 Paxton Street Harrisburg, PA 17111





CE MANAGER
CUL
7
l Please Recycle
_

SERVICE FAX MUNICES: 717-214-0549:

ONTIAC - GMC AUZU · SUZUKI

-TO BE SURE

2000 Paulon Street Harvisburg, PA 17131 71**7-238-732**4 irect Dipl 717-213-334 CAL DUTTON Service Municipie

CALL , f your next more governor when STAFF WILL SHOW ON SHIP INFO.

UNIT# 200260

FAULKNER Pontiac

ACCOUNTING

2060 Paxton Street * Harrisburg, PA 17111

Telephone: 717-238-7324 www.faulknertobesure.com

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			**		1G2ZG5	558X64				0/10		
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& COMP TOTALS SALE, COST I hereby authorize the repair work herein set forth to be done along with the necessary nersuly authorize the repair work nersin set forth to be done along with the necessary material and agree that you are not responsible for loss of 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 ahipments 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.

TOTAL CHARGES LESS INSURANCE **SALES TAX** PLEASE PAY THIS AMOUNT

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE SUBLET AMOUNT

MISC. CHARGES

0

1650

1500

TOTALS

0.00 0.00

0.00

0.00 0.00

0.00

0.00

0.00

0.00

UNIT# 200260

ACCOUNTING

Pontiac

2060 Paxton Street * Harrisburg, PA 17111

Telephone: 717-238-7324 www.faulknertobesure.com

PAGE 1

HOME:		1	BUS: SERVICE ADVISOR: 3341 JOE PYDA										
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I hereby authorize the repair work herein set forth to be done along with the necessary 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

SALE, & COMP TOTALS

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

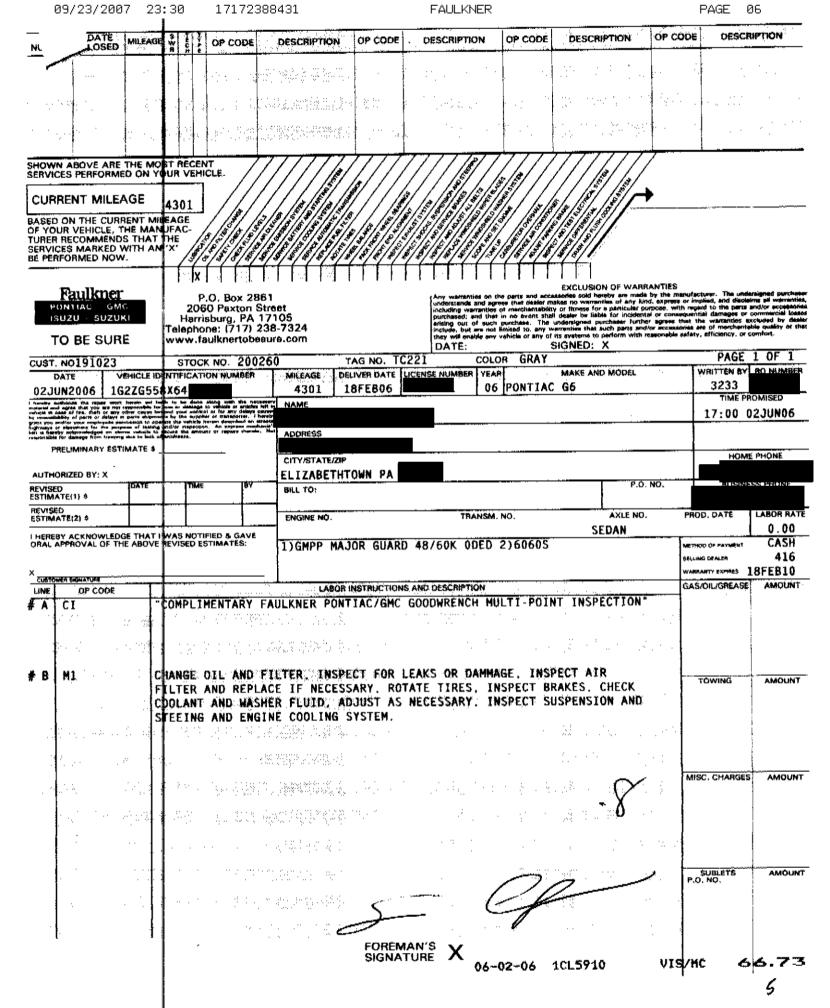
Dealer/BAC Code Vehicle Identification Number 1115591 14274558844 For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle. Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following: Seat beits: material, operation and Unusual noises/vibrations Initial Preparatiog: latches Soueaks and rattles Adjust tires to pressures specified on . | Child Comfort Guide -- elastic cord the Certification Tire Pressure Label. [7] Transfer case or TAPshift function. visible (if equipped) Record results. (if equipped) : I Removable top/paget, convertible top. AFTER: LF 30 RF 30 LR 30 RR 30 Cruise/adaptive cruise (if equipped) Displays, gauges and lights (head.) OnStar for connectivity (if equipped) Install loosely shipp d parts, such as driving/fog tail, parking, turning, antenna, wheel covers, luggage rack, Transmission shifter, clutch, noise, shift reverse, running, brake, and hazard). mirrors and cargo nets (torque as smoothness Trunk safety release (if equipped) needed) Engine performance: Hot start, Fit/function/retention of parts such as Leave door edge profection and other idle quality bumpers, molding, grille, emblems, shipping/storage materials on until Check for MIL, SES, SVS, and warning doors, deck lid, hood, fuel door and customer delivery locking cap, tailgate, fire carrier and Accessories: hatches (if equipped) Under Hood: Verify RPO and RPA options Check battery state of charge, Record Under Vehicle: install all accessories: check fit, finish voltage below. Charge battery if below Underbody, drivetrain, suspension, skid and operation - 12-6 volts plates, exhaust system, lines, linkages VOLTAGE 12.6 and hoses Road Test: DATE 12/1/05 INITIAL BN Brake/fuel lines secured in clips After 💪 ODOMETER: Before 4 Check all fluid systems for leaks. Remote hood release, latch and hood. Before, during and after this test, check all standard equipment, options and accessories safety latch Final Inspection & Preparation: for proper operation, as applicable. Moses, lines, cables and wire Perform just prior to delivery. attachments are free of kinks and clear **During Road Test:** ! Interior: Remove protective coverings. of any moving/hot parts. Clean as required: seats, headliner, kick Drive on a legal roadway with road Hoses, pipes, fittings, seals, gaskets panels, carpets, console, instrument conditions permitting evaluation of and plugs for seepage panel, moldings and hard trim the following: Fluid levels: Add as required Install floor mats (if equipped) Engine Performance Cold start, Thorough exterior wash and dry: check idle quality Body/Chassis: for water leaks HVAC system controls, blower(s), Doors, locks, keys and keyless Exterior finish: Check paint finish for heater, A/C, front defroster and entry system dents, dings, chips, scratches, or rear defogger Check child safety door/window locks blemishes. Repair as necessary Radio, cassette and DD player (regular, are in normal (unlocked) position steering wheel and rear controls) Erase all messages on voice recorder (if equipped) (if equipped). Steering wheel – cedter position. Meutral start safety switch (if equipped) Reset fuel economy readings. Steering for leads, pulls, vibration at Power mirrors (if equipped) idle, vibration while litriving Set clock/calendar to local time. Horn Wipers, delay and washers Using a clean cloth, clean the wiper [17] Electronic compass/temperature for blades using GM Optikleen windshield (front and rear) function. Set compass to correct zone washer solvent Brakes for noise, pulls, vibration or (if equipped) Thoroughly clean all glass surfaces shudder at both hig# and low speeds Seats: Check operation and that

removable seats are properly secured

Certification: I certify that this Pre-Delivery Inspection has been completed by:

Barret Technician (Print Name)

Unusual wind noise



STRAIGHT

FLAT RATE

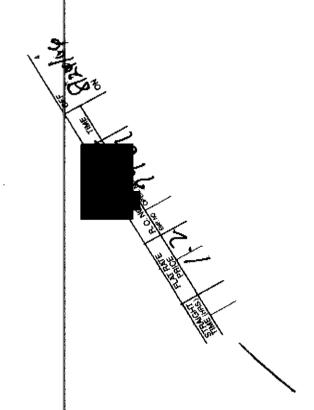
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5/32"	TINE5	Yellow	5mm 4mm	BK5 BK4	Yellow	Yellow	Yellow
4/32" 3/32" or less	TIRE3	Fled	3mm	ВКЗ	Red	Red Red	Yeliow
332 3, 777			2mm 1mm or less	BK2 BK1	Red Red	Red	Red
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FAULKNER Pontiac

2060 Paxton Street * Harrisburg, PA 17111

Telephone: 717-238-7324 www.faulknertobesure.com

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24 Hour Towies & Automotive Service 5510 Allentown Boolevant FARRISBURG, PA 17112

HARRISBURG, PA 17112 (1977) 840-1479 (3777) -> (717) 808-0208

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Forward ->

Document ID# 1509947 2006 Pontiac G6

Feedback

Print 1

# **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
- 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 scrup the remote start feature a Techline Terminal using the Pass-Thru routine must be used. With the scar 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

SPS.

BPP Sensor Calibration

**Important:** If the BCM or the brake apply sensing system (BAS) sensor is replaced, a brake pedar 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 | Feedback | Print |

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## COMMONWEALTH OF PENNSYLVANIA VEHICLE EMISSIONS INSPECTION REPORT

Test Date/Time: 11/30/2006 @ 14:42

VIN:

TITLE:

VEHICLE INFORMATION 2006

Year:

VIN:

1G2ZG558#64

Make:

**PONTIAC** 

Model:

G6 6

0020810 Odometer:

3500

Cylinders:

GVWR:

Engine Size:

Estimated Test

License: LANCASTER County:

Inspection Type: INITIAL

Weight:

Record Number: 002304

EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION

Air Inj. System:

NA

Catalytic Converter.

NA

Fuel Cap Integrity:

PASS

EGR System: PCV System:

NA NA **Evaporative Control System:** Fuel Inlet Restrictor:

NA NA

OBD EMISSIONS INSPECTION

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OBD FAULT CODE RESULT: OBD READINESS RESULT: - PASS PASS

MIL COMMAND STATUS:

**PASS** 

OBD-I/M CHECK RESULT:

PASS

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PASS

OVERALL TEST RESULTS: PASSED

Emissions Control Systems Visual/Functional Inspection:

OBD Emissions Inspection:

Sticker:

014612823230

PASS

RETAIN THIS DOCUMENT FOR YOUR RECORDS.

Vehicle tested in accordance with Pa. Code Title 67, Chapter 177 **EMISSIONS INSPECTION STATION** 

STATION #:

X688

INSPECTOR NAME:

SOFTWARE VERSION:

BRIAN D. KOVACEVIC

STATION NAME: ADDRESS:

PHONE:

FAULENER PONTIAC 2060 PAXTON ST., HARRISBURG, PA 17111

717-213-3344

EQUIPMENT #:

SX006648

0602

VEHICLE EMISSIONS INSPECTION QUESTIONS: For additional information, please contact the Customer Hotline at (800) 265-0921.

Inspector's Signature:

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PAGE 33

LAW OFFICES

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#### LAW OFFICES

#### DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET

DAVID J. GORBERG[†]
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2325 GRANT BLDG, 330 GRANT STREET PITTSBURGH, PA 15219 (412) 894-9970 FAX (412) 894-9983

GENERAL MOTORS CORPORATION CUSTOMER ASSISTANCE & RELATIONSHIP SERVICES C/O MSX INTERNATIONAL 1919 CONCEPT DRIVE WARREN, MI 48091

RE: Our Client:

Vehicle:

2006 Pontiac G6

Vin #:

1G2ZG558X64

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. GORBERO

DJG/lv

# 08/29/2007

GMAC SMARTLEASE® AGREEMENT - N	Monthly Pay	meni
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LESSEE (and CO-LES	SEE) ("You") name and address, inc	cluding county Gara	aging address (il different)		LESSOR (Retailer)			
, E Ct. 1 <i>Z</i> Ab	Clevore, va	Prínc	cipal driver (il business use)		1769, 8 RER 2060 - PARG 1188, 118 REI	DE TR	HET	ec
We," 'us," and "our" refe I if this box is checked,	ease a vehicle. This is not a purchas r to Lessor named above and any as Lessor (Retailer) will assign this lease GMAC helped to arrange this lease	ssignee. An "assignee se and sell the vehicle	e" is a person to whom this lease is to General Motors Acceptance Co	s assigned (if it is as exporation ("GMAC"	ssigned). ).	ent and bac	ik.	
I If this box is checked,	Lessor (Retailer) will assign this lead	se and sell the vehicle				<del></del>		
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a. Gross capitalized cost. The agreed upon value of the vehicle (\$	\$- <del></del>
b. Capitalized cost reduction. The amount of any net trade in allowance, rebate, honcash credit, or cash you pay that reduces the gross capitalized cost	- \$ <del></del>
c, Adjusted capitalized cost. The amount used in calculating your base monthly payment	= \$
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	- \$- <del></del>
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	<b>= \$</b>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+ \$ 11456.60 4057.60
g. Total of base monthly payments. The depreciation and any amounts plus the tent charge.	= \$
h. Lease payments. The number of payments in your lease	÷
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and the second s	+ \$
k. 17/1	·= \$ <del> </del>
Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollar 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.	
6. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of	
11. ITEMIZATION OF GROSS CAPITALIZED COST.  a. Agreed upon value of the vehicle.  5 promptly, we may pay it. Each time we pay a fine, you will pay us the	
Excess Mileage Charge. The excess mileage charge is f	monthsmules

UNIT# 200250	%701426 *INVOICE*	FOUT AC ISUZU ST TO BE S P.O. Box 2060 Pextor Heithourg, Fl Telephone: (717 www.faulknerto	
ELI ZABETHTOWN, PA	PAGE 1		
HOME BUS:	SERVICE ADVISOR: 3	233 CHARLES CA	RSTENS EMPOUT TAG
COLOR YEAR RAKEIMODEL			
GRAY 06 PONTIAC G6	1G2ZG558X64	Service and property of	/8/20578 T360
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18FEB06 IS 18FEB2010 17:00 24	NOV06	0 00 CASH	24NOV06
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material and agree that you are not responsible for loss of in vehicle in case of fire, theft, or any other cause beyo	damage to vehicle or articles left	PARTS AMOUNT	
caused by unavailability of parts or delays in parts shipme I hereby grent you and/or your employees or rmission to or	nts by the supplier of transporter.	GAS, OIL, LUBE	
on streets, highways or elsawhere for the p repose of test mechanic's lien is hereby acknowledged on above vehicle	ing and/or inspection. An express	SUBLET AMOUNT MISC. CHARGES	
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	PAGE 2	Telephone: (717)	236-7324 Sesure.com
ELIZABETHTOWN, PA BUS:	SERVICE ADVISOR	3233 CHARLES CA	RATERIS
COLOR TEAN MAREMODE	SERVICE ADVISOR		IN / DUT TAG
	1G22G558X64	2057	B/2057B T360
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in vehicle in case of fire, theft, or any of caused by unavailability of parts or delays	her cause beyond your control or for any delays in parts shipments by the supplier or transporter.	PARTS AMOUNT	
I hadaba arma yang anding yang anabarana	permission to operate the vehicle herein described perpose of testing and/or inspection. An express	GAS, OIL, LUBE	<del></del>
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HEREBY ACKNOWLEDGE RECEIPT OF A	COPY HEREOF.	LESS INSURANCE SALES TAX	
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UNIT# 200260  ELIZABETHTOWN PA HOME: BUS:	270126 *INVOICE*  PAGE 3  SERVICE ADVISOR:	TO BE S  TO BE S  P.O. Box 2060 Paxtor Marrieburg, P17 Telephone: (717 www.faulkherto	URE 2861 1 Street A 1/106 1 238-7324 besure.com
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UNIT# 200260

*INVOICE*

**Faulkner** 

TO BE SURE
P.O. Box 2861
2060 Pexton Street
Harriaburg, PA 17105
Telephone: (717) 238-7324

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**Faulkner** PONTIAC - GMC ISUZU + SUZUKI 283108 191023 TO BE SURE UNIT# 200260 P.O. Box 2001 *INVOICE* 2080 Paxton Street Harriaburg, PA 17105 Telephone: (717) 238-7324 www.faulknattobeaura.com PAGE 1 ELIZABETHTOWN, PA BUS: 3233 CHARLES CARSTENS HOME: SERVICE ADVISOR: TAG MILEAGE IN / OUT LICENSE VIN See Branch See 19 40 COLOR YEAR MAKE/MODEL G2ZG558X64 PONTIAC G6 NV. DATE PAYMENT GRAY ##:Y/bd=##### PO NO. PROD DATE WARR EXP PAGMISED DEL DATE 15JÚN07 8FEB2010 17:00 13JUN07 STK:200260 DLR:416 AXL:SEDAN 1) GMPP BO OPENED OPTIONS: READY MAJOR GUARD 48/60K ODED 2)6060S 15JUNC7 13JUN07 TOTAL NET LIST LINE OPCODE TECH TYPE HOURS A CUSTOMER STATES BRAKE LICHTS INCP AND CRUISE CONTROL DOESN'T WORK CAUSE: BODY CONTROL MODULE INTERMITTANT
NABOO MODULE, COMPUTER (CONTROL) BODY REPLACE (N/C)9277 W94P (n/c) B MISC GAS (N/C)1 15940467 MODULE FC: 6P PART#: 15940467 COUNT: I CLAIM TYPE: AUTH CODE: 0.00 TOTAL LINE A: 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: ... Intermittant condition checked wiring. Ok con tacted ponitac tech ASSISTANCE. LEANING TOVARDS BCM BUT WOULD NOT RECOMMEND REPAIR UNLESS COND ITION COULD BE DUILICATED ROADTESTED OVERNIGHT TECH WAS ABLE TO DUPLICATE AT WILL BY CHANGING POSITION ON HEADLAMP SWITCH. BCM. HAD GMC SERVICE ONSULTANT DRIVE OVERNIGHT. OK *********** B TOWING CAUSE: TOWING T2020 TOWING (N/C) 1 W94P RC: 6P PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: OL SUBL MARS INV 40460, PO 19 874 (N/C)W94P TOTALS DESCRIPTION I hereby authorize the repair work herein : et forth to be done along with the necessary TRUOMA ROBAL 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 oth r cause beyond your control or for any delays caused by unaveilability of perts or delays II parts shipments by the supplier or transporter. PARTS AMOUNT GAS, OIL, LUBE I hereby grant you and/or your employees or mission to operate the vehicle herein described SUBLET AMOUNT on streets, highways or elsewhere for the p irpose of testing and/or inspection. An express machanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs MISC. CHARGES TOTAL CHARGES LESS INSURANCE I HEREBY ACKNOWLEDGE RECEIPT OF A CI)PY HEREOF. SALES TAX PLEASE PAY THIS AMOUNT

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NIT# 200260 *INVOICE*	P.O. B 2060 Pa	ox 2861 xton Street , PA 17105
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I hereby authorize the repair work herein set forth to be done along with the necessar	DESCRIPTION	TOTALS
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	SALES TAX PLEASE PAY	0.00
	THIS AMOUNT	0.00

Description for Complaint ID #

Ger

RISING SUN, MD

General Motors Corporation Cythnia Bugos MSX International Warren, MI 48091-1385

VIN# 1G1ZS51F16F 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 accessable unless the door is taken apart. She advised that GM employees eat on the assembly line ALL THE TIME and that 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# 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 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 assemply 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

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 vs Chevrolet Motor Division 1G1ZS51F16F

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: Customer Name: VIN: 1G1ZS51F16F		Probable Hearing Lo		e: 10/15/07 MD Baltimore	
This claim is IN Warran Has the customer contacted Is the VIN listed above correlf you checked NO, please in Customer Contact Info:	you regarding the claim?	□ YES □ NO	□ NO		
<b>SETTLEMENT INFORM</b> What, if anything, are you we dealership name for repairs,	rilling to offer the customer	-	? Please in	clude as much de	tail as possible (e.g.,
Has this offer been commun If you checked YES, please i  The customer accepted t  The customer rejected th  The customer has not ince	ndicate the customer's res he offer on// e offer on//		□NO		
If the customer accepts this frame:	offer, when will the settler	ment be performed?	Please indic	eate a specific per	formance date or time
ARBITRATION INFORMA	ATION				
Please list customer request	s that you feel are ineligibl	e for arbitration and e	xplain why.		
Please write your position as	to the cause of each probl	em listed on the <i>Custo</i>	mer Claim F	orm.	
Please indicate the decision	you request the arbitrator	to render:			
List the amount of any over I will participate □ By phon		\$ In writing			
Return this form as soon as I	possible				
To:	Completed	by:	Date:_	//	
BBB AUTO LINE	Future cont	act:			
Fax: 703.247.9700	Phone:	Fax:			

Contact Date: 10/15/07	Start Date: 10/15/07	Case Number:
☐ YES ☒ NO	on this vehicle with the	BBB or another dispute resolution provider?
If yes, name of provider:		Date:
Case Number:		
Titled Owner(s) Name&Addre	<u>65</u>	
RISING SUN, MD	<u>.</u>	
Day Phone:	Evening Phone	
Fax Number:	E-mail Address	
Customer Contact Info:		
<u>Vehicle Information</u>		
Name(s) of individual(s) or bu	usiness that appear or	n vehicle title:
Vehicle Use: ☑Personal ☐Busines		
Percentage of time vehicle used f	or business purposes:	
Transmission Type:	and to the beat and	
Number of vehicles owned or lease Make: Chevrolet Mode		Model Year: 2006 Current Mileage:
Vehicle Identification Number: 10		Hodel Teal: 2000 Cultent Mileage.
Servicing Dealer/City/State : D'Al		
Selling Dealer/City/State :D'A	mbrosio Chevrolet, Oxf	ord, PA
Insurance Carrier :		Policy Number:
Has vehicle been in an accident/h	ad 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 Mileag	e at purchase: I	Lease Date: Mileage at lease:
Purchased As : ☑ New ☐ Used		_eased As: □ New □ Used □ Demo
Is the vehicle in your possession?	yes [	Is the vehicle in your possession?
Lienholder's Name:		A ddwaca.
C'1 /C1 /T'		City/St/Zip:
Phone:( ) -		Phone:
Lienholder Acct #:		_easing Company's Acct #:
Contamoral Desired Cotton	/D	
Customer's Desired Outcome	(Describe what you w	ant done to resolve your concern)
the cus would like reimburseme	nt for repairs made	
	·	
Cianatuma of Titled Owner(a) // acc	200	
Signature of Titled Owner(s)/Less	see(s): Date	
I am submitting this dispute for r		TO LINE program, and I agree to arbitrate the
dispute under BBB AUTO LINE Ar		p g , s a g a a a a a a a a a a a a a
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Council of Better Business Bureaus, Inc.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

	Customer Claim Form	
Customer Name:		Case Number:

## **Vehicle Concerns**

First Repair Attempt	Date:	Mileage: 0
Last Repair Attempt	Date:	Mileage:
Total Days out of Serv	ice:	-

Duahlana Blanca But a series	Cambiana Basis (a)		ш - С	D === - '	N4:1	D
Problems -Please list your <u>primary</u>	Servicing Dealer(s)	Current?	# of	Repair	Mileage on	Days
concern first		Yes / No	Repair	Date(s)	on	Out of
			Attempts		Date(s)	Service
1.						
service engine light on & loss of power						
The second of the second of periods						

Contact Date: 10/15/07	Start Date: 10/15/07	Case Number:
Have you contacted the mfr reg Have you previously filed a claim ☐ YES ☒ NO		S □ NO BBB or another dispute resolution provider?
If yes, name of provider:		
Titled Owner(s) Name&Add	re <u>ss</u>	
RISING SUN, MD		
Day Phone:	Evening Phone	
Fax Number:	E-mail Addres	s: [
Customer Contact Info:		
<b>Vehicle Information</b>		
Name(s) of individual(s) or		n vehicle title:
Vehicle Use: ⊠Personal □Busin		
Percentage of time vehicle used Transmission Type:	i for business purposes:	
Number of vehicles owned or le	ased by the business:	
Make: Chevrolet Mo		Model Year: 2006 Current Mileage:
Vehicle Identification Number:		riodel realization carrelle i meage.
Servicing Dealer/City/State : D'		
Selling Dealer/City/State :D'	Ambrosio Chevrolet, Ox	ford, PA
	,	Policy Number:
Has vehicle been in an accident	:/had body damage? Yes	No X Date of accident:
Description of Damage :		
Purchase/Lease Information	n <i>(Complete left side it</i>	vehicle was purchased or right side if
vehicle was leased)	<u>-</u> (00 <b>p</b> 0.0 .0 0 0	
Purchase Date: 01/01/06 Milea	age at purchase:	Lease Date: Mileage at lease:
Purchased As : ☒ New ☐ Use	d □ Demo	Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possessio	n? yes	Is the vehicle in your possession?
Lienholder's Name:		Leasing Company's Name:
		Address:
City/St/Zip:		City/St/Zip:
Phone:( ) -		Phone:
Lienholder Acct #:		Leasing Company's Acct #:
Customer's Desired Outcome	<u>e</u> (Describe what you и	vant done to resolve your concern)
the cus would like reimbursem	nent for repairs made	
Signature of Titled Owner(s)/Le		
	Date	
		TO LINE program, and I agree to arbitrate the
dispute under BBB AUTO LINE	Arbitration Rules.	

Council of Better Business Bureaus, Inc.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

	customer claim Form	
Customer Name:	Case Number:	

## **Vehicle Concerns**

First Repair Attempt	Date:	Mileage: 0
Last Repair Attempt	Date:	Mileage:
Total Days out of Serv		

	<u> </u>	1		· ·	l	_
Problems - <b>Please list your <u>primary</u></b>	Servicing Dealer(s)	Current?	# of	Repair	Mileage	Days
concern first		Yes / No	Repair	Date(s)	on	Out of
			Attempts		Date(s)	Service
1						
1.						
service engine light on & loss of power						
					l	



**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 vs Chevrolet Motor Division 1G1ZS51F16F 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,



## **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:

Use # miles attributable to the customer # Deduction/ = # miles attributable to the customer # Deduction/ = # miles attributable to the customer # Deduction/ = # miles attributable to the customer # Deduction/ = # 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-ofservice 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.

#### 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.

#### *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.

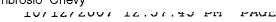
#### REPLACEMENT

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.

p.1







#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### VIA FAX ONLY

October 11, 2007

Brian Friel Jeffrey D'Ambrosio Chevrolet, Inc.

Re:

Siebel Request: 71-555173464 2006 Chevrolet Malibu VIN # 1G1ZS51F16F

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

## buyeh's uhueh

Jeff D Ambrosio Cherrolet 2158 Baltimore Pike Oxford PA 19363 610-932-9090

Customer EMail

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## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

















(excludes Saturn)

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Authorized Dealer Signature: Dealership Name:	To FT Tomb	Tosio Chevrole	Date: 88 /81 /86 Dealer Code: 15388

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:

Purchaser's First Name:

Purchaser's Last Name:

Purchaser's Last Name:

Purchaser's Date Of Birth: 04/03/1948

Vehicle Identification Number (VIN): LE12S51F10F

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 <u>raist</u> be shown to customer for verification.

(2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct.

(3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price.

(4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price

Customer Initials

Customer Initials

\$ 15, 1₀73.

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
  - 3. 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)
  - 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

regains 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

Pederal 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.

Date: 8/22/06Customer Signature Dealer Agreement 7

- 1. By signing this form, the dealer agrees to the following:
  - A. Asseme General Motors's obligation for delivery of the vehicle
  - 6. Collect from the purchaser the amount specified in the Purchase Contract
  - Comply with the Rules and Guidelines of The Program

    Review the Factory invoice with the customer

  - E. Teat plete 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.
  - Maintain the original copy of this form in the deal jacket
- 2. Covered Motors agrees to vay 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 Daller that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealar and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vericle that becames the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
- 3. Ex signification, the Deal of acknowledges having read The Program Rules and Guidelines and agrees to the following.

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  The Dealer or appone acting on behalf of the Dealer or apponent of the Dealer or appon

  - B. Midlation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may a suit in the Doaler heing:
    - Declared ineligible to participate further in the Program
    - ii Charged back may incentive or allowance paid by General Motors on transactions in which violations comp

__ Date: __ \$ \/ 22 /CU .__ Authorized Demar Signatur

On the will ask the court to compet mandatory binding arbitration of any lawsuit filed by the eligible purchases relating to the rapairs made to the venicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.



VR-005 (07/04)

MERLIE READ INSTRUCT				FICATE OF									
			MIDDLE	LAST		oo-applican YMCCIIL	_	ame RETDEF	į:	MIDOLE		ı	AST
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Signature of C			Seal(s) this	day of	unusi.		2006		, ,			1	
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Jeff Dambrosio Chevy

## Credit Sale Contract and Disclosure Statement (Pennsylvania) 1-800-821-7006

Seller (Dealer's Name and Address)	Buyer (and Co-Buyer) Name and Address (Jackedo County and Zin Code)
Auto O Ambrosio Chevrolet 2008 kaltimore Pake	
9-4-4-4-4-19362 	CHARLE ENGLISHED CHARLES CONTROL OF THE CONTROL OF

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.

Motor Vehicle	Year,	Make and Model	80	ody Style		S	erial No.			С	Odometer Reading
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WEDNINGSTON		G DISCLOSURES						······································			
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yearly rate.		credit will cost you.	prov beha	rided to you or	on your	after you hav			on cred downp	,	cluding your
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Your Payment S	chedule Will F	3e:	<u> </u>			***************************************		***************************************		<del></del>	
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		y, you will not have to p			- Keogh ac	counts and per side of this co	ision funds.	and in c	ertain prei	miums	and proceeds. See
Additional Infor	mation. See the	e other side of this contra	act for more int	ormation, inclu							ayment in full before
the scheduled d	water was seen construction of the second	······································	HANDELLING BONG CONTRACTOR OF THE PROPERTY OF	NOVO PROGRAMMENTAL PROGRAMMENT	dinneral haben und die palaise abenderde	dymendy a mineral manny ma	***************************************				
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(B) Separate	Charges, if any	y, for Delivery, Installatic	n, Repair or O	ther Services			+ \$	;	N(2-13	\$	(1)
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*A Cost of 6		inical Repair Coverage Pa					,	, 1 AC.	er, ga		
**B Cost of	Optional Credit	Insurance for the Term of	f this contract [	aid to the Insur	ance Comp	any or		)	ya . 124		
			Disability, Acc	ident and Heal	th S · · ·			i ————————————————————————————————————	10. K.		
C Taxes N	ot Included in (	Cash Price						·			
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		ust identify who will rece tion Contract	eive payment ar	nd describe pur	pose)		5	5	N( - 14)		
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Items 6, 7 ar calculated as	suming 📕	7 Total of Dames of T	man Dalament II	. ()							[7](1.5 T.A. 54)
	suming the	<ul><li>7 Total of Payments (Τ΄</li><li>8 Payment Schedule: ρ</li></ul>	me Balance) (5 ne installment (	+ 6)	- <u> </u>	and		inst	allments of	\$ SERENCE	

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. Insurance Company 🗓 ☐ Debt cancellation contract (for ☐ term of this contract, ☐ ____ months) ☐ \$25 Deductible ☐ \$50 Deductible ☐ \$ Signature ** 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:

Disability, Accident and Health (Buyer Co-Buyer C) Name of Insurer Home Office Address

Under policy of designated insurer, maximum amount of insurance under this contract is \$ _contract of the Buyer under Seller's group policy, is limited to \$ ______
The monthly benefit of credit accident and health insurance is \$ ______

, and the amount of insurance under this and any other installment

The initial amount of credit life 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: 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.

## * <u>PLEASE NOTE</u>: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$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
MinusPayoff of Trade	\$5,175.62
Difference (if negative = negative equity)	\$-175.62

If Over Allowance/Negative Equity and/or Incentives (not included in Pu Team Lead before submitting information to	
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









#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### **VIA FAX ONLY**

October 11, 2007

Brian Friel Jeffrey D'Ambrosio Chevrolet, Inc.

Re:

Siebel Request: 71-555173464 2006 Chevrolet Malibu VIN # 1G1ZS51F16F

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: Make/Model/Year: Chevrolet/Ma	VIN:1G1ZS51F16F libu/2006
	Day 15 Date: Goes Active:
<b>Primary Concern: Wire harness</b>	·
<b>◯</b> Case Scan / Acknowledgemen	nt (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
<ul><li>☐ Dealer Finance Mgr</li><li>☐ AVM</li></ul>	Completion Date/Time: / Completion Date/Time: 10/11/07 / 1:32 pm
Repair Orders Requested:	Received:
☐ Sales Documents:	Received:
<b>⊠</b> BARS / Finance Sheet	
Case Assessment (by Day 14): Lemon Law Eligible:	Yes No 🖂
Presumption:	Yes No No
GM Position – Customer / BI	<b>3B Due Date</b> (7-10 days):
Settlement / Goodwill Offered	d Date:
All Documents Attached (by )	Day 15)
Arbitration Date:	
☐ Closing Activities: Settlement Executive Summary Close Siebel	Completion Date/Time: / Completion Date/Time: / Completion Date/Time: /
AVM: Bob Kramer Service Dealer: Jeffrey D'Ambro Selling Dealer: Jeffrey D'Ambro	Node/Box: 914055 8129 sio Chevrolet, Inc. Svc Mgr: 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.



## GENERAL MOTORS BUSINESS RESOURCE CENTER

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Sincerely,

## Ryan Smith

Ryan 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

.00

CUSTOMER COPY

CUST# 7176 KEY TAG: 7		
PHONE: HOME	APPROVAL LAD	/LAD
VIN: 1G1ZS51F16F ENG	NSMISSION: 4 SPD A W INE: 2.2 4 CYL IES:	,941.0
ENG: 2HR	P MG 48/100 \$0DED EXP: 8/21/ RENTAL \$50TOWING EXP: ,070 EXP:	10
	LIST UNIT PRC T/C EXT PRIT REAR DOOR WEATHERSTRIP IS COM	ICE ING
CORRECTION: ORDERED THE CORRECT WEATH	HERSTRIP	•
LABOR:	04	
	TAL LABOR TAL PARTS	.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

REPAIR ORDER TOTAL

)7 10:33a Jeff I

ff D'Ambrosio

6109320411

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#### 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

RISING SUN MD PHONE: HOME	CUST# 7176 (DUPLICATE KEY TAG: 223 WARR VEN GM		
OWNER 7176 UNIT# 6F  DELIVERED: 8/21/06  VIN: 1G1ZS51F16F  2ND KEY:  CYLINDERS:  GVWR:  WARRANTY EFF: 8/21/06 EX	2006 CHEVROLET MALIBU I TRANSMISSION: 4 ENGINE: 2.2 4 ( SERIES: CID: COLOR:	SPD A WCYL  \$0DED EXP:	
(W) 1. CONCERN: CUSTOMER CAUSE: FOUND THI CORRECTION: REPLACED FC-OJ-6G	LIST UNIT E STATES, "THE BRAKES LIGHTS A E BRAKE PEDAL POSITION SENSO THE BRAKE PEDAL POSITION SE	R SHORTED	PRICE
LABOR: H2642 .60 PARTS: 1.00 22666955 1.00 Z5000	SENSOR KI	04 04 04	
	TOTAL LABOR TOTAL PARTS		.00
	REPAIR ORDER T	OTAL	.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.

A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

6109320411

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# PG1 15:15 <del>9</del>/05/07 KEY TAG: START 9/05/07 15:39 BILLED RISING SUN MD PO# WRITER JGF APPROVAL JGF /JGF PHONE: HOME 2006 CHEVROLET MALIBU LS CURR MIL 20,532.0 OWNER 7176 UNIT# 61 DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W VIN: 1G1ZS51F16F ENGINE: 2.2 4 CYL 2ND KEY: SERIES: CYLINDERS: CID: COLOR: GVWR: WARRANTY EFF: 8/21/06 UNIT: GMPP MG 48/100 \$0DED EXP: 8/21/10 EXT: Y 2HR RENTAL \$50TOWING EXP: ENG: DRV: 100,070 EXP: LIST UNIT PRC T/C EXT PRICE CUSTOMER REPORTS DRIVER SIDE REAR DOOR WEATHERSTRIP (W) 1. CONCERN: COMING OFF CORRECTION: ORDERED WEATHERSTRIP 04LABOR:

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
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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE

TOTAL LABOR

TOTAL PARTS

REPAIR ORDER TOTAL

.00

.00

.00

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2158 Baltimore Pike Oxford, PA 19363 Telephone: (610) 932–9090 OR (800) 252–5080

SERVICE INVOICE

#### CUSTOMER COPY

7176 (DUPLICATE) RO# CUST# PG 4/16/07 17:25 KEY TAG: 434 START 5/08/07 WARR VEN GM BILLED 10:40 RISING SUN MD PO# WRITER JGF APPROVAL JGF /JGF PHONE: HOME OWNER 7176 UNIT# 6F 2006 CHEVROLET MALIBU LS CURR MIL DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W VIN: 1G1ZS51F16F 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 2HR RENTAL \$50TOWING ENG: EXP: EXP: DRV: 100,070 LIST UNIT PRC T/C EXT(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 0404OTHER: WATER DOCTOR CUSTOMER REPORTS ODOR/MILDEW INSIDE VEHICLE (W) 2. CONCERN: 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 04 LABOR: C4202 SUB BE 04 OTHER: WATER DOCTOR (W) 3. CONCERN: CUSTOMER REPORTS WATER LEAKING INSUFFICIENT SEALANT CAUSE: CORRECTION: RESEALED BODY SEAM 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

CUSTOMER

SIGNATURE

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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.

A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

1140286019

Oct 15 07 10:35a Jeff D'Ambrosio

# Jeff D'Ambrosio Chevrolet Oldsmobile GMC Trucks

2158 Baltimore Pike Oxford, PA 19363 Telephone: (610) 932-9090 OR (800) 252-5080

# SERVICE INVOICE

2

# CUSTOMER COPY

		CUST#	7176	(DUPLICATE)	RO#	PG
		26.63				
	B5410 SUBLE WATER DOCTO				04 04	
(W) 4.	CONCERN: CAUSE: CORRECTION:	CUSTOMER REPORTS WINSUFFICIENT SEALARESEALED COWL AREABAUTH: OK RELATED \$26.63	NT			
	C0010 SUBLE WATER DOCTOR				04 04	
(W) 5.	CONCERN: CAUSE: CORRECTION:	CUSTOMER REPORTS WAR INSUFFICIENT SEALAR RESEALED RIGHT SIDE B AUTH: OK RELATED \$33.29	NT E ROCKE	R MOLDING		
	B7760 SUBLET WATER DOCTOR				04 04	
	CONCERN: CAUSE: CORRECTION:	CUSTOMER REPORTS WE INSUFFICIENT SEALAN RESEALED LEFT SIDE B AUTH: OK RELATED \$33.29	NT ROCKER	MOLDING		
	B7761 SUBLET WATER DOCTOR				04 04	
	CONCERN: CAUSE: CORRECTION:	CUSTOMER REPORTS WA INSUFFICIENT SEALAN RESEALED LEFT SIDE B AUTH: OK RELATED	IT ROCKER	•		
I hereby authori your employees at my risk. An e repairs thereto. in vehicle in cas any other cause delays in parts s'The factory war item/items. The including any im seller neither as connection with	ze the repair work to be dore a may operate the vehicle for express mechanic's lien is a You will not be held respore of fire, theft, accident, dare beyond your control. Dealshipments beyond dealers or ranty constitutes all of the verseller hereby expressly displied warranty of merchants sumes nor authorizes any of the sale of this item/items.	JNLESS ARRANGEMENTS MADE to along with the necessary materials. You are the purposes of testing, inspection and delicknowledged on vehicle to secure the amousible for loss or damage to vehicle or article mage from freezing due to lack of antifreeze er not responsible for unavailability of parts control. warranties with respect to the sale of this claims all warranties, either express or implicability or fitness for a particular purpose, and ther person to assume for it any liability in IARGED IF REPAIRS ARE DECLINES.	very nt of s s left or or or the CUS'	FOMER ATURE	04	

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### Jeff D'Ambrosio Chevrolet Oldsmobile **GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363 Telephone: (610) 932-9090 OR (800) 252-5080

# SERVICE IMVOICE

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CUSTOMER COPY

NANCY L DENNY CUST# 7176 (DUPLICATE) RO# PG (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

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 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.

A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE

REPAIR ORDER TOTAL

6109320411

D'Ambrosio

10:36a

07

#### 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

RISING SUN MD	CUST# 7176 (DUPLICAT KEY TAG: 493 WARR VEN GM	START	PG 1 3/19/07 12:51 3/19/07 13:25
PHONE: HOME		WRITER J	JGF JGF /JGF
OWNER 7176 UNIT# 6F DELIVERED: 8/21/06 VIN: 1G1ZS51F16F 2ND KEY: CYLINDERS: GVWR: WARRANTY EFF: 8/21/06 EXT	2006 CHEVROLET MALIBU TRANSMISSION: ENGINE: 2.2 4 SERIES: CID: COLOR: Y UNIT: GMPP MG 48/10 ENG: 2HR RENTAL \$5 DRV: 100,070	4 SPD A W CYL 0 \$0DED EXP	P: 8/21/10 P:
(W) 1. CONCERN: CUSTOMER THE BACK" SOP CAUSE: PAINT - E CORRECTION: REPLACED	STATES, "THERE IS A PIECE (		PRICE M COMING OFF
LABOR: B8832 .40 PARTS: 1.00 15796682	APPLIQUE	04 04	
	TOTAL LABOR 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

15 07 10:37a

Oct

eff D'Ambrosio

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p. 13

# Jeff D'Ambrosio Chevrolet Oldsmobile GMC Trucks

2158 Baltimore Pike Oxford, PA 19363 Telephone: (610) 932–9090 OR (800) 252–5080

7176

CUST#

(DUPLICATE) RO#

## SERVICE IMVOICE

PG

1

### CUSTOMER COPY

RISING SUN MD	KEY TAG:		START BILLED PO#		09:44
PHONE: HOME			WRITER APPROVAL	LAD	
OWNER 7176 UNIT# 61 20  DELIVERED: 8/21/06  VIN: 1G1ZS51F16F  2ND KEY:  CYLINDERS:  GVWR:  WARRANTY EFF: 8/21/06 EXT: Y	UNIT: ( ENG: 2	CID: COLOR:	S CURR SPD A W L SODED EX DWING EX	MIL 1	9,962.0
CORRECTION: R & R DASH A	R LIGHT COM 20650, P2122 INTERIOR ON AND ALL INT	MING ON 2,P0826 -FOUND F F THE VEHICLE	LIGHT ON, RODENT DAM S, REPAIR	LOSS OF MAGE TO THE RED ALL	
LABOR: PARTS: 1.00 WIRE 30.00 CONNECTORS 5.00 HEAT SHRINK		12.0 1.5 .5	01 00 01 60 01 69 01	2,23	35.70 * 12.00 * 45.00 * 2.95 *
		TOTAL LABOR TOTAL PARTS		2,23	35.70 59.95
		REPAIR ORDER SU TOTAL ENVIRONME *SALES TAX REPAIR ORDER TO	NTAL CHAF	RGE 13	L0.00 38.34
	CHA	ARGE TO CASH SAL	ES-SERVIC	CE 2,44	13.99
TERMS: STRICTLY CASH UNLESS ARRANGEMEN I hereby authorize the repair work to be done along with the necessary your employees may operate the vehicle for the purposes of testing, ins at my risk. An express mechanic's lien is acknowledged on vehicle to s repairs thereto. You will not be held responsible for loss or damage to vin vehicle in case of fire, theft, accident, damage from freezing due to la any other cause beyond your control. Dealer not responsible for unavaidelays in parts shipments beyond dealers control.  "The factory warranty constitutes all of the warranties with respect to the	materials. You and spection and delivery secure the amount of vehicle or articles left ack of antifreeze or silability of parts or				

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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE

15 07 10:38a

Oct

Jeff D'Ambrosio

6109320411

p. 16

Beautiful and Boyontils (600) to 3 (1997)

#### Jeff D'Ambrosio Chevrolet Oldsmobile **GMC Trucks**

2158 Baltimore Pike Oxford, PA 19363 Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

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CUSTOMER COPY

CUST# 7176 (DUPLICATE) RO# PG 1 KEY TAG: START 3/12/07 14:48 BILLED 3/12/07 16:31 RISING SUN MD PO# WRITER JGF PHONE: HOME APPROVAL JGF /JGF 2006 CHEVROLET MALIBU LS OWNER 7176 UNIT# 6F CURR MIL DELIVERED: 8/21/06 TRANSMISSION: 4 SPD A W VIN: 1G1ZS51F16F 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: 2HR RENTAL \$50TOWING ENG: 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

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.

TOTAL LABOR

TOTAL PARTS

REPAIR ORDER TOTAL

#### Jeff D'Ambrosio Chevrolet **GMC Trucks** Oldsmobile

2158 Baltimore Pike Oxford, PA 19363 Telephone: (610) 932-9090 OR (800) 252-5080

SERVICE INVOICE

CUSTOMER COPY

RISING SUN MD PHONE: HOME	CUST# 7176 (DUPLICATE) KEY TAG: 171	START 12				
OWNER 7176 UNIT# 6F  DELIVERED: 8/21/06  VIN: 1G1ZS51F16F  2ND KEY:  CYLINDERS:  GVWR:  WARRANTY EFF: 8/21/06 EXT:	2006 CHEVROLET MALIBU I TRANSMISSION: 4 ENGINE: 2.2 4 0 SERIES: CID: COLOR: Y UNIT: GMPP MG 48/100 ENG: 2HR RENTAL \$500 DRV: 100,070	1 SPD A W CYL \$ODED EXP:	8/21/10			
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						
LABOR: PARTS: 50.00 725225 CONNECT 5.00 WIRE	<b></b>	01 .30 01 .50 01	1,518.40 * 115.00 * 2.50 *			
		BTOTAL LABOR BTOTAL PARTS	1,518.40 117.50			
(C) 2. CONCERN: RENTAL  CORRECTION: 8—DAY  TERMS: STRICTLY CASH UNLESS ARRANGEN I hereby authorize the repair work to be done along with the necess your employees may operate the vehicle for the purposes of testing at my risk. An express mechanic's lien is acknowledged on vehicle repairs thereto. You will not be held responsible for loss or damag in vehicle in case of fire, theft, accident, damage from freezing due any other cause beyond your control. Dealer not responsible for un delays in parts shipments beyond dealers control.  "The factory warranty constitutes all of the warranties with respect	sary materials. You and g, inspection and delivery e to secure the amount of e to vehicle or articles left e to lack of antifreeze or navailability of parts or					

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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 IMVOICE

# CUSTOMER COPY

CUST#	7176	(DUPLICATE)	RO#	PG	2
			01 01	329.84	*
		SUB'	TOTAL OTHER	329.84	
	TO	TAL LABOR TAL PARTS TAL OTHER		1,518.40 117.50 329.84	
	1,965.74 10.00 118.54 2,094.28				
	CHARG	E TO CASH SA	LES-SERVICE	2,094.28	

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

LABOR:

OTHER: RENTAL

#### Jeff D'Ambrosio Chevrolet **GMC Trucks** Oldsmobile

2158 Baltimore Pike Oxford, PA 19363 Telephone: (610) 932–9090 OR (800) 252–5080

SERVICE INVOICE

# CUSTOMER COPY

CUST# 717 KEY TAG: RISING SUN MD	6 (DUPLICATE)	RO# START BILLED PO# WRITER APPROVAL	11/10/06 LAD	PG 1 10:16 12:46
VIN: 1G1ZS51F16F  2ND KEY:  CYLINDERS:  GVWR:  WARRANTY FEE: 8/21/06 EXT: Y UNIT: G	RANSMISSION: 4 NGINE: 2.2 4 C ERIES: ID: OLOR: MPP MG 48/100 HR RENTAL \$50T	YL \$0DED E. OWING E.	XP: 8/21/	,659.0
(C) 1. CONCERN: CUSTOMER STATES, "VEHIC CAUSE: FOUND WIRING HARNESS CONTERCONSOL, BOTH FOR MOLDINGS, POWER STEERING ASSIST MODULE, DOLDINGS, BOTH FUSE PANELS, GLOVE BOX, AIR DUCTS, BOTH FUSE DEADNER, BATTERY, UNDERHOOD FUSE BLOCK, ACCEPTAGE OF THE STEER STORES OF THE STEERING CLEARED DTC'S, TEST DROVE VEHICLE-EVERYTOWN.	HEWED BY RODEN LOOR A-PILLAR ASH PAD, HVAC C I, BOTH CENTER C PANEL COVERS, D CELERATOR PEDA WIRES IN THE C	ART" TS MOLDINGS, ONTROL MO ONSOL TO ASH FRAME L, MASTER	BOTH A-PIL DULE,RADIC DASH TRIM ,FIREWALL CYLINDER,W	LAR , IPC, SOUND IRING
LABOR: PARTS: 50.00 N725225 CONNECTORS 1.00 15778302 WEATHERST 1.00 N784400 CONN	2. 60.	01 30 01 62 01 15 01	1,68 11 6	80.00 * .5.00 * .60.62 * .7.15 *
	TOTAL LABOR TOTAL PARTS		,	30.00 32.77
	REPAIR ORDER S *SALES TAX REPAIR ORDER T		11	52.77 L1.77 74.54
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.  "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	CUSTOMER SIGNATURE			
item/items. The seller hereby expressly disciaims all warranties, either express or implied,				

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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

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### 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

(DUPLICATE) RO# 7176 CUST#

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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6109320411

CUSTOMER SIGNATURE

Jeff D'Ambrosio

0ct 15 07 10:41a

# 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

					٠,	OBIOMEN CO	
		KE	Y TAG:		START BILLED	10/04/06 10/20/06	07:43
RISING	SUN MD				PO# WRITER	LAD	
PHONE:	HOME					LAD	/JGF
DEI VIN 2NI CYI GVV	7176 UNIT# 6 LIVERED: 8/21 N: 1G1ZS51F16 D KEY: LINDERS: VR: TY EFF: 8/21	L/06 5 <b>F</b>	UNIT: ENG:	OLET MALIBU L	S CURR SPD A W YL \$0DED E: OWING E:	MIL 3  XP: 8/21/	
(W) 1.	CAUSE:	COMING OFF" PAINT - PEELIN	IG	LIST UNIT P WHEEL LINING IN RESPRAYED LEFT F	THE LEFT	FRONT IS	ICE
	A5434 SUBLET BODY SHOP	r			04 04		
(W) 2.	CONCERN: CORRECTION:	COURTESY TRANS	SPORTAT:	ION			
	Z7903 RENTAI RENTAL				04 04		
				TOTAL LABOR TOTAL PARTS			.00

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE

· 1

REPAIR ORDER TOTAL

.00

Oct 15 07 10:42a

eff D'Ambrosio

6109320411

P . 2

#### Jeff D'Ambrosio Chevrolet **GMC Trucks** Oldsmobile

2158 Baltimore Pike Oxford, PA 19363 Telephone: (610) 932-9090 OR (800) 252-5080

## SERVICE INVOICE

### CUSTOMER COPY

CUST# 71' KEY TAG: WARR VEN (	76 (DUPLICATE) 1360 GM	START BILLED PO#	10/16/06 10/31/06	PG 1 10:20 15:14
PHONE: HOME		WRITER APPROVAL		/JGF
DELIVERED: 8/21/06  VIN: 1G1ZS51F16F  2ND KEY:  CYLINDERS:  GVWR:  WARRANTY EFF: 8/21/06 EXT: Y UNIT: 6  ENG:	LET MALIBU L TRANSMISSION: 4 ENGINE: 2.2 4 C SERIES: CID: COLOR: GMPP MG 48/100 2HR RENTAL \$50T	SPD A W YL \$0DED E: OWING E:	XP: 8/21/	
(W) 1. CONCERN: CUSTOMER STATES, "VEHIOR CROSSED SELANOID AND CAUSE: FOUND IGNITION SWITCH CORRECTION: REPLACED IGNITION SWITCHFC-PN-6G	IT CRANKED" SHORTED	PRC T/C E PART-NO CR	XT PR ANK.CUSTOM	ICE ER
LABOR: N2320 1.00 PARTS: 1.00 15823541 SWITCH		04 04		
(W) 2. CONCERN: COURTESY TRANSPORTATI CORRECTION: 1G1ND52F54M	ON			
LABOR: Z7903 RENTAL OTHER: RENTAL		04 04		
	TOTAL LABOR TOTAL PARTS			.00
	REPAIR ORDER 7	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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CUSTOMER SIGNATURE 5109320411

### Jeff D'Ambrosio Chevrolet **GMC Trucks** Oldsmobile

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SERVICE INVOICE

# CUSTOMER COPY

CUST# 7 KEY TAG:	176 (DUPLICATE)	START BILLED	10/17/06 10/20/06	
RISING SUN MD		PO# WRITER		/BDF
PHONE: HOME		APPROVAL		
	TRANSMISSION: 4 ENGINE: 2.2 4 C SERIES: CID: COLOR:	YL \$0DED E OWING E	XP: 8/21/	10
(C) 1. CONCERN: LUBE, OIL, AND FILTE CORRECTION: CHANGED ENGINE OIL & TOPPED OFF ALL FLUID	FILTER, LUBED C	HASSIS CO	MPONENTS,	RICE
LABOR: LOF		01		*
(C) 2. CONCERN: CUSTOMER STATES, "VEH CORRECTION: DIAGNOSED, MOUSE DAMA	IICLE WILL NOT SI	ART-NO CR	ANK"	
LABOR:		01	•	75.00 *
HABOR.	SUE	BTOTAL LAE	BOR	75.00
	TOTAL LABOR TOTAL PARTS			75.00 .00
	REPAIR ORDER : TOTAL ENVIRON *SALES TAX REPAIR ORDER '	MENTAL CH	ARGE	75.00 1.13 4.57 80.70
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE  I hereby authorize the repair work to be done along with the necessary materials. You a your employees may operate the vehicle for the purposes of testing, inspection and deliv at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amoun repairs thereto. You will not be held responsible for loss or damage to vehicle or articles in vehicle in case of fire, theft, accident, damage from freezing due to lack of antifreeze of any other cause beyond your control. Dealer not responsible for unavailability of parts of delays in parts shipments beyond dealers control.  "The factory warranty constitutes all of the warranties with respect to the sale of this	t of left r			

85.q

6109320411

"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.

A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

oizondmA'U 199C

**CUSTOMER** SIGNATURE

Oct 12 07 10:439

#### 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

(DUPLICATE) RO# CUST# 7176

2 PG

CHARGE TO CASH SALES-SERVICE

80.70

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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.

A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE

10:44a Jeff D'Ambrosio

Oct

15

6109320411

3.30

Research and Resemble (2025) 9510 (1503)

# Jeff D'Ambrosio Chevrolet Oldsmobile GMC Trucks

2158 Baltimore Pike Oxford, PA 19363 Telephone: (610) 932–9090 OR (800) 252–5080

SERVICE IMVOICE

CUSTOMER COPY

PG 7176 (DUPLICATE) RO# CUST# 9728/06 07:54 START KEY TAG: 1724 BILLED 9/28/06 08:32 WARR VEN GM PO# RISING SUN MD JGF WRITER /JGF APPROVAL JGF PHONE: HOME MALIBU LS CURR MIL 2,942.0 2006 CHEVROLET OWNER 7176 UNIT# 6F DELIVERED: 8/21/06TRANSMISSION: 4 SPD A W ENGINE: 2.2 4 CYL VIN: 1G1ZS51F16F SERIES: 2ND KEY: CID: CYLINDERS: COLOR: GVWR: 8/21/10 UNIT: GMPP MG 48/100 \$0DED EXP: WARRANTY EFF: 8/21/06 EXT: Y 2HR RENTAL \$50TOWING EXP: ENG: EXP: DRV: 100,070 UNIT PRC T/C EXTLIST CUSTOMER REPORTS DRIVER SIDE SUNVISOR MIRROR BROKEN (SOP) (W) 1. CONCERN: CAUSE: BROKEN CORRECTION: REPLACED DRIVER SIDE SUNVISOR VANITY ASSEMBLY FC-VB-1D 04 LABOR: C2021 .30 04 1.00 15803236 SS-MIRROR PARTS: CUSTOMER REPORTS UNDERCOATING INSIDE DRIVER SIDE WHEEL (W) 2. CONCERN: WELL IS PEELING OFF CORRECTION: RESCHEDULED VEHICLE FOR BODYSHOP 04LABOR: .00 TOTAL LABOR .00 TOTAL PARTS

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.

A DIAGNOSTIC FEE MAY BE CHARGED IF REPAIRS ARE DECLINED

CUSTOMER SIGNATURE

REPAIR ORDER TOTAL

.00

2006 MALIBU SEDAN LS CHEVROLET MOTOR DIVISION 63U SPORT RED METALLIC /L4G GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER 83B TITANIUM ORDER NO. STOCK NO. DETROIT VIN 1G1 ZS<del>51 F1 6F</del> VEHICLE INVOICE MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 16365.00 15464.93 INVOICE 06/05/06 1ZS69 MALIBU SEDAN LS FE9 50-STATE EMISSIONS N/CN/C SHIPPED 06/05/06 N/C EXP I/T 06/15/06 L61 2.2L 4 CYL ENGINE N/CMX0 4-SPEED AUTO TRANSMISSION N/C INT COM 06/15/06 N/C R8K ********** N/C PRC EFF 06/05/06 N/C 0.00 0.00 KEYS G3506 G3506 VK3 FRONT LICENSE PLATE BRACKET WFP-F QTR OPT-1 BANK: GMAC - 020 CHG-TO 14-512 SHIP WT: 3039

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.



**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 : 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:
Have you contacted the mfr regard Have you previously filed a claim on the provider:	on this vehicle with th	ne BBB or another dis Date:	•
Titled Owner(s) Name&Addres	<u>s</u>		
RISING SUN, MD Day Phone: Fax Number: Customer Contact Info:	Evening Pho E-mail Addre		Cell Phone:
<b>Vehicle Information</b>		_	
Name(s) of individual(s) or bust Vehicle Use: ⊠Personal □Business Percentage of time vehicle used for Transmission Type: Number of vehicles owned or lease	□Both r business purposes:	on vehicle title:	
Make: Chevrolet Model Vehicle Identification Number:	: Malibu		
Servicing Dealer/City/State : D'Am	brosio Chevrolet,	_ — — — — — —	
Selling Dealer/City/State :, , Insurance Carrier :		Policy	/ Number:
Insurance Carrier : Has vehicle been in an accident/ha	id body damage? Ye	es No X Date	of accident:
Description of Damage :	, -		
Purchase/Lease Information (	Complete left side	if vehicle was nurc	hased or right side if
vehicle was leased)	complete fert stat	remore was pare	nasca or rigin side ii
Purchase Date:04/01/06 Mileage Purchased As : ☒ New ☐ Used I	at purchase:	Lease Date:	Mileage at lease:
Purchased As : ☑ New ☐ Used [	⊒ Demo	Leased As : □ New Is the vehicle in you	□ Used □ Demo
Is the vehicle in your possession? Lienholder's Name: Sun Trust	yes	Is the vehicle in you	ur possession?
Address:		Leasing Company's	iddress:
			St/Zip:
City/St/Zip: Phone:( ) -		Cicy	Phone:
		Leasing Company's	
Customer's Desired Outcome (	Describe what you	want done to resol	ve your concern)
reimbursement of 3 insurance de	ductibles (500/ea)		
reimbursement of 5 mourance de	ductibles (500/ea)		
Signature of Titled Owner(s)/Lesse	ee(s): Date		
I am submitting this dispute for re			and I agree to arhitrate the
dispute under BBB AUTO LINE Arb		o. o Line program, c	ma ragice to arbitrate the

Council of Better Business Bureaus, Inc.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

### **Customer Claim Form**

	Customer Claim Form		
Customer Name:		Case Number:	

# **Vehicle Concerns**

First Repair Attempt	Date: 10/20/06	Mileage: 0				
Last Repair Attempt	Date:	Mileage:				
Total Days out of Service:						

	I <u>-</u>	١		Ι_	l	_
Problems – <b>Please list your <u>primary</u></b>	Servicing Dealer(s)	Current?		Repair	Mileage	
concern first		Yes / No	Repair	Date(s)		Out of
			Attempts		Date(s)	Service
1.						
Mice chewing wiring harness.			yes			
2.						
Pretzels found in A pillar of car frame			yes			
·			•			
3.						
			.v.e.c			
only way to get there is from assembly li	ne 		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:

Use # miles attributable to the customer # Deduction/ = # miles attributable to the customer # Deduction/ = # miles attributable to the customer # Deduction/ = # miles attributable to the customer # Deduction/ = # 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-ofservice 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.

## 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.

### *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 71-564	849789 BBB Case: and
CHV0756182  Customer:  Make/Model/Year: Chevrolet/Malibu/2  Received Date: 10/10/07  Primary Concern: Wire harness repla	5 Date: NA Goes Active: Oct 15/07
<b>◯</b> Case Scan / Acknowledgement (24	hrs) Completion Date/Time:
<ul> <li>✓ Initial Calls (72 hrs):</li> <li>✓ Customer</li> <li>✓ Dealer Svc Mgr</li> <li>✓ Dealer Finance Mgr</li> <li>✓ AVM</li> </ul>	Completion Date/Time: 10/10/07 / 1:01 pm Completion Date/Time: 10/10/07 / 11:47 am Completion Date/Time: / Completion Date/Time: 10/11/07 / 1:32 pm
☐ Repair Orders Requested:	Received: Oct 23/07
☐ Sales Documents:	Received: Oct 23/07
<b>⊠</b> BARS / Finance Sheet	
Case Assessment (by Day 14):     Lemon Law Eligible:     Presumption:	Yes ☐ No ⊠ Yes ☐ No ⊠
☐ GM Position – Customer / BBB Du	<b>ue Date</b> (7-10 days):
☐ Settlement / Goodwill Offered Dat	e:
All Documents Attached (by Day 1	5)
☐ Arbitration Date:	
<ul><li>✓ Closing Activities:     Settlement     Executive Summary     Close Siebel</li></ul>	<b>Completion Date/Time: 10/24/2007</b> / 8:14 <b>Completion Date/Time:</b> 10/24/2007 / 8:13 <b>Completion Date/Time:</b> 10/24/07 / 8:45
AVM: Bob Kramer Service Dealer: Jeffrey D'Ambrosio C' Selling Dealer: Jeffrey D'Ambrosio Ch	,

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: v. General Motors Corporation

Service Request: 71-594890067 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61876F 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 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**

		or telephone	-	-	our name, a	ddress,	
Di	issa <u>tisfied Custo</u> mer						
				<del></del>			
	Whiting NJ	Home telepho	ne:				
	Hardadahadabi dalam Halata dhila da dhila dha H	Change to: (	)				
		Please provid	de us with	your <u>pre</u>	<u>ferred</u> ema	il address	<b>5</b> :
De	ear						
yo pe yo ma		oth sides of thi ine by going to ose to respond	s question www.gm lonline, pl	naire abou dealership ease do no	it our deale survey.com ot return th	rship's and enter s survey b	ring y
of	our timely response is very important to us and will be used to direct the our customers. For information on GM's privacy statement, please vision 866MYPRIVACY (1-866-697-7482).					expectation	ons
Th	ank you for having your vehicle serviced at Pine Belt Chevrolet.						
		Sincerely,  Scott Lawson Customer and	,		os		
	Instructions	——————	Relations	snip Servic	es 		
* PI	How satisfied were you with the convenience of the Service Department's hours?	Chevrolet I	#41. <b>***</b> **	nip's Serv			
2	Mara consises evallable to you an both an appointment and	Yes	No	Does Not Apply/Not Required	Don't Know		
2.	Were services available to you on both an appointment and non-appointment basis?		Ċ				• · •
3.	When arriving for service, were you greeted promptly?		□.		*,		• • •
		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?						
	About Your Service Consultant/	Advisor	Ē				
5.	How satisfied were you that your Service Consultant took	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	enough time to thoroughly understand your service request?						
		Yes	No	Does Not Apply/Not Required	Don't Know		
6.	Were you offered transportation options?						
7.	How satisfied were you that you were kept informed about	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
	the status of your service request?						
•		Yes	No	No Time Promised	•		
8.	Was your vehicle ready by the original time promised?						

### About Your Service Consultant/Advisor (continued)

			pletely isfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
9.	How satisfied were you with the explanation you were given of all services performed?	1						
10.	Overall, how satisfied were you with your Service Consultant?							
			_		· :====================================			
				Abou	t Service	: Delivery		
11.	When you picked your vehicle up, how satisfied were you with:		pletely isfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	- The time it took to complete the transaction?							
	The ease of getting your vehicle?	i						
	- The condition in which it was returned?	1						
		Y	es	No				
12.	Were ALL of your service concerns corrected on this service visit?	1						
	IF NO, why not? (check all that apply)							
	□ Condition explained - repair not necessary       □         □ Work performed did not correct the problem       □         □ Service Department could not duplicate problem       □         □ Service Department was too busy       □	Parts n I declin Other ( Don't k	ed rep please	air				<del></del>
13	blow patiefied are you that your validations fixed right		pletely isfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
13.	How satisfied are you that your vehicle was fixed right on this service visit?							
		Υ	'es	No				
14.	Were you given a copy of the completed repair order/invoice?							
			-		Don't Know	,		
15	Were you contacted shortly after this service visit to determine	Y	'es	No	Not Sure	•		
	your satisfaction with the dealership's service?	<b>i</b>						
		==: ===					•	
	Summing Up Your Experi	ience						
			pletely sfled	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
16.	Based on this service visit, overall, how satisfied are you with Pine Belt Chevrolet.							
	( SERVICE DEPT ON	~~	nitely	Probably	Might/	Probably	Definitely	
	NOT THE CAR		ould	Would	Might Not	Not	Not	
17.	Would you recommend this dealership for service?		-					
			oletely	Very		Somewhat	Not At All	
18.	Overall, how satisfied are you	_	sfied —	Satisfied	Satisfied	Satisfied	Satisfied	
	with your 2006 Malibu Maxx?	ь	_					
19.	Are you							
20.	Your age Under 25	5 - 44		45 - 54	<b>-</b> :	55 - 64	■ 65 or	older
24				_	Yes		No	
21.	May we include your name when providing this survey information to	to your dea	alershi	p?			Ц	
22.								
	MY CARIS A LEMON!	— M	<u> </u>	PROE	LBU	15	MAT	
	MY CARIS A LEMON!	Iw	"11	NET	IPP.	BUV	ANOT	HED
	THE CONTROL OF THE CO		<u> /</u>	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		-	CHEV	<u> </u>
	If you have an issue with your vehicle or a	concern	requi	iring imn	nediate a	ttention,	we /	7
	encourage you to first contact your dealer. If t				• .	please ca	ll the	
	Chevrolet Customer Assista	nce Cent	ter: 1-	800-222-	1020			
			<u> </u>	:=-==			<u></u>	0399
		4. 1	,					ひンフフ

7hank 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

2102

1G1ZT61876F 02492 021804016356 7327820331 870580

002125



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



CHECK NO.

DATE 02/19/08

***********1,900 DOLLARS

XXXX()() CENTS

**AMOUNT **********1,900.00** 

213

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER OF

*KIMMEL & SILVERMAN, P.C.* 17 MUSKET LN WHITING NJ 08759-1537

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 SEFORE DEPOSITING CHECK CHECK NO. BB 000000247 PAYMENT DATE VENDOR NAME KIMMEL & SILVERMAN, P.C. 02/19/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/15/08 | VM 1-9XVYSM .71-594890067.1-9XVYSM 00.0000 1,900.00 .00 1,900.00 1G1ZT61876F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REINBURSEHENT OR QUESTIONS CALL 800-462-8782 Н3 1,900.00 .00 1,900.00 TOTAL

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 50-937 213 снеск No. DATE AMOUNT XXXXXXXXXXXX,750 DOLLARS ****00 CENTS 02/19/08 ***********,750.00 North American Operations General Motors Corporation Disbursement Account PAY TO THE ORDER OF WHITING NJ 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 CHECK NO. BB 000000246 PAYMENT DATE VENDOR NAME HARYLYN A. POMER 02/19/08 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/15/08 VH 1-9XYYS0 .71-594890067.1-9XYYS0 00.0000 3,750.00 3,750.00 .00 1G1ZT61876F

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

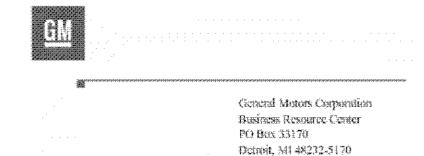
TOTAL

3,750.00

H3

.00 .00

3,750.00



#### VIA FAX ONLY

January 21, 2008

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

RE:

Service Request: 71-594890067 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61876F 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
Repair Orders

Other: Release of Lien

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	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	me)
(Lien holder Na	me)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	(Account Number)
with(Lien holder Name)	
	g but not limited to a complete payment history of my account,
Date	
VE	EHICLE 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 (Pose)
Date: 1.28.8
Pages sent including this cover page: 4
Comments: please call if you need anything else
732 363:1200° 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

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.

Buver (and Co-Buyer) Name and Address (Include County and Zip Code) DAITING UN

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

DESCRIPTION OF VEHICLE: You agree to buy and we agree to sell the following vehicle: New, Used Weight Body Key Use for Which Year Make and Model Vehicle Identification No. or Demo No. personal

____ business agricultural CHEVROLET 생문씨 SD 1G1ZT61876F 2008 MAL 180

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. FEDERAL TRUTH-IN-LENDING DISCLOSURES

			THO THE METER DING DI	SCEUSUNES -		
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 \$2198.17	
	6.34 %	<b>s</b> 3720-63	<b>\$</b> 21568.17	<b>s</b>	<b>s</b> 2 <b>7</b> 486.97	
	!		0.0		N 4 4 4	

PAYMENT SCHEDULE: Your payment schedule will be 03/01/06 42] - 48 ..... monthly payments of \$. 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.

6

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 FINANCES	)		
<ol> <li>Cash Price (including any accessories, installation of accessories, and sales taxes of \$ 1337</li> </ol>	- 3,4		<b>s</b> 23721.34
2. Downpayment:			<b>*</b>
A. Net Trade-in	\$	N/A	
Your Trade-in is a	*		
$\frac{\partial \mathcal{H}_{\mathcal{A}}(x)}{\partial x^{2}} = \frac{\partial \mathcal{H}_{\mathcal{A}}(x)}{\partial x^{2}} + \frac{\partial \mathcal{H}_{\mathcal{A}}(x)}{\partial x} + \frac{\partial \mathcal{H}_{\mathcal{A}}(x)}{\partial x^{2}} + $		/% of 25,25, of all all	
B. Cash Downpayment	\$	2198-17	
C. Total Downpayment (A + B)			2198.17 \$ 21523.17
3. Unpaid Balance of Cash Price (1 – 2C):			s 21523.17
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:  Disability, Accident Additional Fees Paid to Government Agencies	\$	N/A	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
	\$	7 · 50	received a copy of a Gan
C. Government License and/or Registration Fees (Itemize) REG \$37.50	\$		walver or insurance policy, there is no Gap coverage.
D. Government Certificate of Title Fees	\$	N/A	Buyer's and
E. Other Charges (Describe who will receive payment and purpose)		NAA	Co-Buyer's Initials
To For Optional Gap Coverage	\$	N /#/#	X X
To For,	\$	18 /* /**	
F. Total Other Charges and Amounts Paid to Others on Your Behalf			45.00
- (A + B + C + D + E)			\$0166017
5. Amount Financed – (Unpaid Balance) (3 + 4F):  ** We may retain, or receive, a portion of these amounts.			\$

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

PAYMENTS BEFORE OR AFTER DUE DATE: This is a simple interest contract. This means that the amount of the Finance Charge shown above may vary depending upon when your payments are received. If no late charge and/or returned check charge is owed, we credit each navment 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

	01/ <u>28/20</u> 08 10:37	97323631639	PINE BELT CHE	EV	PAGE 03
	1	N/A cook due	on the same day of each month start lue on	ting on	and
	then your last payment will be	\$	ue on		
	PREPAYMENT: You have the	Uditi to bay ou mis contract of	any, ii you go so, you win not have to p	ay a penalty.	
	SECURITY: You are giving us LATE FEE: If a payment is mo	re than 10 days late, you may	be charged \$10.00.		
	OTHER TERMS. Places road	this Contract, including the re-	everse side, for additional information of	on security interests, nonpaym	ient, default, and our
	right to require prepayment in t	ull before the scheduled matur	nity date.	Nils and Argue	
6.		ITEMIZATI	ON OF THE AMOUNT FINANC	<b>CED</b>	23721.34
		accessories, installation of acc	cossories, and sales taxes of \$ 120		\$ 237223-34
	Downpayment:     A, Net Trade-in			<b>s</b>	
	V			T 11 11 11 11 12 12	
		rear Madari	\$70e/701	<b>s</b> 2198-17	
	B. Cash Downpayment C. Total Downpayment			<b></b>	2198.17
	3. Unpaid Balance of Cas	•			\$
		ng Amounts Paid to Others		"	
	A. Cost of Optional Cre Paragraph of this Co	ontract Paid to the Insurand	s) Specified in the "Credit Insurance e Company (s) Named Below:		I request Optional Gap coverage under
		Disability,		8. A \ W	the terms in Section 31 and for the amount shown Section 4E, If no amount
	Life \$	and Health	* N/A TIRE MONT FEE	\$ 7.50 ls	Section 4E. If no amount shown and you have not
		Government Agencies	(Itemize) REG \$37.50	\$	s shown and you have not received a copy of a Gap vaiver or insurance policy, here is no Gap coverage.
	D. Government Certific	ate of Title Fees	KEG \$37.50	<b>S</b>	Buver's and
	E. Other Charges (Des	cribe who will receive payn	nent and purpose)	10 6 64	Co-Buyer's Initials
	To		For Optional Gap Coverage	s NAA	<u> </u>
	F. Total Other Charges	s and Amounts Paid to Othe	ers on Your Behalf	. <b>••</b>	45.00
	A + B + C + D				\$ 21568-17
	5. Amount Financed – (U	npaid Balance) (3 + 4F): eceive, a portion of these ar	nounts		\$
7.	PROMISE TO PAY: You prom	ise to pay us the Amount Fina	anced shown above, plus a Finance Ch	harge determined by applying	a daily rate of 1/365th
			alance of the Amount Financed each d simple interest contract. This means		
٥.	above may vary depending	upon when your payments	are received. If no late charge and/ npaid balance of the Amount Finance	or returned check charge is	owed, we credit each
	payment first to accrued Finate owed, we credit each paymen	t first to accrued Finance Cha	npaid balance of the Amount Finance arge, then to the scheduled unpaid ba iid balance of the Amount Financed. V	alance of the Amount Finance	ined check charge is d, then to unpaid late
	unpaid balance of the Amount	Financed. The earlier you ma	ike payments before their due dates, ti	the less Finance Charge you w	vill owe. The later you
	make payments after they are	due, the greater the Finance	Charge. We will send you a check for onal amount owed (if it is \$1.00 or mor	r any amount owed you (if it is	\$1.00 or more) after
9.	BALLOON PAYMENT: IF T	HIS CONTRACT IS CHECK	ED WITH "BALLOON PAYMENT" A HEDULED PAYMENT IS SUBSTAN	BOVE, THIS CONTRACT IS	NOT PAYABLE IN
	INSTALLMENTS OF EQUAL SCHEDULED PAYMENTS. Th	AMOUNTS. THE LAST SC e due date and amount of this	HEDULED PAYMENT IS SUBSTANT last scheduled payment are shown abo	TIALLY LARGER THAN EAC	CH OF THE OTHER Chan what we estimate
	the vehicle will be worth at the	time such payment is due. Pa Section (B)(4) of such paragra	last scheduled payment are shown aboragraph 16 appearing on the reverse erph is	Intitled "LAST PAYMENT OPTI	ONS" applies and the
10,	LOCATION OF VEHICLE: The	vehicle will be kept at the abo	ove address of the Buyer, unless anoth	ner address is listed:	
11.	Credit life and credit dis	shility accident and health	- CREDIT INSURANCE — obtainsurance are not required to obtained to certificate additional cost. The policies or certificate	tain aradit and will not be or	ouided under this
	Contract unless you sign to and conditions in further de	or them and agree to pay the a	additional cost. The policies or certificat	ites issued by the insurer will d	escribe the terms
	If you want the following ins	surance, sign below:	premium of \$/A for a		1
	Credit Life insurance will be	Co-Buyer (Both) at a	premium of № A for a	a term of	
	Disability, Accident and	hy your debt on this contract գ Health (Buver Only) at a premi	p to \$	for a term of	
	Credit disability, accident a	nd health insurance will pay yo	our debt on this Contract up to \$		
	The name of the insurer is	4.41	of	100 (100 (100 (100 (100 (100 (100 (100	
	Buyer Signature		Date Co-Buyer Signature	·	Date
	L			• · · · · · · · · · · · · · · · · · · ·	
	furnishing the required insuran	ce either through your existing	damage to the vehicle (collision, fire g policies or you may purchase equive	alant Maritanca coverage thro	เน have the option of ษติก ลกvone vou wish
	acceptable to the Seller. If you e	lect to purchase this coverage ti	hrough the \$4ler, it will be furnished by		for the initial term of
			but such charge is in the such charge in the such charge is in the such charge in the such charge in the such charge is in the such charge in the		
١٠٠.			HIS VEHICLE ON PUBLIC HIGH		WAGE. WITHOUT
	The Annual Percentage right to receive a part o	Rate may be negotiab f the Finance Charge	le with the Seller. The Seller	may assign this Contra	ict and retain its
		<del>-</del>	IAT IT CONTAINS AN " <u>AGREEMENT</u>	TO ARRITRATE DISPUTES:	" ON THE REVERSE
	SIDE, THAT YOU HAVE REAL	) IT AND AGREE TO ITS TER	RMS.		ON THE HEVENOR
			ISE SIDE BEFORE SIGNING BELOW.		
14,	ACKNOWLEDGEMENT:	You acknowledge that	you have read both sides of t	this Agreement, agreed	to all terms, and
	received a completed co	* * *		had be a	
	you sign. Keep it to prot	ran: Do not sign this c	ontract if blank. You are entit	led to a copy of the cor	itract at the time
	$\mathbf{x}_i$				
	Buyer Signs /	// //		Seller agrees to the terms o	of this Contract
	Seller (Creditor) Signs	<i>U</i>	assigns this Contract to	to Seller's assignee under the	terms agreed to by
	FORM NO. CAFR-NEW JERSEY RE	V. 2/05 Pto 19/04	* Seller and Seller's assi	gnee.	,
	COPYRIGHT © 2005 JPMorgan Chase I		MTT (800) 422-3102 OR FAX 888-299-8534		



CHEVROLET · CHRYSLER · SUBARU 1088 ROUTE \$8 - LAKEWOOD, NJ 08701 (732) 363-2900 · FAX: (732) 370-5160

12413

TUUOMA 21,568.17 PAID BY PC

COMMENT

DP STK#1689F PCK#114 / 6231

OK PER CRAIG D

WHITING

208876 GENUINE CHEVROLET TOTAL RECEIVED:

\$21,568.17

DATE-TIME: 17JAN2006 13:07

CASHIER: SC

LOCATION SHEVS IS CASH DRAWER



### ACCOUNTING DISTRIBUTION

JOURNAL CQ 10 56

ÇŌ 10 10

ACCOUNT

AMOUNT CONTROL 12413 21,568.17 -21,568.17 208876

CONTROL2



RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: CHEVROLET

PAGE:

03/10/07

13:22:41

VIN: 1G1ZT6187 6F SELLG SCE: 13 MDL YR: 06 ORD NO:

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:

CANC DOE:
TRADE: DLVY TO:
TRD DOE:
SRVC IN: WHITING
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
 01/21/06
 500.00
 OA
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 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 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
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 01/21/06
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 9

PROCESS TYPE: 001 CHECK NO: DATA SCE: DLR INC MEMO NO: AUTH PUR CD: MISC DATE: MISC: SSN:

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
 PAY
 SS/SITE
 INV/INC NO
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1055 Route 88 • Lakewood, New Jersey 08701

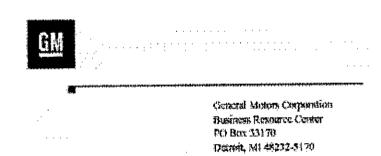
Service Dept. 732-363-1200 Service fax: 732-363-1639

Parts Dept. 732-363-4600 Parts fax: 732-363-6868

To: GM corp (Patricia Easley)
From: Pine Belt Enterprises
Date:
Pages sent including this cover page:
Comments: pt 2 to follow :

Fax Server

Fax Server 2/002 1/21/2008 3:13:11 PM PAGE



#### VIA FAX ONLY

January 21, 2008

Jim Geresy PINE BELT CHEVROLET 1088 RTE 88 LAKEWOOD, NJ 08701-4512

RE:

Service Request: 71-594890067 2006 Chevrolet Malibu MAXX

97323631639

Vehicle Identification Number: 1G1ZT61876F

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

















CHEVROLET MOTOR DIVISION

PAGE 03 Page 1 of 1

16841

83C TITANIUM		100 RENAI	SSANCE CENTER
ORDER NO. STOCK NO	o.	DETROIT	MI <u>48243-1114</u>
VIN 1G1 ZT61 87 6F		VEHIČLE I	
***********	*****	*****	**********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/Ç	EXP I/T 01/03/06
MXO 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

67U SILVERSTONE METALLIC /V6G GENERAL MOTORS CORPORATION

GMS: 20723.38 SUPPLR: 21652.56 MRM: 23095.00 BSETV DAN: DAN: BSETV MEMO 1048.50

TOTAL MODEL & OPTIONS 22470.00 20697.48 ACT 231 20648.38 625.00 H/B 261 674.10 224.70 ADV 261 224.70 DESTINATION CHARGE 625.00 LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION 224.70 EXP 65A 224.70

23095.00 21771.88 PAY 310 21771.88 TOTAL ____ 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

2006 MALIBU MAXX LT

REMIT TO GMAC NO. 020 VIN 1G1ZT61876F \$ 21771.88 INV 1AD79494646 DUE 01/03/06 DEALER 02-492

FI980B

Purchase Information Screen PRIC-FI

Deal Number: 167082 12) Deposit: 1) Cust Namo: 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

(W): \$ 437.00

6) Serv Contract (W):

9) Smart Care: Sale Subtotal: \$ 19,901.83

> \$ 21,672.33 Total Financed:

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

Déferred Price:

Unpaid Balance: \$ 21,672.33

Command:

F1=Help F2=Home F3-Save F4-Cancel

500 REBATE - CNE

Dcop - # 353

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ITING,

STOMER #: PAGE



CHEVROLET · SUBARU SERVICE CENTER 1055 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363-1200

ME		BUS:		SER\	VICE ADVI	SOR: 6	529 FAV	/ATA,ANDRE	W	
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METHOD OF PAYMENT LL PERSONAL CHECKS SUBJECT TO TELECREDIT. DRIVER'S LICENSE MANDATORY.

CASH [ CREDIT CARD







REBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTM TO BE DONE ALONG WITH THE NECESBARY "ERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%. I ALSO AGREE TYOU 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 VAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER, I HEREBY NT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE MERSIN DESCRIBED ON TESTS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION, AN EXPRESS HAMIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS RETO. STORAGE APER 48 HOURS OF WORK COMPLETION AT \$25,00 PER DAY, CONSUMER

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

CUSTOMER SIGNATURE

REVISED ESTIMATE (1)	DATE	TIME	₿Y
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

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will be directly related to

IN 2000 ADP. Inc. SERVICE WORKOROW #2 XSW20

TECHNICIAN COPY

Invoice No: tomer Number:

*WARRANTY*

## PINE BELT ENTERPRISES, INC.

97323631639

CHEVROLET SERVICE CENTER

PAGE 1 ITING, NJ Bus: Cell: ne:

1055 ROUTE 88 - LAKEWOOD, NJ 08701 (732) 363-1200

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PLEASE PAY

THIS AMOUNT

100 COST, SALE. & COMP TOTALS DESCRIPTION TOTALS Service Department Hours: STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hareby expressly disclaims all 44.73 LABOR AMOUNT fon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm PARTS AMOUNT 0.00 IN BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION ONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES ESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO DIDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY ART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY VAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING ISLAIM ARE AVAILABLE FOR (I) YEAR FROM THE DATE OF PAYMENT NOTIFICATION IT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S EPPRESENTATIVE. Seller hareby 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. GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00S MISC, CHARGES 0.003 **TOTAL CHARGES** 44.73 EPRESENTATIVE connection Itom/items. DISC. / DED. -0.00SALES TAX Š 0.00(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON CUSTOMER SIGNATURE

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right 2000 ADP, Inc. | XIn4812,285

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Page 1

GM Vehicle Query Status Summary

Dealer: 111215

LAKEWOOD NJ 08701-4512

1088 RTE 88

VIN: 1GCHG35U141 Query Status: Complete Query Date	te: 03/26/2007 Qu	ery Time: 07:46AM	
Year Make Model Order Type Descrip 2004 CHEVROLET CG33405-EXPRESS HD CARGO V 70 RETAIL	RS W ption S - STOCK 2	arranty Service tart Dt Contract 004-04-24 Yes	Warranty Branded PDI Status Block Title Code No No Paid
*** REQUIRED FIELD ACTIONS ***  Recall Type / Number Description			Owner Notification Date
Recall 05113 SAFETY BELT BUCKLE INOPERATIVE		Open	2006-05-22
*** SERVICE INFORMATION ITEMS ***  Bulletin Type / Number Bulletin Description	·	Issue Dispo	osition
*** WARRANTY COVERAGE ***  Description	Date Odomet	2007 04 04	Adometer
*** CLAIM HISTORY *** Labor Labor RO Number Claim Type Closed Date Odometer Op Code Operation	Description		
A43759 I 2003-10-13 0 M Z7000 PRE-DELIV	ERY INSPECTION - BA	SE TIME	
*** DELIVERY DEALER ***Selling :Name / Address Telephone Code Description BELT CHEVROLET (732) 363-2900 13 Chev.	ription Code	Associate Code	



CHEVROLET · CHRYSLER · SUBARU 1088 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363-2900 · FAX: (732) 370-5160

5549

ENTERPRISE RENT-A-CAR

4900 ROUTE 33 SUITE 201 NEPTUNE NJ 07753 PO: 23311

PAGE: 1 OF 1 PO DATE: 27MAR2007

PRINT DATE: 24APR2007 09:48

TELEPHONE: 9737092499

REQUESTOR: ANDYF ISSUET BY: ANDYF SHIP VIA: COMMENT:

AUTHORIZING SIGNATURE

ORDER AMOUNT:

\$128.00

AMOUNT 128.00

RO NO

DESCRIPTION RENTAL

CUSTOMER#: 208876

NAME:

ASON FOR MODIFICATION DD COST



GENUINE CHEVROLET



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# PINE BELT ENTERPRISES, INC.

PAGE 1

CHEVROLET

SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701

ne: Bus: (732) 363-1200 Cell: ail: SERVICE ADVISOR: 6529 ANDREW FAVATA COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG SILVER 06 CHEVROLET MALIBU 1G1ZT61876F T6527 11952 11952 DEL. DATE PROD. DATE WARR EXP PROMISED PO NO. RATE PAYMENT INV. DATE <u> 17JAN06</u> WAIT 23APR07 CASH 23APR07 R.O. OPENED READY OPTIONS: STK:1689F ENG:3.5L V6 TRN:4SPD AUTO <u>10:04</u> 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 67031CALL 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 ERSION 1 (EMP# 6703,23APR07 10:16): 11952 MAINT. LOF PF-47 TŞ. "SINCE 1937 A NAME YOU CAN TRUST" DATE PAID I PAYMENT METHOD ! AMOUNT \$ 机设度组分 gapyiii. DATE START FINISH DURATION TYPE TECH LINE (S)

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COST, SALE, & COMP TOTALS 1706 2660 0

Service Department Hours:

STATEMENT OF DISCLAIMER
The factory warrantles with respect to
the warrantles with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all

N BEHALF OF SERVICING DEALER, I MEREBY CERTIFY THAT THE INFORMATION ONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES ESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO IDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE. THAT ANY ART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS LAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S EPRESENTATIVE.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(SIGNED)

ight 2000 ADP, Inc.

XII-4\$12,285

The factory warranty constitutes all of the warrantias with respect to the sale of this item/items. The Seller hereby expressly cladisins all warranties wither express or implied, including any implied warranty of merchantability or fixness for a perticular purposs, Seller noither sesumes nor authorizes any other person to assume for it any liebility in connection with the sale of this item/items.

CUSTOMER SIGNATURE

	DESCRIPTION		TOTALS
	LABOR AMOUNT	\$	0.00
	PARTS AMOUNT	\$	0.00
	GAS, OIL, LUBE	\$	0.00
١	SUBLET AMOUNT	\$	0.00
	MISC, CHARGES	\$	0.00
	TOTAL CHARGES	\$	0.00
	DISC. / DED	\$	0.00
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	PLEASE PAY THIS AMOUNT	\$	0.00

Jakobatha i

ITING, NJ

stomer Number: Invoice No:

*INTERNAL*

## PINE BELT ENTERPRISES, INC.

PAGE 1

CHEVROLET

SERVICE CENTER

1055 ROUTE 88 - LAKEWOOD, NJ 08701

(732) 363-1200

me: Bus: Cell: ail:

SERVICE ADVISOR: 6529 ANDREW FAVATA COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG SILVER OB CHEVROLET MALIBU 1G1ZT61876F T6527 11952 11952 DEL DATE PROD. DATE WARR EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 17JAN06 WAIT 23APRO7 0.00 CASH 23APR07 R.O. OPENED READY OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO

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# **PINE BELT**

WARRANTY

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ENTERPRISES, INC.

CHEVROLET · SUBARU

SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701

(732) 363-1200

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(DATE)

MANAGER OR AUTHORIZED PERSON

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# **PINE BELT** ENTERPRISES, INC.

WARRANTY

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- FRIDAY 7:30 A.M 6:00 P.M. 7:30 A.M 4:00 P.M. LER, I HEREBY CERTIFY THAT THE INFORMATI E UNLESS OTHERWISE SHOWN, SERVICES DESCRIE TO OWNER, THERE WAS NO INDICATION FROM TO OR OTHERWISE, THAT ANY PART REPAIRED HAD BEEN CONNECTED IN ANY WAY WITH A SUSE, RECORDS SUPPORTING THIS CLAIM A 1 THE DATE OF PAYMENT NOTIFICATION AT TO NO BY MANUFACTURER'S REPRESENTATIVE.	THE warrantes either express OR implied, including any implied Warranty of merchantability ARE College patches assumed to the	PARTS AMOL GAS, OIL, LU SUBLET AMO	INT BE UNIT IES GES	TOTA	ES

LESS DISC./DED. SALES TAX

PLEASE PAY THIS AMOUNT

(DATE)

L MANAGER OR AUTHORIZED PERSON

CUSTOMER SIGNATURE

PAGE

14



CHRYSLER - SUBARU 3 - LAKEWOOD, NJ 08701 0 - FAX: (732) 370-5160

MODIFIED MODIFIED

ISE RENT-A-CAR

UTE 33 SUITE 201 NJ 07753 PO: 22522

PAGE: 1 OF

PO DATE: 21FEB2007

PRINT DATE: 22FEB2007 13:52

TELEPHONE: 9737092499

REQUESTOR: ANDYF

SHIP VIA: COMMENT:

AUTHORIZING SIGNATURE

ORDER AMOUNT:

\$37.00

DESCRIPTION

RENTAL

USTOMER#:

NAME:

AMOUNT 37.00

IFICATION



JINE CHEVROLET



Militaria de comença in la transce de la comença de la com



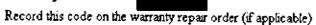
CUSTOMER COPY

### Tech2 Pass Thru: Final Instructions



Programming Complete.

### Warranty Claim Code:



### Post Programming Instructions:

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

### Controller Specific Instructions:

VIN: 1G1ZT61876F

Cancel

Print

TOTAL

Customer Number: Invoice No

INTERNAL

PINE BELT ENTERPRISES, INC.

PAGE 1

CHEVROLET

SERVICE CENTER 1055 ROUTE 88 LAKEWOOD, NJ 08701 (732) 363-1200

WHITING N. Home: Bus: Empil-

Cell:

				SERVICE ADVI:	SOR: 6529 AND	DREW FAVATA		
COLOR	YEAR	MAKE/MODEL		VIN	LICENS		EIN / OUT	DAT
SILVER	06	CHEVROLET M	ALIBU	1G1ZT61876F		10168	10168	T5459
DEL. DATE	PROD. DAT	TE WARR. EXP.	PROMIS	SED PO NO.	RATE	PAYMENT		DATE
17JAN06			WAJT 01F	EB07	0.00	CASH	025	EB07
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07:45 01FE	B07	06:29 02FEB07						

LINE OPCODE TECH TYPE HOURS

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A CUST STATES REMOTE START IS INOP

50 ACCESSORIES

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(SIGNED)

Capyright 2000 ADP, Inc.

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"SINCE 1937 A NAME YOU CAN TRUST"

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LIST

COMP TOTALS

### Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

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ON BEHALF OF SERVICING DEALER, I MERREY CERTIFY THAT THE INFORMATION CONTAINED MEREON 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.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warrantias with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warrantias 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 lisability in
connection with the sale of this
item/items.

CUSTOMER SIGNATURE

	DESCRIPTION	тот	ALS
	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
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Dago 1 AF

22.50

(DATE)

(SIGNED)

CAPPHIGHT 2000 ADP. Inc. XIS4512.285

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

Customer Number: Invoice No: PINE BELT ACCOUNTING ENTERPRISES, INC. CHEVROLET PAGE 1 SERVICE CENTER WHITING, NJ 1055 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363-1200 Home: Bus: Cell: Email: SERVICE ADVISOR: 6529 ANDREW FAVATA COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG SILVER 06 CHEVROLET MALIBU 1G1ZT61876F T5459 10168 10168 DEL. DATE PROD. DATE WARR. EXP. PROMISED PAYMENT PO NO. RATE INV. DATE <u>17JAN06</u> 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 A/HRS S/HRS COST SALE COMP LIST NET TOTAL A CUST STATES REMOTE START IS INOP ell Sidencer 50 ACCESSORIES 13594 TCPS 0.43 0.30 779 2250 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. ng ngalak kalung "SINCE 1937 A NAME YOU CAN TRUST" ! DATE PAID PAYMENT METHOD į TUUOMA DATE START FINISH DURATION TYPE TECH LINE(S) CHG 02-01-07 07:52 08:18 0.43 W 13594 Α ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL 2250 779 2250 e faregues and 11 3 ne jugang bajaran di And the second Talah perimentah s COMP TOTALS SALE <u>&</u> 2250 Service Department Hours: DESCRIPTION TOTALS STATEMENT OF DISCLAIMER The fectory warranty constitutes all LABOR AMOUNT The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Sallar hereby expressly disalaims all warranties either express or implied, including any implied warranty of mechantability or fitness for a perticular purpose. Selfer naither essumes nor authorizes any other person to assume for it any flability in connection with the sale of this item/items. 0.00 Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm PARTS AMOUNT 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 DWNER. 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 Ŝ 0.00 GAS, OIL, LUBE \$ 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES Ś 0.00 TOTAL CHARGES Ś 0.00 REPRESENTATIVE. DISC. / DED. -Š 0.00

CUSTOMER SIGNATURE

<u>0.00</u>

0.00

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S

SALES TAX

PLEASE PAY

THIS AMOUNT

Customer Number: Invoice No

Cell:

INVOICE

# PINE BELT ENTERPRISES, INC.

PAGE 1

CHEVROLET SERVICE CENTER 1055 ROUTE 88 · LAKEWOOD, NJ 08701

WHITING, NJ	
Home	<b>B</b>
	Bus:
Email:	•

(732) 363-1200

				SEF	IVICE AD	VISOR:	6529 ANDF	REW FAVATA		
COLOR	YEAR	MAKE/MODEL			VIN		LICENSE		IN / OUT	TAG
SILVER	06	CHEVROLET M	IALIBU	1 G1Z	T61876F			10168	10168	T5459
DEL. DATE	PROD	DATE WARR, EXP.	PROMIS	ED	PON	0.00	RATE	PAYMENT		DATE
17JAN06			WAJT 01FE	B07		ļ	0,00	CASH	025	-BA7
R.O. OPE	4ED	READY			89F ENG:3	.5L_V6 TF	N:4SPD_AU	то	<u> </u>	<u> </u>
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LINE OPCODE TECH TYPE HOURS

A CUST STATES REMOTE START IS INOP

LIST NET TOTAL

50 ACCESSORIES

13594. 1CPS

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(N/C)

10168 REMOTE START NOT ENABLED FIRST CK FOR CUSTOMER CONCERN 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.

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************* "SINCE 1937 A NAME YOU CAN TRUST"

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### 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 GWNER, 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 11 YEAR FROM THE DATE OF PAYMENT NOTHERATION AT THE SCRVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. REPRESENTATIVE

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the werrantias with rispect to the sale of this item/items. The Seller hereby expressly disclaims ell 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 liebility in connection with the sale of this item/items.

CUSTOMER SIGNATURE

A company of the control of the cont

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	K\$	0,00
DISC. / DED	\$	0.00
SALES TAX	¢\$-	0.00
PLEASE PAY THIS AMOUNT	5	0.00

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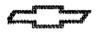
Copyright 2000 ADP, Inc. XIBASI2,265

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Fax Server

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1/002 Fax Server









GMC

# General Motors Business Resource Center

FAX

Jim Geresy To:

Company:

Fax:

Phone:

7327191612

From: Patricia Easley

Fax:

866-508-1966

Phone:

866-790-5600 X11216

E-mail:

CC:

NOTES:

### ODOMETER DISCLOSURE STATEMENT

The second secon

Federal law and State law require that you state the ership. Failure to complete or providing a false stateme imprisonment.		
, PINE BELT ENTERPRISES, INC. (THANSFEROR'S NAME—PRINT)		state
that the odometer now reads07 and to the best of my knowledge that it reflects the actual modelow, unless one of the following statements is checked	nileage of the veh	tenths) miles licle described
(1) I hereby certify that to the best of mireflects the amount of mileage in a	y knowledge the co xcess of its mech	dometer reading antcal limits.
(2) I hereby certify that the odometer r  WARNING—ODOMETE		
" WANNING—ODONE I E.	n pischeri	AIACT.
Year Make	Body Type	Moděl
06 CHEVROLET	SD	MALIBU
Vehicle Identification Number		
1G1ZT61876F		
THANSFEROR'S NAME (SELLER) PINE BELT ENTERPRISES	SIGNATURE TO	
PRINTED N		_
1088 ROUTE 88 street transferor's address		
LAKEWOOD, NJ	1	08701 ZIP CODE
DATE OF STATEMENT 01/17/06		
TRANSFEREE'S NAME (BUYER)		
PRINTED N	AMF.	
TRANSFEREE'S ADDRESS WHITING. NJ		
CITY STATE		ZIP CODE
FORM 107A-89 2 PART 107B-89 3 PART Reorder From: <b>n</b> Cath Services, Inc. * (609) (	983-5086	



# FIRST CLASS MAIL



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 3 1 2008

ROBERT M. SILVERMAN** CRAIG THOR KIMMEL*

Member, PA Bar Member, NJ Bar * Member, DF, Bar Member, NY Bar Member, MA Bar Member, MD Bur Member, OH Bar [@]Member, DC Bar 4 Member, AZ Bar Member, CO Bar Member, VT Bar

§ Member, MI Bar

° Member, RI Bar * Member MI Bar



#### 1-800-LEMON LAW

www.lemonlaw.com

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

F (215) 540-8817 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

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

> v. General Motors Corporation VIN #1G1ZT61876F

Dear Sir/Madam:

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

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

Very truly yours

Silverman

RMS/tml Enclosures

ROBERT A. RAPKIN'
HY DAVID RUBENSTEIN*
BARRY R. WINDERMAN' MELISSA K. FIALA DAVID L LIEBERMAN* ANGELA K. TROCCOLI FRED DAVIS RONALD ROWLAND RONALD ROWLAND?
CHRISTOPHER R. HOLLIDAY*
AMY L. BENNECOFF
MARY T. FOY
MICHAEL J. SOSKA'
CHRISTINA GILL ROSEMAN'
RICHARD A. SCHOLER'

JACQUELINE C. HERRITT'

RONNA LUCAS

# 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 Na				_ Date <u>01717706</u>	20
Address	- Ca	MILLING	State (1,3	Zip	
Residence Phone				rainantana <mark>Fra</mark>	
Please Enter My Order For One	6 CHEVROLET	Model <u>M</u> &	u ceu	Mileage <u>0.7</u>	· <del>-</del> ···
Rody Type SD Color STL	(YER AND MAKE)	7 Top		Trim	
Body Type         \$0         Color \$11           Stock No.         1699F         Serial No.         161	ZT61876F	То	Be Delivered On	or About 91/17/06	<u> </u>
New Used Demo		SERIAL NO.			
IF A CREDIT SALE, REQUIRED INFOFTAINED ON A SEPARATE DISCLOSURE MADE A PART OF THIS ORDER FORM.		The only warran manufacturer. D	CLE SALE OR LEAdies applying to the	ASE his vehicle are those of this vehicle "as is"	" and hereb
Price of Unit	22100.00			express or implied, ility and fitness for a	
Additional Equipment (options)		pose. Any liabilit	y of dealer with re	espect to defects or n	nalfunctions c
42199-17 REBATES TO COD		performance or	safety, (whether b	limitation, those which y way of "strict liability ise), is expressly e	," based upoi
		customer hereb	y assumes any	such risks. The m	nanufacturer'
		_ <del></del>		sclaimer of warranties ASE-CHECK APPROP	
		☐ This vehicle	is sold/leased "a	s is" and dealer here	eby expressi
				express or implied, ility and fitness for a	
				espect to defects or m limitation, those which	
OUR LEGT TO OPENIT APPROVAL BY BR		performance or s	safety, (whether b	y way of "strict liability	," based upoi
SUBJECT TO CREDIT APPROVAL BY PRI	IMARY LENDER		ence, or otherw assumes any suc	rise), is expressly e ch risks.	excluded and
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IN CASH OR		which is issued	with and made a	this vehicle is the lin	n.
CERTIFIED CHECK		The laws of Ner	w Jersey require	ES-DEALER'S OBLIG Motor Vehicle Dealer	rs to make a
SETTILIED STILSK	OIL	necessary repair	s, without charge	, or return the full pur nt a used vehicle solo	chase price (
ETCH PROTECTION TRANSFER FEE OPTION	AL)- \$189. 00	to be registered	in this State fails	to meet State Inspect	tion Standard
(N)		for the issuance	of a certificate of customer's own ac	approval due to a de ct. The undersigned, b	fect that is no before enterin
□ NEW D TRANSFER	le maile	into this contract	, has been inform	ed of dealer's obligat	ion above and
☐ PASS ☐ COMM (10 A				inspected within 14 ion for such vehicle.	days from the
X 16	26 00	· ·	_	Customer's Signature	
x 0 45/8	/-	WAIVER O	E DEALER'S OBLIC	Customer's Signature GATION (USED VEHICE	LE SALE)
Extended Service Plan	000000000	The undersigned,	has read and unde	erstood the above Deal	ler's Obligation
TOTAL PRICE OF VEHICLE	22289.40	make repairs with	out charge or return	EASE the DEALER'S C	lif a cala) if the
TOTAL TAXABLE AMOUNT	<del></del>	I venicle tails to n	neet State Inspect	ion Standards for the use for the vehicle's reje	issuance of a
State Sales Tax	27/389 (00 1337.14	which is "covered	l" by New Jersey's	Used Car Lemon/War	ranty Law (P.L
New Tire Fee @ \$1.50 per Tire	7.50	1995, Chpt. 373)			
Registration/Title Fee (Estimated)			ADE-IN DESCRIP	Customer's Signature FION AND ALLOWANCE	=
☐ NEW ☐ TRANSFER	37.50			Model_	
Documentary Fee CLERICAL EXPENSE \$55.00 DOCUMENT DELIVERY SERVICE \$40.00	\$ 95.00	Serial No		Mileage	<del>_</del>
		Trade-in Value _		Date o	<b>rf</b>

	ON THADE-IN		Less Balance Owed_		
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LANCE IN CAS	SH OR CERTIFIED ON DELIVERY.		Account No.:	Good Thru	
lance Financ	ed	1151111	Customer certifies that t	he frame on the trade-in vehicle has	never sustained
TS FODEAL	÷		never been deployed. A the emission control sys above mileage of trade-ii	paired. All airbags are of original equi lso, that the vehicle has never been i stem tampered with or altered. Custon n vehicle is accurate.  01	n a flood of had
ne parties to this a g to the purchase aiving their rights ct, Used Car Len gree to waive any bitrated, except for icted in accordant ded by the Association rights and the binding	or lease identified in this Motor Vels to maintain other available resolution Law, and Truth-in-Lending clair right to pursue any such claims incor New Car Lemon Law and Magnusce with the Rules of the American Atlation's Rules. The arbitration shall	m, dispute, or controversy nicle Retail Order and the on processes, such as a constant and just three example duding statutory, state or son-Moss Warranty Act of arbitration Association be take place in New Jersey sought by either party will YOUR RIGHT 1	y, including all statutory claims e financing thereof. By agreeing ourt action or administrative pro s of the various types of claims federal claims, as a class action aims which are excluded from a fore a single arbitrator. The Co at the address of the dealership	and any state or federal claims, that may are to arbitration, the parties understand and acceding, to settle their disputes. New Jersey, subject to arbitration under this agreement. There are no limitations on the type of curbitration under this agreement. The arbitration under this agreement. The arbitration process shall be listed on the Retail Order Form. The decise arbitrator. THIS ARBITRATION	y Consumer Fraud  t. The parties also latins that must be ation shall be con- be shared as pro- sion of the arbitra-  PROVISION
cepted By:	01/1/ <b>X</b> 5	1/10-	X Date	Custome/'s Signature	<u></u>
ner agrees this (xclusive statem lustomer and De BINDING UNT tey have read the OR EACH SOT CHARGE	Order cancels and supersedes an ent of the terms of the agreement ealer agree to execute a lease corollic ACCEPTED BY DEALER (see terms and conditions and have SPECIFIC PRE-DELIVER SEE FOR PRE-DELIVERY SURER. YOU HAVE A RIGHTCH IS TO BE PERFORM 01/17/05	on the reverse side and by prior agreements and between Customer and tract which shall control of the AUTHORIZE received a true copy of SERVICE WHICH TO A WRITT WED. I am 18 years are depresentative	any attachments to it included as of the date signed by D do Dealer. If Customer, prior ain full disclosure of all leas ED REPRESHIVEAUSE. Cut the order. YOU HAVE A CH IS TO BE PERFOLVHICH THE AUTOMOTER ITEMIZED PRIC	es all the terms and conditions, if a sal ealer or authorized agent, comprises to delivery, elects to lease the vehicle e information. THIS ORDER SHALL istomer by execution of this Order ac RIGHT TO A WRITTEN ITEM RMED. THE AUTOMOTIVE DOTIVE DEALER IS REIMBUR E FOR EACH SPECIFIC DOC legal capacity to enter into this confidence in the confidence of the	described above, NOT BECOME knowledges that IZED PRICE EALER MAY SED BY THE UMENTARY
	TANT: READ THE TERM	S AND CONDITIO	ONVETERMS VI	OF THIS ORDER BEFORE SIG	iNING.

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Options & Pricing

STANDARD VEHICLE PRICE

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 FRONT LICENSE PLATE BRACKET 125.00 .00 INC. INC. · EXT-SILVERSTONE METALLIC INT-TITANIUM

TOTAL OPTIONS

\$1,445.00

\$21,025.00

Standard Equipments

HEVROLET

AIR BAGS, DUAL-STAGE FRONT, DRIVER & PASSENGER
 4-WHEEL DISC ANTI-LOCK BRAKES WITRACTION CONTROL
 PK3+ THEFT DETERRENT IMMOBIL
 DAYTIME RUNNING LAMPS
 AUTOMATIC HEADLAMP CONTROL
 RR CHILD SEAT LATCH SYSTEM
 BATTERY RUNDOWN PROTECTION
 CALLED AND CONTROL
 CALLED AND CON

**** Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

**** MECHANICAL ****

**** AS LOG SFI ENGINE

**** SFEED AUTO TRANSMISSION

**** SAFETY & SECURITY ***

**** AIR BAGS, DUAL-STAGE FRONT, DRIVER & PASSENGER

**** WHEEL DISC ANTI-LOCK BRAKES W/TRACTION CONTROL

**** PK3+ THEFT DETERRENT IMMOBIL

**** DAYTIME RUNNING LAMPS

**** AUTOMATIC HEADLAMP CONTROL

**** RC HILD SEAT LATCH SYSTEM

**** BATTERY RUNDOWN PROTECTION

***** EXTERIOR ****

****

**** (4) 16** WHEELS W/SILVER PAINTED COVERS

**** IMPORTANCE OF THE STATE OF THE STATE OF SYSTEM

**** REAM WINDOW DEFOGGER

**** AMEM W/CD, RDS & 6 SPKRS

**** FRONT READING LAMPS & LIT DRIVER VISOR MIRROR

**** DRIVER SEAT MANUAL LUMBAR

**** FOLD FLAT PASSENGER SEAT MANUAL LUMBAR

**** FLOOR MATS

**** CARGO PANEL, MULTI POSITION

**** FIXED REAR SKYLIGHT W/SHADE

**** REAR WINDOW DEFOGGER

**** DRIVER INFORMATION SYSTEM

**** REMOTE VEHICLE STARTER SYSTEM

• REMOTE VEHICLE STARTER SYSTEM

Visit us at www.chevy.com

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

ACTUAL MILEAGE

18 AND 26 MPG IN THE CITY
AND RETWEEN
25 AND 35 MPG ON THE
HIGHWAY.



2006 MALIBU MAXX
3.5 LITER V8 ENGINE
FUEL INJECTION AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

**ESTIMATED ANNUAL FUEL COST: \$1,320** 

HIGHWAY MPG

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.

ARE

www.fueleconomy.gov

PINE BELT CHEVROLET 1088 RTE 88 LAKEWOOD, NJ 08701-4512

DEALER TO WHOM DELIVERED

ORDER NO JRSMG3 SALES CODE E SALES MODEL CODE 12TH DEALER NO 62492

- VIN 1G1ZT61876F

DESTINATION CHARGE TOTAL VEHICLE PRICE

TOTAL VEHICLE & OPTIONS

1AG048428

\$22,470.00

625.00 \$23,095.00

1612T61876F

*INVOICE*



PAGE 1

CHEVROLET SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701

(732) 363-1200

WHITING, NJ
Home Bus:

Cell:

SERVICE ADVISOR: 6529 ANDREW FAVATA

LIST

COLOR	YEAR	MAKE/MODE			VICE ADVISO VIN		LICENSE	MILEAGI	IN / OUT	TAG
SILVER	06	CHEVROLET	MALIBU	1G1Z	T61876F			9905	9913	T5226
DEL DATE	PROD. D	ATE WARR EXP.	PROM	NSED	PO NO.		RATE	PAYMENT	INV	DATE
17JAN06			WAIT 17	JAN07		-	0.00	CASH	18J	ANO7

07:45 17JAN07 10:27 18JAN07 LINE OPCODE TECH TYPE HOURS

A CUST STATES CRUISE CONTROL IS INOP

CAUSE: E

50 ACCESSORIES

6506 WC

1 15940467 MODULE

(N/C)

TOTAL

(N/C)

NET

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 BEM CHECK CONNECTIONS OK REPLACE BCM ROAD TEST .2 DIAG TIME INTERMITTING CROISE CONTROL 2.0 HR 1/18/07 9;20 SZ

"SINCE 1937 A NAME YOU CAN TRUST

PAYMENT METHOD

AMOUNT S

Cruise Control (
not filed)

Sut 18 12

"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 NOTHICATION 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 fiability in
connection with the sale of this
item/items.

DESCRIPTION	I O LAES
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

Page 1 of 1

*INVOICE*



PAGE 1

**CHEVROLET SERVICE CENTER** 

1055 ROUTE 88 · LAKEWOOD, NJ 08701

(732) 363 1200

WHITING, NJ

Home: Rus Email:

Cell:

					SER	VICE ADVISO	R: 6529 AND	REW FAVATA		
COLOR	YEAR	80 0/80, 1831 Maria Maria	MAKE/MOD	EL		VIN			IN / OUT:	₩ ^*
SILVER	06		CHEVROLET	MALIBU	1G1Z	Γ61876F		10168	10168 <b>T545</b>	9
DEL. DATE	PROD.	DATE	WARR EXP	PRO	OMISED	PO NO.	RATE	PAYMENT	INV. DATE	<u> </u>
17JAN06				WAIT	01FEB07		0.00	CASH	01FEB07	

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

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 THEFT CHANGE

Remote start fixed Invoit 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

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER The factory warranty constitutes all The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims air warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	\$ 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

The state of the party of the state of the s Invoice No: Customer Number: *INVOICE* **DUPLICATE 1 CHEVROLET** PAGE 1 SERVICE CENTER 1055 ROUTE 88 · LAKEWOOD, NJ 08701 WHEING, NJ (732) 363-1200 Cell: Home: SERVICE ADVISOR: 6529 ANDREW FAVATA Email: MILEAGE IN / OUT LICENSE MAKE/MODEL VIN COLOR YEAR T5768 10750 10773 1G1ZT61876F CHEVROLET MALIBU 06 SILVER PAYMENT INV. DATE RATE PROD DATE WARR EXP. PROMISED PO NO. DEL. DATE 22FEB07 0.00 CASH WAIT 21FEB07 17JAN06 OPTIONS: STK:1689F ENG:3.5L V6 TRN:4SPD AUTO READY R.O. OPENED -- .... 08:18 22FEB07 07:42 21FEB07 TOTAL LIST NET LINE OPCODE TECH TYPE HOURS CUST STATES CRUISE CONTROL IS INOP AT TIMES 50 ACCESSORIES (N/C)6506 WC 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 REDAL POSITION SENSOR CALIBRATION CHECK CODE P1626 THEFT DETERRENT MODULE SYSTEM CHECK PROGRAM THEFT DETERRENT MODULE ( WAS UNKOWN ) RELEARN BRAKE PEDAY POSTMION SENSOR CALIBRATION CLEAR CODES ROAD TEST CRUISE WORKS OK RECHECK FOR CODES NO CODES B** RENTAL 98 MISCELLANEOUS (N/C)100 "SINCE 1937 A NAME YOU CAN TRUST" DATE PAID PAYMENT METHOD AMOUNT \$

Service Department Hours:

Service Department Hours:

Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

Service Conlust Fig. 1937A NAME YOU CAN TRUST" sut 22

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warrantes with respect to the sale of this item/ltems. The

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 surthorizes any other person to assume for it any liability in connection with the sale of this item/items.

0.00 0.000.00GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 DISC. / DED. -\$ 0.00 SALES TAX **PLEASE PAY** 0.00Ś THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (D

CUSTOMER SIGNATURE

Page 1 of 1

*INVOICE*



PAGE 1

#### CHEVROLET SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701

LIST

(732) 363-1200

NET

WHITING, NJ Home: Bus:

Cell:

Email:		SERVICE ADVISOR: 6529 ANDREW FAVATA								
COLOR	YEAR.	MAKE/MODE	L		VIN	LICENSE	MILEAGE	IN / OUT	TAG	
SILVER	06	CHEVROLET	MALIBU	1G1Z	T61876F	<b>.</b>	11411	11423	T6855	
DEL. DATE	PROD	DATE WARR EXP.	PROMI	SED	PO NO.	RATE	PAYMENT	INV.	DATE	
17JAN06			16:12 300	ARO7		0.00	CAŞH	30M	AR07	
R.O. OPEN	iED .	READY	OPTION	IS: STK:16	89F ENG:3.5L_V6	TRN:4SPD_AL	OTU		ſ	
07:48 26MA	R07	15:36 30MAR	)7							

LINE OPCODE TECH TYPE HOURS
A CUST STATES CRUISE CONTROL IS INOP AT TIMES. SEE STEVE Z

CAUSE: E

50 ACCESSORIES 6506 WC

(N/C)

TOTAL

11423 COMES BACK TO LEARNED POSISION SLOW AT TIMES CODES CO161
CO561 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 G0561 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 26 MILES BEFORE
PROBLEM SHOWED UP AGAIN 3730/07 2:55 SZ

I left X	he car for 5 d	"SINCE 1937 A NAME YOU CAN TRUST"	They ordered new parts
Cruse Contr	ipl not filed ***	"SINCE 1937 A NAME YOU CAN TRUST"	new pails
In 3/26	rented can	! DATE PAID ! PAYMENT METHOD	
out 3/30	rented can for 4 days	! AMOUNT \$!	
7	• • • • • • • • • • • • • • • • • • • •	A NAME YOU CAN TRUST	3

#### TOTALS DESCRIPTION Service Department Hours: STATEMENT OF DISCLAIMER 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. 0.00 LABOR AMOUNT Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm 0.00PARTS AMOUNT 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. 0.00 \$ GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00\$ MISC. CHARGES 0.00**TOTAL CHARGES** \$ 0.00DISC. / DED. -\$ 0.00 SALES TAX CUSTOMER SIGNATURE DEALER, GENERAL MANAGER OR AUTHORIZED PERSON PLEASE PAY (SIGNED) \$ 0.00THIS AMOUNT

1 22666955 SENSOR KI FC: PART#: COUNT:

CLAIM TYPE: AUTH CODE:

ight 2000 ADP, Inc. X#4512.285

了。我就<u>是我们的</u>是是一个人



*INVOICE*
DUPLICATE 1
PAGE 1



#### CHEVROLET SERVICE CENTER

1055 ROUTE 88 · LAKEWOOD, NJ 08701

(732) 363-1200

WHITING,	KE (	
** 1 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	140	
Home		Bus:

Cell:

SERVICE ADVISOR: 6529 ANDREW FAVATA Email: LICENSE MILEAGE IN / OUT VIN COLOR YEAR MAKE/MODEL T6519 11411 11423 **CHEVROLET MALIBU** 1G1ZT61876F 06 SILVER PAYMENT INV. DATE RATE PROD. DATE WARR, EXP. PROMISED PO NO. DELIDATE CASH 23APR07 WAIT 25APR07 17JAN06 OPTIONS: STK:1689F ENG:3.5L_V6 TRN:4SPD_AUTO R.O. OPENED 09:57 23APR07 07:48 26MAR07 NET TOTAL LIST LINE OPCODE TECH TYPE HOURS A CUST STATES CRUISE CONTROL IS INOP AT TIMES. SEE STEVE Z CAUSE: E 50 ACCESSORIES (N/C)6506 WC (N/C)

11423 COMES BACK TO LEARNED POSISION SLOW AT TIMES CODES CO161
CO561 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 (FLIC 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 COTED POTOS CO561 CAME BACK CODE
B1325 DID NOT COME BACK NOW HAS NEW GODE C0277 ALSO SYSTEM RECHECK
ORDER BRAKE PEDAL POSISTION SENSOR DIAG TIME 4 44 HR IN PROBLEM JOB WITH
CRUISE CONTROL INERMITTING PROBLEM I DOVE VEHICLE 20 MILES BEFORE
PROBLEM SHOWED UP AGAIN 3/36/67 2,55 SZ REPLACE BRAKE PEDAL POSITION
SENSOR RELEARN BRAKE POSITION SENSOR

	on this n	trol was fixe epain.	In 4/23	out 4/25	
~ -9660 Htork	from Jan CE 1937 AN	AME YOU CA	125 to 10	solve The	er C(
Comica Departmen	at House:	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	J. 504.3

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 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.  The factory warranty constitutes all of this titlem/items. The Sale of this item/items. IT he sale of this item/items. IT he factory warranty constitutes all of the warranties with respect to the sale of this titlem/items. IT he factory warranty constitutes all of the warranties with respect to the sale of this titlem/items. IT he factory warranty constitutes all of the warranties with respect to the sale of this titlem/items. IT has a provided the part of the warranty of merchantability or more characteristic with respect to the sale of this titlem/items. IT he factory warranty constitutes all of this titlem/items. IT he factory warranty constitutes all of this titlem/items. IT has a provided the part of the warranties with respect to the sale of this titlem/items. IT has a provided the part of the warranty of merchantability or merchan	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT	

*INVOICE*



CHEVROLET SERVICE CENTER 1055 ROUTE 88, LAKEWOOD, NJ 08701 (732) 363-1200

www.pinebeltears.com

PAGE 1

WHITING N.I.

Home: Email:	,	Bus:		Cell:	SEF	RVICE ADVISOR	. 6529 AND	www.pinebeltpa www.pinebeltacces PREW FAVATA		
COLOR	YEAR	M	AKE/MODEL		1986 F. (1)	VIN	LICENS	MILEAGE	TUQ \ NI.	TAG
SILVER	06	CHi	EVROLET M	ALIBU	1G1Z	T61876F		19229	19229	T673
DEL. DATE	PROD.	DATE W	ARR. EXP.	PROMIS	SED .	PO NO.	RATE	PAYMENT	INV.	DATE
17JAN06				16:30 22J			0.00	CASH	24JA	N08_
07:36 22JAN			READY 3 24JAN08	OPTIONS	S: STK:16	89F ENG:3.5L_V6 1	TRN:4SPD_A	UTO		
LINE OPCOL				-		<del></del>	LIS	T NET	TOT	AL
	67 135 1259		C			In 1/22/1 but 1/24/	68		(N/) (N/) (N/)	C)
INSPECTING BULLETING REPLACED PRESENT. I WHEELS	G CAI AND REAR ALSO AND DECI CUSTOI 135	R FOUND FOUND MAIN O R/R OTHER ****** LINES MER DE 94 W	D OIL LI ONE THE SEAL ANI TRANS , ASSOCIA: ****** MENU/MU CLINES C ****** 12:57:	EAKING FI AT SAID TO PARTERY TED PARTE TI POINT MENU/MULT	ROM REJ FO REP EXHA EXHA T INSP FI POIL		THEN IN SEAL. NO LONG	CK FOR FINALLY I ER ES AND S ****	(N/	C)

DATE PAID	
PAYMENT METHOD	
AMOUNT \$	

# "SINCE 1937...A NAME YOU CAN TRUST"

Service Department Hours:	STATEMENT OF DISCLAIMER	DESCRIPTION	IOTALS
	The factory warranty constitutes all	LABOR AMOUNT	\$ 0.00
Mon - Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm	of the warranties with respect to the sale of this item/items. The	PARTS AMOUNT	\$ 0.00
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES	Seller hereby expressly disclaims all warranties either express or	GAS, OIL, LUBE	\$ 0.00
DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	\$ 0.00
PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY	fitness for a particular purpose.	MISC. CHARGES	\$ 0.00
WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION	Seller neither assumes nor authorizes any other person to	TOTAL CHARGES	\$ 0.00
AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	assume for it any liability in connection with the sale of this	DISC. / DED	\$ 0.00
	item/items.	SALES TAX	\$ 0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	\$ 0.00

208876

845108

PINE BELT ENTERPRISES, INC.

WARRANTY

CHEVROLET - SUBARU SERVICE CENTER 1055 ROUTE 88 - LAKEWOOD, NJ 08701 (732) 363-1200

PAGE 1

97323631639

2 2 2 2 2

			BUS:			SEF		OVISO	R: 6	529 A	NDREW	FAVA	TA fN:/OUT	a sinder Midar IV	<b>TAG</b>
Υ	EΛR		MAKE/MO	OEL			VIN			LICENSE		VIILEASE	310.57.52.00.00	<u> </u>	distribution of
9	0.6	CHE	VROLET WARE E	MALIB	U PROMIS		T61876	SF DNO.	· [8] · · · · · ·	ATE	PAY	9905 MENT	/9913 INN		5226 E
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			18 19J		<u> </u>					LIS	T	NE:	г Т	OTA.	L
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! AMOUNT \$

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T. SALE. & COMP TOTALS 13959 2233	DESCRIPTION	TOTALS
ervice Department Hours:	LABOR AMOUNT	\$ 0.00
30am to 6:00pm Sat 7:30am to 4:00pm	PARTS AMOUNT	\$ 223.34
Jan to 0.00pm Sat 7.00am to w.oopm	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

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*INVOICE*

PAGE 1

# PINE BELT ENTERPRISES, INC.

CHEVROLET SERVICE CENTER

1055 ROUTE 88 - LAKEWOOD, NJ 08701

(732) 363-1200

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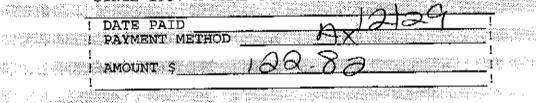
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(DATE)

COMPLETE

YOU CAN TRUST" "SINCE 1937 A NAME



LIST

# Service Department Hours:

Fri 7:30am to 6:00pm Sat 7:30am to 4:00pm

LF OF SERVICING DEALER, I MEREBY CERTIFY THAT THE INFORMATION IED MEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES ED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO ON FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY THE ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS RE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S UTTATIVE

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory werrenty constitutes ail
of the werrenties with respect to
the sale of this item/items. The
Seller hereby surpressly discislins ail
warranties either express or
implied, including any implied
werranty of merchantability or
fitness for a particular purposa.
Seller neither assumes nor
enthorizes any other person to
assume for it any liability in
connection with the sele of this
ham/items. hom/items.

DESCRIPTION	libert en la compa	ALS
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	\$ 1	22.82

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER SIGNATURE

THIS AMOUNT

11:46 11AUG06

5730

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PINE BELT ENTERPRISES, INC.

*INVOICE*

CHEVROLET · SUBARU SERVICE CENTER 1055 ROUTE 88 LAKEWOOD, NJ 08701 (732) 363-1200

NET

PAGE 1

WHITING BUS: HOME SERVICE ADVISOR: 6738 JUSTIN D ALEMANY TAG MILEAGE IN / OUT LICENSE MAKE/MODEL COLOR YEAR T84 1G1ZT61876F CHEVROLET MALIBU SILVER INV. DATE PAYMENT RATE PO NO PROD DATE WARR EXP. PROMISED DEL DATE 11AUG<u>06</u> CASH WAIT 11AUG06 7JAN06 ENG: 3.5L V6 TRN: 4SPD AUTO STK: 1689F OPTIONS: A O OPENED READY 12:25 11AUG06

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CUSTOMER PAY ENVIRO/SUPPLIES FOR REPAIR ORDER

TOTAL

"SINCE 1937 A NAME YOU CAN TRUST"

DATE PAID I PAYMENT METHOD AX I AMOUNTS 2997

THIS AMOUNT

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 HERBY 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 notices with disciplina all warranties either express or implied, including any implied warranty of morchantability or fitness for a particular purpose. Seller neither azaumes nor suthorizes any other person to assume for it any liability in connection with the solo of this Item/Items.

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(DATE) (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER SIGNATURE

29,99

WHITING

CUSTOMER #: 82

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WORKORDER

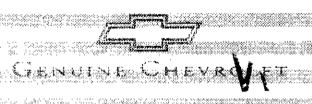
PAGE 1



CHEVROLET - SUBARU SERVICE CENTER 1055 ROUTE 88 - LAKEWOOD, NJ 08701 (732) 363-1200

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# A 80CVZ06 ICALL QUICK LUBE PLUS







# THIS ENTITLES THE BEARER

VALIDATION

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 CHANGE

CUSTOMER SIGNATURE

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PINE BELT ENTERPRISES, INC.

INTERNAL

CHEVROLET - SUBARU

PAGE 1

SERVICE CENTER 1055 ROUTE 88 - LAKEWOOD, NJ 08701 (732) 363-1200

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COST. SALE. & COMP TOTALS 166	<u> </u>		
HOURS: MONDAY - FRIDAY 7:30 A.M 6:00 P.M.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
SATURDAY 7:30 A.M 4:00 P.M.	The factory warranty constitutes all	LABOR AMOUNT	11.95
	of the warrantles with respect to the sale of this item\items. The	PARTS AMOUNT	13,80
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED	Saller hereby expressly disclaims all	GAS, OIL, LUBE	0.00
APPEABANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR I	implied, including any implied	SUBLET AMOUNT	0.00
REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. REGUIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE	fitness for a particular purpose.	MISC. CHARGES	0.00
AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE	authorizes any other parson to	TOTAL CHARGES	25.75
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	item/items.	SALES TAX	0.41
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		THIS AMOUNT	26.16
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.	implied, including any implied warranty of merchantability or fitness for a particular purpose. Salier neither assumed nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS DISC./DED. SALES TAX PLEASE PAY	0.00 0.00 25.75 0.00

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CUSTOMER #:

818346

WORKORDER

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CHEVROLET - SUBARU SERVICE CENTER 1055 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363-1200

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BUS:

SERVICE ADVISOR: 6116 WILLIAM CHURCH
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DESCRIPTIONS/INSTRUCTIONS

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TERMS CASH: UNLESS ARRANGEMENTS MADE METHOD OF PAYMENT

ILL PERSONAL CHECKS SUBJECT TO TELECREDIT. DRIVER'S LICENSE MANDATORY.

CASH 🖂 CREDIT CARD







REBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY ERIAL AT THE AGREED PRICE WHICH WILL NOT EXCEED THE ESTIMATE BY MORE THAN 20%. I ALSO AGREE TYOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUN CONTROL OR FOR ANY DELAYS CAUSED BY VAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER, I HEREIN NT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON ETS. HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION, AN EXPRESS HANIC'S LIEN IS MEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS HOUSE OF STORAGE AFTER AL HOURS OF WORK COMPLETION AT \$25.00 PER DAY. CONSUMER WOULEDGES RECEIPT OF CONTINUES. NOWLEDGES RE s event th

AUTHORIZED BY X

REVISED ESTIMATE (1) DATE TIME BY REVISED ESTIMATE (2) REVISED ESTIMATE (3)

PRELIMINARY ESTIMATE \$

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

CUSTOMER SIGNATURE



# Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number 116-1/12-16

Dealer/BAC Code

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

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and

## Initial Preparation:

Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.

97323631639

AFTER: LF 4 RF % LR4 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

#### **Boad Test:**

**ODOMETER:** Before

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable..

#### <u> During Road Test:</u>

Drive on a legal roadway with road conditions permitting evaluation of the following:

Engine Performance: Cold start. jdle quality والع

HVAC system controls, blower(s). heater, A/C, front defroster and rear detogger

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

السلال nusual 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

Theck for MIL. SES, SVS, and warning lights

#### <u> Under Hood:</u>

Check battery state of charge, Record voltage below. Charge battery if below 12.6 volts.

VOLTAGE

DATE

Remote Mood release, lato safety latich.

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)

## <u>Under Vehicle:</u>

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)

Service Manager (Signature

Date

208876

834067

PINE BELT ENTERPRISES, INC.

*INVOICE* CHEVROLET · SUBARU

SERVICE CENTER 1055 ROUTE 88 LAKEWOOD, NJ 08701 (732) 363-1200

WHITING. NJ

PAGE 1

HTT 1863 - 180	T) T T C		111011 1			
OME	BUS:	ŞE	RVICE ADVISOR:	6738 <u>JUST</u>	IN D ALEMANY	
COLOR	MAKE/MODEL		VIN	LICENSE		TAG
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TLVER 06	CHEVROLET MAI	JEU LGI. Promised	ZT61876F P6 No.	HATE	AYMENT INV	DATE
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7JANO6 IS	READY	WAIT 11AUGO	6] TK:1689F ENG:	0.00 C		306
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2 2 2 2 4 WITH CONTRACT		"SINCE	1937 A NAME	YOU CAN TRU	JST"	Amilia demonstration to confe
	aasto aten eri sõtunneteetelelali 1966 tilielete		PAID 3 · // ENT METHOD /	nagyany (	Transi i Sarias a rejeti dige di amenden di Saria di Alba	i. Wajan gipaja dikiki.
anne grand de la la contrada de la salación (1)	State individuals Individual Section (SESSESSES)	1			rum muse eenemaa magaalaa gaabaa ka saa	<u>agospa</u> ra at tares - s
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	aval sacraecum non ord t in her	COMA	nt s	14 99		

HOURS: MONDAY - FRIDAY 7:30	A.M 6:00 P.M.
SATURDAY 7:30 A.M 4	1:00 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.

STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item\\text{item}. The Beller hereby expressly disolaims all warranties either express or implied, including any implied warranty of merchantability of fitness for a particular purpose. Sellar neither assumes nor authorizes any other person to assume for it any liability in connection with the able of this item/items. itam/items.

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

(DATÉ) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED)

CUSTOMER SIGNATURE

01/22/2008 10:02 973236316	39	PINE BELT CHEV PAGE 09
New Used Demo		
F A CREDIT SALE, REQUIRED INFOFTAINED ON A SEPARATE DISCLOSURE MADE A PART OF THIS ORDER FORM.	RMATION CON- STATEMENT IS	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
Price of Unit	22140 00	disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular pur-
Additional Equipment (options)		I nose Any liability of dealer with respect to detects or manunctions of
12199 12 REBATES TO COD		this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon
The state of the s		I dealer's penticence or otherwise), is expressiv 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 pur-
	<u> </u>	bose. 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
SUBJECT TO CREDIT APPROVAL BY PR		dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.
ALL BALANCE	S	☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.
IN CASH OR		ALL LISED VEHICLE SALES-DEALER'S OBLIGATION
CERTIFIED CHECK	ONLY	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
ETCH PROTECTION TRANSFER FEE (OPTION	IAL)-  \$189.   00	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
□ NEW Ø TRANSFER		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.
~ · ~		O1 /17 / 2006 X Quatemer's Stonature
X V	<u></u>	WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)
Extended Service Plan	22189.00	The undersigned, has read and understood the above Dealer's Obligation and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to
TOTAL PRICE OF VEHICLE	N/A	I make repairs without charge or return the full purchase price (if a sale) if the
Less Trade-in		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
TOTAL TAXABLE AMOUNT State Sales Tax	22289.00 1337.34	which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L.
New Tire Fee @ \$1.50 per Tire	7 00	1995, Chpt. 373).
Registration/Title Fee (Estimated)		TRADE-IN DESCRIPTION AND ALLOWANCE
NEW TRANSFER		1 6
	37.50	Year Make Model
Documentary Fee OLERICAL EXPENSE \$05,00 DOCUMENT DELIVERY SERVICE \$40.00	\$ 95.00	Serial No Mileage
NET PAY-OFF ON TRADE-IN		Trade-in Value Date of
TOTAL	20745.34	1 1
Deposit (Minimum Required 10%)		Net Trade-in Allowance  Balance Owed to:  Address:  Account No.:
Doposit (William Control of the Cont	1:26 17	Address:
BALANCE IN CASH OR CERTIFIED		Account No.:
CHECK DUE ON DELIVERY.		- Unfo From Good Thru
Balance Financed Lifen Topic At	2/568 / /	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 /1.7 Z/7.1.5
LIMITS YOUR RIGHTS, INCLUDING The parties to this agreement agree to arbitrate any clai ing to the purchase or lease identified in this Motor Ve waiving their rights to maintain other available resoluti Act, Used Car Lemon Law, and Truth-in-Lending clai- agree to waive any right to pursue any such claims in arbitrated, except for New Car Lemon Law and Magnu ducted in accordance with the Rules of the American a	im, dispute, or controver thicle Retail Order and the form are just three example cluding statutory, state of son-Moss Warranty Activitation Association Interest of the place in New Jersel and the p	THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT O MAINTAIN A COURT ACTION.  rsy, including all statutory claims and any state or federal claims, that may arise out of or relative financing thereof. By agreeing to arbitration, the parties understand and agree that they are court action or administrative proceeding, to settle their disputes. New Jersey Consumer Frau close of the various types of claims subject to arbitration under this agreement. The that must be confident claims, as a class action. There are no limitations on the type of claims that must be claims which are excluded from arbitration under this agreement. The arbitration shall be considered a single arbitrator. The Costs included in the arbitration process shall be shared as present at the arbitration of the dealership listed on the Retail Order Form. The decision of the arbitration of the
tor shall be binding upon the parties. Any further relief LIMITS YOUR RIGHTS, INCLUDING PLEASE READ IT CAREFULLY, PRIC	sought by either party w YOUR RIGHT	vill be subject to the decision of the arbitrator. THIS ARBITRATION PROVISION TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL
Accepted By:	rized Representative	Date X
Customer agrees that this Order on the face and ther agrees this Order cancels and supersedes are exclusive statement of the terms of the agreement Customer and Dealer agree to execute a lease co BINDING UNTIL ACCEPTED BY DEALER they have read the terms and conditions and have FOR EACH SPECIFIC PRE-DELIVERY	on the reverse side and prior agreements a set between Customer a nitract which shall corone HIS AUTHORIZ received a true copy SERVICE WHISENVICES FOR GHT TO A WRIT	Id any attachments to it includes all the terms and conditions, if a sale. Customer fund as of the date signed by Dealer or authorized agent, comprises the complete an and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above the disclosure of all lease information. THIS ORDER SHALL NOT BECOMED REPRESIONATION. Customer by execution of this Order acknowledges the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE ICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY WHICH THE AUTOMOTIVE DEALER MAY WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE TEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY.
Accepted By: 61/17/06	(1-	
X	prized Representative	Date / Dust/gris Signature
Date Deploy of Mis Autho	THE SALE LANGUAGE INTERNATION	

**☑** 001/003

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

(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 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 is 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	1
// Claimant's Signature	Claimant's Signature
Address	Address
WHITI NG NJ City, State, Zip Code	City, State, Zip Code

STATE OF	New Jersey	
	<u> </u>	

Type of identification_

GLEN DEAN
Notary Public New Jeresy
Ocean County
He Commission Expires June 12, 2012

;;

17.1

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known ____ OR Produced identification _____

My commission expires: 06-/2-12

CC: File

LG0029 V6302006

#### Request for Taxpayer Give form to the لواز ي فيعل Form requester. Do not (Rev. October 2007) Identification Number and Certification send to the IRS. Department of the Treasury Internal Revenue Service Bage iess name. If carefeit from abov 듄 Check appropriate box: W Individual/Sole proorletor Specific Instructions Corporation Partnership Exempt Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=pertnership) 🕨 ...... payee 6 Cither (see Instructions) Requester's name and address (optional) City, state, and ZIP, code Sne List account number(s) here (optional) Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (\$\$N). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is or your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.

Part I Certification

number to enter.

Under penalties of perjury certify that:

- 1. The number shown or the form is my correct taxpayer identification number (or I am waiting for a number to be lasted to me), and
- 2. 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 amigo longer subject to backup withholding, and
- I am a U.S. citizen of 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 falled 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 actions to the contribution of the Certification, but you must

provide your correct TIN, See

Sign
Here
U.S. person

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose

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 cerrect taxpayer identification number (TIN) to report, for example, interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only 謙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 pe issued),
  - 2. Certify that you are not subject to backup withholding, or
- 3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you roust use the requester's form if it is substantially similar to this Form W-9.

TYS ⊐(i NA **Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

Employer identification number

- 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

Date 🕨

 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,

# (Rev. October 2007)

## Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not

Merne	al Revenus Service	acióii	send to the IRS.
κi	Name (es shown on your income tax return)		
bage	Business name, if different from above		
동			
Print or type Specific Instructions	Check appropriate box: Individual/Sple proprietor Corporation Partnership  Limited liability company. Enter the tax classification (D-disregarded entity, C-corporation, P-partnership)	erahip) 🕨	Exempt payee
를	Address (number, street, and apt, or suite no.)		
유	30 EAST BUTLER PIKE	equester's name and add	fress (optional)
Ğ	City, state, and ZIP code		
	AMBLER, PA 19002 💸		
See	List account number(s) bere (optional)		
Par	t I Taxpayer Identification Number (TIN)		
alien, : your e <b>Note.</b> numbe	your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to a sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, employer Identification number (EIN). If you do not have a number, see How to get a TIN on page 1. If the account is in more than one name, see the chart on page 4 for guidelines on whose or to enter.	it is age 3, Employer ident	or Wication number
<u>Part</u>	11 Certification	23	2671027

Under penalties of perjury, I dertify that;

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- 2. 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
- 3. I am a U.S. citizen or other U.S. person (defined below).

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Sign	Branch	500°			i	
Here	Signature of U.S. person ➤	蒸		- 1	_	
Gener	al Instruct		Date	<b>&gt;</b> 0	<u> 1125)・</u>	

## eneral instructions

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## Purpose of Form

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- 3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

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

#### VIA FAX ONLY

January 21, 2008

Jim Geresy PINE BELT CHEVROLET 1088 RTE 88 LAKEWOOD, NJ 08701-4512

RE:

Service Request: 71-594890067 2006 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT61876F 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

10: EM Patricia Easley
From: Pine Belt Enterprises Inc.
Date: 1 - 23 - 8
Pages sent including this cover page: 12
Comments: Here is the sales copy

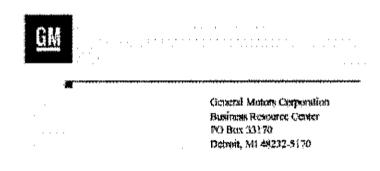
01/23/2008 11:40 97323631639 PINE BELT CHEV PAGE 02

Fax Server

1/21/2008 3:13:11 PM PAGE

2/002

Fax Server



VIA FAX ONLY

January 21, 2008

Jim Geresy PINE BELT CHEVROLET 1088 RTE 88 LAKEWOOD, NJ 08701-4512

RE:

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Customer Relationship Specialist: Patricia Easley

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  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









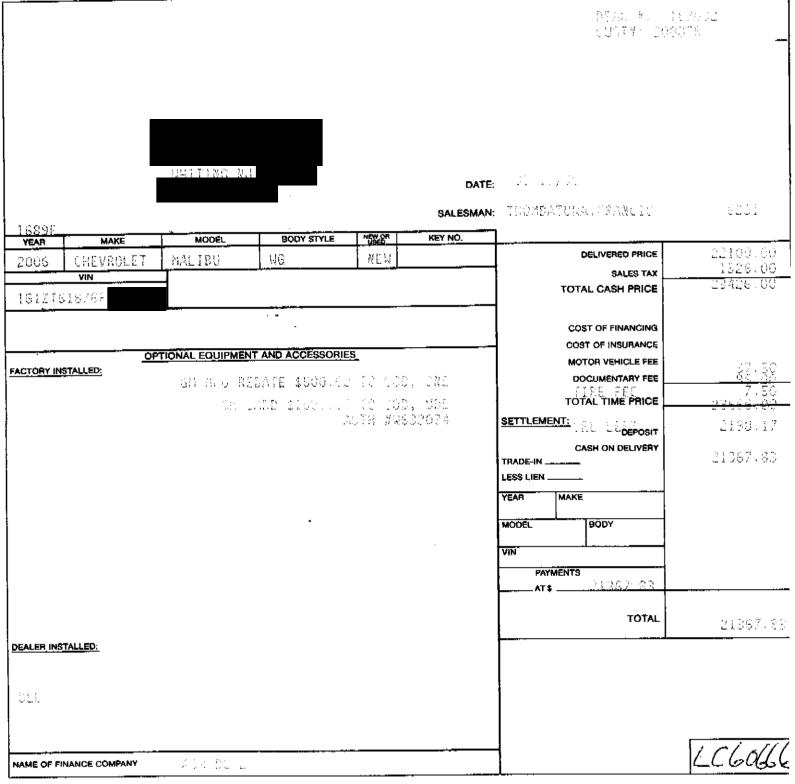






# PINE BELT ENTERPRISES, INC.

CHEVROLET 1088 ROUTE 88 LAKEWOOD, NJ 08701 (732) 363-2900 CHRYSLER • SUBARU 1400 ROUTE 88 LAKEWOOD, NJ 08701 (732) 901-3600



01/23/	2008 11:40 9732363	31639	PINE BELT	CHEV	PAGE 04
<u> 1</u> (#	1596YEAR		<del></del> -		
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67082 U 3 X	<b>)T</b> (1-				STK# 16006 CUS# 200679 INV# 1060666
17 UDE	F&I	Please initial Customer F&	ki i	IGNATURE SENERAL SALES MA	ANAGER
ľ°,	DFF AUTHORIZA	TION		RINT NAME	
	COPY OF CONTRAC	τ .		KÄNATURE	
co-buyers	Date: 9 4/0/ Customer Signature Title Registration	DI Plate	ther	\$ MOTO	R VEHICLE ES DUE OR VEHICLE ECK OFF
	IF NOT FINANCES.	36 75 pto		☐ Signed ☐ Registr ☐ Trade 1 ☐ Copy o	ation (if transfer)
	FINANCE MANAGER	SIGNATURE		Customer	Sálesman



CHEVROLET · CHRYSLER · SUBARU 1098 ROUTE 88 · LAKEWOOD, NJ 08701 (732) 363-2900 · FAX: (732) 370-5160

12413

AMOUNT 21,568.17 PAID BY

COMMENT

DP STK#1689F PCK#114 / 6231

OK PER CRAIG D



TOTAL RECEIVED:

\$21,568.17

DATE-TIME: 17JAN2006 13:07

ÇASHIER: SC

LOCATION CHEVSIS



### ACCOUNTING DISTRIBUTION

CO JOURNAL CO ACCOUNT
10 56 10 21,
10 -21,

AMOUNT CONTROL 21,568.17 12413 -21,568.17 208876 CONTROL2





1088 ROUTE 88 • LAKEWOOD, NJ 08701 • (732) 363-2900

# VEHICLE DELIVERY RECEIPT

	٢	0 -1-	1-17.06	
CUSTOMER NAME It is our sincere desire that ther purchase. As a benefit to you do not complete delivery until INITIAL ALL items).	and to us, please answer t	VIN <u>5</u> regarding an	y part of your car	ase
I understand that Pine Belt Auto	Group DOES NOT provide loc	iner cars.		
Customer acknowledges:  I have received and understan I have received and understan The operation of the vehicle ha Maintenance schedule and me I have received my key codes I understand that the only addit I have received a full tank of go Location of Service Departmen M.V. fees will be paid upon received a full tank of go I understand that GM will be seen a constant of the const	id my owner's manual. Is been demonstrated. Is not has been explained to me I lightion Itional equipment promised is as/GM new cars only. Ithours of operation 2000 celebrate and me a questionnaire registration tour of Dealership.	boor	on explained to me. faction.	
*Please note on used vehi	icles the windshield must be in must be prior to deliver		ny damage noted	
WORK PROMISED	1 / Marson	,		
Ç'üstomer's Signature	Date () Manu	ager's Signature		Date
ANDY YAMA	1018	(732)	·363-1200	
Name of Service Advisor	Ext.	Serv	ice Phone#	

### ALL ADJUSTMENTS MUST BE MADE WITHIN 30 DAYS

Dealership Name:



# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT



ncentive(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee whas taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been	IJ	LE .		CHEVROLET	Ī	_
Customer Incentive  I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) a check to issued in my name by Dealer named below:    MFG REBAT	ern y révisive			¥		<u></u>
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) he applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) a check to issued in my name by Dealer named below:						1
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 the issued in my name by Dealer named below:	ATIA:					<u>-</u>
incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reductio (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) a check to issued in my name by Dealer named below:	Custome	r Incentive	···			
incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reductio (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:    MFG REATE			omer incentive(s)	) listed to the dealer :	named below and requ	uest that the available customer
Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) a check to issued in my name by Dealer named below:    MFG REATE	incentive	s) he applied: (a)	to the down pavi	ment of this vehicle,	(b) where permis	sible by law, as a price reduction
Incentive Acknowledgment. I am the ultimate retail published for personal/business use and not resale and I took delivery on a for personal/business use and not resale and I took delivery on the understand that in order to cancel the OmStar service in my vehicle or call 1.888.40a.Star (1.888.466.7827) or TTY 1.877.248.2080 and request that any Services be cancelled.  Purchaser/Lessee Signature:  Incentive Acknowledgment. I acknowledge that I have received to the said purchaser/Lessee with the understand on the cancel the OmStar service in my vehicle. I runst press the blue OmStar button in my vehicle or call 1.888.40a.Star (1.888.466.7827) or TTY 1.877.248.2080 and request that any Services be concelled.  Purchaser/Lessee Signature:  The understand that in order to cancel the OmStar service in my vehicle, I runst press the blue OmStar button in my vehicle or call 1.888.40a.Star (1.888.466.7827) or TTY 1.877.248.2080 and request that any Services be cancelled.  Purchaser/Lessee Signature:  The understand though the constant through this dealership, and that properly completed accurate delivery data has bee browarded to General Motors or Saab Cars USA.  Oli 17 2006	(Bill of Sa	ale indicates pre-incent	ive price, amoun	nt of incentive, and fi	nal price with incenti	ve applied), or (c) a check be
AUTH #NG32034  \$  Total Incentive Amount Received \$  Total Incentive Amount Received \$  Total Incentive Amount Received \$  Supported financing/leasing, etc)  a. I elect to receive in lieu of						
AUTH #NG32034  \$  Total Incentive Amount Received \$  Total Incentive Amount Received \$  Total Incentive Amount Received \$  Supported financing/leasing, etc)  a. I elect to receive in lieu of		MEG REBATE	- Deference	500-00	CNE GM Jacentiv	ve Code
Total Incentive Amount Received \$  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		THE CHILD		\$ <del>***1898</del> .17	000	
Total Incentive Amount Received \$  Total Incentive Amount Received \$  Other Program Selection (Which may or may not be in licu of customer incentive programs; for example, Division supported financing/leasing, etc)  a. I elect to receive		- AUTH-#W632		\$		· · · · · ·
Total Incentive Amount Received \$  Other Program Selection (Which may or may not be in licu of customer incentive programs; for example, Division supported financing/leasing, etc)  a. I elect to receive				\$		
Other Program Selection (Which may or may not be in licu of customer incentive programs; for example, Division supported financing/leasing, etc)  a. I elect to receive				-		
Other Program Selection (Which may or may not be in licu of customer incentive programs; for example, Division supported financing/leasing, etc)  a. I elect to receive			Total Incentive A	Amount Received	3	"
a. Vehicle Incentive Acknowledgment. I am the ultimate retail putchasts of lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/lease 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 Condition 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 Date: Date:	in	licu of		and/or		. ,
a. Vchicle Incentive Acknowledgment. I am the ultimate retail putchaser 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 Condition under which the OnStar service in my vehicle (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 1.888.40mStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled Date: /  The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the neentive(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee whas taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been browarded to General Motors or Saab Cars USA						
b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Condition under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <a href="https://www.onstar.com">www.onstar.com</a> , 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 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.  Old 17 2006  The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the necentive(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee whas taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been between the ordered Motors or Saab Cars USA.  Old 17 2006	a. <u>Vo</u> ide	chicle Incentive Ackno entification number, who	wledgment. I as nich was sold/lea	m the <u>ultimate retail</u> used to me by the De and I took delivery or	punchaser of lessee of aler, named below. T	f the vehicle bearing this vehicle his vehicle was purchased/leased lowledge receipt of incentive(s)
under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at <a href="https://www.onstar.com">www.onstar.com</a> , 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 1.888.40mStar (1.888.466.7827) or TIY 1.877.248.2080 and request that my Services be cancelled.  Old 17 2006  The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the necentive(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee whas taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has bee forwarded to General Motors or Saab Cars USA.  Old 17 2006		_ Is	vehicle equipped	i with OnStar?	Ycs	No
my vehicle or call 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.  Ol 17 2006  Purchaser/Lessee Signature:  Date://  The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the neentive(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee whas 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.  Ol 17 2006	b. <b>-</b>	der which the OnStar	service in my vel	hicle is provided (co	pies are available in th	ceived the Terms and Conditions ne vehicle glovebox, from the
The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the neentive(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee whas taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been been delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been been delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been delivery of the referenced unit through this dealership.	. <b>m</b> ;	y vehicle or call 1.888	ier to cancel the .4OnStar (1.888	e OnStar service in 1.466.7827) or TTY	my vehicle, I must p 1.877.248.2080 and	request that my Services be
The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the neentive(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee whas 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.  O1 17 2006	Pu	rchaser/Lessee Signat	ure: į			Date://
	ncentive(s) as taken de	described in Item	_ and the OnStar ed unit through t	certifies that the info Terms and Condition	ns have been provide	d to the said purchaser/lessee wh d accurate delivery data has been
	*************	n General Matare of Vi	ab Care USA			01 17 2006

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.

Dealer Code:

2006 MALIBU MAXX LT

CHEVROLET MOTOR DIVISION

DAN:

MEMŌ

BSETV1048.50 16841

67U SILVERSTONE METALLIC	/V6G	CENERAL MO	OTORS CORPORATION
83C TITANIUM		100 RENAIS	SSANCE CENTER
ORDER NO. STOCK NO	)_	DETROIT	MI <u>48243-1114</u>
VIN 1G1 ZT61 87 6F		VEHICLE II	VOICE
**************************************	****		
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
	N/C	N/C	EXP I/T 01/03/06
	N/C	N/C	INT COM 01/03/06
	N/C	N/C	PRC EFF 12/19/05
NE1 50-STATE EMISSIONS	0.00	50.00	KEYS XXXXX XXXXX
R6M NEW JERSEY SURCHARGE	325.00	269.75	WFP-S QTR OPT-1
U2K XM SATELLITE RADIO - SERVICE	323.00	203.70	BANK: GMAC - 020
FEE EXTRA 1ST 3 MONTHS INCL.	995.00	825.85	CHG-TO 02-492
U32 REAR DVD ENTERTAINMENT SYSTEM	0.00	0.00	
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	SHIP WT: 3427
			HP: 32-9
			GMS: 20723.38
			SUPPLR: 21652.56
			MRM: 23095.00
			PHOM: 25055.00

22470.00 20697.48 ACT 231 20648.38 TOTAL MODEL & OPTIONS 625.00 H/B 261 674.10 DESTINATION CHARGE 625.00 224.70 ADV 261 224.70 LAM DEALER CONTRIBUTION 224.70 EXP 65A 224.70 LAM GROUP CONTRIBUTION

23095.00 21771.88 PAY 310 21771.88 TOTAL ___ 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 \$ 21771.88 INV 1AD79494646 DUE 01/03/06 DEALER 02-492 01/23/2008 11:40 97323631639 PINE BELT CHEV PAGE 09

PBLC-FI

167082 12) Deposit: Deal Number: 1) Cust Name: 13) C.O.D.;

2) Contract Date: 01/17/06 14) Rebate: \$ 2,198.17

Purchase Information Screen

Fin Inst: CASH

1689F 15) Trades - Net (W): 4) Stock Number:

5) Vehicle Sale Price: \$ 22,100.00 16) Torm In Months (0) :

6) Aftermale (W): 17) Payment (O): \$21,672.33

(W): \$ 437.00 7) Fees

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:

FI980B

F1=Help F2=Home F3=Save F4=Cancel

500 REBATE - CNE

Dcop - # 353

### TRANSACTION INFORMATION

Company: PINE BELT ENTERPRISES

Control: 0067082

Status: O

MVS License: Clerk Code: Q8

CO-OWNER

Transaction ID: RV20060230053

OWNER INFORMATION

OWNER

ID Type: Autopic: P68815276157414

First: Middle: Last:

Address: City St Zip: Customer No:

LESSEE

WHITING, NJ (

First: Middle:

Last: Address: City St Zip:

Autopic: Start Date:

LIENHOLDER INFORMATION

Corpcode: Company: Address: City St Zip:

**VEHICLE INFORMATION** 

Purchase Date: 01/17/2006

Title State:

VIN: 1G1ZT618768 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: Α

Brands:

Insurance: STATE FARM INDEMNITY

Policy:

Cost: 22,100.00 Net: 22,100.00

Tax Exempt:

Tax: 1,326.00

Type: T

REGISTRATION INFORMATION

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 New Series: New Plate:

Current Series:

Current Plate:

Family Dups: 0 EFT Amount: 24.50

Estimated Fees: Total Fees:

Temp Tag #:

37.50 24.50

Overpaid:

13.00

Messages:

MOPPHER)

### ODOMETER DISCLOSURE STATEMENT

 $(1, \frac{1}{2}, \frac{1}{2$ 

, <u> </u>	T ENTERPRISES, INC.	PRINT)	state
nd to the best of m	now reads <u>07</u> y knowledge that it reflects the of the following statements is	actual mileage of the veh	tenths) miles nicle described
	(1) I hereby certify that to the reflects the amount of mil	best of my knowledge the or eage in excess of its mech	dometer reading anical limits.
	(2) I hereby certify that the occurrence WARNING—ODO	meter reading is NOT the	
Year	Make	Body Type	Model
		SD	MAL I BU
06 Vehicle lo	CHEVROLET		Titell' i p.c)
16127618			
TMANSFERÖÄ'S NA (SELL	ME ER) PINE BELT ENTERPR	ISES INC.	
RANSFEROR'S ADDRE	1088 ROUTE 88 STREET LAKEWOOD, NJ	STATE	08701 ZIF CODE
DATE OF STATEME	_{ENT_} 01/17/05		
TRANSFEREE'S NA (BUY	ME	SFEREES SIGNATURE	· · · · · · · · · · · · · · · · · · ·
'RANSFEREE'S ADDRI	STREET STREET OUTY	STATE	ZIP CODE
(BUY) TRANSFEREE'S ADDŘI	STREET		ZIP GODE

01/23/2008 11:40 973236316	39	PINE BELT	SHEV	PAGE 12
New Used Demo		1 6		ic to
IF A CREDIT SALE, REQUIRED INFO	BMATION CC	SERIAL NO. 1 47	<u> </u>	
TAINED ON A SEPARATE DISCLOSURE	STATEMENT	. TIF MINERY VEITION	LE SALE OR LEASE .	 chicle are those offered by the
MADE A PART OF THIS ORDER FORM.		i i i o o i i y vvai i cii i c	es applying to this ve aler sells/leases this	vehicle "as is" and hereby
Price of Unit		disclaims all wa	ranties, either expre	ess or implied, including any
	<del>  22100.00</del>	\iint implied warrantie	s of merchantability a	nd fitness for a particular pur-
Additional Equipment (options)				t to defects or malfunctions of
12198 17 REBATES TO COD				tion, those which pertain to
WELLOWIT WEDTHEOUT CON				/ of "strict liability," based upon is expressly excluded and
				h risks. The manufacturer's
				mer of warranties by dealer.
				HECK APPROPRIATE BOX
	+			and dealer hereby expressly
				ess or implied, including any
				nd fitness for a particular pur-
				t to defects or malfunctions of
				tion, those which pertain to
SUBJECT TO CREDIT APPROVAL BY PR	IMARY LENDE	BI dealer's neoline	nety, (whether by way	/ of "strict liability," based upon is expressly excluded and
			assumes any such ris	ks.
ALL BALANCE	: <u>C</u>	1	OR	
				vehicle is the limited warranty
IN CASH OR		which is issued v	ith and made a part	of this order form.
		ALL USE	VEHICLE SALES-D	EALER'S OBLIGATION
CERTIFIED CHECK	ONLY			or Vehicle Dealers to make all
				eturn the full purchase price (if used vehicle sold and intended
ETCH PROTECTION TRANSFER FEE (OPTION	NAL)- \$189. 0			used venicle sold and intended set State Inspection Standards
	77 77 9100. 0	for the issuance		oval due to a defect that is not
1		the result of the c	ustomer's own act. Th	e undersigned, before entering
□ NEW A TRANSFER				f dealer's obligation above and
PASS COMM				ected within 14 days from the
1 331		1 i	rmanent registration fo	r such vehicle.
× Ø		01 /17 /2	1006 <b>x</b>	<u> Customerja Signatura</u>
	<u></u>	WAIVER OF	DEALER'S OBLIGATION	ON (USED VEHICLE SALE)
Extended Service Plan		The undersigned,	has read and understoo	d the above Dealer's Obligation.
TOTAL PRICE OF VEHICLE	22289,00	and does hereby \	VAIVE AND RELEASE	the DEALER'S OBLIGATION to
Less Trade-in	NAA	make repairs witho	ut charge or return the f	ull purchase price (if a sale) if the
TOTAL TAXABLE AMOUNT	22289.00	certificate of approx	et State inspection S al unless the cause fo	tendards for the issuance of a rithe vehicle's rejection is an item
State Sales Tax		which is "covered"	by New Jersey's Used	Car Lemon/Warranty Law (P.L.
	1337.44	1995, Chpt. 373),	-, ++,••, • ••••	Total Loring Walling Lice (1 Line
New Tire Fee @ \$1.50 per Tire	7.40	01 /17 /2	006 <b>X</b>	Customer's Signature
Registration/Title Fee (Estimated)				Customer's Stonature
1	1			AND ALLOWANIOE
□ NEW □ TRANSFER	27 50	TR	DE-IN DESCRIPTION	AND ALLOWANCE
☐ NEW ☐ TRANSFER	37.50	TR	DE-IN DESCRIPTION	AND ALLOWANCE  Model
☐ NEW ☐ TRANSFER		TR/	DE-IN DESCRIPTION A  Make	AND ALLOWANCE
Documentary Fee CLERICAL EXPENSE \$55.00 DOCUMENT DELIVERY SERVICE \$40.00	37.50 <b>\$ 95.0</b>	Year	DE-IN DESCRIPTION A	AND ALLOWANCE Model Mileage
Documentary Fee CLERICAL EXPENSE \$55.00 DOCUMENT DELIVERY SERVICE \$40.00	\$ 95.0	Year Seriai No: Trade-in Value	ADE-IN DESCRIPTION A Make	AND ALLOWANCE  Model Mileage Date of
Documentary Fee CLERICAL EXPENSE \$55.00 DOCUMENT DELIVERY SERVICE \$40.00		Year Serial No Trade-in Value Less Balance Ow	DE-IN DESCRIPTION A Make	AND ALLOWANCE  Model  Mileage  Date of
NEW TRANSFER  Documentary Fee OLERICAL EXPENSE \$55.00 DOCUMENT DELIVERY SERVICE \$40.00  NET PAY-OFF ON TRADE-IN TOTAL	\$ 95.0	Year Serial No Trade-in Value Less Balance Ow	DE-IN DESCRIPTION A Make	AND ALLOWANCE  Model  Mileage  Date of
Documentary Fee CLERICAL EXPENSE \$55.00 DOCUMENT DELIVERY SERVICE \$40.00	\$ 95.0	Year Serial No Trade-in Value Less Balance Ow	DE-IN DESCRIPTION A Make	AND ALLOWANCE  Model  Mileage  Date of
Documentary Fee OLERICAL EXPENSE \$55.00 DOCUMENT DELIVERY SERVICE \$40.00  NET PAY-OFF ON TRADE-IN TOTAL  Deposit (Minimum Required 10%)	\$ 95.0	Year Serial No Trade-in Value Less Balance Ow	DE-IN DESCRIPTION A Make	AND ALLOWANCE  Model  Mileage  Date of
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Documentary Fee Document Delivery Service \$40.00  NET PAY-OFF ON TRADE-IN  TOTAL  Deposit (Minimum Required 10%)  BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY.  Balance Financed  Lien To ABITRATE ANY C LIMITS YOUR RIGHTS, INCLUDING Y The parties to this agreement agree to arbitrate any claiming to the purchase or lease identified in this Motor Veh waiving their rights to maintain other available resolution Act, Used Car Lemon Law, and Truth-in-Lending claim agree to waive any right to pursue any such claims included in accordance with the Rules of the American Activided by the Association's Rules. The arbitration shall to tor shall be binding upon the parties. Any further relief is LIMITS YOUR RIGHTS, INCLUDING PLEASE READ IT CAREFULLY, PRIOR Accepted By:  Onlier or His Authoriz  Customer agrees that this Order on the face and or ther agrees this Order cancels and supersedes any exclusive statement of the terms of the agreement Customer and Dealer agree to execute a lease cont BINDING UNTIL ACCEPTED BY DEALER Of they have read the terms and conditions and have refore the ARGE FOR PRE-DELIVERY NOT CHARGE FOR PRE-DELIVERY NOT CHARGE FOR PRE-DELIVERY	LAIMS. REAL VOUR RIGHT In, dispute, or controvision of the processes, such as are just three examining statutory, statutory, which is the party ought by either party YOUR RIGHT TO SIGNING TO SIGNING The Representative of the reverse side a prior agreements between Customer act which shall control of the reverse side a prior agreements between Customer act which shall control of the reverse side a prior agreements between Customer act which shall control of the reverse side a prior agreements between Customer act which shall control of the reverse side a prior agreements between Customer act which shall control of the reverse side a prior agreements between Customer agreements between Customer act which shall control of the reverse side a prior agreements between Customer agreements agreement agreement a	Seriai No. Trade-in Value Less Balance Ow Net Trade-in Allo Balance Owed to Address: Account No.: Info. From Customer certifies: any damage or been deployed the emission control above mileage of tra X  THE FOLLOWING TO MAINTAIN A COU ersy, including all statutory clie the financing thereof. By agree a court action or administrative oples of the various types of cleen federal claims, as a class as a claims which are excluded from before a single arbitrator. The sey at the address of the dealer will be subject to the decision TO MAINTAIN A COUNTY MAINTAIN M	Make  Make	Model  Mileage  Date of  Date of  Date of  Date of Intuition that may arise out of or relatives understand and agree that they are disputes. New Jersey Consumer Fraudander this agreement. The parties also may on the type of claims that must be recement. The arbitration shall be contration process shall be shared as proder Form. The decision of the arbitra-RBITRATION PROVISION IN INTELLACE.  Signature  ORDER SHALL NOT BECOME. ORDER SHALL NOT BECOME. ORDER SHALL NOT BECOME. Of this Order acknowledges that RITTEN ITEMIZED PRICE OMOTIVE DEALER MAY
Documentary Fee Document Delivery Service \$55.00 DOCUMENT DELIVERY SERVICE \$40.00  NET PAY-OFF ON TRADE-IN TOTAL  Deposit (Minimum Required 10%)  BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY.  Balance Financed  Lien Total  The parties to this agreement agree to arbitrate any claiming to the purchase or lease identified in this Motor Veh waiving their rights to maintain other available resolution Act, Used Car Lemon Law, and Truth-in-Lending claim agree to waive any right to pursue any such claims included in accordance with the Rules of the American Activided by the Association's Rules. The arbitration shall to tor shall be binding upon the parties. Any further relief is LIMITS YOUR RIGHTS, INCLUDING PLEASE READ IT CAREFULLY, PRIOR Accepted By:  Customer agrees that this Order on the face and or ther agrees this Order cancels and supersedes any exclusive statement of the terms of the agreement Customer and Dealer agree to execute a lease cont BINDING UNTIL ACCEPTED BY DEALER Of they have read the terms and conditions and have refore EACH SPECIFIC PRE-DELIVERY NOT CHARGE FOR PRE-DELIVERY SMANUFACTURER. YOU HAVE A RIGHT.	LAIMS, REAL VOUR RIGHT In, dispute, or controvision of the processes, such as are just three examined as prior association also place in New Jerought by cither party YOUR RIGHT TO SIGNING TO SIGNING The reverse side a prior agreements between Customer agreements between Customer act which shall come in the reverse side a prior agreements between Customer act which shall come in the reverse side a prior agreements between Customer act which shall come in the reverse side a prior agreements between Customer act which shall come in the reverse side a prior agreements between Customer act which shall come in the reverse side a prior agreements between Customer act which shall come in the reverse side a prior agreements between Customer act which shall come in the reverse side a prior agreements between Customer agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between Customer act which shall come in the reverse side as prior agreements between the reverse side as prior agreement and the reverse side as prior agreement act and the reverse side as prior agreem	Seriai No. Trade-in Value Less Balance Ow Net Trade-in Allo Balance Owed to Address: Account No.: Info. From Customer certifies: any damage or been deployed the emission control above mileage of tra X  THE FOLLOWING TO MAINTAIN A COU ersy, including all statutory clie the financing thereof. By agree a court action or administrative oples of the various types of clie or federal claims, as a class as a claims which are excluded from before a single arbitrator. The sey at the address of the dealer will be subject to the decision of the various types of the date will be subject to the decision of the date of the date. TO MAINTAIN A COUNTY	Make  Make	Model  Mileage  Date of  Date of  Date of  Date of Intuition that may arise out of or relatives understand and agree that they are disputes. New Jersey Consumer Fraudander this agreement. The parties also may on the type of claims that must be recement. The arbitration shall be contration process shall be shared as proder Form. The decision of the arbitra-RBITRATION PROVISION IN INTELLACE.  Signature  ORDER SHALL NOT BECOME. ORDER SHALL NOT BECOME. ORDER SHALL NOT BECOME. Of this Order acknowledges that RITTEN ITEMIZED PRICE OMOTIVE DEALER MAY
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2006 MALIBU MAXX LT CHEVROLET MOTOR DIVISION 67U SILVERSTONE METALLIC /V6G GENERAL MOTORS CORPORATION 83C TITANIUM 100 RENAISSANCE CENTER ORDER NO. STOCK NO. DETROIT MI 48243-1114 VIN 1G1 ZT61 87 6F MSRP INV AMT RETAIL - STOCK 21025.00 19448.13 INVOICE 12/19/05 MODEL & FACTORY OPTIONS 1ZT68 MALIBU MAXX LT 

 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

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: GMS: 20723.38 SUPPLR: 21652.56 MRM: 23095.00 DAN: BSETV MEMO 1048.50

BANK: GMAC - 020

TOTAL MODEL & OPTIONS 22470.00 20697.48 ACT 231 20648.38 625.00 625.00 H/B 261 674.10 DESTINATION CHARGE LAM DEALER CONTRIBUTION 224.70 ADV 261 224.70 224.70 EXP 65A 224.70 LAM GROUP CONTRIBUTION

TOTAL 23095.00 21771.88 PAY 310 21771.88

MEMO: TOTAL LESS HOLDBACK AND

FEE EXTRA 1ST 3 MONTHS INCL.

APPROX WHOLESALE FINANCE CREDIT 20782.40

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

**************************

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

REMIT TO GMAC NO. 020 VIN 1G1ZT61876F 1AD79494646 DUE 01/03/06 DEALER 02-492 ROBERT M. SILVERMAN+* CRAIG THOR KIMMEL+

- Member, PA Bar
- Member, N.I 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 MI Bar

KIMMEL & SILVERMAN

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www.lemonlaw.com

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AMY L. BENNECOFF*

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> Of Counsel: RONNA LUCAS

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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, 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

v. General Motors Corporation

Vehicle: 2006 Chevrolet Malibu-Maxx

Date of Purchase: 01/17/2006

Place of Purchase: Pinebelt Chevrolet

VIN: 1G1ZT61876F

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,

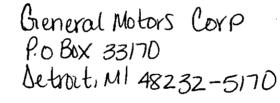
Robert M. Silverman

RMS\ TL

cc: Marylyn Power

-Westland, MI

FEB 1 2 2008

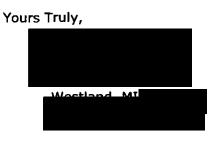




I am writing you in regards to my 2005 Pontiac G6. I purchased it about 2 years ago on February 15th 2006. Weeks upon purchasing my car, it starting having problems. I noticed the brake lights would stay on when I drove and shut off when I hit the brake pedal. After about 10 tries later and several dealerships 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.

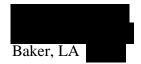
Coming from a GM family background, I am very disappointed. My Grandfather putting in 50 years and uncles and cousins almost 30. Having them hear the problems and troubles I've had with this car is very disturbing to them as well. I've written the company many times and have had no response. I have gotten 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.



(Granddaughter of

January 28, 2014



Service Request: 71-633526564

2007 Saturn AURA

Vehicle Identification Number: 1G8ZS57N17F

District Specialist: Catherine Dickinson



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.

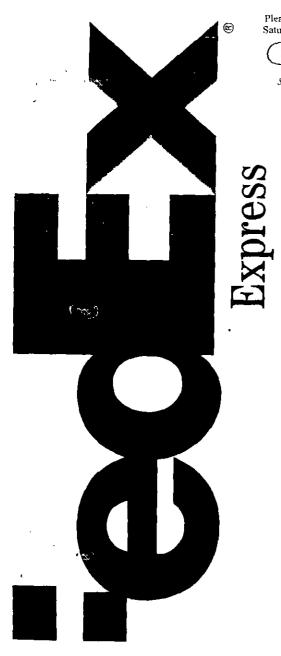
Sincerely,

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.



MAILROOM Please send tracking sheet back up Saturn Customer Assistance Center MD: 371-999-S24 or Overnight

> Saturn Customer Assistance Center c/o Stephanie Jackson 100 Saturn Phuy MD 371-999-524

Spring Hill, TN 37174-1500

SHIPPING: SPECIAL: HANDLING: 0.00 TOTAL: 3.42 8.00 8.00 3.52 Date: 85/66/2008 Vg(: 1.1 LB5 Svem: PRIORITY OVERNICHT OSR TRCK: 8689 7336 9976 ORIGIN ID: FYMH (931) 486-5803 | Ship Oato-HAILROOM Ship Date: 06JUN08 Rothgt: 1.1 tB System#: 0766195/CAFE2355 Rocount: PARLEDON
55N
108 SATURN PKHY
DOCK \$781
SPRING HILL, IN 37174
UNITED \$18755 US
TO SHAHLA JARBO FedEx 1919 CONCEPT DRIVE WARREN, MI 48091 NAME O TOTAL OF A CORE I DESCRIPE AT LEGE AND A STORE OF A STORE OF THE STORE OF TH

PRIORITY OVERNIGHT TRK# 6669 7336 0970 8207

DTU





For FedEx shipments only.

MON Deliver By DOTH AZ

Large





# 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

CALIFORNIA OFFICES NORTH – San Francisco - Satellite Office CENTRAL – Los Angeles SOUTH – San Diego - Satellite Office

> CONNECTICUT OFFICE Hartford

FLORIDA OFFICES NORTH – Jacksonville - Satellite Office CENTRAL – Tampa SOUTH – Miami - Satellite Office

> INDIANA OFFICE Indianapolis

MARYLAND OFFICE Baltimore

MASSACHUSETTS OFFICE Boston

# KAHN & ASSOCIATES

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: Vehicle:

2007 Saturn Aura

Date of Purch/Lease: February, 2007

1G8ZV57797F

VIN: Current Mileage:

15,590

Our File No:

UCCELLO, J. V. SATURN

Dear Case Manager:

Please be advised that this office has been retained by 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;
- 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,

White (new (B)

Sabrina Cohen

Attorney for

Encls.

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.

#### JOATONIN OF HAVERHILL

図 OATURIN UT LUWELL

MOTOR VEHICLE CASH PURCHASE AGREEMENT

S

915 South Main Street MESATURN

icknowledges receipt of a Signed copy of this motor vehicle

inichase convaci.

HAVERHILL, MASS, 01835 (978) 373-6700

720 Rogers Street LOWELL, MA 01852 (978) 454-9300

Consumer Use Only Fax (978) 454-9391 Fax (978) 372-5351 saturnbig3.com CUSTOMER'S E-MAIL ADDRESS A DIVISION OF MERRIMACK VALLEY SATURN J629 ELLIOTY SALES REPRESENTATIVE CO-D.O.B. CITY TELEPHO ZIP CODE NUMBERS POLICE CAR NEW FORMER USE DEMONSTRATOR ENTER MY ORDER FOR-(QUANTITY) USED Ó (if applicable) FORMER LEASED CAR TAXICAB [ FORMER DAILY RENTAL Madel No Transmission (Speeds) Body Type Doors Standard MEDAN A 424 Automatic Odomete A ROW km. 📋 Price of Unit TRADE-IN Mpko WARRANTY INFORMATION 2.444 Model Туре Calor This vehicle carries an express warranty. You may obtain a copy of such warranty from the V.I.N. DESTHATIM dealer upon request. Odometer (ml. 🗆 /km. 🗀) 800 Transmission Standard (speeds) Application for Title 🗆 T/2 UM □ Auto  $M \sqcup M \Lambda$ No. of Cyl. Pass. Doors Application for Reg. New Transfer Titla No. Sinte Registration No. Pravious Dwner \$ Registration Fee Title Fee City/State/Zip 5 Mags. Sales Tox LIENHOLDER iO(Pay to Commonwealth of Massachusetts) Address LOST TITLE FEE \$50.00 City/State/Zip CONTRACTUAL DISCLOSURE STATEMENT FOR TRADE IN VEHICLES ONLY Check No. At the time of delivery if no tide for the trade is surrendered Balanco Due S or if the title you present is unusable due to errors this lee will be charned. Additional information-Vehicle Purchaged Fee will offset cost associated with correcting title issues Addross City/State/Zin INSURANCE CO. 014115 Policy/Binder # HAIDE 149 64 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 pricetin the manner indicated, my partial / down payment, in the amount of 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 relain my partial / down payment shall be in addition to and not instead of any other right or remedy provided by Lost/Incorrect Title Fee applicable law including, without limiting the generality of the foregoing, the sale of the Manufacturer's Allowance car or the truck | agree to purchase. If the amount of my partial / down payment exceeds S actual damages sustained by you, yo fund the difference to me. 1. Total Price s 14067 111 Z. Tenda Purchaser's Initials S Purchaser warrants title of Trade-in is NOT marked SALVAGE OR REBUILT. If so marked 1. Trade Difference S and not disclosed, Sale will be void or subject to renegotiation. [ 4. Tarable Total 5 THIS CONTRACT IS NOT BINDING UPON EITHER DEALER OR PURCHASER UNTIL SIGNED 5.4 Mass. Sales Tax ( % of line 4) 5 BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER MAY CANCEL THIS CON-6. Title Processing Fee S 00 5 TRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL HE/SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER 7 Documentary Preparation (Itemized on back) 5 184 00 MUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER. a. Fres due R.M.V. 51 The front and back of this order comprise the entire agreement *Sales Tax amount is included in right 9. TOTAL CONTRACT PRICE (total of lines 3. 5. 6, 7 and 8) antween the dealer and purchaser and no other agreement or s hand column only when dealership check inderstanding has been made or entered into. IF THIS AGREEis issued in payment of Mass. Sales Tax. KENT IS FOR A USED VEHICLE. THE INFORMATION YOU 10, Balonce Due on Trade-in S SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW TOMM IS PART OF THIS AGREEMENT, INFORMATION ON ş 11. Total lines 9 and 10 THE WINDOW FORM OVERBIDES ANY CONTRARY PROVIt2. Partial / Down Payment S SIDMS IN THE CONTRACT OF SALE, Purchaser represents and warrants that no credit other than that stated above has 13. Amount to be Financed S seen extended to him/her by dealer. Purchaser represents and 14. Cash due on Delivery 5 varrants that shame has read and understands the materials Co-Purchaser's Signature irinted on this motor vehicle purchase contract. Purchaser 15. TOTAL PAYMENT (total of lines 12, 13 and 14) (line 15 must equal line 11)

APPROVED AUTHORIZED DEALER REPRESENTATIVE

915 South Main Street

720 Rogers Street

MOTOR VEHICLE CASH

ХX HAVERHILL, MASS. 01835 (978) 373-6700 **PURCHASE AGREEMENT** LOWELL, MA 01852 (978) 454-9300 Consumer Use Only Fax (978) 454-9391 Fax (978) 372-5351 saturnblg3.com CUSTOMER'S E-MAIL ADDRESS A DIVISION OF MERRIMACK VALLEY SATURN p.0.8. DATE 1/31/2007 CO-D.O.B. STOCK No. SALES REPRESENTATIVE 7170606 PURCHASER'S NAME(S) ADDRESS Elliott L Hersh 74 FOREST PARK AVE STATE ZIP CODE NUMBERS ном<u>е у 3 б</u> BUSINESS N BILLERICA - 362 - 3710 POLICE CAR | 781-862-2180 NEW, FORMER USE DEMONSTRATOR **ENTER MY** ORDER FOR USED ↰ (If applicable) FORMER LEASED CAR TAXICAB [  $\Box$ FORMER DAILY RENTAL (QŪANTITY) Model No Cons Body Type (Speeds) Standard П Automatic 📋 007 SATIRN Vehicle Identification No IIR A YD SEDAN Odom\ 2 Expected Onlivery Date wr 🖂 km, 🔲 1G8ZV57737F BLACK 31/2007 Price of Unit TRADE-IN Make WARRANTY INFORMATION You <del>25.820.d</del>0 Color This vehicle carries an express warranty. You Тура may obtain a copy of such warranty from the VIN dealer upon request. Addularia Edularia Miller ANCE Odometer (mi. 🗆 /km. 🗆 Transmission Standard (Speeds) Application for Title [ ☐ Aulo No. at Cvi. PARE. Оорга Application for Reg. New Transfer Title No. State Registration No. Provious Owner Registration For s 15 50.0¢ Titla For City/State/Zip 1 316 Mass, Sales Tax Ωħ LIENHOLDER (Pey to Commonwealth of Massachusetts) Address LOST TITLE FEE \$50.00 CONTRACTUAL DISCLOSURE STATEMENT City/State/Zie FOR TRADE IN VEHICLES ONLY Acct. No Check No. At the time of delivery if no title for the trade is surrendered Balance Due 5 N/A or if the little you present is unusable due to errors this lee Additional Information-Vahicle Purchased Fee will pliset cost associated with correcting ritle lesues. N/A LIENHOLDER GENERAL MOTORS ACCEPTANCE CORP AddresPO BOX 8138 CHY/State/ZGOCKEYSVILLE, MD 21030 NSURANCE CO. Agent/Branch Policy/Binder # Address/City 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 _ 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 N/X LosVincorrect Title Fee applicable law including, without limiting the generality of the foregoing, the sale of the S Manufacturer's Allowance car or the truck I agree to purchase. If the amount of my partial / down payment exceeds CASH ALLOWANCES S <u>500. 00</u> actual damages sustained by you, you will promptly refund the difference to me. 1. Total Price s Purchaser's Initials 26 4529 44 Purchaser warrants title of Trade-In is NOT marked SALVAGE OR REBUILT. If so marked 3, Trade Difference N/A 5 and not disclosed. Sale will be void or subject to renegotiation. [ ] Purchaser's Initials Taxable Total S N/A THIS CONTRACT IS NOT BINDING UPON EITHER DEALER OR PURCHASER UNTIL SIGNED 5. * Mass. Sales Tex ( % of line 4) \$26,320.00 BY DEALER OR ITS AUTHORIZED REPRESENTATIVE. PURCHASER MAY CANCEL THIS CON-5. Title Processing Fee 00 316_50 TRACT AND RECEIVE A FULL REFUND AT ANY TIME UNTIL HE/SHE RECEIVES A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. PURCHASER 7 Documentary Preparation (Itemized on back S 184 00 VIUST GIVE WRITTEN NOTICE OF CANCELLATION TO THE DEALER. A Foes due R.M.V. s he front and back of this order comprise the entire agreement Sales Tax amount is included in right g. TOTAL CONTRACT PRICE (total of lines 3, 5, 6, 7 and 0) 65.Qd simbon the dealer and purchaser and no other agreer 5 hand column only when dealership check nderstanding has been made or entered into, IF THIS AGREE-IENT IS FOR A USED VEHICLE. THE INFORMATION YOU is işşued/in payment of Maşs., Sales Tax. 890.00 ź٧7 10. Balance Due on Trade-In EE ON THE (FEDERAL TRADE COMMISSION) WINDOW ORM IS PART OF THIS AGREEMENT, INFORMATION ON ti Total lines 9 and 10 5 HE WINDOW FORLI OVERRIDES ALLY CONTRARY PROVI-12. Pertial / Down Payment 27 890/££ IONS IN THE CONTRACT OF SALE. Pulchesal represent Purchaser's Signature nd warrants that no credit pilier than that stated above has 11 Amount to be Financed £,500.00 een extended to him/her by dealer. Purchases represents and

Co-Purchaser's Signature

APPROVED-AUTHORIZED DEALER REPRESENTATIVE

arrants that sheme has read and understands the materials

tinted on this motor vahicle purchase contract. Purchaser

throwledges receipt of a signed copy of this motor vehicle

achasa contract

14. Cash due on Dollvary

15, TOTAL PAYMENT (total of lines 12, 13 N/A and 14) (fine 15 must equal line 15)

**27.064.00** 

720 Rogers Street

#### Book Service Appointments on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

SERVICE

**SATURN** 

Lowell, MA 01852 (978) 454-9300

SO# 7136126 DATE/TIME IN: 4/16/2008 10:46 DATE/TIME OUT: 4/16/2008 15:29

1... PAGE: 1

DOC COUNT:

N BILLERICA

TAG# 6126 SA: David Pepin

03

1G8ZV57737F 2007 SATURN

AURA XR BLACK

ENGINE: LY7 3.6LV6 LIC.NO:

STK#:

7170606

MILES IN/OUT 14526 /

14526

PLAN DESC: Z

DEL DATE:

1/31/2007

LINE

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

-----email:

REPAIR

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

CHECK VEHICLE STALLING

OPCODE: M5300

SALE TYPE: C

\$.00

PRIMARY TECH: 968

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

INFORMATION, TCM CALIBRATIONS ARE UP TO DATE

REPAIR

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

PAID

APR 16 2008

**Discialmer of Warranties** 

### **M SATURN**

### SATURN OF LOWELL

720 Rogers Street Lowell, MA 01852 (978) 454-9300

#### **Book Service Appointments** on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

SERVICE INVOICE

DATE/TIME IN: 4/02/2008 10:59 DATE/TIME OUT: 4/05/2008 47:53 SO# | SA: Markos Pournaras TAG# 5709

MΑ

DOC COUNT:

1.

PAGE:

N BILLERICA

1G8ZV57737F1

2007 SATURN

AURA XR

BLACK

ENGINE: LY7 3.6LV6

7170606

LIC.NO:

STK#:

MILES IN/OUT

13782 / 13782

PLAN DESC: Z

DEL DATE: 1/31/2007

-----email:

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 7

ROTOR ASSEMBLY - R&R OR REPLACE FRONT, BOTH

OPCODE: H0127

SALE TYPE: W

WTY

HRS: .90

PRIMARY TECH: 074 WARR PARTS: 2

PARTS

SN

DESC

25797350 ROTOR-FRT Y

FP OTY

2

PRICE SALE TYPE

WTY

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 INTRUMENT PANEL

ILLUMINATION ONLY

REPAIR

INFORMATION LINE

DPCODE: M5300

SALE TYPE: C

\$.00

PRIMARY TECH: 074

1

SINE 3

CUSTOMER STATES RADIO IS SCRATCHY ON FM STATION

103.3,107

PECH COMM:

TECH IS UNABLE TO DUPLICATE AT THIS TIME

EPAIR

INFORMATION LINE

PCODE: M5300

SALE TYPE: C

\$.00

'RIMARY TECH: 074

Disclaimer of Warranties



720 Rogers Street Lowell, MA 01852 (978) 454-9300

### **Book Service Appointments** on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

SERVICE

so# I TAG# 5709 DATE/TIME IN: 4/02/2008 10:59 DATE/TIME OUT: 4/05/2008 7:53

DOC COUNT: 1 PAGE: 2

03 1G8ZV57737F

LINE 4 TECH COMM:

CUSTOMER STATES TRANS IS NOT SHIFTING PROPERLY TECH INSPECTED FOR UPDATED CALIBRATION, FOUND

VEHICLE HAS MOST CURRENT INFORMATION AT THIS TIME

REPAIR 1

INFORMATION LINE

SA: Markos Pournaras

OPCODE: M5300

SALE TYPE: C

PRIMARY TECH: 074

CUSTOMER STATES SLIGHT SHIMMY AT HIGHWAY SPEEDS LINE 6

TECH COMM:

TECH REBALANCED FRONT TWO TIRES.

REPAIR 7

WHEEL - BALANCE FOUR

OPCODE: E0203

SALE TYPE: I

INT

\$.00

HRS:

1.00

PRIMARY TECH: 074

PARTS

SN

DESC

15853318 CAP-TIRE N 4

FP QTY

PRICE SALE TYPE

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 , MONTE CARLO

REPAIR

SENSOR, BRAKE PEDAL POSITION - REPLACE

OPCODE: H2642

.30

PRIMARY TECH: 074

VARR PARTS:

?ARTS

DESC

FP QTY

RENTAL DAYS:

PRICE SALE TYPE

3N

22666955 SENSOR KI Y 1

W

SALE TYPE: W

WTY

WTY

JET ITEM: C ?O#: 7135709 ENTERPRISE RENTAL

SALE TYPE

W

WTY

INE 8* 523 BRAKE LIGHTS ARE STAYING ON

'AUSE:

MODL/COMPNT - NO/BAD COMM

'ECH COMM:

TECH REPLACED BCM MODULE FOUND NOT COMMUNICATING

WITH REAR BRAKE LAMP CIRCUIT.

Disclaimer of Warranties

### **SATURN**

### SATURN OF LOWELL

720 Rogers Street Lowell, MA 01852 (978) 454-8300

### **Book Service Appaintments** on line at WWW.Saturn of Lowell.com/ServiceApp.HTM



SO# TAG# 5709

DATE/TIME IN: 4/02/2008 10:59

DATE/TIME OUT: DOC COUNT:

4/05/2008 7:53 1 PAGE: 3

SA: Markos Pournaras

03 1G8ZV57737F

COMPUTER (CONTROL), BODY - REPLACE REPAIR

OPCODE: N4800

SALE TYPE: W

WTY

HRS: .70

OTH HRS:

.30

PRIMARY TECH: 074 WARR PARTS:

PARTS SN

DESC

25861370 MODULE AS Y 1

FP QTY

PRICE SALE TYPE

WTY

"*" Following the line number denotes added operation.

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

CUSTOMER TOTAL .....

\$.00

### K SATURN

REPAIR

3

OPCODE: M5005

### SATURN OF LOWELL

720 Rogers Street Lowell, MA 01852 (976) 454-9300

### Book Service Appointments on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

**SERVICE** INVOICE

\$.00

2/27/2008 13:01 DATE/TIME IN: 2/27/2008 11:23 DATE/TIME OUT: SO# PAGE: 1 DOC COUNT: SCOTT POIRIER TAG# 4520 SA: 1G8ZV57737F 03 AURA XR BLACK 2007 SATURN ENGINE: LY7 3.6LV6 LIC.NO: N BILLERICA STK#: 7170606 11916 MILES IN/OUT 11915 / DEL DATE: 1/31/2007 PLAN DESC; Z -----email: REVISED CUSTOMER ESTIMATE \$107.00 2/27/2008 11:23 Pre-Authorize Estimate 2/26/2008 16:59 Pre-Authorize Estimate \$78.00 -----email: johnapwu@comcast.net------MA. STATE INSP. LINE 2 STATE INSPECTION STICKER REPAIR 1 \$29.00 SALE TYPE: CI OPCODE: M5011 PRIMARY TECH: 938 \$29.00 LINE TOTAL CUSTOMER STATES SHIFTING HESITATES, LAGS BETWEEN LINE 3 GEARS, PLEASE CHECK AND ADVISE. TECH COMM: TECHNICIAN CHECKED ECM AND TCM CALIBRATIONS, BOTH HAVE MOST UP TO DATE SOFTWARE. INFOPMATION LINE REPAIR 1 INT SALE TYPE: SA OPCODE: M5300 PRIMARY TECH: 990 6K REDLINE SERVICE 6,000 MILE SERVICE TIRE ROTATION REPAIR \$60.03 SALE TYPE: C OPCODE: M0021 PRIMARY TECH: 990 PRICE SALE TYPE FP OTY PARTS DESC \$4.44 4.419 C OT PF48 OIL FILTE N 1 \$10.47 1 10.471 C OT B203 BG203 MI3 N \$38.63 5 7.727 C SN 12345885 OIL-ENGIN N 7.750 C \$7.72 12345885 OIL-ENGIN N SN EXTERIOR LIGHTING CHECK REPAIR 2 \$.00 SALE TYPE: C OPCODE: M5004

REPAIR 4 CHECK AND/OR ADJUST TIRE PRESSURE (ALL)

TOP OFF ALL FLUIDS

DPCODE: M5008 SALE TYPE: C \$.00

Disclaimer of Warranties

SALE TYPE: C

# K SATURN

### SATURN OF LOWELL

120 Rogers Street Lowell, MA 01852 (978) 454-9300

### **Book Service Appointments** on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

SO# TAG# 4520

DATE/TIME IN: 2/27/2008 11:23 SCOTT POIRIER SA:

DATE/TIME OUT: 2/27/2008 13:01 DOC COUNT: 1 PAGE:

$\sim$	2
·	2

1G8ZV57737F

REPAIR OPCODE:		CHANGE ENGINE OIL AND FILTER SALE TYPE: C	\$.00
REPAIR OPCODE:		INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS SALE TYPE: C	\$.00
REPAIR OPCODE:		INSPECT EXHAUST SYSTEM AND SHIELDS SALE TYPE: C	\$.00
REPAIR OPCODE:		INSPECT BRAKE SYSTEM AND ROTATE TIRES AND WHEELS SALE TYPE: C	\$.00
REPAIR OPCODE:		INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT HOSES SALE TYPE: C	\$.00
REPAIR OPCODE:		COURTESY CAR WASH SALE TYPE: C	\$.00
REPAIR OPCODE:		CLEAN INJECTORS SALE TYPE: C	\$.00
REPAIR OPCODE:		RESET ENGINE OIL LIFE INDICATOR LAMP SALE TYPE: C	\$.00
		LINE TOTAL \$1	21.29
"*" Fol	lowing	the line number denotes added operation.	

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

			50 S 10 S 10 S	~1
	S	Painey Page	POP.	7
CUSTOMER	SIC	AND POST OF THE PO		9/1/
		Selection of the select	Bir Bliefelig	40 A
	÷.		- / I	1.1

LABOR LABOR DISCOUNT PARTS PARTS DISCOUNT MISC MATERIALS HAZD MATERIALS TAX (MASSACHUSETTES )	\$89.03 \$21.00 \$61.26 \$21.00 \$.83 \$.83 \$3.15 \$113.10
CUSTOMER TOTAL PAYMENT (CASH )	\$113.10 \$113.10

720 Rogers Street Lowell, MA 01852 (978) 454-9300

#### **Book Service Appointments** on line at WWW.Satum of Lowell.com/ServiceApp.HTM

**SATURN** 

SO#

TAG# 1906

DATE/TIME IN: 11/29/2007 11:42 SA: SCOTT POIRIER

DATE/TIME OUT: 12/03/2007 13:28

DOC COUNT:

N BILLERICA

MA

1G8ZV57737F 2007 SATURN

MILES IN/OUT

PLAN DESC: Z

AURA XR

BLACK

ENGINE: LY7 3.6LV6

LIC.NO:

1

7170606 STK#:

7400 /

7540 DEL DATE:

1/31/2007

523 CUSTOMER STATES DASH LIGHTS FLASHING ON AND OFF, TURNED OFF COMPLETELY. PLEASE CHECK AND ADVISE.

03

AUTH: A

CAUSE: TECH COMM: MODL/COMPNT - SHORTED

C1: CUSTOMER STATES DASH LIGHTS FLASHING, FLICKER-

TNG

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 SWITCH - REPLACE INSTRUMENT PANEL COMPARTMENT LAMP 'ODE: N2280

SALE TYPE: W

WTY

.20

MARY TECH: 721 R PARTS: 2

PRICE SALE TYPE DESC FP QTY W 22627383 SWITCH AS N 1

25861370 MODULE AS Y

W

WTY WTY

Disclaimer of Warranties

720 Rogers Street Lowell, MA 01852 (978) 454-9300

#### **Book Service Appointments** on line at WWW.Saturn of Lowell.com/ServiceApp.HTM



**SATURN** 

SA:

AG# 1906

DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28 SCOTT POIRIER

DOC COUNT: 1

SALE TYPE: W

1G8ZV57737F 03

2 EPATE

COMPUTER (CONTROL), BODY - REPLACE

PCODE: N4800 1.00

OTH HRS: 3.00

WTY

INE

CUSTOMER STATES BRAKES PULSATING WHEN STOPPING AT

HIGH SPEEDS, PLEASE CHECK AND ADVISE.

LAUSE:

ROTATE PART - WRAP/WAVY/W

**FECH 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

BRAKE ROTOR REFINISH FRONT

SALE TYPE: W

WIY

OPCODE: H0122 2.20

PRIMARY TECH: 721

CUSTOMER STATES VEHICLE HAS POWER LAG, PLEASE 3 121 LINE

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

TRANSMISSION CONTROL MODULE TRANSMISSION REPROGRAM

OPCODE: K5364

SALE TYPE: W

WIY

HRS:

.40

PRIMARY TECH: 721

523 LINE 4

ENTERPRISE

CAUSE:

MODL/COMPNT - SHORTED

TECH COMM:

, 2008 CHEVY EQUINOX VIN#2CNDL43F186

CUSTOMER PROVIDED ALTERNATE TRANSPORTATION FOR

DURATION OF REPAIRS.

REPAIR 1 COURTESY TRANSPORTATION SATURN COURTESY 5-DAY CAR

OPCODE: Z4635

SALE TYPE: W

WTY

Disclaimer of Warranties

# **SATURN**

### SATURN OF LOWELL

720 Rogers Street Lowell, MA 01852 (978) 454-9300

### Book Service Appointments on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

TAG# 1906

DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28

SA: SCOTT POIRIER

DOC COUNT:

03 1G8ZV57737F

NET ITEM: C

ENTERPRISE

SALE TYPE

WTY

PO#: 7131906

RENTAL DAYS:

LINE 6* ANTENNA COMPONENTS - REPLACE MAST, STANDARD ANTENN

TECH COMM:

ANTENNA MAST WAS BROKEN PULLING INTO GARAGE -

TECHNICIAN REPLACED MAST, ALL OPERATION NORMAL.

REPAIR

OPCODE: R0220

ANTENNA COMPONENTS - REPLACE MAST, STANDARD ANTENNA

SALE TYPE: I

INT

PRIMARY TECH: 721

PARTS

DESC FP QTY

PRICE SALE TYPE

10335503 ANTENNA A N 1

"*" Following the line number denotes added operation.

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

MIMMU ALA

TOTAL ....

\$.00



DEC 0 4 2007

Disclaimer of Warranties

AND MARKETON CONTRACTORS

### **M** SATURN

### SATURN OF LOWELL

720 Rogers Street Lowell, MA 01852 (978) 454-9300

### Book Service Appointments on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

TAG# 2037

DATE/TIME IN: 12/03/2007 16:15

DATE/TIME OUT: 12/04/2007 9:26

1

SCOTT POIRIER

DOC COUNT:

PAGE:

\$29.61

N BILLERICA

03 MA

1G8ZV57737F BLACK 2007 SATURN AURA XR LIC.NO: ENGINE: LY7 3.6LV6

STK#: 7170606

75/1

1

	email:	MILES IN/OUT PLAN DESC: Z	7540 /	7541 DEL DATE: 1/31	/2007
LINE 1	AURA/LS/VUE/ION 3K SER	VICE			_
REPAIR 1 OPCODE: M0011 PRIMARY TECH:		SALI	TYPE:	C \$	15.68
PARTS OT OT	DESC OIL OIL PF48: OIL FILTE	FP QTY PRICE N 5 1.600 N 1 5.930	SALE C C	TYPE	\$8.00 \$5.93
REPAIR 2 OPCODE: M5004	EXTERIOR LIGHTING CHEC	K SAL	E TYPE:	С	\$.00
REPAIR 3 OPCODE: M5005	TOP OFF ALL FLUIDS	SAL	TYPE:	С	\$.00
REPAIR 4 OPCODE: M5008	CHECK AND/OR ADJUST TI	RE PRESSURE (ALL) SALI	TYPE:	С	\$.00
REPAIR 5 OPCODE: M5010	CHANGE ENGINE OIL AND	FILTER SAL	E TYPE:	С	\$.00
REPAIR 6 OPCODE: M5015	INSPECT AXLE BOOTS, SU	SPENSION BUSHING SALI	S AND B E TYPE:	ALL JOINT SEALS C	\$.00
REPAIR 7 OPCODE: M5020	INSPECT EXHAUST SYSTEM	AND SHIELDS SAL	E TYPE:	С	\$.00
REPAIR 8 OPCODE: M5065	INSPECT ENGINE ACCESSO	RY DRIVE BELT AN SAL	COOLA TYPE:	nt Hoses C	\$.00
REPAIR 9 OPCODE: M5088	COURTESY CAR WASH	SAL	E TYPE:	С	\$.00
REPAIR 10 OPCODE: M5303	RESET ENGINE OIL LIFE	INDICATOR LAMP SAL	E TYPE:	C	\$.00

**Discialmer of Warranties** 

LINE TOTAL

720 Rogers Street Lowell, MA 01852 (978) 454-9300

### **Book Service Appointments** on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

**SATURN** 

TAG# 2037

DATE/TIME IN: 12/03/2007 16:15 SCOTT POIRIER

DATE/TIME OUT: 12/04/2007 9:26

DOC COUNT:

PAGE:

03

1G8ZV57737F

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

LABOR	\$15.68
PARTS	\$13.93
	\$.49
HAZD MATERIALS	\$.46
TAX (MASSACHUSETTES )	\$.74
CUSTOMER TOTAL	\$31.30
PAYMENT (CASH )	\$31.30

CUSTOMER SIGNATURE

W MANN - MANN



PAID

CONTRACTOR OF THE SERVICE OF THE SER



SA:

### SATURN OF LOWELL

720 Rogers Street Lowell, MA 01852 (976) 454-9300

### Book Service Appointments on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

TAG# 2037

DATE/TIME IN: 12/03/2007 16:15 SCOTT POIRIER

DATE/TIME OUT: 12/04/2007 9:26

DOC COUNT:

1

PAGE:

03

1G8ZV57737F SATTEN

ATIRA XR

BLACK

N BILLERI	(CA	МА	STK MIL	INE: LY7	3.6LV 0606 T 7	540 /	TIC.NO: 7541	1/31/2007
LINE 1		email: AURA/LS/VUE/ION	3K SERVICE			<b></b>		,
OPCODE: N		3,000 MILE SERV	/ICE		SALE	TYPE:	С	\$15.68
PRIMARY 1	rech:	935						
PARTS OT OT		OIT OI	- <del>-</del> -	5	PRICE 1.600 5.930	C	TYPE	\$8.00 \$5.93
,	. 2 15004	EXTERIOR LIGHTI	ING CHECK		SALE	TYPE:	C .	\$.00
REPAIR	3	TOP OFF ALL FLU	JIDS					4 00

		•				
REPAIR	3	TOP	OFF	ALL	FLUIDS	
ODGODH	ME 0 0 E					

SALE TYPE: C

\$.00

OPCODE: M5005

OPCODE: M5008

SALE TYPE: C

\$.00

CHANGE ENGINE OIL AND FILTER 5 REPAIR OPCODE: M5010

SALE TYPE: C

\$.00

6 REPAIR OPCODE: M5015

REPAIR

4

INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS SALE TYPE: C

\$.00

INSPECT EXHAUST SYSTEM AND SHIELDS REPAIR 7

SALE TYPE: C

OPCODE: M5020

CHECK AND/OR ADJUST TIRE PRESSURE (ALL)

HOSES

\$.00

REPAIR 8 OPCODE: M5065

INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT SALE TYPE: C

\$.00

9 REPAIR OPCODE: M5088 COURTESY CAR WASH

SALE TYPE: C

\$.00

REPAIR 10 OPCODE: M5303

RESET ENGINE OIL LIFE INDICATOR LAMP

SALE TYPE: C

\$.00

LINE TOTAL

\$29.61

Disclaimer of Warranties

720 Rogers Street Lowell, MA 01652 (978) 454-9300

### **Book Service Appointments** on line at WWW.Saturn of Lowell.com/ServiceApp.HTM



**SATURN** 

SO#

DATE/TIME IN: 9/28/2007 13:20 DATE/TIME OUT: Daniel Dinsmore

03

9/28/2007 14:55

PAGE:

DOC COUNT:

1

N BILLERICA

TAG#

MA

1G8ZV57737F 2007 SATURN

BLACK AURA XR

LIC.NO: ENGINE: LY7 3.6LV6

7170606 STK#:

MILES IN/OUT 4467 /

PLAN DESC: Z

4469 DEL DATE:

1/31/2007

-----email:

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

SENSOR, BRAKE PEDAL POSITION - REPLACE

OPCODE: H2642

SALE TYPE: W

WTY

.30 HRS:

PRIMARY TECH: 074

LINE

CUSTOMER STATES THE LEFT REAR WHEEL IS COATED IN

BLACK DUST, OTHER SIDE IS NOT.

OTH HRS:

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

BRAKES - SYMPTOM DIAGNOSIS

OPCODE: H9995

SALE TYPE: C

\$.00

PRIMARY TECH: 074

"*" Following the line number denotes added operation.

Disclaimer of Warranties

**SATURN** 

### SATURN OF LOWELL

720 Rogers Street Lowell, MA 01852 (978) 454-9300

### **Book Service Appointments** on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

SO# TAG#	52	DATE/TIME SA: Danie			13:20 D	ATE/TIME OUT:  DOC COUNT:		55 2
				03	1G8ZV57737	F		
		QUESTION	#16,	WERE YOU	COMPLETELY	SATISFIED? LET	US KNOW!!!	
CUSTOM	ER SI	GNATURE				CUSTOMER TOTAL		\$.00

720 Rogers Street Lowell, MA 01852 (978) 454-9300

### Book Service Appointments on line at WWW.Satum of Lowell.com/ServiceApp.HTM



**SATURN** 

SO# DATE/TIME TAG# 9317 SA: Davi

DATE/TIME IN: 9/05/2007 13:32

DATE/TIME OUT:

9/05/2007 13:58

DOC COUNT:

i PA

PAGE:

TAG# 931

N BILLERICA

SA: David Pepin

MA

1G8ZV57737F 2007 SATURN

AURA XR BLACK

ENGINE: LY7 3.6LV6

LIC.NO:

DEL DATE:

STK#: 7170606

MILES IN/OUT PLAN DESC: Z

3372 /

1/31/2007

-----email:

LINE 1 MOO CUSTOMER STATES SES LIGHT IS ON PLEASE CHECK

03

AND ADVISE.

AUTH: B

CAUSE: TECH COMM: "CAUSE CODES"

TECH SCANNED SYSTEM FOUD CODES PO442 SMALL EVAP

LEAK DETECTED, TECH TESTED SYSTEM FOUND OK

PERFORMED SERVICE BAY TEST ON SYSTEM ALL PASSED

TECH CLEARED CODE.

REPAIR 1

OPCODE: L9995

FUEL AND EXHAUST - SYMPTOM DIAGNOSIS

OTH HRS: .20

HRS: .10 OTH HRS: PRIMARY TECH: 721

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

CUSTOMER TOTAL .....

SALE TYPE: W

\$.00

WTY

Disclaimer of Warranties

# **M** SATURN

### SATURN OF LOWELL

720 Rogers Street Lowell, MA 01852 (978) 454-9300

### Book Service Appointments on line at WWW.Saturn of Lowell.com/ServiceApp.HTM



DATE/TIME IN: 8/16/2007 13:00 DATE/TIME OUT: 8/17/2007 10:40 so# l DOC COUNT: 1 PAGE: 2 SA: David Pepin TAG# 8744 03 1G8ZV57737F LINE 4 MOO ENTERPRISE RENTAL CAR ALIGNMENT/ADJUSTMENT CAUSE: CUSTOMER NEEDED ONE DAY OF RENTAL WHILE PART WAS TECH COMM: INSTALL IN VEHICLE CHEVY TRAILBLAZER GM VIN# 1GNDT13S382 COURTESY TRANSPORTATION SATURN COURTESY 1-DAY CAR REPAIR WTY SALE TYPE: W OPCODE: Z4631 SALE TYPE NET ITEM: C ENTERPRISE YTW PO#: 7128744 RENTAL DAYS: LINE 5 MOO CUSTOMER TEMP GAUGE IS READING 1/2 WAY AND NEEDLE ON GAUGE SEEM TO HAVE BEEN BOUNCING. RUNNING HOTTER THAN NORMAL TECH INSPECTED FOUND COOLANT FAN COMING ON AT TECH COMM: PROPER ENGINE TEMP, GAUGE SHOULD RUN BETWEEN 1/2 AND 3/4 MARK ON GAUGE, VEHICLE OPERATING AS DESIGNE HEATING AND AIR CONDITIONING - SYMPTOM DIAGNOSIS REPAIR \$.00 SALE TYPE: C OPCODE: D9995 PRIMARY TECH: 074

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE _____ CUSTOMER TOTAL ..... \$.00

Disclaimer of Warranties

### **SATURN**

### **SATURN OF LOWELL**

720 Rogers Street Lowell, MA 01852 (978) 454-9300

### **Book Service Appointments** on ilne at WWW.Saturn of Lowell.com/ServiceApp.HTM



SO# TAG# 8744 DATE/TIME IN: 8/16/2007 13:00 DATE/TIME OUT: 8/17/2007 10:40 SA: David Pepin

DOC COUNT:

N BILLERICA

03

1G8ZV57737F

MILES IN/OUT

PLAN DESC: Z

2007 SATURN ENGINE: LY7 3.6LV6

AURA XR LIC.NO:

BLACK

STK#:

7170606

2394 /

2394 DEL DATE:

1/31/2007

-----email:

CUSTOMER STATES DASH COVER IS LIFTING INSTALL LINE 1 M00

S/O PART

CAUSE: TECH COMM: DEFECTIVE PART

MA

TECH REPLACED TRIM PIECE AROUND INSTRUMENT CLUSTER

REPAIR

PLATE, INSTRUMENT PANEL TRIM - R&R OR REPLACE CLUS

OPCODE: C2328

SALE TYPE: W

WTY

HRS:

.50

PRIMARY TECH: 074 WARR PARTS:

PARTS

DESC 15926185 PLATE ASM Y 1

FP QTY

PRICE SALE TYPE

W

WTY

SN

LINE 2 MOO 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

TRANSAXLE/TRANSMISSION SYMPTOM DIAGNOSIS

OPCODE: K9995

SALE TYPE: C

\$.00

PRIMARY TECH: 074

LINE MOO 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

.80

PRIMARY TECH: 074

SALE TYPE: W

WTY

Disclaimer of Warranties



720 Rogers Street Lowell, MA 01852 (978) 454-9300

#### Book Service Appointments on line at WWW.Saturn of Lowell.com/ServiceApp.HTM

SO# TAG# 9187 DATE/TIME IN: 8/31/2007 11:30 DATE/TIME OUT:

8/31/2007 12:51

DOC COUNT:

PAGE:

N BILLERICA

LINE

03

1G8ZV57737F 2007 SATURN

AURA XR BLACK

ENGINE: LY7 3.6LV6

LIC.NO: 1

STK#: 7170606

MILES IN/OUT 3099 /

PLAN DESC: Z

DEL DATE: 1/31/2007

----email:

CUSTOMER STATES CHECK STEERING WHEEL SHAKES MOO

WHEN DRIVING AT HIGHWAY SPEEDS

TECH COMM:

MA

SA: David Pepin

TECH REMOVED METAL VALVE STEM COVERS, RETESTED

SHIMMY FOUND OK.

REPAIR CHECK SHIMMY AT HIGHWAY SPEEDS 1

OPCODE: M5300

SALE TYPE: C

\$.00

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 WHEEL ALIGNMENT - CHECK AND/OR ADJUST

OPCODE: E2020

SALE TYPE: W

WTY

HRS: 1.10

PRIMARY TECH: 935

OUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

You may receive a customer satte EMINEY FROM THE MENUTECHTER IN THE CANNOT GRADE IN FOR STATE OF THE CATROLISTS AND THE MENUTECHTER IN THE CATROLISTS AND THE STATE OF T cannot grade us "COMPLETELY
SATISFIED", please contact our Service
Manager Immediately, Your satisfaction
to run No. 1 concern.
THANK YOU
(1579) AEA 5700. (978) 454-9300

CUSTOMER TOTAL ..... \$.00

Disclaimer of Warranties

GM

General Motors Corporation Business Resource Center PO 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:

Service Request: 71-635318791 GM Legal Staff Case: N/A 2007 Saturn AURA

Vehicle Identification Number: 1G8ZV57737F 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.

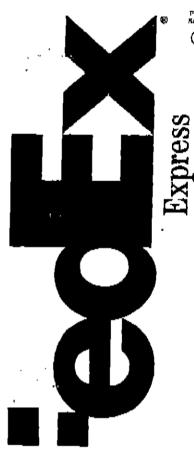
In case this ends up settling as a repurchase, the BAC code for the dealership is 157864.

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.

Softing

Sincerely,

General Motors Corporation



MAULROOM
Please send tracking these book up
Rating
Continuer Artifitings Center
240: 271-999-824
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Salmy Customer Munitancy Center Co. Stephania Yorkson 100 Suram Physy 1202 171, 990,521 Spring 300, TM 3714-1300

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### KAHN & ASSOCIATES, L.L.C.

25 Burlington Mall Road, Suite 300 Burlington, MA 01803

To

Saturn Corporation 100 Saturn Parkway MD 371-999-S24 Spring Hill, TN 37174

3

CALIFORNIA OFFICES

NORTH - San Francisco - Satellite Office

CENTRAL - Los Angeles

SOUTH - San Diego - Satellite Office

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Phone: I-888-LEMONS-I (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
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NEW JERSEY OFFICE Kenneth C. Ho. Esq.* Newark *Licensed in New Jersey

PENNSYLVANIA OFFICES
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WEST — Pitteburgh · Satellite Office

TENNESSEE OFFICE

TEXAS OFFICES
Austin - Societies Office
Dullus

Houston - Saullite Office San Antonio - Saullite 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:

Our Client:

Vehicle:

Date of Purch/Lease:

VIN;

Current Mileage:

Our File No:

Settlement Demand

2007 Saturn Aura February, 2007

1G8ZV57797F 15,590 DEGENVE JUN - 6 2008 OWNER/PRODUCT LEGAL ACTIVITIES

### Dear Case Manager:

Please be advised that this office has been retained by 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;
- Brakes;
- Driveability;
- 5. Electrical System;
- 6. Transmission;
- 7. Alignment;
- 8. Wheels;

- 9. Interior,
- 10. Stereo System;
- 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.

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,
Subrind (MM)
Sabrina Cohen
Attorney for

Encis. cc: .

^{&#}x27;Until this matter is resolved, our client reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

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SATURN OF LOWELL

720 Rogues Street Lowell, MA 01652 (978) 454-8300

Book Service Appointments on line at WWW.Saturn of Lowell.com/ServiceApp.HTM SERVICE

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4/16/2008 15:29 1"

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1G8ZV57737F1

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2007 SATURN

AURA XR

BLACK LIC.NO:

ENGINE: LY7 3.6LV6 STK#: 7170606

14526 /

14526

DEL DATE: 1/31/2007

-----email: T.TNE

CUSTOMER STATES VEHICLE 50-65 MPH

03

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 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 CHECK VEHICLE STALLING

OPCODE: M5300 SALE TYPE: C 9.00

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 CHECK LAG WHEN ACCLERATING 7

OPCODE: M5300 SALE TYPE: C \$.00

PRIMARY TECH: 968

QUESTION #15, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

CUSTOMER TOTAL .....

\$.00

PAID

APR 16 200B

Discialmer 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 naither assumes nor authorizes any other pareon to assume for it any liability in connection with the sale of said products.

B۱

KI SATURN

SATURN OF LOWELL

720 Ragare Street LOWING MA 01852 (978) 454-6300

Book Service Appointments on line at WWW.Saturn of Lowell.com/ServiceApp_HTM SERVICE

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4/05/2008 7:53 1

SA: Markos Pournaras

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1G8ZV57737F

PLAN DESC: Z

2007 SATURN

AURA XR BLACK

ENGINE: LY7 3.6LV6 STK#: 7170606

LIC.NO:

MILES IN/OUT 13782 /

13782

DEL DATE: 1/31/2007

-----email:

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 ı ROTOR ASSEMBLY - RER OR REPLACE FRONT, BOTH

OPCODE: H0127

SALE TYPE: W

YYW

HRS: .90

PRIMARY TECH: 074 WARR PARTS:

PARTS

SN

DESC

FP QTY 25797350 ROTOR-FRT Y 2

PRICE SALE TYPE

WTY

LINE

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 INTRUMENT PANEL

ILLUMINATION ONLY

REPAIR

INFORMATION LINE

DECODE: M5300 PRIMARY TECH: 074 SALE TYPE: C

\$.00

LINE 3

CUSTOMER STATES RADIO IS SCRATCHY ON FM STATION

103.3,107

PECH COMM:

TECH IS UNABLE TO DUPLICATE AT THIS TIME

**EPAIR** 

1

INFORMATION LINE

PCODE: M5300

'RIMARY TECH: 074

SALE TYPE: C

\$.00

Disclaimer of Warrenties

ne sailer, hereby expressly discipline all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a articular purpose, and neither essumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ġ]

SATURN OF LOWELL

720 Rogers Street Lower, MA 01852 576) 454-0000

Book Service Appointments on line at WWW.Saturn of Lowell.com/ServiceApp.HTM



DATE/TIME IN: 4/02/2008 10:59 DATE/TIME OUT: SA: Markos Pournaras

4/05/2008 7:53 PAGE: 2 1

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1G8ZV57737F 03

TECH COMM:

CUSTOMER STATES TRANS IS NOT SHIFTING PROPERLY TECH INSPECTED FOR UPDATED CALIBRATION, FOUND

VEHICLE HAS MOST CURRENT INFORMATION AT THIS TIME

REPAIR ı INFORMATION LINE

SALE TYPE: C

\$.00

OPCODE: M5300

PRIMARY TECH: 074

______ CUSTOMER STATES SLIGHT SHIMMY AT HIGHWAY SPEEDS

LINE 6 TECH COMM:

TECH REBALANCED FRONT TWO TIRES.

REPAIR 1

WHEEL - BALANCE FOUR

SALE TYPE: I

INT

OPCODE: E0203

HRS: 1.00 PRIMARY TECH: 074

FP QTY DESC

PRICE SALE TYPE

I

INT

**PARTS** SN

15853318 CAP-TIRE N 4

LINE 7* 321 CUSTOMER STATES SES LIGHT WAS ON, ALSO BRAKE LIGHTS

WERE STAYING ON.

AUTH: R

CAUSE: TECH COMM: MODL/COMPNT - NO/BAD 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 MONTE CARLO

REPAIR

SENSOR, BRAKE PEDAL POSITION - REPLACE SALE TYPE: W

DPCODE: H2642

.30 IRS: PRIMARY TECH: 074

VARR PARTS:

ARTS:

DESC

FP OTY

PRICE SALE TYPE

ИE

22666955 SENSOR KI Y

WTY

WTY

ENTERPRISE RENTAL

SALE TYPE

WTY

JET ITEM: C PO#: 7135709

RENTAL DAYS:

INE 8* 523 BRAKE LIGHTS ARE STAYING ON

MODL/COMPNT - NO/BAD COMM

: ERUAL 'ECH COMM:

TECH REPLACED BCM MODULE FOUND NOT COMMUNICATING WITH REAR BRAKE LAMP CIRCUIT.

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SATURN OF LOWELL 720 Rogers Street Lowell, MA 01852

(976) 454-8300

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DATE/TIME IN: 4/02/2008 10:59 Markos Pournaras SA:

DOC COUNT: 1 PAGE: 3

1G8ZV57737F

REPAIR 1

TAG# 5709

COMPUTER (CONTROL), BODY - REPLACE

OPCODE: N4800

.30

SALE TYPE: W

WTY

.70 HRS:

OTH HRS:

PRIMARY TECH: 074 WARR PARTS:

PARTS

SO#

DESC

"*" Following the line number denotes added operation.

FP QTY

PRICE SALE TYPE

WTY

25861370 MODULE AS Y 1 SN

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

CUSTOMER TOTAL .....

\$.00

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(978) 454-9000

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SO# TAG# 4520

DATE/TIME IN: 2/27/2008 11:23 DATE/TIME OUT: SA: SCOTT POIRIER

03

2/27/2008 13:01

DOC COUNT:

PAGE: 1

N BILLERICA

1G82V57737F 2007 SATURN

ADRA XR BLACK

ENGINE: LY7 3.6LV6 STK#: 7170606

MILES IN/OUT 11915 / 11916

PLAN DESC: 2

DEL DATE: 1/31/2007

LIC.NO:

-----email: 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 INŠP.

REPAIR STATE INSPECTION STICKER

OPCODE: M6011

PRIMARY TECH: 938

SALE TYPE: CI

\$29.00

LINE TOTAL

\$29,00

CUSTOMER STATES SHIFTING HESITATES, LAGS BETWEEN LINE 3

GEARS, PLEASE CHECK AND ADVISE.

TECHNICIAN CHECKED ECM AND TCM CALIBRATIONS, BOTH TECH COMM:

HAVE MOST UP TO DATE SOFTWARE.

REPAIR INFORMATION LINE 1

OPCODE: M5300 SALE TYPE: SA INT

PRIMARY TECH: 990

LINE 4+ 6K REDLINE SERVICE

REPAIR 6,000 MILE SERVICE TIRE ROTATION

OPCODE: M0021 SALE TYPE: C \$60.03

PRIMARY TECH: 990

FP QTY PARTS PRICE SALE TYPE DESC OT PF48 OIL FILTE N 1 4.419 C \$4.44 \$10.47 OT B203 BG203 MI3 N 10.471 C 7 \$38.63 SN 12345885 OIL-ENGIN N 5 7.727 C SN 12345885 OIL-ENGIN N 7.750 C \$7.72

REPAIR 2 EXTERIOR LIGHTING CHECK

OPCODE: M5004 SALE TYPE: C \$,00

REPAIR 3 TOP OFF ALL FLUIDS

\$.00 SALE TYPE: C OPCODE: M5005

CHECK AND/OR ADJUST TIRE PRESSURE (ALL) REPAIR

DECORE: M5008 SALE TYPE: C \$.00

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DATE/TIME IN: 2/27/2008 11:23 SA: SCOTT POIRIER

DATE/TIME OUT: 2/27/2008 13:01 DOC COUNT:

PAGE: 1

1GBZV57737F 03

REPAIR 5 OPCODE: M5010	CHANGE ENGINE OIL AND FILTER SALE TYPE: C	\$.00
REPAIR 6 OPCODE: M5015	INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS SALE TYPE: C	\$.00
REPAIR 7 OPCODE: M5020	INSPECT EXHAUST SYSTEM AND SHIELDS SALE TYPE: C	\$.00
REPAIR 8 OPCODE: M5026	INSPECT BRAKE SYSTEM AND ROTATE TIRES AND WHEELS SALE TYPE: C	\$.00
REPAIR 9 OPCODE: M5065	INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT HOSES SALE TYPE: C	\$.00
REPAIR 10 OPCODE: M5088	COURTESY CAR WASH SALE TYPE: C	\$.00
REPAIR 11 OPCODE: MS125	CLEAN INJECTORS SALE TYPE: C	\$.00
REPAIR 12 OPCODE: M5303	RESET ENGINE OIL LIFE INDICATOR LAMP SALE TYPE: C	\$.00
	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

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SERVICE

**™** SATURN

DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28 SA: SCOTT POIRIER

DOC COUNT:

N BILLERICA

03

1G8ZV57737₽ 2007 SATURN

AURA XR

BLACK LIC.NO:

ENGINE: LY7 3.6LV6 7170606 STK#: MILES IN/OUT

7400 /

7540

DEL DATE: 1/31/2007

TAG# 1906

80#

PLAN DESC: Z LINE 1 523 CUSTOMER STATES DASH LIGHTS FLASHING ON AND OFF,

AUTH: A

CAUSE: TECH COMM: MODL/COMPNT - SHORTED

C1: CUSTOMER STATES DASH LIGHTS FLASHING, FLICKER-

TURNED OFF COMPLETELY. PLEASE CHECK AND ADVISE.

ING.

------email:

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 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 SWITCH - REPLACE INSTRUMENT PANEL COMPARTMENT LAMP PAIR 1 SALE TYPE: W

WTY

:ODE: N2280 .20

MARY TECH: 721 R PARTS:

rs

PRICE SALE TYPE FP QTY DESC 22627383 SWITCH AS N 1 W 25861370 MODULE AS Y

MITY. WTY

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0# AG# 1906

DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28

SA: SCOTT POIRIER

DOC COUNT: 1

PAGE:

SALE TYPE: W

1G8ZV57737F

2

COMPUTER (CONTROL), BODY - REPLACE

03

WTY

PCODE: N4800 RS: 1.00

OTH HRS: 3.00

JINE 2 124

CUSTOMER STATES BRAKES PULSATING WHEN STOPPING AT

HIGH SPEEDS, PLEASE CHECK AND ADVISE.

LAUSE:

ROTATE PART - WRAP/WAVY/W

MECH COMM:

C1: CUSTOMER STATES BRAKES PULSATING WHEN STOPPING

PROM 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

BRAKE ROTOR REFINISH FRONT

OPCODE: H0122

SALE TYPE: W

WTY

2.20

PRIMARY TECH: 721

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.

CZ: 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

OPCODE: K5364

SALE TYPE: W

WIY

HRS:

CAUSE:

.40

PRIMARY TECH: 721

LINE 4 523

MODL/COMPNT - SHORTED

VIN#2CNDL43F186

2008 CHEVY EQUINOX

CUSTOMER PROVIDED ALTERNATE TRANSPORTATION FOR

DURATION OF REPAIRS.

REPAIR

TECH COMM:

COURTESY TRANSPORTATION SATURN COURTESY 5-DAY CAR

OPCODE: Z4635

SALE TYPE: W

WTY

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SATURN OF LOWELL

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SO# TAG# 1906 DATE/TIME IN: 11/29/2007 11:42 DATE/TIME OUT: 12/03/2007 13:28 SA: SCOTT POIRIER

DOC COUNT:

1 PAGE:

1G8ZV57737F

NET ITEM: C ENTERPRISE

SALE TYPE

WTY

PO#: 7131906

RENTAL DAYS:

LINE 6*

ANTENNA COMPONENTS - REPLACE MAST, STANDARD ANTENN

TECH COMM:

ANTENNA MAST WAS BROKEN PULLING INTO GARAGE -

TECHNICIAN REPLACED MAST, ALL OPERATION NORMAL.

REPAIR ı ANTENNA COMPONENTS - REPLACE MAST, STANDARD ANTENNA

OPCODE: R0220

SALE TYPE: I

INT

PRIMARY TECH: 721

PARTS

DESC

PRICE SALE TYPE

SN

10335503 ANTENNA A N

INT

"*" Following the line number denotes added operation.

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

WINTU HAR

\$.00



PAID

DEC 0 4 2007

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AND MORE CONTRACTORS

\$.00

\$.00

\$.00

\$.00

\$29,61

17

SATURN OF LOWELL 720 Rogere Street Lawell, MA 01852

(978) 454-8300

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OPCODE: M5015

OPCODE: MS020

OPCODE: M5065

OPCODE: M5088

OPCODE: M5303

REPAIR 10

7

8

9

REPAIR

REPAIR

REPAIR

DATE/TIME ODT: 12/04/2007 9:26 DATE/TIME IN: 12/03/2007 16:15 DOC COUNT: SCOTT POIRIER TAG# 2037 SA : 1G8ZV57737F 03 AURA KR BLACK 2007 SATURN LIC.NO: ENGINE: LY7 3.6LV6 N BILLERICA MΑ STK#: 7170606 MILES IN/OUT 7540 / 7541 1/31/2007 DEL DATE: PLAN DESC: Z -----email: AURA/LS/VUE/ION 3K SERVICE LINE 1 3,000 MILE SERVICE REPAIR \$15.68 SALE TYPE: C OPCODE: M0011 PRIMARY TECH: 935 PRICE SALE TYPE FP QTY DESC PARTS \$8.00 1.600 C 5 OIL OIL N OT \$5.93 5.930 C PP48 OIL FILTE N OT EXTERIOR LIGHTING CHECK 2 REPAIR \$.00 SALE TYPE: C OPCODE: M5004 TOP OFF ALL FLUIDS REPAIR 3 SALE TYPE: C S.00 OPCODE: M5005 CHECK AND/OR ADJUST TIRE PRESSURE (ALL) REPAIR 4 \$.00 SALE TYPE: C OPCODE: M5008 CHANGE ENGINE OIL AND FILTER 5 REPAIR \$.00 SALE TYPE: C OPCODE: M5010 INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS 6 REPAIR \$.00 SALE TYPE: C

Discleimer of Werranties

INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT

SALE TYPE: C

BALE TYPE: C

SALE TYPE: C

SALE TYPE: C

LINE TOTAL

HOSES

INSPECT EXHAUST SYSTEM AND SHIELDS

RESET ENGINE OIL LIFE INDICATOR LAMP

COURTESY CAR WASH

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DATE/TIME IN: 12/03/2007 16:15

DATE/TIME OUT: 12/04/2007 9:26

TAG# 2037

SCOTT POIRLER

DOC COUNT:

PAGE:

1G8ZV57737F

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW! II

LABOR	\$15.68
PARTS	\$13.93
MISC MATERIALS	\$.49
HAZD MATERIALS	\$.45
TAX (MASSACHUSETTES )	\$.74
CUSTOMER TOTAL	
PAYMENT (CASH )	\$31.30

CUSTOMER SIGNATURE

WAL MARIN - PLANA



PAID

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AND WALLER HANDER

SO#

TAG# 2037

N BILLERICA

20

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\$15.68

\$.00

\$.00

\$.00

\$.00

**SATURN** 

DATE/TIME IN: 12/03/2007 16:15 SA: SCOTT POIRIER

03

DATE/TIME OUT: 12/04/2007 9:26

PAGE: DOC COUNT: 1

LIC NO:

BLACK

ENGINE: LY7 3.6LV6 STK#: 7170606

1G82V57737F

2007 SATURN

7540 / 7541 MILES IN/OUT

SALE TYPE: C

SALE TYPE: C

SALE TYPE: C

DEL DATE: 1/31/2007 PLAN DESC: Z

AURA XR

-------email: AURA/LS/VUE/ION 3K SERVICE LINE 1

MA

3,000 MILE SERVICE REPAIR 1

OPCODE: M0011

PRIMARY TECH: 935

PRICE SALE TYPE FP OTY DESC PARTS \$8.00 1.600 C 5 N OIL OIL  $\mathbf{TO}$ \$5.93 5.930 C PF48 OIL FILTE N OT

EXTERIOR LIGHTING CHECK . 2 REPAIR

OPCODE: M5004

TOP OFF ALL FLUIDS 3 REPAIR . \$.00 SALE TYPE: C OPCODE: M5005

CHECK AND/OR ADJUST TIRE PRESSURE (ALL)

REPAIR . S.00 SALE TYPE: C OPCODE: M5008

CHANGE ENGINE OIL AND FILTER 5 REPAIR

OPCODE: M5010

INSPECT AXLE BOOTS, SUSPENSION BUSHINGS AND BALL JOINT SEALS REPAIR 6 SALE TYPE: C OFCODE: M5015

INSPECT EXHAUST SYSTEM AND SHIELDS REPAIR

\$.00 SALE TYPE: C OPCODE: M5020

INSPECT ENGINE ACCESSORY DRIVE BELT AND COOLANT HOSES REPAIR Θ SALE TYPE: C OPCODE: M5065

COURTESY CAR WASH REPAIR \$.00 SALE TYPE: C OPCODE: M5088

RESET ENGINE OIL LIFE INDICATOR LAMP

REPAIR 10 9.00 SALE TYPE: C OPCODE: M5303

LINE TOTAL

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2|1

# SATURN OF LOWELL

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SERVICE

DATE/TIME IN: 9/28/2007 13:20 DATE/TIME OUT: SA: Daniel Dinamore

9/28/2007 14:55

PAGE: DOC COUNT: 1

AURA XR BLACK LIC.NO:

ENGINE: LY7 3.6LV6 7170606 STK#:

1G8ZV57737F1

2007 SATURN

4469 MILES IN/OUT 4467 /

1/31/2007 DEL DATE: PLAN DESC: Z

N BILLERICA

----email:

CUSTOMER STATES THE ESC WARNING LIGHT HAS BEEN

COMING ON AND OFF WHILE DRIVING, REPORT.

03

CAUSE:

so#

TAG#

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...

SENSOR, BRAKE PEDAL POSITION - REPLACE 7 REPAIR SALE TYPE: W

OPCODE: H2642

OTH HRS:

.30 HRS: 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 PRIMARY TECH: 074 SALE TYPE: C

\$.00

WTY

"*" Following the line number denotes added operation.

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**SO#** TAG# 22

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Book Bervice Appointments on line at

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Daniel Dinsmore

WWW.Saturn of LowelLcom/ServiceApp,HTM

DATE/TIME OUT: __9/28/2007 14:55

DOC COUNT: 1

9/28/2007 13:20

1G82V57737F

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

DATE/TIME IN:

SA:

CUSTOMER TOTAL .....

\$.00

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DATE/TIME IN: 9/05/2007 13:32 DATE/TIME OUT: David Pepin SA:

DOC COUNT:

9/05/2007 13:58

PAGE:

N BILLERICA

03

1G8ZV57737F

2007 SATURN ENGINE: LY7 3.6LV6

AURA XR BLACK

LIC.NO:

8TK#: 7170606

MILES IN/OUT 3372 /

PLAN DESC: Z

DEL DATE: 1/31/2007

----email:

CUSTOMER STATES SES LIGHT IS ON PLEASE CHECK 1 MOQ

AND ADVISE.

AUTH: B

CAUSE:

TECH COMM:

SO#

TAG# 9317

"CAUSE CODES"

MA

TECH SCANNED SYSTEM FOUD CODES PO442 SMALL EVAP

LEAK DETECTED, TECH TESTED SYSTEM FOUND OK

PERFORMED SERVICE BAY TEST ON SYSTEM ALL PASSED

TECH CLEARED CODE.

REPAIR ٦ FUEL AND EXHAUST - SYMPTOM DIAGNOSIS

OPCODE: L9995

SALE TYPE: W

WTY

HRS:

.10

OTH HRS:

PRIMARY TECH: 721

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

CUSTOMER TOTAL .....

\$.00

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SERVICE

TAG# 8744

DATE/TIME IN: 8/16/2007 13:00 DATE/TIME OUT:

DOC COUNT:

8/17/2007 10:40 1

PAGE:

SA: David Pepin

Q3 1G9ZV57737F

LINE 4 MOO CAUSE:

ENTERPRISE RENTAL CAR

ALIGNMENT/ADJUSTMENT

TECH COMM:

CUSTOMER NEEDED ONE DAY OF RENTAL WRILE PART WAS

INSTALL IN VEHICLE

GM VIN# 1GNDT138302

CHEVY TRAILBLAZER

COURTESY TRANSPORTATION SATURN COURTESY 1-DAY CAR

SALE TYPE: W

WTY

NET ITEM: C

OPCODE: Z4631

ENTERPRISE

SALE TYPE

PO#: 7128744

RENTAL DAYS:

WTY

LINE 5 MOO

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

REPAIR

HEATING AND AIR CONDITIONING - SYMPTOM DIAGNOSIS

OPCODE: D9995

SALE TYPE: C

3.00

PRIMARY TECH: 074

QUESTION #16, WERE YOU COMPLETELY SATISFIED? LET US KNOW!!!

CUSTOMER SIGNATURE

CUSTOMER TOTAL .....

5.00

Discleimer of Warrantles

The seller, hereby expressly disciplins 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 sate of said products.

SATURN OF LOWELL

720 Rogers Street LOWING, MA 01652 (978) 454-9300

Book Service Appointments on the at WWW.Saturn of Lowell.com/ServiceApp.HTM SERVICE

\$O# TAG# 8744 DATE/TIME IN: 8/16/2007 13:00

DATE/TIME OUT: DOC COUNT:

B/17/2007 10:40

03

SA: David Pepin

N BILLERICA

MΑ

1G82V57737F

2007 SATURN AURA XR

BLACK

ENGINE: LY7 3.6LV6

LIC.NO:

STK#: 7170606

2394 / MILES IN/OUT PLAN DESC: Z

2394 DEL DATE:

1/31/2007

-----email:

LINE 1 MOO CUSTOMER STATES DASH COVER IS LIFTING INSTALL

S/O PART

CAUSE:

DEFECTIVE PART

TECH COMM:

TECH REPLACED TRIM PIECE AROUND INSTRUMENT CLUSTER

REPAIR 1 OPCODE: C2328 PLATE, INSTRUMENT PANEL TRIM - R&R OR REPLACE CLUS

SALE TYPE: W

.50 HRS:

PRIMARY TECH: 074 WARR PARTS:

PARTS

SN

DESC

FP QTY

PRICE SALE TYPE

WTV

15926185 PLATE ASM Y 1

WTY

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 7 TRANSAXLE/TRANSMISSION SYMPTOM DIAGNOSIS

OPCODE: K9995

SALE TYPE: C

\$.00

PRIMARY TECH: 074

CUSTOMER STATES CAR SHAKES ALOT WHEN DRIVING AT LINE 3 MOO

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 ı WHEEL - BALANCE FOUR

OPCODE: E0203

SALE TYPE: W

WTY

HRS: .80

PRIMARY TECH: 074

Discinimer of Warranties

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**SATURN** 

SATURN OF LOWELL

770 Ragon Street LOWIS, MA 01852 (978) 454-8300

Book Service Appointments ي عملا مه WWW,Saturn of Lowell.com/ServiceApp.HTM

SO# TAG# 9187

N BILLERICA

DATE/TIME IN: 8/31/2007 11:30 DATE/TIME OUT:

DOC COUNT:

8/31/2007 12:51

PAGE:

SA: David Pepin

MA

1G8ZV57737F

2007 SATURN

AURA XR BLACK

LIC.NO:

ENGINE: LY7 3.6LV6 STX#:

7170606

MILES IN/OUT 3099 /

PLAN DESC: Z

DEL DATE: 1/31/2007

----email: LINE MOO

CUSTOMER STATES CHECK STEERING WHEEL SHAKES

Ε0

WHEN DRIVING AT HIGHWAY SPEEDS

TECH COMM:

TECH REMOVED METAL VALVE STEM COVERS, RETESTED

SHIMMY FOUND OK.

REPAIR CHECK SHIMMY AT HIGHWAY SPEEDS 1

OPCODE: M5300

SALE TYPE: C

9.00

PRIMARY TECH: 935

CUSTOMER STATES CAR PULLS TO THE LEFT

LINE 2 MOO CAUSE:

ALIGNMENT/ADJUSTMENT

TECH COMM:

TECH INSPECTED ADJUSTED FRONT AND REAR TOE AND

RR CAMBER.

REPAIR

WHEEL ALIGNMENT - CHECK AND/OR ADJUST

المراه من منه

THUNKY TO (\$7E) AE4-#300

GATISPIET, pienas un

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

Discialmer of Warranties

he setter, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or filness for a sarticular purpose, and neither essures nor authorizes any other person to assume for it any liability in connection with the sale of said products.

document Index - 71-635318791 Class - BRCSiebel Docs

RequestNum 71-635318791

MSXDocNum 0816100454

Last

1

First

Timestamp 2008-06-09-13.40.24.000000

Division SA

CorrType

CatCode |04

MSXSource

AttachNum

VIN

27

Page 1 of 2



#### 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

.... **Λ** 

Vehicle Information

Service Contract: No.

Field Actions: 0, Open

VIN: 1G8ZV57737F

Branded Title: No.

Model: ZZV69-2007 AURA XR SEDAN

Warranty Block: No.

PDI Status: Yes

·· View Vel

View Vet Summer

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View Vel

Informati

Vehicle Build

Model: ZZV69-2007 AURA XR SEDAN

Gross Vehicle Weight: 0

Order Number: KKXXND

Build Date: 10/11/2006

Build Plant: F-

Investiga Assembl⁻

#### 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

41U - BLACK ONYX

7AZ - COMPONENT FRT RH COMPUTER SEL

9AB - COMPONENT RR RH COMPUTER SEL

SUSP

AG2 - ADJUSTER PASS ST POWER, MULTI-

DIRECTIONAL

ALO - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT

PASS/CHILD PRESENCE DETECTOR

AYO - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN

SIDE AIR BAGS

C68 - AUTOMATIC AIR CONDITIONING

D70 - RATIO TRANSAXLE FINAL DRIVE 2.77

FAH - TRIM, WOODGRAIN

FEO - SUSPENSION SYSTEM FRT & RR, ACTIVE

HPO - 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

223 - MOROCCO BROWN

SUSP

ATB - RESTRAINT PROVISIONS CHILD, RR

SEAT, RR FACING

B50 - PREMIUM FLOOR/TRUNK MATS

CF5 - POWER SUNROOF

DL8 - FOLDING POWER OUTSIDE MIRRORS,

HEATED

FAI - FAIRFAX

HMT -

153 - 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

PCQ - PREMIUM TRIM PKG: *LEATHER APPOINTED SEATS *LEATHER WRAPPED STEERING WHEEL

PCR - CONVENIENCE PKG: *REMOTE VEHICLE START *HEATED FRONT SEATS

Page 2 of 2

### *LEATHER SHIFT KNOB

PCU - ADVANCED AUDIO PKG: *AM/FM STEREO, 6-CD CHANGER, MP3 PLAYER, RDS, AUX INPUT JACK *SATURN *PASSENGER SEAT, POWER 6-WAY *POWER 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

Global Warranty Management: Site Map

ADJUSTABLE PEDALS

R6H - SDS CHARGE

RGP - SPECIAL PAINT

DIMMING AND COMPASS

R9N - MOROCCO BROWN LEATHER

"INSIDE REARVIEW MIRROR WITH AUTO

PDD - ENHANCED CONVENIENCE PKG:

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

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Page 1 of 1



# Connect

Grace Moody

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June 12, 2008

Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary INTERFACE WITH CUSTOMER

# View Vehicle Component Summary

ring vehicle build.	rs to view (ne information o	n various major components ac	ided to the VIN selected	For this ·- View \			
Vehicle Information							
VIN: 1G8ZV57737F Model: ZZV69-2007 AURA XR SEDAN							
Service Contract: No	Branded Title: No	Warranty Block: No	PDI Status: Yes				
Field Actions: <u>0_Open</u>		Tallaction of the second of th					
ed delega pengangan manan manan mananahan ada ada ada ada ada ada ada ada ada a	PHAIR PROPERTY OF THE PROPERTY	1911/18   1111/18   1111/18   1118/18   1114/14   1144/14   1144/14   1144/14   1144/14   1144/14   1144/14		_ View ∖ Summ			
Vehicle Component							
Vehicle has no current record of vehicle component.							
· · · · · · · · · · · · · · · · · · ·		- , - 1-y 4 total-construct Minner, 11-1101 - France Mr. 1957 W	been against the second of the				
				_ <u>Invest</u> Assen			

Global Warranty Management: Site Map

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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

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View Vet

History_C View Vel

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<u>Investiga</u> Assembl^{*}

Vehicle Information

Field Actions: 0 Open

Job Card Number:

SATURN OF LOWELL

720 ROGERS STREET LOWELL MA 978 454 9300

Repair Service Agent: 157864

Service Contract: No

VIN: 1G8ZV57737F

Branded Title: No

Model: ZZV69-2007 AURA XR SEDAN Warranty Block: No

Job Card Date: 05/06/2008

Odometer Reading: 15,674 MI

Authorization Code:

PDI Status: Yes

Process Date:

Transaction Type:

Customer Complaint Code:

05/29/2008 Job Card Line #: 3 ZSET—Service Event 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:

Job Card Date: 05/06/2008

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 978 454 9300

Odometer Reading: 15,674 MI

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

05/29/2008 Job Card Line #: ZREG----Regular Vehicle

0126-Drivability - Noise

Transaction Transaction Adjustment: Cause Code: 6063-Module/Component - Noise during

operation

Labour Op F1507-HALFSHAFT, 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:

Job Card Date: 04/16/2008

Odometer Reading: 14,526 MI Authorization Code:

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET

Page 2 of 9

LOWELL MA 978 454 9300

Process Date: 04/16/2008

Transaction Type:

Customer Complaint Code:

Job Card Line #: 1

ZSET----Service Event 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:

Job Card Date: 04/02/2008

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 978 454 9300

Odometer Reading: 13,782 MI

Authorization Code: R

Process Date:

Transaction Type:

Customer Complaint Code:

04/07/2008

ZREG—Regular Vehicle

0124-Drivability - Brakes

Job Card Line #: Transaction

Transaction Adjustment:

Cause Code: 6573-Module/Component - No/Incorrect

Communication

Labour Op H2642-SENSOR, BRAKE PEDAL POSITION - REPLACE Causal Part Number 000000000022666955-SENSORKIT, BRKPEDPOSN

See other Parts and/or Net Items

Line Total: USD 170.02

Job Card Number

Job Card Date: 04/02/2008

1931 - Open Company -

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 978 454 9300

Odometer Reading: 13,782 MI

Authorization Code: R

Process Date:

Transaction Type:

Customer Complaint Code:

04/07/2008

ZREG---Regular Vehicle

0124-Drivability - Brakes

Job Card Line #:

Transaction

Cause Code: 3049-Rotating Part -Warped/Wavy/Wrinkled

Transaction Adjustment:

Labour Op H0127-ROTOR ASSEMBLY - FRONT - BOTH - REPLACE

Causal Part Number 00000000025797350-

—See other Parts and/or Net Items

Line Total: USD 283.30

Job Card Number:

Job Card Date: 04/02/2008

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LÓWELL MA 978 454 9300

Odometer Reading: 13,782 MI

Authorization Code:

Process Date: 04/05/2008

Transaction Type:

ZREG----Regular Vehicle

Customer Complaint Code:

Job Card Line #: Transaction

0523-Features/Controls/Displays - Lights Cause Code: 6573-Module/Component - No/Incorrect

Transaction Adjustment:

Communication

Labour Op N4800-BODY CONTROL MODULE REPLACEMENT

Page 3 of 9

Causal Part Number 000000000025861370-

→See other Parts and/or Net Items

Line Total: USD 250,54

Job Card Number:

Repair Service Agent: 157864

SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 978 454 9300 Job Card Date: 04/02/2008

S. Lat. of the control of the contro

Odometer Reading: 13,782 MI

Authorization Code:

Process Date: 04/05/2008

Job Card Line #: 6

Transaction Type:

ZSET—Service Event

Transaction Adjustment:

Customer Complaint Code: 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

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LÓWELL MA 978 454 9300

Job Card Date: 04/02/2008

Odometer Reading: 13,782 MI

Authorization Code:

Process Date: 04/05/2008

Transaction Type:

ZSET----Service Event Transaction Adjustment:

Cause Code: -

Customer Complaint Code:

Labour Op M5300-INFORMATION LINE

Causal Part Number

Job Card Line #: 2

→See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number:

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET

LOWELL MA 978 454 9300

Job Card Date: 02/27/2008

Odometer Reading: 11,915 MI

Authorization Code:

Process Date:

Transaction Type:

Customer Complaint Code:

02/27/2008 Job Card Line #: 2 ZSET----Service Event 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:

Job Card Date: 12/03/2007

Page 4 of 9

Repair Service Agent: 157864 \$ATURN OF LOWELL 720 ROGERS STREET LOWELL MA 978 454 9300

Odometer Reading: 7,540 MI

Authorization Code:

Process Date: 12/05/2007

Transaction Type:

Customer Complaint Code:

Job Card Line #: 1

ZSET----Service Event 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:

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:

Transaction Type:

Customer Complaint Code:

03/18/2008 Job Card Line #: 4 ZSET----Service Event Transaction Adjustment:

0523-Features/Controls/Displays - Lights 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:

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 Job Card Line #: Transaction Type:

ZREG----Regular Vehicle

Transaction Adjustment:

Transaction

Customer Complaint Code: 0124-Drivability - Brakes Cause Code: 3049-Rotating Part -

Warped/Wavy/Wrinkled

Labour Op H0122-FRONT BRAKE ROTOR REFINISHING

Causal Part Number

Line Total: USD 151.60

Job Card Number:

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:

Cause Code: -

Job Card Line #: 6 Transaction Adjustment:

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:

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:

Transaction Type:

Customer Complaint Code:

12/03/2007 Job Card Line #: Transaction

ZREG--Regular Vehicle Transaction Adjustment:

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:

Repair Service Agent: 157864

SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 978 454 9300 Job Card Date: 11/29/2007

Odometer Reading: 7,400 MI

Authorization Code: E9

Process Date:

Transaction Type:

Customer Complaint Code:

12/19/2007

ZREG----Regular Vehicle Transaction Job Card Line #: 1 Transaction Adjustment:

0523-Features/Controls/Displays - Lights

Cause Code: 6579-Module/Component - Shorted

Labour Op N4800-BODY CONTROL MODULE REPLACEMENT

Causal Part Number 000000000025861370-

—See other Parts and/or Net Items

Line Total: USD 519.64

Job Card Number:

Job Card Date: 09/28/2007

Repair Service Agent: 157864 SATURN OF LOWELL

720 ROGERS STREET LOWELL MA 978 454 9300 Odometer Reading: 4,467 MI Authorization Code: B

Process Date:

Transaction Type:

Customer Complaint Code:

10/01/2007 Job Card Line #: 1 ZREG---Regular Vehicle Transaction Transaction Adjustment:

0000-Converted Claim Cause Code: 0000-Converted Claims

Labour Op H2642-SENSOR, BRAKE PEDAL POSITION - REPLACE

Causal Part Number

Line Total: USD 127.67

Page 6 of 9

Job Card Number:

Repair Service Agent: 157864

SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 978 454 9300 Job Card Date: 09/05/2007

Odometer Reading: 3,372 MI

Authorization Code: B

Process Date:

Transaction Type:

09/05/2007 Job Card Line #: 1 ZREG----Regular Vehicle Transaction

Transaction Adjustment:

Customer Complaint Code:

0000-Converted Claim

Cause Code: 0000-Converted Claims

Labour Op L9995-FUEL AND EXHAUST - SYMPTOM DIAGNOSIS

Causal Part Number

Line Total: USD 23.94

Job Card Number:

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 978 454 9300

Job Card Date: 08/31/2007

Odometer Reading: 3,099 MI

Authorization Code:

Process Date: 08/31/2007

Job Card Line #: 2

Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Adjustment:

Customer Complaint Code:

0000-Converted Claim Cause Code: 0000-Converted Claims

Labour Op E2020-WHEEL ALIGNMENT - CHECK AND/OR ADJUST

Causal Part Number

Line Total: USD 87.77

Job Card Number:

Repair Service Agent: 157864

SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 978 454 9300 Job Card Date: 08/16/2007

Odometer Reading: 2,394 MI Authorization Code:

Process Date:

Transaction Type:

08/17/2007 Job Card Line #: 4 ZREG—Regular Vehicle Transaction

Transaction Adjustment:

Customer Complaint Code: 0000-Converted Claim

Cause Code: 0000-Converted Claims

Labour Op Z4631-1-DAY CAR RENTAL - SATURN U.S.

Causal Part Number

—See other Parts and/or Net Items

Line Total: USD 42.00

Job Card Number:

Repair Service Agent: 157864

SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 978 454 9300 Job Card Date: 08/16/2007

Odorneter Reading: 2,394 MI

Authorization Code:

Process Date:

08/17/2007 Job Card Line #: 3

Transaction Typo:

ZREG----Regular Vehicle Transaction

Transaction Adjustment:

Customer Complaint Code: 0000-Converted Claim Cause Code: 0000-Converted Claims

Page 7 of 9

Labour Op E0203-WHEEL - FOUR - BALANCE Causal Part Number

Line Total: USD 63,83

Job Card Number:

Job Card Date: 08/16/2007

Repair Service Agent: 157864

Odometer Reading: 2,394 MI

SATURN OF LOWELL 720 ROGERS STREET

Authorization Code:

LOWELL MA 978 454 9300

Process Date:

Transaction Type:

Customer Complaint Code:

08/17/2007 Job Card Line #: 1

ZREG—-Regular Vehicle Transaction Transaction Adjustment:

0000-Converted Claim

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:

Job Card Date: 08/11/2007

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET

Odometer Reading: 2,172 MI

Authorization Code:

LOWELL MA 978 454 9300

Process Date:

Transaction Type:

Customer Complaint Code:

08/16/2007

ZREG---Regular Vehicle Transaction

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:

Job Card Date: 01/31/2007

Repair Service Agent: 157864

SATURN OF LOWELL 720 ROGERS STREET

LOWELL MA 978 454 9300

Authorization Code:

Odometer Reading: 4 MI

Process Date:

Transaction Type:

Customer Complaint Code:

11/21/2007 Job Card Line #: 1 ZSET----Service Event

0000-Converted Claim

Labour Op M5090-

Transaction Adjustment:

Cause Code: -

Causal Part Number

Line Total: USD 0.00

Job Card Number:

Job Card Date: 11/21/2006

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

Transaction Type: ZSET---Service Event Transaction Adjustment:

Customer Complaint Code: 0000-Converted Claim

Cause Code: -

Job Card Line #: 1 Labour Op M5090-

Causai Part Number

Line Total: USD 0.00

Job Card Number:

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LÓWELL MA 978 454 9300

Job Card Date: 10/26/2006

Odometer Reading: 2 MI Authorization Code:

Process Date:

11/21/2007 Job Card Line #: 4 Labour Op X0009-

Transaction Type: ZSET-Service Event Transaction Adjustment: Customer Complaint Code: 0000-Converted Claim Cause Code: -

Causal Part Number

-- See other Parts and/or Net Items

Line Total: USD 0,00

Job Card Number:

Repair Service Agent: 157864 SATURN OF LOWELL 720 RÖGERS STREET LOWELL MA 978 454 9300

Job Card Date: 10/26/2006

Odometer Reading: 2 MI Authorization Code:

Process Date:

11/21/2007 Job Card Line #: 3

Transaction Type: ZSET----Service Event Transaction Adjustment: Customer Complaint Code: 0000-Converted Claim Cause Code: -

Labour Op M5130-Causal Part Number

Line Total: USD 0.00

Job Card Number:

Repair Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LÓWELL MA 978 454 9300

Job Card Date: 10/26/2006

Odometer Reading: 2 Mil Authorization Code:

Process Date: 11/21/2007 Job Card Line #: 2 Labour Op M5145Transaction Type: ZSET----Service Event Transaction Adjustment: Customer Complaint Code: 0000-Converted Claim Cause Code: -

# Global Warranty Management

Page 9 of 9

Causal Part Number

Line Total: USD 0.00

Job Card Number:

Job Card Date: 10/26/2006

Repair Service Agent: 157864

Odometer Reading: 2 MI

SATURN OF LOWELL 720 ROGERS STREET Authorization Code:

LOWELL MA 978 454 9300

Process Date:

Transaction Type:

10/26/2006

ZPDI----Pre-Delivery Inspection

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op 27000-PRE-DELIVERY INSPECTION - BASE TIME

Causal Part Number 00000000001051515-

-See other Parts and/or Net Items

Line Total: USD 96.32

Global Warranty Management: Site Map

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# Global Warranty Management

Page 1 of 1



# Connect

Grace Moody

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History C

View Vel

<u>Investiga</u> Assembl

June 12, 2008

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER

# View Vehicle Delivery Information

and the ultimate customer. Not all sections will be populated for all VINs. For this ve · Vlew Vet Vehicle Information VIN: 1G8ZV57737F Model, ZZV69-2007 AURA XR SEDAN - B Service Contract: No. Branded Title: No. Warranty Block No. PDI Status: Yeş + W Field Actions: Q Open -- View Vel View Vet Summan View Vel Invoice Information

This screen allows GMVIS users to view the available information for the selected VIN delivered to the Service Agent

invoice information

Invoicing Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET

LOWELL MA 01852-4399 978 454 9300

Informati

Ship to Information

Invoicing Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 01852-4399 978 454 9300

Ship to Date: N/A

Invoice Date: 01/31/2007

**Delivery Information** 

Delivery Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 01852-4399 978 454 9300 . Delivery Date: 01/31/2007 Delivery Type: Delivery Odometer: 4

In Service Information

Invoicing Service Agent: 157864 SATURN OF LOWELL 720 ROGERS STREET LOWELL MA 01852-4399 978 454 9300 In Service Date: 01/31/2007 In Service Type: In Service Odometer: 0

Global Warranty Management: Site Map

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Page 1 of 2

# GM Vehicle Inquiry System Summary

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

					ŀ	lelp						
VIN:		IG8Z	V57737F					•			_	
- <del>-</del> -				VEHIC	LE IN	FOR	MATI	ON				
Merchandising	Model	: Z	ZV69 -2007	SATURN A	URA	XR 4D	R SEI	DAN V	Varranty	Start Date :	Start Date: 01/31/	
BARS Order T	уре :	70	- RETAIL	STOCK						_		<u> </u>
Delivering Deal	N.	N/A					S	elling So	urce :		N/A	
		1						s	ite Code	:		N/A
								E	usiness /	Associate Coc	le :	N/A
Service Contr	act :	No	Brande	d Title :	No	W	arrani	y Block	: No	PDI Stati	1\$ :	Open
				REQUIR	ED F	IELD.	ACTI(	ONS		•		
Vehicle Has No	Curre	nt Rec	ord Of Out	standing Ca	mpai	gns						
			Si	ERVICE IN	FOR	MATI	DNAL	ITEMS				
Vehicle Has No	Curre	nt Rec	ord Of Out	standing Se	rvice	Inform	ıation					
			ON STAR A	ND XM SA	TELI	LITE	RADIC	INFOR	RMATIO	N		
OnStar Equipped	Yes	OnS	tar Status	Active	(loca	er to Ho ated on 3) 667-8	the "C	e for det InStar" u	ails or:go ab in GM	to OnStar On InfoNET) or	line ) (888)	Enrollment ONSTARI
XM Equipped	No	XM	Radio ID	N/A	XM Stat	I N/A I WWW. Strongaring and are Danker Heating.						
				APPLICA	BLE	WAR	RANT	TES				
		Descr	iption	- 1		Effe Da	ctive ite	ľ	ctive meter	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	1	00004 miles	
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM				√.	01/31/2007			4 miles	01/31/2015	•	80004 miles	
60/100000 POW. WARRANTY	ERTR.	AIN C	OVERAGE.	LIMITED		01/31.	/2007		4 miles	01/31/2012	1	00004 miles
36/50000 CALIF	ORN1 <i>A</i>	A EMI	SSIONS			01/31	/2007		4 miles	01/31/2010		50004 miles

GM Vehicle Inquiry System - Summary

Page 2 of 2

84/70000 CALIFORNIA SELECT COMPONENT	01/31/2007	4 miles	01/31/2014	70004 miles
CLA	IM HISTORY			
Vehicle Has No Associated Claim History				
CHECK HIST	ORY INFORMATIO	ON		
Vehicle Has No Associated Check History Informatio	n.			

GM Vehicle Inquiry System - Claim History

Page I of 1

# GM Vehicle Inquiry System Claim History

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

Help

VIN:	1G8ZV57737F	
	CLAIM HISTORY	
Vehicle Has No As	ssociated Claim History	
	CHECK HISTORY	
Vehicle Has No As	ssociated Check History.	

# GM Vehicle Inquiry System Vehicle Build

Home - Summary - Claim Flistery - Vehicle Build - Vehicle Component - <u>Delivery Information</u> - Dealer <u>Information</u> - Service Contract - Warranty Block - Branded Title

Help

VIN	1G8ZV5773 <b>7</b> F			
		VEHICLE BUILD		
Merchandising Model:	ZZV	69 -2007 SATURN AUF	A XR 4DR SEDAN	
Gross Vehicle Weight R	ating: 2087	kg (4602 lb)	Order Number :	
Build Date :	10/11	/2006	Build Plant :	17 <b>F</b> Ž

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	ALO - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE
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
FEO - SUSPENSION SYSTEM FRT & RR, ACTIVE	HPO - 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
NEI - 50-STATE EMISSIONS	NUI - 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

REARVIEW MIRROR WITH AUTO DIMMING AND COMPASS	SPEAKERS PREMIUM SOUND *AUDIO CONTROLS. REAR SEAT WITH WIRELESS HEADPHONES				
PDD - 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				
UEI - I 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	ISZ - DISCOUNT OPTION PKG				
221 - INTERIOR TRIM EBONY/MOROCCO	223 - MOROCCO BROWN				
4IU - 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					

GM Vehicle Inquiry System - Service Contract

Page 1 of 1

# GM Vehicle Inquiry System Service Contract

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

Help

VIN	1G8ZV57737F	
	SERVICE CONTRACT	
Vehicle Has No GM Ser	vice Contracts.	

GM Vehicle Inquiry System - Warranty Block

Page 1 of 1

# 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:	IG8ZV57737F					
WARRANTY BLOCK						
Vehicle Has No Current Record of Blocked Warranties						

GM Vehicle Inquiry System - Branded Title

Page 1 of 1

# GM Vehicle Inquiry System Branded Title

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

Help

VIN:	1G8ZV57737F					
BRANDED TITLE						
No Current Record of Vehic	ele 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.

Ref No Site First Name Evening # N Billerica City Con. Acct. Model Year 2007 Warr, Start 01/31/2007

5.000

Priority Status Sub-Status

Goodwill **GW SubType** Approval ucc Engine - General Involved Dir Source Phone

Dissalisfied

Medium License # SATURN Closed

Complaint Vehicle **Area** Sub-Area Operation or Design Safety 6/12/2008 01:02:02 PM Undated Owner **EVENT** 

11/15/2007 09:50:35 AM

Closed

Opened 10/26/2007 09:01:34 AM

BRC Type N/A

Bus. Unit Salum CAC

**AURA** Abstract vehicle has hesitation

Saturn

Customer Description

Make

Model

Owner stated he is a unhappy owner in the vehicle, the vehicle has a hestitiation 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

Mileage

# Component Coverage

Component Coverage Excitation Mileage **Expiration Date** 

### Certificate Details

Certificate Number. Amount **Expiration Date** 

# Pre-Authorization Basics

Service Dealer BAC Code Div. Dealer Code Repair Order #

# Activities

Greated Created	By Assigned To	Activity Type	ctivity SubType Status	Completed Descrip	<b>Pion</b>
11/15/2007 09:48:43 AM	EVENT	Outbound	Done	11/15/2007 09:49:14 AM	
		Correspondence			
Contact Last Name	Contact Fas	t Name A	ccount	BAC Code	
Occello	John				
Convinents			FT 157 1887(高级管计量压力		

I sent the owner a unable to contact card and closed the case pending futher contact from the owner.

# Activities

Created B 11/14/2007 08:22:41 AM	EVENT	Outbound Call Customer		Done	11/14/2007 08:24:02 AM	<b>V</b> isitally <b>A</b>
Contect Last Name					E.C. Cerle	I
Comments left a message for the						I
Created Created By 11/13/2007 02:03:00 PM	Assigned To EVENT	Activity Type Outbound Call Customer	Adivity SubType	Status 🖟	Econoleted 11/13/2007 02:04:22 PM	Description
Corract Lest Name	Contact Fi	st Name	Account		BAC Code	I
Commands I left a message for the	owner to return i				· 建筑器 (1885年)	I
Created By 11/13/2007 02:00:10 PM	Assigned To EVENT	Activity Type Outbound Call Dealer	Activity SubType	Status (%)	Completed 11/13/2007 02:02:46 PM	Description
Gortaci Last Name SERVICE	Contact Fit	st Name of the Control of the Contro	Account	图4. 图 通知	BAC Code	[
Comments I asked Scott (last name unknown) se thanked Scott for the information.		il S/Lowell if the owner came i		e owner didn't sho	1908-1908	
Created By	Assigned To	Activity Type	- Activity SubType	Status	Cornoleted	Description
11/13/2007 09:05:52 AM Contact Last Name	EVENT Gordadi Fin	Outbound Call Dealer st Name	Account	Done	11/13/2007 09:05:52 AM BAC Code	
Comments						
Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
11/8/2007 08:46:01 AM Cortact Last Name	EVENT	Followup Call Customer		Done	11/13/2007 02:02:58 PM BAC Code	
LEURINGERIUS						

#### Activities

Complete Complete Activity for the Annie Subtype Complete Complete Activity for the Activit 11/8/2007 09:40:35 AM **EVENT** Outbound Call Customer 11/8/2007 08:40:53 AM Done Contact First Name Account

BAC Code Comments

stated: -that I spoke with David Pepin service manager at S/Lowell. - he would be glad to go on a lest drive with you. - wanted to lel 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 by 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 lest drive to try and duolicate your concern. Owner stated: - he will try and take it in on Monday. I stated: -that t will follow up with him on Tuesday to see how everything went. Owner agreed.

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

Compents

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 fornomow 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 Statue Completed Description 11/7/2007 02:22:36 PM **EVENT** Inhound Call Dealer Done 11/7/2007 02:23:23 PM Cotslact Last Name Contact First Name BAC Code

Comments.

Crealed By Assigned To Activity Type Completed Description 11/7/2007 10:29:50 AM **EVENT** Outbound Call Customer 11/7/2007 10:31:25 AM Done Cordact Last Name Contact First Name BAC Code

A Comments

left a message for the owner to return my call.

Created By Assigned To Activity Type Activity Sub Type Status Completed Description 11/7/2007 09:40:10 AM **EVENT** Outbound Call Dealer Done 11/7/2007 09:40:10 AM Collact Last Name Contact First Natrie BAC Code **PRENTISS** BOB

Report Generated for Shepparl

Comments

on 6/12/2008

**35** 4.7

# Service Request Locality

#### Activities

Leading Comments		Activity Type	County SubType Sales 3	Completed	r saidin .
11/6/2007 03:38:59 PM	EVENT	Outbound Call Dealer	Done	11/6/2007 03:41:06 PM	a a constant and a co
SVITE Last Name	Fightart Fire	f Name	crount	BAC Code	
SERVICE	CONSULTA				
one probability					

Crealed	Created By Assigned To	Activity Type Activity SubT	pe 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 Firs	Name Account	12. 14.11.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.	BAC Code	
PRENTISS	BOB				
Comments	2. 日本人工会社会			Sec. 11. 12. 12. 12. 12. 12. 12. 12. 12. 12	

Il left a message for Bob Prentiss FOM at S/Lowell to return my call.

Clealed	Created By Assigned To	Activity Type	Activity SubType	Status	Completed	Description	
11/6/2007 03:02:13 PM	EVENT	Inbound		Done	11/6/2007 03	338:39 PM	
Contași Lasi Name	Contact Fire	l Name	Account		BAC Code	1 13 43	

#### enimient

I introduced myself and reiterated the owners concern. I stated: -that I apologize on behalf of Salum 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 Salum the opportunity to look into this for you. - Salum obligation under the warranty is to property 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 seal 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 hestating 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 vehicle.

Created Created By Asi	signed To Activity Type	Activity SubType Status	Completed	<b>Description</b>
	ENT Inbound	Done	11/6/2007 03:01:43 PM	
Contact Lest Name	onlact First Name	Account	EAC Code	
Comments		<b>基位图内设备</b> 的 原则 "但","但","是","是"。		<del>v</del> .

- 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100	d By Assigned To	Activity Type Acti	vity SubType Status	Completed	Descaption	
11/6/2007 10:49:06 AM	EVENT	Outbound Call Customer	Done	11/6/2007 10:49:23 AM		
Contact Last Name	Contact Fir	s! Name Acco	山地名第二法国安斯德	BAC Code		
Comprients						

978-362-3710

000/001



Comments

Created 11/5/2007 03:38:33 PM Contact Last Name	EVENT	Inbound		Done	11/5/2007 03:41:31 PM BAC COS	Cessi don
Comments 978-362-3710	of the latest equi					
Created Greated 8 10/29/2007 04:29:04 PM	Assigned To EVENT	Activity As Outbound Correspondence	Activity SubType	Status Done	Completed 10/29/2007 04 29:37 PM	Description :
Contact Last Name  Comments					BAC Code	
i sent a unable to contact card and cl Created Greated Bt 10/29/2007 10:04:43 AM		Activity Tipe				Description
Contact Last Name		Outbound Call Customer	Account	Done State of the	10/29/2007 10:06:13 AM BAC: Code	
978-362-3710 lieft a message for the Created Created S	owner to return	my call.	Activity SubType	Status	Completed	Description
10/29/2007 09:15:08 AM Cordan Last Name PRENTISS	EVENT	Inbound Call Dealer rs! Name		Done	10/29/2007 09:18:17 AM BAC Code	င်လျှေနာဏ်။

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	Dane	10/29/2007 09:15:11 AM	
Contact Last Name	Contact Fire	t Name	Account	BAC Cone	
PRENTISS	BOB				
Comments		Allen Berger			

Created Created	By Assigned To	Activity Type Activity	SubType Salus	Completed De	<b>Cription</b>
10/29/2007 09:06:02 AM	EVENT	Outbound Call Dealer	Done	10/29/2007 09:06:02 AM	
Contact Last Name	Contact Fin	al Name Account		BAC Code	
PRENTISS	вов				
Comments					

# Activities

Created 10/26/2007 02:56:14 PM Corrlact Last Name Comments 978-362-3710 ( left a message for	EVENT Outbound Call (	AUIVIDy Stable(); Customer Account	Done 10/26/2007 PM	02:58:19
Created Created 10/26/2007 01:27:14 PM Contact Last Name PRENTISS Comments	By Assigned To Actif by Type : EVENT Outbound Call I Contact First Name BOB		Status Complete Done 10/25/2007 PM BAC Code	01:28:28
10/26/2007 12:26:04 PM Contact Last Name Legmoents Business Case: Supopris assistant	By Assigned To Activity Type EVENT Research  Contact First Name  ce In Serv Date: 01-31-2007 In Serv Mi	Account les: 4 Resp Fcity: 11008 Miles To	Done 10/26/2007 PM BAC Code	
200709287130052-4467 02 GP 0 01 VW 09 05 07 09 05 07 \$ 23.94 CP 08 31 07 08 31 07 \$ 0.00 MS. E2020 WHEELALIGNMENT - CH PLATE, INSTRUMENT PANEL TRI TRANSAXLETTRANSMISSION SY WHEEL - BALANCEFOUR 11008 11008 20070817 7128744 2394 08	9 28 07 09 28 07 \$ - 0.00 H9995 - BRA \$ L9995 FUEL AND EXHAUST - SYMP 300 INFORMATION LINE 1100 ECK AND/OR ADJUST 11008 2007081 IM - 11008 20070817 7128744 2394 0 IMPTOM DIAGNOSIS 11008 2007081 20070817 7128744 2394 04 VW 08 16 5 CP 08 16 07 08 17 07 \$ 0.00 D9995 7.98 C9995 BODY INTERIOR - BEZ9	KES SYMPTOM DIAGNOSIS 11008 2 TOM DIAGNOSIS 11008 2 18 20070831 7129187 3099 02 VW 08 17 7128744 2394 01 VW 08 16 07 08 1 2 CP 08 16 07 08 17 07 \$ 0.00 K999 7 7128744 2394 03 VW 08 16 07 08 1 07 08 17 07 \$ 42.00 Z4631 COURT HEATING AND AIR CONDITIONING	8 20070905 7129317 3372 20070831 7129187 3099 01 31 07 \$ 87.77 17 07 \$ 129.12 C2328 5 17 07 \$ 63.83 E0203 IESY TRANSPORTATION 3 11008 20070816 7128620	
10/26/2007 09:08:25 AM	By Assigned To Activity Type EVENT Forward Contact First Name	Activity SubType  Account	Done 10/26/2007	Description 09:08:25 AM

#### Activities

Assigned to Activity to Activity SubType Status Completed Percention

10/26/2007 09:06:29 AM EVENT Email - Ourbound Done 10/26/2007 09:08:20 AM RE: Regarding My Saturn

Contract Last Name Account BAC Code!

Hello We appreciale 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 978-362-37 toduring 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 SIV-21-F2E9X

Created By Assigned To Activity Type Activity SubType Status Completed Description

10/25/2007 05:52:15 EVENT Email - Inbound Done 10/26/2007 09:08:05 AM Regarding My Saturn

Contact List Name Account BAC Code L

Comments

DATE: 10/25/2007 TIME: 18:48:53 FIRST NAME: LAST NAME: EMAIL ADDRESS: ADDRESS: SUBJECT: NA ZIP CODE: CONTACT METHOD: Phage PLONE; SUBJECT: Page

CITY: N. Billerica STATE: MA ZIP CODE: CONTACT METHOD: phone PHONE: 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 excelerates 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 inanual drive to power up the fourque. When the car "tacks 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

Jo1 No Symptom Indicated Engine - General

SR No. ST-1-2708665F Account Last Name Daytime # Address State МΑ Postal Cd

Serial #/VIN 1G8ZV57737F Make Satum Model **AURA** 

Owner.

Site First Name Evening # City N Billerica Con. Acct. Model Year 2007 Warr, Start 01/31/2007 Mileane 14.526

Ref No.

Gondwill

David Pepin informed me the owner retained an attourney. Lattempted to call the owner but was unable to do so. I sent an unable to contact card.

UCC Source Priority Status Sub-Status 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 wailing 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.

GW SubType Approval Automatic Transaxle involved Dir

White Mail Medium License # SATURN Open Dissatisfied

Safety Undated 6/12/2008 01:03:55 PM **EVENT** Owner

Salum CAC

Complaint Vehicle

BRC Type N/A

Bus, Unit

Sub-Area

Area

5/5/2008 11:23:46 AM Opened Closed

cust como

**GMPP Details** 

Abstract

Customer

Description

GMPP Term ** «GMPP Mileage

Component Coverage

Component Coverage Expiration Mileage Expiration Date

Certificate Details

Certificate Number Amount **Expiration Date** 

Pre-Authorization Basics

Service Dealer BAC Code Div. Dealer Code Repair Order#

Activities

Greated By Assigned To Activity Type Completed Description - 1999 1999 Status 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-Contact Lasi Name Opened by WEIGELKR Contact First Name BAC Code

Report Generated for Shepparl

on 6/12/2008

# Service Request Parity

# Activities

66-66 5/29/2008 08:07:44 AM	EVENT	Activity Types Outbound Card		Dane	Completed 5/29/2008 08:07:59 AM		
Caplact Lasi Name			Account		BAC Code 3		
I sent an unable to contact card.							
Created	By Assigned To Event	Activity Type Outbound Call - No Answer	Activity SubType	Status Done	Completed 5/28/2008 03:32:07 PM	Description	
Contact Last Name	Contact Fi	rsi Name	Account		BAC Code		
978-337-1923.			SAR - 1		<i>達四百<u>月百年日</u> <u>- </u> </i>		
Created Greated 5/28/2008 09:06:27 AM	By Assigned To EVENT	Activity Type Outbound Call - Left Message	Activity SubType	Status Done	Completed 5/28/2008 09:09:08 AM	Description	(A)
	Contact Fi		Account		BAC Code		
stated I was calling	aboul him relainin	- ·		. (18. 18.) (18. 18.)			
Created Created   5/27/2008 09:39:03 AM	By Assigned To EVENT	Activity Type Outbound Retailer Call	Activity SubType	Status Onne	Completed	Description	
Contact Last Name		rst Name	Account	TOURS	BAC Code		
Comments I stated: - Did you hear anything fro me an e-mail stating he has retaine	m TAC? David Pep	in, service manager, stated: - H	e doesn't want us looking at	the car anymore.	He sent		
lhat.				David Stated he w	ana aa		
Created Created 5/23/2008 09:58:26 AM	By ⊤ Assigned To EVENT	Activity Type Outbound Relaiter Call -	Activity SubType	Status Done	Cempleted 5/23/2008 09:58:26 AM	Description	
Cititagi Last Name	Collecti	Left st Name	Account		BAC Code		
Comments					<b>聚态制 中型形成</b>		

# **國** 000/001

Page 3 of 11

# Service Request Activity

### **Activities**

Created Sept 5	y Assign 10	4	All Marine		<b>表面を支持</b> はり至り、インには上 <b>の名がある</b>	Desirion 25 - E. S. S. S.
5/22/2008 01:04:37 PM	EVENT	Outbound Retailer Call		Done	5/22/2008 01:05:34 PM	•
Contact Last Name 2	Contact F	rsi Natio	Account		DAC ON	
Comments	10 \$00	May 1997 - And 1997				
I stated: - David Pepin contact him as soon as I get a chanc		ed word on when the Engin	neer is being sent out.	DSSM, stated:	- I Will	
Created Created B	v Assign <b>ed</b> To	Activity Type	Activity SubType	Slatus	Сстрен	Description
5/22/2008 01:02:35 PM	EVENT	Outbound Retailer Call	<u> </u>	Done	5/22/2008 01:02:35 PM	_
Contact Last Name	Contact Fi	rsi Name	Account		BAC Code	
						-
Comments		and the second second				
I stated: - I was calling to see if you h want to call and let him know to	nad heard from the contact me about	e the Field Engineer yet. Da Ithis, I slated: - I will.	avid Pepin, service manag	ger, stated: - Nothing ye	et you may	
	To the state of To	A CANADA TAMAN	Activity SubType	Status	Completed	Description
Created Created B	y Assensoni EVENT	Activity Type Outbound Retailer Call		Done	5/19/2008 10:40:37 AM	
5/19/2008 10:37:44 AM Corsact Last Name		isi Nage		Sacration To	BAC Code	I
COINGO LOST NOS E	- collecti	sol tagetes	, rodoniu -	e egyerren, jak, men jak jak jak		
Comments						
) stated: - I was calling to see if you I	had heard from th	e the Field Engineer yet. Do	avid Pepin, service manaç	ger, stated: - Nothing ye	et. I stated: -	
I'll call tomorrow to see if they've cal						
	ly Assigned To	Activity Type	Activity SubType	Sialus	Completed	Description
Created Created B 5/15/2008 04:10:01 PM	F PSSIGNAR	Internal Contact	. Patring Gas type	Done	5/15/2008 04:10:42 PM	
Contact Last Name		irst Name	Account	E GEN PARKET NO	BAC Code	ł
Citilitati Fazi tatiise Salii 198	Onisser 1	lier labium de les estates est	A STOCKER IN THE STOCKER			
Convients	10.0					
Continue to work with retailer and ov	vner until FSE cor	nes. GW is not appropriate	until vehicle is repaired.	Continue to work the ca	ISP.	
						Handahan 33-
Created Created E	iv Assented To	Activity Type	Activity SubType	Salus	Completed	Description

5/15/2008 02:23:22 PM

Done

Comments
I sent a 2 free oil changes card. (\$80.00 oil changes)

**EVENT** 

**Outbound Card** 

Contact First Name

5/15/2008 02:22:59 PM

Contact Last Name

Created Created 6	y Assigned To	Activity Type	Activity SubType	Status	Completes Descr
5/15/2008 02:21:59 PM	EVENT	Goodwill		Done	5/15/2008 02:21:59 PM
Contact Last Name	Con⊈act Fin	si Name	Account	京4000 (100 miles)	BAC Code
OSAMANI LOS SERES ESTADOS	was seri in 1930 takan 930 k				

Report Generated for Shepparl on 6/12/2008

# **Activities**

Cleated Status Assigned to Mill with Animal Status Status Control PM	
5/15/2008 01:45:02 PM FVENT Outbound Call Done 3rt3/2008 01:46:03 to	
Contact Last Name Contact First Name Activist Section RAC Code	
Constients	
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. A state of the would like to have this issue fixed but in the mean time may feet ne will excercise	
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.	
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	2/12/2006 01.44.50 FWI	
Conlact Last Name	Contact First Name	Account	BAC Code	

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 relailer line or the owner line and let Saturn know so we can get back involved with it.

Created Greated By	Assigned To Activity Type	Activity SupType Status	Constanced	cription
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	en a marina de comunicación como que la marina de la completa de la comunicación de la comunicación de la comu	د النام الديان أن المنظمية و التنظيم المنظم الم	والمراجع والمراجع والمراجع والمحاجم والمحاجم والمحاجم والمحاجع والمحاجم والم والمحاجم والمحاجم والمحاجم والمحاجم والمحاجم والمحاجم والمحاج	

A field service engineer is on his way.

Created By 5/14/2008 01:38:21 PM	Assigned To EVENT	Activity Type Outbound Call - No	Activity SubType Status Done		pleted Description /2008 01:39:35 PM	n.
Confact Last Name	Contact Fire	Answer Marne	Account	BA	C Code	
Comments					以 1988年 1887年	

978-337-1923

#### Activities

Created By T. Assigned to Acquiry Type Application and an application of the Application of the Application and the Applicatio 5/13/2008 09:54:42 AM Information or Research EVENT 5/13/2008 09:53:28 AM PAG Code Contact First Neight Account

Strategy based diagnostics ( Version 6. ) 4 Number of TAC Case# 10283995 (UPDATE) 05/07/2008 15:50:07 SBD Template - WEBER 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 vehice 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 lines and now they are all 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	Rv Assigned To	Activity Type	Activity SupType	Status	Completed Description
5/12/2008 02:25:55 PM	FVFNT	Oulbound Call		Done	5/12/2008 02:26:48 PM
Contact as Name	Contact Fi	st Name	Account		BAC Code

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, 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 Create	ri By Assigned To	Activity Type	Activity SubType	11. 1	Sialus	Completed
5/12/2008 02:23:22 PM	EVENT	Transfer			Done	5/12/2008 02:25:51 PM
Correct set Name	Code Fi	et Name	Account			BAC Code

I stated: - Lactually 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 B	y Assigned to	Activity Type Act	nday Sub Type Status	EMPLORED PARTIES DESCRIPTION
5/43/2000 03:20:22 PM	EVENT	Conference Call	Done	3/12/2006 02:21:40 F N
Contact Last Name	Contact Fi	rst Name Acc	<b>unt</b>	HAC Code

# Chatham conferenced Dave with S/Lowell to speak with David Rupright. I provided the SR#

Description

#### Activities

A CONTROL OF A CONTROL ACTIVITY OF A CONTROL Done 5/12/2008 02:23:11 PM 5/12/2008 02:18:00 PM **EVENT** Outhound Relailer Call RAC Code Contact First Name Account Contact Last Name on the phone. Completed Description Created Created By Assigned To Activity Type Done 5/9/2008 02:34:05 PM 5/9/2008 02:32:52 PM FVENT Outhound Call BAC Code Contact First Name Contact Last Name Account Comments 978-337-1923 | 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. owner, stated: - Thank you. Description Completed Created By Assigned To Activity Type Activity SubType Status: . . sc. i . 5/9/2008 02:26:21 PM 5/9/2008 02:26:21 PM Outbound Retailer Call Done **EVENT** BAC Code Contact Last Name Conlact First Name Comments. David Peoin, service manager, stated: - The car is still being regained. - TAC has us doing some measurements now. I stated: - The owner and the lech did confirm the car did a lan with the shift so make sure that's being brought up. Completed Created By Assigned To Activity Type 5/8/2008 03:51:45 PM Outbound Call-Done **EVENT** -5/8/2008 03:50:36 PM-BAC Code Contact First Name Contact Last Name Convients 978-337-1923 ( 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, I Description Greated Created By Assumed To Activity Type Activity Sub Type Status Completed 5/8/2008 03:50:21 PM Done 5/8/2008 03:42:06 PM **EVENT** Outbound Retailer Call RAC Code Cordact Last Name Contact First Name Adoption 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.

#### Activities

Left

Contact Last Name Contact First Name Actions Actions

#### Comments

Created Created 8v	- Assigned To	Activity Type Activity SubTyp	ie Status	Completed
6/7/2000 02:58:17 PM	FVENT	Information or Research	Done	51/12009 05:09:05 LW
Conjuctions Name	Contact Fin	st Name Account		EIAC Code

#### Comments (1975), April 1986, 1976.

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? 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 lires 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 lalk from the customer Advised Jason to check run out front and rear

Created Created By	Assigned To	Activity Type Act	vity SubType Status	Completed Desc	iction
5/7/2008 02:40:05 PM	EVENT	Outhound Relailer Call	Done	5/7/2008 02:40:05 PM	
Contact Last Name	Corkett Fin	si Name	ount	EAG 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 lool 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 Frealed F	w Assigned To	Activity Type	Activity SubType Status	Completed Descrip	<b>Jon</b>
C1727000 02:47:04 DM	EVENT	Outhound Call	Done	3/1/2006 02. 16. 10 F NI	
Control and Name	Contact Fi	rel Nortan	Account	BAC Code	

# Comments 1997 And 1997 Table 1997 And 1

978-337-1923 i stated: - Name, Business Case, Apology Owner, stated: - reiterated his service history. - loves salum 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 satum facility and make sure they are diagnosising and reparing the vehicle in a proper manner. - I will follow up with him tomorrow before the COB.

Description

# **Activities**

Created Gellab By 5/6/2008 03.08:54 PM Conlact Last Name	EVENT	Transfer - No Answer		Statils Done	5/6/2008 03:08:54 PM BAC Code	Describing and the second seco
Convients	왕기 경화생활			(1997) (1997) (199 <u>8)</u> (1997)		
Created Created By 5/6/2008 03:07:21 PM Contact Last Name	Assigned (or EVENT Contact Fig	Inbound Callback	Activity SubType	Status Done	Completed 5/6/2008 03:09:34 PM BAC Code	Description
Comments		图 繼二 10 年版				
Created Created By 5/6/2008 02:57:12 PM	Assigned To EVENT	Activity Type Outbound Call - Left Message	Activity SubType	Status Done	Completed 5/6/2008 02:59:08 PM	Description
Contact Last Name  Considering  978-337-1923	Contact Fig.	st Name	Account		BAC Codé	
Created By 5/6/2008 09:32:55 AM Contact I ast Marke	Assigned To EVENT	Activey Type Transler - No Answer st Name	Activity SubType	Status Done	Completed 5/6/2008 09:32:55 AM BAC Code	Description
Contensettis	gag in a den sen. Aste _{a de} din					
Created Created By 5/6/2008 09:30:37 AM Confact Last Name	EVENT	Activity Type Inbound Callback st Name	Activity SubType	Status Done	Completed 5/6/2008 09:33:35 AM BAC Code	Description
Comments Please call back, you have his number						
Created Created By 5/6/2008 08:23:44 AM Conlact Last Name	EVENT	Activity Type Inbound Fax st Name	Activity SubType  Account	Śtatus Done	Completed 5/6/2008 02:59:37 PM 9AC Code	Description
comments and a second second						!

Report Generated for Shepparl

on 6/12/2008

#### Activities

5/5/2008 04:42:25 PM EVENT Email - Outbound Done 5/5/2008 04:45:45 PM RF: Re: Regarding My Salum. 1995 - 1991 - 1991 - 1991 - 1991 - 1991 - 1991 - 1991 - 1991 - 1991 - 1991 - 1991 - 1991 - 1991 - 1991 - 1991 Dream I hame BAC Code 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 Marije S. Salurn Customer Assistance Center, SR: 1-27086655 SIV-21-G4N5Q Created By Assigned To Activity Type Description Activity Subjype Status Completed 5/5/2008 03:20:26 PM **EVENT** Outhound Call - Left Done 5/5/2008 03:22:12 PM Message Contact Last Name Contact First Name Comments 978-362-3710 Creased Created By Assigned To Activity Type Activity SubTyce Description Completed 5/5/2008 03:13:15 PM EVENT Outhound Retailer Call Done 5/5/2008 03:20:15 PM Corlact Las! Name Contact First 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. Cicalei . Description Created By Assigned To Activity Type. Completed Activity Sub™pe 5/5/2008 03:06:28 PM EVENT Information or Research Done 5/5/2008 03:11:59 PM Contact Last Name Contact First Name ***Business Case Supports Assistance*** Owner Seg No: 01 Effective Dt: 01-31-2007 Selling Fcity: 11008 In Serv Date: 01-31-2007 In Serv Miles: 4 Resp Edity: 10093 Miles To Edity: 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

Vehicle Transaction H2642

ZREG—Regular Vehicle Transaction N4800 - BODY CONTROL MODULE REPLACEMENT 7.400 Mt 09/28/2007 7130052 ZREG—Regular

# Activities

5/5/2008 11:47:13 AM	Creater By Street	Email - Inbound	A Williams	Done	5/5/2008 04:44:01 PM	Re: Regarding My Saturn
Contact Last Name		al Name	j Ancel Til		BAC Code	re. regarding My Saturi
PLease know that I can a "Saturn Customer Assista Subject: RE: Regarding Minformation you provided liaison with the facility. He loday, > Monday, May 5, would assist the manage or call us at 1-800-553-60 G4K74 > > —Original M	Iso be contacted at the followance Center* <e-mail@saturn ally="" saturn=""> Hello</e-mail@saturn>	ing number during daytime cars.com> To:  We appreciate the time you liew. The area manager work ur > situation. > You should during the you have any additional que > > Marjie S. > Saturn Cus > Sent: 05/150:25 > FIRST NAME:	hours978-337-1923 — O Bertl: Monday, have taken to write to Satum is from this office in Tennessi d be contacted by phone bef the > day, please respond with stions or comments, please to storner Assistance Center > > 02/2008 21:50:25 > To: e-mai	. May 05, 2008 12:35 P . >> We have forwards ee and will > serve > a: for and of busines h any other numbers w feel free to > e-mail > u >> SR: 1-27086655 > 3	rom: M ed the s your s hours hich six-21- ubject:	
Created 5/5/2008 11:33:44 AM Conlact Last Name	Created By Assigned To EVENT Contact Fi	Forward	Activity SubType	Status Done	Completed 5/5/2008 11:33:44 AM BAC Code	Description
		Forward				Description
5/5/2008 11:33:44 AM Contact Last Name Comments Created	EVENT Contact Fi	Forward ist Name  Activity Type		Done Status	5/5/2008 11:33:44 AM BAC Gode Completed	Description
5/5/2008 11:33:44 AM Contact Last Name Comments	EVENT Confact F	Forward ist Name  Activity Type  Email - Outbound	Account	Done	5/5/2008 11:33:44 AM BAC Code	!

#### Activities

Greater Assigned to Assigned to According Activities Settly Settl

DATE: 5/2/2008 TIME: 22:50:25 FIRST NAME: LAST NAME: MAIL ADDRESS DESCRIPTION OF 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 hopefulty 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 purchased, 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 hinking 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 afignment, 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

Report Generated for Shepparl

on 6/12/2008

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK DATE 09/16/09 i, AMOUNT XXXX00 CENTS XXXXXXXXXXXXXXX 500.00 *KIMMEL AND SILVERMAN* 30 E BUTLER AVE AMBLER PA 19002-4514 North American Operations General Motors Corporation Disbursement Account - Mr. 4 ORDER The Chase Manhattan Bank, N.A. Syracusa, New York AUDIT North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR JUNS NO. CHECK NO BB 000000021 PAYMENT DATE /ENDOR NAME KIMMEL AND SILVERMAN 09/16/09 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT DESCRIPTION 09/15/09 71-636469698.1-CJ5BII 00.0000 2,500.00 2,500.00 1G2ZG528854 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 **M3** 2,500.00 .00 TOTAL 2,500.0

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO DATE 09/16/09 North American Operations General Motors Corporation Disbursement Account 7 PAY TO THE HILLSDALE NJ ORDER OF SIGNATURE Same of the same o 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 DUNS NO. 1 CHECK NO. BB 000000020 PAYMENT DATE /ENDOR NAME 09/16/09 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 09/15/09 VM 1-CJ5BIH 71-636469698.1-CJ5BIH 00.0000 2,500.00 2,500.00 1G2ZG528854 and the second ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 W3 TOTAL 2,500.00 .00 2,500.0

September 14, 2009

John Amari, Esq. Law Office of John Amari 48 Glendale Dr Freehold, NJ 07728

RE:

v. General Motors Corporation

Service Request: 71-636469698

2005 Pontiac G6

Vehicle Identification Number: 1G2ZG528854

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 MAIL

JUN 3 0 2008



30 East Butler Pike, Ambler, PA 19002

TO:

General Motors Corporation C/O MSX International Attn: BRC Legal 1919 Concept Drive Warren MI 48091 ROBERT M. SILVERMAN"
CRAIG THOR KIMMEL*

* Member, PA Bar
* Member, NJ Bar
* Member, DE Bar
* Member, NY Bar
* Member, MA Bar
* Member, MD Bar
* Member, MD Bar
* Member, DE Bar
* Member, DE Bar
* Member, AZ Bar

Member, CO Bar

Member, VT Bar

Member, MI Bar

Member, RI Bar

Member, NH Bar



#### 1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 JACQUELINE C. HERRITT"
ROBERT A. RAPKIN'
HY DAVID RUBENTEIN**
BARRY R. WINDERMAN'
MELISSA K. FIALA'
IRA P. SMADES'
DAVID L. LIEBERMAN**
ANGELA K. TROCCOLI*
FRED DAVIS'
RONALD ROWLAND**
ANY L. BENNECOFF'
CHRISTOPHER R. HOLLIDAY**
ANY L. BENNECOFF'
CHRISTINA GILL ROSEMAN'F
RICHARD A. SCHOLER'

Of Counsel: RONNA LUCAS*

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

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite 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:

v. General Motors Corporation

VIN: 1G2ZG528854

Dear Sir/Madam:

I am writing this letter is 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 hu

RMS\tml
Enclosures

# RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN



Dealer Number 76752A

Contract Number 124540

Creditor (Seller name and address)

CLAIRMONT AUTO GROUP 1220 BLOOMFIELD AVENUE WEST CALDWELL, NJ

JUL 0 7 2005 07006

HILLSDALE NJ

Buyer (and Co-Buyer) - Name and address (include county and zip code)

ou, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on creater the agreements on the front and back of this contract. You agree to pay us, the Creater ayment schedule shown below. We will figure the Finance Charge on a daily basis.	ditor, the Amount rinanced and timated ordige according
New or Used Year Make and Model Vehicle Identification	No Primary Use for Which Purchased
NEW 2005 PONTIAC G6 1G2ZG528854	
Your trade-in is a: Year Make Model	
何というのと、JEEDERALTRUTH-IN-LENDING-DISCLOSURES	Insurance. You may buy the physical damage insurance
ANNUAL FINANCE PERCENTAGE CHARGE The cost of your credit as a yearly rate.  4.90  FINANCE Amount Total Sale Financed Finance Financed Finance Financed Finance	orner insurance to obtain credit. Your decision to buy or nase on 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
Your Payment Schedule Will Be:	Check the insurance you want and sign below:
Number Amount When Payments Or of Payments of Payments of Payments Are Due Follows Service of Payments of Payments Or Are Due Follows Service Or Service Or Payment is not received in full within 10 days after it is due, you will procharge of 5% of the part of the payment that is late, unless the vehicle is primarily for its payment that is late, unless the vehicle is primarily for its payment that is late, unless the vehicle is primarily for its payment that is late, unless the vehicle is primarily for its payment that is late, unless the vehicle is primarily for its payment that is late, unless the vehicle is primarily for its payment that is late, unless the vehicle is primarily for its payment that is late, unless the vehicle is primarily for its payment.	ows ☐ Credit Life; ☐ Buyer ☐ Co-Buyer ☐ Both ☐ Credit Disability (Buyer Only)  Premium:  ay a late
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.	(Insurance Company)
Security Interest. You are giving a security interest in the vehicle being purchased.  Additional Information: See this contracts for more information including information.	on about (Home Office Address.)
nonpayment, default, any required repayment in full before the scheduled date, and security	interest. Credit life insurance and credit disability insurance
ITEMIZATION: OF AMOUNT FINANCED   1 Cash price (including \$ sales tax)   \$ 22000.	are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit

2. Use if helegas of each origo (1 minus 2)	- 12761 40 (o) you-are disabled - this insurance dees not
3 Unpaid balance of cash price (1 minus 2)  4 Other charges including amounts paid to others on your behalf (Seller makeep part of these amounts.):  A Cost of optional credit insurance paid to the insurance	any increase in your payment or in the number of the numbe
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	for coverage limits and other terms and condiction coverage for credit life insurance and disability insurance ends on the original due dathe last payment unless a different term for insurance is shown below.  N/A  Other Insurance.  Type of Insurance  Premium \$
EICENSE/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 \$ N/A	(Insurance Company)  (Home Office Address) I want the insurance checked above.  X  Buyer Signature  Date  X  Co-Buyer Signature
to NJ STATE to TIPE EEE 7 50  to for \$  to for \$  Total other charges and amounts paid to others on your behalf  Amount financed (3 + 4)	THIS DOES NOT INCLUDE INSURANCE YOUR LIABILITY FOR BODILY INJURY PROPERTY DAMAGE. WITHOUT S INSURANCE, YOU MAY NOT OPERATE VEHICLE ON PUBLIC HIGHWAYS.
HOW THIS CONTRACT CAN BE CHANGED. This contract contains the contract must be in Buyer Signs X	Co-Buyer Signs X
If any part of this contract is not valid, all other parts stay valid. We may del For example, we may extend the time for making some payments without extended by the contract of the contrac	The Cotton was conjunctive contract and retain it
The Annual Percentage Rate may be negotiable with the to receive a part of the Finance Charge.	TO RETAIL BUYER

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and were free to take ideal review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X

Date

paying the entire debt. An other owner is a person whose name is on the title to the vehicle t

Keep it to protect your legal rights.

MAC Contract #8305 Clairmont





AUTO GROUP

1220 BLOOMFIELD AVE • WEST CALDWELL, NJ 07006

TEL (973) 575-0100 FAX (973) 575-0884

		DATE 6/21 STOCK T5201
2t.	<u>H</u>	illsdale NJ
WORK		SALESPERSON Dante
OR ONE2	005	Pontiac MODEL G.6
Black MILES	(YE	SERIAL NO. 11612126512181815141
BUY, REQUIRED IN RATE DISCLOSURE 3 ORDER, SURE OF ALL LEAS ED ON A SEPARAT	E STATE- E TERMS E LEASE	IF A NEW VEHICLE SALE, LEASE, OR SMARTBUY.  The only warranties applying to this vehicle are those offered by the manufacturer. Dealer selfs/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.
30,0	27 18	☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.
ce lo	المدد	ALL USED VEHICLE SALES -DEALER'S OBLIGATION The laws of New Jersey require Moter 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.
HE FOLLOWING A		Debe Common State of the C
onths Miles		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

Consideration	And the second s		which is "covered" by New Jersey's Used Car Lemon/Warranty L
			1995, Chpt. 373).
TOTAL PRICE OF VEHICLE		<u> </u>	Date Customer's Signature
ess Trade-in			TRADE-IN DESCRIPTION AND ALLOWANCE
TOTAL TAXABLE AMOUNT	20755	18	Year Make Model
State Sales Tax 12 45.	1	نم	Serial NoMileage
Motor Vehicle Tire Fee - \$1.50 per New Tire	7	50	Lien Holder
Registration/Title Fee (Estimated)	239		Customer certifies that the frame on the trade-in vehicle has never any damage or been repaired. All airbags are of original equipment
rogistation riso too (Compages)	1 3	100	never been deployed. Also, that the vehicle has never been in a flo
Documentary Fee	<del> </del>	<del> </del>	the emission control system tampered with or altered. Customer ce above mileage of trade-in vehicle is accurate.
CLERICAL EXPENSE \$92.00	\$169	00	abovo mineago of addo in voludo to about o
DOCUMENT DELIVERY SERVICE \$77.00			Customer's Signature Date
NET PAY-OFF ON TRADE-IN			REBATE:
TOTAL	22672	10	GM Card \$
and the second s	004	2.1	GIFP Employee \$
TODAL \	22415	97	\$
Rebate (If Applicable)	<b></b>	<b> </b>	\$
•	1	1	
<u> </u>	<u> </u>		<u> </u>
LIMITS YOUR RIGHTS, INCLUDING The parties to this agreement agree to arbitrate any cla ing to the purchase or lease identified in this Motor Ve waiving their rights to maintain other available resolut	YOUR RIGH im, dispute, or con hicle Retail Order ion processes, such	TTC strovers and the has a c	y, including all statutory claims and any state or federal claims, that may arise out financing thereof. By agreeing to arbitration, the parties understand and agree the ourt action or administrative proceeding, to settle their disputes. New Jersey Consu
CHECK DUE ON DELIVERY  AGREEMENT TO ARBITRATE ANY LIMITS YOUR RIGHTS, INCLUDING The parties to this agreement agree to arbitrate any claing to the purchase or lease identified in this Motor Vewaiving their rights to maintain other available resolut Act, Used Car Lemon Law, and Truth-in-Lending clainagree to waive any right to pursue any such claims in arbitrated, except for New Car Lemon Law and Magnuducted in accordance with the Rules of the American vided by the Association's Rules. The arbitration shall too shall be hinding upon the partich Any further relief	CLAIMS. RE. YOUR RIGH im, dispute, or conshicle Retail Order ion processes, such ms are just three ecluding statutory, ison-Moss Warrant Arbitration Associ- take place in New sought by either p F YOUR RIG	atrovers and the as a cexample state of the atron by Act ce atron by Jersey arty w	HE FOLLOWING ARBITRATION PROVISION CAREFUL MAINTAIN A COURT ACTION.  Including all statutory claims and any state or federal claims, that may arise out a financing thereof. By agreeing to arbitration, the parties understand and agree the
CHECK DUE ON DELIVERY  AGREEMENT TO ARBITRATE ANY LIMITS YOUR RIGHTS, INCLUDING The parties to this agreement agree to arbitrate any claing to the purchase or lease identified in this Motor Vewaiving their rights to maintain other available resolut Act, Used Car Lemon Law, and Truth-in-Lending clainagree to waive any right to pursue any such claims in arbitrated, except for New Car Lemon Law and Magnuducted in accordance with the Rules of the American vided by the Association's Rules. The arbitration shall tor shall be binding upon the parties Any further relief LIMITS YOUR RIGHTS, INCLUDING	CLAIMS. RE. YOUR RIGH im, dispute, or conshicle Retail Order ion processes, such ms are just three ecluding statutory, ison-Moss Warrant Arbitration Associ- take place in New sought by either p F YOUR RIG	atrovers and the as a cexample state of the atron by Act ce atron by Jersey arty w	HE FOLLOWING ARBITRATION PROVISION CAREFUL MAINTAIN A COURT ACTION.  y, including all statutory claims and any state or federal claims, that may arise out a financing thereof. By agreeing to arbitration, the parties understand and agree the parties action or administrative proceeding, to settle their disputes. New Jersey Consusts of the various types of claims subject to arbitration under this agreement. The federal claims, as a class action. There are no limitations on the type of claims that may which are excluded from arbitration under this agreement. The arbitrations force a single arbitrator. The Costs included in the arbitration process shall be shall at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator. THIS ARBITRATION PRO
AGREEMENT TO ARBITRATE ANY LIMITS YOUR RIGHTS, INCLUDING The parties to this agreement agree to arbitrate any claing to the purchase or lease identified in this Motor Vewaiving their rights to maintain other available resolut Act, Used Car Lemon Law, and Truth-in-Lending clainagree to waive any right to pursue any such claims in arbitrated, except for New Car Lemon Law and Magnu ducted in accordance with the Rules of the American tool shall be binding upon the parties Any further relief LIMITS YOUR RIGHTS, INCLUDING PLEASE READ IT CAREFULLY, PRICE Accepted By:	CLAIMS. RE. YOUR RIGH im, dispute, or conshicle Retail Order ion processes, such ms are just three ecluding statutory, ison-Moss Warrant Arbitration Associtake place in New sought by either p YOUR RIG OR TO SIGNI	atrovers and the has a cexample state of ty Act of ation by Jerse party w	HE FOLLOWING ARBITRATION PROVISION CAREFUL MAINTAIN A COURT ACTION.  y, including all statutory claims and any state or federal claims, that may arise out a financing thereof. By agreeing to arbitration, the parties understand and agree the parties of claims are proceeding, to settle their disputes. New Jersey Consets of the various types of claims subject to arbitration under this agreement. The federal claims, as a class action. There are no limitations on the type of claims which are excluded from arbitration under this agreement. The arbitration share a single arbitrator. The Costs included in the arbitration process shall be shared the address of the dealership listed on the Retail Order Form. The decision of the subject to the decision of the arbitrator. THIS ARBITRATION PROTO MAINTAIN A COURT ACTION AND HAVE A JURY
AGREEMENT TO ARBITRATE ANY LIMITS YOUR RIGHTS, INCLUDING The parties to this agreement agree to arbitrate any claing to the purchase or lease identified in this Motor Vewaiving their rights to maintain other available resolut Act, Used Car Lemon Law, and Truth-in-Lending clainagree to waive any right to pursue any such claims in arbitrated, except for New Car Lemon Law and Magnu ducted in accordance with the Rules of the American vided by the Association's Rules. The arbitration shall tor shall be binding upon the parties Any further relief LIMITS YOUR RIGHTS, INCLUDING PLEASE READ IT CAREFULLY, PRICACE TO THE ACCEPTED BY:  Customer agrees that this Order on the face and ther agrees this Order cancels and supersedes at exclusive statement of the terms of the agreem described above, Customer and Dealer agree.	CLAIMS. RE. YOUR RIGH im, dispute, or conshicle Retail Order ion processes, such ms are just three ecluding statutory, ison-Moss Warrant Arbitration Associ- take place in New sought by either p YOUR RIG OR TO SIGNI  And Representative on the reverse siny prior agreement ent between Cu of execute a leas NTIL ACCEPTE	and the as a contract of the state of the st	HE FOLLOWING ARBITRATION PROVISION CAREFU MAINTAIN A COURT ACTION.  y, including all statutory claims and any state or federal claims, that may arise out a financing thereof. By agreeing to arbitration, the parties understand and agree the financing thereof. By agreeing to arbitration, the parties understand and agree the financing thereof. By agreeing to arbitration, the parties understand and agree the financing thereof. By agreeing to arbitration under this agreement. The federal claims, as a class action. There are no limitations on the type of claims aims which are excluded from arbitration under this agreement. The arbitrations of the arbitration arbitration process shall be she at the address of the dealership listed on the Retail Order Form. The decision of a be subject to the decision of the arbitrator. THIS ARBITRATION PROCESS IN ACTION AND HAVE A JURY  Customer's Signature  any attachments to it includes all the terms and conditions, if a sale. Cust as of the date signed by Dealer or authorized agent, comprises the correct and Dealer. If Customer, prior to delivery, elects to lease/smartbuy to thuy contract which shall contain full disclosure of all lease informat DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by
AGREEMENT TO ARBITRATE ANY LIMITS YOUR RIGHTS, INCLUDING The parties to this agreement agree to arbitrate any claing to the purchase or lease identified in this Motor Vewaiving their rights to maintain other available resolut Act, Used Car Lemon Law, and Truth-in-Lending clainagree to waive any right to pursue any such claims in arbitrated, except for New Car Lemon Law and Magnut ducted in accordance with the Rules of the American vided by the Association's Rules. The arbitration shall tor shall be binding upon the parties Any further relief LIMITS YOUR RIGHTS, INCLUDING PLEASE READ IT CAREFULLY, PRIORECE TO THE ACCEPTED BY:  Date Dealer of the Author Customer agrees that this Order on the face and ther agrees this Order cancels and supersedes are exclusive statement of the terms of the agreent described above, Customer and Dealer agree to ORDER SHALL NOT BECOME BINDING Upof this Order acknowledges that they have read WRITTEN ITEMIZED PRICE FOR EAUTOMOTIVE DEALER MAY NOT DEALER IS REIMBURSED BY THE TOTALER IS REIMBURSED.	CLAIMS. RE. YOUR RIGH im, dispute, or conschicle Retail Order ion processes, such ms are just three cluding statutory, ison-Moss Warrant Arbitration Associ- take place in New sought by either p F YOUR RIG OR TO SIGNI  And Representative on the reverse sing prior agreement in the terms and cexecute a leas NTIL ACCEPTE the terms and ce ACH SPECIE CHARGE F MANUIFACTI	atrovers and the as a control of the state o	HE FOLLOWING ARBITRATION PROVISION CAREFU MAINTAIN A COURT ACTION.  y, including all statutory claims and any state or federal claims, that may arise out a financing thereof. By agreeing to arbitration, the parties understand and agree the four action or administrative proceeding, to settle their disputes. New Jersey Construction of the various types of claims subject to arbitration under this agreement. The federal claims, as a class action. There are no limitations on the type of claims is simple arbitrator. The Costs included in the arbitration process shall be she at the address of the dealership listed on the Retail Order Form. The decision of the subject to the decision of the arbitrator. THIS ARBITRATION PRODUCTION AND HAVE A JURY  Customer's Signature  any attachments to it includes all the terms and conditions, if a sale. Cust as of the date signed by Dealer or authorized agent, comprises the correct and Dealer. If Customer, prior to delivery, elects to lease/smartbuy to they contract which shall contain full disclosure of all lease information.

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HILLSDALE EQ:7

## Clairmont **Auto Group**

*INVOICE*







GMC TRUCK

HILLSDALE, NJ BUS: HOME

PAGE 1

1220 BLOOMFIELD AVE. WEST CALDWELL, NJ 07006 (973) 575-0100

DIRECT LINE TO PARTS DEPT. (973) 575-4060

SERVICE ADVISOR: 2855 KEVIN HILTON SR

COLOR	YEAR		MAKE/MODEL			VIN	LICENSI	MILE	AGE IN/OUT	TAG
BLK	05	PON	TIAC G6		1G2ZG	528854		161	5/1615	T9522
DEL DATE	PROD.	DATE	WARR, EXP.	PROMIS	EO	PO NO.	RATE	PAYMENT	INV.	DATE
01JUL05 IS					_		0.00	CASH	140CT	05
R.O. OPEN	ED		READY	OPTIONS	: STK	:T5201 DLR:0	2122 ENG	:3.5_Lit	er_SFI	

*****************

09:16 14OCT05 08:17 140CT05 LINE OPCODE TECH TYPE HOURS

LIST TOTAL NET

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 RRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FROMT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNERCUSTOMER AND IS NOT TRANSFERRED TO, NOR EMPORCEABLE SY, ANY OTHER PERSON. OR HIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNERCUSTOMER AND IS NOT THAN STEADED TO THE VEHICLE OWNERCUSTOMER AND IS NOT HEAD THE DATA THE RESESTATED AS A RESULT OF ANY OFFICET IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO OSTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST; (A) NOTBY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS ON SHOULD HAVE DISCOVERED ANY SUCH DEFECT; SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE IND OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ASDIVE; (B) OCLIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER IN THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER IN THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER IN THE REPAIR FACILITY AS SPECIFIED ASDIVE; (B) OCLIVER THE VEHICLE TO THE REPAIR FACILITY BEFORE REQUIRED; AND ON THIS REPAIR ORDER WITHIN THY (B) DAYS OF NOTICE OF SUCH OSPECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIR FACILITY AND ON THE REPAIR FACILITY. GIVEN TO REPAIR TO ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; IC) AUTHORIZE THE REPAIR
THE REPAIRS REQUIRED; AND (DI PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION

REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE MIPLIED 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 CONSEQUENTAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROPERTS, ROCKNEWHENCE OR COMMERCIAL LOSS.

THIS PARTIS! IS SOLD "AS IS ". THE ONLY WARRANTIES APPLYING TO THIS PARTIS! ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURERIS). THE SELLING COALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLIDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR ALL THORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTIS! ANDORS SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING CALLER MAY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY.

PARTIS! ANDORS SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING CALLER MAY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY.

PARTIS! ANDORS SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING CALLER MAY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY.

DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", REGIIGENCE OR OTHERWISE.

	DESCRIPTION	TOTALS
ŀ	LABOR AMOUNT	0.00
1	PARTS AMOUNT	0.00
Ţ	GAS, OIL, LUBE	0.00
Ī	SUBLET AMOUNT	0.00
١	MISC. CHARGES	0.00
ſ	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

8 3 3 7 3

#### Clairmont **Auto Group**

*INVOICE*





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		BUS:
	ŊJ	2143

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TOTALS 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 INCHEVER COME FIRST FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES; FRONT END ALIGIMENTS, TRICAL WEIGHT AND SHOTTS, AND FUEL SYSTEM-WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER. IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

WITHOUGH THE OUR ATTION FROND OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY WITHOUGH REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY OFFICE TO ILABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR OFFICE TO OBTAIN REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY OFFICE TO ILABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR OFFICE OF TO OBTAIN REPAIRS THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTICE, HOWEVER, OF THE PERFORMENT OF THE OUR PERFORMENT OF SECURED ABOY. (E) DELIVER THE VEHICLE TO THE WARRANTY AS TRECHED AS SECURED AS OFFICIED AS OFFICIED. THE OUR OFFICIED AS OFFICIED AS OFFICIED AS OFFICIED AS OFFICIED AS OFFICIED AS DESCRIPTION LUMITED LABOR WARRANTY LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES 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, LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF NICOME AND PROFITS, INCONVENENCE OR COMMERCIAL LOSS.

THIS PROFITS IS SOLD TAS INCLUDING ANY MARRANTIES, EFFIRE PERPIESS OR IMPLIED, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EFFIRE PERPIESS OR IMPLIED, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSS, AND NETTERS ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LUBRITY IN CONNECTION WITH THE SALE OF THIS APAITICAL PURPOSS, AND NETTERS ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR ONS OUR HOLD AND ADDITION. EXPRESSLY EXCLUDED IS ANY OPPORTY, PARTISI ANDORS SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSCIUNTIAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY? NEGLIGIBLITY?, NEGLIGIBLITY?, NEGLIGIBLITY?, NEGLIGIBLITY?, NEGLIGIBLITY?, NEGLIGIBLITY?, NEGLIGIBLITY, NEGLIGIBLITY, NEGLIGIBLITY, NEGLIGIBLITY?, NEGLI TOTAL CHARGES LESS INSURANCE SALES TAX

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Thank you for bringing your car to us for service!

**PLEASE PAY** THIS AMOUNT

Clairmont **Auto Group** 

*INVOICE*





HILLSDALE, NJ BUS: HOME

BLK

01JUL

PAGE 2

1220 BLOOMFIELD AVE. WEST CALDWELL, NJ 07006 (973) 575-0100 DIRECT LINE TO PARTS DEPT. (973) 575-4060

					SERVICE ADVISOR: 240 TOM GIALANELLA						
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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



LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS USTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (MACKEVER COME PRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SECTIFICALLY EXCLUDES: FROM TEND ALONGMENTS, ELECTRICAL WRITING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTINUARIZATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNERCUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DUFRATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY DOTTONAL REPAIRS UNDER THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY DOTTONAL REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: LAIN NOTHEY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER. ANY DEFECT IN LABOR WITHIN A RESONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERSD ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE OWN TION PERSON FROM THE MERCAL TO THE MUST BE GIVEN TO REPAIR FACILITY BEFORE THE REPAIR FACILITY AND THE ADDRESS SHOWN ON THIS REPAIR ORDER OF THE OWN THIS REPAIR ON THE OWN THAT HE ADDRESS SHOWN ON THE REPAIR FACILITY OF THE ADDRESS SHOWN ON THE REPAIR FACILITY OF THE ADDRESS SHOWN ON THE REPAIR FACILITY AND THE ADDRESS SHOWN ON THE REPAIR FACILITY OF THE ADDRESS SHOWN

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ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND RITHESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE OURAINON PERIOD OF THIS LIMITED WARRANTY, UNDER NO CIRCUMSTANCES WILL THE RAPIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSCIUNTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCOMPENENCE OR COMMERCIAL LOSS.

THIS PARTIS IS SOLD AS IS: THE ONLY WARRANTIES, APPLYING TO THIS PARTIS) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURERIS). THE SELLING DEALER HEREBY EXPRESSLY DISCLAMS ALL WARRANTIES, EPRESS OF REPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY OR RITHESS FOR DEALER HEREBY EXPRESSLY DISCLAMS ALL WARRANTIES, ENTER PERPESS OR IMPLIED WARRANTIES OF MERCHANTABILITY OR RITHESS FOR PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS APPLICATION OF THE PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTIS, AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING BEALER MY CONSCIUNTIAL DAMAGES, DAMAGES TO PROPERTY. PARTIS, AND/OR SERVICE. BUYER, SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING BEALER MY CONSCIUNTIAL DAMAGES, DAMAGES TO PROPERTY. PARTIS, AND/OR SERVICE. BUYER, SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLOY OF THE INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER MY CUSE. LOSS OF TIME, LOSS OF PROPERTY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", REGUSENCE 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	0.00

Thank you for bringing your car to us for service!

CUSTOMER COPY

#### Clairmont **Auto Group**

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LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS USTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES INCHEVER COME REST. FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALGAMENTS, CITRICAL WRINING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNERCUSTOMER DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY DURING THE REPAIRS THAT ARE NECESSITED ON THIS REPAIR ORDER. TO DISTAIN REPAIRS SHOWN FOR THIS LIMITED WARRANTY, CUSTOMER MUST; (A) NOTICY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR GROER OF TO DISTAIN REPAIRS UNDER THIS UNDITED WARRANTY, CUSTOMER MUST; (A) NOTICY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR GROER OF THE PERIOD OF THIS DURING DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, OF DEFECT BUR ABOR USED OF THE CHARLES WARRANTY, AS SPECIFED ABOVE; (B) DELIVER THE ERROR FACILITY WERE THE CUSTOMER DISCOVERED AND CONTROL TO SUCH DEFECT. BUR ADDLESS THE REPAIR FACILITY WERE THE CUSTOMER DATE OF SUCH DEFECT IN LABOR; (C) AUTHORIZES THE REPAIR FACILITY DESCRIPTION OF SUCH DEFECT IN LABOR; CIT AUTHORIZES THE REPAIR FACILITY OF SUCH DEFECT IN LABOR. THE THE REPAIR FACILITY DESCRIPTION OF SUCH DEFECT IN LABOR. THE THE REPAIR FACILITY OF SUCH DEFECT.

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IMPLIED WARRANTIES, INCLUDING THE RIPLIED WARRANTIES OF MERCHANTABILITY AND RITNESS FOR A PARTICLICAR PURPOSE, ARE LIMITED TO THE DIMATION PERIOD OF THIS LIMITED WARRANTY, UNDER NO CRICIMISTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSCIUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROPITS, INCONVENENCE OR COMMENDATION, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROPITS, INCONVENENCE OR COMMENDATION, BUT NOT HAVE SELLING. THIS PARTIS) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PARTIS) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURERIS. THE SELLING THE PRESSY CONTROLLED HEREBY EXPRESSLY DISCLAMES ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCCUDING ANY WARRANTIES OF MERCHANTABILITY OR PITNESS FOR A PARTICULAR PURPOSE, AND NETHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ARTICLAR PURPOSE, AND NETHER SALLIN NOT BE ENTITLED TO RECOVER FROM THE SELLING DELIER MY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, PARTIS; ANDORS SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DELIER MY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, PARTIS; ANDORS SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DELIER MY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
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SUBLET AMOUNT	
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TOTAL CHARGES	
LESS INSURANCE	:
SALES TAX	
PLEASE PAY	

#### Clairmont **Auto Group**

*INVOICE*

PONTAC (M)

1220 BLOOMFIELD AVE. · WEST CALDWELL, NJ 07006

973) 575-0100

HILLSDALE,	NJ	BUS:		PAGE 2				DIRECT LINE TO PARTS DEPT. (973) 575-4060				
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(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



THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS USTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (MACHEVER COME FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END AUGMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM—WHEN DUE TO CONTRAINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNEROUS TOMEN AND IS NOT TRANSFERABLE TO, NOR EMPORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION FRENDO OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY OUTCOME, FOR ANY OUTC

REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THES LIMITED WARRANTY, UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY SE LIABLE TO CUSTOMER FOR ANY WICIDENTAL OR CONSCIUENTIAL 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 PARTISS IS SOLD "AS IS ". THE DIALY WARRANTIES APPLYING TO THIS PARTISS IARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURERIS). THE SELLING CEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, ETHICS EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR CEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, HITCHISTES ANY OTHER PERSON TO ASSIME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS APAIRTICAL BY PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSIME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTISS AND AUTHORIZES AND THE SELLING THE PERSON TO ASSIME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTISS AND AUTHORIZES AND THE SELLING DEALER ANY CONSCIUENTIAL DAMAGES, ON AMAGES TO PROPERTY. PARTISS AND THE SELING DEALER ANY CONSCIUENTIAL DAMAGES, OF TIME, LOSS OF PROPITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER 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

#### HILLSDALE

#### Clairmont **Auto Group**



1220 BLOOMFTELD AVENUE WEST CALDWELL, NJ 07006 DIRECT LINE TO PARTS

DEPT. (973) 575-4060

MAIN LINE: (973) 575-0100

								CUSTOMER C	OPY PAG	E 1
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10381583

REPLACE SUNSHADE

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10381583

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59 M A

Brake Light sometimes not coming on

SWITCH OUT OF POSITION

REPOSITION SWITCH

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59 M A ..50

Total Labor

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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

LUBE UPPER SHAFT

59 M A

Total Labor

Total Line

LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR DRIDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES

(WHICHEVER COME PRIST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS,

(RECETRICAL WRITING AND SHORTS, AND RULE SYSTEM—WHEN DUE TO CONTAININATION, THIS LIMITED WARRANTY SITE SETTEMED TO THE VEHICLE OWNERLOUSTOMER

AND IS NOT TRANSSERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERSOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY

ADDITIONAL REPAIRS THAT ARE RECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER,

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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 RITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CINCURSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL GRANGGES INCLUDING, BUT NOT LEMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VENCLE USE, LOSS OF TIME, LOSS OF INCOME AND ROBITS, INCONVENIENCE OR COMMERCIAL LOSS.

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DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROPERTY, 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.

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
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#### HÍLLSDALE

#### Clairmont **Auto Group**

1220 BLOOMFIELD AVENUE WEST CALDWELL, NJ 07006 Auto Group

DIRECT LINE TO PARTS

DEPT. (973) 575-4060

MAIN LINE: (973) 575-0100

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Z7911 SUBLET: SHUTTLE

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LIMITED LABOR WARRANTY

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIR SUCTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES INHICHEVER COME FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: PRONT END AUGMMENTS, ELECTRICAL WIRING AND SHORTS, AND FILE SYSTEM—WHEN DUE TO CONTAMINATION, THIS LIMITED WARRANTY IS EXTENDED TO THE VENECLE OWNER/CUSTOMER AND IS NOT TRANSFERRABLE TO, MORE REPORCEABLE BY, ANY OTHER PERSON.
DURING THE DURATION PERSON OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY DURING THE DURATION PERSON OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL REPAIRS SHOWN ON THIS REPAIR ORDER OF TO OBTAIN REPAIRS INDICE THIS LIMITED WARRANTY, CUSTOMER MUST; (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF TO OBTAIN REPAIRS LINDER THIS LIMITED WARRANTY, CUSTOMER MUST; (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF THE OURTON PERSON OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VIEWCLE TO THE MUST SE GREEN TO CUSTOMER DO IT THE DURATION PERSON OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VIEWCLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (B) DAYS OF MOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY REPAIR FACILITY FAR FACILITY FARRED STATES.

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ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICITAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THES LIMITED WARRANTY, LINDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY SE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSCIUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF RECOME AND PROPERTY, INCONVENIENCE OR COMMENTAL DAMAGES APPLYING TO THIS PARTISI ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURERIS). THE SELLING THIS PARTISI IS SOLD "AS IS "THE ONLY WARRANTIES APPLYING TO THIS PARTISI ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURERIS). THE SELLING CALLER HERESY EXPRESSLY DISCLAIMS ALL WARRANTIES, ETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR RTINESS FOR A PARTICILAR PURPOSE, AND NETTHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LUBLITY IN CONNECTION WITH THE SALE OF THIS A PARTICULAR PURPOSE, AND NETTHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LUBLITY IN CONNECTION WITH THE SALE OF THIS APARTICULAR PURPOSE, AND NETTHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LUBLITY IN CONNECTION WITH THE SALE OF THIS ADMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER MY CONSCIUENTAL DAMAGES, TO TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER MY CONSCIUENTAL DAMAGES OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. OR DOTHER WISE.

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#### HILLSDALE

# Auto Group PRONTIAC WEST CALDWELL, NI 07006 DIRECT LINE TO PARTS DEPT. (973) 575-4060 MAIN LINE: (973) 575-0100 Clairmont

DATE	YEAR MAKE	MO	DEL VIN	STK/CUS	MILES IN MI	LES OUT TAG
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YEAR

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DATE

NJ

MODEL

## Clairmont Auto Group

1220 BLOOMFIELD AVENUE WEST CALDWELL, NJ 07006 DIRECT LINE TO PARTS DEPT. (973) 575-4060

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DURING THE OURTING THE SHORT PERSON HEROLOGY 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 NERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER. TO GREAT MAN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF SOME OFFICE. SUCH MOTIFICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY AT THE ADDRESS SHOWN ON THE BURD OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THE REPAIR ORDER. TO HER PARIE FACILITY AT THE ADDRESS SHOWN ON THE REPAIR ORDER OF SUCH DEFECT OF SUCH DEFECT IN LABOR. (C) AUTHORIZE THE REPAIR FACILITY OF MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH

REPAIR.

ALL BAPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND PITNESS FOR A PARTICILAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THES LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR PACILITY BE LIABLE TO CUSTOMER FOR ANY SICIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF ROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENENCE OR COMMERCIAL LOSS.

THIS PARTIS! IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PARTIS! ARE WIRCH MAY BE OFFERED BY THE MANUFACTURERIS). THE SELLING DEALER REPROSE, VENCESCY DISCLAIMS ALL WARRANTES, EITHER EXPRESS OR IMPLED, INCLUDING ANY IMPLIED WARRANTES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LUBELITY IN CONNECTION WITH THE SALE OF THIS PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LUBELITY IN CONNECTION WITH THE SALE OF THIS PARTICULAR PURPOSE, SUPER 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 FROFITS, OR INCOME, OR ANY OTHER RECOVERTIAL DAMAGES, IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAPETY OR REFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE.

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Thank you for bringing your car to us for service!

#### 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

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** 













RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY

PROCESSING SOURCE: PONTIAC

NJ

08/12/06 15:09:53

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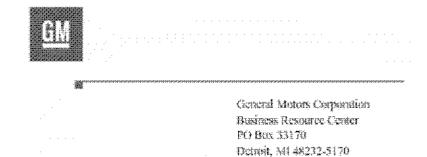
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#### VIA FAX ONLY

June 24, 2008

George Curving, Service director Clairmont Auto Group PO BOX 1326 West Caldwell, NJ 07007

RE:

Service Request: 71-636469698

2005 Pontiac G6

Vehicle Identification Number: 1G2ZG528854

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** 













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CSNC

## 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/atx/11216



Çğerəchal Alisteniş Çələşənillikdir. Business Resource Center PO Box 33170 Detroit, M1 48232-5170

#### 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

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















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EDW. J. SCHWARZ, INC.

REMIT TO GNAC NO. 020 VIN 16276528854 第 21649.73 INU えるからのアア2001 QUE 03/29/05 0だ合し。E代

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

	(or see attached list)
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	•
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	(s) listed to the dealer named below and request that  (a) x to the down payment on this vehicle, (b)  (Bill of Sale indicates pre-incentive price, amount of or (c) a check be issued in my name by Dealer
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b. I elect to receive CUSTOMER AND DEA lam the ultimate retail purchaser or lessee of the vel sold/leased to me by the Dealer named below. This and not resale and I took delivery of this vehicle on described in Item #2 and release the GM Division from the content of t	ALER ACKNOWLEDGMENT hicle bearing this vehicle identification number which was vehicle was purchased/leased for personal/business us or 1/01/05. I acknowledge receipt of incentive(s) as from any future claim or obligation for incentive(s) on this particular particular is true as
Lam the ultimate retail purchaser or lessee of the velsold/leased to me by the Dealer named below. This and not resale and I took delivery of this vehicle on described in Item #2 and release the GM Division from the unit.  Purchaser/Lessee Signature:  The undersigned person, as Dealer representative, correct and the incentive(s) described in Item # had been delivery of referenced unit through this dealer.	ALER ACKNOWLEDGMENT hicle bearing this vehicle identification number which was vehicle was purchased/leased for personal/business us or personal/
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## Clairmont **Auto Group**

PONTAC M GMETAN

1220 BLOOMFIBLD AVE. WEST CALDWELL, NJ 07006 (973) 575-0100

TRUOMA

PAID BY

COMMENT

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COD STK# T5201

26344

HILLSDALE

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TOTAL RECEIVED:

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CASHIER: ANN

LOCATION:

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#### ACCOUNTING DISTRIBUTION

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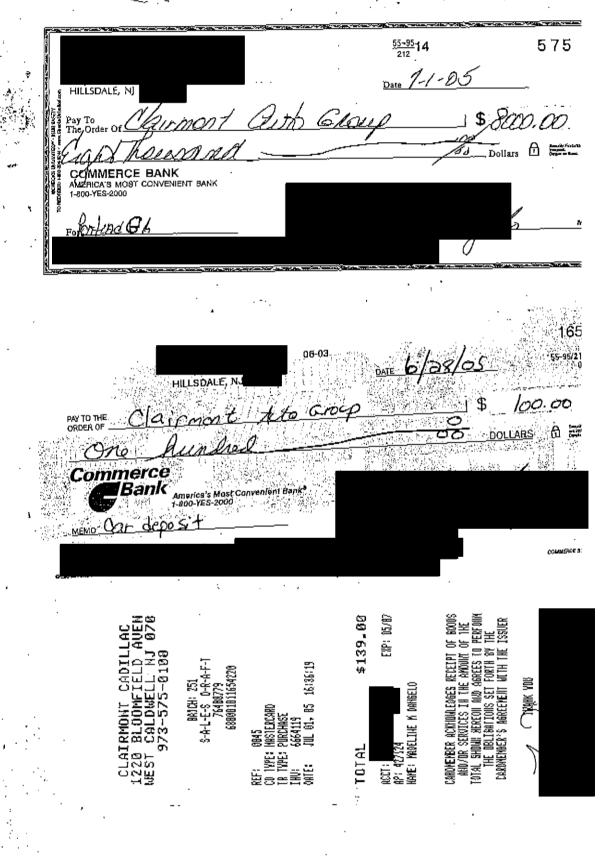
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#### 973-575-0100

## Clairmont Auto Group

INVOICE NO 10367









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Date:	07/01/05	Stock #	<u> 15201                                  </u>	Sal	esman_	RIMALDI, DANTE
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#### BARS Document Display

Page 1 of 2

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PAINTED  * AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)  * SUNROOF, POWER TILT & SLIDE  PDD CONVENIENCE PACKAGE INCLUDES:  * MANUAL DRIVERS SEAT LUMBAR  * SEATBACK MAP POCKETS  * POWER SEAT HEIGHT ADJUSTER  * ADJUSTABLE PEDALS  * FLOOR MATS  * CONVENIENCE NET	375.00	SHIP WT: 3376  HP: 32.9  CMS.) 20652.18 + \03.0  SUPPLR: 21578.15  333.75 MRM: 23805.00  MEMO 1054.00	2
R6J CUSTOMER DIALOG NETWORK VK3 LICENSE PLATE BRACKET, FRONT 1SZ 6-CYL, PCH OPTION PKG DISCOUNT	5.00	4.45	

TOTAL MODEL & OPTIONS	22580.00	20629.58	ACT	
DESTINATION CHARGE LAM DEALER CONTRIBUTION	625,00		H/B 261	677,40
LAM GROUP CONTRIBUTION			ADV 261 EXP 65A	225.80 169.35

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 1G22G528854

Fax Server

6/18/2008 4:53:00 PM PAGE 1/

1/002

Fax Server











GMC

#### 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:

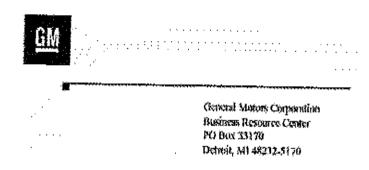
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NOTES:

Please fax all documents to 1-866-508-1966

Fax Server

6/18/2008 4:53:00 PM PAGE 2/002 Fax Server



VIA FAX ONLY

June 18, 2008

George Curving, Service Director Clairmont Auto Group PO BOX 1326 West Caldwell, NJ 07007

RE:

Service Request: 71-636469698

2008 Pontiac G6

Vehicle Identification Number: 1G2ZG57NX84

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

















#### Clairmont Auto Group

1220 BLOOMFIELD AVENUE WEST CALDWELL, NJ 07006 (973) 575-0100

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#### **EXCLUSION OF WARRANTIES**

EXCLUSION OF WARRANTIES

Any warrantles on the parts and accessories sold hereby are made by the manufacturer. The undereigned purchaser understands and agrees that dealer makes no warrantles of any kind, express or implied, and disclaims all warranties, including warrantes of merchantability or litness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

#### **AUTHORIZATION FOR REPAIRS**

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I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or stricles left in vehicle in case of lire, their or any other cause beyond your control or for any delays caused by unevallability 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 streats, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's fien 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.

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EXCLUSION OF WARRANTIES

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√eŀ **CLAIRMONT AUTO GROUP** CUSTOMER # CADILLAC - PONTIAC - BUICK - GMC TRUC WORKORDER 1220 BLOOMFIELD AVENUE PAGE 2 HALLSDALE. WEST CALDWELL, NJ 07006 HOME: BUS: 973-575-0100 SERVICE ADVISOR: 2855 HILTON SR, KEVIN
VIN LICENSE MILEAGE IN/OUT COLOR YEAR MAKE/MODEL 1615 1500/1615 BLK PONTIAC G6 1G2ZG52885 PROD DATE WARE EXP. DEL DATE PROMISED PAYMENT INV. DATE <u>01JUL05 IS</u> 0.00 CASH R.O. OPENED STK:T5201 DLR:02122 ENG:3.5 Liter SFI OPTIONS: 140CT2005 08:17 LINE OF GODE DESCRIPTIONS/INSTRUCTIONS WYO RECALL 05548 **EXCLUSION OF WARRANTIES** EXCLUSION OF WARHANTIES

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 merchantebility 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 PRELIMINARY ESTIMATE 4 **AUTHORIZATION FOR REPAIRS** AUTIONIZATION FUH REPAIRS

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see Joe forman **CLAIRMONT AUTO GROUP** 9962 CUSTOMER #: WORKORDER CADILLAC - PONTIAC - BUICK - GMC 3 ... JC 1220 BLOOMFIELD AVENUE PAGE 2 WEST CALDWELL, NJ 07006 HOME: BUS: 973-575-0100 SERVICE ADVISOR: 2978 CAPECE, LENNY COLOR MAKE/MODE MILEAGE INJOUT BLK PONTIAC G6 1G2ZG528854 DEL DATE PROD, DATE WARE, EXP. <u> 10</u>8/ **//**0 PROMISED PAYMENT INV DATE 0.00 R.O. OPENED CASH READY STK:T5201 ENG:3.5 Liter SFI OPTIONS: 29JUN2005 10:18 LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS CK ENGINE LIGHT IS ON Scan out fout 10404 in Rem attached PI Pour **EXCLUSION OF WARRANTIES** Any warranties on the parts and accessories sold hereby are made by the manufecturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchapability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no eyent 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 end/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.

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AUTHORIZED BY

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express or implied, and disclator a particular purpose, with event shall dealer be liable frout of such purchase. The undealer, include, but are not leave.	EXCLUSION OF WARRANTIES  and accessories sold hereby are made retends and agrees that dealer makes n aims all warranties, including warranties o h regard to the parts and/or accessories or incidental or consequential damages or incidental or consequential damages that imited to any warranties that such parts they will enable any vehicle or any of its or comfort.	by the manufacturer. The o warrantles of any kind, f merchantability or fitness purchased; and that in no commercial losses artisting the warrantles excluded by		\$		2	-
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			REVISED	DATE	TIME	BY	_/
unavallability of parts or delay	other cause beyond your control or to ys in parts shipments by the supplier or to	r arucies left in vehicle in r any deleys caused by ransporter. I hereby grant	REVISED ESTIMATE (2)				-
highways or elsowhere for the hereby acknowledged on about	Actually to obeyate the Actually Uses	ng and/or inspection. An express mechanic's fish is	REVISED ESTIMATE (3)	<del>-</del>	<del> </del> -	<del> </del>	<b>.</b>
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- y *

West Caldwell, NJ 07006 973-461-5292

Number of Pages Including Cover 18
Fax Number: Attention: $Pq + Eqs = 1$
From: Creorge Curung
Department:
COMMENTS: requestred sales & Service
Jocuments

2008 G6 - SEDAN GENERAL MOTORS CORPORATION 78U BLUE-GOLD CRYSTAL METALLIC /V6G & SUBSIDIARIES 19B EBONY RENAISSANCE CENTER STOCK NO. ORDER NO. DETROIT MI 48243-1114 VIN 1G2 ZG57 NX 84 VEHICLE INVOICE *AM/FM STEREO, 6 DISC CD PLAYER MP3 FORMAT, RADIO DATA SYSTEM WFP-S QTR OPT-1 & AUXILIARY INPUT JACK BANK: GMAC - 103 (REPLACES STD/OPT/PKG RADIO) CHG-TO 02-147 *POWER SUNROOF 495.00 410.85 SHIP WT: 3419 PCM PREFERRED PACKAGE: HP: 36.5 GMS: 20934.43 SUPPLR: 21869.73 * CONVENIENCE NET, CARGO * REMOTE VEHICLE START * FLOOR MATS, FRONT/REAR APPED
APPED
NTROL
1390.00 1153.70 * STEERING WHL, LEATHER WRAPPED MRM: 23030.00 * BRAKE HANDLE, LEATHER WRAPPED
* STEEDING WYFEI. AUDIO CONTROL DAN: RG MEMO 969.00 * STEERING WHEEL, AUDIO CONTROL PDX SPORT PACKAGE: * ENGINE, 3.5L V6 SFI * (4) 17" PAINTED ALLOY WHEEL * FOG LAMPS, FRONT, PROJECTOR-BEAM, INTEGRAL IN FASCIA * REAR SPOILER VK3 LICENSE PLATE BRACKET, FRONT N/C N/C

TOTAL MODEL & OPTIONS DESTINATION CHARGE 22380.00 20805.83 ACT 231 20784.43 650.00 650.00 H/B 261 671.40

23030.00 21455.83 PAY 310 21455.83 TOTAL

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.

REMIT TO GMAC NO. 103 VIN 1G2ZG57NX84 2AD59559474

DUE 11/15/07 DEALER 02-147

MACK PONTIAC BUICK GMC

ROBERT M. SILVERMAN+* CRAIG THOR KIMMEL+

Member, PA Bar Member, N.I 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, NH Bar

§ Member, MI Bar ° Member, RI Bar

KIMMEL & SILVERMAN

#### 1-800-LEMON LAW

www.lemonlaw.com

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

JACQUELINE C. HERRITT ***
ROBERT A. RAPKIN*
HY DAVID RUBENSTEIN *** BARRY R. WINDERMAN MELISSA K. FIALA* IRA P. SMADES' DAVID L. LIEBERMAN *** ANGELA K. TROCCOLL'E FRED DAVIS' RONALD ROWLAND^E CHRISTOPHER R. HOLLIDAY^O AMY L. BENNECOFF** CHRISTINA GILL ROSEMAN** RICHARD A. SCHOLER

> Of Counsel RONNA LUCAS

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

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite 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

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

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

#### VIA FAX ONLY

June 18, 2008

George Curving, Service Director Clairmont Auto Group PO BOX 1326 West Caldwell, NJ 07007

RE:

Service Request: 71-636469698

2008 Pontiac G6

Vehicle Identification Number: 1G2ZG57NX84

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: v. General Motors

Service Request: 71-640297989

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT58F67F

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
Seneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DATE 02/11/11 AMOUNT 3 ****00 CENTS "XXXXXXXXXXX8,400" DOLLARS *JAMES KYERAND KROHN & MOSS, LT* North American Operations General Motors Corporation Disbursement Account *D* W MADISON 10TH FL ORDER C CHICAGO IL 60602 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 CHECK NO. BB 000000089 PAYMENT DATE **ENDOR NAME** JAMES KYERAND KROHN & MOSS, LT 02/11/11 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT .00 02/10/11 VM 1-F5LRAM 00,0000 8,400.00 8,400.00 1G1ZT58F67F .71-640297989.1-F5LRAM 200 1 200 1 200 3 200 3 200 3 (187 (2)# ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 W3 TOTAL 8,400.00 .00 8,400.0



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 Covert
MESSAGE: The Documents requested on James Kyer. For your
on James Kyer for your
review.
Thank - Vou
Don Elson
,

Chrysler-Dodge-Jeep of Homosassa 1005 S. Suncoast Blvd. Homosassa, FL 34448 (352) 563-2277 Fax (352) 563-1543 Chevrolet 1035 S. Suncoast Bivd. Homosassa, FL 34448 (352) 795-1515 Fax (352) 795-5157 Chryster-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) 597-2386



General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-\$170

#### VIA FAX ONLY

July 9, 2008

Ron Elson Crystal Chevrolet 1035 S SUNCOAST BLVD HOMOSASSA, FL 34448-1459

RE:

Service Request: 71-640297989

2007 Chevrolet Malibu

Vehicle Identification Number: 1G1ZT58F67F

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 Lec General Motors Corporation











*रूक्टराज्ञान्यम्* स्थलकार्यक्र





## 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, AUCTIO	ON DEALERS and THEIR I	BÜYERS ONLY		
This reassignment is supplement to:	State of Issue			
	EHICLE DESCRIPTION	-24-17-yg. 5-28-	. Kv: 484	and the second
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	ır 🦠 🤻 Mako.	Moi	del	Body
1G1ZT58F67F 2007	CHEVROLI			SD
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REAS	SSIGNMENT INFORMATION			
` "	"			111 400
Name of Selling Dealer (Print)	Dealer License Number			State of License
CRYSTAL MOTOR CAR CO.INC.				FL
S:reet Address	City		State	Zip Code
1035 S SUNCOAST BLVD Sales Tax Collected Sales Tax Reg. No. (Sales Tax Inform	HOMOSASS	. <u>A</u>	F1.	1
044.00	ation is not required on dealer	to dealer transactions	)	
S 344.59 - Buyer's Name(s)				Date of Sale
				Date of Sale
B yer's Address *	City		State	Zip Code
	SANDERSON		FL	
Auction Name (If applicable)	Auction License Number	State of License	THE RESERVE AND ADDRESS OF THE PARTY OF THE	Date of Auction
	-			*
S'reet Address	City		State	Zip Çode
ODOMET	ER DISCLOSURE STATEMENT	<u> </u>		
VARNING: FEDERAL AND STATE LAW REQUIRE THAT YOU OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING  I STATE THAT THIS MOTOR VEHICLE'S 5 DIGIT OR 100 MILES, DATE READ 100 MILES, DATE	A FALSE STATEMENT MA	AY RESULT IN FINES	S AND/OR	IMPRISONMENT.
VEHICLE DESCRIBED IN THIS DOCUMENT, UNLESS ONE OF THE	FOLLOWING IS CHECKED:		. 4.7	
DO NOT CHECK 1. I HEREBY CERTIFY THAT, TO THE	BEST OF MY KNOWLEDGE, THE OI OF ITS MECHANICAL LIMITS	DOMETER READING AEFL	ĒCTS THE	
IS ACTUAL.	METER READING IS NOT THE ACT	UAL, MILEAGE,	5 13 B W	
SELLER AFFIRMS, UNDEF FACTS ARE TRUE AND COR	PENALTY OF PERJURY,	THAT THE ABOVE	777	
FACTS ARE TRUE AND COR	RECT TO THE BEST OF HI	IS/HER KNOWLEDG	E	
Diseler's Agent Printed Namo (Solling Dealer)  (RYSTAL MOTOR CAR CO. INC.	Doale	r's Agent Signature	100	
Peceipt of Statement		) Acknowledges Rece		ment
Charles Belleville 1997 (AMERICA) MARIE OF WARREN Lock	500 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	**************************************		
(DITVE) WILLIAM WANDER, LASI	Boyer's Printed Nam	io (2) First, Full Middle	Rent St. Co.	), Last
V Street Address		<u> </u>	State	agent of the first of the contract of the cont
- 100 mg/w	SANDERSON	di sant	Trailes !	go Zip ⊗ode · L
NOTICE: ANY ALTERATION OR ERASURE MAY VOID THIS FILE: CORIGINAL WITH TITLE OR MANUFACTURER'S CERTIFIC HSMV 82994 (REV. 01/03) S	RE-ASSIGNMENT AND A			FOLLOW. PY: DEALER RECORD

### 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 COMPL SECTIONS 1 AND 3 SHOULD BE COMPL SECTIONS 1, 2 AND 4 SHOULD BE COM	ETED IF REASSK	GNING A LIEI	N.		MOTOR VEHICI	
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CHEVROLET	2007		MAL TRU	r	****	LGTMBMP
COLOR	TYPE	""	L1-1741 1 1 1 1 L	USE		
WHT	SD					
CERTIFICATE OF TITLE NUMBER	•	PREVIOUS ISSU	JE DATE		LICENSE PLA	TE NUMBER
2		NOTICE (	)F LIEN		*****	
DATE OF LIEN	LIE.	NHOLDER IN	FORMATIO			
DATE OF LIEN FEID # DL # AND SI	EX AND DATE OF BIRTH	H LIDMV ACC	SUNT#   LIE	NHÖLDER NA	ME	
IËNHÖLDER ADDRESS		CITY		W.	STATE	E ZIP CODE
Blectronic title and lien participant	Electronic title o	ngly).				
If the lienholder authorizes the dep	•		vner.			
check box and countersign. (DOEs	NOT APPLY TO			Signat	ure of Lienholde	er's Representative
one of the following boxes <u>must be</u>						
A security agreement, retain to executed <u>prior</u> to the filing of t	tie contract, con-	ditional bill o	f sale, chat	tel mortgag	e or other simi	lar instrument was
This notice of lien is being file	nis nouce or gen. d before a securi	itv aareemer	nt retain titi	e contract :	conditional bill	of sale, shottel mentes
or other similar instrument is b	eing executed.	ity agreemer	iti i Citalli titi	e voitilaut, t		· ·
INDER PENALTIES OF PERJURY, I D	ECLARE THAT	I HAVE REA	D THE FO	REGOING	Date06/13	8/07
	TATED IN IT AR	E TRUE.				
/ Signature of Registered C	Owner			Signa	ature of Register	red Co-Owner
Stand Address (Ourse	m3				01	
Street Address (Owne				,	Street Address (	(Co-Owner)
SANDERSON Sity	State		City		State	Zip Cod
	APPLICATION	FOR REAS	SIGNME	NT OF LIE	N	
he undersigned hereby represents that	at they are the as	ssignee of the	at certain [	first or	second lien	dated theda
f (Month/Year), co	vering the motor	r vehicle, mo	bile home.	off-highway	vehicle or ves	sel described in sectio
ne of this form and request that the FI						
e re-issued to show such lien as now is principal still due and unpaid.	being held by the	undersigne	d applicant	and repres	ents that on th	is date there is a balar
NDER PENALTIES OF PERJURY, I DECLAR						
Name of Assignee (New Lienhold	<u>مر،</u>	By _		G)a	noture of Liceba	older's Representative
Name of Assigned (New Liethfold	ci)					older's Representative
ddress						Zip Code
NOER PENALTIES OF PERJURY, I DECLAR						
HOLD FERMETICS OF FERSONT, I DECLAR	F HOT HUAVE VE					
Name of Assignor (Lienholder curr	rently shown on Tit	ile)		Sig	nature of Lienho	older's Representative
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SMV 82139 (Rev. 06/05) S	hi	ttp://www.hsi	my state fi	40		

### STATE OF FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

#### DIVISION OF MOTOR VEHICLES

NEIL KIRKMAN BUILDING
Tallahassee, Florida 32399-0610

Talks	hassee, Florida 32399-0610
In compliance with Section 320 following motor vehicle has been	SFER OF REGISTRATION LICENSE PLATE .0609(2), Florida Statutes, I hereby certify that the n sold, traded, transferred or otherwise disposed of
Year <u>01</u> Make <u>SATU</u>	RN Type SL2
Wgt./ Lth.	Color
VIN1G8ZK52781Z	
	orida License Plate No.
Decal No.	which expires on / / / Mo. Day Yr.
I authorize the following deale	τ:
CRYSTAL MOTOR CAR	CO-INC.
1035 S SUNCOAST BL	AD (Degler)
to properly transfer my license	(Dealer Address) plate to replacement vehicle described below:
	HEVROLET Type MALIBU
Wgt./ Lth VI	N1G1ZT58F67F
	- ]
Print Owner(s) Name	Signature of Owner(s)
SANDERSON FL	(Owner Address)
	(Owner Address)
As a motor vehicle dealer the above Notification of correctly describes the transdescribed motor vehicle and This license plate has been rand attached to the repla provisions of Section 320.0 on behalf of my customer through a local county lice transfer registration certificer within 30 days as stated in Under penalties of perjuring document and that the	licensed in Florida, I hereby certify that Transfer of Registration License Plate saction involving the transfer of the above of this License Plate No.  Temoved from the original vehicle assigned cement vehicle in accordance with the 609(2), Florida Statutes. I also certify that I will process the necessary documents ense plate agency in order to obtain the ate, which will be delivered to my customin section 320.0605, Florida Statutes.  To declare that I have read the foregotiates stated in it are true.
Dealer License No	Date of Sale06/18/2007
· · · · · ·	NLAW DISCLOSURE
,-(-(00)-	

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

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### **BUYERS GUIDE**

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YOU WILL PAY ALL	COSTS FOR ANY	REPAIRS. The deale	er assumes no responsibility for any repai
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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.

20,156,48	CO A MOTOR VELICA		
CRYSTAL	OR A MOTOR VEHICLE		
"Administrative Office"	Date of Dirth		
P.O. Box 487, Crystal River, FL 34423 PURCHASER	DAUGI SINI	08/18/20 DATE	<u>007</u>
Chevrolet of Homosassa (352) 795-1515 CO-PURCHASER		3462L	
Chrysler-Dodge-Jeep of Homosassa MAILING ADDRESS MAILING ADDRESS	SANDERSON FL	STOCK NO.	
Nissan of Homosassa PHYSICAL ADDRESS1	SANDERSON FL	<u>                                    </u>	
Chrysler-Dodge-Jeep of inverness EMAIL ADDRESS	WITTEN FAIT	Telephone #	
Chryster-Dodge-Jeep of Brooksville	DAKER E.	AGAN ZACHA SALESPERSON#	₽Y_M
(352) 597-1265 TAUSED YEAR MAKE	MODEL / BODY COLOR	Ortecor Endon w	•
Crystal Motorsports of Homosassa ☐ DEMO 1617758667F		SALESPERSON #:	2
VILEAGE 1 0 7 E 0	PURCHASE PRICE		1
	TOTAL DEALER INSTALLED OPTIONS	\$ 16008.	-00
DEALER-INSTALLED OPTIONS - NOT INCLUDED IN FACTORY WARRANTIES	TOTAL SELLING PRICE		
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TRADE-IN INFORMATION		<del> </del>	ļ
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LIEN FOLDER ON TRADE POADLOAMS	CASH DIFFERENCE		00
ADDR'ESS		14512.	00
CITY, STATE, ZIP	DEALER SERVICES 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.	399	50
AMOUNT OF PAYOFF \$ 3655, 31 GOOD UNTIL:	and propering documents related to the sale.		
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MISCELLANEOUS INFORMATION	PARTIAL PAYMENT		48
	REBATE	<u></u>	/ 4
CUSTOMER'S INSURANCE	CASH ON DELIVERY	34	<del>/ /                                  </del>
COMPANY SAFECO INS CO OF AMERICA	EXTENDED SERVICE CONTRACT:		/
AGENT SAFECO INS CO OF AMERICA			/-/1
ADDRESS			
PH# 9042594454			
EFFECTIVE DATE 12/13/2007 EXP. DATE 12/13/06			
This vishicle was a previously Leased/Rented vehicle			
The value of the v			
Buyer Co-Buyer	UNPAID BALANCE OF CASH PRICE		
There are no warrantles, expressed or implied, made by the seller horoin on the vehicle or chassis of	itescribed on the face hereof, in the case of a new vohicle or phasels t	the printed Manufact	사유 urors New
Vehicle Warranty delivered to purchaser with such vehicle or chassis shall apply and the same is warrant; applicable to such new vehicle or chassis and is expressly in lieu of all warranties by the se purpost. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's war USED CAR BUYERS GUIDE. The information you see on the window form for this vehicle is part of the Purchaser agrees that this Contract includes all of the terms and conditions set forth on both face the date hereof comprises the complete and exclusive statement of the terms of the agreement residence of the terms of the agreement residence is not accepted and the transaction is not consummated until (a) approved in writing by Dealer and Credit Protection Act (Truth in Lending Act) have been given and (c) purchaser(s) and Dealer have	iler, expressed or implied, including any implied warranty of merchant tranty thereon, if any, shall be determined solely by the terms of such this contract, information on the window form everrides any contrary pure and reverse side hereof, that this Contract cancels and supersedes atting to the subject matters covered hereby, additional charges will be made by the Finance institution. On a cred d a responsible Bank or Finance Company and (b) all disclosures req	ability of fitness for a n warranty. rovisions in the contra any prior agreement iit transaction the pu	particular act of sale, and as of rchaser(s)
Arbitrate in Notice:  Any sof troversy or claim arising out of, or robiting to this agreement, or a breach thereof, shall be so	ettled by arbitration under the laws of the State of Florida, in accorda	nce with the rules the	en In force
Judgement upon the award rendered may be enter	ed in any court having jurisdiction thereof,		

CO-PURC HASER'S SIGNATURE PAYMENT TO BE MADE BY CERTIFIED CHECK OR CASHIER'S CHECK.

06/18/2007 ACCEPTED BY: SALES SIGNED AND CCEPTED 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: Mariginal Transfer VE	DMMEHLYAPPIC	OFF-HIGH	WAY VEHICL	Е Жмото	OR VEHICLE	ATION MOBIL	E HOME   VESSEL
OR AND NOTE: When joint ownership, please indicate if "or" or "a						leaved with "and	<b>1</b> 77,
If applicable: Life Estate/Remainder Person  Tenancy By the Entirety  Owner  American Middle/Maiden Name, La	With Rights of Surviv st Name)	rorship Data of Buth		County of Rosk		se or FE/D/Sutily N	dumba
				M	, c Disserting		
Co-Own its Mame As it Appeals on Driver Dicense (Mrst Namo, Full Middle/Malden Name,	, Last Namo)	Date of Sirth		Sex	FL Driver Licen	so or FEID/Gufflx N	Number
Lessee's First Name, Full Middlo/Maldon Name, Last Name		Date of Birth		Sex	FL Driver Licen	se or FEID/Suffix N	lumber
Owner's Vailing Address (Mandatory)		City	IDERSON	·	Stato FL	Zip	
Co-Own r's or Lessee's Mailing Address (Mandatory)		City	VOL. VOON		State	Zip	· · · · 18
Owner (Mendatory)	H	City	DERSON	<del></del>	State FL	Żip	11114
Physical Address of Mobile Flome (if applicable) Check if mobile home is in a park with	10 or more lots 🔲	City			State	Zip	, , , , , , , , , , , , , , , , , , , ,
Mell To Customer Name (If different From Above Owner)		Date of Birth		Sex	FL Driver Licen	se or FEID/Suffix N	lumber A
Mall to Customer Address (If Different From Above Mailing Address)	1 10.0	Cily			State	Zip	·
2 MOTOR VEHI	CLE MOBILE HO	 ME OR VI	essel desc	CRIPTION	AS/9: JS%: : 195	i kilosadonasko	erreget og syg i disse førtige i rigstræde sig til er
Vohicle/Vissel Identification Number 1G1ZT58F67 <del>F</del>	Make/Menufactur CHEVRO	er	Year 2007	SD SD SD	Color WHT	Floride Title Num	ber
Provious State of Issue License Plain or Vescol Registration Number Wel	Ight Longth Ft.	In.	BHP/CC	@VW/LOC		VAN USE, 1F API	
	LL MATERIAL	<del></del>	PROPULSION		l F	UEL PASSENGER	*DRAFT OF VESSEL
□ Open Motorboat □ Houseboat □ Personal Watercraft □ Wood □ Fiberglass □ Auxili ny Saliboat □ Alrboat □ Other □ □ Wood/Fiber	☐ Aluminum ☐ Stool	Outboan Inboard Inboard Other	d Salt		Gas Diesel Electric		(The depth of water a vassed draws)  FT IN  "For all vasseds 26' or more in
☐ Inflatr ble ☐ Saliboat Spectry ☐ Other ☐ USE OF VESSEL	Specify	I OTHER	Specify		Cuint .	Specify	length and all sailboats
□ Dealt /Manur. □ Commercial Fish □ Commoroial Livo Bait □ Exempt □ Hire (Livery) □ Commercial Mackerel □ Government □ Commercial Sponge □ Commercial Oyster □ Commercial Oyster	Commorcial Stone Crat     Commercial Shrimp Re     Commercial Shrimp No     Commercial Shrimp No     Commercial Spiney Lok     Commercial Other	clp. n-Recip,	Arê you a Florida Are you an allen?			 ] No] Yев	PREVIOUS OUT-OF-STATE REGISTRATION NUMBER:
Previousl · Federally Documented Vessel, Attach Copy of:	•			State of Prince	cloel Use		
☐ U.S. Coast Guard Release From Documentation Form; or ☐ Copy of	Canceled Documentation	Papers					
	☐ GLIDER KIT	MANUFAC	TURER'S BUY BA	ĊK		☐ ELECTRI	CVEHICLE \\
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ELT CUSTOMER Q	05/18	Moz	SOMERF	IGN RAN	IK		
Lienholdr r's Address	City				State	Zlp	'
If I lenholder authorizes the Department to send the motor vehicle or mobile (Does not apply to vessels), if box is not checked, title will be malled to the	READ  home title to the owner first lienholder		and countersign:		anature of Hentic	A Julian Aleksantati	(ha)
5 IF OWNE 7SHIP HAS TRANSFERRED, HOW AND WHEN WAS THE VEHICLE, MOBILE HO	TRANSF			And the second			
Identification     Graph     □ REPOSSESSION     □ COURT ORDER       6 Print of the Court of th	OTHER (SPECIF)		rion/ at the		DATE ACQUIRE		<u>18 / 07</u> 2429 (17014 (1706 (1694))
WARNIN 3: Federal and State law requires that you state the mileage in connection	with an application for a	Certificate of	Title. Fallure to c	complete or pro	viding a false s	tatement may res	ult in fines or imprisonment.
STATE TI 'AT THIS MOTOR VEHICLE'S 5 DIGIT OR 6 DIGIT ODOMETE OF MY KI IOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHIC CAUTION: 6 THE VEHICLE OF MY KNOWN S	LE DESCRIBED IN THE	S DOCUMEN	t <u>unless on</u> e	OF THE FOLL	OWING IS CHE	CKED:	LOAND TO THE BEST
O NOT CHI CK FACTUAL IN ILEAGE  2. I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT	LITHE ACTUAL MILEAGE,	WARNIN	IG - ODOMETER I	DISCREPANCY			
7 DEALER SALES TAX REPORT FLORING SALES TAX DECISTRATION NUMBER DATE OF SALE	TAND VEHICLE/VI	ESSEL(TR) IMBER		RMATION (T		BL/E) AGENT SIGNATU	
06/18/07				944.6	9 - 5	CO 4. Sale 2.4	Noccensky
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### STATE OF FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES DIVISION OF MOTOR VEHICLES

Neil Kirkman Building - Tallahassee, Florida 32399-0610

ATTORNEY FOR A MOTOR VEHICLE, MOBILE HOME OR VESSEL

	VEHICLI	E DESCRIPT	ION		
CHECK ONE: Comotor Vel		☐ Mobile H	ome	☐ Vesse	<u>.                                    </u>
Vohicle Identification Number	Year	Make/Model	Color	Body	Title No.
163777586878	2007	CHEVEG	F 14.11	50	

I hereby name and appoint to be my lawful attorneyn-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. (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 affirme (Print or Type Name of the Person Making the above Statement) (SEAL) (Print, Type or Stamp-Commissioned Name of Notary) JULIE LYN RUBACHA MY COMMISSION # DD640083 Personally Known. EXPIRES February 13, 2011 of, Produced Identification Florida Notary Service Com Type of Identification Produced:

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 <u>and</u> seller for the purpose of disclosing the odometer reading. This may be accomplished only with the secure power of attorney (HSMV 82995) when:

the title is physically being held by the lienholder; or the title is lost

(a)

NOTE: A licensed dealer and his employees are considered a single entity.

HSMV 62053 (Rev. 05/03) \$

OF FLOKIDA :
-11710

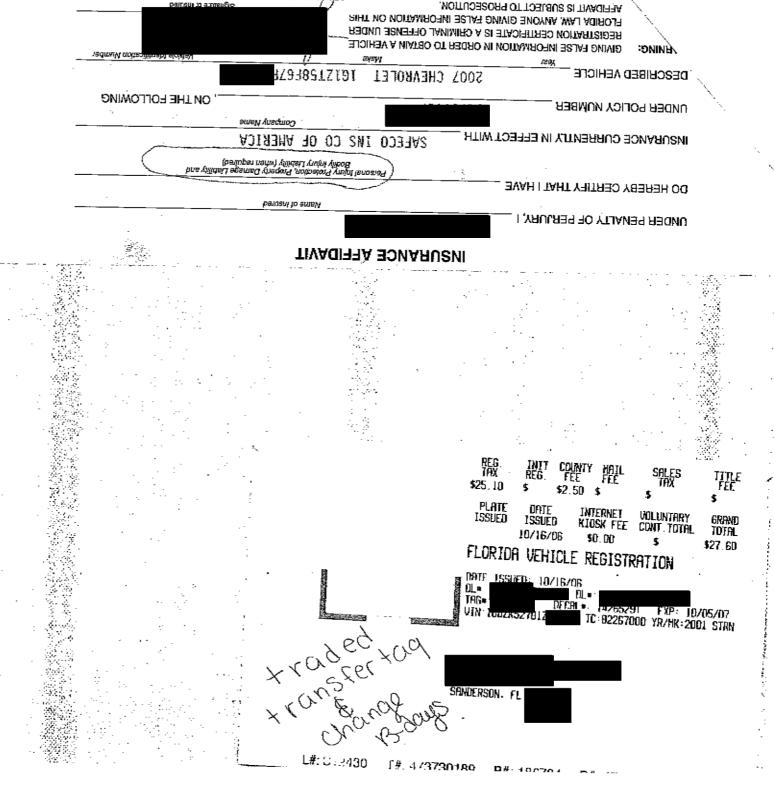
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## STATE OF FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES DIVISION OF MOTOR VEHICLES

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 g 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 solfice or license plate agency.

Ave thisday of	y transferred by sealers	-4 - 4	anove or sur	omit to your local tax
· · · · · · · · · · · · · · · · · · ·	<del></del>			
	CLARE THAT I HAVE DEAD TO THE	985	Selling Price \$	S
UNDER PENALTIES OF PERJURY, I DE Seller's Signature	" THAT I HAVE HEAD THE FO	REGOING DOCUMENT AND	THAT THE FACTS STATED IN	IT ARE TRUE
NOTE: THE OURSESSES				,
NOTE: THE SUBMISSION OF THIS FO AUDRESS ABOVE WILL ALLOW THE TI OVINERSHIP STATUS WILL NOT CHAN	RM, ACCURATELY COMPLETED, 1 TLE CLERK TO UPDATE THE DMV I GE UNTIL THE PURCHASER APPL	TO A'TAX COLLECTOR'S O DATABASE TO REFLECT THI IES FOR AND IS ISSUED A C	FFICE, LICENSE PLATE AGE E TITLE RECORD AS "SOLD" ERTIFICATE OF TITLE.	ENCY OR TO THE . HOWEVER, THE
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(NOITAMRORM INFORMATION)

#### Tag Pull/Transfer Request for CRYSTAL CHRYSLER

d Number: 0114555

Owner:

Date/Time: 06/18/07 11:37:57

Page: 1

#### ÉURCHASED VEHICLE

Stock Number: 3462L

VIN/Make: 1G1ZT58F67F /CHEV

Body Type: 4D

#### TEANSFER TAG FROM VEHICLE

Tag Number:

ISBUE NEW TAG

Tag Number: Tag Type:

**ISBUE DECALS** 

Month Decal: JANUARY

Year Decal: 08 08383898

FE.ES

Title:

Taxes:

Sales Tax:

Agency Fee:

Dealer Fee:

Total:

\$31.25

\$18.73

\$0.00

\$0.00

\$0.00

\$49.98

C\'R MESSAGES

0605W DMV Records Indicate Prior Florida Title - Florida Title Used

STATE OF PLORIDA APPLICATION FOR VEHICLE/VESSEL CERTIFICATE OF TITLE AND/OR REGISTRATION		
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#### RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

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	VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor	Co-Buyer Signature Date
re	cuires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle clision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your	LIABILITY INSURANCE COVERAGE FOR
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ol	sained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is	THIS CONTRACT.
\$	and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The	
	overage is for the initial term of the contract.  Cu authorize us to purchase Vendor's or Lender's Single Interest Insurance.	Returned Check Charge: If any check or order of payment you
Т	cu additionize us to purchase vendor s or Lender's Single Interest Insurance.	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.
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_		amount is ever \$500, or such amount as permitted by raw.
OP	TION: ☐ You pay no finance charge if the amount financed, Item 6, is paid in full on or beforeN / A	, Year SELLERS INITIALS
y	NO COOLING OFF PERIOD tate law does not provide for a "cooling off" or cancellation period for th ou may only cancel it if the seller agrees or for legal cause. You cannot c ou change your mind. This notice does not apply to home solicitation so	cancel this contract simply because
T a	ine Annual Percentage Rate may be negotiable with the Seller. The nd retain its right to receive a part of the Finance Charge.	e Seller may assign this contract
HC	NV THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to	Ship program Amusing and the state of the st
and		this contract. Any change to this contract must be in whiting Buyer Signs X
	ry part of this contract is not valid, all other parts stay valid. We may delay or remain from enforcing any or our rights	under this contract without losing them. For example, we
ma	y extend the time for making some payments without extending the time for making others.	and the sounder mayout leading month for calculate, we
	e back for other important agreements.	
er	CTICE TO THE BUYER: a) Do not sign this contract before you read it or if it ritled to an exact copy of the contract you sign. Keep it to protect your legal ri	contains any blank spaces. b) You are ghts.
Ta	ou agree to the terms of this contract. You confirm that before you signed this contractive it and review it. You acknowledge that you have read both sides of this contractive side, before signing below. You confirm that you receive a completely filled-in	t including the exhitration eleves on the
Вц	ryer Signs X Date Co-Buyer Signs X	Date
	Huyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is	9 herson whose name is on the title to the reliate to
doe	or not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.	a person whose name is on the title to the vehicle but
	er owner signs here Address Address	7700
Sel	krsigns SCRYSTAL MOTOR CAR CO. INC. Date 06/18/89X7	Title
Sel	Fir assigns its interest in this contract to SOVERE) QN_BARE (Assign:	ee) under the terms of Seller's agreement(s) with Assignoe.
	☐ Assigned with recourse ☐ Assigned without recourse	Assigned with limited recourse
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	CRYSTAL MOTOR CAR COLUME.	
Sei		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, Minnesola, Missouri, Nevada, Ohio, Wisconsin, Washington, DC)

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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: 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.

Aaron Radbil

Attorney at Law

AR/rs

07/14/2008 MON 10:35 FAX

Ø001/001

RELEASE OF LIEN INFORMATION
I(Client's Name)
hereby authorize Soyeleigh BANK (Lien holder Name)
P.O. Cox 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 # (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
VEHIOLE INVOICEMENT
The current vehicle mileage is 42, 316 Date mileage read: 7/14/00
Signature

न्ह्या हो हो है। - स्टब्स्ट्राइट स्टब्स्ट्राइट स्टब्स्ट्राइट स्टब्स्ट्राइट स्टब्स्ट्राइट स्टब्स्ट्राइट स्टब्स्ट







**かたないまなない** 





Erika Lee/Austin/GM1 07/01/2008 10:13 AM

To joshua.harrison@gm.com

CC

bcc

Subject Not in Suit Matter - RE:

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 service. The customer's vehicle is a 2007, Chevrolet Malibu with 40,498 miles. The VIN is 1G1ZT58F67F. 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.

Plaintiff,

٧.

GENERAL MOTORS CORPORATION,

Defendant.

RECEIVED

INT 30 5008

Orlando Law Offices of Rumberger, Kirk & Caldwell. P.A.

#### **COMPLAINT AND WRITTEN DISCOVERY REQUESTS**

NOW COMES the Plaintiff, 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, ("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.



- 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.
- 1. 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 evidence 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** 

RET	AIL CONT	BACTE	OR A MOTOR VEHICLE		
CRYSTAL	ALL CONT	12011			
"Administrative Office" P.O. Box 487, Crystal River, FL 34423 PURCHASER			Date of Birth	06/18/20	007
Chevrolet of Homosassa	4 4 5		Uste of Earn	DATE	
Chryster Dodge Jeen of Homosesse			SANDERSON FL	3462L STOCK NO.	
(352) 563-2277			CITY STATE ZIP		_
(352) 628-4300 PHYSICAL ADDRESS			SANDERSON FL STATE ZIP	TELEPHONE #	
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Chrysler-Dodge-Jeep of Brooksville ☐ NEW	2007 C	HEVRO MAKE		SALESPERSON #	1
Crystal Motorsports of Homosassa	G1ZT58	3F\$7F	·	SALESPERSON #2	3
(332).793-1313			NUPOLIACE POLOF	G12201 G10011 11	
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AMOUNT OF PAYOFF\$ 3655.31 GOOD UNTIL:			and preparing documents related to the sale.		
BY WHOM PER DIEM			AMOUNT TAXABLE	14911	50
PHONE			PLUS SALES TAX	944.	
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INSTITUTION SOVERETGN BANK	<i>(</i> )	, ·	SUB TOTAL	15906.	17
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CITY, STATE, ZIP READING PA 19602  MISCELLANEOUS INFORMATION			CASH BALANCE DUE	19561.	48
			PARTIAL PAYMENT	<u></u>	/A
			REBATE  CASH ON DELIVERY		/A
CUSTOMER'S INSURANCE COMPANY SAFECO INS CO OF AMERICA			EXTENDED SERVICE CONTRACT:		/A /A
AGENT SAFECO INS CO OF AMERICA		<del></del>	EXTENSES SERVICE CONTINUE.		<i>I.</i> A
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EFFECTIVE DATE 12/13/2007 EXP. DATE 12	/13/08				
This vehicle was a previously Leased/Rented vehicle					
0.0					
Buyer Co-Buyer  There are no warranties, expressed or implied, made by the seller herein or	the able to		UNPAID BALANCE OF CASH PRICE		48
Vehicle Warranty delivered to purchaser with such vehicle or chassis shall warranty applicable to such new vehicle or chassis and is expressly in lieu of purpose. In the case of a used vehicle or chassis, the applicability of an exis USED CAR BUYERS GUIDE. The Information you see on the window form if Purchaser agrees that this Contract includes all of the terms and conditions the date hereof comprises the complete and exclusive statement of the term On a cash transaction this offer is not valid unless signed and accepted by I offer is not accepted and the transaction is not consummated until (a) approve Credit Protection Act (Truth in Lending Act) have been given and (c) purcha Arbitration Notice:  Any communersy or claim arising out of or relating to this agreement, or a briving ement upon the award	f all warrantie sting manutar for this vehicle s set forth on ms of the agre Dealer. On a ed in writing b iser(s) and Do reach thereof, d rendered m	ss by the secturer's was a is part of a both face serment relicated by Dealer as ealer have any be entered by the same as any be entered.	effer, expressed or implied, including any implied warranty of merchants rranty thereon, if any, shall be determined solely by the terms of such this contract. Information on the window form overrides any contrary properties and supersedes a and reverse side hereof, that this Contract cancels and supersedes a atting to the subject matters covered hereby. additional charges will be made by the Finance Institution. On a cred and a responsible Bank or Finance Company and (b) all disclosures required an installment Sale Contract.	ability of filness for a warranty, ovisions in the control any prior agreement it transaction the public by the Federal	a particular act of sale. It and as of urchaser(s) Consumer
CO-PURCHASER'S SIGNATURE		3/2007 3/2007	ACCEPTED BY:	CTAL HOTOR OVER COV	SALES MGR.
PAYMENT TO BE MADE BY CERTIFIED CHECK OR CASHIER'S CHECK.	06/18	sį 2007	THIS CONTRACT IS NOT VALID UNLESS SIGNED AND ACCEPTED BY CRYS	STAL MOTOR CAR COM	PANY.

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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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: 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 subpoensed 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,

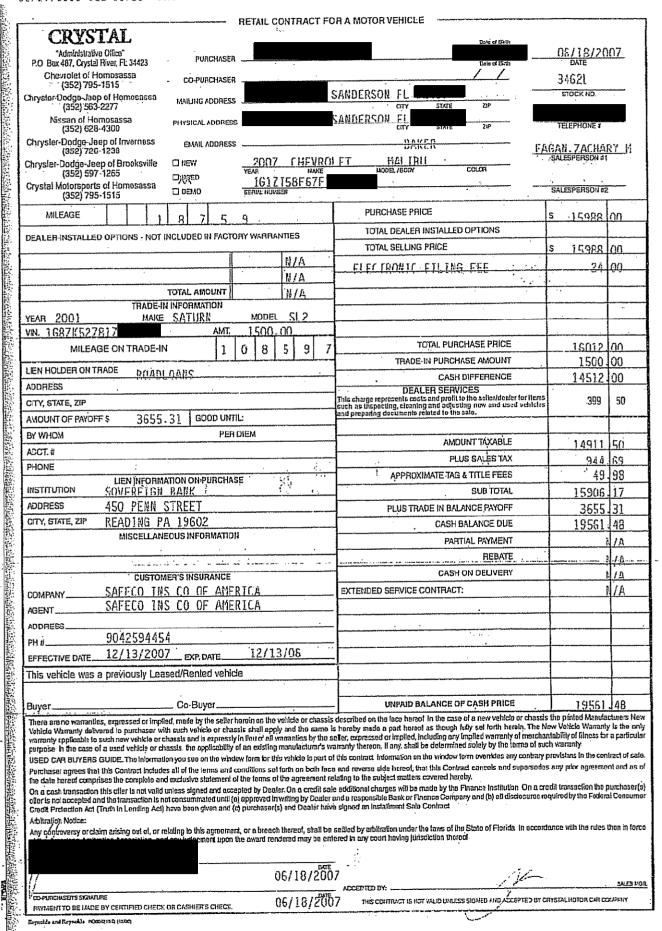
Aaron Radbil

Attorney at Law

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06/17/2008 TUE 10:53 FAX

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Pg 4/5

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Andrews and the second	SIMPLE FINANCE CHARGE	
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SIMPLE FINANCE CHARGE	
Dealer Number Contract Number	
Buyer (and Cb:Buyer) Name and Address (Including County and Zp Code) Greditor, Seller (Name a 5RYSTAL In 1995, St.	OTOR CAR CO INC. NCOAST DLYD
You, the Buyer (and Go-Buyer, if any), may buy the vehicle below for cash or on credit. By sig on credit under the agreements on the front and back of this contract. You agree to pay the contract) the Amount Financed and Finance Charge according to the payment scredule belo basis at the Base Rate of 11 % per year. The Truth In Lending Disclosures below are part of	Creditor - Seller (sometimes "we" or "us" in this
Make Weight New/Used/Demb. : Year and Model (lbs.) Vehicle Identification Number:  USED 2007 1612T58F67F	Rrimary Use For Which Purchased  Dersonal, family or household  business
FEDERAL TRUTH IN LENDING DISCLOSURES  ANNUAL FINANCE Amount Payments Payments Payments CHARGE Financed Payments Price The cost of 1 in amount you. The total cost of 1 in amount you is a payment of 1 in amount you. The total cost of 1 in amount you is a payment of 1 in amount you. The total cost of 1 in amount you is a payment of 2 in amount you is a payment of 2 in amount you is a payment of 3 in amount you is a payment of 2 in amount you have made all 2 in credit including 2 in a payment of 3 in amount of 2 in a payment of 3 in	Insurance. You may buy the physical damage insurance this contract requires (see birck) 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 to the cked 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 self you the vehicle or extend credit our decision to self you the vehicle or extend credit our decision to self you the vehicle or extend credit our decision to self you the vehicle or extend credit our decision to self you the vehicle or extend credit our decision to self you the vehicle or control for and insurance comparties will describe the terms and conditions:  Check the Insurance you want and sign below:  Optional Credit Insurance  Credit Life:   Buyer  Cos Buyer  Both  Term  Premium:  Credit Life S
Additional information: See this contract for more information including information about nonpayment default prepayment hendlifes, any required repayment in full before the scheduled date and security interest.  ITEMIZATION OF AMOUNT FINANCED:  1. Cash Rice (Individing S: 544-69: salestax)  2. Total Downpayment = 1,000 (Vebr) (Make): (Model)  Trade in: 1697/527817	Gradit Life S N/A  Credit Disability S N/A  Insurance Company Name  Hieme Ollice Address  Credit Itis Insurance and credit disability assurance are not required to obtain credit your decision to buy or not to buy redit (ito insurance and credit disability insurance will not be a actor 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 them 4A of the Itemization of Amount Financed. Credit life insurance may fine pay all you owe on this contract If you make late payments, credit cability insurance does not cover any increase in your payment or in the number of payments.
Less Rey Off Made By Seller  Equels Not Trade In  Cash  Colling  C	If the box above is checked to indicate that you want credit like instraince, please read and slip the following extensive generals.  1. You understand that you have the option of assigning any other policy or polices you evin or may precise 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.  2. Buyer:  Date  2. You understand that, the credit life coverage may be deligated it sit the time of application, you are unable to engage in simpleyment or unable to perform normal activities of a person of the age and sex (four need in sign this activities of a person of the age and sex (four need in sign this activities of a person of the age and sex (four need in sign this activities of a person of the age and sex (four need in sign this activities of a person of the age and sex (four need in sign this activities of a person of the restriction.)

Pg 5/5

06/17/2008 TUE 10:58 FAX	(A007/007
H . Government Contitionals of Title Fees 5. N/A.  I. Other Changes (Se)lier must identity who is paid and	3. You uncerstand that the benefits under the policy will tel- imhate when you each a certain apaint adding that you age its accurately represented on the application of policy.
describe purpose)  io NVABECIANSIO Prior Circulion Lease Balance 3: 2165.31	X Buye/ : Daje
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6 8 17/A 6 8 17/A	Coloning
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to for state of the form of th	Rreinlum \$ Insuratice Dompany, Name  17.A
5. Loan Processing Fee Paid to Seller (Prepaid Finance Charge)	
6. Amount Financed (3 ptus 4) $\pm 20227.52_{(6)}$ Payment Schedule: $75$ installments of S $\pm 383.08$ each, monthly beginning $\pm 087.02767$	Home Office Adoress W/A
or, as follows	I want the insurance checked above.
<b>第5种性等的企业的企业中,1997年的企业的企业的企业的企业的企业的企业的企业的企业的企业的企业的企业的企业</b> 。	X-1-70 Table 1
	Buyer Signature Date
ETVENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is directed, the Creditor	& Co-Buyer Signature Date
regulies VSI insurance, for the initial term of the contract to project the Greditor for loss of damage to the vehicle (collision, life, their). VSI insurance is for the Greditor's sole projection. This insurance does not project your	LIABILITY INSURANCE GOVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE
Interest in the vehicle. You may choose the insurance company through which the VSI insurance is a polalined. If you elect to purchase VSI insurance is a polalined. If you elect to purchase VSI insurance is.	CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT
and is also shown in liem 48 of the ITEMIZATION OF AMOUNT FINANCED. The	
poverego is joj ine initial term of the contract. - You guittorize us to purchase Vendor's or Lender's Single Interest Insurance.	Returned Check Charge: Il any check or order of payment you give us is dishonoied, you will pay a charge it we make demand that
(Buyer: Dale:	you do so. The charge will be 25 if the disck amoinitis \$50 or less; \$30 if the disck is one? \$50 but not more than \$500. \$40 if the disck. Famount is over \$300, or such amount is permitted by law.
Buyer: Dale:	Expression of the state of the
OPTION: 🗓 You pay no linance charge II the amount financed, Item 6, Is paid in Juli on or before	, Year SELLERS INITIALS
NO COOLING OFF PERIOD State law does not provide for a "cooling off" or cancellation period for th	s sale. After you sign this contract,
you may only cancel it if the seller agrees or for legal cause. You cannot c you change your mind. This notice does not apply to home solicitation sa	ancel this contract simply because
The Annual Percentage Rate may be negotiable with the Seller.The	
and retain its right to receive a part of the Finance Charge.	Weiter May assign mis contract
HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between your and be relating to	his contract. Any change to this contract must be in virtue
and we must sign it. No oral changes are binding Buyer Sions X	uver Sions X
ll any pad of this contractis not valid, all other parts slay valid. We may usay or remain from emorcing any of our rights may extend the time for making some payments without extending the time for making others:	under this contract without losing them. For example, we
See backfor other important agreements	
NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it it entitled to an exact copy of the contract you sign. Keep it to protect your legal fir	contains any blank spaces. b) You are jhts.
You agree to the terms of this contract. You confirm that before you signed this contrac	
dake it and reviey, it. You acknowledge that you have read both sides of this contract	t, including the arbitration clause on the
reverse side, before signing below. You confirm that you received a completely filled in Buyer Signs X. Date: 06/18/2007	
Buyer Signs X  Date 06/13/200 Buyer Signs X  co-Buyer and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is	a parson whose name is on the title to the valide 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 stone filere: X Seller stone: STATE THOTALE FARE FOR TIME Date ON THE FRY HERE	
Seller assigns lis inharest in this coptract to "SDY-RETION" RAWK (Assigned without recourse:	ee) under the terms of Seller's abreement(s) with Assignee.  [Assigned with (imited recourse.]
CRISTAL TOTAL CAN CO THE	
Seller	

Krohn and Moss, Ltd. 120 W Madison St FI 10 Chicago IL 60602-4181

JUN 23 2008

Mahababhahabbbaalladhababhan **General Motors Corporation** PO Box 33170 Detroit MI 48232-5170

Krohn & Moss, Ltd. (Arizona, California, Florida, Illinois, Indiana, Minnosota, Missouri, Novada, Ohio, Wisconsin, Washington, DC) Main Office 120 West Madison, 10th Floor Chicago, Illinois 60602 www.krohnandmoss.com Licensed to practice Only in: Writer's Direct Number Illinois (312) 578-9428 x281 Writer's Direct Illinois Facsimile Florida (866) 289-0898 Writer's Direct Florida Facsimile (866) 431-5576 Writer's Direct E-Mail aradbil@consumerlawcenter.com June 20, 2008 General Motors Corporation P.O. Box 33170 Detroit, MI 48232 v. General Motors Corporation RE: 2007 Chevrolet Malibu Vehicle: 1G1ZT58F67F VIN: 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

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

liable under Uniform Commercial Code § 9-404(I) 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 lawfuit will be filed.

Sincerely,

Aaron Radbil Attorney

AR/jc

IN THE CIRCUIT COURT IN AND FOR BAKER COUNTY, FLORIDA

CASE NO.

Plaintiff,

٧.

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, 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, ("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.



- 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.
- 1. 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 evidence 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** 

CRYSTAL RETAIL CONTRACT F	FOR A MOTOR VEHICLE		
*Administrative Office*	Date of Birth	- AR (1010)	
P.O. Box 487, Crystal River, FL:34423	Date of Birth	06/18/20 DATE	<u>107</u>
Chevrolet of Homosassa co-purchaser		-3462L	
Chrysler-Dodge-Jeep of Homosassa MAILING ADDRESS	SANDERSON FL	STOCK NO.	
Nissan of Homosassa PHYSICAL ADDRESS	CANDERSON FI SIX'E ZIP	TELEPHONE #	
Chrysler-Dodge-Jeep of Inverness EMAIL ADDRESS	Baken Drata	GAN ZACHA	DY M
Chrysler-Dodge-Jeep of Brooksville ☐ NEW 2007 CHFVR(	NET MALIRIL	SALESPERSON #1	<u>N 1 1 i</u>
(352) 597-1265  Crystal Motorsports of Homosassa  Crystal Motorsports of Homosassa  Crystal Motorsports of Homosassa	MODEL / BODY COLOR		
(352) 795-1515 ☐ DEMO SERIAL NUMBER		SALESPERSON #2	
MILEAGE 1 8 7 5 9	PURCHASE PRICE	\$ 15988	00
DEALER-INSTALLED OPTIONS - NOT INCLUDED IN FACTORY WARRANTIES	TOTAL DEALER INSTALLED OPTIONS		
N/A	TOTAL SELLING PRICE	\$ 15988	00
N/A N/A	ELECTRONIC FILING FEE	24	00
TOTAL AMOUNT N/A			
TRADE-IN INFORMATION			:-
YEAR 2001 MAKE SATUR# MODEL S[2] VIN. 1687K527817 AMT. 1500.00			
MILEAGE ON TRADE-IN 1 0 8 5 9 7	TOTAL PURCHASE PRICE	16012	00
1, 0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0	TRADE-IN PURCHASE AMOUNT	1500.	
LIEN HOLDER ON TRADE ROADLOANS ADDRESS	CASH DIFFERENCE	14512	
CITY, STATE, ZIP	DEALER SERVICES This charge represents costs and profit to the seller/dealer for items such as inspecting, chaning and adjusting new and used vehicles	399	50
AMOUNT OF PAYOFF\$ 3655.31 GOOD UNTIL:	such as inspecting, cleaning and adjusting new and used vehicles and preparing documents related to the sale.	333	30
BY WHOM PER DIEM			
ACCT.#	AMOUNT TAXABLE	14911.	50
PHONE (a)	PLUS SALES TAX	944.	
INSTITUTION SOVERETON BANK	APPROXIMATE TAG & TITLE FEES	49.	
ADDRESS 450 PENN STREET	SUB TOTAL PLUS TRADE IN BALANCE PAYOFF	20200	
CITY, STATE, ZIP READING PA 19602	CASH BALANCE DUE		3 <u>1</u> 48
MISCELLANEOUS INFORMATION	PARTIAL PAYMENT	733017	/A
	REBATE	. 5	1 A
CUSTOMER'S INSURANCE	CASH ON DELIVERY	¥	/ A
COMPANY SAFECO INS CO OF AMERICA	EXTENDED SERVICE CONTRACT:	YE C	/A
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			
BuverCo-Buver	UNIDAD DA ANOS OS GAGIL PRIOS		
Buyer Co-Buyer  There are no warranties, expressed or implied, made by the seller herein on the vehicle or chassis	UNPAID BALANCE OF CASH PRICE		48
Vehicle Warranty delivered to purchaser with such vehicle or chassis shall apply and the same is warranty applicable to such new vehicle or chassis and is expressly in lieu of all warranties by the supurpose. In the case of a used vehicle or chassis, the applicability of an existing manufacturer's we USED CAR BUYERS GUIDE. The Information you see on the window form for this vehicle is part of Purchaser agrees that this Contract includes all of the terms and conditions set forth on both face the date hereof comprises the complete and exclusive statement of the terms of the agreement ref on a cash transaction this offer is not valid unless signed and accepted by Dealer. On a credit sale offer is not accepted and the transaction is not consummated until (a) approved in writing by Dealer a Credit Protection Act (Truth in Lending Act) have been given and (c) purchaser(s) and Dealer have Arbitration Notice:  Any controversy or claim arising out of, or relating to this agreement, or a breach thereof, shall be a visual general upon the award rendered may be entered to the control of the control of the control of the saver of the saver of the control of the control of the saver of the control of	effer, expressed or implied, including any implied warranty of merchant arranty thereon, if any, shall be determined solely by the terms of such this contract. Information on the window form overrides any contrary pr e and reverse side hereof, that this Contract cancels and supersedes lating to the subject matters covered hereby. e additional charges will be made by the Finance Institution. On a cred and a responsible Bank or Finance Company and (b) all disclosures required an installment Sale Contract.	ability of fitness for a warranty, rovisions in the control any prior agreement lit transaction the pu- uired by the Federal	a particular act of sale. I and as of rchaser(s) Consumer
06/18/2007	ACCEPTED BY:		SALES MGR.
VOPURCHASER'S SKNATURE PAYMENT TO BE MADE BY CERTIFIED CHECK OR CASHIER'S CHECK.  06/18/2005		STAL MOTOR CAR COM	PANY.

joshua.harrison@gm.com

07/08/2008 03:14 PM

To erika_lee@gmexpert.com

CC

bcc

Subject Re: Not in Suit Matter - RE: 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

То

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

То

CC

Subject

Re: Not in Suit Matter - RE:

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

joshua.harrison@qm.com

То

CC

Subject

Not in Suit Matter - RE:

AM

#### 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. The customer's vehicle is a 2007, Chevrolet Malibu with 40,498 miles. The VIN is 1G1ZT58F67F. 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

Depon	January 2003) January 2003) January at the Treasury Revenue Service	Request for Taxpayer Identification Number and Certification	n	Give form to the requester. Do not send to the IRS.
സ് ത	Name Krohn & Mos	5 ! td		
තෙ paga		different from above		200
Type catoris	Check appropriat	e box: Sole proprietor Corporation Pertnership Cother >	~ = - = + 4 + 4 + 5 + 4 +	Exempt from backup waymolding
Print or type Specific Instructions	Actress number 120 West Ma	Directly from rifer by Daniel 1993	er's Hame and ed	dress (optional)
- Sectifica	City state and Z Chicago, IL 6			
See S		per(s) here (optional)		
ed	Taxpay	er Identification Number (TIN)		2
How page see i	ever, for a reside : 3. For other entit tow to get a TIN		Social record	OF
to er	ner .	in more than one name, see the chart on page 4 for guidelines on whose number		milication number 0   6   5   5   5   5
Par	Certific	ation		
Unde	er panalties of peri	ry. Fcertify that		
1. T	he number shown	on this form is my correct taxpayer identification number (or ) are waiting for a ru	THOSE TO DO 1255	ued to me). Sho
2. j	am not subject to tevenue Service (il	backup withholding because; (a) I am exempt from backup withholding, or (b) I h (S) that I am subject to backup withholding as a result of a failure to report all ins	esest or divided esest or divided	ds, or (c) the IRS has

Certification instructions. You must cross-ear 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 mortigage interest paid, acquisition or abandoliment of sequed property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, partners other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TW. (Seept-

Signature of Here U.S. parson 🔊

9/27/06 Date 🕨

### Purpose of Fog/n

A person who is required to file an information return with the IRS, must obtain your correct texpayer 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

notified me that I am no longer subject to backup withholding, and

3. I am a U.S. person (including a U.S. resident elier)

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 recuesting it (the requester) and, when applicable, to:

- 1. Certify that the 7IN you are giving is correct for you are waiting for a number to be issuad),
- 2. Certify that you are not subject to backup withholding.
- 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 Yax on Nonresident Aliers and Foreign Entitles)

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 tex 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

- 1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonrésident allen
  - 2. The treaty article addressing the income
- 3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions
- 4. The type and amount of income that qualifies for the exemption from tax
- 5. Sufficient facts to justify the exemption from tax under the terms of the treaty article



Service Request: 71-648269822

Customer Relationship Specialist: Donna Mowat

Dear :

Pontiac is pleased to provide service coverage for the Body Control Module and the Starter on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH548454 . 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.

### VIA FAX ONLY

August 21, 2008

Bob Prince Michael Chevrolet P.O. Box 5419 Fresno, CA 93755-5419

RE:

Service Request: 71-655732426

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZH57B08F

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













### VIA FAX ONLY

August 20, 2008

Ron Friend MICHAEL CHEVROLET PO BOX 5419 FRESNO, CA 93755-5419

RE:

Service Request: 71-655732426

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZH57B08F

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















### **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:	From:
G.M. BUSINESS RESMACE CENTE	ER KOBPENCE
Attention:	Date: / /
IRIS CAUZ	8/21/08
Office Location:	Office Location:
	SERVICE
Fax number:	Phone Number:
866.485 8256	559-9740162
866 100 0200	JJ 7 7 7 5 1022
Urgent Reply ASAP Please Comment	Please Review For Your Information
Total Pages, Including Cover: 7/-655	732426
COMMENTS:	
PLEASE KEMOUE ROW FRIEN	DE FROM YOUR CONTAIN GIST
	8/21/08 100 100 100 100 100 100 100 100 100 1
4	
<u>, , , , , , , , , , , , , , , , , , , </u>	
Chevrolet ******* Cadillac	: ************ Hummer

MICHAEL
CHEVROLÉT - CADILLAC - HUMMER - BAAB
5707 NORTH BLACKSTONE AVENUE
PRESNO, CALIFORNIA 83710

PHONE: (559) 431-6000 www.michaelautomotive.com MICHAEL TOYOTA • PORIBOHE • VOLKSWAGEN • AUDI 50 W. BULLARD AVE. FRESNO, CALIFORNIA 83704

B.A.R. #AK-158379 E.P.A. #GAD882481113

		B.A.R. « E.R.A. #G	#AK-120478 AD981440811							#AK-158379 :ADD82481113		
		CHEVROLET		SA	AB	<b>(X)</b>		QUQ Aud	Ď	TOYOTA	14	
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We /	kccept:	1G1ZH57B08F	,	CHEVROI	LET/MALIE	U/4DR	SDN LT	DELINE	RY DÄTE	90820	BELLING DEALER	NO, P. O. DATE
	<i>15A</i>	MICHAEL CADI	LLAC INC.	100		00						04/29/0
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									, ,	ehicle prior (559) 43	to 5:30 PM	i.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

SERVICE FILE COPY

CENTER COLLECTION S 137574

THANK YOU FOR BRINGING

YOUR VEHICLE TO

MICHAEL AUTOMOTIVE CENTER

MICHAEL
CHEVROLET • CADILLAC • HUMMER • SAAB
5737 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

B.A.R. #AK-120472 E.P.A. #CAD981440811 PHONE: (559) 431-6000 www.michaelauto.com

THANK YOU FOR BRINGING
YOUR VEHICLE TO
MICHAEL AUTOMOTIVE CENTER

MICHAEL

TOYOTA • PORSCHE • VOLKSWAGEN • AI 50 W. BULLARD AVE. PRESNO, CALIFORNIA 93704

B.A.R. #AK-156379 E.P.A. #CAD982461113

Z

CELL:

CUSTOMER NO.	JEREMIA NAVARRO 588 TAG NO. 4492 NVOICE DATE / 08	
	LICENSE NO. MILEAGE 440 BLK GRANITE 9082	
	VEAR / MAKE / MODEL  08/CHEVROLET/MALIBU/4DR SDN LT  DELIVERY DATE  07/05/08	10
6584 E. FRESNO, CA	1 G 1 Z H 5 7 B 0 8 F,	DN GATE
•	FT.E.NO. P.O.NO. P.O.NO. P.O.NO.	
F	COMMENTS	

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.399 07/22/2008

WARRANTY NEW CLAIM

1455

EN-TOT:

RO NUMBER RO DATE VIN 148372 07/15/2008 1G1ZH57B08F

19.25 TECH SSN:

DIV DEALER ODOMETER SERVICE ADVISOR #

CUSTOMER NAME; FIRST:

MIDDLE:

HOME:

LN JOB CT CC PC PART NO.

TOT-PTS

FC LABOP LHRS

LHRS OHRS NET-AMT. LAB-TOT. 2 19.25

UTH CODE:

AUTH. AUTHOR.:

R.O. TOTAL:

9.25

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. Rether than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which penerate these waste.

d Remobb ERANTANE CC6065670 JOSE

**MICHAEL** CHEVROLET • CADILLAC • HUMMER • SAAB 5737 NORTH BLACKSTONE AVENUE FRESNO, CALIFORNIA 93710

5594384673

B.A.A. #AK-120472 E.P.A. #CAD981440811 PHONE; (559) 431-6000 www.michaelauto.com

THANK YOU FOR BRINGING YOUR VEHICLE TO **MICHAEL AUTOMOTIVE CENTER** 

TOYOTA . PORSCHE'-50 W. BULLAN FRESNO, CALIFORN,

> B.A.R. #AK-156379 E.P.A. #CAD982461113

> > CELL:

						CEL	_
CIJSTOMER NO.		JEREMIA NAV	/ARRO	588 TAG NO.	1492	"07717/08	
		" "	LICENSE NO.	MILEAGE		BLR GRANITE	90820
FRESNO,	CA	08/CHEVROLE	T/MALIBU/4	DR SDN LT	Γ	07703708	DELIVERY MILES 10
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	5.0 VOLTS TESTED TERMINALS. ADJUSTED AND RETESTED WORKS AT THIS MAN RECHECK. FOLLOWED TESTING ON DO BCM SUGGEST OWNER BRINGS BOTH REMOT INSTALLED TO INSURE PROGRMING. ORDERED PART	TIME. WILL HAV	E SHOPFORE			WE APPR	SINESS!
J# 2019CVZ01	CUSTOMER STATES THAT ONE OF THE REACAUSE: REPROGRAM KEY FOBS. BOTH WOR	IOTES WILL NOT W	<b>-1369</b> ORK			NOTICE TO CUSTOM Our usual charges for on actual mechanic to our price for particular	labor are not based ime, but are simply ar jobs. For certain
		,	TOTAL -		0.00	specific work, we may actual mechanics i	
PARTSO' JOB # 1 PART	TYFP-NUMBER	660	UNIT	PRICE-	MARRANTY	charged no more than approved by you. How that different or add	the estimated price vever, if we discover
COMMENTS	** QUANTITY 1 IS SPECIAL OF	WERED **	TOTAL -			indicated, you will be advance approval of a	contacted for your
						MOMAEL C	ALLINON
<b>J</b> .						MICHAEL C	
FOR CERTAIN'S MECHANICS TIN TED PRICE APP FERENT OR ADD TACTED FOR YO	AL CHARGES FOR LABOR ARE NOT BASED OF BUT ARE SIMPLY OUR PRICE FOR PARTSPECIFIC WORK, WE MAY ELECT TO CHARGE. YOU WILL BE CHARGED NO MORE THAN PROVED BY YOU. HOWEVER, IF WE DISCONDITIONAL REPAIRS ARE INDICATED YOU WOULD BY VANCE APPROVAL OF A REVISED ESTS ARE NEW UNLESS OTHERWISE SPECIFIE	IE FOR ACTUAL I THE ESTIMA- IER THAT DIF- VILL BE CON- ITIMATE	TOTAL LABO TOTAL PAR TOTAL SUBI TOTAL G.O. TOTAL MISO TOTAL MISO TOTAL TAX	ET G CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00	Call us at (55 Located at 50 behind our Toy	9) 431-6002 ) W. Bullard
MICHAEL AUTOR	MOTIVE CENTER APPRECIATES YOUR BUSINGTIONS OR COMMENTS PLEASE CALL YOUR 59-431-6000. "THANK YOU"	ESS! IF YOU	TOTAL IN	/OICE:\$	0.00		USED OIL
* I ACKNOWLED	DGE NOTICE AND ORAL APPROVAL OF AN 1	NCREASE IN					COLLECTION CENTER

PERMIT

### 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.

PAGTICE TO CONSUMER PEYERSE REXD IMPORTANT INFORMATIVE ON BRUK.

TIME JOT 16 09.08 JUL 16 08.04

Verify Concern. Outside Temp Sensor reads 112° + then went to 69 of than Blank . Perform Scan test BCM B0158 Sym 05 Outside Air temperature JUL 16 15:93 Sensor circuit short to Battery or open. RCDLR C0765

JUL 16 15:19 Sym 08 RR low tire Invalid, RCDLR C0760 sym 08

JUL 16 15.12 LR low tire Invalid, RCDLR RF Tire C0755 sym 08, RCOLR CO750 LF Tire Techz Reads under HVAC Data at BCM For Ambient Temp Voltage 5. O Volts, Tested termials. Adjusted and Retust. Works at this time. Will have Shop formen Recheck. Followed testing on Doct 2006158. Must Replace BCM Sussest Owner Brings Both Remote's whem BCM Gets installed to insure Paragramia

Work normal at this time.

PAGE 06

TOYOTA - PORSCHE

MICHAEL MICHAEL AUTOMOTIVE CENTER CHEVROLET . CADILLAC . HUMMER 5737 NORTH BLACKSTONE AVENUE

PHONE: (559) 431-6000 www.michaelagto.com

VOLKSWAGEN • AUD 50 W. B**∯**LLARD AVE. FRESNO, CALIFORNIA 937 B.A.R. #AK-156379 E.P.A. #CAD982461113

RECOMMENDED SERVICES

FRESNO, CALIFORNIA 93710

B.A.R. #AK-120472

E.P.A. #CAD981440811

OPERATION	OPERATION DESCRIPTION	MO/M!	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
61CVZPLP 12CVZ 08CVZ	PREMIUM LUBE PLUS 5,000 MILE SVC'S DIFFERENTIAL SERVICE	M K K		61CVZHIDF	OIL CHANGE PLUS-HUM	M† M†	

SERVICE HISTORY

Brysukk and Reynolds SRAW [NOSE | CC602013 Q (03/05)

	DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
	04/29/08	137574	6	258	817	. –	51CVZPAINT	PAINT SHIELD
	04/29/08	137573	6	258	817 817	[	51CVZ 52CVZ	PDI DETAIL
1					\$17	•	32642	DETAGE
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Έ.	L ECDEDEON NO	1531 2453140	2 1/55 A B4 1/1 A					

SALESPE	RSON NO. 1521	KADZHIK KESA	BLYAN	SER	VI	C I	E		STATE RE	3# AK-12047	2
We Ascopt:	1G1ZH57B08F	YE,	ARMAKEMODEL 08/CHEVROI	ET/MALIBL	1/4DR SE	ON LT		PRODUCTION DATE	90820	LICENSE NO.	
VISA:	And Annual Control of the Control of				O MPP	CONTRAC		07/05/08		00230	07/15/08
	FRESNO, CA			BLK GRAI		:	261		07/05/14	] "-,	[™] 4492
Mantercord			TU		AIR COND.	P. S.	THANS	MILEAGE 440	588	JEREMIA NAV	ARRO
DIFORVER	R		and	eratand any costs also	ed hererofore is	an estimate of	nty. You and	will employees may open	te the vehicle for nursus	l Lagree or pay your charges est of testing, imprecions, or de high left more (has 42 bours	divery at my risk.
	07.03am 07/15	708 06:00p	m PRIORITY that	repries are completed RNISHED UNDER T ARGES, LAGREE TE	. I AGREE THA HIS REPAIR C FAT THE VEHI	T YOU HAV RORE INCE. CLE MAY B	E AN EXPR JUDING TH IE HELD UI	ERS LIEN ON THE DESI OSP, FROM ANY PRIOD NTIL ALL SUCH CHARC	DRIBED VEHIÖLE FOR REPAIR ORDERS DI SES ARE PAID IN FUL	: THE CHARGES FOR PAR' 4 THE VEHICLE, IT I PAIL L. IN THE EVENT OF LEG	TRIAND LABOR TO PAY SUCH TAL ACTION TO
APPOINTMENT								LECTION AND FEES INC VLEDGE RECEIPT OF		LR ATTORNEY'S FRES. 1 6 RK ORDER.	uther agree to the
DOB											
	REE TO THE INITIAL	. ESTIMATE GIV	EN BY THE	SERVICE				DATE T	IMC	PHONE # OR IN PERSON	
	RIGINAL ÆUSTOMER ES	TIMATE: PART	S LABO	R TOT	AL						

07.03am 07/15/0	· CHARGES. I	O UNDER THIS REPAIR ORDER INCLIDING I AGREE THAT THE VEHICLE MAY BE HELD NY SUMS DUE, I AGREE TO PAY COSTS OF CO	THOSE FROM ANY PR UNTIL ALL SUCH CH.	IOR REPAIR OR ARGES ARE PAII	DRAS ON THE VEHI DIN FULL IN THE E	CLE, IF LPAIL TO VENT OF LEGAL A	MY SUCH
PPOINTMENT	additional ten	ms and information on the reverse hereof, TACKN	OWLEDGE RECEIPT	OF A COPY OF	THIS WORK ORDER		
S No.	^_						
OB I AGREE TO THE INITIAL ES	TIMATE GIVEN BY THE SER	VICE	DATE	TIME	PHONE # O	II IN PERSON	
ADVISOR							
ORIGINAL GUSTOMER ESTIM	ATE: PARTS LABOR	TOTAL	AUTHORIZED BY	ADD	TALIOMA JAHOITIC	REVISED TOTAL	
1 W 19CVZ	*ELECTRICAL 136	950P	REASON	,			∠ IF SUBLET
CUSTOMER STATES THAT T	THE OUTSIDE TEMP. WILL N	OT READ WRIGHT	DATE	TIME	PHONE # O	R IN PERSON	***************************************
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			REASON	*"			∠ IF SUBLET
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			Date:		Time:		_
			Mileage Ou QC Notes		Mileage	e In:	
PAGE 1 OF 1	HARD COPY	,	Signature			14	8372-

5594384673

### MICHAEL AUTOMOTIVE CENTER

* MICHAEL
CHEVROLET - CADILLAC - HUMMER - SAAB
5737 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

B.A.R. #AK-120472 E.P.A. #CAD981440811

COMMENT ROUTING CODE: H

PHONE: (559) 431-6000 www.michaelauto.com

THANK YOU FOR BRINGING YOUR VEHICLE TO MICHAEL AUTOMOTIVE CENTER TOYOTA • PORSCHE • VOĽKSWAGEN • A 50 W. BULLARD ÄVE. FRESNO, CALIFORNIA 93704

> B.A.R. #AK-156379 E.P.A. #CAD982461113

> > ELL:

GUSTOMER NO.	JEREMIA NAVARRO	588 3153	07/31/08	1
	LICENSE NO.	MILEAGE 444	BLK GRANITE	[₹] 90820
<u></u>	VEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DI	R SDN LT	07/05/08	DELIVERY MILER 10
FRESNO, CA	1 G 1 Z H 5 7 B 0 8 F		06230	PRODUCTION DATE
	F.T. E. NO.	. ΝΩ.	්ග්7∕ී17/08	
	COMMENTS			

DCS AUDIT SLIP-DCS DATA FILE: GMGMWF.580 07/31/2008 WARRANTY NEW CLAIM 1046 ODOMETER SERVICE ADVISOR # DEALER DIV. RO NUMBER RO DATE XXX-XX-5792 06230 07/17/2008 1G1ZH57B08F CUSTOMER NAME: FIRST: MIDD<u>LE</u> HOME PHONE: WORK: LABOP LHRS OHRS NET-AMT. LAB-TOT. LN JOB CT CC PC PART-NO. TOT-PTS 25940348 0131 N4800 AUTH. AUTHOR .: 0090 AUTH CODE: E 294.53 TECH SSN: LN-TOT: OHRS NET-AMT. LAB-TOT. LABOP LHRS LN JOB CT CC PC 2 01 MJ TOT-PTS PART-NO. 2 01 MJ 98 Z7906 222.00 LN-TOT: 222.00 TECH SSN: 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

DEALER AUTHORIZATION
Code 90
Date
Signature

516.53

R.O. TOTAL:

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. Builard behind our Toyota/VW store



USED OIL COLLECTION CENTER

### HAZARDOUS WASTE NOTICE:

We make a separate charge for the storage & disposal of texic 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.

THE RESIDENCE CORRESPONDED

- 「一日のことのできる」のできませんできません。

axtension does not affect the protections or remedies the buyer has under other inner return this product for a replacement or a refund subject, in differ case, to decluction of a reasonable charge for usage. This time within 60 days after they were completed. If, after a reasonable number of attempts, the desired and been fixed, the buyer may sainger est to evaluate the reffer to recutablianche off cofficer record off bas tooled est changes to bib sainger theretwo off it to seem seemed and have some the bases and and have seemed and have seemed and have seemed and bases and seemed and Taking aut 10 Journes aus promag sammentants of traces. Comme to the pure page of the page of the pure page

FRESNO, CALIFORNIA 93710 B.A.R. #AK-120472

E.P.A. #CAD981440811

THANK YOU FOR BRINGING YOUR VEHICLE TO MICHAEL AUTOMOTIVE CENTER FRESNO, CALIFORNIA 93704

B.A.R. #AK-156379 E.P.A. #CAD982461113

07725/08 SUSTOMER NO 588 3153 JEREMIA NAVARRO LICENSE NO. BLK GRANITE 90820 444 OS/CHEVROLET/MALIBU/4DR SDN LT [®]₩₹ŏ\$₹o8 10 **HARVEY** 06230 1 G 1 Z H 5 7 B 0 8 F FRESNO, F, T, F, NO, <del>ዕን</del>ፇኚ7/08 COMMENTS

J# 1 31CVZ TECH(S):1369 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.-CAUSE:PERFORMED SCAN TEST EBGM CODE C0131 SYM00 ABS/TCS
SYSTEM PRESSURE CIRCUIT MALFUNCTION, BCM CODE B0158 SYM05
OUTSIDE AIR TEMP/ C0131 WAS NTO SET WHEN FIRST LOOKED AT CAR
THE INFO FOR THE EBGM RUNS THRU BCM. BCM HAS ALL READY
BEEN ORDERED TO REPAIR TEMP CODE. MUST REPLACE BCM FIRST
THAN RETEST SYSTEM. AFTER SHOPFOREMAN WITH TECH WAS TOLD TO
TRY TO ENABLE REMOTE START AND REPROGRAM WARRANTY CLAIM
CODE F0552. EVERYTHING WORKS NOW
CORRECTION :REPROGRAMED REMOTE START FUNCTION
CASE#1453247 CASE#1453247 -----UNIT PRICE WARRANTY 0.00 CLOSED 7/25, J-N - SENT TO CASHIER 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 0.00 TOTAL SUBLET... TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX. 0.00ാ.00 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"

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Useo OIII. COLLECTION

#### HAZARDOUS WASTE NOTICE:

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* I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE */ / /CMSTOMER SIGNATURE

PAGTICE TO CONSUMERS PLEASE READ IMPORTANT INFORMATIVE ON BAUK.

MICHAELAUTO

THE STATE OF THE SECOND SECOND OF THE SECONDARY OF THE SECONDARY OF THE PROPERTY OF THE PROPERTY OF THE SECONDARY OF THE SECO return this product for a replacement or a refund subject, in cities case, to deduction of a reasonable charge for usage. This time within 68 days after they were completed, it, after a reasonable number of attempts, the detect has not been fixed, the buyer may or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs Jakno ant to totting ant poorag escurpenting of the order of the

********************** 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 ********

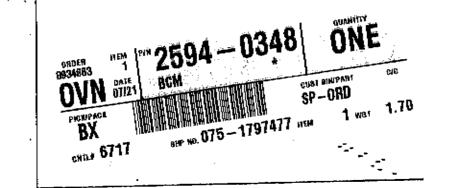
USE THE PROVIDED PRE-PRINTED AND PRE-PAID UPS ARS LABELS TO SHIP THE FOLLOWING:

- 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 821706114	LABOR CODE N4800	RO DATE 071 <b>7</b> 08	RO NUMBER	VEHICLE ID NUMBER 1G1ZH57B08F
*****	****	****	********	******

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Shipping Tag

Dealer Code		
Control #	·	
Shipment # 9069 610857	 112	
Tracising "	:	
Shipped Via		11 2° - ann
Cretomer Name		

08/21/2008

Perform Scan test. EBCM CO131 sym 00 ABS/TCS system Pressure Circuit malfunction, BCM BO158 sym 05 Outside Air Temp. CO131 was not set when first looked at car. The info 148939 THE 10 25 12.07 For EBCM Runs thru BCM. BCM has all ready been ordered III 25 11.51 to Repair Temp Code. Must Replace Bom First than Retent system After mike spokenth Tech, was told to try to Frable Remote start and Reprogram, Warranty Claim Gode Every thing works now. OK OLH-B. unable to setup aemode Start fundion in Bun stue to flu 2 programy problems - Called TAN TB U Schief SPS Programing in Curpogrames runder Stort fundion

See caret 1453.247

PARTS COUNTER CUTIAGE C

NUMBER OF PARTS . 1-259 YO3 Y8

TECHNICIAN WITH LE

MICHAEL CHÉVROLET • CADILLAC • HUMMER • SAAB 5737 NORTH BLACKSTONE AVENUE FRESNO, CALIFORNIA 93710

> B.A.R. #AK-120472 E,P.A. #CAD981440811

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TOYOTA • PORSCHE • VOLKSWAGEN • 50 W. BULLARD AVE. FRESNO, CALIFORNIA 93704

> B.A.H. #AK-156379 E.P.A. #CAD982461113

> > CELL:

9082o

DELIVERY MILES

PRODUCTION DATE

10

		ÇE
CUSTOMICR NO.	DOUG HAMPTON 611 TAG NO. AB	07731/08
		BLK GRANITE
	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	°07705708
FRESNO, CA	VEHICLE I.D.NO. 1 G 1 Z H 5 7 B 0 8 F	SELLING DEALER NO. 06230
		^෦ ෮ඁඁඁඁ7%ඁ30/08
F	COMMENTS	
SUBLETPO#VENU INV#-INV.DATE-DESCRIT JOB # 1 518440 815871 07/30/08 RENTAL	TOTAL SUBLET 84.00	For Your C Our Service De
COMMENTS		(559) 4
:	R/O TAX 0.00 R/O TOTALS 84.00	WE APP
WARRANTY CLAIM DETAIL TOTALS		<i>:</i>
CLAIM# TOTALS 84.00  CLAIM TOTALS 84.00		NOTICE TO CUSTO Our usual charges f on actual mechanic our price for partic specific work, we m
APPROVED BY SIGNATURE		actual mechanics charged no more th
DCS AUDIT SLIP	Y NEW CLAIM	approved by you. H that different or e indicated, you will advance approval of
1500 RO NUMBER RO DATE VIN 150732 07/30/2008 1G1ZH57B08F	DIV DEALER ODOMETER SERVICE ADVISOR # 3 06230 444 XXX-XX-4363	MICHAEL
CUSTOMER NAME; FIRST: LAST:	MIDDLE: PHONE; WORK: HOME:	"Home of the
LN JOB CT CC PC PART-NO. TOT-P 1 01 MJ LN-TOT: 84.00 TECH SSN:		Call us at (
	R.O. TOTAL: 84,00	Located at behind our T
	ALER AUTHORIZATION	-
· \	nature Survey	HAZARDOUS WA We make a sep storage & disposal than recover thes our repair rates, we on those particular
PNOTICE TO CONSUMERRY LEGASEPREM	D IMPORTANT INKORMATINOSCOMBACK.	which generate the

For Your Convenience Our Service Department Hours IONDAY TO FRIDAY: 7:00 AM TO 5:30 PM

(559) 431-6000

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#### OTICE TO CUSTOMERS:

Dur usual charges for labor are not based n actual mechanic time, but are simply ur price for particular jobs. For certain pecific work, we may elect to charge for ictual mechanics time. You will be harged no more than the estimated price pproved by you. However, if we discover nat different or additional repairs are ndicated, you will be contacted for your dvance approval of a revised estimate.

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USED OIL COLLECTION CENTER

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WICHAEL

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> B.A.R. #AK-156379 E.P.A. #CAD982461113

> > CELL:

TOMER NO.	ACTION AB 07/30/08 TOTAL NO. AB 07/30/08 TOT
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	VEAR/MAKE/MODEL 10 07/05/08 10 08/CHEVROLET/MALIBU/4DR SDN LT 07/05/08 FRODUCTION DATE 06230 FRODUCTION DATE
FRESNO, CA	F. T. E. NO. P. O. NO. P. O. 7/30/08

STIMATE
USTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$18.00 (+TAX)

OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL BECHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. OR CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL BECHANICS TIME. YOU WILL BE CHARGED NO MORE THAN THE ESTIMATED PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFERENT OR ADDITIONAL REPAIRS ARE INDICATED YOU WILL BE CONTACTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

AUCHAEL 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 STIMATED PRICE **

THE THE PERSON NAMED IN

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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CENTER COLLECTION USED OIL

### HAZARDOUS WASTE NOTICE:

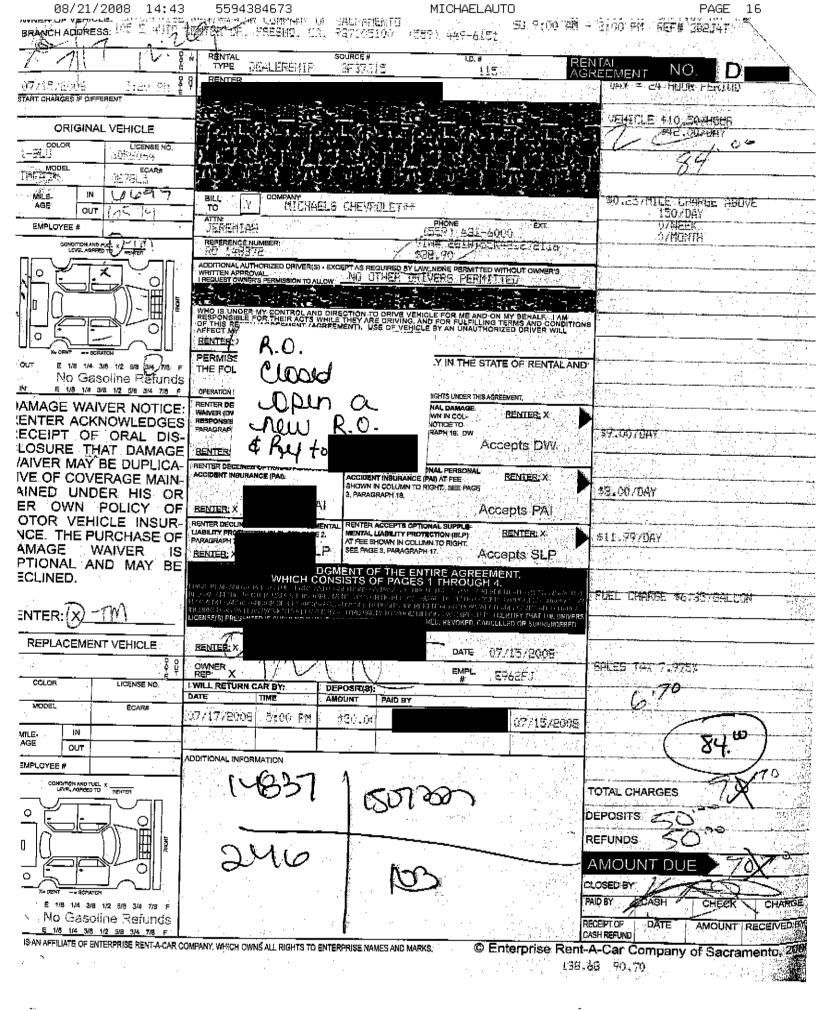
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NARROET TO CONSUMERSHMEASH READ IMPORTANT INFORMATION ON BROK.

, - Batch Submit

Page 3 of 4

*⊋*Comment: 1G6YKD57Y18U1 R.O. Total = 141.0 Warranty New Claim 08/06/2008 Advisor Div Dealer Odometer VIN RO Number RO Date BAC 1511 17583 25881 5GRGN23U37H 07/23/2008 00000112127 Carrier: Del-Ropt: Del-Date: Home: Customer Info: Work: Middle: First: Last: Ln-Tot. Net-Amt. OHrs LaborAmt. LHrs Tot-Pts LabOp FC LN CT CC Part-No. 243.03 0.00 57.74 0.0 0.6 2W C2790 185.29 15137654 ON Veh.Damage: Authorizer: 0090 Auth Code: B Tech: 1369 Comment: R.O. Total = 243.03 Warranty New Claim 08/06/2008 Odometer Advisor Div Dealer VIN RO Date RO Number BAC 68303 1464 38095 1GYEC63T53R 07/24/2008 00000112127 Carrier: Del-Ropt: Del-Date: Home: Customer Info: Work: Middle: First: Last: Ln-Tot. Net-Amt. OHrs LaborAmt. LHrs Tot-Pts FC LabOp LN CT CC PC Part-No. 172.16 0.00 153,97 0.90.7 D3020 16.85 1 0 OK 03041827 Veh.Damage: Authorizer: 0090 Auth Code: EB Comment: RQST AUTH FOR REPAIR OVERLAP.REVIEWED WITH SHOP FOREMAN AND VERIFIED THAT THERE IS NO OVERLAP R.O. Total = 172.16 Warranty New Claim 08/06/2008 Odometer Advisor Div Dealer RO Date RO Number BAC 0801 14876 06230 3GCEC14VX6G 07/29/2008 00000112127 Carrier: Del-Ropt: Del-Date: Home: Customer Info: Work: Middle: First: Last: Net-Amt. Ln-Tot. LaborAmt. OHrs LHrs FC LabOp. Tot-Pts LN CT CC Part-No. PĊ 117.19 0.00 96.23 1.0 0.0 J6368 P0118 20.96 1 # AV 12608814 Veh.Damage: Authorizer: Auth Code: Tech: 1369 Comment: R.O. Total = 117.19 **Warranty New Claim** 08/06/2008 Advisor Odometer Div Dealer RO Date BAC 0611 444 06230 1G1ZH57B08F 07/30/2008 00000112127 Carrler: Del-Ropt: Del-Date: Home: Customer Info: Work: Middle: First: Last: Ln-Tot. LaborAmt. Net-Amt. LHrs OHrs FC LabOp Tot-Pts Part-No. LN CT CC PC 84.00 84,00 0.000.0 Z7902 0.0 00.0MJ Veh.Damage: Authorizer: 0090 Auth Code: G Tech: Comment: R,Q, Total = 84.0



MILEAGE

440

REPAIR ORDER

ADVISOR

588

588

#### MICHAELAUTO

TOYO VOLKSWAGEN - AUDI 50 W. BULLARD AVE. FRESNO, CALIFORNIA 937 B.A.R. #AK-156379

OPERATION DESCRIPTION

*FUEL INJ *ELECTRICAL

E.P.A. #CAD982461113

PAGE

### MICHAEL AUTOMOTIVE CENTER

5737 NORTH BLACKSTONE AVENUE FRESNO, CALIFORNIA 93710 B.A.R. #AK-120472 E.P.A. #CAD981440811

MICHAEL

CHEVROLET • CADILLAC • HUMMER

PHONE: (559) 431-6000 www.michaelauto.com

TECHNICIAN TYPE

w

Ŵ

OPERATION

31CVZ

19CVZ

RECOMMENDED SERVICES

SERVICE HISTORY

DATE

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MOMI	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	

1369

1369

07/17/08 07/15/08 ELECTRICAL ŵ 19CVZ01 1369 51CVZPAINT 51CVZ 52CVZ PAINT SHIELD 04/29/08 258 258 817 PDI 817 817 04/29/08 DETAIL STATE REG# AK-120472 SALESPERSON NO. 1521 KADZHIK KESABLYAN R UKJENSE NO YEAR/MAKE/MODEL PRODUCTION DATE ^ซีโต๊โต๊H57B08**H** We Accept: 90820 08/CHEVROLET/MALIBU/4DR SDN LT DELIVERY DATE DELIVERY MILES - SELLING DEALER NO. ERVICE CONTRACT CUSTO 07/30/os 10 06230 07/05/08 MPP VISA: 07/05/14 75.0 TAG NO. 75,000 BLK GRANITE MET/E 261229 ADVISOR NO ADVISOR AIR COND. LP.S. MILEAGE MANC TUBBO DOUG HAMPTON FRESNO, CA CVZZ 444 611 I brezhy autberize the repair work shown in this repair order to be done and the anaessary instellals to be used, and I agree to pay your charges for each work. I undersond any costs quoted freewides is no estimate only. You multy your employees may operate the whitele for purposed to be undersond, or delivery at my tisk. You will not be responsible for loss or defrage to vehicle for artifels light in it. I surve to pay reasonable attracts on vehicle left note than 18 bears after notification that repairs are consisted of ARRIES THAT YOU HAVE AN EXPRESS LIGHT ON THIS DESCRIBED VIOLES FOR THE CHARGES THAT THE REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDER ON THE VEHICLE OF LIGHT. ATO TAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES. THE SUCH OF LIGHT ATO THE SUCH OF LIGHT. ATO THE SUCH OF LIGHT ATTENDED ON LIGHT OF THE SUCH OF LIGHT ATTENDED ON LIGHT.

COLLECT.

COL DITCOVER 03:57pm | 07/30/08 06:00pm APPOINTMENT ☐ Yes CELL: X No JOB PHONE # OR IN PERSON LABOR TOTAL ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 18.00 18.00 VAL AMOUNT | REVISED TOTAL Х MISC ( 1 45CVZ Z JE SWEWET RENTAL LEFT OFF REFERENCE TO WARRANTY RO 148372 PHONE # OR IN PERSON TIME DEVISED TOTAL THUOMAL AMOUNT z misuritet REASON PHONE & CHAIN PERSON DATE: TIME AUTHORIZED BY ADDITIONAL AMOUNT | DEVISED TOTAL Z JE SUBJET REASON QC CHECK _____ Time: ___ Date: _ Mileage Out: _____ Mileage In: ___ QC Notes: and Resumble Signature ____ <del>150732</del> HARD COPY PAGE 1 OF 1

### MICHAEL AUTOMOTIVE CENTER

MICHAEL
CHEVROLET • CADILLAC • HUMMER • SAAB
5737 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

B.A.R. #AK-120472 E.P.A. #CAD981440811

Reynolds and Reynolds ERANGTARE COSTS 57 O (CSDE)

PHONE: (559) 431-6000 www.michaelauto.com

# THANK YOU FOR BRINGING YOUR VEHICLE TO MICHAEL AUTOMOTIVE CENTER

MICHAEL %

TOYOTA • PORSCHE • VOLKSWAGEN • A 50 W. BULLARD AVE. FRESNO, CALIFORNIA 93704

> B.A.R. #AK-156379 E.P.A. #CAD982461113

than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services

which generate these waste.

		CELL:
CUSTOMER NO.	DOUG HAMPTON 611 AB1	08/12/08
		BLK GRANITE 90820
	08/CHEVROLET/MALIBU/4DR SDN LT	07/05/08 DELIVERY MILES 10
FRESNO, CA	VEHICLE ID. NO. 1 G 1 Z H 5 7 B 0 8 F	BELLING DEALER NO. PRODUCTION DATE  06230
	F. T. E. NO. F. O. NO.	08/12/08
	COMMENTS	
REFFERNCE TO WARRANTY RO 148939	RS: 0 30 TECHOS): 158 28.87  SCH REQUESTED BY WPC  TOTAL - LABOR 28.87  R/O TAX 0.00 R/O TOTALS 28.87	For Your Convenience Our Service Department Hours MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM (559) 431-6000 WE APPRECIATE
WARRANTY CLAIM DETAIL TOTALS		YOUR BUSINESS!
CLAIM# TOTAL 28.87  CLAIM TOTALS 28.87  APPROVED BY SIGNATURE	Andrew Community of the	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
DCS AUDIT SLIP	ANTY NEW CLAIM  DIV DEALER ODOMETER SERVICE ADVISOR #	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.
CUSTOMER NAME: FIRST: LAST: LN JOB CT CC PC PART-NO. TO 1 01 F MD	T-PTS FC LABOP LHRS OHRS NET-AMT, LAB TOT. 00 Z7200 .3 28-97	MICHAEL COLLISION  "Home of the invisible repair"
LN-TÖT: 28.87 TECH SSN:	AUTH CODE: AUTH AUTHOR:	Call us at (559) 431-6002
	R.O. TOTAL: 28.87	Located at 50 W. Bullard behind our Toyota/VW store  Used Oil Collection Center
		HAZARDOUS WASTE NOTICE: We make a seperate charge for the storage & disposal of toxic wastes. Rather

PARTIES TO CONSUMES PRESIDENCE IN IMPORTANT INFORMATION OF NO BROKE.

MICHAELAUTO

### MICHAEL AUTOMOTIVE CENTER

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> B.A.R. #AK-120472 E.P.A. #CAD981440811

ISOR AT 559-431-6000. "THANK YOU

ORIGINAL ESTIMATED PRICE

CUSTOMER SIGNATURE

ACKNOWLEDGE NOTICE_AND TOKAL APPROVAL OF AN INCREASE IN

PHONE: (559) 431-6000 www.michaelauto.com

THANK YOU FOR BRINGING YOUR VEHICLE TO MICHAEL AUTOMOTIVE CENTER

extended ithin the y 34. II TH TOYOTA . PORSCHE - VOLKSWE ORSCHE - VOLKSWE 3 2 3 FRESNO, CALIFORNIA 9370

> B.A.R. #AK-156379 E.P.A. #CAD982461113

MER NO.	DOUG HAMPTON 611 TAG NO.	08/12/08
	LICENSE NO. MILEAGE 44	4 BLK GRANITE 90820
	OS/CHEVROLET/MALIBU/4DR SDN LT	07/05/08 DELIVERY MILES 10
RESNO, CA	1 G 1 Z H 5 7 B 0 8 F	RELLING BEALER NO. PHODUS from DATE
	F. T. G. NO.	\\\^08\\\^12/08
	COMMENTS	

TOTAL PARTS....
TOTAL SUBLET... TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 0.00 Ŏ. 00

0.00

**TOTAL INVOICE \$** 

TOTAL TAX.....

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

## FREIGHT REIMBURSMENT CLAIM FOR BCM REQUESTED BY WPC REFFERNCE TO WARRANTY RO 148939 TOTAL - LABOR 0.00 ALS-----OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL HANIC TIME. BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. CERTAIN SPECIFIC WORK. WE MAY ELECT TO CHARGE FOR ACTUAL HANICS TIME. YOU WILL BE CHARGED NO MORE THAN THE ESTIMA-PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFENT OR ADDITIONAL REPAIRS ARE INDICATED YOU WILL BE CONTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE. L PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. I ACKNOWLEDGE EIPT OF A COPY OF THIS INVOICE. HAEL AUTOMOTIVE CENTER APPRECIATES YOUR BUSINESS! IF YOU E ANY QUESTIONS OR COMMENTS PLEASE CALL YOUR SERVICE ISOR AT 559-431-6000. "THANK YOU" TOTAL LABOR.... 0.00 0.00 0.00 0.00 0.00

## MICHAEL CHEVROLET - CADILLAC - HUMMER

5737 NØÄTH BLACKSTONE AVENUE FRESNO, CALIFORNIA 93710

### MICHAEL AUTOMOTIVE CENTER

PHONE: (559) 431-5000

Signature _

<del>152540</del>

TOYOTA • PORSCHE VOLKSWAGEN • AUD

50 W. BULLARD AVE. FRESNO, CALIFORNIA 937

B.A.R. #AK-120472 E.P.A. #CAD981440811	www.michaelauto.com		B.A.R. #AK-156379 E.P.A. #GAD982461113
RECOMMENDED SERVICES		OPERATION DESCRIPTION	MO/MI TOTAL
61 CVZPLP PREMIUM LUBE PLUS 12 CVZ 5,000 MILE SVC'S 08 CVZ DIFFERENTIAL SERVICE	MI 61 CVZHLOF MI 61 CVZ MI 61 CVZ	OIL CHANGE PLUS-HUM LUBE OIL FILTER	MI MI
A STRUCK LUCTORY		MA	I
SERVICE HISTORY  DATE REPAIR OFFICER MILEAU			TATION DESCRIPTION
07/28/08 07/17/08	445 258 566 I 51 444 588 1369 W 31 440 588 1369 W 19	5CVZ MISC 1 CVZWASH WASH ANT 1 CVZ *FUEL INJ 9CVZ *ELECTRIC 9CVZ01 ELECTRIC 1 CVZPAINT PAINT SHI	CAL AL
SALESPERSON NO. 1521 KADZHIK KESABI			G# AK-120472
We Accept: TETZH57B08F	WAREMODEL B/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DAIL STOCK NO. 90820	LICENSE NO.
V/5A*	QUSTOMES NO. SERVICE CONTRACT MPP	07/05/08 DELIVERY MILES	S GELLING DEALER NO. 18.0. DATE 0 06230 08/1 2/08
0/334	COLOR	SONTRACT NO EXPIRATION DATE 07/05/14	TE EXPIRATION MILES TAG NO. 4 75,000 ABI
FRESNO, CA	TURBO M/MC AIR COND. P. S. TRAF	NS MILEAGE 444 611	DOUG HAMPTON
\(\sigma\)	LABOR TOTAL	DATE TIME	PHONE # OR IN PERSON
x		AUTHORIZED BY ADDITION	AL AMOUNT DEVISED TOTAL
1 W * 45CVZ MISC FREIGHT REIMBURSMENT CLAIM FOR B	CM REQUESTED BY WPC	HEASON	✓ IF SUIGLE
REFFERNCE TO WARRANTY RO 148939	ı	DATE TIME	PHONE # OR IN PERSON
	z =\28	AUDITION AUDITION	IAIL AMOUNT PEVISED TOTAL
1 F Md 00 Z73	200	REASON	✓ IF BUCLE
		DATE TIME	PHONE # OR IN PERSON
		AUTHORIZED BY SADISTION	NAI, AMOUNT PRIVISED TOTAL
		- AEAGON	
2005		QC CHECK	
		_ · ·	lme:
ATTACKE DICERSORY		Mileage Out: QC Notes:	. Mileage In:

PAGE 1 OF 1

HARD COPY

Page 1 of 2

Reports Mailbox

CM 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:

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. FLACE THE ABOVE ITEMS IN A PLASTIC BAG AND SECURELY ATTACH TO PART FRIOR TO SHIPPING. EACH REQUEST SHOULD BE SHIPPED INDIVIDUALLY.

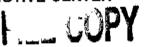
REQUEST NUMBER 821706114	Labor Code N4800	RO DATE 071708	ro Number	VEHICLE ID NUMBER 1G1ZM57B08F
****	****	*****	*****	*****

### MICHAEL AUTOMOTIVE CENTER

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FRESNO, CALIFORNIA 93710

B.A.R. #AK-120472 E.P.A. #CAD981440811 PHONE: (559) 431-6000 www.michaelauto.com

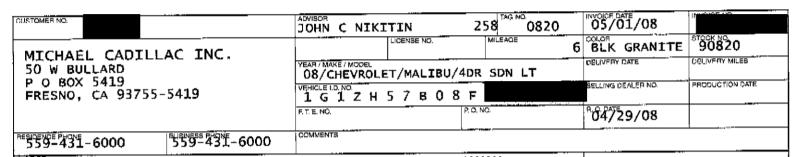
### THANK YOU FOR BRINGING YOUR VEHISLE TO MICHAEL AUTOMOTIVE CENTER



MICHAEL

TOYOTA • PORSCHE • VOLKSWAGEN • / 50 W. BULLARD AVE. FRESNO, CALIFORNIA 93704

> B,A.R. #AK-156379 E.P.A. #CAD982461113



O# 1 SICVZ

TOTALS---

CONTROL# 90820

ACCOUNT NUMBER AMOUNT..



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

# WE APPRECIATE YOUR BUSINESS!

NOTICE TO CUSTOMERS:

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## 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 atorage & disposal of toxic wastes. Hather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these waste.

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Dealer/BAC Code

06220



Stock # 9082 Repair Order #





## 2008 Malibu Classic

CHEVROLET	Pre-Delivery	Inspection	Form
Vehicle Identification			_
161ZH:	57 <i>BOS</i> F		

Remove wristwatches, jeweiry, 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.

#### Special Inspection Items <u>Initial Preparation:</u> Under Vehicle: Leave door edge protection and other Visually inspect underbody; check all No items at this time shipping/storage materials on until fluid systems for leaks Brake/fuel lines secured in clips customer delivery Final Inspection & Preparation: Adjust tires to pressures specified on Perform just prior to delivery. the Certification Tire Pressure Label. Road Test Interior: Remove protective coverings. Record adjusted results. ODOMETER: Clean as required: seats, headliner, Before __/_ After___ kick panels, carpets, console, instrument panel, moldings and hard Before, during and after this test, check all Install loose shipped parts and all trim standard equipment, options and accessories (torque as needed) Install floor mats (if equipped) accessories for proper operation, as Check heated/cooled seats/steering interior: applicable. wheel (if equipped) Drive on a legal roadway with road Power mirrors (if equipped) Insert NAV map disc and set to conditions permitting. Evaluate the Seats, all: Check material, operation correct region (if equipped) and that removable seats are properly following: Thorough exterior wash and dry: secured check for water leaks Seat belts, all: material, operation, Remote start (if equipped) Exterior finish: Check paint finish for Engine Performance: Cold start, idle routing and latches dents, dings, chips, scratches, or Displays, gauges, interior and exterior quality blemishes. Repair. Front and rear HVAC system controls, lights Reset fuel economy readings blower(s), heater, A/C, front defroster Set clock/calendar to local time Exterior: and rear defooder Using a clean cloth, clean the wiper Electronic compass for function. Set Doors, locks, all keys/fobs and blades using GM Optikleen to correct zone and calibrate (if keyless entry system windshield washer solvent Check child safety door/window locks equipped) Thoroughly clean all glass surfaces, are in normal (unlocked) position (if Regular and steering wheel controls use plain water on interior glass for radio, cassette, CD, MP3, XM, and equipped) Recheck tire pressures and battery Fit/function removable top/panel. NAV (if equipped) state of charge convertible top (if equipped) Steering wheel - center position Check GM Vehicle Information Fit/function/retention of parts such as Steering for leads, pulls, vibration at System (VIS) for required field actions idle, vibration while driving bumpers, moldings, grille, emblems, (open recall campaigns, service doors, deck lid, hood, fuel door and Wipers, delay, RainSense and update bulletins, systems software washers (front and rear) cap, tailgate, liftgate and hatches (if updates). Brakes for noise, pulls, vibration or equipped) shudder at both high and low speeds Under Hood: Unusual wind noise Remote hood release, latch and hood Unusual noise/vibration/squeak/rattle Cruise/adaptive cruise (if equipped) safety latch Verify OnStar function indicator light Check battery state of charge and is green (if equipped) record voltage. Charge battery if below 12.6 volts Transfer case operation, all ranges (if VOLTAGE equipped) Transmission shifter, clutch, noise, Hoses, lines, cables and wire shift smoothness attachments are free of kinks and clear of any moving/hot parts Engine performance: Hot start, idle Hoses, clamps, pipes, fittings, seals, quality Check for MIL, SES, SVS, and any and gaskets for seepage and proper warning lights connection Fluid levels: Add as required

Certification: I certify that this Pre-Delivery Inspection has J inpleted by:

Technician (Print Name)

Sepvice Mehager (Signature)

File With Repair Order

#### MICHAEL AUTOMOTIVE CENTER

MICHAEL
CHEVROLET - CADILLAG - HUMMER - SAAB
5737 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

B.A. 4KA-120472
E.P.A. 4CADB81440811

PHONE: (559) 431-6000 www.michaelautomotive.com MICHARL TÖYÖTA • PORSCHE • VOLKBWAĞÊN • AUD) 46 W. BULLARD AVE. FRESNO, CALIFORNIA 83704

B.A.R. #AK-156379 E.R.A. #CAD982461113

RECOMMENDED SERVICES OPERATION DESCRIPTION OPERATION DESCRIPTION OPERATION MO/MI SERVICE HISTORY OPERATION DESCRIPTION **OPERATION** ADVISOR | TECHNICIAN | TYPE DATE REPAIR ORDER MILEAGE SALESPERSON NO. STATE REG# AK-120472 PDI EAR/MAKE/MODEL STOCK NO. LICENSE NO. We Accept: 1G1ZH57B08F 08/CHEVROLET/MALIBU/40R SON LT 90820 DELIVERY MILES SERVICE CONTRACT DELIVERY DATE BELLING DEALER NO. 1 **00**l 04/29/08 yvša: MICHAEL CADILLAC INC. EXPIRATION MILES EVEIDATION DATE CONTRACT NO. TAG NO. 50 W BULLARD 0820 **BLK GRANITE MET/E** P O BOX 5419 ADVISOR MILÉAGE ABMECOD NO FRESNO, CA 93755-5419 258 JOHN C NIKITIN 6 It proby authorize the repair work shown in this repair order to be done and the necessary naterials to be used, and Lagres to pay your charges for such work. I understand my costs quoted heretofore is an estimate only. You will not be responsible for loss or damage to voluge. The articles left in it. Lagres to pay reasonable sometimes of testing, impection, or delivery or my risk, to will not be responsible for loss or damage to voluge. The articles left in it. Lagres to pay reasonable sometime on white left must then at Bougs after multifaction that repairs are completed. Lagres that You have an express tien on the Description of the Charges for parts and labor furnished to the pay of the charges are the charges and the pay of the charges are the control of the charges are the charges REBIDENCE PHONE BUSINERS PHONE 1-6000 559-431-6000 DIJECTIVER 03:32pm| 04/29/08 05:30pm APPOINTMENT ☐ You D No JOB AUTHORIZED BY DATE ORIGINAL CUSTOMER ESTIMATE: **PARTS** REVISED TOTAL Х DATE KÜTHÖRIZED GY ACCITIONAL AMOUNT 51CVZ IF SUBJECT PREVIOUS TOTAL DATE AUTHORIZED BY ADDITIONAL AMOUNT IF SUPLET REVISED TOTAL BEASON 52CVZ 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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

USED OIL

COLLECTION CENTROL

YOUR VEHICLE TO

MICHAEL AUTOMOTIVE

CENTER

#### MICHAEL AUTOMOTIVE CENTER

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PHONE: (559) 431-6000 www.michaelautomotive.com MICHAEL TOYOTA • PORSCHE • VOLKSWAGEN • AUD! 90 W. BULLARD AVE. PRESNO, CALIFORNIA B3704

B,A,R, #AK-158379 E.P.A. #GAQ989481113



















STATE REG# AK-120472

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

ĺ	DATE	REPAIR ORDER	MILEAGÉ	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
	07/15/08 04/29/08 04/29/08		<b>4</b> 40 6 6	588 258 258	1369 1369 817 817 817	<b>%</b>	19CVZ 19CVZ01 51CVZPAINT 51CVZ 52CVZ	*ELECTRICAL ELECTRICAL PAINT SHIELD POI DETAIL

ERVI SALESPERSON NO. 1521 KADZHIK KESABLYAN RODUCTION DATE STOCK NO. LICENSE NO. PEAR/MAKE/MODEL VEHICLE I.D. NO We Accept: 90820 1G1ZH57B08F 08/CHEVROLET/MALIBU/4DR SDN LT DELIVERY DATE SELLING DEALER NO 07/28/08 07/05/08 06230 <u>| 1</u> 06230 || DESPIRATION DATE | EXPIRATION 125880 MPP V/3/ EXPIRATION MILES TAG NO. <u>0820</u> 07/05/14 75,000 BLK GRANITE MET/E 261229 AIR COND. P. S. ADVISOR NO. M/MC FRESNO, CA JOHN C<u>NIKITIN</u> I hereby authorize the reput work shown in this repair order to be done and the necessary materials on the need and I appet to pay your changes for such work. I andermand any coats quoted hereactive is an estimate only. Statistic pay represents the vehicle for purposes of leading, inspection, or relictory at my meet to be well only to repeat the vehicle for purposes of leading, inspection, or relictory at my meet to be well on the reapposite for loss or domaic to vehicle or article left in it. I agree to pay represents during on reliate left more from 4th hours after body feather than the repairs or completed. I differe that Tayl. HAVE, AMERICAN END ON THE OFFICE THE CHARGES FOR BARTS AND LARGE FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE THEO PRESENT INCLUDING THE VEHICLE, IF I FAIL TO DAY SLOTT CHARGES, I AGREE THAT THE VEHICLE MAY BE MEED INTIL LA SIGNE CHARGES AND THE VEHICLE, IF I FAIL TO DAY SLOTT CHARGES AND THE VEHICLE FOR THE VEHICLE, IT I FAIL TO DAY SLOTT CHARGES AND THE VEHICLE MAY BE MEED INTIL LA SIGNE CHARGES AND THE VEHICLE, IT I FAIL TO DAY SLOTT COLLECT ANY SLOWED BY A STORM THE VEHICLE FOR THE VEHICLE OF A TRONG THE PART OF LEGAL ACTION TO COLLECT ANY SLOWED BY A STORM THE VEHICLE OF A TRONG THE VEHICLE OF A TRONG THE VEHICLE OF A TRONG THE PART OF LEGAL ACTION TO COLLECT ANY SLOWED BY A STORM THE VEHICLE OF A TRONG THE VEHICLE OF A DIXCOVER TIME RECEIVED | DATE/TIME PROMISED 06:00pm 11:25am | 07/28/08 APPIDINTMENT C) Yes CELL: Jg No

JĢB PARTS LABOR TOTAL ORIGINAL CUSTOMER ESTIMATE: х WASH AND VAC 51CVZWASH

	E/A ACT	PHONE FOR IN PERSON	AUTHORI	75T) OV	ADDITIONAL AMOUNT
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					\$
REASON				z ir sijintet	REVIGED TOTAL
					\$

### MICHAEL COLLISION

"Home of the invisible repair"

Call us at (559) 431-6002

Located at 50 W. Bullard behind our Toyota/VW store

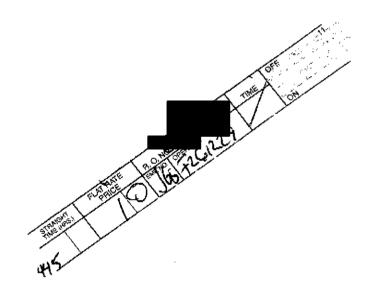
For Your Convenience Our Service Department Hours MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM Please arrange to pick-up your vehicle prior to 5:30 PM. (559) 431-6000

THANK YOU FOR BRINGING YOUR VEHICLE TO MICHAEL AUTOMOTIVE CENTER



(Jand Off. COLLECTION CENTER 150311

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

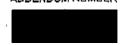


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### PREMIER GAP

ADDENDUM NUMBER



### GUARANTEED AUTO PROTECTION (GAP) DEBT WAIVER ADDENDUM

	FIRST NAME	MIDDLE INTIAL
DESTOR LAST NAME	FIRS: NAVIE	
A CONTRACTOR OF THE PROPERTY O		
STREET ADDRESS	FRESM()	STATE III ZIP
O ON TO THE THE THE PERSON OF		
DEALER/SELLER NAME		
MICHAEL AUTOMOTIVE CENTER		
DEALER/SELLER STREET ADDRESS	· CITY	STATE ZIP
O ROX 5419	FRESNO	TA 33753-5419
VEHICLE YEAR VEHICLE MAKE	VEHICLE MODEL VEHICLE MILEAGE	VEHICLE DENTIFICATION NUMBER
AND CHEUROLET	MALTRU N 10	ili G1ZH57B09F
LIENHOLDER/LESSOR NAME	aineer	
The same of the sa	The second secon	
LIENHOLDERVLESSOR STREET ADDRESS	73 211erm	STATE STATE
PUNCK SU		
INSTALLMENT SALEALOAN/LEASE CONTRACT		AMOUNT FINANCED/CAP COST GAP ADDENDUM PRICE
START DATE 07/05/2009	MONTHS SA	27060.83 \$ 595.00
	<b>引起的强调到用限制性的基础的基础的</b>	White Tipe is All the transfer of the Conference

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### MICHAELAUTO

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# MECHANICAL PROTECTION PLAN EXECUTIVE VEHICLE SERVICE AGREEMENT APPLICATION

Adminstrated by MPP CO., INC., In Florida by Old United Casualty Company #03041

APPLICATION NUMBER	ı

CUSTOMER		VEHICLE DESCRIPTI	ON	
LAST NAME PIRST	M.I.	VEAR MAKE 2008 CHEVEON		OEL Rij
MARING ADDRESS (INCLUDE AFTS)		VEHICLE IDENTIFICATION NUMBER (ALC		
		1G1ZH57908F		
FRESHO CA	ZIP	4WD TURBOISUPERCHARGE	CURRENT ODOMETER	22830 - 00
ADEA CODE AND TELEPHONE NUMBER	-	VEHICLE IN SERVICE DATE	VEHICLE PURONAS	
		<u>07/05/2008</u>	07/05/2	908
DEALER	<u> </u>	LIENHOLDER/LESS	OR .	<u> </u>
DEALER NAME  MICHAEL AUTOMOTIVE	CENTER CEAR NUMBER	UITHIOLOGIALESSCRIME DE LA	9 F. 27910C	
PO BOX 5419		MAILING/ADDRESDY	073/	
CITY STATE FRESNO CA 98755-5419		con / Warmor	STATE O	97551
ARRA GODE AND TELEPHONE NUMBER				, , , , , , ,
(559) 431-6000				
AGREEMENT		SURCHARGES: BU	SINESS USE	
	NEW EXECUTIVE PRE	EMIER		PLAN PURCHASE PRICE
36 Months/80,000 Miles on the odometer	48 Months/100,000 Miles on the odometer	72 Months/75,000 Miles on the adometer	Deductible Option	Executive Premier
36 Months /75,000 Miles	60 Months/50,000 Miles on the odometer	72 Months/100,000 Miles	<u>X</u> X \$100.00	Price <u>5 1435</u> 0
on the odometer			\$50.00	Seles Tex S N
36 Months/100,000 Miles	60 Months/75,000 Mile¢ on the odometer	84 Months/75,000 Miles on the adometer	\$50.00	Total Price <u>\$ 1495</u> g
48 Months/60,000 Miles on the adorneter	60 Months /100,000 Miles on the adometer	84 Months/100,000 Miles on the odometer	\$0.00	,
48 Months/75,000 Miles on the odometer	72 Months/60,000 Miles on the adometer		Disappearing 90,000	
	NEW EXECUTIVE PREM	IER PLUS		PLAN PURCHASE PRICE
12 Months/15,000 Miles	38 Months/45,000 Miles on the odometer	48 Montha/49,000 Miles on the odometer	ALL EXECUTIVE PREMIER PLUS	Executive Premier Plus Price 5 NJ
24 Months/30,000 Miles on the odometer	45 Months/60,000 Miles on the adameter	60 Monthe/60,000 Miles on the adometer	PLANS COME WITH A ZERO DEDUCTIBLE	Price 5 N
OH THE OCIOINATE	After the manuscripture.			Total Price \$ N
EXECUTIVE	CERTIFIED PRE-OWNED WRAP (Must b	be purchased at the time of vehicle	e sale)	PLAN PURCHASE PRICE
	Vehicle. Attach copy of certification to quality.	<u> </u>	Deductible Option	Executive Certified Wrep
60 Months/75,000 Miles	72 Months/75,000 Miles	S4 Months/75,000 Miles on the edometer	Disappearing \$100	Price & N
on the odometer	Cro Adametra/40th 600 Million	64 Months/100,000 Miles	☐ \$ 50.00	: Sales lax &
60 Months/100.000 Miles on the odometer	72 Months/100,000 Miles on the odometer	on the adometer		Total Price 5 N
EXF	CUTIVE PRE-OWNED (Must be purched	sed at the time of vehicle sale)		PLAN PURCHASE PRIC
6 Months/6,000 Miles		Premier	Disappearing	Executive Pre-Owned
(Bronze Coverage Only)		Bronze # 5	25100.00 15100.00 15100.00 15100.00	Price <u>\$ N</u>
	20 1//12 200 10/	Silver SQ	50.00 ☐ \$ 50.00	Sales Tex \$
24 Months/12,000 Miles	36 Months/36,000 Miles 48 Months/48,000 Miles	Saver 8	s 29.00	Total Price \$ N
			orthogog or organization the O	erement Rish selected abo
By signing this Application, I agree to and described in the attached Vehic	o and understand all terms and conditions. I understance Service Agreement Summery. I understance address. This Application and the Verbase in value state of purchase. The purchase	inderstand that coverage is effective a and that this Application is subject to whice Bervice Agreement ingket up co- ne of a Vehicle Sarvice Agreement is n	noonents of the Plan Provision	ons. Presse see State Speci
	to your state of purchase. The purchase			
Customer Signature	Date	Deak		Date
September Organization		AND THE STREET STREET,	Name of the State	ድር ብርያስ፣ /806\ <del>አስ</del> ቴኔጳስ <del>ው</del> ስ

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## PRE-CONTRACT DISCLOSURE STATEMENT (Conditional Sale Contract)

ariani arian		
, et		
	OS CHEVROLET MALIBU.  1617957  1617957	
HI	CHAFL AUTOMOTIVE CENTER 07/05/2	008
	Optional Products and Service (Cal. Civil Code § 2982.2)	ces Price
	Theft Deterrent Device N/A	\$N/A
	Theft Deterrent Device N/A	\$
	Surface Protection Product N/A	\$N/A
}	Surface Protection Product <u>N/A</u>	\$\$
	Service Contract 72 HOS./75000 MILES SERVICE CONT	\$1485.00 ·
	Service Contract N/A	\$N/A
	Debt Cancellation (GAP) Contract UCC	\$ 545_00
	Vehicle Contract Cancellation Option Agreement	\$ <u>N/A</u>
	Insurance Product 34/A	\$
	Total:	\$2030.00
	Installment Payment EXCLUDIN	IG Listed Items:
	Installment Payment INCLUDING	G Listed items: \$ 330 79
n insta h as th	aliment payments quoted in the box above include other amounts to price of the vehicle, government fees, taxes, and the following:	to be financed in the conditional sale contract,
	Document preparation fee (not a governmental fee)	\$ <u>55.00</u>
	. Smog fee paid to Seller	\$N/A
	Optional fee for seller to electronically register vehicle	\$ <u>2806</u>
	Prior credit or lease balance remaining on trade-in	<b>s</b> N/A
	Other N / 4	\$ <u>₩</u>
	Other <u>N/≙</u>	\$ N/A

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.

Very appropried to 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.

Co-Buyer's Signature

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## TRANSFERS

DEPARTMENT:

TYPE (Wheel, Seats, etc.):

FROM STOCK #

TO STOCK # C

FOR \$_

232/1449.00/91027 232/1449.00/91027

5594384673

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MICHAELAUTO

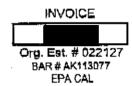
MICHAELAUTO

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Extended

Blackstone Tire 4764 N Blackstone Fresno, CA. 93726 Phone - 559-224-7414 Fax - 559-225-7048



Print Date: 05/06/2008

INVOICE **MICHAELS** 

2008 Chevrolet - Malibu Classic LS

2.2L, In-Line4 VIN (F)

Lic # :

Unit#:

Odometer In: 25

Fresno, CA 93755-5419

Work 559-431-6000

Cust ID:

Ref # : ST#90820

Vin#: Hat#:

Oust ib. i				T BEAL TO A
Part Description / Number	r <u>O</u> ty	Sale	Extended	Labor Description
California Tire Tax			"	Tire Change
TT	4.00	1.75	7.00	Remove old tire fr
NITTO NTSSS				install new stems.
245/35R20	4.00	168.00	672.00	Disposal of old tire
CRUIER ALLOY#905				
2039	4.00	305.00	1,220.00	
CREDIT FOR TIRES AND	WHEELS			
CREDIT	1.00	-300.00	-300,00	

50.00 Tire Change Remove old tire from rim, put new tire on rim and install new stems. Balance tire and put on vehicle.

Disposal of old tire.

[ Technicians : ASH , ED ]

( . *** *					· · · · · · · · · · · · · · · · · · ·		
Org. Estimate \$1,649.00	Revisions \$0.00	Current Estimate	S 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
(Payments - )						Bal Due:	\$1,649,00

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.

Date..... Time..... SIGNATURE

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MICHAELAUTO

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MICHAEL CADILLAC, INC. ROS# (559) 431-6000

MICHAEL AUTOMOTIVE CENTER 5797 N. BLACKSTONE • P.O. BOX 5419 FRESNO, CALIFORNIA 93755 B.A.R. REG. #AK-120472 www.michaelautomotive.com UE B

MICHAEL AUTOMOTIVE CENTER

50 W. BULLARD FRESNO, CALIFORNIA 93704 B.A.R. #AK-156379

	WORK PROMISED TO	BE PERFORMED AT	HIME OF S	ALE	
AM		STOCK		DATE 07	/05/08
ORK P	F	<b>PESCHEURISC</b> EF	MALIBU	VIN# 1G1Z	457#08F
DD	FRESNO CA	<u> </u>		SALESMAN KADZHIK I	KESABLYAN
PRESI	ENT THIS ORDER W	HEN WORK I	S TO BE	COMP	LETED
				COST	RETAIL
REMOV	E 20 INCH AMEELS FOR STOCK W	HEELS		\$	\$
		1		\$	\$
				\$	\$
	· · · · · · · · · · · · · · · · · · ·			\$	\$
				s	\$
THE C	OST OF THE WORK ON THIS	DUE BILL IS	TOTAL		
	IN THE SELLING PRICE OF n promised to you that does not appea	ar on this due bill?	-		
s anything beer Yes		\ _No			

### 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.

initiais	<b></b>		

## 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 venicles or attrocked ent in
vehicle in case of fire, their or any other cause beyond your control of the dy potential of the purpose of testing and/or inspection. An express mechanics tien is your and/or your amplicytes permission to operate the vehicle herein described on attreats, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics tien is
you and/or your amployees permission to operate the values listent data list and all permission to operate the values of the sale of the value of th
hereby acknowledged an vehicle to secure the amount of repairs thereto. All parts are new unless otherwise epecified.

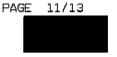
Signed: Sales Mgr	Signed: Customer	Estimate: \$
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250 North Canyons Parkway P.O. Box 5073 Livermore, CA 94551 Phone 800-877-4444 FAX (925) 454-4005 www.oefcu.org

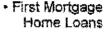
Date 8/15/2008

Member/Buyer: Mailing Address: FRESNO, CA

Loan Funding Date: 8/14/2008

Collateral Year: 2008

Collateral Make: CHEVROLET



 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

Collateral Identification Number: 1G1ZH57B08F



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

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** 

REV: 7/15/2008

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PAGE 12/13 MICHAELAUTO

LTHISDCS 20623004180456NACOLRACO7PRT GENERAL MOTORS CORPORATION .2008 MALIEU 1LT /L4G 581 BLACK GRANTITE METALLIC & SUBSIBIARIES REMAISSANCE CENTER 19B EBONY DETRUIT MI 48243-1114 STOCK NO. URDER NO. MRVTON/TRE VEHICLE INVOICE VIN 161 ZH57 BQ 8F INV AHT RETAIL - STOCK MODEL & FACTORY OPTIONS HEMP 19778.85 INVBICE 04/17/08 20930.00 12H69 MALIBU ILT 124,50 SHIPPEB 04/17/08 1886 BODY COLOR BUDYSTDE MOLDINGS 150.00 800.00 664.00 EXP 1/T 05/01/08 CF5 SUNROBE, POWER TILT AND SLIDE N/C N/C INT COM 05/01/08 LES ENGINE, 2.4L DUHC HFI 1985 4-SPEEB AUTO TRANSMISSION 0.00 PRC EFF 04/17/08 0.00 427.45 KEYS G0232 60232 515.00 PDC POWER CONVENIENCE PACKAGE: MFP-5 QTR OFT-1 *POWER 6-WAY DRIVER SEAT BANK: J P HORGAN *REMOTE START CHG-TD 06 - 230*POMER ADJUSTABLE PEDALS 0.00 SHIP WT: 3413 VK3 FRONT LICENSE PLATE BRACKET 0.00N/C N/C HP1 19.3 YF5 50-STATE EMISSIONS 21198.95 78.85 GHS: 500 BLACK GRANITE METALLIC 95.00 SUPPLR: 22146,15 23140.00 作化 974.50



22490.00 21073.65 ACT 231 21048.95 TOTAL MODEL & OPTIONS 650.00 650.00 H/B 261 674.70 DESTINATION CHARGE. 224.90 ADV 261 224.90 DEALER IMP CONTRIBUTION 224.90 EXP 65A 224.90 LMA CROUP CONTRIBUTION

23140.00 22173.45 PAY 310 22173,45 TOTAL

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 21080.15

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

MICHAELAUTO

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MICHAELAUTO

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STOCK #:	REGIS1	APPLICATION OF N		LE			
DATE FIRST SOLD AS A NEW VEHICLE (N	M/DD/YYYY)	DATE PAST O	PERATED (MM/DD/YY	ארץ		NAM/IND	
07/05/2008		07/05//	2008				
MAKE	YEAR MODEL	SODY TYPE	MOTIVE POWER	7	NUMBER OF AXLES	UNLADEN	WEIGHT
CHEVROLET VEHICLE IDENTIFICATION NUMBER	2008	4DR	AVC ENGINE NU	MBEA OA	ADDITIONAL IDENTIFICATION	NUMBER	- · · ·
1G1ZH57B08E							
	LENGTH IN INCHES		WIDTH IN INCH	Ë2		FRESH	OF RESIDENCE
SOLD TO: PRINT TRUE FULL NAME AS I	TAPPEARS ON THE DRIVE	R LICENSE OR ID CARD IN	THE CROSE SHOWN	BELOW	EQUIPMENT NUMBER	DRIVER LI	CENSE/ID CARD NO.
LAGT		FIFI\$T	M	IDOLE	<u> </u>	DRIVĒR LI	CENSE/ID CARD NO.
AND (2)					'		
BUSINESS OR RESIDENCE ADDRESS			APT. NUMBER	CITY		BTATE	ZIP CODE
				FRES	M()	CA	-
MAJUNG ADORESS—IF DIFFERENT PRO	<i>M ABOVE</i> OR LOCATION (F	OR TRAILER COACH/VESS	EL) APT, NUMBER	CITY		STATE	ZIP CODE
LIENHOLDER OR LEGAL OWNER-PRIN	TRUE FÜLL NAME				,	RUNCTRO	MIC LIENHOLDER (D.#
Operating E	nameers	FCIO +FG	56			ELT#	1 1
BUSINESS OR RESIDENCE ADDRESS	7 -		APT. NUMBER	C17"		RTAGE	ZIP COOS
PN 150X 50	73			111	ermore		19933.1
LESSEE ADDRESS—TRECUIRED WHEN C	IFFERENT FROM REGISTE	ERED OWNER ABOVE	APT. NUMBER	CITY		STATE	214 GODE
If a passenger vehicle, will it be							
APPLICANT'S CERTIFICAT	ION: I certify (or deck	are) under penalty of per	rjury under the laws	of the Sta	tie of California that the fo	regoing is tr	ue and correct.
07/05/2008	(1			(2) X			
CERTIFICATE OF COST—T entered in the Certificate of Cost In insurance and finance charges).	he dealer signing the coludes the cost of any e	ertification certifies unde equipment that is physic	r penalty of perjury ally attached to the	vehicie, p	laws of the State of Calif ius any trade-in allowanc purchassa/acquired	omia that the es (axclude	e cost of the vehicle state or local taxes, coar
A — Cosπ of vehicle purchased as a		Chassis only	Cab and chassis	-07/	05/2008		4990.00
<ul> <li>B — Cost of trailer coach including a conditioning, built-in appliances</li> </ul>		tems (wall to wall carpetin	ng, factory air				
		ODOMETER DISC					
Federal and state law requires that y							
The odometer reading is	] , 1 0	(no tenths) miles and t	to the best of my k	aowiedge	reflects the actual miles	age unless (	of the following מחני
· w	ARNING — 🗔 la not	•	Δ °		ometer mechanical limits.	,	
i/we certify (or declare) under pena	ity of perjury under <u>the</u>	iaws of the State of Call	THE ATMANA FRAME		e and correct.		
	E COMPANY	_	IRS TRUE FULL NAME		PO BOX 54	119	
07/05/2008	F BUYER OR COMPANY A	MICHAE  SENT PRINT BUYE	TE TRUE FULL NAME/		HTER ERESMO CA	<u> 93755</u>	
07/05/2008	-7 /2	7 2 3 1 1 T 1 4 1 4 1 1 1 1 1 1			FRESNO C	á	
HEQ 397 (MEV. 5/2007)	<del></del>	— DM	V copy		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		····



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MICHAELAUTO MICHAELAUTO

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90820 Anderson

## 2008 Chevrolet Malibu July Purchase Instant Value Certificate

Effective Date: July 1, 2008

Certificate Number: 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 Dealership acknowleggamen Dealership Name //Wh Dealer Code_ Date Dealer Signature

For Dealer UseOnly: 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".

### CONSUMER LEGAL SERVICES, P.C.

1950 Sawtelle Blvd., Ste. 245 Los Angeles, CA 90025



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AUG 1 9 2009

GENERAL MOTORS CORPORATION C/O MSX International Attention: BRC Legal MC336-104-000 1919 Concept Dr. Warren, MI 48091-6013 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 SEGAL SERVICES, P.C.

1950 SAWTELLE BLVD., STE. 245 LOS ANGELES, CA 90025 (310) 477-1474 FAX: (310) 477-1424

E-MAIL: cls @LemonAuto.com

### ATTORNEYS AND COUNSELORS

www.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

Dear Sir/Madam:

Please be advised that this law office, Consumer Legal Services, P.C., 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 repair orders. attached copies of 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 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 5594541177

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(Including County and Zip Code)

CHARGE SORE AND

he Buyer (and Co-Buyer, it 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 nents on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Finance and Finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract

7 3	Year	Make and Madel	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
:	40-1	CHEVROLET		প্রিটি নির্দ্ধি কর্মিক প্রতিক্রিক কর্মিক br>বিশ্বস্থানিক বিশ্বস্থানিক ক্ষেত্র কর্মিক ক্ষেত্র কর্মিক ক্ষেত্র কর্মিক ক্ষেত্র কর্মিক ক্ষেত্র কর্মিক ক্ষেত্র ক	Las personal, family or household
i	2008	MALIBU	10	1G1ZH57B08F	Li business or commercial

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vinent of N/A	N/A	N/A	
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The second se		101-11-11-11-11-11	
Payments	N/A	Monthly, Begins	ing N/A
Payments Payments	N/A	Monthly, Begins	
Payments		Monthly, Begins	ing N/A 17/04/2015

starast. You are giving a security interest in the vehicle being purchased.

Information: See this contract for more information including information about nonpayment, detault, any required in full before the scheduled date, minimum finance charges, and security interest.

#### ZATION OF THE AMOUNT FINANCED (Seiler may keep part of the amounts paid to others.) And Posts Delac

| Cash Price of Motor Vehicle and Accessories  1. Cash Price Vehicle 2. Cash Price Accessories 3. Other (Nontaxable)  Describe N/A  Describe N/A  Describe N/A  Describe N/A  Document Preparation Fee (not a governmental lae)  Smog Fee Paid to Seller  (Optional) Theft Deterrent Device (to whom paid) N/A  (Optional) Theft Deterrent Device (to whom paid) N/A  (Optional) Surface Protection Product (to whom paid) N/A  (Optional) Surface Protection Product (to whom paid) N/A  (Optional) Surface Protection Product (to whom paid) N/A  (Optional) Surface Protection Fing Fee  Optional DMV Electronic Filing Fee  Optional Service Contract (to whom paid) N/A   \$N/A:(G) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| rior Gradit or Lease Balance paid by Seller to  N/A  nee downpayment and trade-in calculation)  Optional) Gap Contract (to whom paid) NCC  Optional) Used Vehicle Contract Cancellation Option Agreement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | \$        |

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

\$ N/A Ded Comp., Fire & Their \$ N/A Ded Collision Bodily Injury \$ N/A Limits Property Damage \$ N/A Limits Medical N/A	N/A Hos	\$ N/A \$ N/A \$ N/A
Total Vehicle Insurance Premiums	N/A Not.	s 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

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Co-Buyer XN/A		_
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named insurance companies will describe the terms and conditions.

	Application for Optional C	redit insuranci
	Application for Optional C	o-Buyer 🔲 Both
	Credit Disability (Buyer Only)	
1	Town Eve	Promiser

N/A Mos. M/A Credit Disability N.J.A. Mos. N/A(b) Total Credit Insurance Premiums \$. Insurance Company Name NAA

Home Office Address M/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 a provided unlikes you sign and agree to pay the wider cost: Credit life insurance is beast on your original payment schedule. This insurance may not pay all you were on this original expense in your make late payments. Covering the payments. Covering and or in the number of payments. Coverings for credit life insurance and credit disability insurance and so in the original due date for the lect payment writess a different term for the numbers is shown above: Credit life insurance and credit disability insurance are not

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 wask or more on the Establication.

	<u> </u>	13/1		i i i i i i i i i i i i i i i i i i i	1
Payments		390.79		Monthly, Beginning 08 /	04/2008
Payments	1	N/A		Monthly, Beginning	N/A
Payment	W.	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.
 It you pay off all your debt early, you may be charged a minimum finance charge.
 It you are giving a security interest in the vehicle being purchased.
 Information: See this contract for more information including information about conpayment, default, any required full leads to the contract for more information including information about conpayment.

n full before the scheduled date, minimum finance charges, and security interest.	
ATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts	paid to others.)
al Cash Price	F 4-114101/
Cash Price of Motor Vehicle and Accessories	\$_22830.00 (A)
	830.00
2. Cash Price Accessories \$	
3. Other (Nontexable)	
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	
Optional) Theft Deterrent Device (to whom paid) N/A	\$N/A_(F)
(Ontional) Surface Protection Product (In whom cald) N/A	
(Optional) Surface Protection Product (to whom paid) N/A (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 Filling Fee	s28_00 (J)
(Optional) Service Contract (to whom paid) MPP	,
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(Optional) Service Contract (to whom paid) 13/A	s <u>N/A</u> (M)
(Optional) Service Contract (to whom paid) N/A	\$ N/A (N)
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Prior Credit or Lease Balance paid by Seller to	
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(see downpayment and trade-in calculation)	
(Optional) Gap Contract (to which pale)	\$595_00_(0)
(Optional) Used Vehicle Contract Cancellation Option Agreement	\$ <u>N/A</u> (R)
Other (to whom paid) N/A	\$N/A_(5)
For N/A	s 26828 08 (1)
al Cash Price (A through S)	\$_26020-00 (1)
counts Paid to Public Officials	s 149.00_(A)
License Fees ESTIMATED	\$ 145.00 (A) \$ 75.00-(B)
Registration/Transfer/Titling Fees	0. 35 10
California Tire Fees	
Other N/A	\$ N/A (D)
tal Official Fees (A through D)	s <u>232.75</u> (2)
nount Paid to Insurance Companies	s <u>N/A</u> (3)
stell premiums from Statement of Insurance column a + b)	s N/A (4)
Smog Certification or Exemption Fee Paid to State	s 27060.83 (5)
ithotal (1 through 4)	· · ·
ital Downpayment	s N/A_(A)
Agreed Trade-In Value Yr N/A Make N/A  Model N/A N/A Odom  VIN N/A	-
	\$N/A_(B)
Less Prior Credit or Lease Balance	s N/A (C)
Net Trade-In (A less B) (Indicate II a negative number)	\$ N/A_(D)
Deferred Downpayment	\$ N/A (E)
Manufacturer's Rebate Other N/A	\$N/A_(F)
	\$ <u>N/A</u> (G)
Cash	\$N/A_ (8)
otal Downpayment (C through G) nagative, enter zero on line 6 and enter the amount less than zero as a positive number on line	e 1P above)
mount Financed (5 less θ)	<u> </u>
AUTO BROK	ER FEE DISCLOSURE

	M/A Mos & N/A
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Seller X	·
if any insurance is checked below, polici- named insurance companies will describe to	he terms and conditions.
Application for Optional C	
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Credit Disability (Buyer Only)	ļ
	Premlum
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Credit Disability N/A Mos	N/A
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or motif 30 hours a week of me	are on the Effective 1 .
Date. (3) Only the Primary B disability insurance. DISABILITY	uyer is eligible for
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1	ACT(S) You want to
purchase the service contract(s) to	n below for the charge(s)
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purchase the service contract(s) to company(les) for the term(s) show shown in item 1K.1L, 1M, 1N, and 1K Company	n below for the charge(s) /or 10.
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1RM NO. 553-CA (Rev. 803 U.S. PETENT NO. DIRECTOR.) TO CROSTE! WHITEHOUSE COME; 1-900-644-0998; EN 1-900-621-9056 THE ROYHOLDE AND REPARTS ON METHER, AS TO CONTENT ON METHER OF THE FOREL CONSULT YOUR OWN LIBRAL COMMENT.

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PHONE: (559) 431-6000 www.michaelauto.com

MICHAEL TOYOTA . PORSCHE - VOLKSWAGEN . AUC 50 W. BULLARD AVE. FRESNO, CALIFORNIA 93704

B.A.A. #AK-120472

# THANK YOU FOR BRINGING

B.A.R. #AK-158379

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والماعلة فلائل بجلوالصيحاص أنه فاستعار أوابط بالمسيدان والدوا ويكل

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 caudi charges for labor are not based on actival mechanic time, but are simply our price for particular jobs. For certain specific work, we may sleet to charge for actual mechanics time. Now will be charged no more than the estimated price approved traffic interest, if metalocover that different or adultional repairs and willowed you will be defined as for your solvence approved of a reviecd cottmate

### MICHAEL COLLISION

"Home of the invisible repair"

Call us at (559) 431-6002

Located at 50 W. Bullard behind our Toyots/VW store

HAZARDOUS WASTE NOTICE: We make a separate charge for the storage & disposal of todo wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular recairs or services which generals



CIGHTO CONSUMER: PLEASE READ IMPOSTANTINE OF MATTON ON BACK. | those waste

### MICHAEL AUTOMOTIVE CENTER

MICHAEL ROLET • CADILLAC • HUMMER • SAAB 37 NORTH BLACKSTONE AVENUE FRESNO, CALIFORNIA 93710

> B.A.R. #AK-120472 E.P.A. #CAD981440811

PHONE: (559) 431-8000 www.mlchaelauto.com

### THANK YOU FOR BRINGING YOUR VEHICLE TO MICHAEL AUTOMOTIVE CENTER

MICHAEL TOYOTA . PORSCHE . VOLKSWAGEN . AUDI

50 W. BULLARD AVE. PRESNO, CALIFORNIA 93704

> B.A.R. #AK-156379 E.P.A. #CADB82461113

than recover these costs by increasing

our repair rates, we make this charge only on those partiouser rapairs or services

which generate these waste.

			88 TAS NO. 4492		
	LABOR RATE	HOWER NO.	MILEAGE 440	BER GRANITE	*90820
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	VANCE INTO Z H S			BOUND SPACE NO.	PRODUCTION DATE
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	COMMENTS				<u></u>
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				MICHAEL C	
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CHIEFTONS OR COMMENTS PLEASE CALL YOU THINK YO	M INCREASE IN		antis de la companya		USED OIL COLUBERTION CONTER

CE TO CONSUMER: PCEASE READ IMPORTANT INFORMATION ON BACK.

.itr .

/ICE HISTORY

1:31 5594541113

### MICHAEL AUTOMOTIVE CENTER

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'ROLET • CADILLAC • HUMMER • SAAB
737 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

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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

	D SERVICES	MO/M	TOTAL	INDED ATION	COFOADON DEPONIBRION		TOTAL
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TECHNIÇIAN OPERATION OPERATION DESCRIPTION 1/29/08 1/29/08 817 817 817 258 258 51CVZPAINT PAINT SHIELD 6 51CVZ 52CVZ PDI DETAIL PERSON NO. 1521 KADZHIK KESABLYAN STATE REG# AK-120472 E R 9100K NO. MINISTRUMENTO A 1G12H57B08F OB/CHEVROLET/MALIBU/4DR SDN LT 07/05/08 07/17/08 MPP 06230 07/05/14 261229 75,000 3153 BLK GRANITE MET/E FRESNO, CA 444 588 JEREMIA NAVARRO 04:46pm 07/18/08 06:00pm JAT CELL: ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

MMENTS: 292+4313++CINDY

FUEL INJ
STOMER STATES: AFTER PICKING VEHICLE TODAY AFTER IN FOR
MP PROBLEM AND TECH ORDERED BCM—CUSTOMER SAID SHE LEFT
ALER AND DROVE TO PREEWAY AND THE TRACTION CONTROL
MT-CAME ON AND VEHICLE HAD NO POWER AND ACTED LIKE
PEDAL WOULD GO TO FLOOR BUT WOULD DNLY GO 2 MPH
WIN-

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.

(659) 431-6000

NOTICE TO CUSTOMERS:

Our visual charges for labor are not besend on actual mechanic time, but are simply our price for perticular jobs. For certain ipperfit work, we stay stack 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 etore

HAZARIZOUS WASTE NOTICE: We make a seperate charge for the storage & disposal of toxio wastes. Plather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these waste.



ICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

### 5594541123

### MICHAEL AUTOMOTIVE CENTER

MICHAEL
ROLET • CADILLAC • HUMMER • SAAB
797 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

B.A.R. #AK-120472 E.P.A. #CAD981440811 PHONE: (559) 431-6000 www.michaolauto.com

# THANK YOU FOR BRINGING YOUR VEHICLE TO MICHAEL AUTOMOTIVE CENTER

MICHAEL. TOYOTA • FORSCHE • VOLKSWAGEN • AUDI 50 W. BULLARD AVE. FRESNO, CALIFORNIA 93704

> B.A.R. #AK-156379 E.P.A. #CAD982461113

> > CELL:

ER NO.		CELL:
2.1142.	JEREMIA NAVARRO 588 3153	07/25/08
	LABOR RATE UCTINGE NO. MILEAGE 44	4 BLK GRANITE 90820
_	08/CHEVROLET/MALIBU/4DR SDN LT	07/05/08 DELIVERY MILES 10
ESNO, CA	TGTZH57B08F	SELLING DRALER NO. PRODUCTION ONTE
	F, Y, E, MQ. P. O. NO.	ህን/17/08
	COMMENTS	<u></u>
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TEL TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BRUK.

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We make a separate charge for the storage & disposal of toxic wastes. Plather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these waste.

61 WEST SHAW LOVIS, CA 93612

v.hedrickschevy.com



SERVICE PHONE: (559) 291-7730

SERVICE FAX: (559) 291-9104

B.A.R.# AB-005287 E.P.A.# CAD981441785

ER NO.	CAROL PETRO	SIAN 10	337	08/04/08	
		LICENSE NO.	S70	BLACK/	STOOK NO.
SNO, CA	08/CHEVROLE	T/MALIBU LT	07/05/08	DELIVERY MILES	
	T G I Z H	5 7 B O 8 F	<b>)</b>	06230	PRODUCTION DATE
	F.T.E.NO.	(R.O.N	<u>.</u>	"07728/08	REPRINT# 1
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# 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!

OF 2

CUSTOMER COPY

(CONTINUED ON NEXT PAGE) 09:18am

TOTAL - MISC

0.00

E TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

5594541133

#61 WEST SHAW LOVIS, CA 93612

v.hedrickschevy.com



SERVICE PHONE: (559) 291-7730

SERVICE FAX: (559) 291-9104

B.A.R.# AB-005287 E.P.A.# CAD981441785

ER NO.	CAROL PETROSIAN	103 ^{™a™a} 337	"08/04/08	1*
	LICENSE NO.	MILEAGE 570	"HEACK/	STOCK NO.
ESNO, CA	VOB/CHEVROLET/MALIBU L	r T	07/05/08	DELIVERY MILER
	VEHICLE 1012 H 5 7 B 0 8	F	06230 EN NO.	PRODUCTION DATE
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TOTAL MISC DISC -IMPORTANT NOTICE= 0.00 CK'S CHEVROLETS GOAL IS TO HAVE YOU ETELY SATISFIED SHOULD YOU RECEIVE A SURVEY FROM VAL MOTORS AND CANNOT ANSWER QUESTIONS 16, 12 AND 10 LETELY SATISFIED PLASE CONTACT YOUR SERVICE CONSULTANT 0.00 Ŏ.ÕÕ 0.00 IR SERVICE MANAGER AT 559-291-7730. TOTAL TAX..... 0.00 **TOTAL INVOICE \$** 0.00 NOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE NAL ESTIMATED PRICE.

**WE WANT YOU** COMPLETELY SATISFIED

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE ÇALL 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 Chevroleti

CUSTOMER STGNATURE

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961 WEST SHAW LOVIS, CA 93612

v.hedrickschevy.com



SERVICE PHONE: (559) 291-7730

SERVICE FAX: (559) 291-9104 B.A.R.# AB-005287 E.P.A.# CAD981441785

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5594541173

61 WEST SHAW LOVIS, CA 93612

v.hedrickschevy.com



SERVICE PHONE: (559) 291-7730

SERVICE FAX: (559) 291-9104

B.A.R.# ÁB-006287 E.P.A.# CAD981441785

R NO.	CAROL PETE	ROSIAN	103 TAG NO.	337	<b>"07/29/08</b>	l IN
		LICENSE NO.	MLEAGE	570	BLACK/	BTOCK NO.
	VEAR/WAKE/MODE	LET/MALIBU L	<u></u>		07705708	DELIVERY MILES
SNO, CA		157B08			06230	PRODUCTION DATE
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Annia to the Agricult I finds						Charles Street

## MPOHIANT

You may bestive a questionnaire from the manufacture; regarding this service with. If for any reason you cannot great us Completely Satisfied," please completely Satisfied," please completely satisfied, "please completely satisfied," please completely satisfied," please completely satisfied, "(559) 291-7730

FREE SHUTTLE SERVICE WITHIN THE FRESNO-CLOVIS AREA

Thank You for bringing your vehicle to "Hedrick's Chevrolet!

OF 1

CUSTOMER COPY

END OF INVOICE 112:03pm

CE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

S VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE ICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE ICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE ICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE UNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

DENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY JRANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, LERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE ICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

DO NOT DETACH - REGISTERED OWNER INFORMATION

REGISTRATION CARD VALID FROM: 07/05/2008 TO: 07/08/2009

TYPE VEH TYPE LIC YR 1ST SOLD LICENSE NUMBER VLF CNASS YR MODEL 110 2008 2008 YPE MODEL MÓ VERTUUR ID NUMBER 1G1ZH57B08F PU OF PER RECYL DATE ISSUED PIC STICKER ISSUED CC/ALCO SHICLE USE 07/23/08 07/23/08 10 OMOBILE

ERED OWNER

AFOUNT PAID MISC#: 90820

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\$ 224.00

224.00 CASH:

CHCK:

224.00

CRDT :

**ESNO** 

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94551

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#### VIA FAX ONLY

August 20, 2008

Ron Friend MICHAEL CHEVROLET PO BOX 5419 FRESNO, CA 93755-5419

RE:

Service Request: 71-655732426

2008 Chevrolet Malibu

Vehicle Identification Number: IG1ZH57B08F

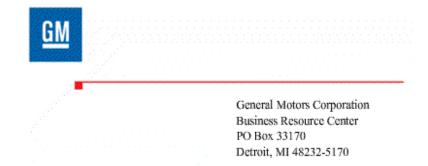
Dear Mr. Friend:

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.



## VIA FAX ONLY

August 20, 2008

M. Nicholas Nita, Esq. Consumer Legal Services 1950 Sawtelle Blvd Los Angeles, CA 90025-7014

RE:

Service Request: 71-655732426

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZH57B08F

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.

Copy of owner's current title and/or registration

∑ Fi ∑ Bı

Finance agreement Buyer's agreement

Other: Release of Lien

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.















## RELEASE OF LIEN INFORMATION

I	,
(Client's Name)	(Client's Social Security Number)
hereby authorize	
hereby authorize(Lien holder Na	nme)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ding my loan account #(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, includir loan payoff amount, and per diem inform	ng but not limited to a complete payment history of my account, a mation.
Date	
VI	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V08012008	















## VIA FAX ONLY

August 20, 2008

Beverly Bowling HEDRICK S CHEVROLET PO BOX 38 CLOVIS, CA 93613-0038

RE:

Service Request: 71-655732426

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZH57B08F

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.















# FAX COVER SHEET

MICHAELAUTO

MICHAEL AUTOMOTIVE CENTER P.O. BOX 5419 5737 North Blackstone Ave.

Fresno Calif. 93755-5419 Telephone: (559) 431-6000

Fax:: (559) 438-4673

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CA Queinece Record Cash	BOB FENCE
ompany Name:  S.M. BusiNess Kessucce Can'to  uttention:	Date: /
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# Hedrick's Chevrolet Company

Service Department 961 West Shaw Clovis, CA 93612-3203 (559) 291-7730 Service (559) 291-9104 Service Department FAX To: LL'S LUZ	From BEN BOWLING
Company: GM Legal	Extension (with voice mail):
Fax Number: 866-485-8256	Date: 8/20/08
Subject: Request	71-655732426
Number of Pages (including cover):	
Comments:	

1 WEST SHAW ∠OVIS, CA 93612

www.hedrickschevy.com

PAGE 1 OF 1

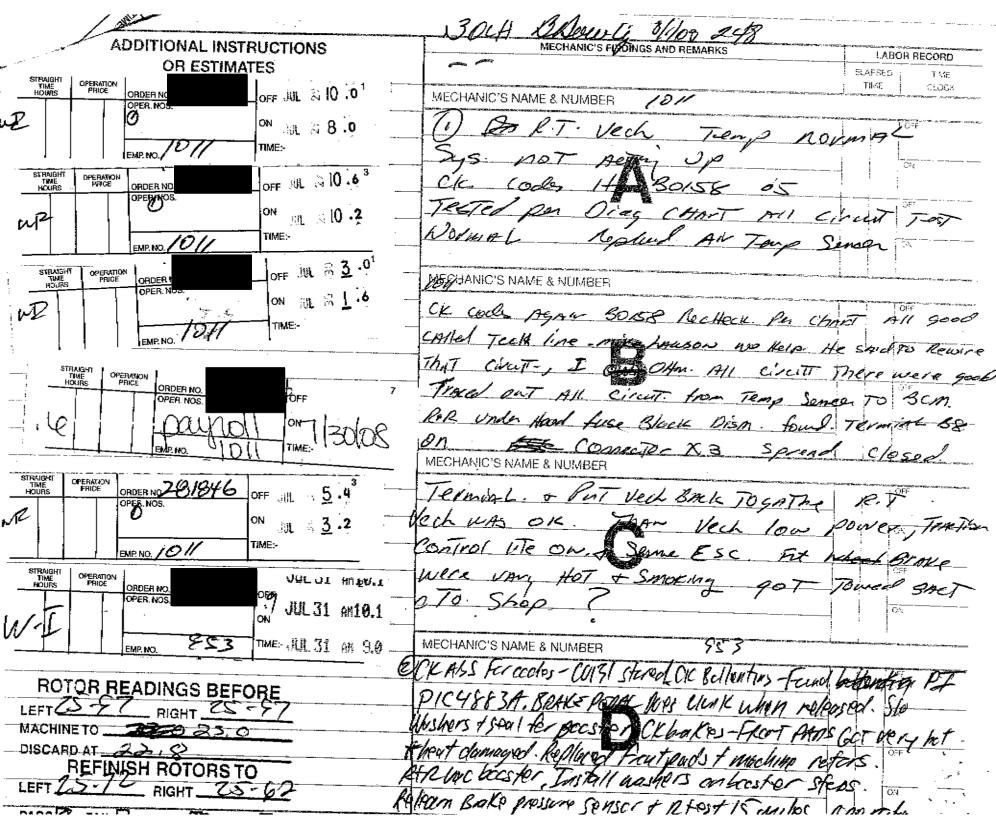


2010/6 /0/5 281846

SERVICE PHONE (559) 291-7730

SERVICE FAX: (559) 291-9104 **5**B.A.R.# AB-005287
E.P.A.# CAD981441785

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	VIN: 1G1ZH57B0 8F	Model:	1ZH69

		Order Information	
Number	Date	Fleet Account Number	Туре
MRVTQN	03/08/08		TRE

		Delivery I	nformation		
Dealer Code	Date	Fleet Acco	unt Number		Туре
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Service Ty	/pe:			Mileage:	
Cancellation I Of Er				Trade Date:	
Into Service D	ate:		Delivery Da	ate Of Entry:	07/07/08
Invoice Sent	To: PO BOX 54	CHEVROLET 419 CA 93755-5419			
Delivered	To: 6584 E HA	RVEY			

	Incentives							
Code	Dealer	Reference Number	Date	Payment Amount	Method	Error Code		
FFC	13 06230		07/08/08	53.87	OA			
PCA	13 06230		07/17/08	250.00	OA			

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Cilianación (Ciliada da por el consultado de con-

September 4, 2008

M. Nicholas Nita, Esq. Consumer Legal Services 1950 Sawtelle Blvd Los Angeles, CA 90025-7014

RE: v. General Motors Corporation

Service Request: 71-655732426

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZH57B08F 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

Less Late Fees	\$ Upon Proof®
Subtotal:	\$ As Calculated

Attorney's Fees \$3,500.00

Subtotal: \$ As Calculated

Total Repurchase Offer \$\ As Calculated

Total due to attorney and client: \$ As Calculated

* 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.

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.

Sincerely,	
General Motors Corporation	
Attach.	
CURRENT VEHICLE MILEAGE:	
Client's Signature	Client's Signature
Date	Date

cc: **FILE** L60115 Rev. 12/21/3007

## Release of Lien Information

I	, hereby authorize
ICustomer(s)	·
Lien Holder Name	
Address	
Address	
Phone Number	to release an <b>y</b>
and all information regarding my loan ac	Count #Account Number
for Vehicle Identification Number (VIN)	to General Motors Corporation,
including but not limited to a complete pa	ayment history of my account, a loan
payoff amount, interest paid to date, late	e charges, and per diem information.
Signature	Signature
Date	Date
SSN	SSN



Chemoral Adequae Champaradiana Benggunan Romanian Champarath 190 Beng 30170 Berman, MB 480303-5-578

#### VIA FAX ONLY

August 20, 2008

M. Nicholas Nita, Esq. Consumer Legal Services 1950 Sawtelle Blvd Los Angeles, CA 90025-7014

RE:

Service Request: 71-655732426

2008 Chevrolet Malibu

Vehicle Identification Number: IG1ZH57B08F

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.

Copy of owner's current title and/or registration

Finance agreement
Buyer's agreement

Other: Release of Lien

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.

## RELEASE OF LIEN INFORMATION

I	•
(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Na	me)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ling my loan account #(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, including loan payoff amount, and per diem inform	ng but not limited to a complete payment history of my account, a mation.
Date	
VI	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
NO8013008 NO0006	







Chemenal Adolphic Compressions Bessences Romanier Combre 190 Base 20170 Betrott, MB 480003-6-578

#### VIA FAX ONLY

August 20, 2008

Beverly Bowling HEDRICK S CHEVROLET PO BOX 38 CLOVIS, CA 93613-0038

RE:

Service Request: 71-655732426

2008 Chevrolet Malibu

Vehicle Identification Number: 1G1ZH57B08F

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.

2008 MALIBU 1LT 58U BLACK GRANITE METALLIC 19B EBONY ORDER NO. MRVTQN/TRE STOCK NO VIN 1G1 ZH57 B0 8F	o.	& SUBSIDI RENAISSAN DETROIT VEHICLE I	CE CENTER MI 48243-1114 NVOICE
B86 BODY COLOR BODYSIDE MOLDINGS CF5 SUNROOF, POWER TILT AND SLIDE	20930.00 150.00 800.00 N/C 0.00	19778.85 124.50 664.00 N/C 0.00	INVOICE 04/17/08 SHIPPED 04/17/08 EXP I/T 05/01/08 INT COM 05/01/08
VK3 FRONT LICENSE PLATE BRACKET YF5 50-STATE EMISSIONS 58U BLACK GRANITE METALLIC	N/C	N/C	SHIP WT: 3413 HP: 19.3 GMS: 21198.95 SUPPLR: 22146.15 MRM: 23140.00 MEMO 974.50

TOTAL MODEL & OPTIONS DESTINATION CHARGE DEALER IMR CONTRIBUTION LMA GROUP CONTRIBUTION	22490.00 650.00		H/B ADV	261 261	21048.95 674.70 224.90 224.90
TOTAL MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CRE	EDIT	22173.45		0 = 0	
*********	*****	*****	* * * * *	****	*****
INVOICE DOES NOT REFLECT DEALER'S	ULTIMATE (	COST BECAUSI	E OF	MANU	FACTURER
REBATES, ALLOWANCES, INCENTIVES, F	HOLDBACK, E	FINANCE CREI	OIT A	AND R	ETURN 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: 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 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 v. GM -2008 Chevy Malibu

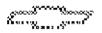
Mr. Wolf,

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, onlly 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 consequentials 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 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

Ceneral Motors Corporation



Control (Medica Control (Medica) Espainion Processon Costina 190 Espainio (MERICA) Expansio (MERICA) (MERICA)

#### VLA FAX ONLY

August 21, 2008

Ron Friend Michael Chevrolet P.O. Box 5419 Fresno, CA 93755-5419

RE:

Service Request: 71 655732426 2008 Chevrolet Malibu

Vehicle Identification Number: IG1ZH57B08F

Customer Relationanip Specialist: Iris Cruz

STREET TO STREET STREET

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 atterney for further direction. Your ecoperation 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.

May 11, 2009

Steven Kantrowitz, Esq. Kantrowitz & Phillippi 1880 John F Kennedy Blvd Ste 1101 Philadelphia, PA 19103

RE:

v. General Motors Corporation

Service Request: 71-658715531

2007 Saturn AURA

Vehicle Identification Number: 1G8ZV57747F

Customer Relationship Specialist: Shera Vasquez

Dear Mr. Kantrowitz:

Enclosed please find a check in the amount of \$4,500.00 made payable to 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.

and

Sincerely,

**General Motors Corporation** 

LG0062 V07092007