

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



CHECK No. [REDACTED]

50-837
213

DATE
05/13/09

*****4,500 DOLLARS

AMOUNT
*****4,500.00

PAY TO THE ORDER OF [REDACTED] ANDKIMMEL AND SILVE*

North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF

AMBLER PA [REDACTED]

Prin D. Albee
 SIGNATURE

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

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

ENDOR UNS NO. BB 000000037

1

CHECK NO. [REDACTED]

ENDOR NAME [REDACTED] ANDKIMMEL AND SILVE

PAYMENT DATE 05/13/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
168ZV57747F [REDACTED]	05/12/09 71-658715531	VH-1-BYUX6G 1-BYUX6G	00.0000	4,500.00	.00	4,500.00
TOTAL				4,500.00	.00	4,500.00

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

M3

RCMPR029

FORMATTED INVOICE DATA INQUIRY

09/05/08

16:01:28

PROCESSING SOURCE: BARS

PAGE NO: 01

2007 SATURN AURA XR 4DR SEDAN

GENERAL MOTORS CORPORATION

78U OCEAN MIST

/V6G

& SUBSIDIARIES

192 BLACK

RENAISSANCE CENTER

ORDER NO. KNCGRZ/FDR

STOCK NO.

DETROIT

MI

48243-1114

VIN 1G8 ZV57 74 7F

ADJUSTMENT INVOICE

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
ZZV69 SATURN AURA XR 4DR SEDAN	23945.00	21670.23	INVOICE 02/06/07
BQ2 AVIS RENT A CAR	0.00	0.00	SHIPPED 12/06/06
CF5 POWER SUNROOF	800.00	712.00	EXP I/T 12/16/06
LY7 ENGINE 3.6L DOHC V6 VVT	N/C	N/C	INT COM 02/15/07
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 09/29/06
PCQ PREMIUM TRIM PKG:	800.00	712.00	KEYS SECURED
*LEATHER APPOINTED SEATS			WFP-S QTR OPT-1
*LEATHER WRAPPED STEERING WHEEL			FAN: 000801033
*LEATHER SHIFT KNOB			CHG-TO 12-192
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	SHIP-TO 11-720
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00	BUDGET RENT A CAR

COMMAND ==> _____

MORE RECORDS

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT

PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPR029

FORMATTED INVOICE DATA INQUIRY

09/05/08

16:01:37

PROCESSING SOURCE: BARS

PAGE NO: 02

YT1 DAILY RENTAL FLAT RATE DEPREC. 0.00 0.00 HANOVER MD

ADD	SHIP WT:	3551
YT1	HP:	32.9
	MRM:	26195.00
	CUST PO NUMBER:	7105203N0700000
	DAN:	01007
	MEMO	1277.25

UNITS IN WRONG PROGRAM +YT1

MSRP ADJUSTMENT 0.00

COMMAND ==> _____ MORE RECORDS

PF01=HELP	02=INV SEL	03=PRV SCRN	04=VEHEVENT	06=AR EVENT
PF07=PGUP	08=PGDN	09=INV ERR	10=PRINT	P/W:

RCMPR028

VEHICLE EVENT SELECTION
PROCESSING SOURCE: BARS

09/05/08

16:01:50

PAGE NO: 1

VIN: 1G8ZV5774 7F [REDACTED] OR

SELLING SOURCE(#): 22 MODEL YEAR(#): 07 ORDER NUMBER: [REDACTED]

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M	BL			
L	SITE	NUMBER	S	EVENT	DT	CD	AMOUNT	R	RN
-	INCTV	CHK DATE	22		009308580	09/12/07	2TU	3,048.17	
-	INCTV	CHK DATE	22		009308580	09/12/07	2IN	9.00	
-	INCTV	CHK REQST	22	22001	000033034677	09/07/07	2TU	3,048.17	
-	INCENTIVE	MEMO	22	22001	000033034677	09/07/07	2TU	3,048.17	
-	INCTV	PAYMENT	22	22001	000033034677	09/07/07	2TU	3,048.17	
-	INCTV	CHK REQST	22	22001	000033034677	09/07/07	2IN	9.00	
-	INCENTIVE	MEMO	22	22001	000033034677	09/07/07	2IN	9.00	
-	INCTV	PAYMENT	22	22001	000033034677	09/07/07	2IN	9.00	
-	INCTV	AUC SOLD				09/07/07	2TU	3,048.17	
-	INCENTIVE	MEMO	22	22001	00032961413	08/24/07	MXG	0.00	
-	INCTV	PAYMENT	22	22001	00032961413	08/24/07	MXG	0.00	

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RCMPR028

VEHICLE EVENT SELECTION

09/05/08

PROCESSING SOURCE: BARS

16:01:59

PAGE NO: 2

VIN: 1G8ZV5774 7F [REDACTED] OR

SELLING SOURCE(#): 22 MODEL YEAR(#): 07 ORDER NUMBER: [REDACTED]

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL	
L	SITE CD	NUMBER	S	EVENT DT CD	AMOUNT	R RN
—	INCTV APPLICATN	22 22001 00032961413	08/24/07	MXG	0.00	
—	INCTV APPLICATN	22 22001 000033034677	08/10/07	2TU	3,048.17	
—	INCTV APPLICATN	22 22001 000033034677	08/10/07	2IN	9.00	
—	INCTV PAYMENT	22 22001	07/14/07	2EY	19,948.09	
—	INCTV APPLICATN	22 22001	07/14/07	2EY	19,948.09	
—	INCENTIVE MEMO	22 12192 ZXD00228726	02/08/07	YT1	0.00	
—	INCTV PAYMENT	22 12192 ZXD00228726	02/08/07	YT1	0.00	
—	INCTV APPLICATN	22 12192 ZXD00228726	02/08/07	YT1	0.00	
—	INCENTIVE CHARG	22 12192 ZXD00228726	02/08/07	VN9	0.00	
—	INCENTIVE MEMO	22 12192 ZXD00228726	02/08/07	VN9	0.00	
—	INCTV APPLICATN	22 12192 ZXD00228726	02/08/07	VN9	0.00	

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RCMPR028

VEHICLE EVENT SELECTION

09/05/08

PROCESSING SOURCE: BARS

16:02:11

PAGE NO: 3

VIN: 1G8ZV5774 7F [REDACTED] OR

SELLING SOURCE(#): 22 MODEL YEAR(#): 07 ORDER NUMBER: [REDACTED]

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL
L EVENT DESC	SITE CD	NUMBER	S	EVENT DT CD	AMOUNT R RN
ADJUSTMENT INVO	22 12192	ZXD00228726		02/06/07	0.00
INCENTIVE MEMO	22 12192	00031618637		01/06/07 C4C	18.30
INCTV PAYMENT	22 12192	00031618637		01/06/07 C4C	18.30
INCTV APPLICATN	22 12192	00031618637		01/06/07 C4C	18.30
INCENTIVE MEMO	22 22001	00031563571		12/28/06 MXA	0.00
INCTV PAYMENT	22 22001	00031563571		12/28/06 MXA	0.00
INCTV APPLICATN	22 22001	00031563571		12/28/06 MXA	0.00
SETTLEMENT DATE	22 12192	ZAD01507391		12/16/06	23,744.23 CR
EXPIRATION TRAN	22 12192	ZAD01507391		12/15/06	0.00
INCENTIVE MEMO	22 12192	ZAD01507391		12/08/06 VN9	0.00
INCTV PAYMENT	22 12192	ZAD01507391		12/08/06 VN9	0.00

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RCMPRO28

VEHICLE EVENT SELECTION

09/05/08

PROCESSING SOURCE: BARS

16:02:22

PAGE NO: 4

VIN: 1G8ZV5774 7F [REDACTED] OR

SELLING SOURCE(#): 22 MODEL YEAR(#): 07 ORDER NUMBER: [REDACTED]

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL
L EVENT DESC	SITE CD	NUMBER	S	EVENT DT CD	R RN
_ INCTV APPLICATN	22 12192	ZAD01507391		12/08/06 VN9	0.00
_ DELIVERY D.O.E.	22 12192			12/07/06	0.00
_ DELIVERY TO CUS	22 12192			12/07/06	0.00
_ ORIGINAL INVOIC	22 12192	ZAD01507391		12/06/06	23,744.23
_ COV/NVIS DATE	22 12192	ZAD01507391		12/06/06	0.00
_ SHIPMENT DATE	22 11720			12/06/06	0.00
_ PRODUCTION (BUI	22 12192			12/06/06	0.00
_ PREFERENCE TO P	22 12192			10/03/06	0.00
_ GM ORDER ACCEPT	22 12192			09/29/06	0.00
_ GM ORDER ACCEPT				09/29/06	0.00

COMMAND ==> _____

NO MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

F/W:

RCMPR068

DETAIL INCENTIVE PAYMENT HISTORY INQUIRY
PROCESSING SOURCE: BARS

09/05/08
16:02:40

VIN: 1G8ZV5774 7F [REDACTED] INC CODE: 2EY INC RUN NO: 3902 APPL STATUS: 9
MEMO DATE: 07/14/07 SS/SITE: 22 22001 DATA SCE: AUC GMAC BRCH:
MISC DATE: MISC: 0203=NBR DAYS IN SERVICE
TURN IN DT: 07/11/07 MILEAGE: 12270 DAMAGE: 926.00 INC MEMO NO:
CISCO CODE: DAN: 1ST TIME BUYER: ACTV TYPE: 8
POLICY PYMT CMNT: APPRL CD:
CERT NO: DTC/DEAL NO: DEMO QTY: 000
RPL MDL YR/ORD NO: REPL VIN: AUTH PUR CD:

PAYEE CD: 01 AMT: 19,948.09 CHECK NO: VOID CHECK IND:
PAYEE NAME: AESOP LEASING LP/HARRIS TR TID: PAY MTHD: OP
STREET: 311 W MONROE, 7FL, REMPR, BX71589 FAN: 000801033
CITY: CHICAGO ST/PROV: IL ZIP:

DEALER SHARE ==> AMT: 0.00

*** INQUIRY COMPLETE ***

COMMAND ==>

PF01=HELP 03=PRV SCRN
PF09=PAYMT DN 10=PAYMT UP 11=TAXES P/W:

RCMPR068

DETAIL INCENTIVE PAYMENT HISTORY INQUIRY

09/05/08

PROCESSING SOURCE: BARS

16:03:02

VIN: 1G8ZV5774 7F [REDACTED] INC CODE: 2TU INC RUN NO: 3941 APPL STATUS: 9

MEMO DATE: 09/07/07 SS/SITE: 22 22001 DATA SCE: HOU GMAC BRCH:

MISC DATE: MISC:

TURN IN DT: MILEAGE: DAMAGE: INC MEMO NO: [REDACTED]

CISCO CODE: DAN: 1ST TIME BUYER: ACTV TYPE: A

POLICY PYMT CMNT: APPRL CD:

CERT NO: DTC/DEAL NO: DEMO QTY: 000

RPL MDL YR/ORD NO: REPL VIN: AUTH PUR CD:

PAYEE CD: 02 AMT: 3,048.17 CHECK NO: [REDACTED] VOID CHECK IND:

PAYEE NAME: AESOP LEASING LP/HARRIS TR TID: PAY MTHD: CA

STREET: 311 W MONROE, 7FL, REMPR, BX71589 FAN: 000801033

CITY: CHICAGO ST/PROV: IL ZIP:

DEALER SHARE ==> AMT: 0.00

*** INQUIRY COMPLETE ***

COMMAND ==>

PF01=HELP 03=PRV SCRN

PF09=PAYMT DN 10=PAYMT UP 11=TAXES

P/W:



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

VIA FAX ONLY

August 29, 2008

Justin Hergenroeder
Saturn of Pleasant Hills
1110 Clairton Blvd
Pleasant Hills PA 15326

RE: [REDACTED]
Service Request: 71-658715531
2007 Saturn AURA
Vehicle Identification Number: 1G8ZV57747F [REDACTED]
Customer Relationship Specialist: Amy Scott

Dear Mr. Hergenroeder:

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 **866-790-5600, extension 11130** between the hours of 10:00 am and 6:45 pm EST Monday through Friday. Please fax requested documents to **866-485-4464**.

Sincerely,

General Motors Corporation



JUST THE FAX

SATURN of PLEASANT HILLS
1110 Clairton Blvd.
Pleasant Hills, PA. 15236
Phone number: (412) 469-4000
Fax number : (412) 469-8290

Send to:	From: Justin
Attention: Amy Scott	Date: 9/03/08
Office location:	Office location:
Fax number:	Phone number: 4124694000

Urgent Reply ASAP Please comment Please review For your informatio

Total pages, including cover:

Comments:



SATURN OF PLEASANT HILLS 1110 Clairton Blvd. Route 51 S.
 Pleasant Hills, PA 15236
 (412) 469-4000

WORK ORDER

2008-09-03 16:16

Date: 09/12/07 VIN: 1G8ZV57747F [REDACTED]
 Mileage: 12544 Del. Date: 12/07/06 Miles: 10 In-Serv-Date: 12/07/06 License No.: [REDACTED] Yr: 07 Make: SATURN Model: AURA XR
 Name: [REDACTED] Eng: LY7 3.6LV6 6 Transmission: SPD AUTO Color: [REDACTED] SA#: 246 SO#: [REDACTED]
 Address: [REDACTED] Home: [REDACTED] Business Phone: [REDACTED] Tag#: [REDACTED] Ref SO#: 03
 City / State / Zip: WEST MIFFLIN PA [REDACTED] Customer Number: [REDACTED] Stock #: [REDACTED] Labor Rate: 68.35

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

PRINTED: 14:52:04 Attention:
 Comments:

Doc Cnt: 1 Payment Type: 01 Promise Date / Time: 09/12/07
 Prk Lot: [REDACTED] Diag Codes: [REDACTED]

L#	Codes	ST	Hrs	Labor	Parts	Total
1	CUSTOMER STATES CLUNKING NOISE LEFT FRT ON TRUNS	C				
2	CUSTOMER STATES FRT LOWER SHIELD LOOSE ON BOTH ENDS	C				

***** ESTIMATE *****

TS678

12-7-09
 36 hrs

4124698290 >> 18664854464

I hereby authorize the repair of the vehicle and the use of the parts and materials listed in this estimate. I understand that you are not responsible for loss or damage to vehicle or by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby agree to the amount of the repairs thereto. Not responsible to secure the amount of the repairs thereto. Not responsible for damage from freezing conditions.

SA: THOMAS KMICK
 HOURS LABOR PARTS TAXES
 ESTIMATE TOTAL: P 2
 NT ITEM MISC
 HAZDS DISC DEDCT TAXES TOTAL

X

2008-09-03 16:16

4124698290 >> 18664854464

P 3

Mileage Out Mileage In

Repair Line Cause: *Customer states front air dam broken found broken U215 replaced front air dash would not duplicate customer concern with noise found broken engine strike*

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

PARTS LIST	PRICE	TIME PUNCH
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

15 14

Technical Information

Battery Volts _____ Amps _____

Charging Volts _____ Amps _____ Diodes _____

Computer Codes _____

Brakes Thinnest measured inner or outer _____

Front _____ Rear _____

Tire tread depth _____

LF _____ RF _____ RR _____ LR _____

0/0

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. NO.	EMP. NO.	TIME	OFF	ON
	<i>0.3</i>	<i>03</i>	<i>0001</i>			<i>0.9</i>

Parts Return Warranty/Core Initial

TECH SIGNATURE _____



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 489-4000

SERVICE INVOICE

SO# [REDACTED] DATE/TIME IN: 9/12/2007 14:52 DATE/TIME OUT: 9/12/2007 15:56
SA: THOMAS KMICK DOC COUNT: 1 PAGE: 1

[REDACTED]
WEST MIFFLIN
[REDACTED]

03
PA [REDACTED]

1G8ZV57747F [REDACTED]
2007 SATURN AURA XR
ENGINE: LY7 3.6LV6

MILES IN/OUT 12544 / 12545
SVC DATE: 12/07/2006
RATE: 68.35

LINE 1 CUSTOMER STATES CLUNKING NOISE LEFT FRT ON TRUNS
TECH COMM: CHECK FRT END COMPLETE NO PROBLEM FOUND

REPAIR 1 INFORMATION LINE
OPCODE: M5300
PRIMARY TECH: ANDREW BROWN

SALE TYPE: SVC DEPT PO \$.00

LINE 2 M01 CUSTOMER STATES FRT LOWER SHIELD LOOSE ON BOTH END
S

TECH COMM: REATINERS WEAK BROKEN REDESIGNED REPACE
LOWER SHIELD AS PER BULITIEN

REPAIR 1 07215-SPECIAL COVERAGE ADJUSTMENT-FRONT AIR DAM DA
OPCODE: T5678

SALE TYPE: WARRANTY - \$22.73

HRS: .30
PRIMARY TECH: ANDREW BROWN

WARR PARTS: 1 AMT: 51.86

PARTS
3N DESC FP QTY PRICE SALE TYPE
25874532 DEFLECTOR Y 1 51.856 WARRANTY - GM \$51.86

LINE TOTAL \$74.59

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

CUSTOMER TOTAL \$.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



Pleasant Hills, PA 15236
(412) 469-4000

WORK ORDER

2008-09-03 16

Date 10/08/07 VIN 1G8ZV57747F

Mileage 13099 Del. Date 12/07/06 Miles 10 In-Serv-Date 12/07/06

License No. Yr Make Model
07 SATURN AURA XR

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

Eng Transmission Color SA# SO#
LY7 3.6LV6 6 SPD AUTO 246

Name
Address
City / State / Zip
WEST MIFFLIN PA

Business Phone Tag# Ref SO:
03

Customer Number Stock # Labor Rate
68.35

PRINTED: 14:45:04 Attention:
Comments:

Doc Cnt: 1 Payment Type 01 Promise Date / Time 10/08/07
Prk Lot: Diag Codes

L# Codes

***** ESTIMATE *****

1 CUSTOMER STATES ESC LITE COMES ON INTERMITTENT

Labor Parts Total

*Customer
is
misman.*

4124698290 >> 18664854464

I hereby authorize the repair work, herein set forth, and the use of any parts or accessories left in vehicles in case of fire, theft or any other casualty. I hereby grant you and/or your employees the right to inspect and/or test the vehicle for the purpose of testing and/or inspection. An express warranty is hereby made for damage from freezing due to lack of anti-freeze.

SA: THOMAS KMICK
HOURS LABOR PARTS
HAZDS DISC DEDCT

ESTIMATE TOTAL:
NT ITEM MISC
TAXES TOTAL

P 5/25

Mileage Out: **13100** Mileage In: **13049**

Repair Line Cause: **C0040** **CL5 ESC light**
C0035 **found ~~ESC~~ no**
C0161 **light on. V for**
C0281 **codes. found**
 Correction: **B0268** **C0161 to the**
flaw chart

Repair Line Cause: **problem** **replace brake**
codes **no FALTS**
light

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

PARTS LIST	PRICE	TIME PUNCH
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

Sep = 15 2
 Sep = 15

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. NO.	TIME	OFF
	0.7		4.15	YES
		EMP. NO.	OFF	ON
		0.7		

Technical Information

Battery Volts _____ Amps _____

Charging Volts _____ Amps _____ Diodes _____

Computer Codes _____

Brakes Thinnest measured inner or outer
 Front _____ Rear _____

Tire tread depth
 LF _____ RF _____ RR _____ LR _____

Parts Return Warranty:Core Initial _____

TECH SIGNATURE **#495**



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

**SERVICE
INVOICE**

SO# [REDACTED] DATE/TIME IN: 10/08/2007 14:45 DATE/TIME OUT: 10/08/2007 15:46
SA: THOMAS KMICK DOC COUNT: 1 PAGE: 1

[REDACTED]
WEST MIFFLIN

03
PA [REDACTED]

1G8ZV57747F [REDACTED]
2007 SATURN AURA XR
ENGINE: LY7 3.6LV6

MILES IN/OUT 13099 / 13100
SVC DATE: 12/07/2006
RATE: 68.35

LINE 1 L03 CUSTOMER STATES ESC LITE COMES ON INTERMITTENT
TECH COMM: CHECK BRAKE PEDAL SWITCH OUT OF CALIBRATION
ADJUST AND RETEST OK

REPAIR 1 SWITCH - REPLACE STOP LAMP
OPCODE: N2440
HRS: .70
PRIMARY TECH: CHRISTOPHER ARCHER

SALE TYPE: WARRANTY - \$53.03

LINE TOTAL \$53.03

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER TOTAL \$0.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS 1110 Clairton Blvd. Route 51 S
 Pleasant Hills, PA 15236
 (412) 469-4000

WAIT

WORK ORDER

2008-09-03 16:22

Date: 01/09/08 VIN: 1G8ZV57747F [REDACTED] Mileage: 15024 Del. Date: 12/07/06 Miles: 10 In-Serv-Date: 12/07/06 License No.: [REDACTED] Yr: 07 Make: SATURN Model: AURA XR

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

Name: [REDACTED] Eng: LY7 3.6LV6 Transmission: 6 SPD AUTO Color: [REDACTED] SA#: [REDACTED] 520
 Address: [REDACTED] Home: [REDACTED] Business Phone: [REDACTED] Tag#: [REDACTED] Ref SO#: 03
 City/State/Zip: WEST MIFFLIN PA [REDACTED] Customer Number: [REDACTED] Stock #: [REDACTED] Labor Rate: 83.00

PRINTED: 14:53:24 Attention:
 Comments:

L# Codes

1 CUSTOMER STATES FUEL SMELL ON STARUP AT TIMES
 2 CUSTOMER STATE CAR SHIMMYS AND PULLS RT 65 MPH
ADVISE AFTER ROAD TEST
 3 INFORMATION LINE

Doc Cnt: 1 Payment Type: 01 Promise Date / Time: 01/09/08
 Prk Lot: [REDACTED] Diag Codes: [REDACTED]
 ***** ESTIMATE *****
 ST Hrs Labor Parts Total

CSI

I hereby authorize the repair work herein set forth to be done along with 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 supplier of transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing repairs on above vehicle to secure the amount of the repairs thereto. Not responsible for damage from [REDACTED]

SA: Mark Hollander
 HOURS LABOR PARTS ESTIMATE TOTAL:
 HAZDS DISC DEDCT TAXES MISC TOTAL

4124698290 >> 18664854464

P 8/25

Meghan Sauer/Austin/GM1

09/10/2008 04:13 PM

To rsilverman@lemonlaw.com

cc

bcc

Subject [REDACTED] v GM Corp

[REDACTED]
1G8ZV57747F [REDACTED]

Mr. Silverman,



Attached you will find GM Legal's response to your demand letter. Denial Ltr.doc

Sincerely,

Meghan Sauer

Mileage Out	Mileage In
-------------	------------

Repair Line Cause:	<i>C/S smells gas at start ups could not duplicate concern checked for leaking fuel none found. C/S Shimmys pulls 65mph could not get up to 65mph. speed limit only 40mph.</i>
Correction:	
Repair Line Cause:	
Correction:	
Repair Line Cause:	
Correction:	
Repair Line Cause:	
Correction:	
Repair Line Cause:	
Correction:	
Repair Line Cause:	
Correction:	

PARTS LIST	PRICE	TIME PUNCH
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

Technical Information

Battery Volts	Amps		
Charging Volts	Amps	Diodes	
Computer Codes			
Brakes Thinnest measured inner or outer			
Front		Rear	
Tire tread depth			
LF	RF	RR	LR



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 466-4000

**SERVICE
INVOICE**

SO# [REDACTED] DATE/TIME IN: 1/09/2008 14:53 DATE/TIME OUT: 1/09/2008 15:48
TAG# 917 SA: Mark Hollander DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57747F [REDACTED]
2007 SATURN AURA XR
WEST MIFFLIN PA [REDACTED] ENGINE: LY7 3.6LV6

MILES IN/OUT 15024 / 15029
SVC DATE: 12/07/2006
RATE: 83.00

LINE 1 CUSTOMER STATES FUEL SMELL ON STARUP AT TIMES
TECH COMM: CUSTOMER STATES FUEL SMELL ON STARTUP
UNABLE TO VERIFY CONCERN AT THIS TIME. CHECKED
SATURN COMPUTER FOR ANY KNOWN CONCERNS-NONE FOUND

REPAIR 1 INFORMATION LINE
OPCODE: M5300 SALE TYPE: SVC DEPT PO \$.00
PRIMARY TECH: ANDREW BROWN

LINE 2 CUSTOMER STATE CAR SHIMMYS AND PULLS RT 65 MPH
TECH COMM: CUSTOMER STATES CAR SHIMMYS AND PULLS RT 65MPH
UNABLE TO VERIFY CONCERN AT THIS TIME. TOO MUCH
TRAFFIC TO GO 65 MPH. CAR DID NOT PULL.

REPAIR 1 INFORMATION LINE
OPCODE: M5300 SALE TYPE: SVC DEPT PO \$.00
PRIMARY TECH: ANDREW BROWN

CUSTOMER SIGNATURE [REDACTED] CUSTOMER TOTAL \$.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

WORK ORDER

2008-09-03 16:33

Date: 01/29/08 VIN: 1G8ZV57747E Mileage: 15363 Del. Date: 12/07/06 Miles: 10 In-Serv. Date: 12/07/06 Yr: 07 Make: SATURN Model: AURA XR

~~WAIT~~

Disclaimer of Warranties

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

Name: [Redacted] Eng: LY7 3.6LV6 6 SPD AUTO Transmission: 6 SPD AUTO Color: [Redacted] SA#: 520 SO#: [Redacted]
Address: [Redacted] Business Phone: [Redacted] Tag#: [Redacted] Ref SO#: 03
City / State / Zip: WEST MIFFLIN PA [Redacted] Number: [Redacted] Stock #: [Redacted] Labor Rate: 83.00

PRINTED: 14:45:41 Attention:

Comments:

Doc Cnt: 1 Prk Lot: 01 Payment Type: 01 Promise Date / Time: 01/29/08

Diag Codes: ***** ESTIMATE *****

L# Codes ST Hrs Labor Parts Total

1 322 CUSTOMER STATES CAR STALLED IN CAR WASH-HAD TO BE JUMP STARTED

672

2 CUSTOMER STATE LIGHTS DIM WHILE DRIVING

3 ~~INFORMATION LINE~~ *Loaner*

VIN# 1G1AK58F887 [Redacted]

37/day

*6900/626
154.99*

CSI

SA: MARK HOLLANDER ESTIMATE TOTAL:
HOURS LABOR PARTS NT ITEM MISC
HAZDS DISC DEDCT TAXES TOTAL

I hereby authorize the repairwork herein set forth to be done along with 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 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 the repairs thereto. Not responsible for damage to:

X

4124698290 >> 18664854464

P 11/25

Mileage Out 72 Mileage In 15,363

PARTS LIST PRICE TIME PUNCH

Repair Line Cause: PERFORMED CHARGING / START SYSTEM DIAGNOSIS FOUND WEAK BATTERY. CHARGED BATTERY. BATTERY TESTS BAD AFTER RECHARGING.

Correction: REPLACED BATTERY.

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

Table with columns: PARTS LIST, PRICE, TIME PUNCH. Rows include ON/OFF status for various parts and time punches like 'Apr 29 14' and 'Apr 29 15'.

Technical Information

Battery Volts Amps
Charging Volts Amps Diodes
Computer Codes
Brakes Thinnest measured inner or outer
Front Rear
Tire tread depth
LF RF RR LR

Table with columns: STRAIGHT TIME PRICE, FLAT RATE PRICE, R. O. NO., TIME, OFF, ON. Includes handwritten values like 1086149 and 651.

Correction:

Correction:

Correction:



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

**SERVICE
INVOICE**

SO# [REDACTED] DATE/TIME IN: 1/29/2008 14:45 DATE/TIME OUT: 1/30/2008 15:20
TAG# 671 SA: MARK HOLLANDER DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57747F [REDACTED]
WEST MIFFLIN PA [REDACTED] 2007 SATURN AURA XR
ENGINE: LY7 3.6LV6
MILES IN/OUT 15363 / 15366
SVC DATE: 12/07/2006
RATE: 83.00

LINE 1 322 CUSTOMER STATES CAR STALLED IN CAR WASH-HAD TO BE
JUMP STARTED
TECH COMM: CUSTOMER STATES CAR STALLED IN A CAR WASH
PERFORMED DIAGNOSTICS AND CHECKED FOR BULLETINS.FO
UND WEAK BATTERY.REPLACED BATTERY AND RETESTED-OK
REPAIR 1 BATTERY _ CHARGE AND TEST SALE TYPE: WARRANTY - \$54.66
OPCODE: N0100
HRS: .20 OTH HRS: .50
PRIMARY TECH: CARL r VERO
WARR PARTS: 1 AMT: 141.96
PARTS DESC FP QTY PRICE SALE TYPE
OT 19001626 BATTERY Y 1 141.960 WARRANTY - GM \$141.96
LINE TOTAL \$196.62

LINE 2 CUSTOMER STATE LIGHTS DIM WHILE DRIVING
TECH COMM: SEE LINE 1
REPAIR 1 ELECTRICAL DIAGNOSIS SALE TYPE: SVC DEPT PO \$.00
OPCODE: M5300
PRIMARY TECH: CARL r VERO

LINE 3 322 LOANER PROVIDED WHILE VEHICLE IN FOR REPAIRS
TECH COMM: LOANER PROVIDED WHILE VEHICLE IN FOR REPAIRS
VIN# 1G1AK58F887 [REDACTED]
REPAIR 1 COURTESY TRANSPORTATION SATURN COURTESY 1-DAY CAR SALE TYPE: WARRANTY - \$.00
OPCODE: Z4631
PRIMARY TECH: CARL r VERO
NET ITEM: C ENTERPRISE RENT A CAR SALE TYPE
WARRANTY - GM \$37.00
RENTAL DAYS: 1
LINE TOTAL \$37.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

SERVICE INVOICE

IO# [REDACTED] DATE/TIME IN: 1/29/2008 14:45 DATE/TIME OUT: 1/30/2008 15:20
TAG# 671 SA: MARK HOLLANDER DOC COUNT: 1 PAGE: 2

[REDACTED] 03 1G8ZV57747F [REDACTED]

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER TOTAL \$.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS 1110 Clairton Blvd. Route 51 S.
 Pleasant Hills, PA 15236
 (412) 469-4000

WORK ORDER

2008-09-03 16:35
 4124698290 >> 18664854464

CSI WAIT

Date 03/05/08 VIN 1G8ZV57747F Mileage 16400 Del. Date 12/07/06 In-Serv. Date 12/07/06 Yr 07 Make SATURN Model AURA XR

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

Name [Redacted] Eng LY7 3.6LV6 6 SPD AUTO Transmission Color SA# 419 SO# [Redacted]
 Address [Redacted] Home [Redacted] Business Phone Tag# 075 Ref SO# 03
 City / State / Zip WEST MIFFLIN PA [Redacted] Customer Number Stock # Labor Rate .00

PRINTED: 14:43:06 Attention:
 Comments:

*1MG 299284/
 A18 372171*

L#	Codes	Description	ST	Hrs	Labor	Parts	Total
1	STATE NET ITEM M M6015	STATE INSPECTION inspection sticker STATE NEW CAR SAFETY INSPECTION	IF				
2	EMISSION NET ITEM S M6010	Enhanced Emissions Test MCI CHARGE STATE NEW CAR EMISSION TEST	C	.50	37.55		42.75

*****ESTIMATE*****

SA: MATTHEW KERCHNER	ESTIMATE	TOTAL:
HOURS	LABOR	NT ITEM
.50	37.55	2.40
HAZDS	DISC	TAXES
		2.80
		TOTAL
		42.75

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 diagnosis and repair. I hereby authorize you to use the vehicle to secure the amount of the repairs thereto. Not responsible for [Redacted]

Mileage Out	Mileage In
	15982

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

PARTS LIST

PRICE

TIME PUNCH

		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

Repair Line Cause:

Correction:

STRAIGHT TIME PART	FLAT RATE PRICE		R. O. NO.	EMP. NO.	OPER. NO.	TIME	OFF	ON
	1	0	1086209	657				3

Old 12282 Technical Information 3/09

Battery Volts Amps

Charging Volts Amps Diodes

Computer Codes

Brakes Thinnest measured inner or outer
 Front Rear

Tire tread depth
 LF RF RR LR

Parts Return Warranty/Core

Initial

TECH SIGNATURE

Old 657



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

**SERVICE
INVOICE**

SO# [REDACTED] DATE/TIME IN: 3/05/2008 14:43 DATE/TIME OUT: 3/05/2008 16:50
TAG# 075 SA: MATTHEW KERCHNER DOC COUNT: 1 PAGE: 1

[REDACTED]
WEST MIFFLIN
[REDACTED]

03
PA [REDACTED]

1G8ZV57747E [REDACTED]
2007 SATURN AURA XR
ENGINE: LY7 3.6LV6

MILES IN/OUT 15982 / 15983
SVC DATE: 12/07/2006

LINE 1 STATE INSPECTION
TECH COMM: PASSED INSPECTION
STICKER #'S AI83721771
IM82992841
BRAKES FR 8/32 RR 9/32
TIRES FR 9/32 RR 10/32

REPAIR 1 STATE NEW CAR SAFETY INSPECTION
OPCODE: M6015
HRS: .50
PRIMARY TECH: CARL r VERO

SALE TYPE: FREE INSPEC INT

NET ITEM: M inspection sticker

SALE TYPE
FREE INSPECT SV INT

LINE 2 Enhanced Emissions Test
TECH COMM: PASSED EMISSIONS
***CUSTOMER PRESENTED CERTIFICATE FOR \$25.00 OFF
ANYTHING IN DEALERSHIP***

REPAIR 1 STATE NEW CAR EMISSION TEST
OPCODE: M6010
HRS: .50
PRIMARY TECH: CARL r VERO

SALE TYPE: CASH - GM \$12.55

NET ITEM: S MCI CHARGE

SALE TYPE
CASH - GM \$2.40

LINE TOTAL \$14.95

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

LABOR \$12.55
NET ITEMS \$2.40
TAX (Pennsylvania St) \$1.05
CUSTOMER TOTAL \$16.00
PAYMENT (CASH) \$16.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

WORK ORDER

2008-09-03 16:36



Date 04/23/08 VIN 1G8ZV57747R

16711 Mileage
~~16700~~ Del. Date 12/07/06

Miles 10 In-Serv-Date 12/07/06

Yr 07 Make SATURN Model AURA XR

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

Name [Redacted]

Eng LY7 3.6LV6 6 SPD AUTO

Color [Redacted] SA# 659 SO# [Redacted]

Address [Redacted]

Business Phone [Redacted] Tag# 572 Ref SO# 03

City / State / Zip WEST MIFFLIN PA [Redacted]

Customer Number [Redacted]

Stock # [Redacted] Labor Rate .00

PRINTED: 15:07:21 Attention:
Comments:

Doc Cnt: 1 01 Prk Lot: [Redacted] Payment type [Redacted] Diag Codes

Promise Date / Time 04/23/08

***** ESTIMATE *****

L#	Codes	ST	Hrs	Labor	Parts	Total
1	CUSTOMER STATES DASH LIGHTS WILL NOT WORK SOME TIMES	W				
2	CUSTOMER STATES BRAKES PALSATE.	W				

3. ✓ Balance on tires

Were you completely satisfied with your service today?

Yes *KD.*

No

SA: JOHN ADAMS
HOURS LABOR PARTS NT ITEM MISC
HAZDS DISC DEDCT TAXES TOTAL

ESTIMATE TOTAL:
TOTAL

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 the repairs thereto. Not responsible for damage from freezing due to lack of anti-freeze.

4124698290 >> 18664854464

P 18/25

Mileage Out 16778	Mileage In 16771
----------------------	---------------------

Repair Line Cause: ✓ BRAKES PULSATE ROADTEST - VERIFY
 FRT BRAKES PULSATE
 REAR BRAKES PULSATE

Correction: CUT FRT ROTORS
 CUT REAR ROTORS
 ROAD TEST

Repair Line Cause: ✓ TIRE BAL - ROAD TEST - VIBRATION AROUND
 40 MPH - REAR BAL 4 TIRES

Correction: CUST DECLINED

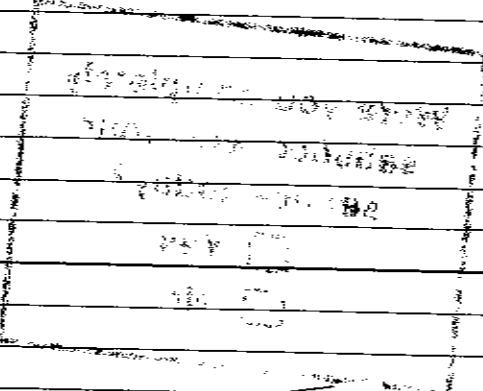
Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

PARTS LIST	PRICE	TIME PUNCH
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON



Technical Information

Battery Volts Amps

Charging Volts Amps Diodes

Computer Codes

Brakes Thinnest measured inner or outer

Front **8B** Rear **8B**

Tire tread depth

LF **9** RF **9** RR **8** LR **8**

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. NO. 10875/0	TIME	OFF
	38	EMP. NO. 044		ON

Parts Return Warranty/Core

Initial

TECH SIGNATURE 249 [Signature]



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 489-4000

SERVICE INVOICE

SO# [REDACTED] DATE/TIME IN: 4/23/2008 15:07 DATE/TIME OUT: 4/24/2008 12:15
TAG# 572 SA: JOHN ADAMS DOC COUNT: 1 PAGE: 1

[REDACTED]
WEST MIFFLIN

03
PA [REDACTED]

1G8ZV57747F [REDACTED]
2007 SATURN AURA XR
ENGINE: LY7 3.6LV6

MILES IN/OUT 16777 / 16778

SVC DATE: 12/07/2006

LINE 1 CUSTOMER STATES DASH LIGHTS WILL NOT WORK SOME TIMES
TECH COMM: TECHNICIAN CHECKED DASH LIGHTS FOUND THE DASH LIGHT SWITCH WAS TURNED OFF.

REPAIR 1 INFORMATION LINE
OPCODE: M5300 SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: JOSEPH r ASHLIMAN III

LINE 2 127 CUTOMER STATES BRAKES PALSATE.
TECH COMM: TECHNICIAN DROVE FELT BRAKE PALSATION. TECHNICIAN CHECKED TH RUNOUT ON ROTORS. TECHNICIAN RESURFACED FRONT AND REAR ROTORS.

REPAIR 1 BRAKE ROTOR REFINISH FRONT
OPCODE: H0122 SALE TYPE: WARRANTY - WTY
HRS: 1.90

PRIMARY TECH: JOSEPH r ASHLIMAN III

REPAIR 2 BRAKE ROTOR REFINISH REAR
OPCODE: H0132 SALE TYPE: WARRANTY - WTY
HRS: 1.90

NET ITEM: C ENTERPRISE RENTAL CAR
RENTAL DAYS: 1 SALE TYPE: WARRANTY - GM WTY

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER TOTAL \$.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



Pleasant Hills, PA 15236
(412) 469-4000

WORK ORDER

Date: 06/25/08 VIN: 1G8ZV57747F [REDACTED]
 Mileage: 17942 Del. Date: 12/07/06 Miles: 10 In-Serv-Date: 12/07/06 License No.: [REDACTED]
 Yr: 07 Make: SATURN Model: AURA XR

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

Name: [REDACTED]
 Address: [REDACTED]
 City / State / Zip: WEST MIFFLIN PA [REDACTED]
 Eng: LY7 3.6LV6 Transmission: 6 SPD AUTO
 Color: [REDACTED]
 Business Phone: [REDACTED]
 Tag#: I18 Ref SO#: 03
 Customer Number: [REDACTED]
 Stock #: [REDACTED]
 Labor Rate: .00

PRINTED: 17:34:41 Attention: [REDACTED]

Comments: [REDACTED]
 Doc Cnt: 1 Prk Lot: [REDACTED]
 Payment Type: 01
 Promise Date / Time: 06/25/08
 Diag Codes: [REDACTED]

L#	Codes	ST	Hrs	Labor	Parts	Total
1	CUSTOMER STATES TRACTION LIGHT ON					
	C0561 SIMPLY 71	C				
	C0161 12					
	C0277 6					

***** ESTIMATE *****

SA: JOHN ADAMS
 HOURS LABOR PARTS ESTIMATE TOTAL:
 TAXES DEDCT MISC TOTAL
 HAZDS DISC

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 the repairs hereto. Not responsible for damage from backing due to lack of skill/technique.

X

2008-09-03 16:17
 4124698290 >> 18664854464
 P 21/25

Mileage Out 17942	Mileage In
----------------------	------------

Repair Line Cause: Traction lamp on
Correction: reschedule for later date to diagnose
Repair Line Cause:
Correction:
Repair Line Cause:
Correction:
Repair Line Cause:
Correction:

PARTS LIST	PRICE	TIME PUNCH
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

JUN 52 17 70
JUN 52 17 70

Technical Information

Battery Volts	Amps		
Charging Volts	Amps	Diodes	
Computer Codes			
Brakes Thinnest measured inner or outer			
Front	Rear		
Tire tread depth			
LF	RF	RR	LR

Parts Return Warranty/Core

Initial

TECH SIGNATURE

SAITURN

Pleasant Hills, PA 15236
(412) 469-4000

18597

668

CSI

WORK ORDER

2008-09-03 16:37

Date 07/23/08 VIN 1G8ZV57747R [REDACTED] Mileage 18200 Def. Date 12/07/06 Miles 10 In-Serv-Date 12/07/06 License No. [REDACTED] Yr 07 Make SATURN Model AURA XR

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

Name [REDACTED] Address [REDACTED] City / State / Zip WEST MIFFLIN PA [REDACTED] Eng LY7 3.6LV6 Transmission 6 SPD AUTO Color [REDACTED] Business Phone [REDACTED] Tag# 443 Ref SO# 03 SA# 659 SO# [REDACTED] Customer Number [REDACTED] Stock # [REDACTED] Labor Rate .00

PRINTED: 14:40:23 Attention:

Comments:

L# Codes

1

CUSTOMER STATES TRACTION CONTROL LIGHT IS ON.

colu

Doc Cnt: 1
Prk Lot: [REDACTED]
Payment Type 01
Diag Codes

Promise Date / Time
07/23/08

***** ESTIMATE *****

ST	Hrs	Labor	Parts	Total
C				

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 the repairs therein. Not responsible for damage from freezing due to lack of anti-freeze.

X _____

SA: JOHN ADAMS

HOURS	LABOR	PARTS	ESTIMATE	TOTAL:
HAZDS	DISC	DEDCT	NT ITEM	MISC
			TAXES	TOTAL

4124698290 >> 18664854464

P 23/25



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

SERVICE INVOICE

SO# [REDACTED] DATE/TIME IN: 7/23/2008 14:40 DATE/TIME OUT: 7/28/2008 16:51
TAG# 443 SA: JOHN ADAMS DOC COUNT: 1 PAGE: 1

[REDACTED] 03 1G8ZV57747F [REDACTED]
WEST MIFFLIN PA [REDACTED] 2007 SATURN AURA XR
ENGINE: LY7 3.6LV6

MILES IN/OUT 18597 / 18630
SVC DATE: 12/07/2006

LINE 1 124 CUSTOMER STATES TRACTION CONTROL LIGHT IS ON.
ECH COMM: TECHNICIAN CONFIRMED LIGHT ON. TECHNICIAN REPLACED
BCM AND PROGRAMED. TECHNICIAN DROVE 38 MILES NO L
IGHT ON.

REPAIR 1 COMPUTER (CONTROL), BODY - REPLACE
PCODE: N4800 OTH HRS: 1.30 SALE TYPE: WARRANTY - WTY
S: .70
PRIMARY TECH: MICHAEL MULLEN
RR PARTS: 1

RTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
	25861370 MODULE AS Y		1		WARRANTY - GM	WTY
ITEM: G	VUE Vehicle Fuel				SALE TYPE WARRANTY - GM	WTY
	RENTAL DAYS:		1			

CUSTOMER SIGNATURE [REDACTED] CUSTOMER TOTAL \$.00

Were you completely satisfied with your service today?

Yes

No

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

2007 SATURN AURA XR 4DR SEDAN
78U OCEAN MIST /V6G
192 BLACK

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

ORDER NO. [REDACTED] STOCK NO.
VIN 1G8 ZV57 74 7F [REDACTED]

*****22*12192S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
ZZV69 SATURN AURA XR 4DR SEDAN	23945.00	21670.23	INVOICE 12/06/06
BQ2 AVIS RENT A CAR	0.00	0.00	SHIPPED 12/06/06
CF5 POWER SUNROOF	800.00	712.00	EXP I/T 12/15/06
LY7 ENGINE 3.6L DOHC V6 VVT	N/C	N/C	INT COM 12/15/06
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 09/29/06
PCQ PREMIUM TRIM PKG:	800.00	712.00	KEYS G3399 G3399
*LEATHER APPOINTED SEATS			WFP-S QTR OPT-1
*LEATHER WRAPPED STEERING WHEEL			FAN: 000801033
*LEATHER SHIFT KNOB			BANK: GMAC - 085
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	CHG-TO 12-192
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00	SHIP-TO 11-720
			BUDGET RENT A CAR
			HANOVER MD

SHIP WT: 3551
HP: 32.9
MRM: 26195.00
CUST PO NUMBER:
7105203N0700000
DAN: 01007
MEMO 1277.25

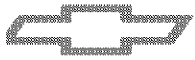
TOTAL MODEL & OPTIONS 25545.00 23094.23 ACT 231 23744.23
DESTINATION CHARGE 650.00 650.00

TOTAL 26195.00 23744.23 PAY 310 23744.23

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.

SATURN OF FRESNO/AVIS
REMIT TO GMAC NO. 085
VIN 1G8ZV57747F [REDACTED]
\$ 23744.23 INV ZAD01507391
DUE 12/15/06 DEALER 12-192



GMC

HUMMER

General Motors Business Resource Center

FAX

To: Sharon Ledoux
Company: GM Legal
Fax: 12482674333
Phone:

From: Mary Greer
Fax: 866-393-8081
Phone: 866-790-5600 X 11135
E-mail:

CC:

NOTES:

Service Request Detail

SR No. 71-658715531	Ref No. GM Case # 662877	Goodwill Merchandise	BRC Type Legal
Account Kimmel & Silverman, PC	Site Pa	GW SubType	Bus. Unit BRC
Last Name [REDACTED]	First Name [REDACTED]	Approval Not Initiated	Area Legal
Daytime # [REDACTED]	Evening # [REDACTED]	UCC Electrical - Chassis / Body Harness /	Sub-Area Lawsuit
Address [REDACTED]	City West Mifflin	Involved Dir Saturn of Wexford, Inc.	Safety No
State PA ZipCd [REDACTED]	Con Acct	Source White Mail	Updated 11/17/2008 08:49:02 AM
Serial #/VIN 1G8ZV57747F [REDACTED]	Model Year 2007	Priority Medium License # [REDACTED]	Owner GREERM
Make Saturn	Warr. Start 12/07/2006	Status Open	Opened 8/29/2008 08:04:23 AM
Model AURA	Mileage 18597	Sub-Status Satisfied	Closed
Abstract BRC Legal N-ER Lawsuit			
Customer Description This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Mary Greer Extension 11135. If caller is a customer, refer them to their attorney"			

Pre-PAR

Inspection Date/Time	Inspector #	Client #	Vehicle #	Repair Order #	Police Report #
-----------------------------	--------------------	-----------------	------------------	-----------------------	------------------------

Customer Name	Owner / Ins Name	Phone #	Business
----------------------	-------------------------	----------------	-----------------

Insurance Agent Name	Insurance Agent Fax Name	Phone #	Insurance Agency
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Incident Loc	Incident Desc
Component	Damage Desc
Vehicle Loc	Add'l Info
Emgcy Svc Names	Maint Loc

PAR Detail

Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	
Primary Veh Use		Inspection Type		Inspected By	Inspection Date/Time
Veh Damage Description				Explain Other	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/17/2008 10:26:58 AM	GREERM	GREERM	Correspondence		Done	11/17/2008 10:26:58 AM	Fulfilled:BRCLEG_LG0002. SR#71-658715531
Contact Last Name		Contact First Name		Account		BAC Code	
Kantrowitz		Steven		Kimmel & Silverman, PC		Pa	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/17/2008 09:46:44 AM	GREERM	GREERM	Correspondence		Done	11/17/2008 09:46:44 AM	Created:BRCLEG_LG0002. SR#71-658715531
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC		Pa	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/14/2008 10:52:54 AM	MERRILJO	GREERM	Ownership Changed		Done	11/14/2008 10:52:54 AM	Service Request Ownership has changed FROM: MERRILJO TO: GREERM
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC		Pa	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/14/2008 10:50:52 AM	MERRILJO	GREERM	BRC LEGAL	VIN Scan Completed	Done	11/17/2008 08:49:58 AM	VIN Scan Completed
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC		Pa	
Comments							

Vin Scan Completed.

prior SR's found.
CAC: ST-1-25716732, ST-1-26130869

Joe Merrill / BRC Legal / ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/14/2008 10:50:51 AM	MERRILJO	GREERM	BRC LEGAL	Assigned Lawsuit NER	Done	11/17/2008 08:49:20 AM	Assigned Lawsuit NER
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				
Assigned Lawsuit NER							
Joe Merrill / BRC Legal / ATX							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/14/2008 10:50:33 AM	MERRILJO	GREERM	BRC LEGAL	Case Reopened	Done	11/17/2008 08:49:13 AM	Case Reopened
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				
Case Reopened							
Joe Merrill / BRC Legal / ATX							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/13/2008 04:23:24 PM	SADMIN	GREERM	Inbound White Mail		Done	11/17/2008 08:49:06 AM	BRC LEGAL Scanned: 2008-11-13-13.51.59.000000, MSXDocNum: 0831800107
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/13/2008 04:22:32 PM	MERRILJO	MERRILJO	Ownership Changed		Done	11/13/2008 04:22:32 PM	Service Request Ownership has changed FROM: SAUERME TO: MERRILJO
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
11/13/2008 04:22:27 PM	MERRILJO	MERRILJO	SR Opened		Done	11/13/2008 04:22:27 PM	SR in Status of Closed has been Re-Opened by MERRILJO
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC		Pa	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
9/10/2008 04:15:05 PM	SAUERME	SAUERME	SR Closed - Dissatisfied		Done	9/10/2008 04:15:05 PM	Service Request has been Closed Dissatisfied.
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC		Pa	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
9/10/2008 04:14:33 PM	SAUERME	SAUERME	BRC LEGAL	Closed- Denied	Done	9/10/2008 04:14:53 PM	Closed- Denied
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC		Pa	
Comments							
Closed- Denied							
[REDACTED]							

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
9/10/2008 04:11:26 PM	SAUERME	SAUERME	Outbound Email	Attorney	Done	9/10/2008 04:11:50 PM	emailed PC d ltr
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC		Pa	
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
9/10/2008 04:11:18 PM	SAUERME	SAUERME	Correspondence		Done	9/10/2008 04:11:18 PM	Fulfilled:BRCLEG_LG0007. SR#71-658715531
Contact Last Name		Contact First Name		Account		BAC Code	
Silverman		Robert		Kimmel & Silverman, PC		Pa	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
9/10/2008 04:10:06 PM	SAUERME	SAUERME	Correspondence		Done	9/10/2008 04:10:06 PM	Created:BRCLEG_LG0007. SR#71-658715531
Contact Last Name		Contact First Name		Account		BAC Code	
Silverman		Robert		Kimmel & Silverman, PC		Pa	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
9/10/2008 02:53:31 PM	SCHULTTA	SCHULTTA	Manager Review	Empowered	Done	9/10/2008 02:53:48 PM	Empowered
Contact Last Name		Contact First Name		Account		BAC Code	
				Kimmel & Silverman, PC		Pa	
Comments							
Agree w/ Denial Decision							
Tamara Shultz Legal Coordinator North Central and North East Regions General Motors Legal Staff Ext #69773							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
9/10/2008 02:15:55 PM	SAUERME	SAUERME	GM PreApproval	Pending PreApp	Done	9/10/2008 02:29:19 PM	Pending PreApp
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC	Pa		

Comments
File Review

Confidential Comments
CRS recommends denial

RATIONALE

Vehicle was purchased used with concerns developing at 12544 miles. Repairs include 1 battery replacement, engine shield replacement, 1 BCM reprogrammed, 1 stop lamp switch replacement. Concerns were minor and repaired to GM specs. All other concerns could not be duplicated by dealer or was considered operating as designed.

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
9/10/2008 02:14:03 PM	SAUERME	SAUERME	GM PreApproval	Pending PreApp	Done	9/10/2008 02:14:29 PM	Pending Pre Approval
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC	Pa		

Comments
File Review

Confidential Comments
RECOMMENDATION

CRS recommends denial
RATIONALE

Vehicle was purchased used with concerns developing at 12544 miles. Repairs include 1 battery replacement, engine shield replacement, 1 BCM reprogrammed, 1 stop lamp switch replacement. Concerns were minor and repaired to GM specs. All other concerns could not be duplicated by dealer or was considered operating as designed.

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
9/8/2008 12:37:38 PM	WEIGELKR	SAUERME	BRC LEGAL	Escalate to Negotiator	Done	9/10/2008 02:03:40 PM	escalated to Meghan Sauer
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC	Pa		

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/8/2008 12:37:28 PM	WEIGELKR	SAUERME	Ownership Changed		Done	9/8/2008 12:37:28 PM	Service Request Ownership has changed FROM: SCOTTA TO: SAUERME
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2008 04:13:25 PM	SCOTTA	SCOTTA	BRC LEGAL	Case Assessment Complete	Done	9/5/2008 04:13:49 PM	Case ready for escalation
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				
Comments							

Completed on 09/05/08.

amyscot/alx/brclegal///11130

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2008 03:21:18 PM	SCOTTA	SCOTTA	Scheduled Follow-up		Done	9/5/2008 03:59:28 PM	71-658715531 Work on case assessment
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				
Comments							

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2008 03:19:56 PM	SCOTTA	SCOTTA	Inbound Fax	Dealer	Done	9/4/2008 03:20:55 PM	Fax received
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				

Comments

Fax received from: Saturn of Pleasant Hills

Contents: Service Docs

of pages: 25 (two sets of faxes)

amyscott/atx/brclegal///11130

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2008 03:58:20 PM	SCOTTA	SCOTTA	Scheduled Follow-up		Done	9/4/2008 03:20:59 PM	71-658715531 Check for faxes
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2008 03:56:49 PM	SCOTTA	SCOTTA	Inbound Call Dealer	Voice Mail Received	Done	9/3/2008 03:57:56 PM	Dealer Saturn of Wexford
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				

Comments

Service Manager: Jason Hergenroeder

Dealer states:

Still working on getting the requested docs together for CRS.
Should have them to CRS by late today or tomorrow.

amyscott/atx/brclegal///11130

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2008 03:08:36 PM	SCOTTA	SCOTTA	Scheduled Follow-up		Done	9/3/2008 03:58:01 PM	71-658715531 Check for faxes
Contact Last Name			Contact First Name		Account		BAC Code
[REDACTED]			[REDACTED]		Kimmel & Silverman, PC		Pa

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/2/2008 03:01:24 PM	SCOTTA	SCOTTA	Outbound Call Dealer	Made Contact	Done	9/2/2008 03:07:49 PM	Dealer Saturn of Wexford/Pleasant Hills
Contact Last Name			Contact First Name		Account		BAC Code
[REDACTED]			[REDACTED]		Kimmel & Silverman, PC		Pa

Comments

Service Manager: Justin Hergenroeder

CRS reached service manager.

CRS adv sent a formal request to dealership last week (Friday), checking to see if received letter sent from CRS. CRS adv customer has taken legal action on a 2007 Saturn Aura.

Dealer states:

Vehicle was not sold at dealership, purchased used at a Ford dealership (Kenny Ross Ford). Could not give purchase date, not sure of date. No sales docs.

Will get all service docs has available regarding customer to CRS as requested.

CRS provided fax number per request.

amyscott/atx/brclegal///11130

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2008 04:17:17 PM	SADMIN	SCOTTA	Inbound White Mail		Done	8/29/2008 04:22:08 PM	BRC LEGAL Scanned: 2008-08-29-13.59.00.000000, MSXDocNum: SCO48B800D
Contact Last Name			Contact First Name		Account		BAC Code
[REDACTED]			[REDACTED]		Kimmel & Silverman, PC		Pa

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
8/29/2008 04:17:17 PM	SADMIN	SCOTTA	Inbound White Mail		Done	8/29/2008 04:22:14 PM	BRC LEGAL Scanned: 2008-08-29-13.52.00.000000, MSXDocNum: SCO48B7FF0
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
8/29/2008 03:08:08 PM	SCOTTA	SCOTTA	Scheduled Follow-up		Done	9/2/2008 03:08:00 PM	71-658715531 Check for dealer response
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				

Also, check for DVM response, if none received, call again.

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Parent Org	Activity Category	Status	Created Date	Description
8/29/2008 03:02:50 PM	SCOTTA	SCOTTA	BRC LEGAL	Acknowledgement - AVM	Done	8/29/2008 03:07:54 PM	DVM acknowledgement
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				

Comments

DVM: Eric Toth
Node: 914244
Mailbox: 6887

This is Amy Scott calling from the General Motors BRC Legal Department. This is to advise you that General Motors has received a demand letter from an attorney representing a mutual customer. This means the customer may file a lawsuit unless we address her vehicle concerns.

Customer Name: [REDACTED]

Service Request #: 71-658715531

Vehicle: 2007 Saturn Aura

VIN: 1G8ZV57747F [REDACTED]

Vehicle Concern Listed in Demand Letter: None listed.

Dealer Involved:

SATURN OF PLEASANT HILLS
1110 CLAIRTON BLVD
PLEASANT HILLS PA

The dealership involved in the sale and/or service of the vehicle is being contacted and asked to provide sales and service documentation.

This call is to request your desired level of involvement in this case. Due to time constraints, I will need your reply within 24 hours. Please advise if you have any information concerning this customer and her concerns.

You may contact me at 866-790-5500, extension 11130.

Thank you.

amyscot/atx/brclegal/11130

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
8/29/2008 02:00:10 PM	SCOTTA	SCOTTA	BRC LEGAL	Acknowledgement - Atty/Cust	Done	8/29/2008 02:01:29 PM	Atty Acknowledgement
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC	Pa		

Faxed to Robert Silverman of Kimmel & Silverman on 08/29/08.

amyscott/atx/brclegal///11130

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
8/29/2008 01:59:55 PM	SCOTTA	SCOTTA	Correspondence		Done	8/29/2008 01:59:55 PM	Fulfilled:iBRCLEG_LG0006. SR#71-658715531
Contact Last Name		Contact First Name		Account	BAC Code		
Silverman		Robert		Kimmel & Silverman, PC	Pa		
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
8/29/2008 01:56:07 PM	SCOTTA	SCOTTA	Correspondence		Done	8/29/2008 01:56:07 PM	Created:iBRCLEG_LG0006. SR#71-658715531
Contact Last Name		Contact First Name		Account	BAC Code		
Silverman		Robert		Kimmel & Silverman, PC	Pa		
Comments							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
8/29/2008 01:52:09 PM	SCOTTA	SCOTTA	Correspondence		Done	8/29/2008 01:52:09 PM	Fulfilled:BRCLEG_LG0040. SR#71-658715531
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Kimmel & Silverman, PC	Pa		
Comments							

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
8/29/2008 01:47:53 PM	SCOTTA	SCOTTA	Correspondence		Done	8/29/2008 01:47:53 PM	Created:BRCLEG_LG0040. SR#71-858715531
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
8/29/2008 01:29:05 PM	SCOTTA	SCOTTA	BRC LEGAL	Acknowledgement - Dealer	Done	8/29/2008 01:46:18 PM	Dealer acknowledgement
Contact Last Name	Contact First Name	Account	BAC Code				
		Kimmel & Silverman, PC	Pa				
Comments							

SATURN OF PLEASANT HILLS
1110 CLAIRTON BLVD
PLEASANT HILLS PA
(412) 469-4000
Service Manager: Justin Hergenroeder
Fax Number: 412-469-9255

CRS adv by receptionist the service manager is unavailable.

CRS spoke to John in service department, adv no voice mail.

CRS left name of customer and adv customer has taken legal action.
CRS provided direct number and extension.
CRS requested call back from service manager.

Dealer adv knows customer well.

amyscott/atx/brcllegal///11130

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2008 10:30:47 AM	FARIASV	SCOTTA	Ownership Changed		Done	8/29/2008 10:30:47 AM	Service Request Ownership has changed FROM: FARIASV TO: SCOTTA

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2008 10:30:00 AM	FARIASV	SCOTTA	BRC LEGAL	Assigned NISM ER	Done	8/29/2008 01:18:48 PM	Assigned NISM ER

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

VIN scan found prior SR's:
ST-1-25716732
ST-1-26130869

Valentin R Farias/BRC Legal/ATX

Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2008 10:26:42 AM	FARIASV	FARIASV	Ownership Changed	Ownership Escalated to BRC	Done	8/29/2008 10:26:43 AM	Ownership Escalated to BRC

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/29/2008 08:04:55 AM	WEIGELKR	FARIASV	Ownership Changed		Done	8/29/2008 08:04:55 AM	Service Request Ownership has changed FROM: WEIGELKR TO: FARIASV

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: [REDACTED] BAC Code: [REDACTED]

Comments: [REDACTED]

Comments: [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
8/28/2008 06:14:41 PM		SCOTTA	Email - Inbound	Legal	Done	8/29/2008 01:18:40 PM	Dudley, Kay v. Saturn
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Evy Rivera, Assistant Director of Client Services
Kimmel & Silverman, P.C.
The Lemon Law Attorneys
30 East Butler Ave
Ambler, PA 19002
V: 215-540-8888 x144
F: 215-359-1890
Toll Free: 1-800-LEMON-LAW
<http://www.lemonlaw.com/>

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Thank you.

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

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N05	No Symptom Indicated	Electrical - Chassis / Body Harness / BCM - Body Control Module
N02	Battery - Dead	Electrical Start/Charge - Battery / Cables



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

November 17, 2008

VIA FAX ONLY

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103

RE:

[REDACTED]
Service Request: 71-658715531
GM Legal Staff Case: 662877
2007 Saturn AURA
Vehicle Identification Number: 1G8ZV57747F [REDACTED]
Customer Relationship Specialist: Mary Greer

Dear Mr. Kantrowitz:

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 TOTH, 800-356-5004, MAILBOX # 6887, 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 132953.

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





Connect

Patricia Spacek

November 14, 2008 9:10:11 AM EST

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH
CUSTOMER

View Vehicle Summary

This screen allows GMVIS users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

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Vehicle Information

VIN: 1G8ZV57747

Model: ZZV69-2007 AURA XR SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Field Actions: 0, Open

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Service Information

Vehicle has no current record of outstanding service information.

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Saturn 36/36K Bumper to Bumper	12/07/2006	10 MI	12/07/2009	36,010 MI
	Saturn 72/100K Corrosion	12/07/2006	10 MI	12/07/2012	100,010 MI
	Saturn 84/70K Saturn Component Emission	12/07/2006	10 MI	12/07/2013	70,010 MI
	Saturn 36/50K Select State Emission	12/07/2006	10 MI	12/07/2009	50,010 MI
	Saturn 60/100K Powertrain	12/07/2006	10 MI	12/07/2011	100,010 MI
	Saturn 96/80M Emission select components	12/07/2006	10 MI	12/07/2014	80,010 MI

Warranty Block

Vehicle has no current record of warranty block.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/07/2008	1090611	ZSET---Service Event		M5300 - INFORMATION LINE	20,306 MI

11/07/2008	1090611	ZREG---Regular Vehicle Transaction	C2320 - Plate, Instrument Panel Trim - Right - R&R Or Replace	20,306 MI
11/06/2008	1090594	ZSET---Service Event	M5025 - INSPECT AND ROTATE TIRES AND WHEELS	20,289 MI
11/06/2008	1090594	ZREG---Regular Vehicle Transaction	R0760 - Radio, Remove and Replace	20,289 MI
10/29/2008	1090475	ZSET---Service Event	X5050 - PARTS ON ORDER	20,143 MI
09/16/2008	1089784	ZSET---Service Event	M5300 - INFORMATION LINE	19,643 MI
08/26/2008	1089444	ZREG---Regular Vehicle Transaction	R4490 - Transmitter, Remote Door/Rear Compartment Lock - Replace	19,334 MI
07/23/2008	1088866	ZREG---Regular Vehicle Transaction	N4800 - Body Control Module Replacement	18,597 MI
07/02/2008	1088559	ZREG---Regular Vehicle Transaction	H2505 - Electronic Brake and Traction Control Module Replacement	18,112 MI
07/02/2008	1088559	ZREG---Regular Vehicle Transaction	H2643 - Brake and Accelerator Pedal Adjuster Switch Replacement	18,112 MI
07/02/2008	1088559	ZSET---Service Event	M5300 - INFORMATION LINE	18,112 MI
07/02/2008	1088559	ZSET---Service Event	M5300 - INFORMATION LINE	18,112 MI
07/02/2008	1088559	ZSET---Service Event	M5300 - INFORMATION LINE	18,112 MI
06/25/2008	1088423	ZSET---Service Event	M5300 - INFORMATION LINE	17,942 MI
04/23/2008	1087510	ZREG---Regular Vehicle Transaction	H0122 - Front Brake Rotor Refinishing	18,777 MI
04/23/2008	1087510	ZREG---Regular Vehicle Transaction	H0132 - Rear Brake Rotor Refinishing	16,777 MI
04/23/2008	1087510	ZSET---Service Event	M5300 - INFORMATION LINE	16,777 MI
03/05/2008	1086709	ZSET---Service Event	M6010 - STATE NEW CAR EMISSION TEST	15,982 MI
03/05/2008	1086709	ZSET---Service Event	M6015 - STATE NEW CAR SAFETY INSPECTION	15,982 MI
01/29/2008	1086149	ZREG---Regular Vehicle Transaction	N0110 - Battery Replacement	15,363 MI
01/29/2008	1086149	ZREG---Regular Vehicle Transaction	Z4631 - 1-DAY CAR RENTAL - SATURN U.S.	15,363 MI
10/08/2007	1084415	ZREG---Regular Vehicle Transaction	N2440 - Switch - Stop Lamp - Replace	13,099 MI
09/12/2007	1084011	ZREG---Regular Vehicle Transaction	T5678 - 07215 - Install Air Dam (Deflector)	12,544 MI

Service Contract

Vehicle has no current record of service contracts.

Branded Title

Vehicle has no current record of branded titles.

Global Warranty Management: Site Map

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Connect

Patricia Spacek

November 14, 2008 9:10:23 AM EST

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

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+ View Vet

- View Vet Summary

- View Vet History C

- View Vet Informati

- Investiga Assembl

Vehicle Information

VIN: 1G8ZV57747F [REDACTED]

Model: ZZV69-2007 AURA XR SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Field Actions: 0 Open

[REDACTED]

Vehicle Build

Model: ZZV69-2007 AURA XR SEDAN

Order Number: KNCGRZ

Gross Vehicle Weight: 0

Build Date: 12/06/2006

Build Plant: F-

Option Codes

192 - BLACK

1S2 - DISCOUNT OPTION PKG

78U - OCEAN MIST

8AB - COMPONENT RR LH COMPUTER SEL SUSP

A61 - SEATS, CUSTOM

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

B8Y - GM PRODUCTION WEEK #49

C68 - AUTOMATIC AIR CONDITIONING

D70 - RATIO TRANSAXLE FINAL DRIVE 2.77

FAI - FAIRFAX

FLT - FLEET PROCESSING OPTION

HP0 - HYBRID PROPULSION NOT INSTALLED

JL9 - BRAKE SYSTEM PWR, FRT & RR DISC. ANTILOCK, FRT & RR WHL

LY7 - ENGINE 3.6L DOHC V6 VVT

N34 - LEATHER WRAPPED STEERING WHEEL

NE1 - 50-STATE EMISSIONS

NW2 - WHEEL 18 X 7 ALUMINUM SPORT

PC0 - PREMIUM TRIM PKG: *LEATHER APPOINTED

19I - EBONY INTERIOR TRIM

6AZ - COMPONENT FRT LH COMPUTER SEL SUSP

7AZ - COMPONENT FRT RH COMPUTER SEL SUSP

9AB - COMPONENT RR RH COMPUTER SEL SUSP

AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR

AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS

BQ2 - AVIS RENT A CAR

CF5 - POWER SUNROOF

DL8 - FOLDING POWER OUTSIDE MIRRORS, HEATED

FE0 - SUSPENSION SYSTEM FRT & RR, ACTIVE HMJ -

IB2 - TRIM INTERIOR DESIGN

KG7 - GENERATOR 125 AMP

MH2 - TRANSMISSION, 6 SPEED AUTO

NC7 - EMISSION OVERRIDE FEDERAL

NU1 - EMISSION SYSTEM CALIFORNIA, LEV 2

PCM - PREFERRED PKG: *POWER SEAT ADJUST.DRIVER,8 WAY WITH LUMBAR ADJUST *STEERING WHEEL RADIO CONTROLS *FOLDING POWER OUTSIDE MIRRORS, HEATED

PCR - CONVENIENCE PKG: *REMOTE VEHICLE

SEATS *LEATHER WRAPPED STEERING WHEEL
*LEATHER SHIFT KNOB

PCU - ADVANCED AUDIO PKG: *AM/FM STEREO, 6-CD
CHANGER,MP3 PLAYER, RDS, AUX INPUT JACK
*SATURN ADVANCED AUDIO SYSTEM, 8 SPEAKERS
PREMIUM SOUND *AUDIO CDNTROLS, REAR SEAT
WITH WIRELESS HEADPHONES

R6F - IDENTIFY B CODE USERS

R6P - SPECIAL PAINT

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

V2G - FULL FUEL FILL CREDIT

VAL - VALIDATION UNIT

VN9 - DAILY RENTAL REPURCHASE PROGRAM

START *HEATED FRONT SEATS *INSIDE
REARVIEW MIRROR WITH AUTO DIMMING AND
COMPASS

QYH - TIRE ALL P225/50R18-94T BW TL AL2

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R9N - LEATHER SEATING

U77 - ANTENNA RR WINDOW, RADIO

UG1 - UNIVERSAL HOME REMOTE

US9 - AM/FM STEREO, 6 CD CHANGER, MP3
PLAYER, RDS, AUX INPUT JACK

V73 - STATEMENT OF VEHICLE CERT.-
U.S. /CANADA

VK3 - LICENSE PLATE BRACKET, FRONT

VY7 - LEATHER SHIFT KNOB

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Connect

Patricia Spacek



November 14, 2008 9:10:28 AM EST

Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH
CUSTOMER

View Vehicle Component Summary

This screen allows GMVIS users to view the information on various major components added to the VIN selected during vehicle build.

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Vehicle Information

VIN: 1G8ZV57747F [REDACTED]

Model: ZZV69-2007 AURA XR SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Field Actions: 0 Open

[REDACTED]

Vehicle Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Connect

Patricia Spacek

November 14, 2008 9:10:34 AM EST

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.

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Vehicle Information

VIN: 1G8ZV57747[REDACTED]

Model: ZZV69-2007 AURA XR SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Field Actions: 0 Open

Job Card Number: 1090611

Job Card Date: 11/07/2008

Repair Service Agent: 132953

Odometer Reading: 20,306 MI

SATURN OF PLEASANT HILLS
1110 CLAIRTON BLD ROUTE 51
PLEASANT HILLS PA 41246940000000

Authorization Code:

Process Date:
11/11/2008

Transaction Type:
ZSET—Service Event

Customer Complaint Code:

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

Labour Op M5300-INFORMATION LINE

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: 1090611

Job Card Date: 11/07/2008

Repair Service Agent: 132953

Odometer Reading: 20,306 MI

SATURN OF PLEASANT HILLS
1110 CLAIRTON BLD ROUTE 51
PLEASANT HILLS PA 41246940000000

Authorization Code:

Process Date:
11/11/2008

Transaction Type:
ZREG—Regular Vehicle Transaction

Customer Complaint Code:

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0821-Interior - Instrument Panel
2017-Surface (interior) - Broken

Labour Op C2320-Plate, Instrument Panel Trim - Right - R&R Or Replace

Causal Part Number 00000000025875316-MOLDINGASM-I/PCTR

-See other Parts and/or Net Items

Line Total: USD 137.30

Job Card Number: 1090594

Job Card Date: 11/06/2008

Repair Service Agent: 132953

Odometer Reading: 20,289 MI

SATURN OF PLEASANT HILLS
1110 CLAIRTON BLD ROUTE 51
PLEASANT HILLS PA 41246940000000

Authorization Code:

Process Date: 11/07/2008 Transaction Type: ZSET----Service Event Customer Complaint Code: -
 Job Card Line #: 2 Transaction Adjustment: Cause Code: -
 Labour Op M5025-INSPECT AND ROTATE TIRES AND WHEELS
 Causal Part Number
 --See other Parts and/or Net Items Line Total: USD 0.00

Job Card Number: 1090594 Job Card Date: 11/08/2008
 Repair Service Agent: 132953 Odometer Reading: 20,289 MI
 SATURN OF PLEASANT HILLS Authorization Code:
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Process Date: 11/07/2008 Transaction Type: ZREG---Regular Vehicle Customer Complaint Code: 0221-Audio/Entertainment/Navigation - Audio
 Job Card Line #: 1 Transaction Cause Code: 6573-Module/Component - No/Incorrect Communication
 Transaction Adjustment:
 Labour Op R0760-Radio, Remove and Replace
 Causal Part Number
 Line Total: USD 78.08

Job Card Number: 1090475 Job Card Date: 10/29/2008
 Repair Service Agent: 132953 Odometer Reading: 20,143 MI
 SATURN OF PLEASANT HILLS Authorization Code:
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Process Date: 11/04/2008 Transaction Type: ZSET---Service Event Customer Complaint Code: -
 Job Card Line #: 1 Transaction Adjustment: Cause Code: -
 Labour Op X5050-PARTS ON ORDER
 Causal Part Number
 --See other Parts and/or Net Items Line Total: USD 0.00

Job Card Number: 1089784 Job Card Date: 09/16/2008
 Repair Service Agent: 132953 Odometer Reading: 19,643 MI
 SATURN OF PLEASANT HILLS Authorization Code:
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Process Date: 09/17/2008 Transaction Type: ZSET---Service Event Customer Complaint Code: -
 Job Card Line #: 1 Transaction Adjustment: Cause Code: -
 Labour Op M5300-INFORMATION LINE
 Causal Part Number
 --See other Parts and/or Net Items Line Total: USD 0.00

Job Card Number: 1089444**Job Card Date:** 08/26/2008

Repair Service Agent: 132953
 SATURN OF PLEASANT HILLS
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Odometer Reading: 19,334 MI
 Authorization Code:

Process Date: 09/24/2008
 Transaction Type: ZREG---Regular Vehicle
 Job Card Line #: 1
 Transaction
 Transaction Adjustment:

Customer Complaint Code:
 0524-Features/Controls/Displays - Locks/Keys/Keyless Remote
 Cause Code: 6573-Module/Component - No/Incorrect Communication

Labour Op R4490-Transmitter, Remote Door/Rear Compartment Lock - Replace
 Causal Part Number 00000000022733524-TRANSMITTERASM-R/CONDRLK
 --See other Parts and/or Net Items

Line Total: USD 97.91

Job Card Number: 1088886**Job Card Date:** 07/23/2008

Repair Service Agent: 132953
 SATURN OF PLEASANT HILLS
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Odometer Reading: 18,597 MI
 Authorization Code: E

Process Date: 08/10/2008
 Transaction Type: ZREG---Regular Vehicle
 Job Card Line #: 1
 Transaction
 Transaction Adjustment:

Customer Complaint Code:
 0523-Features/Controls/Displays - Lights
 Cause Code: 6573-Module/Component - No/Incorrect Communication

Labour Op N4800-Body Control Module Replacement
 Causal Part Number 00000000025861370-
 --See other Parts and/or Net Items

Line Total: USD 339.45

Job Card Number: 1088559**Job Card Date:** 07/02/2008

Repair Service Agent: 132953
 SATURN OF PLEASANT HILLS
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Odometer Reading: 18,112 MI
 Authorization Code: D9R5

Process Date: 09/11/2008
 Transaction Type: ZREG---Regular Vehicle
 Job Card Line #: 1
 Transaction
 Transaction Adjustment:

Customer Complaint Code:
 0124-Drivability - Brakes
 Cause Code: 6573-Module/Component - No/Incorrect Communication

Labour Op H2505-Electronic Brake and Traction Control Module Replacement
 Causal Part Number 00000000022691090-
 --See other Parts and/or Net Items

Line Total: USD 605.46

Job Card Number: 1088559**Job Card Date:** 07/02/2008

Repair Service Agent: 132953
 SATURN OF PLEASANT HILLS

Odometer Reading: 18,112 MI
 Authorization Code:

1110 CLAIRTON BLD ROUTE 51
PLEASANT HILLS PA 41246940000000

Process Date: 08/21/2008 Transaction Type: ZREG---Regular Vehicle Customer Complaint Code: 0124-Drivability - Brakes
 Job Card Line #: 5 Transaction Cause Code: 6573-Module/Component - No/Incorrect Communication
 Transaction Adjustment:
 Labour Op H2643-Brake and Accelerator Pedal Adjuster Switch Replacement
 Causal Part Number 00000000022666955-SENSORKIT,BRKPEDPOSN
 --See other Parts and/or Net Items Line Total: USD 53.73

Job Card Number: 1088559 Job Card Date: 07/02/2008
 Repair Service Agent: 132953 Odometer Reading: 18,112 MI
 SATURN OF PLEASANT HILLS Authorization Code:
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Process Date: 07/16/2008 Transaction Type: ZSET---Service Event Customer Complaint Code: -
 Job Card Line #: 4 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: 1088559 Job Card Date: 07/02/2008
 Repair Service Agent: 132953 Odometer Reading: 18,112 MI
 SATURN OF PLEASANT HILLS Authorization Code:
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Process Date: 07/16/2008 Transaction Type: ZSET---Service Event Customer Complaint Code: -
 Job Card Line #: 3 Transaction Adjustment: Cause Code: -
 Labour Op M5300-INFORMATION LINE
 Causal Part Number
 --See other Parts and/or Net Items Line Total: USD 0.00

Job Card Number: 1088559 Job Card Date: 07/02/2008
 Repair Service Agent: 132953 Odometer Reading: 18,112 MI
 SATURN OF PLEASANT HILLS Authorization Code:
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Process Date: 07/16/2008 Transaction Type: ZSET---Service Event Customer Complaint Code: -
 Job Card Line #: 2 Transaction Adjustment: Cause Code: -
 Labour Op M5300-INFORMATION LINE

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: 1088423

Job Card Date: 06/25/2008

Repair Service Agent: 132953

Odometer Reading: 17,942 MI

SATURN OF PLEASANT HILLS

Authorization Code:

1110 CLAIRTON BLD ROUTE 51

PLEASANT HILLS PA 41246940000000

Process Date:

Transaction Type:

Customer Complaint Code:

07/01/2008

ZSET---Service Event

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op M5300-INFORMATION LINE

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: 1087510

Job Card Date: 04/23/2008

Repair Service Agent: 132953

Odometer Reading: 16,777 MI

SATURN OF PLEASANT HILLS

Authorization Code:

1110 CLAIRTON BLD ROUTE 51

PLEASANT HILLS PA 41246940000000

Process Date:

Transaction Type:

Customer Complaint Code:

06/18/2008

ZREG---Regular Vehicle Transaction

0127-Drivability - Vibration

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 3069-Rotating Part - Vibrates

Labour Op H0122-Front Brake Rotor Refinishing

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 190.36

Job Card Number: 1087510

Job Card Date: 04/23/2008

Repair Service Agent: 132953

Odometer Reading: 16,777 MI

SATURN OF PLEASANT HILLS

Authorization Code: R

1110 CLAIRTON BLD ROUTE 51

PLEASANT HILLS PA 41246940000000

Process Date:

Transaction Type:

Customer Complaint Code:

06/11/2008

ZREG---Regular Vehicle

0124-Drivability - Brakes

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 1049-Surface (exterior) -

Warped/Wavy/Wrinkled

Labour Op H0132-Rear Brake Rotor Refinishing

Causal Part Number

Line Total: USD 148.36

Job Card Number: 1087510

Job Card Date: 04/23/2008

Repair Service Agent: 132953
 SATURN OF PLEASANT HILLS
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Odometer Reading: 16,777 MI
 Authorization Code:

Process Date: 04/25/2008
 Job Card Line #: 1

Transaction Type: ZSET---Service Event
 Transaction Adjustment:

Customer Complaint Code: -
 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: 1086709

Job Card Date: 03/05/2008

Repair Service Agent: 132953
 SATURN OF PLEASANT HILLS
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Odometer Reading: 15,982 MI
 Authorization Code:

Process Date: 03/10/2008
 Job Card Line #: 2

Transaction Type: ZSET---Service Event
 Transaction Adjustment:

Customer Complaint Code: -
 Cause Code: -

Labour Op M6010-STATE NEW CAR EMISSION TEST

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: 1086709

Job Card Date: 03/05/2008

Repair Service Agent: 132953
 SATURN OF PLEASANT HILLS
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Odometer Reading: 15,982 MI
 Authorization Code:

Process Date: 03/10/2008
 Job Card Line #: 1

Transaction Type: ZSET---Service Event
 Transaction Adjustment:

Customer Complaint Code: -
 Cause Code: -

Labour Op M6015-STATE NEW CAR SAFETY INSPECTION

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 0.00

Job Card Number: 1086149

Job Card Date: 01/29/2008

Repair Service Agent: 132953
 SATURN OF PLEASANT HILLS
 1110 CLAIRTON BLD ROUTE 51
 PLEASANT HILLS PA 41246940000000

Odometer Reading: 15,363 MI
 Authorization Code: E

Process Date: 02/08/2008
 Job Card Line #: 1

Transaction Type: ZREG---Regular Vehicle Transaction
 Transaction Adjustment:

Customer Complaint Code: 0322-Engine/Fuel/Exhaust - Engine Performance
 Cause Code: 6571-Module/Component - Discharge

Labour Op N0110-Battery Replacement

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 196.62

Job Card Number: 1086149**Job Card Date:** 01/29/2008

Repair Service Agent: 132953

Odometer Reading: 15,363 MI

SATURN OF PLEASANT HILLS
1110 CLAIRTON BLD ROUTE 51
PLEASANT HILLS PA 41246940000000

Authorization Code:

Process Date: 01/31/2008
Transaction Type: ZREG---Regular Vehicle Transaction
Job Card Line #: 3 Transaction Adjustment:Customer Complaint Code: 0322-Engine/Fuel/Exhaust - Engine Performance
Cause Code: 6571-Module/Component - Discharge

Labour Op Z4631-1-DAY CAR RENTAL - SATURN U.S.

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 37.00

Job Card Number: 1084415**Job Card Date:** 10/08/2007

Repair Service Agent: 132953

Odometer Reading: 13,099 MI

SATURN OF PLEASANT HILLS
1110 CLAIRTON BLD ROUTE 51
PLEASANT HILLS PA 41246940000000

Authorization Code:

Process Date: 10/09/2007
Transaction Type: ZREG---Regular Vehicle Transaction
Job Card Line #: 1 Transaction Adjustment:Customer Complaint Code: 0000-Converted Claim
Cause Code: 0000-Converted Claims

Labour Op N2440-Switch - Stop Lamp - Replace

Causal Part Number

Line Total: USD 53.03

Job Card Number: 1084011**Job Card Date:** 09/12/2007

Repair Service Agent: 132953

Odometer Reading: 12,544 MI

SATURN OF PLEASANT HILLS
1110 CLAIRTON BLD ROUTE 51
PLEASANT HILLS PA 41246940000000

Authorization Code:

Process Date: 09/13/2007
Transaction Type: ZREG---Regular Vehicle Transaction
Job Card Line #: 2 Transaction Adjustment:Customer Complaint Code: 0000-Converted Claim
Cause Code: 0000-Converted Claims

Labour Op T5678-07215 - Install Air Dam (Deflector)

Causal Part Number 00000000025874532-DEFLECTOR-FRTBPRFASCIAAIR

-See other Parts and/or Net Items

Line Total: USD 74.59

Global Warranty Management: Site Map

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Connect

Patricia Spacek

November 14, 2008 9:10:40 AM EST

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information

This screen allows GMVIS users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

For this ve

→ View Vel

→ S

→ B

→ W

→ View Vel

→ View Vel

→ Summar

→ View Vel

→ History

→ View Vel

→ Informati

→ Investiga

→ Assembl

Vehicle Information

VIN: 1G8ZV57747F [REDACTED]

Model: ZZV69-2007 AURA XR SEDAN

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Field Actions: 0 Open

[REDACTED]

Invoice Information

Invoicing Service Agent:

Invoice Date: 12/07/2006

Ship to Information

Invoicing Service Agent:

Ship to Date: N/A

Delivery Information

Delivery Service Agent:

Delivery Date: 12/07/2006

Delivery Type:

Delivery Odometer: 10

In Service Information

Invoicing Service Agent:

In Service Date: N/A

In Service Type:

In Service Odometer: 0

Global Warranty Management. Site Map

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Meghan Sauer/Austin/GM1

09/10/2008 04:13 PM

To: rsilverman@lemonlaw.com

cc

bcc

Subject: [REDACTED] v GM Corp

[REDACTED]
1G8ZV57747F [REDACTED]

Mr. Silverman,

Attached you will find GM Legal's response to your demand letter.



Sincerely,

Meghan Sauer

document Index - 71-658715531

2

Class - BRCSiebel Docs

RequestNum
71-658715531

MSXDocNum

Last

First

Timestamp
2008-09-10-16.13.58.000000

Division

CorrType

CatCode

MSXSource
0

AttachNum

VIN

001/004

Service Request Activity

SR No. ST-1-26130869	Ref No.	Goodwill	BRC Type N/A
Account	Site	GW SubType	Bus. Unit Saturn CAC
Last Name [REDACTED]	First Name [REDACTED]	Approval	Area Customer Update
Daytime #	Evening # [REDACTED]	UCC Referred to Dealer	Sub-Area Address
Address [REDACTED]	City West Mifflin	Involved Dir	Safety N
State PA Postal Cd [REDACTED]	Con. Acct.	Source Phone	Updated 8/29/2008 01:21:53 PM
Serial #/VIN 1G8ZV57747F [REDACTED]	Model Year 2007	Priority Medium License # SATURN	Owner EVENT
Make Saturn	Warr. Start 12/07/2006	Status Closed	Opened 1/25/2008 01:50:12 PM
Model AURA	Mileage 15,000	Sub-Status Dissatisfied	Closed 1/25/2008 02:39:50 PM

Abstract owner update/earphone/used vehicle/retailer phone inquiry

Customer Description The owner states she has bought a used vehicle from Chevrolet facility. She states the Chevrolet facility and the Saturn facility seem to be going back and forth with her over service and parts. She states the vehicle was to come with earphones and did not. We GW a \$25 RTC for CE. I sent a follow up card with SCAC information so she could up date ownership for future recalls..

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
------------------	---------------------	-------------------------

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

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/25/2008 02:37:44 PM		EVENT	Research		Done	1/25/2008 02:38:30 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Carolyn advised we could GW a RTC for future purchases. I advised the owner.

11/17/2008 08:15 FAX

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/25/2008 02:30:31 PM		EVENT	Outbound Correspondence		Done	1/25/2008 02:30:49 PM	

Contact Last Name	Contact First Name	Account	BAC Code

I sent a follow up card.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/25/2008 02:00:45 PM		EVENT	Research		Done	1/25/2008 02:01:15 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

We GW a \$25 RTC for CE.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/25/2008 01:59:44 PM		EVENT	Manager Review		Done	1/25/2008 02:00:44 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

We GW a \$25 RTC for CE.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
1/25/2008 01:43:35 PM		EVENT	Inbound Call Customer		Done	1/25/2008 01:52:57 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

The owner states she has bought a used vehicle from Chevrolet facility. She states the Chevrolet facility and the Saturn facility seem to be going back and forth with her over service and parts. She states the vehicle was to come with earphones and did not. We GW a \$25 RTC for CE. I sent a follow up card with SCAC information so she could up date ownership for future recalls..

UCC Codes

UCC Code	UCC Symptom	UCC Description
A07	No Symptom Indicated	Referred to Dealer

003/004

Service Request Activity

SR No.	ST-1-25716732	Ref No.		Goodwill		BRC Type	N/A
Account		Site		GW SubType		Bus. Unit	Saturn CAC
Last Name		First Name		Approval		Area	Complaint Vehicle
Daytime #		Evening #		UCC	Tires - Firestone	Sub-Area	Operation or Design
Address		City	West Millin	Involved Dir		Safety	N
State	PA	Postal Cd		Source	Phone	Updated	8/29/2008 01:19:44 PM
Serial #/VIN	1G8ZV57747F	Model Year	2007	Priority	Medium	License #	SATURN
Make	Saturn	Warr. Start	12/07/2006	Status	Closed	Owner	EVENT
Model	AURA	Mileage	1,400	Sub-Status	Dissatisfied	Opened	12/11/2007 01:55:44 PM
Abstract	inquiry snow tires						
Customer Description	Owner inquired as to snow tires for her vehicle. I advised her service, and contacted them for her to obtain information, I advised her that they had found a place as they had been working on it. She thanked me. I sent a follow up card.						

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost
------------------	---------------------	-------------------------

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

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
12/11/2007 02:04:51 PM		EVENT	Outbound Correspondence		Done	12/11/2007 02:09:21 PM	

Contact Last Name	Contact First Name	Account	BAC Code
--------------------------	---------------------------	----------------	-----------------

Comments

I sent a follow up card.

11/17/2008 08:15 FAX

Service Request Activity

Activities

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/11/2007 02:04:16 PM		EVENT	Outbound Call Dealer		Done	12/11/2007 02:12:54 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

I contacted the service manager, as to a snow tire, and he advised me that they had contacted Tire Rack and they had the tires for her at \$210 a tire plus mount and balance.

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
12/11/2007 01:51:51 PM		EVENT	Inbound Call Customer		Done	12/11/2007 02:14:55 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Owner inquired as to snow tires for her vehicle. I advised her service, and contacted them for her to obtain information, I advised her that they had found a place as they had been working on it. She thanked me. I sent a follow up card.

UCC Codes

UCC Code	UCC Symptom	UCC Description
E45	No Symptom Indicated	Tires - Firestone

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Meghan Sauer, Amy Scott State: Pennsylvania

Customer Name: [REDACTED] Service Request: 71-658715531 GM Legal File No.: N/A

Vehicle ID No.: 1G8ZV57747F [REDACTED] In Service Date: 12/07/06 Vehicle is: Used BAC Code: N/A
Year, Make & Model: 2007 Saturn Aura Vehicle Purchased Used on: N/A at
odometer N/A

Lien holder: GMAC Other : N/A DVM requests Purchase Price of
involvement?: Y Vehicle: \$ N/A

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

VEHICLE REPAIR HISTORY

Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/23/08	87510	*	16777	C/S brakes pulsate. / Technician drove vehicle, felt brake pulsation. Checked the runout on rotors. Tech resurfaced front and rear rotors.

Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/12/07	84011	*	12544	C/S front lower shield loose on both ends. / Retainers weak, broken. Re-designed. Replaced shield as per bulletin. Found bulletin 0215 . Replaced front air dam. Could not duplicate customer concern with noise . Found broken engine shield.
01/09/08	85796	1	15024	C/S fuel smell on start up at times. / Unable to verify concern at this time . Checked Saturn computers for any known concerns. None found.
01/29/08	86149	2	15363	C/S car stalled in car wash. Had to be jump started. / Performed diagnostics and checked for bulletins. Found weak battery. Replaced battery and retested. Ok.

Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/12/07	84011	1	12544	C/S clunking noise left front on turns. / Check front end. No problem found .

Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/08/07	84415	1	13099	C/S service engine soon light is on. / Found no light on. Check for codes. Found C0161. Check flow chart. Replace stop lamp switch.
01/29/08	86149	*	15363	C/S lights dim while driving. / See Line 1.
04/23/08	87510	2	16777	C/S dash lights will not work sometimes. / Technician checked dash lights. Found the dash light switch turned off.
06/25/08	88420	1	17942	C/S traction control light on. / Reschedule for later date to diagnose.
07/23/08	88886	6	18597	C/S traction control light is on. / Technician confirmed light on. Replaced BCM and programmed. Technician drove 38 miles. No light on.

Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/09/08	85796	*	15024	C/S car shimmies and pulls to right at 65 mph. / Unable to verify customer's concern at this time. Too much traffic to go 65 mph. Car did not pull.

Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/05/08	86709	*	15982	Performed State Inspection and Emissions Test.

THE STATE LEMON LAW READS:

Days out of service: **30**
Repairs **3**
Time period : **12 months / 12,000 miles**
Does Lemon Law state nonconformity must continue to exist? **Y**
If applicable, safety-related repairs **N/A**
Safety-related time period **N/A**

Number of repair attempts in the presumption period: 0
Total days out of service during the presumption period: 0
Total days out of service during customer's ownership: 14

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

No additional information provided by DVM.

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Vehicle purchased used at a Ford Dealership. No sales docs. Only started working on vehicle at approximately 12000 miles.

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 1-25715732 inquiry regarding snow tires
Date & Offer/Result:

Concern: 1-26130869 owner update and GW a set of earphones that was not provided when purchased
Date & Offer/Result:

RECOMMENDATION

CRS recommends denial

RATIONALE

Vehicle was purchased used with concerns developing at 12544 miles. Repairs include 1 battery replacement, engine shield replacement, 1 BCM reprogrammed, 1 stop lamp switch replacement. Concerns were minor and repaired to GM specs. All other concerns could not be duplicated by dealer or was considered operating as designed.

REASON FOR REMOVAL

CRS FINAL OFFER:

DATE:

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

PLAINTIFF'S FINAL DEMAND:

DATE:

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

TEAM MANAGER APPROVING:

Date:

Mileage Out	Mileage In
-------------	------------

Repair Line Cause:	<i>c/s is smells gas at start ups could not duplicate concern checked for leaking fuel none found. c/s shimmys pulls 65mph could not get up to 65 mph. speed limit only 40mph.</i>
Correction:	
Repair Line Cause:	
Correction:	
Repair Line Cause:	
Correction:	
Repair Line Cause:	
Correction:	
Repair Line Cause:	
Correction:	

PARTS LIST	PRICE	TIME PUNCH
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

Technical Information

Battery Volts	Amps	
Charging Volts	Amps	Diodes
Computer Codes		
Brakes Thinnest measured inner or outer		
Front		Rear
Tire tread depth		
LF	RF	RR LR

Parts Return Warranty/Core

Initial

TECH SIGNATURE *OLG*



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 488-4000

SERVICE INVOICE

SO# 1085796 DATE/TIME IN: 1/09/2008 14:53 DATE/TIME OUT: 1/09/2008 15:48
PAGE# 917 SA: Mark Hollander DOC COUNT: 1 PAGE: 1

[REDACTED]
WEST MIFFLIN

03
PA [REDACTED]

1G8ZV57747F [REDACTED]
2007 SATURN AURA XR
ENGINE: LY7 3.6LV6

MILES IN/OUT 15024 / 15029
SVC DATE: 12/07/2006
RATE: 83.00

LINE 1 CUSTOMER STATES FUEL SMELL ON STARUP AT TIMES
TECH COMM: CUSTOMER STATES FUEL SMELL ON STARTUP
UNABLE TO VERIFY CONCERN AT THIS TIME. CHECKED
SATURN COMPUTER FOR ANY KNOWN CONCERNS-NONE FOUND

REPAIR 1 INFORMATION LINE
DPCODE: M5300 SALE TYPE: SVC DEPT PO \$.00
PRIMARY TECH: ANDREW BROWN

LINE 2 CUSTOMER STATE CAR SHIMMYS AND PULLS RT 65 MPH
TECH COMM: CUSTOMER STATES CAR SHIMMYS AND PULLS RT 65MPH
UNABLE TO VERIFY CONCERN AT THIS TIME. TOO MUCH
TRAFFIC TO GO 65 MPH. CAR DID NOT PULL.

REPAIR 1 INFORMATION LINE
DPCODE: M5300 SALE TYPE: SVC DEPT PO \$.00
PRIMARY TECH: ANDREW BROWN

CUSTOMER SIGNATURE [REDACTED] CUSTOMER TOTAL \$.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS 1110 Clairton Blvd. Route 51 S.
 Pleasant Hills, PA 15236
 (412) 469-4000

WORK ORDER

2008-09-03 16:33

Date: 01/29/08 VIN: 1G8ZV57747P [REDACTED] Mileage: 15363 Del. Date: 12/07/06 Miles: 10 In-Serv. Date: 12/07/06 License: [REDACTED] Yr: 07 Make: SATURN Model: AURA XR
 Name: [REDACTED] Eng: LY7 3.6L V6 6 SPD Transmission: 6 SPD AUTO Color: [REDACTED] SA#: 520 SO#: 1086149
 Address: [REDACTED] Home: (412) 469-3884 Business Phone: [REDACTED] Tag#: [REDACTED] Ref SO#: 03
 City / State / Zip: WEST MIFFLIN PA [REDACTED] Customer Number: [REDACTED] Stock #: [REDACTED] Labor Rate: 93.00

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

PRINTED: 14:45:41 Attention:
 Comments:

Doc Cnt: 1 Payment Type: 01 Promise Date / Time: 01/29/08
 Prk Lot: [REDACTED] Diag Codes: [REDACTED] *****ESTIMATE*****

L#	Codes	ST	Hrs	Labor	Parts	Total
1	322 672	C				
2		C				
3		C				

CUSTOMER STATES CAR STALLED IN CAR WASH-HAD TO BE JUMP STARTED

CUSTOMER STATE LIGHTS DIM WHILE DRIVING

~~INFORMATION LINE~~ LOANER

VIN# 1G1AK58F887 [REDACTED]
 \$37/day

2900/626
 154-99

CSI

SA: MARK HOLLANDER
 HOURS LABOR PARTS NT ITEM MISC
 HAZDS DISC DEDCT TAXES TOTAL

4124698290 >> 18664854464

P 11/25

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

2008-09-03 16:34
4124698200 >> 18664854464 P 12/25
4

Mileage Out <i>72</i>	Mileage In <i>15,363</i>
--------------------------	-----------------------------

Repair Line Cause:

*PERFORMED CHARGING / START SYSTEM DIAGNOSIS
FOUND WEAK BATTERY - CHARGED BATTERY. BATTERY
TESTS BAD AFTER RECHARGING.*

Correction:

REPLACED BATTERY.

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

STRAIGHT TIME (HRS)	FLAT RATE PR/CF	R. O. NO. <i>1086149</i>	TIME	OFF	4
	<i>.7</i>	EMP. NO. <i>651</i> OPER. NO. <i>7</i>		<i>651</i>	
				ON	

Correction:

PARTS LIST PRICE TIME PUNCH

		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF

Technical Information

Battery Volts Amps

Charging Volts Amps Diodes

Computer Codes

Brakes Thinnest measured inner or outer
Front Rear

Tire tread depth
LF RF RR LR

Parts Return Warranty/Core

Initial

TECH SIGNATURE

Chris New 651



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 468-4000

SERVICE INVOICE

SO# 1086149 DATE/TIME IN: 1/29/2008 14:45 DATE/TIME OUT: 1/30/2008 15:20
CAG# 671 SA: MARK HOLLANDER DOC COUNT: 1 PAGE: 1

03 1G8ZV57747E
2007 SATURN AURA XR
ENGINE: LY7 3.6LV6
VEST MIFFLIN PA MILES IN/OUT 15363 / 15366
SVC DATE: 12/07/2006
RATE: 83.00

LINE 1 322 CUSTOMER STATES CAR STALLED IN CAR WASH-HAD TO BE
JUMP STARTED
TECH COMM: CUSTOMER STATES CAR STALLED IN A CAR WASH
PERFORMED DIAGNOSTICS AND CHECKED FOR BULLETINS.FO
UND WEAK BATTERY.REPLACED BATTERY AND RETESTED-OK

REPAIR 1 BATTERY _ CHARGE AND TEST SALE TYPE: WARRANTY - \$54.66
DPCODE: N0100
HRS: .20 OTH HRS: .50
PRIMARY TECH: CARL r VERO
WARR PARTS: 1 AMT: 141.96

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
DT	19001626 BATTERY	Y	1	141.960	WARRANTY - GM	\$141.96
LINE TOTAL						\$196.62

LINE 2 CUSTOMER STATE LIGHTS DIM WHILE DRIVING
TECH COMM: SEE LINE 1

REPAIR 1 ELECTRICAL DIAGNOSIS SALE TYPE: SVC DEPT PO \$.00
DPCODE: M5300
PRIMARY TECH: CARL r VERO

LINE 3 322 LOANER PROVIDED WHILE VEHICLE IN FOR REPAIRS
TECH COMM: LOANER PROVIDED WHILE VEHICLE IN FOR REPAIRS
VIN# 1G1AK58F887

REPAIR 1 COURTESY TRANSPORTATION SATURN COURTESY 1-DAY CAR
DPCODE: Z4631 SALE TYPE: WARRANTY - \$.00
PRIMARY TECH: CARL r VERO

NET ITEM: C ENTERPRISE RENT A CAR SALE TYPE
WARRANTY - GM \$37.00
RENTAL DAYS: 1
LINE TOTAL \$37.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 489-4000

**SERVICE
INVOICE**

IO# 1086149 DATE/TIME IN: 1/29/2008 14:45
TAG# 671 SA: MARK HOLLANDER

DATE/TIME OUT: 1/30/2008 15:20
DOC COUNT: 1 PAGE: 2

JAY DUDLEY

03 1G8ZV57747E

CUSTOMER SIGNATURE



CUSTOMER TOTAL \$1.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

WORK ORDER

2008-09-03 16:35

CSI WAIT

Date: 03/05/08 VIN: 1G8ZV57747E [REDACTED] Mileage: 16400 Del. Date: 1/27/05 Miles: 10 In-Serv. Date: 12/07/06 License: [REDACTED] Yr: 07 Make: SATURN Model: AURA XR
 Name: [REDACTED] Eng: LY7 3.6L V6 6 SPD AUTO Transmission: 6 SPD AUTO Color: [REDACTED] SA#: 419 SO#: 1086709
 Address: [REDACTED] Home: [REDACTED] Business Phone: [REDACTED] Tag#: 075 Rel SO#: 03
 City / State / Zip: [REDACTED] PA [REDACTED] Customer Number: [REDACTED] Stock #: [REDACTED] Labor Rate: .00

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

PRINTED: 14:43:06 Attention:
 Comments:

*1M8 299284/
 A18 3721721*

Doc Cnt: 1 01
 Prk Lot: [REDACTED] Diag Codes: [REDACTED]
 Payment Type: [REDACTED] Promise Date / Time: 03/05/08
 *****ESTIMATE*****

L#	Codes	Description	ST	Hrs	Labor	Parts	Total
1	STATE NET ITEM M M6015	STATE INSPECTION inspection sticker STATE NEW CAR SAFETY INSPECTION	IF				
2	EMISSION NET ITEM S M6010	Enhanced Emissions Test MCI CHARGE STATE NEW CAR EMISSION TEST	C	.50	37.55		42.75

SA: MATTHEW KERCHNER

HOURS	LABOR	PARTS	NET ITEM	ESTIMATE	TOTAL:
.50	37.55		2.40		P 15/25
HAZDS	DISC	DEDCT	TAXES		TOTAL
			2.80		42.75

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles 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 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 expense receipt shall be hereby acknowledged on above vehicle to secure the amount of the repairs therein. Not responsible for [REDACTED]

X

4124698290 >> 18664854464

Mileage Out

Mileage In

15982

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

PARTS LIST

PRICE

TIME PUNCH

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

ON

OFF

STRAIGHT TIME PRICE	FLAT RATE PRICE	R. O. NO.	EMP. NO.	OPER. NO.	TIME	OFF
	10	1086207	657			3
						ON

0.00 12782

Technical Information

3/09

Battery Volts Amps

Charging Volts Amps Diodes

Computer Codes

Brakes Thinnest measured inner or outer

Front Rear

Tire tread depth

LF RF RR LR

Parts Return Warranty/Core

Initial

TECH SIGNATURE

[Signature] 657

2008-09-03 16:35

4124698290 >> 18664854464

P 16/25

8



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

**SERVICE
INVOICE**

SO# 1086709 DATE/TIME IN: 3/05/2008 14:43
TAG# 075 SA: MATTHEW KERCHNER

DATE/TIME OUT: 3/05/2008 16:50
DOC COUNT: 1 PAGE: 1

[REDACTED]
WEST MIFFLIN

03
PA [REDACTED]

1G8ZV57747F [REDACTED]
2007 SATURN AURA XR
ENGINE: LY7 3.6L V6

MILES IN/OUT 15982 / 15983
SVC DATE: 12/07/2006

LINE 1 STATE INSPECTION
TECH COMM: PASSED INSPECTION
STICKER #'S AI83721771
IM82992841
BRAKES FR 8/32 RR 9/32
TIRES FR 9/32 RR 10/32

REPAIR 1 STATE NEW CAR SAFETY INSPECTION
OPCODE: M6015
HRS: .50
PRIMARY TECH: CARL r VERO

SALE TYPE: FREE INSPEC INT

NET ITEM: M inspection sticker

SALE TYPE
FREE INSPECT SV INT

LINE 2 Enhanced Emissions Test
TECH COMM: PASSED EMISSIONS
***CUSTOMER PRESENTED CERTIFICATE FOR \$25.00 OFF
ANYTHING IN DEALERSHIP***

REPAIR 1 STATE NEW CAR EMISSION TEST
OPCODE: M6010
HRS: .50
PRIMARY TECH: CARL r VERO

SALE TYPE: CASH - GM \$12.55

NET ITEM: S MCI CHARGE

SALE TYPE
CASH - GM \$2.40

LINE TOTAL \$14.95

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

LABOR \$12.55
NET ITEMS \$2.40
TAX (Pennsylvania St) \$1.05
CUSTOMER TOTAL \$16.00
PAYMENT (CASH) \$16.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



SATURN OF PLEASANT HILLS

1110 Clarton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

WORK ORDER

2008-09-03 16:36



Date 04/23/08 VIN 1G8ZV57747E [redacted] Mileage ¹⁶⁷¹¹~~16700~~ Del. Date 12/07/06 Miles 10 In-Serv-Date 12/07/06 Yr 07 Make SATURN Model AURA XR

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

Name [redacted] Eng LY7 3.6L V6 Transmission 6 SPD AUTO Color [redacted] SA# 659 SO# 1087510
Address [redacted] Business Phone [redacted] Tag# 572 Ref SO# 03
City/State/Zip WEST MIFFLIN PA [redacted] Stock # [redacted] Labor Rate .00

PRINTED: 15:07:21 Attention:
Comments:

Doc Cnt: 1 Payment Type 01 Promise Date / Time 04/23/08
Prk Lot: [redacted] Diag Codes ***** ESTIMATE *****

L#	Codes	ST	Hrs	Labor	Parts	Total
1	CUSTOMER STATES DASH LIGHTS WILL NOT WORK SOME TIMES	W				
2	CUSTOMER STATES BRAKES PALSATE.	W				

3. *Balance on tires*

Were you completely satisfied with your service today?
 Yes [redacted]
 No

SA: JOHN ADAMS
HOURS LABOR PARTS NT ITEM MISC
HAZDS DISC DEDCT TAXES TOTAL

I hereby authorize the repair work herein set forth to be done along with 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 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 this repair bill. Not responsible for damage from freezing due to lack of anti-freeze.

Y

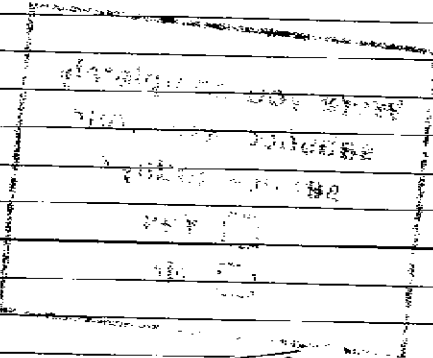
4124698290 >> 18664854464

P 18/25

10

Mileage Out 16779	Mileage in 16771
-----------------------------	----------------------------

Repair Line Cause: ✓ BRAKES FULGATE ROADTEST - VERIFY FRONT BRAKES FULGATE REAR BRAKES FULGATE
Correction: CUT FRONT ROTORS CUT REAR ROTORS ROAD TEST
Repair Line Cause: ✓ TIRE BAL - ROAD TEST - VIBRATION AROUND WHEELS - RECAL BR - 4 TIRES
Correction: CUSTOMER DECLINED
Repair Line Cause:
Correction:
Repair Line Cause:
Correction:



PARTS LIST	PRICE	TIME PUNCH
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

Technical Information

Battery Volts Amps

Charging Volts Amps Diodes

Computer Codes

Brakes Thinnest measured inner or outer
 Front **8B** Rear **8B**
 Tire tread depth
 LF **9** RF **9** RR **8** LR **8**

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. NO. 1087510	TIME	OFF
	38	EMP. NO. 244		ON

Parts Return Warranty/Core

Initial

TECH SIGNATURE **244**



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 489-4000

**SERVICE
INVOICE**

SO# 1087510 DATE/TIME IN: 4/23/2008 15:07 DATE/TIME OUT: 4/24/2008 12:15
TAG# 572 SA: JOHN ADAMS DOC COUNT: 1 PAGE: 1

[REDACTED]
WEST MIFFLIN

03
PA [REDACTED]

1G8ZV57747F [REDACTED]
2007 SATURN AURA XR
ENGINE: LY7 3.6LV6

MILES IN/OUT 16777 / 16778

SVC DATE: 12/07/2006

LINE 1 CUSTOMER STATES DASH LIGHTS WILL NOT WORK SOME TIMES
TECH COMM: TECHNICIAN CHECKED DASH LIGHTS FOUND THE DASH LIGHT SWITCH WAS TURNED OFF.

REPAIR 1 INFORMATION LINE
OPCODE: M5300

SALE TYPE: SVC DEPT PO INT

PRIMARY TECH: JOSEPH r ASHLIMAN III

LINE 2 127 CUTOMER STATES BRAKES PALSATE.
TECH COMM: TECHNICIAN DROVE FELT BRAKE PALSATION. TECHNICIAN CHECKED TH RUNOUT ON ROTORS. TECHNICIAN RESURFACED FRONT AND REAR ROTORS.

REPAIR 1 BRAKE ROTOR REFINISH FRONT

OPCODE: H0122
HRS: 1.90

SALE TYPE: WARRANTY - WTY

PRIMARY TECH: JOSEPH r ASHLIMAN III

REPAIR 2 BRAKE ROTOR REFINISH REAR

OPCODE: H0132
HRS: 1.90

SALE TYPE: WARRANTY - WTY

NET ITEM: C ENTERPRISE RENTAL CAR

SALE TYPE
WARRANTY - GM WTY

RENTAL DAYS: 1

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

CUSTOMER TOTAL \$.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.



Pleasant Hills, PA 16236
(412) 469-4300

WORK ORDER

Date: 06/25/08 VIN: 1G8ZV57747E [REDACTED]
 Mileage: 17942 Del. Date: 12/07/06 Miles: 10 In-Serv. Date: 12/07/06 License No.: [REDACTED]
 Yr: 07 Make: SATURN Model: AURA XR
 Eng: LY7 3.6L V6 Transmission: 6 SPD AUTO Color: [REDACTED]
 SA#: 659 SO#: 10884207
 Tag#: I18 Ref SO#: 03
 Business Phone: [REDACTED] Labor Rate: .00
 Stock #: [REDACTED] Promise Date / Time: 06/25/08

Disclaimer of Warranties
 The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to make claims for its applicability in connection with the sale of said products.

Name: [REDACTED]
 Address: [REDACTED]
 City / State / Zip: WEST MIFFLIN PA [REDACTED]
 Home: [REDACTED]
 Customer Number: [REDACTED]

PRINTED: 17:34:41 Attention:
 Comments:

Doc Cnt: 1 Payment Type: 01
 Prk Lot: [REDACTED] Diag Codes: [REDACTED]
 ST Hrs Labor Parts Total
 ***** ESTIMATE *****
 C

L# Codes
 1 CUSTOMER STATES TRACTION LIGHT ON
 C05G1 SIMPLY 71
 C0161 12
 C0277 6

SA: JOHN ADAMS

HOURS	LABOR	PARTS	ESTIMATE TOTAL:
HAZDS	DISC	DEDCT	NT ITEM MISC
			TAXES TOTAL

I hereby authorize the repair work herein set forth to be done along with 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 for any delays caused by unavailability of parts or delays in part shipments by 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 this repair thereon. Not responsible for damage from heating due to lack of anti-freeze.

X

2008-09-03 16:27
 4124698290 >> 18664854464
 P 21/25
 13

2008-09-03 16:37

Mileage Out 17942	Mileage In
----------------------	------------

Repair Line Cause: Traction Lamp On
Correction: reschedule for later date to diagnose
Repair Line Cause:
Correction:
Repair Line Cause:
Correction:
Repair Line Cause:
Correction:
Repair Line Cause:
Correction:

PARTS LIST	PRICE	TIME PUNCH
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

Jun 21 17 70
4124698290
Jun 21 17 70

4124698290 >> 18664854464

P 22/25

14

Technical Information			
Battery Volts	Amps		
Charging Volts	Amps	Diodes	
Computer Codes			
Brakes Thinnest measured inner or outer			
Front	Rear		
Tire tread depth:			
LF	RF	RR	LR

Parts Return Warranty/Core

Initial

TECH SIGNATURE *[Signature]*

SAATURN

Pleasant Hills, PA 15236
(412) 469-4000

18597

668

CSI

WORK ORDER

2008-09-03 16:37

Date 07/23/08 VIN 1G8ZV57747E

Mileage 18200 Def. Date 12/07/06

Miles 10 In-Serv-Date 12/07/06

License No. Yr 07 Make SATURN

Model AURA XR

SA# 659 SO# 108888

Tag# 443 Ref SO# 03

Labor Rate .00

Business Phone

Stock #

Promise Date / Time
07/23/08

***** ESTIMATE *****
Labor Parts Total

Name

Address

City / State / Zip
WEST MIFFLIN PA

Eng LY7 3.6LV6 6 SPD AUTO
Transmission

Customer Number

Payment Type 01
Diag Codes

Doc Cnt: 1
Prk Lot:

ST Hrs

C

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

PRINTED: 14:40:23 Attention:
Comments:

L# Codes

1

CUSTOMER STATES TRACTION CONTROL LIGHT IS ON.

colv

SA: JOHN ADAMS

HOURS LABOR

PARTS

ESTIMATE TOTAL:
NT ITEM MISC

HAZDS DISC

DEDCT

TAXES TOTAL

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicles in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in payments by 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 the repairs thereto. Not responsible for damage from flooding due to lack of anti-flooding.

X

4124698290 >> 18664854464

P 23/25

15



SATURN OF PLEASANT HILLS

1110 Clinton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 489-4000

SERVICE INVOICE

SO# 1088886 DATE/TIME IN: 7/23/2008 14:40 DATE/TIME OUT: 7/28/2008 16:51
TAG# 443 SA: JOHN ADAMS DOC COUNT: 1 PAGE: 1

[REDACTED]
WEST MIFFLIN
[REDACTED]

03 1G8ZV57747E [REDACTED]
2007 SATURN AURA XR
ENGINE: LY7 3.6LV6

MILES IN/OUT 18597 / 18630
SVC DATE: 12/07/2006

LINE 1 124 CUSTOMER STATES TRACTION CONTROL LIGHT IS ON.
TECH COMM: TECHNICIAN CONFIRMED LIGHT ON. TECHNICIAN REPLACED
BCM AND PROGRAMED. TECHNICIAN DROVE 38 MILES NO LIGHT ON.

REPAIR 1 COMPUTER (CONTROL), BODY - REPLACE
CODE: N4800

MS: .70 OTH HRS: 1.30

PRIMARY TECH: MICHAEL MULLEN
RR PARTS: 1

SALE TYPE: WARRANTY - WTY

RTS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
	25861370	MODULE AS Y	1		WARRANTY - GM	WTY

ITEM	DESC	SALE TYPE	WTY
G	VUE Vehicle Fuel	WARRANTY - GM	WTY

RENTAL DAYS: 1

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

CUSTOMER TOTAL \$.00

Were you completely satisfied with your service today?

Yes

No

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Class - BRCSiebel Docs

RequestNum
71-658715531

MSXDocNum

Last

First

Timestamp
2008-09-05-15.57.40.000000

Division

CorrType

CatCode

MSXSource
0

AttachNum

VIN

JUST THE FAX

SATURN of PLEASANT HILLS
1110 Clairton Blvd.
Pleasant Hills, PA. 15236
Phone number: (412) 469-4000
Fax number : (412) 469-8290

Send to:	From: Justin
Attention: Amy Scott	Date: 9/03/08
Office location:	Office location:
Fax number:	Phone number: 4124694000

Urgent Reply ASAP Please comment Please review For your informatio

Total pages, including cover:

Comments:



SATURN OF PLEASANT HILLS

1110 Clakton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

WORK ORDER

2008-09-03 16:16

Date: 09/12/07 VIN: 1G8ZV57747P [REDACTED] Mileage: 12544 Del. Date: 12/07/06 Miles: 10 In-Serv-Date: 12/07/06 License No.: [REDACTED] Yr: 07 Make: SATURN Model: AURA XR

Name: [REDACTED] Eng: LY7 3.6LV6 6 SPD AUTO Transmission: [REDACTED] Color: [REDACTED] SA#: 246 SO#: 1084011

Address: [REDACTED] Home: [REDACTED] Business Phone: [REDACTED] Tag#: [REDACTED] Ref SO#: 03

City / State / Zip: WEST MIFFLIN PA [REDACTED] Customer Number: [REDACTED] Stock #: [REDACTED] Labor Rate: 68.35

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PRINTED: 14:52:04 Attention:
Comments:

Doc Cnt: 1 Payment Type: 01 Promise Date / Time: 09/12/07
Prk Lot: [REDACTED] Diag Codes: [REDACTED]

***** ESTIMATE *****
ST Hrs Labor Parts Total

- L# 1 Codes CUSTOMER STATES CLUNKING NOISE LEFT FRT ON TRUNS C
- L# 2 Codes CUSTOMER STATES FRT LOWER SHIELD LOOSE ON BOTH ENDS C

TS678

*12-709
36 hrs*

4124698290 >> 18664854464

SA: THOMAS KMICK ESTIMATE TOTAL: P 2
HOURS LABOR PARTS NT ITBM MISC
HAZDS DISC DEDCT TAXES TOTAL

I hereby authorize the [REDACTED] to have not responsible for loss or damage to vehicle or [REDACTED] we not responsible for loss or damage to vehicle or [REDACTED] availability of parts or delays in parts shipments by [REDACTED] supplier or transporter. [REDACTED] condition abroad, highways or elsewhere for the [REDACTED] purpose of testing and for damage from road [REDACTED] to secure the amount of the repairs thereto. Not responsible [REDACTED]

X _____

Mileage Out	Mileage In
-------------	------------

Repair Line Cause: *Customer states front air dam broken found broken clips replaced front air dam would not duplicate customer concern with noise. found broken engine shell*

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

Repair Line Cause:

Correction:

STRAIGHT (WEEKS)	FLAT RATE PRICE	R. O. NO.	TIME	OFF
	63	03		609
				ON

PARTS LIST	PRICE	TIME PUNCH
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

Technical Information

Battery Volts Amps

Charging Volts Amps Diodes

Computer Codes

Brakes Thinnest measured inner or outer

Front Rear

Tire tread depth

LF RF RR LR

0/0

Parts Return Warranty/Core Initial TECH SIGNATURE _____



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15238
(412) 453-4000

**SERVICE
INVOICE**

SO# 1084011 DATE/TIME IN: 9/12/2007 14:52 DATE/TIME OUT: 9/12/2007 15:56
SA: THOMAS KMICK DOC COUNT: 1 PAGE: 1

WEST MIFFLIN PA 03 1G8ZV57747F
2007 SATURN AURA XR
ENGINE: LY7 3.6LV6
MILES IN/OUT 12544 / 12545
SVC DATE: 12/07/2006
RATE: 68.35

LINE 1 CUSTOMER STATES CLUNKING NOISE LEFT FRT ON TRUNS
TECH COMM: CHECK FRT END COMPLETE NO PROBLEM FOUND
REPAIR 1 INFORMATION LINE
OPCODE: M5300 SALE TYPE: SVC DEPT PO \$.00
PRIMARY TECH: ANDREW BROWN

LINE 2 M01 CUSTOMER STATES FRT LOWER SHIELD LOOSE ON BOTH END
S
TECH COMM: REATINERS WEAK BROKEN REDESIGNED REPACE
LOWER SHIELD AS PER BULITTIEN

REPAIR 1 07215-SPECIAL COVERAGE ADJUSTMENT-FRONT AIR DAM DA
OPCODE: T5678 SALE TYPE: WARRANTY - \$22.73
HRS: .30
PRIMARY TECH: ANDREW BROWN
WARR PARTS: 1 AMT: 51.86

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
3N	25874532 DEFLECTOR	Y	1	51.856	WARRANTY - GM	\$51.86
LINE TOTAL						\$74.59

CUSTOMER SIGNATURE [Redacted] CUSTOMER TOTAL \$.00

DISCLAIMER OF WARRANTIES

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Pleasant Hills, PA 15236
(412) 469-4000

WORK ORDER

2008-09-03 16:47

4124698290 >> 18664854464

P 5/25

5

Date: 10/08/07 VIN: 1G8ZV57747F [REDACTED]
 Mileage: 13099 Del. Date: 12/07/06 Miles: 10 In-Serv-Date: 12/07/06 License No.: [REDACTED]
 Yr: 07 Make: SATURN Model: AURA XR
 Eng: LY7 3.6LV6 Transmission: 6 SPD AUTO Color: [REDACTED]
 Name: [REDACTED] Home: [REDACTED]
 Address: [REDACTED] Business Phone: [REDACTED]
 City / State / Zip: WEST MIFFLIN PA [REDACTED] Customer Number: [REDACTED] Stock #: [REDACTED]
 Doc Cnt: 1 Payment Type: 01 Promise Date / Time: 10/08/07
 Prk Lot: [REDACTED] Diag Codes: [REDACTED] Labor Rate: 68.35
 Ref SO: 03
 *****ESTIMATE*****
 Labor Parts Total

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

PRINTED: 14:45:04 Attention:
Comments:

L# Codes

1 CUSTOMER STATES ESC LITE COMES ON INTERMITTENT

*Customer
is
misguided*

I hereby authorize the repair work herein
 to be performed on the vehicle in case of fire, theft,
 or other loss of the vehicle. I hereby grant you
 the right to use the vehicle for the purpose of testing
 and/or inspection. I am not responsible for damage
 to the vehicle caused by testing due to lack of
 proper procedure.

X

SA: THOMAS KMICK

HOURS	LABOR	PARTS	ESTIMATE TOTAL:
HAZDS	DISC	DEDCT	NT ITEM
			MISC
			TAXES
			TOTAL

2008-09-03 16:20

4124698298

18664854464

P 6/25

Mileage Out: 13100 Mileage In: 13049

Repair Line Cause: C0040 CLS ESC light
C0035 found ~~no~~ no
C0161 light on. V for
C0251 codes. found
Correction: B0268 C0161 to fuel
flow chart
report brake
Repair Line Cause: pressure sensor codes
light no fault
Correction:
Repair Line Cause:
Correction:
Repair Line Cause:
Correction:
Repair Line Cause:
Correction:

PARTS LIST	PRICE	TIME PUNCH
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON
		OFF
		ON

Sep = 15 2
 Sep = 15 8

Technical Information

Battery Volts: _____ Amps: _____

Charging Volts: _____ Amps: _____ Diodes: _____

Computer Codes: _____

Brakes Thinnest measured inner or outer
 Front: _____ Rear: _____

Tire tread depth
 LF: _____ RF: _____ RR: _____ LR: _____

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. NO.	TIME OFF
	<u>0.7</u>	<u>0.7</u>	<u>495</u>

Parts Return Warranty/Core Initial

TECH SIGNATURE #495



SATURN OF PLEASANT HILLS

1110 Clairton Blvd. Route 51 S.
Pleasant Hills, PA 15236
(412) 469-4000

**SERVICE
INVOICE**

SO# 1084415 DATE/TIME IN: 10/08/2007 14:45 DATE/TIME OUT: 10/08/2007 15:46
SA: THOMAS KMICK DOC COUNT: 1 PAGE: 1

[REDACTED]

03

1G8ZV57747F [REDACTED]
2007 SATURN AURA XR
ENGINE: LY7 3.6LV6

WEST MIFFLIN

PA [REDACTED]

[REDACTED]

MILES IN/OUT 13099 / 13100
SVC DATE: 12/07/2006
RATE: 68.35

LINE 1 L03 CUSTOMER STATES ESC LITE COMES ON INTERMITTENT
TECH COMM: CHECK BRAKE PEDAL SWITCH OUT OF CALIBRATION
ADJUST AND RETEST OK

REPAIR 1 SWITCH - REPLACE STOP LAMP

OPCODE: N2440

HRS: .70

PRIMARY TECH: CHRISTOPHER ARCHER

SALE TYPE: WARRANTY - \$53.03

LINE TOTAL \$53.03

CUSTOMER SIGNATURE

[REDACTED SIGNATURE]

CUSTOMER TOTAL \$.00

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SATURN OF PLEASANT HILLS

1110 Clairton Blvd, Route 51 S
Pleasant Hills, PA 15236
(412) 469-4000

WAIT

WORK ORDER

2008-09-03 16:22

4124698290 >> 18664854464

P 8/25

8

Date: 01/09/08 VIN: 1G8ZV57747E [REDACTED]
 Mileage: 15024 Del. Date: 12/07/06
 Name: [REDACTED]
 Address: [REDACTED]
 City / State / Zip: WEST MIFFLIN PA [REDACTED]
 License No.: [REDACTED]
 Yr Make Model: 07 SATURN AURA XR
 Eng Transmission Color: LY7 3.6LV6 6 SPD AUTO
 SA# SO#: 520 108579
 Business Phone Tag# Ref SO#: [REDACTED] 03
 Customer Number Stock # Labor Rate: [REDACTED] 83.00
 Payment Type Promise Date / Time: 01 01/09/08
 Doc Cnt: 1 Prk Lot: [REDACTED]
 Diag Codes: [REDACTED]

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

PRINTED: 14:53:24 Attention:
 Comments:

L#	Codes	ST	Hrs	Labor	Parts	Total
1	CUSTOMER STATES FUEL SMELL ON STARUP AT TIMES	C				
2	CUSTOMER STATE CAR SHIMMYS AND PULLS RT 65 MPH <i>ADVISE AFTER ROAD TEST</i>	C				
3	<u>INFORMATION LINE</u>	C				

CSI

SA: Mark Hollander

I have read and understand the contents of this work order and agree to the terms and conditions of the repair. I authorize the repair of the vehicle and agree to pay for the repair. I understand that the dealer is not responsible for loss or damage to vehicle or availability of parts or delays in parts shipments by post or air, or by any other means of transportation, and I understand that the dealer is not responsible for the time the amount of the repair is made. Not responsible for [REDACTED]

HOURS	LABOR	PARTS	ESTIMATE TOTAL:
MAZDS	DISC	DEDCT	NT ITEM MISC
			TAXES TOTAL

document Index - 71-658715531

9

Class - BRCSiebel Docs

RequestNum
71-658715531

MSXDocNum

Last

First

Timestamp
2008-09-05-15.57.18.000000

Division

CorrType

CatCode

MSXSource
0

AttachNum

VIN

2007 SATURN AURA XR 4DR SEDAN
78U OCEAN MIST /V6G
192 BLACK

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE ZAD01507391
*****22*12192S

ORDER NO. KNCGRZ/FDR STOCK NO.
VIN 1G8 ZV57 74 7E

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
ZZV69 SATURN AURA XR 4DR SEDAN	23945.00	21670.23	INVOICE 12/06/06
BQ2 AVIS RENT A CAR	0.00	0.00	SHIPPED 12/06/06
CF5 POWER SUNROOF	800.00	712.00	EXP I/T 12/15/06
LY7 ENGINE 3.6L DOHC V6 VVT	N/C	N/C	INT COM 12/15/06
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 09/29/06
PCQ PREMIUM TRIM PKG:	800.00	712.00	KEYS G3399 G3399
*LEATHER APPOINTED SEATS			WFP-S QTR OPT-1
*LEATHER WRAPPED STEERING WHEEL			FAN: 000801033
*LEATHER SHIFT KNOB			BANK: GMAC - 085
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	CHG-TO 12-192
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00	SHIP-TO 11-720
			BUDGET RENT A CAR
			HANOVER MD

SHIP WT: 3551
HP: 32.9
MRM: 26195.00
CUST PO NUMBER:
7105203N0700000
DAN: 01007
MEMO 1277.25

TOTAL MODEL & OPTIONS	25545.00	23094.23	ACT
DESTINATION CHARGE	650.00	650.00	

TOTAL 26195.00 23744.23 PAY 310 23744.23

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.

SATURN OF FRESNO/AVIS

REMIT TO GMAC NO. 085
VIN 1G8ZV57747E
\$ 23744.23 INV ZAD01507391
DUE 12/15/06 DEALER 12-192

RCMPR029

FORMATTED INVOICE DATA INQUIRY

09/05/08

16:01:28

PROCESSING SOURCE: BARS

PAGE NO: 01

2007 SATURN AURA XR 4DR SEDAN

GENERAL MOTORS CORPORATION

78U OCEAN MIST

/V6G

& SUBSIDIARIES

192 BLACK

RENAISSANCE CENTER

ORDER NO. KNCGRZ/FDR

STOCK NO.

DETROIT

MI 48243-1114

VIN 1G8 ZV57 74 7F

ADJUSTMENT INVOICE ZXD00228726

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
ZZV69 SATURN AURA XR 4DR SEDAN	23945.00	21670.23	INVOICE 02/06/07
BQ2 AVIS RENT A CAR	0.00	0.00	SHIPPED 12/06/06
CF5 POWER SUNROOF	800.00	712.00	EXP I/T 12/16/06
LY7 ENGINE 3.6L DOHC V6 VVT	N/C	N/C	INT COM 02/15/07
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 09/29/06
PCQ PREMIUM TRIM PKG:	800.00	712.00	KEYS SECURED
*LEATHER APPOINTED SEATS			WFP-S QTR OPT-1
*LEATHER WRAPPED STEERING WHEEL			FAN: 000801033
*LEATHER SHIFT KNOB			CHG-TO 12-192
R6K ONSTAR TURN-BY-TURN NAVIG AVAIL	N/C	N/C	SHIP-TO 11-720
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00	BUDGET RENT A CAR

COMMAND ==> _____

MORE RECORDS

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT

PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPRO29

FORMATTED INVOICE DATA INQUIRY

09/05/08

16:01:37

PROCESSING SOURCE: BARS

PAGE NO: 02

YT1 DAILY RENTAL FLAT RATE DEPREC. 0.00 0.00 HANOVER MD

ADD

SHIP WT: 3551

YT1

HP: 32.9

MRM: 26195.00

CUST PO NUMBER:



DAN: 01007

MEMO 1277.25

UNITS IN WRONG PROGRAM +YT1

MSRP ADJUSTMENT 0.00

COMMAND ==> _____

MORE RECORDS

PF01=HELP 02=INV SEL 03=PRV SCRN 04=VEHEVENT 06=AR EVENT

PF07=PGUP 08=PGDN 09=INV ERR 10=PRINT P/W:

RCMPR028

VEHICLE EVENT SELECTION

09/05/08

PROCESSING SOURCE: BARS

16:01:50

PAGE NO: 1

VIN: 1G8ZV5774 7E [REDACTED] OR

SELLING SOURCE(#): 22 MODEL YEAR(#): 07 ORDER NUMBER: KNCGRZ

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL
L EVENT DESC	SITE CD	NUMBER	S EVENT DT CD	AMOUNT	R RN
- INCTV CHK DATE	22	009308580	09/12/07 2TU	3,048.17	
- INCTV CHK DATE	22	009308580	09/12/07 2IN	9.00	
- INCTV CHK REQST	22 22001	000033034677	09/07/07 2TU	3,048.17	
- INCENTIVE MEMO	22 22001	000033034677	09/07/07 2TU	3,048.17	
- INCTV PAYMENT	22 22001	000033034677	09/07/07 2TU	3,048.17	
- INCTV CHK REQST	22 22001	000033034677	09/07/07 2IN	9.00	
- INCENTIVE MEMO	22 22001	000033034677	09/07/07 2IN	9.00	
- INCTV PAYMENT	22 22001	000033034677	09/07/07 2IN	9.00	
- INCTV AUC SOLD			09/07/07 2TU	3,048.17	
- INCENTIVE MEMO	22 22001	00032961413	08/24/07 MXG	0.00	
- INCTV PAYMENT	22 22001	00032961413	08/24/07 MXG	0.00	

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RCMPR028

VEHICLE EVENT SELECTION

09/05/08

PROCESSING SOURCE: BARS

16:01:59

PAGE NO: 2

VIN: 1G8ZV5774 7F [REDACTED] OR

SELLING SOURCE(#): 22 MODEL YEAR(#): 07 ORDER NUMBER: KNCGRZ

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL
L EVENT DESC	SITE CD	NUMBER	S EVENT DT	CD	R RN
INCTV APPLICATN	22 22001	00032961413	08/24/07	MXG	0.00
INCTV APPLICATN	22 22001	000033034677	08/10/07	2TU	3,048.17
INCTV APPLICATN	22 22001	000033034677	08/10/07	2IN	9.00
INCTV PAYMENT	22 22001		07/14/07	2EY	19,948.09
INCTV APPLICATN	22 22001		07/14/07	2EY	19,948.09
INCENTIVE MEMO	22 12192	ZXD00228726	02/08/07	YT1	0.00
INCTV PAYMENT	22 12192	ZXD00228726	02/08/07	YT1	0.00
INCTV APPLICATN	22 12192	ZXD00228726	02/08/07	YT1	0.00
INCENTIVE CHARG	22 12192	ZXD00228726	02/08/07	VN9	0.00
INCENTIVE MEMO	22 12192	ZXD00228726	02/08/07	VN9	0.00
INCTV APPLICATN	22 12192	ZXD00228726	02/08/07	VN9	0.00

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRNR

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RCMPR028

VEHICLE EVENT SELECTION
PROCESSING SOURCE: BARS

09/05/08

16:02:11

PAGE NO: 3

VIN: 1G8ZV5774 7F [REDACTED] OR

SELLING SOURCE(#): 22 MODEL YEAR(#): 07 ORDER NUMBER: KNCGRZ

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL
L EVENT DESC	SITE CD	NUMBER	S EVENT DT	CD	R RN
- ADJUSTMENT INVO	22 12192	ZXD00228726	02/06/07		0.00
- INCENTIVE MEMO	22 12192	00031618637	01/06/07	C4C	18.30
- INCTV PAYMENT	22 12192	00031618637	01/06/07	C4C	18.30
- INCTV APPLICATN	22 12192	00031618637	01/06/07	C4C	18.30
- INCENTIVE MEMO	22 22001	00031563571	12/28/06	MXA	0.00
- INCTV PAYMENT	22 22001	00031563571	12/28/06	MXA	0.00
- INCTV APPLICATN	22 22001	00031563571	12/28/06	MXA	0.00
- SETTLEMENT DATE	22 12192	ZAD01507391	12/16/06		23,744.23 CR
- EXPIRATION TRAN	22 12192	ZAD01507391	12/15/06		0.00
- INCENTIVE MEMO	22 12192	ZAD01507391	12/08/06	VN9	0.00
- INCTV PAYMENT	22 12192	ZAD01507391	12/08/06	VN9	0.00

COMMAND ==> _____

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RCMPR028

VEHICLE EVENT SELECTION
PROCESSING SOURCE: BARS

09/05/08

16:02:22

PAGE NO: 4

VIN: 1G8ZV5774 7F [REDACTED] OR

SELLING SOURCE(#): 22 MODEL YEAR(#): 07 ORDER NUMBER: KNCGRZ

S VIN TYPE: N

E	SS/	DOCUMENT	I	INC	M BL		
L	EVENT DESC	SITE CD	NUMBER	S	EVENT DT CD	AMOUNT	R RN
-	INCTV APPLICATN	22 12192	ZAD01507391	12/08/06	VN9	0.00	
-	DELIVERY D.O.B.	22 12192		12/07/06		0.00	
-	DELIVERY TO CUS	22 12192		12/07/06		0.00	
-	ORIGINAL INVOIC	22 12192	ZAD01507391	12/06/06		23,744.23	
-	COV/NVIS DATE	22 12192	ZAD01507391	12/06/06		0.00	
-	SHIPMENT DATE	22 11720		12/06/06		0.00	
-	PRODUCTION (BUI	22 12192		12/06/06		0.00	
-	PREFERENCE TO P	22 12192		10/03/06		0.00	
-	GM ORDER ACCEPT	22 12192		09/29/06		0.00	
-	GM ORDER ACCEPT			09/29/06		0.00	

COMMAND ==> _____

NO MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN 09=VEH HIST 10=HISTSRCH

P/W:

RCMPR068

DETAIL INCENTIVE PAYMENT HISTORY INQUIRY

09/05/08

PROCESSING SOURCE: BARS

16:02:40

VIN: 1G8ZV5774 7F [REDACTED] INC CODE: 2EY INC RUN NO: 3902 APPL STATUS: 9

MEMO DATE: 07/14/07 SS/SITE: 22 22001 DATA SCE: AUC GMAC BRCH:

MISC DATE: MISC: 0203=NBR DAYS IN SERVICE

TURN IN DT: 07/11/07 MILEAGE: 12270 DAMAGE: 926.00 INC MEMO NO:

CISCO CODE: DAN: 1ST TIME BUYER: ACTV TYPE: 8

POLICY PYMT CMNT: APPRL CD:

CERT NO: DTC/DEAL NO: DEMO QTY: 000

RPL MDL YR/ORD NO: REPL VIN: AUTH PUR CD:

PAYEE CD: 01 AMT: 19,948.09 CHECK NO: VOID CHECK IND:

PAYEE NAME: AESOP LEASING LP/HARRIS TR TID: PAY MTHD: OP

STREET: 311 W MONROE, 7FL, REMPR, BX71589 FAN: 000801033

CITY: CHICAGO ST/PROV: IL ZIP:

DEALER \$SHARE ==> AMT: 0.00

*** INQUIRY COMPLETE ***

COMMAND ==>

PF01=HELP 03=PRV SCRN

PF09=PAYMT DN 10=PAYMT UP 11=TAXES P/W:

RCMPR068

DETAIL INCENTIVE PAYMENT HISTORY INQUIRY
PROCESSING SOURCE: BARS

09/05/08

16:03:02

VIN: 1G8ZV5774 7F2 [REDACTED] INC CODE: 2TU INC RUN NO: 3941 APPL STATUS: 9
MEMO DATE: 09/07/07 SS/SITE: 22 22001 DATA SCE: HOU GMAC BRCH:
MISC DATE: MISC:
TURN IN DT: MILEAGE: DAMAGE: INC MEMO NO: 000033034677
CISCO CODE: DAN: 1ST TIME BUYER: ACTV TYPE: A
POLICY PYMT CMNT: APPRL CD:
CERT NO: DTC/DEAL NO: DEMO QTY: 000
RPL MDL YR/ORD NO: REPL VIN: AUTH PUR CD:

PAYEE CD: 02 AMT: 3,048.17 CHECK NO: [REDACTED] VOID CHECK IND:
PAYEE NAME: ABSOP LEASING LP/HARRIS TR TID: PAY MTHD: CA
STREET: 311 W MONROE, 7FL, REMPR, BX71589 FAN: 000801033
CITY: CHICAGO ST/PROV: IL ZIP:

DEALER SHARE ==> AMT: 0.00

*** INQUIRY COMPLETE ***

COMMAND ==>

PF01=HELP 03=PRV SCRN

PF09=PAYMT DN 10=PAYMT UP 11=TAXES P/W:

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Class - BRCSiebel Docs

RequestNum
71-658715531

MSXDocNum

Last

First

Timestamp
2008-09-05-16.16.52.000000

Division

CorrType

CatCode

MSXSource
0

AttachNum

VIN



General Motors Corporation
 Business Resource Center
 PO Box 53470
 Detroit, MI 48232-5170

VIA FAX ONLY

August 29, 2008

Justin Hergenroeder
 Saturn of Pleasant Hills
 1110 Clairton Blvd
 Pleasants Hills PA 15326

RE:

[REDACTED]
 Service Request: 71-658715531
 2007 Saturn AURA
 Vehicle Identification Number: 1G8ZV57747F [REDACTED]
 Customer Relationship Specialist: Amy Scott

Dear Mr. Hergenroeder:

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:

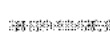
- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well 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 866-790-5600, extension 11130 between the hours of 10:00 am and 6:45 pm EST Monday through Friday. Please fax requested documents to 866-485-4464.

Sincerely,

General Motors Corporation



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Class - BRCSiebel Docs

RequestNum
71-658715531

MSXDocNum
SCO48B7FF0

Last

First

Timestamp
2008-08-29-13.52.00.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
F

AttachNum

VIN



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-3170

VIA FAX ONLY

August 29, 2008

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

RE: [REDACTED]
Service Request: 71-658715531
2007 Saturn AURA
Vehicle Identification Number: 1G8ZV57747E [REDACTED]

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated August 28, 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.

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

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

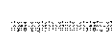
Date _____.

VEHICLE INFORMATION

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

Signature

Signature



document Index - 71-658715531

3

Class - BRCSiebel Docs

RequestNum
71-658715531

MSXDocNum
SCO48B800D

Last

First

Timestamp
2008-08-29-13.59.00.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
F

AttachNum

VIN

ROBERT M. SILVERMAN^{1*}
CRAIG THOR KIMMEL^{1*}

¹ Member, PA Bar
² Member, NJ Bar
³ Member, DE Bar
⁴ Member, NY Bar
⁵ Member, MA Bar
⁶ Member, MD Bar
⁷ Member, OH Bar
⁸ Member, DC Bar
⁹ Member, AZ Bar
¹⁰ Member, CO Bar
¹¹ Member, VT Bar
¹² Member, MI Bar
¹³ Member, RI Bar
¹⁴ Member, NH Bar



KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

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

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

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

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HEARJITT¹⁵
ROBERT A. RAPIKIN¹⁶
RY DAVID RUBENSTEIN¹⁷
MELISSA K. FIALA¹⁸
IRA P. SMADES¹⁹
DAVID L. LIEBERMAN²⁰
ANGELA K. TROCCHI²¹
FRED DAVIS²²
CHRISTOPHER R. HOLLIDAY²³
AMY L. BENNECOFF²⁴
CHRISTINA GILL ROSEMAN²⁵
RICHARD A. SCHOLER²⁶

August 28, 2008

VIA EMAIL ONLY

Saturn Corporation - PA
100 Saturn Parkway
P.O. Box 1500
Spring Hill, TN 37174

Re: [REDACTED] v. Saturn Corporation
Vehicle: 2007 Saturn Aurora
Date of Purchase: 08/01/2007
Place of Purchase: Kenny Ross
VIN: 1G8ZV57747H[REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above individual against Saturn Corporation pursuant to the 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: Kay Dudley



**General Motors Corporation
Legal Staff**

Facsimile
248/267-4333

Telephone
313/665-1555

November 12, 2008

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F. Kennedy Boulevard
Suite 1101
Philadelphia, PA 19103

NOV 13 2008

Dear Mr. Kantrowitz:

Re: GM Case No. 662877
[REDACTED], General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

Sharon Ledoux
Legal Assistant

602877

11/30/08

Service of Process Transmittal
11/11/2008
CT Log Number 514072056

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI 48265-4000

RE: Process Served in Pennsylvania

FOR: Saturn Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] Pltf. vs. Saturn Corporation, Dft.

DOCUMENT(S) SERVED: Letter, Notice to Defend, Complaint, Verification, Exhibits

COURT/AGENCY: Allegheny County, Court of Common Pleas, PA
Case # AR0814971

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects on 2007 Saturn Aurora, VIN: 1G8ZV57747 [REDACTED]

ON WHOM PROCESS WAS SERVED: CT Corporation System, Harrisburg, PA

DATE AND HOUR OF SERVICE: By Certified Mail on 11/10/2008 postmarked on 11/05/2008

APPEARANCE OR ANSWER DUE: Within 20 days - Written appearance // 01/23/2009 at 9:00 a.m. - Hearing

ATTORNEY(S) / BINDER(S): Jacqueline C. Herritt
Kimmel & Silverman, P.C.
30 East Butler Pike
Ambler, PA 19002
215-540-8888

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex Standard Overnight
Image SOP
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail

SIGNED: CT Corporation System
PER: Sabra Dudding
ADDRESS: 116 Pine Street
3rd Floor, Suite 320
Harrisburg, PA 17101
TELEPHONE: 717-234-6004

Non-ER
SJL

Kantrowitz & Phillippi
Steven Kantrowitz

CT web
11/11/08
5:17pm

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document Index - 71-658715531

3

Class - BRCSiebel Docs

RequestNum
71-658715531

MSXDocNum
0831800107

Last
[REDACTED]

First
[REDACTED]

Timestamp
2008-11-13-13.51.59.000000

Division
SA

CorrType
B

CatCode
04

MSXSource
M

AttachNum

VIN



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

November 17, 2008

VIA FAX ONLY

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103

RE: [REDACTED]
Service Request: 71-658715531
GM Legal Staff Case: 662877
2007 Saturn AURA
Vehicle Identification Number: 1G8ZV57747E [REDACTED]
Customer Relationship Specialist: Mary Greer

Dear Mr. Kantrowitz:

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 TOTH, 800-356-5004, MAILBOX # 6887, 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 132953.

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



GMC



HUMMER



FAX

To: shera

Company:

Fax: 18662661792

Phone:

From: Sharon J. Ledoux

Fax: 248-267-4333

Phone: 313-665-1555

NOTES:

GM No. 662877 Settlement

Fw: A new 4 page fax has arrived from <unknown>

This settlement is approved.

Sharon J. Ledoux
GM Legal Staff, Legal Assistant
300 Renaissance Center
Mail Code: 482-C24-C66
Detroit, MI 48265-3000
Phone: 313-665-1555
Fax: 248-267-4333

----- Forwarded by Sharon J. Ledoux/US/GM/GMC on 05/11/2009 09:50 AM -----

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05/11/2009 09:54 AM

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SHARON J. LEDOUX/US/GM/GMC

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Number of Pages: 4
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KANTROWITZ & PHILLIPPI, LLC
 1880 John F. Kennedy Boulevard
 Suite 1101
 Philadelphia, Pennsylvania 19103
 (215) 496-9400

Fax: (215) 496-9089

FACSIMILE TRANSMISSION SHEET

To: Sharon Ledoux

Company/Firm: GENERAL MOTORS CORP.

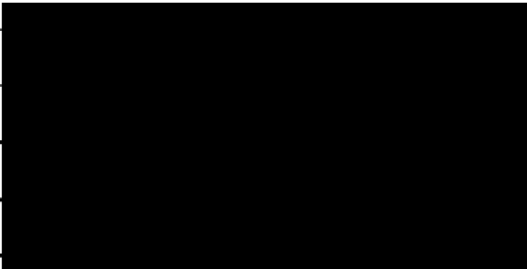
Fax Number: 248-267-4333

Phone Number:

From: Ellen Sladek

Our File No.: 3030- 58652 GM File No.

Date/Time: 5-11-09



Number of Pages, Including Cover Sheet: 4

CONFIDENTIAL INFORMATION

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FOR COPY IS NOT REGIEME OR INSCONLINE, PLEASE CALL (215) 496-9400

MESSAGE: Attached are check request letter and W9 for above.

KANTROWITZ & PHILLIPPI, LLC

ATTORNEYS AT LAW

1880 John F. Kennedy Boulevard

Suite 1101

PHILADELPHIA, PA 19103

(215) 496-9400

FAX: (215) 496-9089

NEW JERSEY OFFICE

810 Bear Tavern Road, Suite 301

Mountain View Office Park

Ewing, New Jersey 08625


(609) 530-1919

FAX: (609) 530-0722

May 6, 2009

Ms. Sharon Ledoux
General Motors Corporation
Global Headquarters, 300 Renaissance Center
24th Floor, P.O. Box 300, Mail Code: 482-C24-C66
Detroit, MI 48265-3000

Re: [REDACTED]. Saturn Corporation
C.C.P. Allegheny County, AR-08-14971
2007 Saturn Aura
Vin No.: 1G8ZV57747F [REDACTED]
GMC File: 662877
Our File: 3030-58652

Dear Ms. Ledoux: 

Based upon an unfavorable repair history involving repeat complaints related to the traction control system, we negotiated a settlement of this claim for the amount of \$4,500.00, inclusive of counsel fees.

UCC Codes: H73- Brakes-Traction Control/Stabilitrak/Stability System

Please forward the following draft to this office:

- (1) a draft for **\$4,500.00** made payable to:

[REDACTED] West Mifflin, PA [REDACTED]

Telephone Number: [REDACTED]

Odometer: 25,000; and

Kimmel & Silverman, P.C.

30 East Bulter Pike, Ambler, PA 19002

Tax ID Number: 23-2671027

KANTROWITZ AND PHILLIPPI, LLC

May 7, 2009

Page 2

Thank you for your cooperation. Please feel free to contact me with any questions.

Very truly yours,



STEVEN B. KANTROWITZ

SBK/es

Attachment: W9 Form



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

VIA FAX ONLY

August 29, 2008

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

RE: [REDACTED]
Service Request: 71-658715531
2007 Saturn AURA
Vehicle Identification Number: 1G8ZV57747E [REDACTED]

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated August 28, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

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

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature



FAX

To: shera

Company:

Fax: 18662661792

Phone:

From: Sharon J. Ledoux

Fax: 248-267-4333

Phone: 313-665-1555

NOTES:

GM No. 662877 Settlement

Fw: A new 4 page fax has arrived from <unknown>

This settlement is approved.

Sharon J. Ledoux
GM Legal Staff, Legal Assistant
300 Renaissance Center
Mail Code: 482-C24-C66
Detroit, MI 48265-3000
Phone: 313-665-1555
Fax: 248-267-4333

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SHARON J. LEDOUX/US/GM/GMC

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KANTROWITZ & PHILLIPPI, LLC

1880 John F. Kennedy Boulevard
Suite 1101
Philadelphia, Pennsylvania 19103
(215) 496-9400

Fax: (215) 496-9089

FACSIMILE TRANSMISSION SHEET

To:	Sharon Ledoux
Company/Firm:	GENERAL MOTORS CORP.
Fax Number:	248-267-4333
Phone Number:	
From:	Ellen Sladek
Our File No.:	3030- 58652 GM File N
Date/Time	5-11-09

Number of Pages, Including Cover Sheet: 4

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CONFIDENTIAL INFORMATION. PLEASE CALL (215) 496-9400

MESSAGE: Attached are check request letter and W9 for above.

KANTROWITZ & PHILLIPPI, LLC

ATTORNEYS AT LAW

1880 John F. Kennedy Boulevard

Suite 1101

PHILADELPHIA, PA 19103

(215) 496-9400


FAX: (215) 496-9089

NEW JERSEY OFFICE
810 Bear Tavern Road, Suite 301
Mountain View Office Park
Ewing, New Jersey 08625
(609) 530-1919
FAX: (609) 530-0722

May 6, 2009

Ms. Sharon Ledoux
General Motors Corporation
Global Headquarters, 300 Renaissance Center
24th Floor, P.O. Box 300, Mail Code: 482-C24-C66
Detroit, MI 48265-3000

Re: [REDACTED] v. Saturn Corporation
C.C.P. Allegheny County, AR-08-14971
2007 Saturn Aura
Vin No.: 1G8ZV57747F [REDACTED]
GMC File: 662877
Our File: 3030-58652

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[REDACTED] West Mifflin, PA [REDACTED]

Telephone Number: [REDACTED]

Odometer: 25,000; and

Kimmel & Silverman, P.C.

30 East Bulter Pike, Ambler, PA 19002

Tax ID Number: 23-2671027

KANTROWITZ AND PHILLIPPI, LLC

May 7, 2009

Page 2

Thank you for your cooperation. Please feel free to contact me with any questions.

Very truly yours,



STEVEN B. KANTROWITZ

SBK/es

Attachment: W9 Form

Form **W-9**
(Rev. September 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above
Kimmel & Silverman, P.C.

Check appropriate box: Individual/sole proprietor Corporation Partnership
 Limited liability company. Enter the tax classification (Disregarded entity, C-corporation, Partnership) ▶ Exempt payee
 Other (see instructions) ▶

Address (number, street, and apt. or suite no.)
30 E. Butler Pike
City, state, and ZIP code
Ambley, PA 19002

Requester's name and address (optional)

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

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

Social security number

OR


Employer identification number
23-2671027

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, Item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest or dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions.

Sign Here Signature of U.S. person ▶ 

Date ▶ **03/04/09**

General Instructions

Section references are to the internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

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

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

2009-05-11 09:52:05 Transmission Record

Transfer Type: Receive fax
Remote CSID: []
Unique ID: [LZT4A07F5A62C75]
Time to Transfer: 1:30
Sent on Channel: 0
Inbound user ID: LZTR7G, Routing Code: 4333
AOC: [0][0][0][0]
Result: Success
Brooktrout Res: Call [0:352]; Fax [0:0]
Pages Sent: 1 - 4

January 28, 2014

[REDACTED]
Lathrup Village, MI [REDACTED]

Service Request: 71-667817267

2008 Pontiac G6

Vehicle Identification Number: 1G2ZM577284 [REDACTED]

Customer Relationship Specialist: Bridgett Pynn

Dear [REDACTED]:

We are sorry you have experienced concerns with your 2008 Pontiac G6. At Pontiac, 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 Maintenance Letter, valued up to \$200.00, to be used on your 2008 Pontiac G6. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to \$200. In the event the cost of your service visit exceeds the \$200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Pontiac dealership for redemption.

If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 800 276 6842 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

Complimentary Maintenance Letter up to \$200

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.



**AN AMERICAN
REVOLUTION**



**CHEVY DEALER CODE 24045
PONTIAC DEALER CODE 12141
BAC 163192
2020 W. AIRLINE HWY
LAPLACE, LA 70068**

TO: Michele VALYKED

Fax: (985) 651-2077

FROM: CHRIS VICKNAIR

Phone: (985) 651-2500

Date: 10/21/08

RE:



Pages:

- Urgent
- For Review
- Please Comment
- Please Reply
- Please Recycle

COMMENTS: here are all documents pertaining to
the purchase of the 2005 Malibu

Thanks,

Chris



FAX



General Motors Corporation
Business Resource Center
P.O. Box 33173
Detroit, MI 48232-5170

VIA FAX ONLY

October 20, 2008

General Sales Manager Chris Vicknair
RAINBOW CHEVROLET-PONTIAC, L.L.C.
2020 W AIRLINE HWY
LA PLACE, LA 70068-3032

RE: [REDACTED]

Service Request: 71-672748154
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52865R [REDACTED]
Customer Relationship Specialist: Michele Valykeo

Dear Chris Vicknair:

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 documents regarding this vehicle. The specific documents needed are:

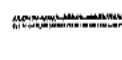
- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.

Please fax them to (866) 554-4010. 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 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, RAINBOW CHEVROLET PONTIAC state that the odometer now reads 11632 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage.
WARNING - ODOMETER DISCREPANCY.

MAKE CHEVROLET

MODEL MALIBU BODY TYPE SEDAN

VEHICLE IDENTIFICATION NUMBER 1G1ZT52865F

YEAR 2005

SELLER/TRANSFEROR'S NAME RAINBOW CHEVROLET PONTIAC
(Printed Name)

TRANSFEROR'S ADDRESS 2020 W AIRLINE
(Street)

LA PLACE, LA 70068
(City) (State) (Zip Code)

TRANSFEROR'S NAME _____
(Signature)

DATE OF STATEMENT 01/13/06

PURCHASER/TRANSFEEE'S NAME _____
(Printed Name)

TRANSFEEE'S ADDRESS _____
(Street)

LUTCHER LA _____
(City) (State) (Zip Code)

TRANSFEEE'S NAME _____

003

Rainbow Chevrolet

10/21/2008 08:49 FAX 9856512077

Type or bear down hard with pen to ensure legibility of all copies.

FIRST ASSURANCE LIFE OF AMERICA

(HEREIN CALLED THE COMPANY)

P.O. Drawer 83480, Baton Rouge, LA 70884-3480
225-759-9923 • 800-272-8000

CONTR.# 28255
DEAL # 28255

GROUP POLICYHOLDER		GROUP POLICY NUMBER	
RAINBOW CHEVROLET PONTIAC		1526	
SCHEDULE OF INSURANCE			CERTIFICATE NO.
Creditor Beneficiary (Irrevocable) Address WELLS FARGO FINANCIAL ACCEPTANC PO BOX 250 ESSINGTON, PA 19029			856574
In	Age	Term of Insurance	Effective Date
[REDACTED]	38	72	01/13/06
In	Age	Secondary Beneficiary	
[REDACTED]	52	[REDACTED]	
Addr	City	State	Zip Code
[REDACTED]	LUTCHER	LA	[REDACTED]
COVERAGES (ONLY THOSE MARKED APPLY)		INITIAL AMOUNT(S) OF INSURANCE LIMITS OF LIABILITY	COSTS OF INSURANCE
<input type="checkbox"/> Level Term Life Debtor Only	<input type="checkbox"/> Joint Level Term Life Insured Debtor & Co-Debtor	Amount of Insurance \$	\$
<input checked="" type="checkbox"/> Decreasing Term Joint Life Insured Debtor & Co-Debtor		Initial Amount of Insurance \$	\$ 39169.44
<input type="checkbox"/> Decreasing Term Single Life Insured Debtor Only		Initial Amount of Insurance \$	\$
<input type="checkbox"/> Dismemberment (FIRST INSURED DEBTOR ONLY)		Initial Amount of Insurance \$	\$
<input type="checkbox"/> Disability Insurance (FIRST INSURED DEBTOR ONLY)		Monthly Disability Benefit \$	N/A
Waiting Period Days		TOTAL PREMIUM CHARGE	\$ 2820.19
IF DISABILITY INSURANCE IS INDICATED, IT DOES NOT COVER ANY RESIDUAL OR BALLOON PAYMENTS WHICH EXCEED THE MONTHLY DISABILITY BENEFIT SHOWN ON THIS SCHEDULE.			

I, the undersigned, hereby request that the above numbered policy be cancelled as of twelve o'clock noon, Standard Time, on the date of the cancellation shown below.

T
X
K

WITNESS

SIGNATURE OF INSURED FOR CANCELLATION

REFUND RECEIPT AND
CERTIFICATE RELEASE
(To Be Completed Upon
Cancellation and Refund)

Cancellation Date	Percentage Refunded	Amount of Refund
Mo Day Yr	Life:	Life: \$
Months Elapsed	Dis:	Dis: \$
0 - 15 DAYS = 0 MONTH 16 - 30 DAYS = 1 MONTH		Total: \$

* IMPORTANT: If a death or dismemberment claim has been filed, do not refund any premiums. If a disability claim has been settled causing the account to be paid out, do not refund any premiums. The minimum amount of refund is \$1.00. Contact our Home Office if you have any questions concerning amount(s) which may be due.

SIGNATURE OF INSURED DEBTOR
(For Verification Purpose)

SIGNATURE OF JOINT INSURED CO-DEBTOR
(For Verification Purpose)

LOSS DEFICIENCY SURETY INSURANCE COMPANY, INC.

**P O BOX 83480
BATON ROUGE, LA 70884
225/769-9923 800/272-8000**

POLICYHOLDER AND VEHICLE INFORMATION

28255

POLICY NO.

G

0	71
---	----

 375537

NAME OF INSURED [REDACTED]		ISSUE DATE 13 JAN 2006	EXPIRATION DATE 23 JAN 2012
ADDRESS [REDACTED]		PREMIUM \$ 595.00	
CITY, STATE ZIP LUTCHER LA [REDACTED]		TYPE <input type="checkbox"/> STANDARD RETAIL INSTALLMENT CONTRACT <input checked="" type="checkbox"/> LEASE/BALLOON	
TELEPHONE [REDACTED]	SSN [REDACTED]	COVERED VEHICLE <input type="checkbox"/> NEW <input checked="" type="checkbox"/> USED	
LIENHOLDER/LESSOR WELLS FARGO FINANCIAL ACCEPTANCE		2005 CHEV MALI 1G1ZT52865E [REDACTED] YEAR MAKE MODEL VIN NUMBER	
ADDRESS PO BOX 250		POLICY TERM (NOT TO EXCEED 84 MONTHS) 72	
CITY, STATE ZIP ESSINGTON PA 19029		MILEAGE 11632	VEHICLE PRICE 15512.50

THE PURCHASE OF THIS GAP INSURANCE POLICY IS NOT REQUIRED TO OBTAIN CREDIT.
YOU MAY OBTAIN GAP PROTECTION FROM AN ALTERNATE SOURCE.

POLICY TERMS

This policy shall exist solely between the policyholder (named above) and Loss Deficiency Surety Insurance Company, Inc. (LDSIC). This policy pays a benefit, on your behalf, to the lienholder/lessor, only if the covered vehicle is declared a constructive total loss by your primary insurance company. If no primary insurance is covering the vehicle at the time of the total loss, refer to Section I Amount of the Benefit.

I. Amount of the Benefit

The amount of the benefit paid by this policy is determined by starting with the amount owed the lienholder/lessor as of the date of loss; less the refunds receivable from all cancelable items, such as credit life, accident and health, mechanical breakdown insurance or any other similar items; then subtracting the amount paid by the primary insurance. The resulting answer is the benefit which is payable if the vehicle is declared a constructive total loss; except that any remaining unpaid balance which is caused by your primary insurance having a deductible of greater than \$1,000.00 will not be paid. If no primary insurance is covering the vehicle at the time of constructive total loss and the amount owed the lienholder/lessor is more than the retail value of the covered vehicle, this policy will pay the difference between the retail value of the vehicle (before the total loss) and the amount owed the lienholder or lessor. The benefit paid by this policy will be calculated as if all payments and charges you owe the lienholder/lessor have been paid on time and in compliance with your retail installment contract/lease agreement.

The benefit paid will not be increased because of any late or delinquent payments you owe. The benefit paid by this policy will not be increased because of any extension of payment or terms granted by the lienholder/lessor or because of any fee, premiums or charges of any kind added to the retail installment contract or lease agreement after it was first entered into by you and the lienholder/lessor. This policy will not pay the part of a benefit, which is otherwise payable, to the extent that part of the benefit exists because the vehicle sales/lease price was more than a maximum of 150% of the retail value (used vehicles) or more than a maximum of 150% of the manufacturer's suggested retail Price (new vehicles). If this situation occurs the benefit payable shall be calculated as if the vehicle had been purchased or leased at the maximum sales/lease prices earlier listed.

Any person who knowingly and with intent to defraud any insurance company or other persons, files a statement containing any materially false information, or conceals for purpose of misleading information, concerning any fact, material thereto, commits a fraudulent insurance act, which is a crime, subject to criminal prosecution and civil penalties.

By signing I acknowledge that I have read, understand and agree to the terms of this policy, and I understand that the purchase of this policy is not a condition for the extension of credit. Further, I acknowledge that part of the terms of this policy are printed on the reverse side, and I agree to be bound by those terms.

[REDACTED] JAN 2006

AUTHORIZED REPRESENTATIVE

DEAL 28255

Louisiana Department of Public Safety and Corrections

Office of Motor Vehicles

P.O. Box 64836, Baton Rouge, LA 70896-4886

VEHICLE APPLICATION

TO AVOID REJECTION:
Complete all required information

ELECTRONIC FUND TRANSFER CODE
DEALER CODE NLRF

Date Prepared: 01/13/06 Type of Plate: V-1

VRN: 1G1ZT52865F Make: CHEVROLET License No. Exp. Date

Body: SEDAN Color: TAN Year: 2005 Mileage: 11632 Model/Weight: MALIBU

If vehicle is a manufactured home, is it used as a residence?
 YES NO

Name of Owner: [Redacted] Driver's License or EIN: [Redacted]

City: LUTCHER Parish: SAINT JAMES LA State/Zip: [Redacted]

Are you residing within the corporate limits of a municipality?
 YES NO

Are you residing within a special tax district or ward?
 YES NO If yes, what ward or district?

Lessee Mail To Domicile Renter
If lessee, domicile, or renter is indicated, renewal notice should be mailed to (check one):
 Owner Lessee, renter, or domicile address

Name: [Redacted] Driver's License or EIN of Lessee or Renter: [Redacted]

Street: [Redacted] Trade License No.: 3FAFP11332R [Redacted]

City: [Redacted] Parish: [Redacted] State/Zip: [Redacted] Trade License No.: [Redacted]

VEHICLE IS SUBJECT TO SECURITY AGREEMENT AS FOLLOWS:

ELECTRONIC LIEN TRANSFER CODE

First Lienholder's Name: WELLS FARGO FINANCIAL ACCEPTANCE
Street: PO BOX 250
City/State/Zip: ESSINGTON, PA 19029

Second Lienholder's Name: [Redacted]
Street: [Redacted]
City/State/Zip: [Redacted]

<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Date Acquired: 01/13/06	Tax Date: 01/13/06	Previous Title No.:	State: LA	Cost of Vehicle: 15757.50	Less Trade: 2000.00
Title Fee: 18.50	Lic Pen Credit:	Handling Fee: 10.00	Rebate:	Tax Value: 13757.50		
Mortgage Fee: 5.00	Tax: 1066.21	Tow Fee:	DUPLICATE TITLE AFFIDAVIT (Must be signed by owner and notarized.)			
License Fee: 28.00	*Tax Penalty:	Miscellaneous Fee:	The certificate of title issued to me was <input type="checkbox"/> lost <input type="checkbox"/> mutilated <input type="checkbox"/> never received			
Lic Transfer Fee:	*Interest:	Total Fees:	I make application for a duplicate copy of said certificate and agree to hold the Commissioner harmless if the previous title is obtained by another person.			
License Credit:	Vendor's Comp: 16.37	Total Taxes:	<input type="checkbox"/> I give the Commissioner permission to mail the title to the address on this application.			
License Penalty:	Tax Credit:	Grand Total:				

BE SURE TO SIGN AND DATE

I do swear or affirm that the information contained in this document is true and correct to the best of my knowledge.

I have and will maintain, during this registration period, vehicle liability insurance (security) required by LRS Title 32:861-865. Failure to maintain as agreed will be a violation of law which may result in criminal prosecution and/or suspension of registration privileges.

If the vehicle being registered is defined as a commercial motor vehicle by the Federal Motor Carrier Safety Regulations and/or Federal Hazardous Material Regulations, by signature below registrant declares knowledge of those federal regulations.

01/13/06

Date

Date

Owner's Signature(s) For Duplicate Title: [Redacted]

Witness: [Redacted]

Sworn and subscribed before me this _____ day of _____, _____

Notary Public Signature, Printed Name & ID Number or Motor Vehicle Officer (Witness Only): [Redacted]

AFFIDAVIT OF NON-POSSESSION OF TITLE BY LIENHOLDER

Must be signed by lienholder and notarized.

I hereby swear or affirm that title of above described vehicle showing lien in our favor was never received received and surrendered to the owner.

Lienholder's Signature: [Redacted]

Witness: [Redacted]

Sworn and subscribed before me this _____ day of _____, _____

Notary Public Signature, Printed Name & ID Number: [Redacted]

RECEIVED/REJECTION DATE(S)

PROOF OF LIABILITY INSURANCE MUST BE FURNISHED AS PROVIDED FOR BY LAW BEFORE THIS FILE CAN BE PROCESSED.

TO AVOID PENALTY AND INTEREST:

File must be submitted within 40 days from the date of purchase. For manufactured houses (mobile homes), file must be submitted by the 20th of the month following the month of delivery.

- *Tax Penalty: 5% of sales tax due for 30 days or fraction thereof (not to exceed 25%).
- *Interest: 1.25% of sales tax due for 30 days or fraction thereof (no maximum).

LOUISIANA GAP COVERAGE DISCLOSURE

Buyer: [REDACTED] JOE PARQUETTE Seller: RAINBOW CHEVROLET PONTIAC
 Vehicle: 2005 CHEV MAL1 SEDAN Date: 01/13/06
 1G1ZT52865F [REDACTED]

This GAP coverage disclosure form is part of the contract for the credit sale of the motor vehicle described above ("vehicle financing contract") dated 01/13/06 between WELLS FARGO FIN (Creditor), [REDACTED] (Buyer), and [REDACTED] (Co-Buyer). All references to "this contract" in the vehicle financing contract include this GAP coverage disclosure form.

We are obligated under Louisiana law to provide you with the option of voluntarily purchasing GAP insurance or similar coverage in connection with the credit purchase of your vehicle. GAP coverage protects you if your vehicle is damaged beyond repair or is lost and can not be recovered, and the proceeds of your insurance or amounts you receive from third persons is not sufficient to fully pay and satisfy what you then owe under your vehicle financing contract. GAP coverage will pay this difference to the contract holder so that you may not be required to pay "out-of-pocket" this additional amount.

YOU ARE NOT REQUIRED TO PURCHASE GAP COVERAGE FROM US AS A CONDITION OF OBTAINING CREDIT. If you wish to purchase GAP coverage from us on a purely voluntary basis, you may do so by checking the appropriate box and signing below.

Cost of GAP coverage for a term of 72 months: \$ 595.00



I (we) elect to voluntarily purchase GAP coverage from you for the above cost and term, and request that you finance this amount under my vehicle financing contract.



I (we) decline to purchase GAP coverage from you. By declining to purchase GAP coverage, you acknowledge that you may remain liable to the holder of your vehicle financing contract for the difference between (1) the amount you owe the contract holder following the total loss of your vehicle, and (2) the amount you receive in insurance proceeds and from third parties causing damage to the vehicle.

Notice to Buyer: Keep this form in your records along with your vehicle financing contract.

FORM LMVC/GAP (07/01)

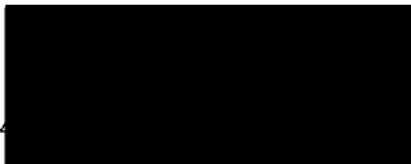
Contract dated the day written below and the Buyer ("you" or "your") who executes this Agreement and is a part of the retail installment contract. The meaning of "we," "us" or "our" for the purposes of this Agreement also includes any successor(s), transferee(s) or assignee(s) of the Seller.

A. The parties agree as follows:

- (1) **RIGHT TO ELECT TO ARBITRATE:** Any party covered by this Agreement may elect to have any claim, dispute or controversy ("Claim") of any kind (whether in contract, tort or otherwise) arising out of or relating to your Retail Installment Contract, or any prior or future dealings between us, resolved by binding arbitration. If any party covered by this Agreement elects arbitration, that election is binding on all parties to this Agreement. A Claim may include, but shall not be limited to, the issue of whether any particular Claim must be submitted to arbitration, or the facts and circumstances involved with your signing of this Agreement, or your willingness to abide by the terms of this Agreement or the validity of this Agreement. Any such election may be made at any time. All parties agree that no party has to initiate an arbitration proceeding before exercising remedies of self-help repossession, non-judicial foreclosure, replevin or other similar remedies. In addition, any party covered by this Agreement retains the right to seek relief in small claims court for any Claim within the scope of the small claims court's jurisdiction. The filing of a lawsuit or the pursuit of other self-help remedies does not mean that any party has waived the right to subsequently elect to submit a Claim to arbitration.
- (2) **RULES:** If arbitration is elected, it will be conducted pursuant to the rules of the American Arbitration Association which are in effect on the date a dispute is submitted to the American Arbitration Association. Information about the American Arbitration Association, its rules, and its forms are available from the American Arbitration Association on the internet at <http://www.adr.org> or from the American Arbitration Association at 335 Madison Avenue, Floor 10, New York, New York 10017-4605. Any hearing will take place in the county of your residence. The arbitrator shall be neutral and any party may require that the arbitrator be a retired federal judge. The arbitrator shall apply all applicable law and shall provide a written decision that includes findings of fact and conclusions of law. Judgment upon the award issued by the arbitrator may be entered in any court having jurisdiction. There shall be no authority for any claims to be arbitrated as a class action or consolidated with the claims of other persons.
- (3) **FEDERAL ARBITRATION ACT:** The parties agree the Retail Installment Contract involves "interstate commerce" and shall be governed by the Federal Arbitration Act ("FAA"), Title 9, United States Code, and this Agreement shall be governed by the provisions of the FAA.
- (4) **FEES & COSTS:** If you start an arbitration proceeding, you agree to pay the initial filing fee required under the Rules up to a maximum of \$125. The American Arbitration Association may, in the event of extreme hardship on the part of any party, defer or reduce the administrative fees. We agree to pay for any part of the filing fee and any deposit required under the Rules in excess of \$125. We also agree to pay the costs of the arbitration proceeding. If we start an arbitration proceeding, we will pay the filing fee, any deposit required under the Rules, and the costs of the arbitration proceeding. Each party shall be responsible for their own attorney, witness, and expert fees and costs unless the Retail Installment Contract (or applicable law) provides otherwise.
- (5) **LIMITATION OF RIGHTS: IF ARBITRATION IS ELECTED BY ANY PARTY UNDER THIS AGREEMENT:** (A) YOU WILL NOT HAVE THE RIGHT TO GO TO COURT OR TO HAVE A JURY TRIAL; (B) YOU WILL NOT HAVE THE RIGHT TO ENGAGE IN PRE-ARBITRATION DISCOVERY EXCEPT AS PROVIDED IN THE RULES; (C) YOU WILL NOT HAVE THE RIGHT TO PARTICIPATE AS A REPRESENTATIVE OR MEMBER OF ANY CLASS OF CLAIMANTS PERTAINING TO ANY CLAIM SUBJECT TO ARBITRATION; (D) THE ARBITRATOR'S DECISION WILL BE FINAL AND BINDING WITH LIMITED RIGHTS TO APPEAL; (E) THIS AGREEMENT SUPERSEDES ANY PRIOR ALTERNATIVE DISPUTE RESOLUTION AND/OR ARBITRATION AGREEMENT THAT MAY EXIST BETWEEN YOU AND US; (F) IF ANY PROVISION OF THIS AGREEMENT IS HELD TO BE INVALID, THE INVALID PROVISION SHALL NOT AFFECT THE ENFORCEMENT OF ANY OTHER PROVISION OF THIS AGREEMENT.

NOTICE: Additional terms and conditions appear on the reverse side.

READ THIS BUYER'S AGREEMENT CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO HAVE A CLAIM, CONTROVERSY OR DISPUTE DETERMINED THROUGH A COURT ACTION - INCLUDING A JURY TRIAL



1-13-06
Date

1-13-06
Date

Seller: Rainbow Chevrolet
By: [Signature]
Its: Gilbert Finance Manager

PLEASE SEND

GMAC FINANCIAL SERVICES

Business Type: Corp Part
 LLC Prop

BRANCH NUMBER CSG NUMBER

DEALER NUMBER

LAST NAME OR BUSINESS NAME

DATE OF BIRTH (MM/DD/YY)

PO BOX NUMBER

CITY Lutcher STATE LA

MTG PAYMENT OR RENT , 400

TIME AT ADDRESS 02 YRS 02 MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application) DeHavison Hospital

OCCUPATION mental Health Tech.

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

AREA CODE BUSINESS PHONE 800-582-2985

GROSS ANNUAL INCOME (ALL SOURCES) 17,000

TIME EMPLOYED 8 YRS MOS

- Car
- Light Truck
- Med. Duty Truck
- Conversion Van
- Demo
- Off-Lease
- College Grad Plan
- Lease Loyalty
- Single Pmt. Lease
- SmartBeginnings
- Custom Pmt. Plan
- Lease to Retail

Finance SmartLease SmartBuy ConTRAC New Used Certified Used Auction

PRODUCT USE: Personal Commercial

Credit Line

CASH SELLING PRICE MSRP TERM EST PAYMENT SEC DEP

NET TRADE (yr) TRADE-IN (make) MILEAGE (thousands) UPFIT COST

CASH/CAP RED/REBATE VEHICLE YR MAKE CYL # of UNITS COST OF CHASSIS

CAP COST OR UNPAID BAL MODEL CODE MODEL DESCRIPTION

- USED VEHICLE OPTIONS
- W/O Air
 - Sunroof
 - Tape/Disc
 - Cruise
 - Pwr Windows
 - Pwr Seats
 - Leather Seats
 - 4 WD
 - Manual Trans
 - Alum/Wire Wheels
 - TPops
 - Third Door

PO BOX NUMBER

CURRENT STREET NAME (MAILING ADDRESS)

CITY Lutcher STATE LA

MTG PAYMENT OR RENT , 400

TIME AT ADDRESS 02 YRS 02 MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application) BUCKERLAND

OCCUPATION

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

AREA CODE BUSINESS PHONE

GROSS ANNUAL INCOME (ALL SOURCES) 25,000

TIME EMPLOYED YRS MOS

This application will be submitted to GMAC (GMAC North America for Ohio Dealers), GMAC Automotive Bank, and C.O.L. Trust (if this is a lease application), all at P.O. Box 5192, Southfield, MI 48036, and (if this is a purchase application) to Nuvel Credit Corp. (a GMAC affiliate) at P.O. Box 242510, Little Rock, AR 72223, so that they may decide whether or not to purchase the transaction.

Your Opt-Out Right: If you want GMAC's and GMAC Automotive Bank's vehicle financing operations not to share non-public personal information about you related to this application with affiliates and non-affiliated third parties, you may opt out of information sharing, that is, you may direct us not to share information (other than as permitted by law). See the GMAC Privacy Notice for more information.

To opt-out now -- Fill in this circle to opt out of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law). This opt-out covers applicant and any co-applicant.

We intend to apply for joint credit: Applicant Co-Applicant (Initials only)

See the other side for important notices. By signing below, I certify that (1) I have read and agree to the terms of this application, including terms on the other side, and (2) I have signed as the applicant.

Applicant's Signature Date 1-13-06 Co-Applicant's Signature Date 1-13-06

APPLICANT COMPLETES THIS SECTION

DEALER USE ONLY

CO-APPLICANT COMPLETES THIS SECTION

SIGNATURES

CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

**P.O. Box 5378
Timonium, MD 21094-5378**

BR # _____

NAMED INSURED:		FIRST	MIDDLE	LAST
ADDRESS		NUMBER	STREET	CITY
TEL. NO.		()		
				STATE
				ZIP CODE
				P LUTCHER LA
				DRIVERS LICENSE #
				P

GMAC ACCOUNT NUMBER

NAMED PURCHASER:		FIRST	MIDDLE	LAST
ADDRESS		NUMBER	STREET	CITY
TEL. NO.		()		
				STATE
				ZIP CODE
				SAME AS ABOVE

VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2005	CHEVROLET	LS	MAI	1G1ZT52865F306759

VEHICLE USE: Private Passenger, Commercial Auto and Trailer

INSURANCE AGENT

PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE

NAME	NIA Geico		
MAILING ADDRESS	One Geico Plaza		
CITY	STATE	ZIP CODE	
AGENT'S TELEPHONE NUMBER	(800) 841-3000		
	Washington	DC	20006

INSURANCE CARRIER

PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER

NAME	N/A		
POLICY NUMBER	[REDACTED]		
DATE THIS VEHICLE COVERED	FROM 8-20-05 TO 2-20-06		
COVERAGE			
<input checked="" type="checkbox"/> Collision \$ 500 Deductible			
Type: <input type="checkbox"/> BROAD FORM OR STANDARD <input type="checkbox"/> LIMITED (NOT ACCEPTABLE)			
<input checked="" type="checkbox"/> Comprehensive \$ 250 Deductible			
<input type="checkbox"/> Fire-Theft			

AGENTS COMMENT

--

NAMED INSURED SIGNS	DATE
[REDACTED]	01/13/2006

DEALER CONFIRMATION:

() AGENCY () INSURANCE CARRIER	NAME OF PERSON CONTACTED	LOSS PAYEE
Confirmed By [Signature]	DATE	LOSS PAYEE CONFIRMED () Yes (X) No
		<input type="checkbox"/> GMAC; <input type="checkbox"/> GMACAB
		<input type="checkbox"/> _____ and in each case its successors and assigns.

DEALER SIGNS _____ DEALER RAINBOW CHEVROLET PONTIAC



RETAIL BUYER'S ORDER

DATE: 01/13/06
28255

RICHARD, LESTER
SMITH, DANIEL
SALES REPRESENTATIVE

2020 W. AIRLINE HWY., LAPLACE, LA 70068 • 985-651-2500 • FAX 985-651-2077 • www.rainbowautomotive.com

PURCHASER: [REDACTED]
 ADDRESS: [REDACTED] STREET [REDACTED] CITY LUTCHER LA PARISH SAINT JAMES LA STATE [REDACTED] ZIP CODE [REDACTED]
 HOME PHONE [REDACTED] BUS. PHONE [REDACTED] STATE & DRIVER'S LICENSE NUMBER [REDACTED] S/S # [REDACTED]
 NEW USED DEMO YEAR 2005 MAKE CHEVROLET MODEL MALIBU TYPE LS ODOMETER READING 11632
 CELL PHONE: [REDACTED] E-MAIL: [REDACTED]
 SERIAL NO. 1G1ZT52865E [REDACTED] COLOR TAN STOCK NO. P3545

Base Price	List (MSRP)	Final List Price	\$ 15512.50
Freight		Trade Allowance	2000.00
Please List Options	N/A	Trade In: Year 2002 Make FORD Model ZX2 Type C	
		Serial No 3FAFP11332R [REDACTED]	
		Mileage 74039 Color [REDACTED]	
		Lic No [REDACTED]	
		Trade Difference OR Selling Price	13512.50
		Customer Services	295.00
		Sales Tax % 4.15000	1066.21
		Doc/Notary/Conv. Fee	47.00
		Rec. Lic \$5 / Cap. Lic \$5 \$10 / Dup Reg \$4	10.00
		Handling Fee \$10 Temp Tag \$5	15.00
		Title Fee \$18.50	18.50
		License Fee	20.00
		Amount owed to trade (pay off estimate)	4300.00
4300.00		TOTAL CASH DELIVERY PRICE	\$ 19242.21
	Payoff Info:	Earnest Money Down	\$
	Owed To:	Down Payment Due	\$
	Good Thru:	Total Down Payment	\$
		BALANCE DUE	\$ 19242.21

_____ has driven and will take delivery now of P3545 Stock # _____ when the figures are agreeable. Rainbow Chevrolet-Pontiac may verify information.
 _____ Consultant _____ Consumer

TERMS:

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

Present trade-in appraisal good until _____

- Purchaser warrants that vehicle being traded-in is clear of any and all liens or encumbrances except as listed above.
- This agreement constitutes the entire agreement between the parties; and there are no representations, warranties or commitments by the parties except as set forth of referred to herein or otherwise set forth in writing. This agreement supersedes all prior and contemporaneous oral agreements, understandings, negotiations and discussions of the parties hereto relating to the transactions contemplated by this agreement. This agreement may be amended only in writing executed by the parties hereto.

RAINBOW CHEVROLET PONTIAC _____ **Accepted by Dealer or Authorized Representative** _____ **PURCHASER**

FOR OFFICE USE ONLY:

DELIVERY DATE	TIME	PURCHASER'S FIRST NAME	DOB	SPOUSE'S FIRST NAME	DOB	ANNIVERSARY	"A"
---------------	------	------------------------	-----	---------------------	-----	-------------	-----



2120 West Airline Highway
 Metairie, LA 70006
 (504) 885-2500

BILL OF SALE

Customer Number	DMV
Vehicle Number	Salesman No.

DESCRIPTION OF PURCHASE:	
YEAR	MAKE
2008	CADILLAC
MODEL	SERIAL NUMBER
SEVILLE	4G712345678
STOCK NO.	ODOMETER READING
1000	10000

YEAR	MAKE	MODEL	BODY STYLE	SERIAL NUMBER
2008	CADILLAC	SEVILLE	SEDAN	4G712345678
STOCK NO.	COLOR	ODOMETER READING	DATE	TIME
1000	BLACK	10000	10/21/08	10:00

DISCLAIMER AND WAIVER OF WARRANTIES

It is MUTUALLY AGREED and understood that: (1) Any WARRANTIES, express or implied, on the product(s) sold hereby ARE those made by the MANUFACTURER only; (2) The SELLER, Rainbow Chevrolet - Pontiac, MAKES NO WARRANTIES, express or implied, including any implied warranties 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 product(s); (3) PURCHASER hereby EXPRESSLY WAIVES ALL IMPLIED WARRANTIES arising under the provisions of Louisiana Civil Code Article 2520 through 2528 (including, without limitation, any warranty against hidden or latent defects); (4) PURCHASER further expressly WAIVES and RELEASES purchaser may have to demand, as AGAINST SELLER, a RESCISSION or RESOLUTION of this sale OR REDUCTION OF THE PURCHASE PRICE for breach of any such implied warranties; (5) IN LIEU of such implied warranties, PURCHASER ACCEPTS the MANUFACTURER'S separate new product LIMITED WARRANTY, which warranty shall be the EXCLUSIVE WARRANTY with respect to this sale, and acknowledges receipt of a copy of manufacturer's written new product limited warranty. Purchaser acknowledges that this Disclaimer and Waiver of Warranties is of essence to this contract of sale and that he has read same this

Selling Price	20000.00
Less: Trade In	10000.00
Net Total	10000.00
Sales Tax	500.00
License & Title	200.00
TOTAL CASH PRICE	10700.00
Deposit	1000.00
Cash on Delivery	0.00
Trade-In Allowance	10000.00
Less: Lien	0.00
NET EQUITY	10000.00
Amount Financed	0.00
TOTAL	10700.00

Buyer of _____
 Witness _____
 Purchaser _____

DESCRIPTION OF TRADE:	
YEAR	MAKE
2007	FORD
MODEL	SERIAL NUMBER
F150	1F3P133813A000000
STOCK NO.	COLOR
1000	WHITE

YEAR	MAKE	MODEL	BODY STYLE	SERIAL NUMBER
2007	FORD	F150	PICKUP	1F3P133813A000000
STOCK NO.	COLOR	ODOMETER READING	DATE	TIME
1000	WHITE	10000	10/21/08	10:00

10/21/2008 08:55 FAX 9856512077

28255

P3545

Rainbow Chevrolet

013

06



General Motors Corporation
Business Resource Center
PO Box 33478
Detroit, MI 48232-5170

VIA FAX ONLY

October 21, 2008

Service Manager Chris Bradshaw
SUPREME CHEVROLET, LLC
PO BOX 908
GONZALES, LA 70707-0908

RE:

[REDACTED]
Service Request: 71-672748154
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52865F [REDACTED]
Customer Relationship Specialist: Michele Valykeo

Dear Chris Bradshaw:

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 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 (866) 554-4010. 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 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



General Motors Corporation
PO Box 33478
Detroit, MI 48232-5170



General Motors Corporation
PO Box 33478
Detroit, MI 48232-5170





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

VIA FAX ONLY

October 20, 2008

Benny George, Esq.
Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345

RE: [REDACTED]
Service Request: 71-672748154
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52865F [REDACTED]
Customer Relationship Specialist: Michele Valykeo

Dear Mr. George:

This is to advise that General Motors is in receipt of the above referenced case dated October 13, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

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

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,
General Motors Corporation



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

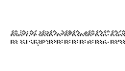
Date _____.

VEHICLE INFORMATION

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

Signature

Signature





General Motors Corporation
Business Resource Center
PO Box 33478
Detroit, MI 48232-5170

VIA FAX ONLY

October 20, 2008

General Sales Manager Chris Vicknair
RAINBOW CHEVROLET-PONTIAC, L.L.C.
2020 W AIRLINE HWY
LA PLACE, LA 70068-3032

RE: [REDACTED]

Service Request: 71-672748154
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT528651 [REDACTED]
Customer Relationship Specialist: Michele Valykeo

Dear Chris Vicknair:

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 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 (866) 554-4010. 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 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



General Motors
PO Box 33478
Detroit, MI 48232-5170



General Motors
PO Box 33478
Detroit, MI 48232-5170





General Motors Corporation
Business Resource Center
PO Box 33478
Detroit, MI 48232-5170

VIA FAX ONLY

October 21, 2008

Service Manager Bo Jack Walter
COURTESY CHEVROLET
PO BOX 1191
FRANKLIN, LA 70538-1191

RE: [REDACTED]
Service Request: 71-672748154
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52865F [REDACTED]
Customer Relationship Specialist: Michele Valykeo

Dear Bo Jack Walter:

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 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 (866) 554-4010. 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 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



General Motors Corporation
PO Box 33478
Detroit, MI 48232-5170



General Motors Corporation
PO Box 33478
Detroit, MI 48232-5170





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

VIA FAX ONLY

November 20, 2008

Benny George, Esq.
Alex Simanovsky & Associates, LLC
1010 Common Street Suite 1740
New Orleans, LA 70112

RE: [REDACTED]
Service Request: 71-672748154
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52865F [REDACTED]
Customer Relationship Specialist: Daniel Villela

Dear Mr. George:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- ◆ We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.
- ◆ The concerns relating to the vehicle occurred outside the terms of the manufacturer's warranty.
- ◆ Your client has received a 36/60,000 mile Major Guard GMPP which offers protection for your client's concerns.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverage(s). If subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

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

LG0007
V07092007



GMC



HUMMER



VIN: 1G1ZT5286 5F [REDACTED] SELLG SCE: 13 MDL YR: 05 ORD NO: HZR73

ODATE: 03/01/05 ORDER FAN: 000820524 OTYPE: 050 DLVY SS/SITE CD: 13 23823
DDATE: 05/19/05 DLVY FAN: 000820524 DTYPE: 020 SRVC TYPE: MILEAGE:

DLVY DOE: 05/19/05 ORDER BY: ALAMO

CANC:

CANC DOE:

TRADE: DLVY TO: ALAMO RENT A CAR

TRD DOE: PO BOX 22776

SRVC IN: FORT LAUDERDALE FL 33335

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
MXA	01	13 49998	00028459491	07/06/05	0.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: FLT INC MEMO NO: 00028459491 AUTH PUR CD:
MISC DATE: MISC: 00200
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
REY	02	13 49998	008475324	12/02/05	17,213.94	CA		0.00	9

PROCESS TYPE: 007 CHECK NO: 008475324 SSN:
DATA SCE: AUC INC MEMO NO: 000029253734 AUTH PUR CD:
MISC DATE: MISC: 0163=NBR DAYS IN SERVICE
POLICY PYMT CMNT: ACTV TYPE: 8

PAYEE NAME: ALAMO RENT A CAR INC.
STREET: 8430 W BRYN MAWR AVE, LBX#2439
CITY: CHICAGO ST/PROV: IL ZIP: 60631

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
YT1	01	13 23823	1AD65535840	05/20/05	0.00	IC		0.00	9

PROCESS TYPE: 014 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: 1AD65535840 AUTH PUR CD:
MISC DATE: MISC: YT1
POLICY PYMT CMNT: ACTV TYPE: 6



General Motors Corporation
Business Relations Center
PO Box 13170
Detroit, MI 48232-5170

VIA FAX ONLY

October 21, 2008

Service Manager Bo Jack Walter
COURTESY CHEVROLET
PO BOX 1191
FRANKLIN, LA 70538-1191

RE:

Service Request: 71-672748154
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52865H [REDACTED]
Customer Relationship Specialist: Michele Valykeo

Dear Bo Jack Walter:

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 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 (866) 554-4010. 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 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



52425

70571

COURTESY CHEVROLET TOYOTA

2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

ACCOUNTING

FRANKLIN, LA
HOME: [REDACTED]
CELL: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 771 KITTY BOUDREAU

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TAN	05	CHEVROLET MALIBU	1G1ZT52865F	[REDACTED]	53641/53641		
DEL DATE	PRQD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN05 DD			07MAR08			CASH	10MAR08
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_SFI					
15:11 07MAR08	15:40 10MAR08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A TRANSMITTERS ARE NOT WORKING
 CAUSE: E
 CS TRANSMITTERS ARE INOP, INSTALLED NEW BATTERIES
 STILL NOT WORKING, REPLACED AND PROGRAMMED 2
 NEW TRANSMITTERS

632	WG	0.50	0.50	1150	3354					33.54	33.54
2	22733523	TRANSMITT		7700	10780	0	67.54			53.90	107.80

FC: PART#: COUNT: 7700 10780 TPARTS
 CLAIM TYPE:
 AUTH CODE:

PARTS:	107.80	LABOR:	33.54	OTHER:	0.00	TOTAL LINE A:	141.34
--------	--------	--------	-------	--------	------	---------------	--------

B CD PLAYER IS NOT WORKING, SHOWS CHECK DISC
 CAUSE: E

CS CD PLAYER WILL NOT ACCEPT CD, NO CODES,
 REMOVED AND REPLACED RADIO, FUNCTION CHECK
 OK

632	WG	1.40	1.40	3220	9391					93.91	93.91
-----	----	------	------	------	------	--	--	--	--	-------	-------

FC: PART#: COUNT: 0 0 TPARTS
 CLAIM TYPE:
 AUTH CODE:

PARTS:	0.00	LABOR:	93.91	OTHER:	0.00	TOTAL LINE B:	93.91
--------	------	--------	-------	--------	------	---------------	-------

SALE	COST	CONTROL	SALE	COST	CONTROL
[REDACTED]	12745	4370	[REDACTED]	10780	7700
[REDACTED]	23525	*****	[REDACTED]		

COST, SALE, & COMP TOTALS 12070 23525 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
 You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connection with your repair order.

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

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

CUSTOMER SIGNATURE

http://gsi.xw om com/si/callHandler.do?callId=728048

52425

70668

COURTESY CHEVROLET TOYOTA

2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

ACCOUNTING

PAGE 1

FRANKLIN, LA
HOME: [REDACTED] BUS:
CELL: [REDACTED]

SERVICE ADVISOR: 771 KITTY BOUDREAU

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
-------	------	------------	-----	---------	----------------	-----

TAN	05	CHEVROLET MALIBU	1G1ZT52865E	[REDACTED]	54116/54116	
-----	----	------------------	-------------	------------	-------------	--

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
----------	-----------	----------	----------	-------	------	---------	----------

01JAN05 DD						CASH	19MAR08
------------	--	--	--	--	--	------	---------

R/O OPENED	READY	OPTIONS
------------	-------	---------

14:42 17MAR08	15:32 19MAR08	ENG:3.5_Liter_SFI
---------------	---------------	-------------------

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CRUISE CONTROL IS INOP										
CAUSE: E											
CS CODE P0575 CRUISE SWITCH, DIAGNOSE AS PER SE2000 AS BCM., REPLACED BCM AND PROGRAMMED											
	632	WG		1.00	1.00	2	6708			67.08	67.08
	1	15234845	BCM			8374	11724	0	167.48	117.24	117.24
FC PARTS COUNT: 8374 11724 TPARTS											
CLAIM TYPE:											
AUTH CODE:											
PARTS: 117.24 LABOR: 67.08 OTHER: 0.00 TOTAL LINE A: 184.32											

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
B	FAN NOISE IN DASH										
CS TEST DROVE COULD NOT DUPLICATE AT PRESENT TIME											
	632	CGC		0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	6708	2		[REDACTED]	11724	8374	
[REDACTED]	0	0		[REDACTED]	18432	*****	
[REDACTED]	0	*****					

COST, SALE, & COMP TOTALS 8376 18432 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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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.
You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connection with your repair order.

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

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

CUSTOMER SIGNATURE

Pass 97A

CUSTOMER #: 52425

70668

COURTESY CHEVROLET TOYOTA

2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

WORKORDER

PAGE 1

FRANKLIN, LA
HOME
CELL
BUS:

SERVICE ADVISOR: 771 BOUDREAUX, KITTY

MAKE/MODEL	CHEVROLET MALIBU	VIN	1G1ZT52865R	LICENSE	54116/	MILEAGE:IN/ OUT		TAG			
TAN	05	DEL DATE	01JAN05 IS	PROD DATE	01JAN05 DD	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
R.O. OPENED	17MAR2008 14:42	READY		OPTIONS	ENG:3.5 Liter_SFI						

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
--------------	-------	------	---------------------------

A 2 CGC CRUISE CONTROL IS INOP *P0575 Cruise control* *DRL NO ABS*
Diagnose a fan SE2000 *15234845*
Replace BCM in program

B 2 CGC FAN NOISE IN DASH *could not duplicate it present here - 3-6-08*
find a replace

COMPANY NAME
 COMPANY PHONE
 POLICY NUMBER
 POLICY TERM
 EFFECTIVE DATE
 DEDUCTIBLE 0.00
 MILEAGE LIMIT
 BEGIN MILES
 END MILES
 COMPONENTS

Expired @ 1-13-09
71,632 mile
#0 deductible

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands & disclaims all warranties, regard to the parts and/or consequential damages further agrees that the such parts and/or access systems to perform with

STRAIGHT TIME (HOURS)	FLAT RATE	I/O NO.	TIME	OFF
1.0		70668		7
		OPER. NO.		
		Jord		3/19
		EMP. NO. 632		

PRELIMINARY ESTIMATE 9

DATE	TIME	BY

AUTHORIZATION FOR REPAIRS

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

REVISED ESTIMATE (3)

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF

X [Signature]

You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connection with your repair order.

CUSTOMER #: R52425

72109

COURTESY CHEVROLET TOYOTA
2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

ACCOUNTING

DUPLICATE 1
PAGE 1

FRANKLIN, LA

HOME: CONT
BUS: CELL

** PRE-INVOICE **

SERVICE ADVISOR: 31111 JACKIE WALKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TAN	05	CHEVROLET MALIBU	1G1ZT52865F		59927/59927		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN05 DD					85.00	CASH	08SEP08

R/O OPENED: READY: OPTIONS: ENG:3.5_Liter_SFI
 10:22 18AUG08 08:10 08SEP08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A: CUST/ STATES RATTLE IN THE FRONT END OVER BUMPS

CAUSE:
 B3920 MOUNT ASSEMBLY, FRONT STRUT BEARING - RIGHT
 - REPLACE
 549WCMPP 0.90 0.90 2430 5820 58.20 58.20
 1 15235775 SNUBBER 4664 6530 0 81.82 65.30 65.30
 FC: PART#: 15235775
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

4664 6530 TPARTS
 2430 5820 TLABOR
 PARTS: 65.30 LABOR: 58.20 OTHER: 0.00 TOTAL LINE A: 123.50

B: CUSTOMER STATES VEH HAS A CONT CRANK EVEN THOUGH YOU LET OFF THE KEY

CAUSE: LAB-OP J6354 0.7
 REPROGRAM PCM AS PER TECHNICAL SERVICE
 BULLETINE 06-06-04-049
 549WCMPP 0.70 0.70 1890 4527 45.27 45.27
 FC: PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:

0 0 TPARTS
 1890 4527 TLABOR
 PARTS: 0.00 LABOR: 45.27 OTHER: 0.00 TOTAL LINE B: 45.27

VERSION 1 (EMP# 31111,08SEP08 08:07): J-6354

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connection with your repair order.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

407 Robinson St

549
72109

CUSTOMER #: R52425

COURTESY CHEVROLET TOYOTA

2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

WORKORDER

PAGE 1

FRANKLIN, LA

HOME: CONT
BUS: CELL

SERVICE ADVISOR: 31111 WALKER, JACKIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	05	CHEVROLET MALIBU	1G12T52865F		59927/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
01JAN05 IS					85.00	CASH
01JAN05 DD						
R.O. OPENED	READY	OPTIONS: ENG: 3.5 Liter_SFI				
18AUG2008 10:22		1-13-09 EXP 71632				

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A CS WGMP CUST/ STATES RATTLE IN THE FRONT END OVER BUMPS
 549 found Engine snubber Nocking.
 R+R snubber.

B CS WGMP CUSTOMER STATES VEH HAS A CONT. CRANK EVEN THOUGH YOU
 LET OFF THE KEY
 Reprogrammed PCM as per GMPP
 TSB.

COMPANY NAME
 COMPANY PHONE
 POLICY NUMBER
 POLICY TERM
 EFFECTIVE DATE
 DEDUCTIBLE
 MILEAGE LIMIT
 BEGIN MILES
 END MILES
 COMPONENTS

36/60,000
 0 - Dual
 0.00 35⁰⁰

mic cases
 covered
 E3920
 32 3920
 9
 106D6
 RU 26 B 23
 RU 26 9

P/N 1523 5775

Any purchase discol regard consi furth	STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 72109	TIME	OFF 8/29	PRELIMINARY ESTIMATE \$
Such parts and/or accessories are of merchantable quality of that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	1.6		OPER. NO. Sold		ON	
AUTHORIZATION FOR REPAIRS						
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.						
You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connection with your repair order.						
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:						
X						

549

72043

CUSTOMER #: R52425

COURTESY CHEVROLET TOYOTA

WORKORDER

2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-8820

PAGE 1

FRANKLIN, LA

HOME: CONT: N/A

BUS: CELL

SERVICE ADVISOR: 771 BOUDREAUX, KITTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
-------	------	------------	-----	---------	----------------	-----

TAN	05	CHEVROLET MALIBU	1G1ZT52865F		59622/	
-----	----	------------------	-------------	--	--------	--

DEL DATE	FRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
----------	-----------	----------	----------	-------	------	---------	----------

01JAN05 IS							
01JAN05 DD					85.00	CASH	

R.O OPENED	READY	OPTIONS
------------	-------	---------

11AUG2008 08:42

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A CGC REPLACE FUEL FILTER

COMPANY NAME GMPF

COMPANY PHONE

POLICY NUMBER

POLICY TERM

EFFECTIVE DATE

DEDUCTIBLE 0.00

MILEAGE LIMIT

BEGIN MILES

END MILES

COMPONENTS

No filter, In tank

[Handwritten signature and initials]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZATION FOR REPAIRS

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

AUTHORIZED BY X

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

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

X _____
CUSTOMER SIGNATURE

CUSTOMER #: R52425

72043

COURTESY CHEVROLET TOYOTA

2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

ACCOUNTING

VOIDED INVOICE
PAGE 1

FRANKLIN, LA

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 771 KITTY BOUDREAU

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TAN	05	CHEVROLET MALIBU	1G1ZT52865F [REDACTED]		59622/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN05 DE					85.00	CASH	11AUG08
BO OPENED	READY	OPTIONS:					
		ENG:3.5 Liter_SFI					

08:42 11AUG08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL	
A	REPLACE FUEL FILTER											
NO LABOR DESCRIPTION												
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:						0.00

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
--------------	------	------	---------	--------------	------	------	---------

*Voided
no work performed*

COST, SALE, & COMP TOTALS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connection with your repair order.

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

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

CUSTOMER SIGNATURE

ARTESY CHEVROLET TOYOTA



2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

CHEVROLET TOYOTA
FRANKLIN LA 70538

PO: 37596
PAGE: 1 OF 1
PO DATE: 11AUG2008
PRINT DATE: 12AUG2008 15:39
TELEPHONE: 3378284980
REQUESTOR: MIKEB
ISSUED BY: MIKEB
SHIP VIA:
COMMENT:

* DUPLICATE DUPLICATE *

1860
ST MARY TIRE INC

726 MAIN STREET
FRANKLIN LA 70538

AUTHORIZING SIGNATURE

ORDER AMOUNT: \$74.95

RO NO.	DESCRIPTION	AMOUNT
71981	ALIGN FRT END CUSTOMER#: R52425	74.95

NAME: FORD, AGATHA

INVOICE: 192848
DATE: 11AUG2008
AMOUNT: 74.95
STATUS: APPROVED
COMMENT:

CO	ACCOUNT DESCRIPTION	AMOUNT	CONTROL	CONTROL2
31	24600C INV SUBLET REPAIRS	74.95		

PURCHASE
ORDER

CUSTOMER #: R52425

71981

COURTESY CHEVROLET TOYO

2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

ACCOUNTING

DUPLICATE 1
PAGE 1

FRANKLIN, LA

HOME:

CONT: N/A

BUS:

CELL:

** PRE-INVOICE **

SERVICE ADVISOR:

771 KITTY BOUDREUX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
TAN	05	CHEVROLET MALIBU	1G12T52865E		59472/59472	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
01JAN05 DT					85.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_SFI				11AUG08

08:54 04AUG08 16:09 11AUG08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A KNOCKING/CLUNKING NOISE WHEN TURNING STEERING WHEEL
CAUSE: E

CS NOISE INSIDE RACK AND PINION, REPLACED RACK AND PINION, SUBLET FRONT END ALIGNMENT											
549	WG	1.00	1.00	2700		6708				67.08	67.08
1	25902150	GEAR		15524		21734	0	272.35	217.34		217.34
				15524		21734					TPARTS
				2700		6708					TLABOR

SUBLET ALIGNMENT/ST MARY TIRE
WG 7495 7495 74.95 74.95

PARTS: 217.34 LABOR: 67.08 OTHER: 74.95 TOTAL LINE A: 359.37

B RATTLE ON RIGHT SIDE, POSSIBLE IN WHEEL AREA WHEN HITTING BUMPS IN TOWN

CS SEE LINE A REPAIR

549 CGC 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C WHEN TURNING KEY IN IGNITION DOESN'T START AT TIMES, MAKES NOISE
CS NO PROBLEM FOUND AT PRESENT TIME OPERATING AS DESIGNED

549 CGC 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D OUTSIDE MIRROR ON DRIVER'S SIDE GETS STUCK WHEN GOING UP AND DOWN, HAS TO WORK WITH IT TO MAKE IT WORK

CAUSE: E
CS LEFT MIRROR MOTOR INOP, REPLACED LEFT OUTSIDE MIRROR ASSEMBLY

549	WG	0.70	0.70	1890		4696				46.96	46.96
1	15921264	MIRROR		6729		9421	0	114.05	94.21		94.21
				6729		9421					TPARTS
				1890		4696					TLABOR

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connection with your repair order.

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

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

CUSTOMER SIGNATURE

CUSTOMER #: R52425

72322

COURTESY CHEVROLET TOYOTA
2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

ACCOUNTING

FRANKLIN, LA

PAGE 1

HOME: CONT: N/A
BUS: CELL: ** PRE-INVOICE **
SERVICE ADVISOR: 31111 JACKIE WALKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TAN	05	CHEVROLET MALIBU	1G1ZT52865F		61492/61492	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT
01JAN05 DD			WAIT		85.00	CASH
SR. OPENED	READY	OPTIONS: ENG:3.5 Liter SFI				

08:36 17SEP08 09:34 17SEP08

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A customer states noise in the front end and test drove with customer

CAUSE:											
E9448	LUBRICATE AND REPOSITION I-SHAFT										
	549WGMPP	0.30	0.30	810	1940					19.40	19.40
1	26098237 LUBE KIT			762	1067				13.37	10.67	10.67
	FC: 93										
	PART#: 26098237										
	COUNT: 1										
	CLAIM TYPE:										
	AUTH CODE:										
	NE										

PARTS:	10.67	LABOR:	19.40	OTHER:	0.00	TOTAL LINE A:	30.07
--------	-------	--------	-------	--------	------	---------------	-------

VERSION 1 (EMP# 31111, 17SEP08 09:34): PERFORM TSB 06-02-32-007D

LUBE I-SHAFT
B VEH MAY BE SLOW TO START AT TIMES (CONT. CRANK)

CS CUSTOMER STATES											
	549 CGT	0.00	0.00	0	0					0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00				

Manufactures Warranty Service Survey's
if for any reason you can not respond with
***** (COMPLETLY SATIFIED)*****
PLEASE CALL 337-828-5520 Bojack Walker
Thank you for considering Courtesy Automotive
Group for your next New/Used Vehicle purchase
Please take time and fill out survey!!!!!!

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
31/46200C	1940	810		31/48000C	1067	762	
31/46100C	0	0		31/32410C	121	0	
31/32420C	121	0		31/22010C	3249	*****	

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

549

72322

COURTESY CHEVROLET TOYOTA

2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

WORKORDER

PAGE 1

clw

CONT-N/A
CELL

SERVICE ADVISOR: 31111 WALKER, JACKIE

MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
85 CHEVROLET MALIBU	1G1ZT52865E		61492/	

PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
		** WAITER **		85.00	CASH	

NO. OPENED: READY: OPTIONS: ENG:3.5_Liter_SFI

17SEP2008 09:36

Gump

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A WGMPP customer states noise in the front end and test drove with customer found steering shaft causing Noise. lubed shaft as per T.S.B.

B WGMPP VEH MAY BE SLOW TO START AT TIMES (CONT. CRANK)

COMPANY NAME: GMP could not dupl. at this time

POLICY NUMBER: 817904

EFFECTIVE DATE: 817920

DEDUCTIBLE: 0.00

MILEAGE: BEGIN MILES: END MILES: COMPONENTS

800-631-5590

26078237

STRAIGHT TIME (HOURS)	FLAT RATE	WO NO. 72322	TIME OFF	PRELIMINARY ESTIMATE \$
0.3		OPER. NO. Gord	9/17	
		EMP. NO. 549	ON	

Any warrant purchaser & disclaims a regard to th consequent

further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

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

HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL

CUSTOMER SIGNATURE



Alex Simanovsky & Associates, LLC
2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345

OCT 17 2006

General Motors Corporation
c/o MSX Int'l, ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

BENNY GEORGE, JR., ESQ., OF COUNSEL
LICENSED IN LOUISIANA

1010 COMMON STREET, SUITE 1740
NEW ORLEANS, LA 70112
(504) 566-1954 FACSIMILE: (877) 557-4392
EMAIL: BGEORGE@LEMONLAWINFO.COM

October 13, 2008

General Motors Corporation
c/o MSX Int'l, ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

RE: [REDACTED] v. General Motors Corporation
NOTICE OF CONSUMER WARRANTY LAW VIOLATION
Our Client: [REDACTED]
Vehicle: 05 Chevrolet Malibu
VIN: 1G1ZT52865F [REDACTED]
Date of purchase: 01/13/06
Our File No.: LA08-10164

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. Steering.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, 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.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud 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, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

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. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

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

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC

Benny George

Benny George, Jr., Esq.
Attorney at Law

CC:



Contract Registration

GMPP MRP Medium Duty GM Cert MRP LW

Vehicle Information
Customer

VEHICLE IDENTIFICATION NUMBER (must be 17 characters) AGREEMENT PURCHASE DATE
 1 0 1 2 7 5 2 0 0 5 [REDACTED] 01/13/00
 YEAR MAKE MODEL CURRENT ODOMETER 4 WHEEL DRIVE
 2004 CHEVROLET EQUINOX 11000 4
 FIRST NAME M.I. LAST NAME FLEET GM EMPLOYEE
 [REDACTED] [REDACTED] [REDACTED]
 NAME OF BUSINESS OR MUNICIPALITY AREA CODE & PHONE NUMBER
 (225) 651-2500
 STATE ZIP CODE

Sample Agreements are available online at



2020 West Airline Highway
LaPlace, LA 70068
(985) 651-2500

SOLD TO

[REDACTED]
 [REDACTED]
 LUTCHER [REDACTED] SKIN: BROWN LA [REDACTED]

BILL OF SALE

Customer Number [REDACTED] Date [REDACTED]
 Dealer Number [REDACTED] Salesman No. [REDACTED]

DESCRIPTION OF PURCHASE:

YEAR	MAKE	MODEL	DEALER # MARK	BODY STYLE	SERIAL NUMBER
2005	CHEV	HALL	[REDACTED]	SEDAN	[REDACTED]
STOCK NO.	COLOR	ODOMETER READING			
23545	TR	11000			

DISCLAIMER AND WAIVER OF WARRANTIES

It is **MUTUALLY AGREED** and understood that: (1) Any **WARRANTIES**, express or implied, on the product(s) sold hereby **ARE** those made by the **MANUFACTURER** only; (2) The **SELLER**, Rainbow Chevrolet • Pontiac, **MAKES NO WARRANTIES**, express or implied, including any implied warranties 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 product(s); (3) **PURCHASER** hereby **EXPRESSLY WAIVES ALL IMPLIED WARRANTIES** arising under the provisions of Louisiana Civil Code Article 2520 through 2548 (including, without limitation, any warranty against hidden or latent defects); (4) **PURCHASER** further expressly **WAIVES** and **RIGHT** purchaser may have to demand, as **AGAINST SELLER**, a **RESCISSION** or **RESOLUTION** of this sale **OR REDUCTION OF THE PURCHASE PRICE** for breach of any such implied warranties; (5) **IN LIEU** of such implied warranties, **PURCHASER ACCEPTS** the **MANUFACTURER'S** separate new product **LIMITED WARRANTY**, which warranty shall be the **EXCLUSIVE WARRANTY** with respect to this sale, and acknowledges receipt of a copy of manufacturer's written new product limited warranty. Purchaser acknowledges that this Disclaimer and Waiver of Warranties is of essence to this contract of sale and that he has read same this

_____ day of _____
 WITNESS _____ Purchaser _____

Selling Price:	16500.00
Less: Trade In:	2400.00
Less Rebate	2000.00
Sub Total	12100.00
Sales Tax	1210.00
License & Title	75.00
TOTAL CASH PRICE	13485.00
FBI INSURANCE SETTLEMENT	13485.00
Deposit	
Cash on Delivery	
Trade-In Allowance	
Less: Lien -	2000.00
NET EQUITY	11485.00
Amount Financed	
TOTAL	13485.00

DESCRIPTION OF TRADE:

YEAR	MAKE	MODEL	BODY STYLE	SERIAL NUMBER
2002	FORD	EX2	LP	2M4P11330100177
STOCK NO.	COLOR	LICENSE NUMBER		
2245A				

Printed and Bound 01/07/00 0905

TRUE COPY BY _____ NOTARY PUBLIC _____

16127

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: 1G1ZT52865F [REDACTED]

VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2005 MALIBU LS SEDAN	Warranty Start Date :	05/19/2005
BARS Order Type :	50 - FLEET		
Delivering Dealer :	PROSPECT MOTORS/ALAMO/CA PO BOX 1360 JACKSON , CA 95642-1360	Selling Source :	13 - CHEVROLET
		Site Code :	23823
		Business Associate Code :	112174
Service Contract :	Yes	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05094	SUN VISOR MIRROR COVER NONFUNCTIONAL/BREAKAGE *IN EFFECT UNTIL DEC. 31, 2006*	N/A	Closed
YT	05548	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	05/19/2005	10 miles	05/19/2008	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/19/2005	10 miles	05/19/2011	100010 miles
96/00000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/19/2005	10 miles	05/19/2013	80010 miles
36/50000 CALIFORNIA EMISSIONS	05/19/2005	10 miles	05/19/2008	50010 miles
4/70000 CALIFORNIA SELECT COMPONENT	05/19/2005	10 miles	05/19/2012	70010 miles

CLAIM HISTORY

--	--	--	--	--

<https://www.autopartners.net/apps/gmvis/gmvis/main/Summary>

3/19/2008

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
03/07/2008	070571	0	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	53641 miles
03/07/2008	070571	0	R0760 - RADIO, REMOVE AND REPLACE	53641 miles
03/21/2007	056378	#	N1720 - FUSE - REPLACE	32856 miles

115432

73080

INVOICE



PAGE 1

2020 W. AIRLINE HWY.
LAPLACE, LA 70068

(504) 651-2500 · N.O. 524-3553 · Fax: 651-2077

LUTCHER, LA
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 7360 LORI LYNN ELFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZT52865F [REDACTED]		14545/14545	T655	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY05 IS			WAIT 29MAR06			CASH	29MAR06
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter_SFI					
07:39	29MAR06	09:22	29MAR06				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	THAT THE MIRROR HAS FALLEN OFF. (SOP)					
CAUSE: FOUND INADEQUATE ADHESION ON MIRROR ASM							
B4156 MIRROR, OUTSIDE REAR VIEW - LEFT - REPLACE							
				7368 WC94	0.70		(N/C)
				1 22730255 MIRROR			(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSPECTED MIRROR FOR DAMAGE DUE TO IMPACT FOUND NONE INSPECTED ASM
FOUND INADEQUATE ADHESION CAUSING MIRROR FACE TO FALL OFF MIRROR FACE
MISS ING NEC TO REPLACE R&R MIRROR ASM CHECKED OPERA TION OF POWER
FUNCTION

B C/S TO REPLACE THE CUP HOLDER ASSEMBLY. (SOP)

9 ACCESORIES

99 CPC 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CUST WAS GIVEN CUP HOLDER BY PARTS DEPT AT PREV IOUS DATE

C** RECALL 05094 SUNVISOR .

CAUSE: PERF RECALL

V1427 RECALL 05094

7368 WC94 0.30

(N/C)

1 15803239 F-MIRROR

(N/C)

1 15803235 F-MIRROR

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

R&R BOTH MIRROR ASM ONE ILLUMINATED AS PER RECA LL

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	The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. 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/terms.	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

115432

73080

INVOICE



2020 W. AIRLINE HWY.
LAPLACE, LA 70068

(504) 651-2500 · N.O. 524-3553 · Fax: 651-2077

PAGE 2

SERVICE ADVISOR: 7360 LORI LYNN ELFER

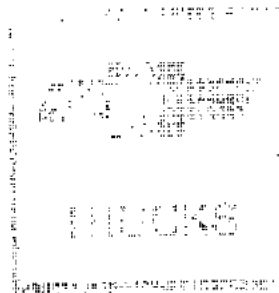
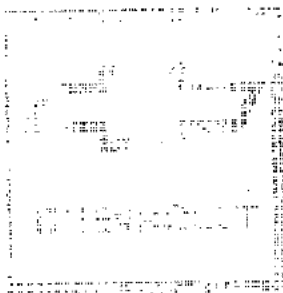
LUTCHER LA
HOME: [REDACTED]

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZT52865F [REDACTED]		14545/14545	T655	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
19MAY05 IS			WAIT 29MAR06			CASH	29MAR06
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter_SFI					
07:39 29MAR06	09:22 29MAR06						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR TRUSTING US WITH YOUR
AUTOMOTIVE NEEDS.

PLEASE VISIT OUR WEBSITE @
www.rainbowautomotive.com



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		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE

CUSTOMER COPY

SUPREME CHEVROLET, L.L.C.
 P.O. BOX 908 AIRLINE HIGHWAY
 GONZALES, LA 70707
 TOLL FREE (800)624-9180 or (225)644-8411
 WEBSITE:www.supremechev.com

50583PAR

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.		
		1G1ZT52865F [REDACTED]		21631	09/22/06	50583 PART-CLOSE		
LUTCHER		LA 70071		YEAR	MAKE	MODEL	COLOR	TAG NO.
				05	CHEVROLET	MALIBU LS	GOLD	00523
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
PT028700		[REDACTED]	225- -		00/00/00	558 8093RD	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE			
NO	00/00/00		21631	09/19/06	00/00/00			

You may be receiving a survey in the mail soon to rate today's service visit. ***IF*** you cannot rate today's visit as 100% satisfied, PLEASE CONTACT US!

Thank you for giving Supreme Chevrolet the opportunity to serve you. We appreciate your business and the CONFIDENCE you have placed in us...

LINE	OP CODE	PAID-CD	TECH	HOURS/QTY	TYPE	AMOUNT
TOTAL-AMOUNT						NoCharge

CUSTOMER COPY - PAGE 02

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 CUSTOMER SIGNATURE

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 P.O. BOX 908 AIRLINE HIGHWAY
 GONZALES, LA 70707
 TOLL FREE (800)624-9180 or (225)644-8411
 WEBSITE:www.supremechev.com

51145PAR

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
[REDACTED]		1G1ZT52865F [REDACTED]		22072	10/11/06	51145 PART-CLOSE
LUTCHER	LA [REDACTED]	YEAR	MAKE	MODEL	COLOR	TAG NO.
		05	CHEVROLET	MALIBU LS	GOLD	01077
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
PT028700		[REDACTED]	225- -		00/00/00	558 8093RD
CASH	TERMS					
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
NO	00/00/00		22072	10/04/06	00/00/00	

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Thank you for giving supreme Chevrolet the opportunity to serve you. We appreciate your business and the CONFIDENCE you have placed in us...

LINE	OP. CODE	FAIL. CD.	TECH.	HOURS/QT.	TYPE	AMOUNT
C						
CUSTOMER STATES SEES THROUGH REAR WHEELS BRAKES ARE SCRATCHED						
NORMAL, NO REPAIR NEEDED						
** NORMAL, NO REPAIR ATTEMPTED.						
				A73 5654		
						Line Total.....
D	RENTAL	PO#11829				
				A73 5654		
				SUBLET	ENTERPRISE FLEET S PO# 11829	1 W
						Line Total.....

TOTAL-AMOUNT NoCharge

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 GONZALES, LA 70707
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51145PAR

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
LUTCHER		1G1ZT52865F [REDACTED]		22072	10/11/06	51145 PART-CLOSE	
YEAR	MAKE	MODEL		COLOR	TAG NO.		
05	CHEVROLET	MALIBU LS		GOLD	01077		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. REV.	TERMS
PT028700		[REDACTED]	225- -		00/00/00	558 8093RD	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
NO	00/00/00		22072	10/04/06	00/00/00		

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LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES WHEN TURNING MAKES CLUNKING NOISE AT IDLE STEERING GEAR KNOCKING REPLACED STEERING GEAR ALIGNMENT					
**	STEERING GEAR KNOCKING. REPLACED STEERING GEAR. ALIGNMENT.					
	E9740		A73 5654		W	
	X	15858368	GEAR	1	W	
		89020661	FLUID	1	W	
	SUBLET	BABIN'S AUTO GLASS PO# 11917		1	W	
Line Total.....						

B	CUSTOMER STATES AT 50 MPH WITH EVERYTHING OFF SOUNDS LIKE FAN HIT TING SOMETHING					
	SUBLET TO BABINS GLASS TO RESEAL WINDSHIELD FOR WIND NOISE \$64.00					
			A73 5654			
Line Total.....						

CUSTOMER COPY - PAGE 01

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 GONZALES, LA 70707
 TOLL FREE (800)624-9180 or (225)644-8411
 WEBSITE:www.supremechev.com

53741PAR

LUTCHER		LA		VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
				1G1ZT52865E	27203	12/27/06	53741
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		05	CHEVROLET	MALIBU LS	GOLD	03749	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
PT028700			225- -		00/00/00	558 8093RD	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
NO	00/00/00		27203	12/27/06	00/00/00		

You may be receiving a survey in the mail soon to rate today's service visit. ***IF*** you cannot rate today's visit as 100% satisfied, PLEASE CONTACT US!

Thank you for giving Supreme Chevrolet the opportunity to serve you. We appreciate your business and the CONFIDENCE you have placed in us...

LINE	OP. CODE	FAIL CD	TECH	HOURS/QTZ	TYPE	AMOUNT
A						
CUSTOMER STATES WHEN TURNING MAKES CLUNKING NOISE CUSTOMER COMING BACK						
			A73 5654			
						Line Total.....
B						
CUSTOMER STATES WHEN TURNING THE KEY THE IGNITION STICKS CUSTOMER COMING BACK						
			A73 5654			
						Line Total.....

TOTAL-AMOUNT NoCharge

CUSTOMER COPY - PAGE 01

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 P.O. BOX 908 AIRLINE HIGHWAY
 GONZALES, LA 70707
 TOLL FREE (800)624-9180 or (225)644-8411
 WEBSITE:www.supremechevy.com

56378PAR

LUTCHER		LA		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				1G1ZT52865F		32856	03/21/07	56378 B PART-CLOSE
		YEAR	MAKE	MODEL		COLOR		TAG NO.
		05	CHEVROLET	MALIBU LS		GOLD		04326
CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD DATE	SERV ADV.	TERMS	
PT028700			225- -		00/00/00	558 8093RD	CASH	
CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
NO	00/00/00		32856	03/21/07	00/00/00			

You may be receiving a survey in the mail soon to rate today's service visit. ***IF*** you cannot rate today's visit as 100% satisfied, PLEASE CONTACT US!

Thank you for giving Supreme Chevrolet the opportunity to serve you. We appreciate your business and the CONFIDENCE you have placed in us...

LINE	OP CODE	PAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	LOF - IPC CARD					
	.4					
			A73 5654		C	8.00
		12490147	FILTER	1	C	4.20
		12345621Q	10W30	4	C	7.20
Line Total.....						19.40

B CUSTOMER STATES RADIO DOES NOT LIGHT UP OR WORK
 RADIO FUSE OPENED DURING JUMP START PROCEDURE
 REPLACED RADIO POWER FUSE
 ** RADIO FUSE OPENED DURING JUMP START PROCEDURE.
 REPLACED RADIO POWER FUSE

A73 5654
 Line Total.....

MAN
Patrol

Labor	8.00
Parts	4.20
Misc Charge	2.00
SalesTax	.96
SalesTax	7.86
Parts-Other	7.20
TOTAL-AMOUNT	23.22

CUSTOMER COPY - PAGE 01

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CUSTOMER SIGNATURE

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

52425

70571

COURTESY CHEVROLET TOYOTA



2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

INVOICE

PAGE 1

SERVICE ADVISOR: 771 KITTY BOUDREAU

FRANKLIN, LA
HOME:
CELL:

BUS:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes fields for TAN, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A. TRANSMITTERS ARE NOT WORKING
CAUSE: E
CS. TRANSMITTERS ARE ENCP, INSTALLED NEW BATTERIES
STILL NOT WORKING, REPLACED AND PROGRAMMED 2
NEW TRANSMITTERS
632 WG 0.50 (N/C)
2 22733523 TRANSMITT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B. CD PLAYER IS NOT WORKING, SHOWS CHECK DISC
CAUSE: E
CS. CD PLAYER WILL NOT ACCEPT CD, NO CODES,
REMOVED AND REPLACED RADIO, FUNCTION CHECK
OK
632 WG 1.40 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

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STATEMENT OF DISCLAIMER
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Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

337-740-3417

CUSTOMER #: R52425

71981

COURTESY CHEVROLET TOYOTA

INVOICE



2017 MAIN STREET
FRANKLIN, LA 70538
(337) 828-5520

DUPLICATE 1
PAGE 1

FRANKLIN, LA
HOME:
BUS:

CONT:N/A
CELL

SERVICE ADVISOR: 771 KITTY BOUDREAU

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	05	CHEVROLET MALIBU	1G1ZT52865F		59472/59472		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD					85.00	CASH	11AUG08

R.O. OPENED: READY: OPTIONS: ENG:3.5_Liter_SFI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A KNOCKING/CLUNKING NOISE WHEN TURNING STEERING WHEEL
 CAUSE: E
 CS NOISE INSIDE RACK AND PINION, REPLACED RACK AND PINION, SUBLET FRONT END ALIGNMENT
 549 WG 1.00 (N/C)
 1 25902150 GEAR (N/C)
 SUBL ALIGNMENT/ST MARY TIRE
 WG (N/C)
 FC:
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B RATTLE ON RIGHT SIDE, POSSIBLE IN WHEEL AREA WHEN HITTING BUMPS IN TOWN
 CS SEE LINE A REPAIR
 549 CGC 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C WHEN TURNING KEY IN IGNITION DOESN'T START AT TIMES, MAKES NOISE
 CS NO PROBLEM FOUND AT PRESENT TIME OPERATING AS DESIGNED
 549 CGC 0.00 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D OUTSIDE MIRROR ON DRIVER'S SIDE GETS STUCK WHEN GOING UP AND DOWN, HAS TO WORK WITH IT TO MAKE IT WORK
 CAUSE: E
 CS LEFT MIRROR MOTOR INOP, REPLACED LEFT OUTSIDE MIRROR ASSEMBLY
 549 WG 0.70 (N/C)
 1 15921264 MIRROR (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

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 You are being assessed this charge for miscellaneous materials and supplies whether or not some or all of these materials were used in connection with your repair order.

CUSTOMER SIGNATURE

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

Precision Tune Auto Care 025-22
 105 Johnston St
 LAFAYETTE, LA 70501
 (337) 235-8770

Order Number 29958
 Estimate 64829
 08/23/07
 Mileage 44010

Home [REDACTED]
 Work [REDACTED]
 Cell [REDACTED]
 Email [REDACTED]
 YOUNGSVILLE, LA [REDACTED]

Year 2005
 Make CHEVROLET
 Model MALIBU 3.5 X Auto Man
 Tag MIE622
 VIN

Customer Comments
 Customer Requests Premium Oil Change;

Technician Comments
 Have A Great Day; Thank You For Choosing Precision Tune;;

Tech	Part	Description	Quantity	Each	Labo	Total
Services Performed						
0	95/0 OP	PREMIUM OIL CHANGE	1.00	9.90	10.00	19.90
0	95/0 B5W30	HAV5W30	4.50			
0	95/0 PG111	OIL FILTER (M3387)	1.00			
0	95/0 OC8	Top off fluids	1.00			
0	95/0 OC8a	Auto Transmission	1.00			
0	95/0 OC8b	Coolant	1.00			
0	95/0 OC8c	Power Steering	1.00			
0	95/0 OC8d	Windshield Washer	1.00			
0	95/0 PK75t	Verify final oil level	1.00			

Tax Details		
State Sales Tax		0.86
Local Sales Tax		0.86

THANK-YOU FOR CHOOSING PRECISION TUNE AUTO CARE

Services / Parts	9.90	SHOP SUPPLIES	1.59	Sales Tax	1.72	TOTAL
Labor	10.00			Other Tax		
WASTE FEE		Sub - Total	21.49			23.21

CHECK Visa 23.21 ON ACCT

THOUSAND MILE WARRANTY ON TUNE UP AND [REDACTED] PERFORMED BY [REDACTED]

7263523



STATEMENT ENTERPRISES LLC
 397 JOE HOY DR.
 FRANKLIN LA 70582
 (504) 442-1444

DATE 08/18/2008 14:54
 INVOICE NO. 000003-07203554
 TRANSACTION NO. 000012071
 EMPLOYEES JM BC JH

CUSTOMER INFORMATION		VEHICLE INFORMATION			
[REDACTED]		YEAR	2003	LICENSE PLATE	MS32710
Franklin, LA		MAKE	CHEVROLET	ALTERNATE ID	
		MODEL	MALIBU	MILEAGE	68236
		ENGINE	5cyl 3.5L FI		
		VIN #	1G1175864E300755		

FLEETS	SERVICE HISTORY		
	DATE	MILEAGE	SERVICES
	08/18/08	68236	FO
	03/08/08	65715	AF
	03/07/08	52073	FO
	12/02/07	45702	AF
	08/15/07	37033	FO

SERVICE CHECKLIST		DESCRIPTION	QTY.	PRICE
1. LUBRICATE CHASSIS	COMPLETED	FULL SERVICE OIL CHANGE	1.00	70.00
2. ENGINE OIL	REPLACED	PS&S OIL FILTER	1.00	8.00
3. OIL FILTER	REPLACED	8/30 REMOVAL BOTTOM OIL	1.00	5.00
4. AIR FILTER	CHECKED OK			
5. BELTS	VISUAL OK			
6. AUTO TRANSMISSION FLUID	FULL			
7. POWER STEERING FLUID	FULL			
8. WINDSHIELD WASH FLUID	ADDNG			
9. HOSES	VISUAL OK			
10. SHOCK FLUID	SENSOR OK			
11. BATTERY	W/INT. TEST			
12. WIPER BLADES	CHECKED OK			
13. TIRE WEAR	VISUAL OK			
14. EXHAUST RECEIVER	CHECKED OK			

SERVICE COMMENTS	
	SUBTOTAL 88.00
	STATE TAX 1.70
	FEDERAL TAX 1.00
	TOTAL 90.70
	CASH 90.70
	CHANGE 7.00

MESSAGES
 Thank you for service on NOVEMBER 18, 2008 at 10:00 AM.
 Thank you for your business and look forward to serving you again!

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

SERVICE REMINDER

VEHC. ID. 5F306759
 NEXT SERVICE DATE 11/10/2008
 NEXT SERVICE MILEAGE 68236
 LAST OIL USED 5/30

Oil Warning: IF YOUR OIL WARNING LIGHT COMES ON (OR YOUR GAUGE LOSES PRESSURE) STOP YOUR CAR IMMEDIATELY! NEVER OPERATE YOUR ENGINE WHEN THE OIL WARNING LIGHT IS ON!

Thank You

6533792



AMERICAN ENTERPRISES LLC
297 JOE PAV. RD.
FIDELITY LA 71301
(504) 812-1111

DATE	08/18/2008
INVOICE NO.	0708-0279137
TRANSACTION NO.	000000000000
EMPLOYEES	000

CUSTOMER INFORMATION		VEHICLE INFORMATION	
[REDACTED]	[REDACTED]	YEAR	LICENSE PLATE
[REDACTED]	[REDACTED]	MAKE	ALTERNATE ID
[REDACTED]	[REDACTED]	MODEL	MILEAGE
[REDACTED]	[REDACTED]	ENGINE	
[REDACTED]	[REDACTED]	VIN #	

FLEETS	SERVICE HISTORY		
	DATE	MILEAGE	SERVICES
	08/18/08	56370	Oil Change, Filter, Wash, Wax
	08/18/08	56370	Oil Change, Filter, Wash, Wax
	08/18/08	56370	Oil Change, Filter, Wash, Wax

SERVICE CHECKLIST	DESCRIPTION	QTY.	PRICE
Oil Change	Oil Change	1	29.95
Filter	Oil Filter	1	14.95
Wash	Wash	1	14.95
Wax	Wax	1	14.95
Wiper Blades	Wiper Blades	1	14.95
Checked	Checked	1	14.95

SERVICE COMMENTS
Oil Change, Filter, Wash, Wax, Wiper Blades, Checked

MESSAGES
Thank you for choosing Pennzoil. We appreciate your business and look forward to serving you again.

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

SERVICE REMINDER

VEHC. I.D. 5F306759
 NEXT SERVICE DATE 08/01/2009
 NEXT SERVICE MILEAGE 56370
 LAST OIL USED 5730

Thank You

Oil Warning: If your oil warning light comes on (or your gauge loses pressure) stop your car immediately! Never operate your engine when the oil warning light is on!



8403660

FRANKLIN ENTERPRISES LLC
207 ONE INDY DR.
FRANKLIN LA 70438
504-782-1441

DATE 08/22/2008 10:05
INVOICE NO. 00073-0040900
TRANSACTION NO. 083081004
EMPLOYEES 07 02 00

CUSTOMER INFORMATION		VEHICLE INFORMATION	
Franklin, LA	YEAR 2007	LICENSE PLATE 5T2W0775	ALTERNATE ID
	MAKE CHEVROLET	MILEAGE 52788	
	MODEL EQUINOX		
	ENGINE 3.5L I4		
	VIN # 1G1ZT528780000000		

FLEETS	SERVICE HISTORY		
	DATE	MILEAGE	SERVICES
	08/22/08	52788	PF AF
	08/21/08	52788	PF AF
	12/03/07	43700	PF AF
	08/16/07	27851	PF

SERVICE CHECKLIST		DESCRIPTION	QTY.	PRICE
1. COMPLETE OIL CHANGE	COMPLETE OIL CHANGE	WALL OIL SERVICE FULL CHANGE	1.00	21.95
2. OIL FILTER	REPLACED	2000 OIL FILTER	1.00	1.00
3. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
4. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
5. TIRE ROTATION	ROTATED	2000 TIRE ROTATION	1.00	1.00
6. TIRE BALANCE	BALANCED	2000 TIRE BALANCE	1.00	1.00
7. FLUIDS CHECK	CHECKED	2000 FLUIDS CHECK	1.00	1.00
8. BATTERY TEST	TESTED	2000 BATTERY TEST	1.00	1.00
9. BRAKE PADS	INSPECTED	2000 BRAKE PADS	1.00	1.00
10. TIGHTEN LUGS	TIGHTENED	2000 TIGHTEN LUGS	1.00	1.00
11. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
12. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
13. OIL CHANGE	COMPLETE OIL CHANGE	2000 OIL CHANGE	1.00	21.95
14. OIL FILTER	REPLACED	2000 OIL FILTER	1.00	1.00
15. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
16. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
17. TIRE ROTATION	ROTATED	2000 TIRE ROTATION	1.00	1.00
18. TIRE BALANCE	BALANCED	2000 TIRE BALANCE	1.00	1.00
19. FLUIDS CHECK	CHECKED	2000 FLUIDS CHECK	1.00	1.00
20. BATTERY TEST	TESTED	2000 BATTERY TEST	1.00	1.00
21. BRAKE PADS	INSPECTED	2000 BRAKE PADS	1.00	1.00
22. TIGHTEN LUGS	TIGHTENED	2000 TIGHTEN LUGS	1.00	1.00
23. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
24. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
25. OIL CHANGE	COMPLETE OIL CHANGE	2000 OIL CHANGE	1.00	21.95
26. OIL FILTER	REPLACED	2000 OIL FILTER	1.00	1.00
27. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
28. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
29. TIRE ROTATION	ROTATED	2000 TIRE ROTATION	1.00	1.00
30. TIRE BALANCE	BALANCED	2000 TIRE BALANCE	1.00	1.00
31. FLUIDS CHECK	CHECKED	2000 FLUIDS CHECK	1.00	1.00
32. BATTERY TEST	TESTED	2000 BATTERY TEST	1.00	1.00
33. BRAKE PADS	INSPECTED	2000 BRAKE PADS	1.00	1.00
34. TIGHTEN LUGS	TIGHTENED	2000 TIGHTEN LUGS	1.00	1.00
35. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
36. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
37. OIL CHANGE	COMPLETE OIL CHANGE	2000 OIL CHANGE	1.00	21.95
38. OIL FILTER	REPLACED	2000 OIL FILTER	1.00	1.00
39. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
40. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
41. TIRE ROTATION	ROTATED	2000 TIRE ROTATION	1.00	1.00
42. TIRE BALANCE	BALANCED	2000 TIRE BALANCE	1.00	1.00
43. FLUIDS CHECK	CHECKED	2000 FLUIDS CHECK	1.00	1.00
44. BATTERY TEST	TESTED	2000 BATTERY TEST	1.00	1.00
45. BRAKE PADS	INSPECTED	2000 BRAKE PADS	1.00	1.00
46. TIGHTEN LUGS	TIGHTENED	2000 TIGHTEN LUGS	1.00	1.00
47. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
48. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
49. OIL CHANGE	COMPLETE OIL CHANGE	2000 OIL CHANGE	1.00	21.95
50. OIL FILTER	REPLACED	2000 OIL FILTER	1.00	1.00
51. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
52. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
53. TIRE ROTATION	ROTATED	2000 TIRE ROTATION	1.00	1.00
54. TIRE BALANCE	BALANCED	2000 TIRE BALANCE	1.00	1.00
55. FLUIDS CHECK	CHECKED	2000 FLUIDS CHECK	1.00	1.00
56. BATTERY TEST	TESTED	2000 BATTERY TEST	1.00	1.00
57. BRAKE PADS	INSPECTED	2000 BRAKE PADS	1.00	1.00
58. TIGHTEN LUGS	TIGHTENED	2000 TIGHTEN LUGS	1.00	1.00
59. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
60. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
61. OIL CHANGE	COMPLETE OIL CHANGE	2000 OIL CHANGE	1.00	21.95
62. OIL FILTER	REPLACED	2000 OIL FILTER	1.00	1.00
63. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
64. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
65. TIRE ROTATION	ROTATED	2000 TIRE ROTATION	1.00	1.00
66. TIRE BALANCE	BALANCED	2000 TIRE BALANCE	1.00	1.00
67. FLUIDS CHECK	CHECKED	2000 FLUIDS CHECK	1.00	1.00
68. BATTERY TEST	TESTED	2000 BATTERY TEST	1.00	1.00
69. BRAKE PADS	INSPECTED	2000 BRAKE PADS	1.00	1.00
70. TIGHTEN LUGS	TIGHTENED	2000 TIGHTEN LUGS	1.00	1.00
71. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
72. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
73. OIL CHANGE	COMPLETE OIL CHANGE	2000 OIL CHANGE	1.00	21.95
74. OIL FILTER	REPLACED	2000 OIL FILTER	1.00	1.00
75. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
76. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
77. TIRE ROTATION	ROTATED	2000 TIRE ROTATION	1.00	1.00
78. TIRE BALANCE	BALANCED	2000 TIRE BALANCE	1.00	1.00
79. FLUIDS CHECK	CHECKED	2000 FLUIDS CHECK	1.00	1.00
80. BATTERY TEST	TESTED	2000 BATTERY TEST	1.00	1.00
81. BRAKE PADS	INSPECTED	2000 BRAKE PADS	1.00	1.00
82. TIGHTEN LUGS	TIGHTENED	2000 TIGHTEN LUGS	1.00	1.00
83. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
84. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
85. OIL CHANGE	COMPLETE OIL CHANGE	2000 OIL CHANGE	1.00	21.95
86. OIL FILTER	REPLACED	2000 OIL FILTER	1.00	1.00
87. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
88. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
89. TIRE ROTATION	ROTATED	2000 TIRE ROTATION	1.00	1.00
90. TIRE BALANCE	BALANCED	2000 TIRE BALANCE	1.00	1.00
91. FLUIDS CHECK	CHECKED	2000 FLUIDS CHECK	1.00	1.00
92. BATTERY TEST	TESTED	2000 BATTERY TEST	1.00	1.00
93. BRAKE PADS	INSPECTED	2000 BRAKE PADS	1.00	1.00
94. TIGHTEN LUGS	TIGHTENED	2000 TIGHTEN LUGS	1.00	1.00
95. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00
96. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
97. OIL CHANGE	COMPLETE OIL CHANGE	2000 OIL CHANGE	1.00	21.95
98. OIL FILTER	REPLACED	2000 OIL FILTER	1.00	1.00
99. AIR FILTER	REPLACED	2000 AIR FILTER	1.00	1.00
100. WASH WAX	WASH WAX	2000 WASH WAX	1.00	1.00

SERVICE COMMENTS	
	QUOTED STATE TAX SALES TAX TOTAL 18.00 18.00

MESSAGES
 We would like to thank you for choosing us as your service provider. We are committed to providing you with the highest quality service and parts. We look forward to serving you again!

Cardholder acknowledges receipt of goods and/or services in the amount of the total shown herein and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

SERVICE REMINDER

VEHC. I.D. 5F326759
 NEXT SERVICE DATE 08/20/2008
 NEXT SERVICE MILEAGE 59728
 LAST OIL USED 5/20

Thank You

OIL WARNING IF YOUR OIL WARNING LIGHT COMES ON (OR YOUR GAUGE LOSES PRESSURE) STOP YOUR CAR IMMEDIATELY! NEVER OPERATE YOUR ENGINE WHEN THE OIL WARNING LIGHT IS ON!

628.703



DATE	08/18/08
INVOICE NO.	00000000000000000000
TRANSACTION NO.	00000000000000000000
EMPLOYEES	00

CUSTOMER INFORMATION	VEHICLE INFORMATION	
	YEAR	LICENSE PLATE
	MAKE	ALTERNATE ID
	MODEL	MILEAGE
	ENGINE	
	VIN #	

FLEETS	SERVICE HISTORY		
	DATE	MILEAGE	SERVICES

SERVICE CHECKLIST	DESCRIPTION	QTY.	PRICE

SERVICE COMMENTS	
------------------	--

MESSAGES	
----------	--

BY _____
 Cardholder acknowledges receipt of goods and/or services in the amount of the total shown hereon and agrees to perform the obligations set forth in the Cardholder's agreement with the issuer.

OIL WARNING! IF YOUR OIL WARNING LIGHT COMES ON (OR YOUR GAUGE LOSES PRESSURE) STOP YOUR CAR IMMEDIATELY! NEVER OPERATE YOUR ENGINE WHEN THE OIL WARNING LIGHT IS ON!

	SERVICE REMINDER
VEHC. I.D.	00000000000000000000
NEXT SERVICE DATE	08/18/08
NEXT SERVICE MILEAGE	00000
LAST OIL USED	00000

Thank You



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CUSTOMER INFORMATION NAME: [REDACTED] ADDRESS: [REDACTED] CITY/ST/ZIP: XXXX LAFAYETTE, LA [REDACTED] HOME PHONE: [REDACTED] STORE INFORMATION: 337-828-3490 6307 - SEARS 5715 Johnston St Lafayette, LA 70503 (337) 985-8252 FPE Number: [REDACTED]		TAG # [REDACTED]	VEHICLE INFORMATION YEAR / MAKE / MODEL 2005 CHEVROLET MALIBU V6-213 3.5L LICENSE: [REDACTED] VIN: [REDACTED] LOCATION TAN TIME IN: 1612152865F [REDACTED] TIME OUT SHIP ODOMETER IN: 01/26/2008 04:36 PM ODOMETER OUT: 01/26/2008 05:26 PM 50963	INITIAL ESTIMATE PARTS LABOR \$0.00 \$124.98 OTHER \$27.99 \$148.98 TAX \$0.00 \$0.00 TOTAL \$2.24 \$21.92 DATE/TIME OF ESTIMATE: 01/26/2008 05:26 PM DATE/TIME OF REVISION: 01/26/2008 05:26 PM	REVISED ESTIMATE \$124.98 \$148.98 \$0.00 \$21.92	CREATED BY: 966168 INVOICED BY: PAYMENT TYPE: CASH <input type="checkbox"/> CREDIT <input type="checkbox"/> CHECK <input type="checkbox"/>
W/Repair Number: [REDACTED] PROMISED TIME: 01/26/2008 06:00 PM PRINTED ON: 07/17/2008 02:04 PM	TIRE INSTALLATION INSTRUCTIONS LP RF SP BW WW Y LR RR SAVE OLD TIRES Y N LOCKS: Y N	PHONE NUMBER CALLED: 01/26/2008 05:38 PM CONTACTED BY: [REDACTED] DATE: [REDACTED] TIME: [REDACTED]				
CUSTOMER COMMENTS [REDACTED]	AIR PRESSURE FRONT / REAR 30/30 - ALL D.E. APPLICATIONS W/AL TORQUE SPECIFICATION 11/100 - ALL D.E. APPLICATIONS	See reverse for important warranty terms and other information. CUSTOMER WORK AUTHORIZATION: X				

QTY.	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EA.	EXTENSION	TECH.
1	LB 19011024	ROTATION SAC, PRONG 4TIRES	\$0.00	\$0.00	604017 966168
1	LB 19013017	ALIGNMENT, IN WARR SERV	\$0.00	\$0.00	604017 966168
1	LB 19021010	DIENARD, SERVICE BATTERY	\$12.99	\$12.99	272443 966168
1	LB 19035118	BRAKE EVAL. SERVICE	\$15.00	\$15.00	604017 966168
1	PT 19010347	LABOR ADJ. CUSTOMER SAT	-\$15.00	-\$15.00	966168
1	PS 22830375	BATRY. 3H WITH/DLDR GRP 75	\$79.99	\$79.99	966168
1	LP 02848189	BRAKE PAD, PD1033	\$59.99	\$59.99	966168
1	LB 19035130	BRAKE MAINT. SERVICE	\$19.99	\$19.99	604017 966168
1	LB 19035166	INST. DISC PAD REAR	\$65.00	\$65.00	604017 966168
1	LB 19035184	ACTUATOR, SERVICE	\$36.00	\$36.00	604017 966168

 * THIS IS A REPRINTED INVOICE *

 RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE

19011024	QTY:1	ROTATION SAC, PRD	\$0.00T
19013017	QTY:1	ALIGNMENT, IN WAR	\$0.00T
19021010	QTY:1	DIENARD, SERVIC	\$12.99T
19035118	QTY:1	BRAKE EVAL, SERV	\$15.00T
19010347	QTY:1	LABOR ADJ, CUSTOM	-\$15.00T
22830375	QTY:1	BATRY, 3H WITH/DLDR	\$79.99T
02848189	QTY:1	BRAKE PAD, PD1033	\$59.99T
19035130	QTY:1	BRAKE MAINT, SER	\$19.99T
19035166	QTY:1	INST. DISC PAD RE	\$65.00T
19035184	QTY:1	ACTUATOR, SERVIC	\$36.00T

TOTALS ON NEXT PAGE

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.

ITEM / WARRANTY INFORMATION / CSA COMMENTS / TECHNICIAN COMMENTS

Aftermarket TPMS Available. Verify TPMS.

WARRANTY:
 22830375 : 18 Months Full Replacement Warranty - 34 Months Pro-rated Warranty - 72 Month Total Warranty
 REAR STANDARD BRAKES: THE WARRANTY FOR THE REAR STANDARD BRAKE SERVICE COVERS SPECIFIC PARTS AND LABOR INCLUDED IN THIS SERVICE FOR A PERIOD OF 12 MONTHS, 12,000 MILES FROM THE ORIGINAL DATE OF PURCHASE. SEE INSIDE FOR ADDITIONAL DETAILS

ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

ITEM COMMENTS not included in re-print

Thank you for the opportunity to serve you.
 Our goal is to provide Fast, Expert Service.
 Please keep us in mind for your future automotive needs.

A 15% Restocking Fee may apply on returned merchandise
 A 15% Cancellation Fee may apply on Special Ordered merchandise cancelled after 24 hours
 See Salesperson for details
 (Page 1 of 2)
 RETURN OLD PARTS TO CUSTOMER

Customer's reason for bringing in vehicle

Rotate Tires & Alignment Check



VALUED CUSTOMER INFORMATION

VEHICLE INFORMATION

NAME: [Redacted]
PHONE: [Redacted]

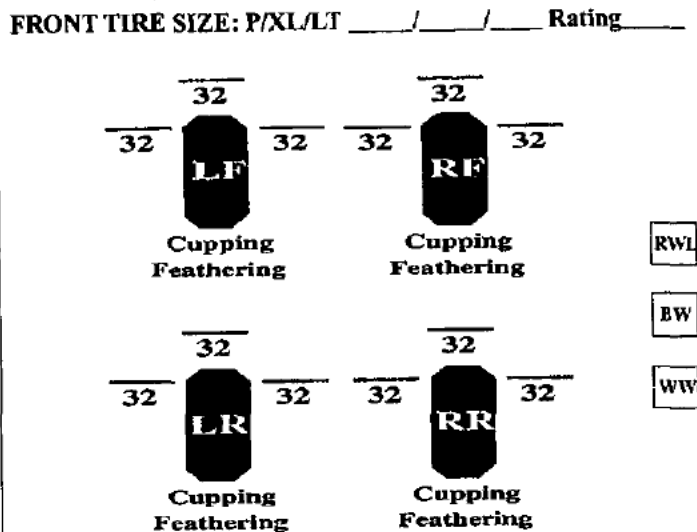
YEAR: 2005 LIC. PLATE: NLE622
MAKE: Chevy COLOR: Tan
MODEL: Malibu ENGINE SIZE: V16
ODOMETER IN: 50963 WHEEL LOCKS: Y/N
VIN# 1G12T62815 [Redacted]

CSA NOTES:
Check Battery
Check Brakes

CURRENT RIDE CONDITIONS

Is the steering wheel straight? Y/N
Is the vehicle pulling? Y/N Left/Right
Is the vehicle vibrating? Y/N At what speed?
During braking? Y/N If Yes, refer to Current Brake Conditions (below)

TIRE TREAD & WEAR PATTERN



CURRENT BRAKE CONDITIONS

Is brake light on? Y/N
Is ABS light on? Y/N
Is there a noise when braking? Y/N
Does vehicle pull when braking? Y/N
Does pedal pulsate? Y/N
Is brake pedal low? Y/N

TECH NOTES

REAR TIRE SIZE: P/XL/LT
Performance Rating

LF RF SAVE OLD TIRES Y/N
LR RR COMMENTS:
SP

Express Services

- DieHard SERVICE
DieHard SERVICE AND ADVISE (SABRE Printout)
IN-WARRANTY BATTERY AND DieHard SERVICE
OIL CHANGE
Would you like to have your air filter replaced?
Would you like your wiper blades replaced?
Would you like your coolant exchanged?
COOLANT EXCHANGE
A/C RECHARGE
OTHER

Customer Authorization: I hereby authorize the repair facility to operate my vehicle and perform service(s) as described above. I acknowledge that the charge for this service, if any, is disclosed above. Additional parts and services are extra.

CUSTOMER SIGNATURE: [Redacted] DATE: 11/26/08



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CUSTOMER INFORMATION		TAG #	VEHICLE INFORMATION		YEAR / MAKE / MODEL	INITIAL ESTIMATE	REVISED ESTIMATE	CREATED BY
NAME: ADDRESS: CITY/ST/ZIP: HOME PHONE:			LICENSE #		COLOR	PARTS		
STORE INFORMATION			2005 CHEVROLET MALIBU V6-213		3.5 LOCATION	LABOR		
6597 - SEARS 5715 Johnston St. Lafayette, LA 70508 (504) 952-9252			01/26/2005 04:35 PM		01/26/2008 05:12 PM	OTHER \$0.00	\$124.99	
TIRE IN			TAX TIME OUT			TAX \$27.99	\$148.99	
TIRE OUT			TAX TIME IN			TOTAL \$0.00	\$0.00	
DATE/TIME OF SERVICE			DATE/TIME OF RECEIPT					
01/26/2008			01/26/2008					
DROPPED OFF		PROMISED TIME	TIRE INSTALLATION INSTRUCTIONS		LOCKS	PHONE AUTHORIZATION		PHONE NUMBER CALLED
Repair Number:			LF RF SP BW VW Y			08:19 PM 08:25 PM		
REFERENCE NUMBER		PRINTED ON	LR RR SAVE OLD TIRES Y			CONTACTED BY		DATE TIME
705		01/26/2008 03:00 PM						
CUSTOMER COMMENTS		AIR PRESSURE FRONT / REAR	WHL TORQUE SPECIFICATION		See reverse for important warranty terms and other information.			
LAF053167 LAF053365		01/26/2008 05:36 PM	30 - ALL O.E. RECOMMENDATIONS		CUSTOMER WORK AUTHORIZATION			
					X			

QTY.	ITEM #	DESCRIPTION OF MERCHANDISE	UNIT PRICE	QTY.	EXTENSION	TECH.
1	1905184	STANDARD EGO SPARE TIRES	\$0.00	604017	\$0.00	63500
1	1905184	ALIGNMENT, BALANCE SERV	\$0.00	604017	\$0.00	766106
1	1905107	DIAGNOSTIC SERVICE CENTER	\$12.99	604017	\$12.99	766106
1	1905119	BRAKE EVAL. SERVICE	\$15.00	604017	\$15.00	766106
1	1905104	LABOR FOR CUSTOMER SAT	-\$15.00			
1	1905119	EXTENSION (WHEEL SER 75	\$15.00			
1	1905119	BRAKE PAD, DISC SERV	\$15.99	604017	\$15.99	766106
1	1905119	BRAKE MAINT. SERVICE	\$15.99	604017	\$15.99	766106
1	1905119	INST. DISC PAD RE	\$65.00	604017	\$65.00	766106
1	1905119	ACTUATOR, SERVICE	\$36.00	604017	\$36.00	766106

RETURN FOR CREDIT WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE

19011024 QTY:1
ROTATION SAC,FRD \$0.00

1905107 QTY:1
ALIGNMENT, IN WHEEL \$0.00

1905119 QTY:1
DIAGNOSTIC, SERV \$12.99

1905119 QTY:1
BRAKE EVAL, SERV \$15.00

1905104 QTY:1
LABOR FOR CUSTOM \$-15.00

1905119 QTY:1
EXTENSION WHEEL \$15.00

1905119 QTY:1
BRAKE PAD, DISC SERV \$15.99

1905119 QTY:1
BRAKE MAINT, SERV \$15.99

1905119 QTY:1
INST. DISC PAD RE \$65.00

1905119 QTY:1
ACTUATOR, SERVICE \$36.00

TOTALS ON NEXT PAGE

ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.

ITEM / WARRANTY INFORMATION / CSA COMMENTS / TECHNICIAN COMMENTS

Aftermarket TPMS Available. Verify TPMS.

WARRANTY:
604017: 18 Month Full Replacement Warranty - 50 Month Pro-rated Warranty - 72 Month Total Warranty
766106: STANDARD BRAKES: THE WARRANTY FOR THE REAR STANDARD BRAKE SERVICE COVERS SPECIFIC PARTS AND LABOR INCLUDED IN THIS SERVICE FOR A PERIOD OF 12 MONTHS, 12,000 MILES FROM THE ORIGINAL DATE OF PURCHASE. SEE INSIDE FOR ADDITIONAL DETAILS

ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

ITEM COMMENTS:
19011024: In-Warranty rotation of tires, for 1-4 tires.
19019017: ALIGNMENT IN-WARRANTY: ALIGNMENT SERVICE DURING SPECIFIED WARRANTY PERIOD. INCLUDES STEERING-SUSPENSION EVALUATION, BEFORE AND AFTER PRINTOUTS PROVIDED. LABOR ONLY, PARTS ADDITIONAL.
19021010: STARTING AND CHARGING SERVICE: ADJUST BELTS IF REQUIRED, STARTING & CHARGING SYSTEMS TEST, CORROSION PROTECTION, CLEAN CABLE ENDS, TRAY IF REQUIRED. INCLUDES R&P OF BATTERY IF NEEDED.
1905119: Labor to evaluate brakes, complete with quality Service Evaluation describing current brake condition.
604017: Designed for warm weather. CCA's may be less than original equip specifications. CCA's and RC's are determined in accordance with industry standards at time of manufacture. Batteries include core value and are assessed tax based on state requirement.

Thank you for the opportunity to serve you.
Our goal is to provide Fast, Expert Service.
Please keep us in mind for your future automotive needs.

A 15% Restocking Fee may apply on returned merchandise
A 15% Cancellation Fee may apply on Special Ordered merchandise cancelled after 24 hours
See Salesperson for details

RETURN OLD PARTS TO CUSTOMER



shop automotive accessories anytime @sears.com

CUSTOMER INFORMATION		TAG #	VEHICLE INFORMATION		YEAR / MAKE / MODEL	INITIAL ESTIMATE	REVISED ESTIMATE	CREATED BY
NAME: ADDRESS: CITY/ST/ZIP: HOME PHONE:			LICENSE #	COLOR		PARTS		
STORE INFORMATION:			0005 CHEVROLET MALIBU V6-215	3.9		LABOR		
3307 - SEARS 5725 Johnston St Lafayette, LA 70508 (337) 982-8252			V.I.N.	LOCATION		OTHER \$0.00	\$124.78	
						TAX \$27.94	\$148.78	
						TOTAL \$0.00	\$0.00	
						DATE/TIME OF ESTIMATE	DATE/TIME REVISED	PROJECTIVE
						\$0.23	\$275.88	CASH <input type="checkbox"/>
						01/25/2003	01/26/2005	CREDIT <input type="checkbox"/>
								CHECK <input type="checkbox"/>
WARRANTY:	DROP-OFF	PROMISED TIME	TIRE INSTALLATION INSTRUCTIONS			PHONE AUTHORIZATION	PHONE NUMBER CALLED	
Repair (Y/N):			LF	RF	SP	02:13 PM	05:36 PM	
REFERENCE NUMBER	PRINTED ON		LR	RR	SAVE OLD TIRES	CONTACTED BY		
YES	NO	01/25/2003 02:00 PM			Y	DATE TIME		
CUSTOMER COMMENTS		AIR PRESSURE FRONT / REAR			See reverse for important warranty terms and other information.			
Inez S Bourgeois LFP05 533105		01/26/2003 05:36 PM			CUSTOMER WORK AUTHORIZATION			
		WHL TORQUE SPECIFICATION						

QTY.	ITEM #	DESCRIPTION OF MERCHANDISE	PRICE EA.	EXTENSION	TECH.
ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.					
ITEM / WARRANTY INFORMATION / CSA COMMENTS / TECHNICIAN COMMENTS					
		19035180: Labor to adjust parking brake and lubricate cables, caliper pins and/or adjusters.			
		19035182: Labor to R&R set of rear brake pads, per axle, includes reconditioning of rotors, repack cupped bearings where applicable.			
		19035184: Labor to service caliper disc actuated parking brake system.			
<p>Thank you for the opportunity to serve you.</p> <p>Our goal is to provide Fast, Expert Service.</p> <p>Please keep us in mind for your future automotive needs.</p>					

Parts Subtotal: \$124.78
 Labor Subtotal: \$148.78
 Reductions Subtotal: \$0.00
 Subtotal: \$273.56
 Tax: 8.00% \$21.93
 Total: \$295.49

PO: 4507-6275-6551-7197

Credit Tended: \$275.88

CARDTYPE: MASTERCARD
 *ACT # [REDACTED]
 AUTH CODE: 346848
 MASTERCARD TOTAL: \$275.88

CARDHOLDER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE PRESENCE OF [REDACTED] AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH IN THE CARDHOLDER'S AGREEMENT WITH THE ISSUER IDENTIFIED HEREIN

X [REDACTED]

PURCHASED BY

SALES CHECK # 063070472765

 SEARS VALUES YOUR FEEDBACK!

 WWW.SEARSFEEBACK.COM
 See associates for details.

SATISFACTION GUARANTEED

A 15% Restocking Fee may apply on returned merchandise
 A 15% Cancellation Fee may apply on Special Ordered merchandise cancelled after 24 hours
 See Salesperson for details

RETURN OLD PARTS TO CUSTOMER

YOU ARE ENTITLED TO RECEIVE REPLACED AND REMOVED PARTS, OTHER THAN EXCHANGED OR WARRANTED PARTS WHICH WILL BE AVAILABLE FOR YOUR INSPECTION TO OBTAIN FULL WARRANTY BENEFITS, YOU MUST PRESENT YOUR RECEIPT AND THE DEFECTIVE PRODUCT OR THE VEHICLE ON WHICH THE SERVICE WAS PERFORMED



CUSTOMER INFORMATION		TAG #	VEHICLE INFORMATION		YEAR/MAKE/MODEL	INITIAL ESTIMATE	REVISED ESTIMATE	CREATED BY
NAME: 38/375			LICENSE #		COLOR	PARTS		
ADDRESS:			205 CHEVROLET NOLIBU V6-B15		LOCATION	LABOR		
CITY/ST/ZIP			10175 BRISTOL		SALES	OTHER \$0.00		
HOME P			01/26/2008 02:13 PM		BOOMETER OUT	TAX \$27.25		
STORE INFORMATION			30965			TOTAL \$0.00		
3927 - SEARS						DATE/TIME OF ESTIMATE \$50.25		
3710 Johnston St						DATE/TIME OF REVISED		
Lafayette, LA 70503								
(337) 306-8252								
DATE/TIME OF ESTIMATE	DATE/TIME OF REVISED	PAYMENT TYPE		PHONE AUTHORIZATION		PHONE NUMBER CALLED		
01/26/2008		CASH <input type="checkbox"/>		02:15 PM				
		CREDIT <input type="checkbox"/>						
		CHECK <input type="checkbox"/>						
DATE/TIME OF ESTIMATE	DATE/TIME OF REVISED	CONTACTED BY		DATE		TIME		
REPAIR NUMBER		PROMISED TIME		TIRE INSTALLATION INSTRUCTIONS		LOCKS		
Repair Number:				<input type="checkbox"/> LF <input type="checkbox"/> RF <input type="checkbox"/> SP <input type="checkbox"/> BW <input type="checkbox"/> WW <input type="checkbox"/> LR <input type="checkbox"/> RR <input type="checkbox"/> Y <input type="checkbox"/> ROWL <input type="checkbox"/> N		<input type="checkbox"/> Y <input type="checkbox"/> N		
REFERENCE NUMBER		PRINTED ON		AIR PRESSURE FRONT / REAR		See reverse for important warranty terms and other information.		
REF		01/26/2008 04:00 PM		30/30 - ALL U.S. APPLICATIONS				
CUSTOMER COMMENTS		01/26/2008 02:13 PM		WHL TORQUE SPECIFICATION				
NEW533109				30/30 - ALL U.S. APPLICATIONS				
LPP08 533109								
QTY.	ITEM #	DESCRIPTION OF MERCHANDISE	PLW/100	PRDGEA D.E.	APXTENSIONIS	TECH.		
1	LB 19011024	ROTATION SAC, PROMO 4TIRES	\$6.00	\$0.00		45501		
1	LB 19015017	ALIGNMENT, BY WARP SERV	\$0.00	\$0.00		529168		
1	LB 19021010	DIENARD, SERVICE BATTERY	\$12.99	\$12.57		752168		
1	LB 19025118	BRAKE EVAL, SERVICE	\$15.00	\$15.00		956148		
<p>ALL NEW, NON-OEM PARTS UNLESS OTHERWISE SPECIFIED.</p> <p>ITEM / WARRANTY INFORMATION / CSA COMMENTS / TECHNICIAN COMMENTS</p> <p>Aftermarket TPMS Available. Verify TPMS. ALL LOG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.</p> <p>ITEM COMMENTS: 19011024: In-Warranty rotation of tires, for 1-4 tires. 19015017: ALIGNMENT IN-WARRANTY: ALIGNMENT SERVICE DURING SPECIFIED WARRANTY PERIOD. INCLUDES STEERING-SUSPENSION EVALUATION. BEFORE AND AFTER PRINTOUTS PROVIDED. LABOR ONLY, PARTS ADDITIONAL. 19021010: STARTING AND CHARGING SERVICE: ADJUST BELTS IF REQUIRED, STARTING & CHARGING SYSTEMS TEST, CORROSION PROTECTION, CLEAN CABLE ENDS, TRAY IF REQUIRED. INCLUDES RER. OF BATTERY IF NEEDED. 19025118: Labor to evaluate brakes, complete with Quality Service Evaluation describing current brake condition.</p> <p style="text-align: center;">List 50.82 30.49</p> <p style="text-align: center;">Thank you for the opportunity to serve you. Our goal is to provide Fast, Expert Service. Please keep us in mind for your future automotive needs.</p>								
						<p>A 15% Restocking Fee may apply on returned merchandise</p> <p>A 15% Cancellation Fee may apply on Special Ordered merchandise cancelled after 24 hours</p> <p>See Salesperson for details</p>		
						<p>RETURN OLD PARTS TO CUSTOMER <input type="checkbox"/> Y <input type="checkbox"/> N</p> <p>(Page 1 of 1)</p>		

YOU ARE ENTITLED TO RECEIVE REPLACED AND REMOVED PARTS, OTHER THAN EXCHANGED OR WARRANTED PARTS WHICH WILL BE AVAILABLE FOR YOUR INSPECTION TO OBTAIN FULL WARRANTY BENEFITS, YOU MUST PRESENT YOUR RECEIPT AND THE DEFECTIVE PRODUCT OR THE VEHICLE ON WHICH THE SERVICE WAS PERFORMED.

2005 CHEVROLET MALIBU V6-212 3.5L

\$6.00 \$139.98 966168

NIE622 TRR

\$25.99 \$149.98

191271955 SHOP

\$0.00 \$0.00

01/26/2008 02:18 PM 01/26/2008 03:26 PM

\$29.22 \$212.00

50962

01/26/2008 01/26/2008

02:13 PM 04:35 PM

3007 - 3 EARS
5715 Johnston St
Lafayette, LA 70503
337 583-8152

EPA Number:
Repair Number:

YES NO 01/26/2008 04:09 PM

WD4558109 01/26/2008 04:36 PM
LPC04 553109

30/30 - ALL O.E. APPLICATIONS

WORKORDER

YLB/100 - ALL O.E. APPLICATIONS

					ASSOC.
1	LB 19011024	ROTATION SAC.PROMO 4TIRES	\$0.00	\$0.00	604017 966168
1	LB 19013017	ALIGNMENT, IN WARR SERV	\$0.00	\$0.00	604017 966168
1	LB 19021010	DIAGNOS. SERVICE BATTERY	\$12.99	\$12.99	372443 966168
1	LR 19035118	BRAKE EVAL. SERVICE	\$15.00	\$15.00	604017 966168
1	PS 22830375	RATRY,DR WRENCHER GRP 75	\$79.99	\$79.99	966168
1	LP 02848189	BRAKE PAD,FD1033	\$59.99	\$59.99	966168
1	LR 19035130	BRAKE MAINT. SERVICE	\$19.99	\$19.99	966168
1	LB 19035166	INST,DISC PAD REAR	\$65.00	\$65.00	966168
1	LB 19035184	ACTVATOR, SERVICE	\$36.00	\$36.00	966168

This is a WORKORDER, with your authorization we will perform the services you have approved. Thank you for the opportunity to serve you.

This is a WORKORDER, with your authorization we will perform the services you have approved. Thank you for the opportunity to serve you.

Aftermarket TPMS Available. Verify TPMS.

WARRANTY:

10020255 : 18 Months Full Replacement Warranty - 54 Months Transferable Warranty - 72 Month Total Warranty
ALL TIRE NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TIGHTENED AFTER 25 MILES AND CHECKED PERIODICALLY.

This is a WORKORDER, with your authorization we will perform the services you have approved. Thank you for the opportunity to serve you.

ITEM COMMENTS:

19011024: In-warranty rotation of tires. For 1-4 tires.

19013017: ALIGNMENT IN WARRANTY: ALIGNMENT SERVICE DURING SPECIFIED WARRANTY PERIOD. INCLUDES STEERING-SUSPENSION EVALUATION. BEFORE AND AFTER PRINTOUTS PROVIDED. LARGE ONLY. PARTS ADDITIONAL.

19021010: STARTING AND CHARGING SERVICE: ADJUST BELTS IF REQUIRED. STARTING & CHARGING SYSTEMS TEST, CORROSION PROTECTION, CLEAN CABLE ENDS, TRAY IF REQUIRED. INCLUDES PAR OF BATTERY IF NEEDED.

19035118: Labor to evaluate brakes, complete with Quality Service Evaluation describing current brake condition.

22830375: Designed for warm weather. OCA's may be less than original equip specifications. OCA's and RC's are determined in accordance with Industry Standards at time of manufacture. Batteries include core value and are assessed tax based on state requirement.

02848189: THERMOQUIET

19035130: Labor to adjust parking brake and lubricate cables, caliper pins and/or adjusters.

19035166: Labor to PAR set of rear brake pads, per axle. Includes reconditioning of rotors, repack cupped bearing rings where applicable.

19035184: Labor to service caliper disc actuated parking brake system.

This is a WORKORDER, with your authorization we will perform the services you have approved. Thank you for the opportunity to serve you.

[REDACTED]
[REDACTED]
[REDACTED]

2005 CHEVROLET MALIBU V6-213 3.5L

K15622

TRN

\$0.00 \$139.98

956162

\$37.99 \$142.98

1612751865F

SHOP

\$0.00 \$0.00

\$2.24 \$22.12

01/26/2008 02:12 PM

01/26/2008 03:26 PM

\$30.25

\$312.02

50902

01/26/2008

01/26/2008

02:12 PM

03:26 PM

6807 - S E A R S
5724 Johnston St
Baton Rouge, LA 70803
13373 987-4352

EMI Number:
Repair Number:

YES NO

01/26/2008 04:00 PM

W04552109
LE709 553109

01/26/2008 04:36 PM

Vehicle (VIN)

Technician

Time Printed 10/13/07 8:26 AM

Left Side	Right Side	Left Side	Right Side	Left Side	Right Side
-1.0°	-1.0°	1.8°	1.8°	-0.7°	-0.7°
3.1°	3.1°	3.1°	3.1°	3.2°	3.2°
0.10°	-0.03°	0.10°	0.10°	0.12°	0.47°

Left Side	Right Side	Left Side	Right Side
-0.3°	-0.3°	0.1°	0.1°
-0.1°	-0.1°	0.22°	0.39°

Left Side	Right Side	Left Side	Right Side	Left Side	Right Side
-1.0°	-1.3°	1.8°	1.8°	-0.9°	-0.9°
0.06°	0.11°	0.06°	0.06°	0.07°	0.07°

Left Side	Right Side	Left Side	Right Side
0.13°	0.18°	0.01°	0.02°

* This value is not within specification. Tire wear, handling and safety problems may result.



2006 CHEVROLET MALIBU 24-213 2.0L

W1E62P TAN

161ZT58868 CHEV

08/08/2008 08:52 AM 08/02/2008 10:02 AM

35571

\$28.25	\$26.27	301812
\$0.00	\$0.00	
\$0.00	\$0.00	
\$4.20	\$2.10	301812
\$53.16	\$28.37	

07/22/2008	08/02/2008
02:23 PM	10:13 AM

4207 - E F & R E
5715 Johnson St
Lafayette, LA 70508
(337) 485-4232

EPA Number:
Repair Number:

YES NO 08/08/2008 12:00 PM

08/08/2008 10:13 AM
LAFAYETTE

30700 - ALL O.E. APPLICATIONS

YLM7100 - ALL O.E. APPLICATIONS

1	19 1503123	BRAKE REPAIR IN WARRANTY	\$0.00	\$0.00	363655	28500
1	19 0881205	BRAKE PADS, REAR - DEALER	\$26.25	\$26.25		301812
1	RT 0882155	BRAKE PAD, FRONT	-\$59.99	-\$59.99		301812

RETAIN FOR COMPARISON WITH MONTHLY STATEMENT OR FOR RETURN OR EXCHANGE

19035122	QTY:1		
BRAKE REPAIR, IN			80.000
0881205	QTY:1		
BRAKE PADS, REAR			\$26.25
0882155	QTY:1		
BRAKE PAD, FRONT			-\$59.99

Parts SubTotal :	423.27
Labor SubTotal :	\$0.00
Reductions SubTotal :	\$0.00
SubTotal :	\$423.27
Tax :	8.000X
Total :	\$431.27

SC: 4207-8406-1657-3197

Credit Tended : \$431.27

CARDTYPE : VISA
ACCT # : [REDACTED]
AUTH CODE : 025150
VISA TOTAL : \$22.37

Order/Market TIME Available. Verify TIME.

WARRANTY:
IN WARRANTY: IN-WARRANTY, DRIVE. INCLUDES RE-EVALUATION OF BRAKE SYSTEM AND REPAIR OR REPLACEMENT OF PARTS OR LABOR THAT ARE INCLUDED IN THE ORIGINAL SERVICE. THIS SERVICE IS WARRANTED FROM THE ORIGINAL DATE OF PURCHASE. SEE INSIDE FOR ADDITIONAL DETAILS

ALL LUG NUTS ON CUSTOM AND ALLOY WHEELS MUST BE RE-TORQUED AFTER 25 MILES AND CHECKED PERIODICALLY.

ITEM COMMENTS:
19035122: Labor to repair brake system component(s) within warranty period.
0881205: LOCAL PURCHASED PARTS ARE NEW OR REMANUFACTURED, UNLESS OTHERWISE SPECIFIED.

CARDHOLDER SIGNATURE, RECEIPT OF BRAKE AND/OR SERVICES IN THE AMOUNT OF \$22.37 AND AGREE TO FULFILL THE OBLIGATIONS SET FORTH IN THE CARDHOLDER'S AGREEMENT WITH THE [REDACTED]



SIGNED BY: SALESCLERK # 06300477016

WE VALUE YOUR FEEDBACK!

WWW.SCARFEEDBACK.COM
See associate for details.

SATISFACTION GUARANTEED

2005	CHEV	MAL	
YEAR	MAKE	MODEL	WEIGHT
TAN/	4D		
COLOR	BODY	USE	TITLE
4700	1G1ZT52865F		
DOM	VEHICLE IDENTIFICATION NUMBER		
	OWNER'S NAME		
	ADDRESS		
GRAMERCY LA			
CITY	STATE	ZIP	
		\$32.00	
LICENSE PLATE	FEE PAID		

REGISTRATION CERTIFICATE

LOUISIANA DEPARTMENT OF
PUBLIC SAFETY AND CORRECTIONS
PO BOX 66196
BATON ROUGE LA 70896-6196

THIS REGISTRATION CERTIFICATE EXPIRES THE LAST
DAY OF: DEC 2009

MAIL TO:

[REDACTED] 92985 12
[REDACTED] 53378
LUTCHER LA [REDACTED]

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



General Motors Corporation
Business Resource Center
PO Box 33478
Detroit, MI 48232-5170

VIA FAX ONLY

October 31, 2008

Service Manager Chris Bradshaw
SUPREME CHEVROLET, LLC
PO BOX 908
GONZALES, LA 70707-0908

RE: [REDACTED]
Service Request: 71-672748154
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52865F [REDACTED]
Customer Relationship Specialist: Michele Valykeo

Dear Chris Bradshaw:

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 service documents regarding this vehicle. The specific documents needed are: RO# RO# 54379, RO# 48925 & RO# 50583 that were missing from the repair orders already received regarding:

- 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 (866) 554-4010. 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 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300

ATLANTA, GA 30345

770-414-1002 1-866-865-3666

FACSIMILE: 770-414-9891 1-877-216-0365

FACSIMILE TRANSMITTAL SHEET

TO: Michele Valykeo

FROM: Kimberly Frazier

COMPANY: General Motors Corporation

DATE: 10/22/2008

FAX NUMBER: (866)554-4010

TOTAL NO. OF PAGES: 2

RE: Agatha Ford v. General Motors Corporation

Our Client: [REDACTED]

Vehicle: 05 Chevrolet Malibu

VIN: 1G1ZT52865F [REDACTED]

Date of purchase: 01/13/06

Our File No.: LA08-10164

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2005 MALIBU LS SEDAN
33U LIGHT DRIFTWOOD METALLIC /V6G
52E NEUTRAL CUSTOM CLOTH
ORDER NO. HZR73/FDR STOCK NO.
VIN 1G1 ZT52 86 5F

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD65535840
*****13*23823S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
1ZT69 MALIBU LS SEDAN	21265.00	18819.53	INVOICE 05/18/05
B37 FLOOR MATS	80.00	69.60	SHIPPED 05/18/05
KCV ALAMO RENT A CAR	0.00	0.00	EXP I/T 06/03/05
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 06/03/05
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 03/01/05
T43 REAR SPOILER	175.00	152.25	KEYS G1993 G1993
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFP-F QTR OPT-1
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00	FAN: 000820524
V2G FULL FUEL FILL CREDIT	0.00	21.29-	BANK: GMAC - 085
YF5 50-STATE EMISSIONS	N/C	N/C	CHG-TO 23-823
YT1 DAILY RENTAL FLAT RATE DEPREC.	0.00	0.00	SHIP-TO 46-068 NATIONAL RENT A C NEWPORT BEACH CA

SHIP WT: 3161
HP: 32.9
MRM: 22145.00
CUST PO NUMBER:
50090527
DAN: C3473
MEMO 1076.00

TOTAL MODEL & OPTIONS 21520.00 19020.09 ACT 231 19645.09
DESTINATION CHARGE 625.00 625.00

TOTAL 22145.00 19645.09 PAY 310 19645.09

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.

PROSPECT MOTORS/ALAMO/CA

REMIT TO GMAC NO. 085
VIN 1G1ZT52865F
\$ 19645.09 INV 1AD65535840
DUE 06/03/05 DEALER 23-823



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

VIA FAX ONLY

October 20, 2008

Service Manager Micky Frost
RAINBOW CHEVROLET-PONTIAC, L.L.C.
2020 W AIRLINE HWY
LA PLACE, LA 70068-3032

RE: [REDACTED]
Service Request: 71-672748154
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52865F [REDACTED]
Customer Relationship Specialist: Michele Valykeo

Dear Micky Frost:

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 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 (866) 554-4010. 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 866-790-5700 extension 21359 Monday through Friday between 9:00 a.m. and 5:45 p.m., Eastern Time.

Sincerely,

General Motors Corporation



Dealer Number 52102

Contract Number

R.O.S. Number

Stock Number 10402

Buyer (and Co-Buyer, if any) (Name, Address, City, County and Zip Code) [Redacted] TORRANCE CA LOS ANGELES 90503	Creditor - Seller (Name and Address) MARTIN CHEVROLET 23505 HAWTHORNE BLVD. TORRANCE CA 90505 (310) 378-0211
---	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2008	CHEVROLET MALIBU LTZ	32	1G1ZK5779BF [Redacted]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. <u>6.99 %</u>	The dollar amount the credit will cost you. <u>\$ 5209.00</u>	The amount of credit provided to you or on your behalf. <u>\$ 2692.14</u>	The amount you will have paid after you have made all payments as scheduled. <u>\$ 31201.20</u>	The total cost of your purchase on credit, including your down payment of <u>\$ 3450.00</u> is <u>\$ 35051.20</u>

YOUR PAYMENT SCHEDULE WILL BE:

(*) means an estimate.

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	<u>N/A</u>	
One Payment of	<u>N/A</u>	
Payments	<u>N/A</u>	Monthly, Beginning
<u>59</u> Payments	<u>520.02</u>	Monthly, Beginning, Feb 24, 2008
One Final Payment	<u>520.02</u>	Jan 24, 2013

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

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others):

- Total Cash Price**
 - Cash Price of Motor Vehicle and Accessories \$ 27465.00 (A)
 - Cash Price Vehicle \$ 27465.00
 - Cash Price Accessories \$ N/A
 - Other (Nontaxable)

Describe <u>N/A</u>	\$ <u>N/A</u>
Describe <u>N/A</u>	\$ <u>N/A</u>
 - 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 (D)
 - (Optional) Theft Deterrent Device (to whom paid) \$ N/A (E)
 - (Optional) Surface Protection Product (to whom paid) \$ N/A (F)
 - (Optional) Surface Protection Product (to whom paid) \$ N/A (G)
 - Sales Tax (on taxable items in A through G) \$ 2270.40 (H)
 - Optional DMV Electronic Filing Fee \$ N/A (I)
 - (Optional) Service Contract (to whom paid) N/A \$ N/A (J)
 - (Optional) Service Contract (to whom paid) N/A \$ N/A (K)
 - (Optional) Service Contract (to whom paid) N/A \$ N/A (L)
 - Prior Credit or Lease Balance paid by Seller to N/A \$ N/A (M)
(See downpayment and trade-in calculation)
 - (Optional) Gap Contract (to whom paid) N/A \$ N/A (N)
 - (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (O)
 - Other (to whom paid) N/A \$ N/A (P)
For N/A
- Total Cash Price (A through P)** \$ 29790.40 (1)
- Amounts Paid to Public Officials**
 - License Fees \$ 179.00 (A)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
<u>\$ N/A</u> Ded. Comp., Fire & Theft	Mos.	<u>\$ N/A</u>
<u>\$ N/A</u> Ded. Collision	Mos.	<u>\$ N/A</u>
Body Injury: <u>\$ N/A</u> Limits	Mos.	<u>\$ N/A</u>
Property Damage: <u>\$ N/A</u> Limits	Mos.	<u>\$ N/A</u>
Medical: <u>N/A</u>	Mos.	<u>\$ N/A</u>
<u>N/A</u>	Mos.	<u>\$ N/A</u>
Total Vehicle Insurance Premiums		<u>\$ N/A (a)</u>

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 [Redacted] are n

Buyer
Co-Buyer
Seller
If any names of insurance companies will describe the terms and conditions

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	Mos.		<u>\$ N/A</u>
Credit Disability	Mos.		<u>\$ N/A</u>
Total Credit Insurance Premiums			<u>\$ N/A (b)</u>

Insurance Company Name N/A

Home Office Address N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for

Describe	N/A	\$	N/A
B. Document Preparation Fee (not a governmental fee)		\$ 55.00	(B)
C. Smog Fee Paid to Seller		\$ N/A	(C)
D. (Optional) Theft Deterrent Device (to whom paid)		\$ N/A	(D)
E. (Optional) Theft Deterrent Device (to whom paid)		\$ N/A	(E)
F. (Optional) Surface Protection Product (to whom paid)		\$ N/A	(F)
G. (Optional) Surface Protection Product (to whom paid)		\$ N/A	(G)
H. Sales Tax (on taxable items in A through G)		\$ 2270.40	(H)
J. Optional DMV Electronic Filing Fee		\$ N/A	(I)
J. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(J)
K. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(K)
L. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(L)
M. Prior Credit or Lease Balance paid by Seller to N/A		\$ N/A	(M)
(see downpayment and trade-in calculation)			
N. (Optional) Gap Contract (to whom paid) N/A		\$ N/A	(N)
O. (Optional) Used Vehicle Contract Cancellation Option Agreement		\$ N/A	(O)
P. Other (to whom paid) N/A		\$ N/A	(P)
For N/A			
Total Cash Price (A through P)		\$ 25796.40	(1)
2. Amounts Paid to Public Officials			
A. License Fees		\$ 175.00	(A)
B. Registration/Transfer/Titling Fees		\$ 32.00	(B)
C. California Tire Fees		\$ 0.75	(C)
D. Other SMOG Abatement Fee		\$ 12.00	(D)
Total Official Fees (A through D)		\$ 220.75	(2)
3. Amount Paid to Insurance Companies			
(Total premiums from Statement of Insurance column a--b)		\$ N/A	(3)
4. <input type="checkbox"/> Smog Certification or <input type="checkbox"/> Exemption Fee Paid to State		\$ N/A	(4)
5. Subtotal (1 through 4)		\$ 30042.15	(5)
6. Total Downpayment			
A. Agreed Trade-In Value: Yr _____ Make _____ Model _____ Odor _____ VIN _____		\$ N/A	(A)
B. Less Prior Credit or Lease Balance		\$ N/A	(B)
C. Net Trade-In (A less B) (indicate if a negative number)		\$ N/A	(C)
D. Deferred Downpayment		\$ N/A	(D)
E. Manufacturer's Rebate		\$ 3350.01	(E)
F. Other N/A		\$ N/A	(F)
G. Cash		\$ N/A	(G)
Total Downpayment (C through G)		\$ 3350.01	(6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)			
7. Amount Financed (5 less 6)		\$ 26182.14	(7)

Credit Disability (Buyer Only)

Credit Life	Term	Exp.	Premium
	Mos.		\$ N/A
	Mos.		\$ N/A
Total Credit Insurance Premiums			\$ N/A (b)
Insurance Company Name N/A			

Home Office Address N/A

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

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

Date	X N/A	Buyer Signature	Age
Date	X N/A	Co-Buyer Signature	Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1N. See your gap contract for details on the protection it provides. It is a part of this contract.
Term N/A Mos. N/A
Name of Gap Contract _____
You want to buy a gap contract.
Buyer X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J, 1K, and/or 1L above.

1J Company	N/A	Term	N/A	Mos. or	N/A	Miles
1K Company	N/A	Term	N/A	Mos. or	N/A	Miles
1L Company	N/A	Term	N/A	Mos. or	N/A	Miles

Buyer X N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

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

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

Name of autobroker receiving fee if applicable: N/A

FINANCING: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year. **SELLER'S INITIALS** _____

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

WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY YOU AND NOT THE BUYER.



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN

January 26, 2009

MARTIN CHEVROLET
Steve Fox
23505 HAWTHORNE BLVD
TORRANCE, CA 90505

Dealer Confirmation Letter - Trade

Subject: Trade Repurchase
Customer: [REDACTED]

Vehicle: 2008 Chevrolet Malibu
VIN: 1G1ZK57798F [REDACTED]
RefSR:71-686493573 V-155531

Dear Steve Fox:

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 \$27,379.46 to MARTIN CHEVROLET. When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1ZK577994 [REDACTED]
New Vehicle Sales Price:	\$27,381.20
Used Vehicle Trade Value:	\$27,070.86
Trade Difference:	\$310.34
Taxes:	\$25.60
Reg/Lic/Title Fees:	\$283.00
Cash Paid on Delivery	\$308.60
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 Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Wednesday January 28, 2009. If you have any questions you may reach me at 866-802-6625.

[Signature]
MARTIN CHEVROLET 173025 Management Agent's Signature and Title.

STEVE R. FOX INTERNET/FLEET MGR.
MARTIN CHEVROLET 173025 Management Agent's Printed Name and Title.

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity,

155531

TO:Steve Fox COMPANY:



CHEVROLET PONTAC BUICK ~~Cadillac~~ GMC Oldsmobile SATURN ~~Oldsmobile~~
 etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement
 vehicle. Using the figures above, the customer is responsible for:

Plus usage	\$310.34
Total Responsibility of Customer	\$310.34

****If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.***

MARTIN CHEVROLET agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
 2717 Schust Rd
 Saginaw, MI 48603

155531

December 12, 2008

Britney Delmar, Customer Service
Phone No. 1-866-790-5700 ext. 41114
FAX No. 1-866-476-8227
General Motors Corporation
Chevrolet Division

Subject: Case No. 71-686493573
2008 Malibu, Purchased - 01/10/2008
VIN 1G1ZK57798F [REDACTED]

Per our telephone conversation this morning, attached is the information you requested (registration for 2009 to 2010, certificate of title, purchase order, driver's licenses for both my wife and me).

The above subject vehicle is currently at Martin Chevrolet,
23505 Hawthorne Blvd., Torrance, CA 90505 - phone 1-300-378-0211.

Please advise as soon as possible.

[REDACTED]

Torrance, CA [REDACTED]
Phone: [REDACTED]

Dealer Number 52102

Contract Number _____

R.O.S. Number _____

Stock Number 10402

Buyer (and Co-Buyer Name and Address (Including County and Zip Code)) [REDACTED] TORRANCE CA LOS ANGELES 90505	Creditor - Seller (Name and Address) MARTIN CHEVROLET 23505 HAWTHORNE BLVD. TORRANCE CA 90505 (310) 378-0211
--	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2008	CHEVROLET MALIBU LTZ	32	1G1ZK57798F [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid after you have made all payments as scheduled	The total cost of your purchase on credit, including your down payment of
6.99 %	\$ 5205.00	\$ 26152.14	\$ 31201.20	\$ 3650.01 is
(0) means an estimate				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of	N/A			
One Payment of	N/A			
Payments	N/A	Monthly, Beginning		
39 Payments	\$20.02	Monthly, Beginning, Feb. 24, 2008		
One Final Payment	\$20.02	Jan 24, 2013		

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

STATEMENT OF INSURANCE		
NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.		
Vehicle Insurance		
	Term	Premium
\$ N/A Ded. Comp. Fire & Theft	Mos	\$ N/A
\$ N/A Ded. Collision	Mos	\$ N/A
Body Injury \$ N/A Limits	Mos	\$ N/A
Property Damage \$ N/A Limits	Mos	\$ N/A
Medical N/A	Mos	\$ N/A
N/A	Mos	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A (0)

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

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

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)	
1. Total Cash Price	
A. Cash Price of Motor Vehicle and Accessories	\$ 27465.00 (A)
1. Cash Price Vehicle	\$ 27465.00
2. Cash Price Accessories	\$ N/A
3. Other (Nontaxable)	
Describe N/A	\$ N/A
Describe N/A	\$ N/A
B. Document Preparation Fee (not a governmental fee)	\$ 55.00 (B)
C. Smog Fee Paid to Seller	\$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid)	\$ N/A (E)
F. (Optional) Surface Protection Product (to whom paid)	\$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid)	\$ N/A (G)
H. Sales Tax (on taxable items in A through G)	\$ 2278.40 (H)
I. Optional DMV Electronic Filing Fee	\$ N/A (I)
J. (Optional) Service Contract (to whom paid) N/A	\$ N/A (J)
K. (Optional) Service Contract (to whom paid) N/A	\$ N/A (K)
L. (Optional) Service Contract (to whom paid) N/A	\$ N/A (L)
M. Prior Credit or Lease Balance paid by Seller to	\$ N/A (M)
(see downpayment and trade-in calculation)	
N. (Optional) Gap Contract (to whom paid) N/A	\$ N/A (N)
O. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A (O)
P. Other (to whom paid) N/A	\$ N/A (P)
For N/A	
Total Cash Price (A through P)	\$ 29750.40 (1)
2. Amounts Paid to Public Officials	
A. License Fees	\$ 179.00 (A)

Bi
Co
Se

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

Application for Optional Credit Insurance		
<input type="checkbox"/> Credit Life	<input type="checkbox"/> Buyer	<input type="checkbox"/> Co-Buyer
<input type="checkbox"/> Credit Disability (Buyer Only)		
	Term	Exp. Premium
Credit Life	Mos	\$ N/A
Credit Disability	Mos	\$ N/A
Total Credit Insurance Premiums		\$ N/A (0)
Insurance Company Name		
N/A		
Home Office Address		
N/A		

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday, (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date, (3) Only the Primary Buyer is eligible for

Describe	N/A	\$	N/A
B. Document Preparation Fee (not a governmental fee)		\$ 55.00	(B)
C. Smog Fee Paid to Seller		\$ N/A	(C)
D. (Optional) Theft Deterrent Device (to whom paid)		\$ N/A	(D)
E. (Optional) Theft Deterrent Device (to whom paid)		\$ N/A	(E)
F. (Optional) Surface Protection Product (to whom paid)		\$ N/A	(F)
G. (Optional) Surface Protection Product (to whom paid)		\$ N/A	(G)
H. Sales Tax (on taxable items in A through G)		\$ 2270.40	(H)
I. Optional DMV Electronic Filing Fee		\$ N/A	(I)
J. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(J)
K. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(K)
L. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(L)
M. Prior Credit or Lease Balance paid by Seller to N/A		\$ N/A	(M)

(see downpayment and trade-in calculation)
 Total Cash Price (A through P) \$ 25789.40 (1)

2. Amounts Paid to Public Officials

A. License Fees	\$ 179.00	(A)
B. Registration/Transfer/Titling Fees	\$ 92.00	(B)
C. California Tire Fees	\$ 0.75	(C)
D. Other Smog Abatement Fee	\$ 12.00	(D)

Total Official Fees (A through D) \$ 283.75 (2)

3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 30092.15 (5)

6. Total Downpayment

A. Agreed Trade-In Value	Yr Make	\$ N/A	(A)
Model	Odor		
VIN			
B. Less Prior Credit or Lease Balance		\$ N/A	(B)
C. Net Trade-In (A less B) (indicate if a negative number)		\$ N/A	(C)
D. Deferred Downpayment		\$ N/A	(D)
E. Manufacturer's Rebate		\$ 3239.01	(E)
F. Other N/A		\$ N/A	(F)
G. Cash		\$ N/A	(G)

Total Downpayment (C through G) \$ 3250.01 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)

7. Amount Financed (5 less 6) \$ 26182.14 (7)

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From	N/A
Amount \$	N/A
Finance Charge \$	N/A
Total \$	N/A
Payable in	N/A
Installments of \$	N/A
on this loan is shown in item 6D.	

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

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

Credit Disability (Buyer Only)

Term	Exp.	Premium
Credit Life	Mos.	\$ N/A
Credit Disability	Mos.	\$ N/A
Total Credit Insurance Premiums		\$ N/A (b)
Insurance Company Name	N/A	
Home Office Address	N/A	

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

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

Date N/A Buyer Signature _____ Age _____
 Date N/A Co-Buyer Signature _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1N. See your gap contract for details on the protection it provides. It is a part of this contract.
 Term N/A Mos. N/A
 Name of Gap Contract _____
 You want to buy a gap contract.
 Buyer X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J, 1K, and/or 1L above.

1J Company N/A
 Term N/A Mos. or N/A Miles
 1K Company N/A
 Term N/A Mos. or N/A Miles
 1L Company N/A
 Term N/A Mos. or N/A Miles
 Buyer X N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and signed by both you and us. Buyer X _____

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

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT. YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER AND NOT YOU.

CALIFORNIA DMV

DRIVER LICENSE

CLASS: C

TORRANCE CA

SEX: M HAIR: BLN EYES: BLU
HT: 6-01 WT: 186 DOB: [REDACTED]

RSTR: CORR LENS

11/06/2007 006 40 FD/13

CALIFORNIA DMV

DRIVER LICENSE

CLASS: C

TORRANCE CA

SEX: F HAIR: BRN
HT: 5-10 WT: 150 DOB: [REDACTED]

RSTR: CORR LENS

05/12/2006 235 RB FD/10

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

19408020423

AUTOMOBILE

VEHICLE ID NUMBER

1G1ZK57798F [REDACTED]

YR MODEL MAKE
2008 CHEV

BODY TYPE MODEL

SD

UNLADEN WEIGHT

FUEL CLASS

G

TRANSFER DATE

FEES PAID

\$243

REGISTRATION EXPIRATION DATE

01/12/2009

YR 1ST SOLD

2008 HH

CLASS

YR

MO

PN

EQUIPMT/TRUST NUMBER

ISSUE DATE

02/14/08

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE
01/10/2008

ODOMETER READING

32 MI

ACTUAL MILEAGE

REGISTERED OWNER(S)

TORRANCE CA [REDACTED]

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. _____ X
DATE SIGNATURE OF REGISTERED OWNER
1b. _____ X
DATE SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [REDACTED] (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE: _____ TRANSFEROR/SELLER SIGNATURE(S): _____ DATE: _____ TRANSFEREE/BUYER SIGNATURE(S): _____
PRINTED NAME OF AGENT SIGNING FOR A COMPANY: _____

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

2. X
Signature releases interest in vehicle. (Company names must be countersigned)
Release Date _____

CA 109088768
002547

REG. 17.30R6 (REV. 10/03)

KEEP IN A SAFE PLACE - VOID IF ALTERED



REGISTRATION CARD VALID FROM: 01/12/2009 TO: 01/12/2010

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBE
CHEV	2008	2008	HH	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO				VEHICLE ID NUMBER
SD	G	PY				1G1ZK57798F [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE		11/13/08	19	11/13/08	9	V0105010
REGISTERED OWNER	[REDACTED]					PR EXP DATE: 01/12/2010
						AMOUNT PAID
						\$ 247.00

AMOUNT DUE	AMOUNT RECVD
\$ 247.00	CASH :
	CHCK : 247.00
	CRDT :

TORRANCE CA

LIENHOLDER

H00 C41 5G 0024700 0009 CS H00 111308 11 6CWL542 387

AUTO 01/12/2008 TO 01/12/2009 11 [REDACTED]

VEHICLE IDENTIFICATION NUMBER	1G1ZK57798F [REDACTED]	DATE FIRST SOLD	00/00/2008	CLASS	HH	MARK	CHEV	Yr. Model	0000 2008
BODY TYPE MODEL	SD	DATE ISSUED	02/09/2008	TYPE VEH.	110	MP	G	AX	0
				WC		VALADENMG/OSW	00000	TOTAL FEES PAID	\$243
									1900 5

REGISTERED OWNER
LIENHOLDER



19420080204230397C

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

S2243544

CALIFORNIA DMV

CALIFORNIA DMV

DRIVER LICENSE

CLASS: C

EXPIRES 01-06-13

B0649089

TORRANCE CA 90505

SEX: M HAIR: BLN
HT: 6-01 WT: 186

RSTR: CORR LENS

11/06/2007 008 40 FD/13

DRIVER LICENSE

CLASS: C

EXPIRES 07-05-10

22633 CERISE AVE
TORRANCE CA

SEX: F HAIR: BRN
HT: 5-10 WT: 150

RSTR: CORR LENS

05/12/2005 235 RB FD/10

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

19408020423

AUTOMOBILE

VEHICLE ID NUMBER

1G1ZK57798F

YR MODEL

2008 CHEV

PLATE NUMBER

BODY TYPE MODEL
SD

UNLADEN WEIGHT

FUEL

TRANSFER DATE

FEES PAID

\$243

REGISTRATION EXPIRATION DATE

01/12/2009

YR 1ST SOLD

2008 HH

CLASS

YR

MO PN

EQUIPMT/TRUST NUMBER

ISSUE DATE

02/14/08

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE

01/10/2008

ODOMETER READING

32 MI

ACTUAL MILEAGE

TORRANCE CA

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. DATE X SIGNATURE OF REGISTERED OWNER

1b. DATE X SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE	TRANSFEROR/SELLER SIGNATURE(S)	DATE	TRANSFeree/BUYER SIGNATURE(S)
	X		X
PRINTED NAME OF AGENT SIGNING FOR A COMPANY		PRINTED NAME OF AGENT SIGNING FOR A COMPANY	

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

2. X
Signature releases interest in vehicle. (Company names must be countersigned)
Release Date

CA 109088768
002547

REG. 17 30/08 (REV. 10/07)

KEEP IN A SAFE PLACE - VOID IF ALTERED

2008 MALIBU LTZ
 53U AMBER BRONZE METALLIC /V6G
 342 COCOA/CASHMERE
 ORDER NO. MMRCH6/TRE STOCK NO.
 VIN 1G1 ZK57 79 8F

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD17555367

*****13*20306S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZK69 MALIBU LTZ	26345.00	24896.03	INVOICE 12/11/07
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 12/11/07
LY7 ENGINE, 3.6L V6 DOHC	N/C	N/C	EXP I/T 12/23/07
MH2 6-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	INT COM 12/24/07
PDD REAR POWER PACKAGE:	250.00	207.50	PRC EFF 12/11/07
* REAR POWER CENTER, 110V AC			KEYS G0059 G0059
* REAR WINDOW SUNSHADE, MANUAL			WFP-S QTR OPT-1
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	BANK: GMAC - 061
YF5 50-STATE EMISSIONS	N/C	N/C	CHG-TO 20-306

SHIP WT: 3606
 HP: 32.9
 GMS: 25745.68
 SUPPLR: 26897.49
 MRM: 28045.00
 DAN: LTZ
 MEMO 1219.75

TOTAL MODEL & OPTIONS	27395.00	25767.53	ACT 231	25595.68
DESTINATION CHARGE	650.00	650.00	H/B 261	821.85
LAM DEALER CONTRIBUTION		273.95	ADV 261	273.95
LAM GROUP CONTRIBUTION		273.95	EXP 65A	273.95

TOTAL 28045.00 26965.43 PAY 310 26965.43

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 25748.40

 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.

MARTIN CHEVROLET

REMIT TO GMAC NO. 061
 VIN 1G1ZK57798F
 \$ 26965.43 INV 1AD17555367
 DUE 12/24/07 DEALER 20-306

STANDARD TRADE REPURCHASE WORKSHEET

File Number

71-686493573

Customer Name

[REDACTED]

Worksheet filled out by:

Chris Wilsey

Old Vehicle VIN:

1G1ZK57798F [REDACTED]

New Vehicle VIN:

1G1ZK577994 [REDACTED]

Date:

January 23, 2009

TRADE REPURCHASE				
Replacement Veh. Cost (231/237)	\$27,381.20	G		
Conversion / Upfit Cost	\$0.00	E		
State Sales Tax	\$25.60	N		
Additional Tax	\$0.00	E		
Reg./Lic./Title Fees (opt)	\$283.00	R		
Taxes Reimbursed on old vehicle	\$0.00	A		
Fees (Explain)	\$0.00	L		
State Fees	\$0.00	M		
Items below not shown on new Bill of Sale			O	
Cost to transfer Aftermarket Items	\$0.00	T		
Unused portion of non-GMPP	\$0.00	O		
H/B, ADV, EXP	\$0.00	R		
Transportation Fees	\$0.00	S		
Misc. (Explain)	\$0.00			
Total Replacement Price	\$27,689.80			
State Sales Tax	\$0.00			
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00	C		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	S		
State Fees	\$0.00	T		
Items below contribute to trade-in allowance			O	
Usage/Depreciation	\$310.34	M		
Damage	\$0.00	E		
MSRP Upgrade	\$0.00	R		None-Options contents-ver'd adds with dlr
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	\$310.34			
Trade Repurchase Amount	\$27,379.46			
Attorney Fees	\$0.00			
Total Repurchase Amount	\$27,379.46			
Less Dealer Contribution to GM	\$0.00			
(30-day) Lien Payoff	\$0.00		No lien	
Good Through (mm/dd/yy)				
Dealer Due to GM	NA			
GM Due to Dealer	\$27,379.46		Authorized Signature	Date
NADA (Legal Only)	\$0.00		**This is a "work in process" until approved	
Est. Auction Price (Legal Only)	\$0.00		by a Authorized Representative**	
Projected (Loss)	-\$27,379.46		(Repurchase Group Only)	

BARS Document Display

2009 MALIBU LTZ
 51U GOLD MIST METALLIC /V6G
 342 COCOA/CASHMERE
 ORDER NO. NCDPMC/TRE STOCK NO.
 VIN 1G1 ZK57 79 94
 *****13*20191S

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 10D97237159

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZK69 MALIBU LTZ	26880.00	25401.60	INVOICE 10/20/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 10/19/08
LY7 ENGINE, 3.6L V6 DOHC	0.00	0.00	EXP I/T 10/31/08
MH2 6-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	INT COM 10/31/08
PDD REAR POWER PACKAGE:	250.00	207.50	PRC EFF 10/19/08
* REAR POWER CENTER, 110V AC			KEYS XXXXX XXXXX
* REAR WINDOW SUNSHADE, MANUAL			WFP-S QTR OPT-1
			BANK: WACHOVIA BA
PDQ HFV6 ENGINE PACKAGE:	1595.00	1323.85	CHG-TO 20-191
*3.6L V6 DOHC ENGINE (REPLACES STD/OPT ENGINE)			SHIP WT: 3608
*DUAL CHROME EXHAUST TIPS			HP: 32.9
*HYDRAULIC POWER STEERING ASSIST			GMS: 27531.20
			SUPPLR: 28763.35
			MRM: 30195.00
UE1 1YR ONSTAR DIRECTIONS W/TURN-BY-TURN NAVIGATION(ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	N/C	N/C	DAN: LTZ6C
			MEMO 1326.25
			GSU: 373.47
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	

*ATTN: BRANDY
 THIS IS THE REPLACEMENT VEHICLE FOR
 WILLIAM MULLER. CASE # CHU 0804350
 FROM STEVE FOR*

TOTAL MODEL & OPTIONS	29525.00	27596.95	ACT 231	27381.20
DESTINATION CHARGE	670.00	670.00	H/B 261	885.75
DEALER IMR CONTRIBUTION		295.25	ADV 261	295.25
LMA GROUP CONTRIBUTION		295.25	EXP 65A	295.25

TOTAL 30195.00 28857.45 PAY 310 28857.45

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 27434.10

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

ALLEN GWYNN CHEVROLET

23505 Hawthorne Blvd
Torrance Ca 90505
310 378 0211
310 378 2211
Martinchevrolet.com



Fax

To: Abigail **From:** A Davidson
Fax: 866 476 8227 **Pages:**
Phone: **Date:**
Re: Customer [REDACTED] **cc:**

Urgent For Review Please Comment Please Reply Please Recycle

• **Comments:** Select this text and delete it or replace it with your own. To save changes to this template for future use, choose Save As from the File menu. In the Save As Type box, choose Document Template. Next time you want to use it, choose New from the File menu, and then double-click your template.

Per your request here are the owner RO'S



3103251670

3 4 5 2 8 7

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

ACCOUNTING

PAGE 1

BAR# AL213977 EPA# CAD020640228

TORRANCE, CA
HOME [REDACTED] BUS:

SERVICE CONSULTANT: 291 ROBERT B BUHL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
53U/342	08	CHEVROLET MALIBU	1G1ZK57798E [REDACTED]		1577/1577	T460	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO No	RATE	PAYMENT	INV DATE
10JAN08 IS		10JAN2011	WAIT 04AUG08		0.00	CASH	16DEC08
R.O. OPENED	READY	OPTIONS: STK:10402 DLR:20-306 1)1AD17555367					
04AUG08	30AUG08						

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
 A CUSTOMER REPORTS VEHICLE HAS A NO CRANK NO START (ON STAR CONTACTED
 AND SCANNED SYSTEM FOUND LOSS OF COMMUNICATION TO ENGINE AND
 TRANSMISSION / BODY CONTROL MODULE

CAUSE:
 N4800 MODULE, COMPUTER (CONTROL) BODY REPLACE
 476 WP 0.05 0.80 1760 6977 69.77 69.77
 1 25940348 BCM 12102 16943 0 256.56 169.43 169.43
 trx 8888
 FC: 6C
 PART#: 25940348
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 OJ

12102 16943 TPARTS
 1760 6977 TLABOR
 1577 PERFORM SYSTEM CHECK FOUNE DTCS B1000 39 AND 34 U2107, U0140 AND
 C0277, IDENTIFIED DEFECTIVE BCM N4800 6C 476=0.8 REPLACE BCM AND
 ATTEMPT TO PROGRAM, PROGRAM INCOMPLETE SEE RO 345832

THANK-YOU FOR USING MARTIN CHEVROLET
 YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU
 TO BE COMPLETELY SATISFIED. IF FOR ANY
 REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR
 SERVICE MANAGER. PLEASE VISIT OUR WEB SITE
 AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-19-08	15:30	15:33	0.05	W	476	A	
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	6977	1760	[REDACTED]	[REDACTED]	16943	12102	[REDACTED]
	23920	*****					

COST, SALE, & COMP TOTALS 13862 23920 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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. / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
 I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.
 Customer Signature Date

ACCOUNTING COPY

3103251670

348142

Joe Giacomini Chev., Inc. dba

Martin Chevrolet

23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AL213877 EPA# CAD020840226

INVOICE

DUPLICATE 1
PAGE 1

TORRANCE, CA
HOME: BUS:

SERVICE CONSULTANT: 291 ROBERT B BUHL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes vehicle details for a 2008 Chevrolet Malibu and a summary of work performed.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Lists complimentary lube and oil filter services.

THANK-YOU FOR USING MARTIN CHEVROLET
YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU
TO BE COMPLETELY SATISFIED. IF FOR ANY
REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR
SERVICE MANAGER. PLEASE VISIT OUR WEB SITE
AT WWW.MARTINCHEVROLET.COM

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...

Table with columns: DESCRIPTION, TOTALS. Summary of charges including Labor, Parts, Gas, Oil, Lube, Sublet, Misc. Charges, Total Charges, Disc./Ins., Sales Tax, and Total Amount Due.

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

CUSTOMER COPY

Vertical text on the left margin: COURTESY TOLL FREE: 1-800-344-6899 FAX: 1-800-344-6898

3103251670

3 4 8 1 4 2

JOE GIACOMINI CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

ACCOUNTING

DUPLICATE 1
PAGE 1

BAR# AL213877 EPA# CAD020540228

TORRANCE, CA
HOME

BUS:

SERVICE CONSULTANT: 291 ROBERT B BUHL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
53U/342	08	CHEVROLET MALIBU	1G1ZK57798F		3273/3273	T420	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO No	RATE	PAYMENT	INV DATE
10JAN08 IS		10JAN2011	WAIT 09OCT08		0.00	CASH	16DEC08
R.O. OPENED	READY	OPTIONS: STK:10402 DLR:20-306 1)1AD17555367					
09OCT08	09OCT08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	1SY	FREE	LOF	FREE COMPLIMENTARY LUBE OIL FILTER							
		185	I	0.12	0.30	495	1067			10.67	10.67
		1	89017524	FILTER		419	700	0	7.33	7.00	7.00
		6	OIL 10W30			1350	1890	0	3.25	3.15	18.90
3273	.3	L.O.F.									

THANK-YOU FOR USING MARTIN CHEVROLET
YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU
TO BE COMPLETELY SATISFIED. IF FOR ANY
REASON YOU ARE NOT PLEASED PLEASE ASK TO SPEAK TO OUR
SERVICE MANAGER. PLEASE VISIT OUR WEB SITE
AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-09-08	09:27	09:34	0.12	W	185	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	1067	495			2590	1769	
	3657	*****	999				

COST, SALE, & COMP TOTALS 2264 3657 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature _____ Date _____

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. / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

3103251670

3 4 9 9 8 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

ACCOUNTING

DUPLICATE 1
PAGE 2

BAR# AL213877 EPA# CAD020640226

TORRANCE, CA
HOME: [REDACTED] BUS:

SERVICE CONSULTANT: 291 ROBERT B BUHL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
53U/342	08	CHEVROLET MALIBU	1G1ZK57798F [REDACTED]		3480/3480	T405A	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
10JAN08 IS		10JAN2011	16:36 21NOV08		0.00	CASH	16DEC08
R.O. OPENED	READY	OPTIONS: STK:10402 DLR:20-306 1)1AD17555367					
21NOV08	16DEC08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		09:51		09:52		0.02	W 408		A		
12-04-08		15:03		15:15		0.20	W 408		A		
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL				
46200	17442	3800		48000	19635	14025					
26300	37077	*****									

COST, SALE, & COMP TOTALS 17825 37077 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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. / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature _____ Date _____

WARRANTY COPY

3103251670

3 4 9 9 8 1

JOE GIACOMINI CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

ACCOUNTING

DUPLICATE 1
PAGE 1

BAH# AL213077 EPA# CAD020540228

TORRANCE, CA
HOME: [REDACTED]

BUS:

SERVICE CONSULTANT: 291 ROBERT B BUHL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
53U/342	08	CHEVROLET MALIBU	1G1ZK57798[REDACTED]		3480/3480	T405A	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
10JAN08 IS		10JAN2011	16:36 21NOV08		0.00	CASH	16DEC08
R.O. OPENED	READY	OPTIONS: STK:10402 DLR:20-306 1) 1AD17555367					
21NOV08	16DEC08						

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
 A CUSTOMER REPORTS ABS BRAKE AND TRACTION CONTROL LIGHTS ON
 CAUSE:

H2505 ELECTRONIC BRAKE AND TRACTION CONTROL
 MODULE REPLACEMENT

QTY	DESCRIPTION	UNIT	AMOUNT	LABOR	TOTAL
408	WP	0.22	2.00	3800	17442
1	15952670 MODULE KI		14025	19635	0
	FC: 6C				260.84
	PART#: 15952670				196.35
	COUNT: 1				

CLAIM TYPE:
 AUTH CODE:
 OJ

14025 19635 TPARTS
 3800 17442 TLABOR

3480 PERFORM CIRCUIT TEST AS DIRECTED BY GM POWER TRAIN CENTER PER
 DOCUMENT ID 1991657 THAT LED TO A MISS DIAGNOSIS. ADDITIONAL DIAGNOSIS
 WERE REQUIRED TO PROPERLY DIAGNOS CODE "D0121". BCM LOST COMMUNICATION
 WITH EBCM PERFORM POWER, GROUND, AND HIGH SPEED GMLAN SERIAL DATA
 CONTINUITY CIRCUIT TEST USING DOCUMENT IDS 1996274 AND 1992350 AND
 IDENTIFIED DEFECTIVE EBCM. PART RESTRICTION TAC CASE#10613345 6C H2505
 1.0+1.0 OIL APPROVED PER ANDY DAVIDSON 408-2 OHR REPLACE SET UP AND
 PROGRAM EBCM ROAD TEST VEHICLE 28511 CLAIM CODE

THANK-YOU FOR USING MARTIN CHEVROLET
 YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU
 TO BE COMPLETELY SATISFIED. IF FOR ANY
 REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR
 SERVICE MANAGER. PLEASE VISIT OUR WEB SITE
 AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-25-08	08:03	08:03	0.00	W	408	A	
	08:14	08:14	0.00	W	408	A	
	08:15	08:15	0.00	W	408	A	
	09:07	09:07	0.00	W	408	A	

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature

Date

WARRANTY COPY

3103251670

3 4 5 2 8 7

Joe Giacomini Chev., Inc. dba

Martin Chevrolet

23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90605
PHONE (310) 378-0211
BAR# AL213877 EPA# CAD020640220

INVOICE

PAGE 1

TORRANCE CA
HOME

BUS:

SERVICE CONSULTANT: 291 ROBERT B BUHL

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO. NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a 2008 Chevrolet Malibu.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER REPORTS VEHICLE HAS A NO CRANK NO START (ON STAR CONTACTED
AND SCANNED SYSTEM FOUND LOSS OF COMMUNICATION TO ENGINE AND
TRANSMISSION / BODY CONTROL MODULE

CAUSE:
N4800 MODULE, COMPUTER (CONTROL) BODY REPLACE
476 WP (N/C)
1 25940348 BCM (N/C)
trx 8888
FC: 6C
PART#: 25940348
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

1577 PERFORM SYSTEM CHECK FOUND DTCS B1000 39 AND 34 U2107, U0140 AND
C0277, IDENTIFIED DEFECTIVE BCM N4800 6C 476=0.8 REPLACE BCM AND
ATTEMPT TO PROGRAM, PROGRAM INCOMPLETE SEE RO 345832

THANK YOU FOR USING MARTIN CHEVROLET
YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU
TO BE COMPLETELY SATISFIED. IF FOR ANY
REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR
SERVICE MANAGER. PLEASE VISIT OUR WEB SITE
AT WWW.MARTINCHEVROLET.COM.

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 (DATE)
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, DISC. / INS., SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER COPY

COMM TEL FREE: 1-800-345-2688 FAX: 1-800-381-9611

Receipt and Remarks: EPB/ZR CHECKS 0 REVISE

3103251670

3 4 4 2 6 8

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

ACCOUNTING

DUPLICATE 3
PAGE 3

BAR# AL213877 EPA# CAD020540228

TORRANCE CA
HOME BUS:

SERVICE CONSULTANT: 291 ROBERT B BUHL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
53U/342	08	CHEVROLET MALIBU	1G1ZK57798F		1400/1488	T430	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10JAN08 IS		10JAN2011	WAIT 11JUL08		0.00	CASH	16DEC08
R.O. OPENED	READY	OPTIONS: STK:10402 DLR:20-306 1)AD17555367					
10JUL08	25JUL08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-14-08	08:58	08:59	0.01	W	120	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	13082	3450			22925	16375	
	1832	0	151793		29900	29900	151849
	50939	*****			16800	*****	

ORDER TOLL FREE 1-800-811-5081 FAX 1-408-851-0620

COST, SALE, & COMP TOTALS 49725 67739 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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. / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature _____ Date _____

ACCOUNTING COPY

REPAIRS AND RECALLS BUHLER CARRIES O JONES

3103251670

3 4 4 2 6 8

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

ACCOUNTING

DUPLICATE 3
PAGE 2

BAR# AL213877 EPA# CAD020640226

TORRANCE, CA
HOME: [REDACTED]

BUS:

SERVICE CONSULTANT: 291 ROBERT B BUHL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
53U/342	08	CHEVROLET MALIBU	1G1ZK57798F [REDACTED]		1400/1488	T430	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
10JAN08 IS		10JAN2011	WATT 11JUL08		0.00	CASH	16DEC08
R.C. OPENED	READY	OPTIONS: STK:10402 DLR:20-306 1) IAD17555367					
10JUL08	25JUL08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	LABOR			

SUBL RENTAL
PO#151849
WSL
13100 13100 131.00 131.00

SUBL RENTAL INTERNAL
PO#151849
IRC
16800 16800 168.00 168.00

C CUST REPORTS REAR AUX CAP LCOSE AND FALLS OFF
CAUSE:

C2860 CONSOLE ASSEMBLY R&R OR REPLACE

120	WP	0.00	0.60	1380	5233	52.33	52.33		
1	15092039	RETAINER		328	459	0	7.96	4.59	4.59
1	15938253	F-CONSOLE		8337	11672	0	165.29	116.72	116.72

FC: 6C
PART#: 15938253
COUNT: 2
CLAIM TYPE:
AUTH CODE:
OJ

8665	12131	TPARTS
1380	5233	LABOR

MISC Z5000/OVRNT-CHARGES
PO#151793
WPU
0 916 9.16 9.16

1488 CHECK AN INSPECT REAR PORT FOUND PORT COVER SEPARATED AN CONSOLE
WARRD NEC TO REPLACE CONSOLE AN BEZEL C2860-4N 120#0.6 3-
1G1AK55F077 [REDACTED]

THANK-YOU FOR USING MARTIN CHEVROLET
YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU
TO BE COMPLETELY SATISFIED. IF FOR ANY
REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR
SERVICE MANAGER. PLEASE VISIT OUR WEB SITE
AT WWW.MARTINCHEVROLET.COM

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

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Customer Signature _____ Date _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ACCOUNTING COPY

3103251670

3 4 4 2 6 8

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

ACCOUNTING

DUPLICATE 3
PAGE 1

BAR# AL213877 EPA# CAD020540228

SERVICE CONSULTANT: 291 ROBERT B BUHL

TORRANCE, CA
HOME [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
53U/342	08	CHEVROLET MALIBU	1G1ZK57798F [REDACTED]		1400/1488	T430	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT	INV. DATE
10JAN08 IS		10JAN2011	WARR 11JUL08		0.00	CASH	16DEC08
R.O. OPENED	READY	OPTIONS: STK:10402 DLR:20-306 1) 1AD17555367					
10JUL08	25JUL08						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST REPORTS VEHICLE HAS NO BRAKE LIGHT DASH LIGHT TURN SIGNALS INOP											
CAUSE:											

E7059 Turn Signal Multifunction Switch Replacement											
	120	WP		0.01	0.90	2070	7849			78.49	78.49
1	15913467	SWITCH				2410	3374	0	56.88	33.74	33.74
1	25943706	B-PLATE				5300	7420	0	105.07	74.20	74.20
FC: 6C											
PART#: 15913467											
COUNT: 2											
CLAIM TYPE:											
AUTH CODE:											
OJ											

						7710	10794	TPARTS			
						2070	7849	TLABOR			
MISC Z5000/OVRNT CHARGES											
PO#151793											
		WPU				0	916			9.16	9.16
FC:											

1488 CHECK AN TEST FOUND MULTIFUNCTION SWITCH HAS INTERNAL INTERMITTANT OPERATION CHECK POWER AN GRD TO SWITCH P&G OR NEG TO REPLACE MULTI FUNCTION SWITCH DURING REPLACEMENT FOUND I/P BEZEL HAS PITS IN PLASTIC NEG TO REPLACE BEZEL C2328-1B N/C E7059-7D 120-0.9

B RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY, ALL CHARGES INCURRED BEYOND 2 DAYS ARE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION

CAUSE:											
Z7903 RENTAL ALLOWANCE-3 DAYS											
	120	WP		0.00	0.00	0	0			0.00	0.00
FC: 96 PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
MK											

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		DISC. / INS.	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature _____ Date _____

ACCOUNTING COPY

EPALZF: 01/27/08 09:51:13 O 893704

3103251670

3 4 4 2 6 8

Joe Giacomini Chev., Inc. dba
Martin Chevrolet

23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AL213977 EPA# CAD020540228

INVOICE

DUPLICATE 3
PAGE 3

SERVICE CONSULTANT: 291 ROBERT B BUHL

TORRANCE, CA
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
53U/342	08	CHEVROLET MALIBU	1G1ZK57798E [REDACTED]		1400/1488	T430	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10JAN08 IS		10JAN2011	WATT 11JUL08		0.00	CASH	16DEC08
R.O. OPENED	READY	OPTIONS: STK:10402 DLR:20-306 1) LAD17555367					
10JUL08	25JUL08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

WARPED NEG TO REPLACE CONSOLE AN BEZEL C2860-4N 120-0.6 3-

 1G1AK55F077103082
 THANK-YOU FOR USING MARTIN CHEVROLET
 YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU
 TO BE COMPLETELY SATISFIED. IF FOR ANY
 REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR
 SERVICE MANAGER. PLEASE VISIT OUR WEB SITE
 AT WWW.MARTINCHEVROLET.COM.

ORDER TOLL FREE: 1-800-944-0899 FAX: 1-310-351-9908

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 (DATE) _____

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Customer Signature _____ Date _____

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. / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

3103251670

3 4 4 2 6 8

Joe Giacomini Chev, Inc. dba
Martin Chevrolet

23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AL213877 EPA# CAD020640228

INVOICE

DUPLICATE 3
PAGE 1

TORRANCE, CA
HOME [REDACTED] BUS:

SERVICE CONSULTANT: 291 ROBERT B BUHL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
53U/342	08	CHEVROLET MALIBU	1G1ZK57798E [REDACTED]		1400/1488	T430	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JAN08 IS		10JAN2011	WARR 11JUL08		0.00	CASH	16DEC08
R.O. OPENED	READY	OPTIONS: STK:10402 DLR:20-306 1) LAD17555367					
10JUL08	25JUL08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST REPORTS VEHICLE HAS NO BRAKE LIGHT DASH LIGHT TURN SIGNALS INOP
CAUSE:

E7059 Turn Signal Multifunction Switch
Replacement
120 WP (N/C)
1 15913467 SWITCH (N/C)
1 25943706 F-PLATE (N/C)
FC: 6C
PART#: 15913467
COUNT: 2
CLAIM TYPE:
AUTH CODE:
OU

MISC Z5000/OVRNT CHARGES
PO#151793
WPU (N/C)
FC:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

1488 CHECK AN TEST FOUND MULTIFUNCTION SWITCH HAS INTERNAL INTERMITTANT
OPERATION CHECK POWER AN GED TO SWITCH P&G OK NEC TO REPLACE MULTI
FUNCTION SWITCH DURING REPLACEMENT FOUND I/P BEZEL HAS PITS IN PLASTIC
NEC TO REPLACE BEZEL C2328-1B N/C E7059-7D 120=0.9

B RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY ALL CHARGES INCURRED
BEYOND 2 DAYS ARE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR
AUTHORIZATION

CAUSE:
Z7903 RENTAL ALLOWANCE-3 DAYS
120 WP (N/C)
FC: 96 PART#: COUNT: 0
CLAIM TYPE:

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.

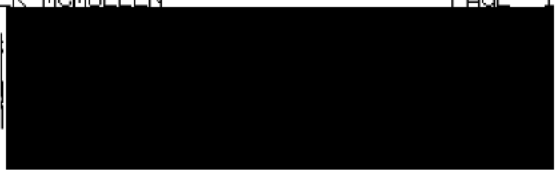
(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) _____

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature _____ Date _____

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



REGISTRATION CARD VALID FROM: 01/12/2009 TO: 01/12/2010

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2008	2008	HH	120	11	6CWL542
BODY TYPE MODEL	MP	MO				VEHICLE ID NUMBER
SD	G	PY				1G1ZK57798F
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	OT FEE RCVD	PIC	STICKER ISSUED
AUTOMOBILE		11/13/08	19	11/13/08	9	V0105010

PR EXP DATE: 01/12/200
 AMOUNT PAID
 \$ 247.00

REGISTERED OWNER



AMOUNT DUE	AMOUNT RCVD
\$ 247.00	CASH : CHCK : 247.00 CRDT :

TORRANCE
CA



LIENHOLDER

H00 C41 5G 0024700 0009 CS H00 111308 11 6CWL542 380

AUTO 01/12/2008 TO 01/12/2009 11 [Redacted License Number]

VEHICLE IDENTIFICATION NUMBER	1G1ZK57798F	DATE FIRST SOLD	00/00/2008	CLASS	HH	MAKE	CHEV	Yr. Model	0000 2008
BODY TYPE MODEL	SD	DATE ISSUED	02/09/2008	TYPE VEH	110	MP	G	AX	0
				WE		UNLADEN/GGW	00000	TOTAL FEES PAID	\$243
									1900 5

REGISTERED OWNER



TORRANCE CA



LIENHOLDER



19420080204230397C

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

S2243544

CALIFORNIA

CALIFORNIA

VER LICENSE CLASS:C
B0649089

TORRANCE CA
SEX:M HAIR:BLN EYES:BLU
HT:6-01 WT:186
RSTR: CORR LENS
11/06/2007 688 48 F0/13

CLASS:C
TORRANCE CA
SEX:F HAIR:BRN
HT:5-10 WT:150
RSTR: CORR LENS
06/12/2008 235 RB F0/10

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

1940A020423

AUTOMOBILE

VEHICLE ID NUMBER
1G1ZK57798F
BODY TYPE MODEL
SD

YR MODEL MAKE
2008 CHEV

REGISTRATION EXPIRATION DATE
01/12/2009

UNLADEN AX WEIGHT

FUEL TRANSFER DATE
G

FEES PAID
\$243

YR 1ST SOLD CLASS
2008 HH

YR MO EQUIPMT/TRUST NUMBER
PN

ISSUE DATE
02/14/08

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE
01/10/2008

ODOMETER READING
32 MI

ACTUAL MILEAGE

REGISTERED OWNER(S)

TORRANCE CA

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. _____ X _____
DATE SIGNATURE OF REGISTERED OWNER
1b. _____ X _____
DATE SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads _____ (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE TRANSFEROR/SELLER SIGNATURE(S) DATE TRANSFEREE/BUYER SIGNATURE(S)
X X
PRINTED NAME OF PARTY SIGNING FOR A COMPANY

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

2. X
Signature releases interest in vehicle. (Company names must be countersigned)
Release Date _____

CA 109088768
002547 REG. 17.30RS (REV. 10/09)

KEEP IN A SAFE PLACE - VOID IF ALTERED

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW



Case Number: 155531

Originator Name: Patricia Alarcon 866 790 5600 11148 patricia_alarcon@gmexpert.com

Created Date: 01/20/2009

Vehicle Info

*VIN: 1G1ZK57798P [REDACTED]
Year: 2008

MSRP: 28045.0
Make: Chevrolet

*TAC #: n/a
Model: Malibu

Vehicle Comments & TAC Explanation:

*Date Reviewed with Customer: 01/08/2009
Original Purchase Date: 01/01/1900

*Repurchase Mileage: 3480
* Original Purchase Condition: New

Vehicle Owner(s)

Entity Type: Person

* Names(s) on Title: [REDACTED] * Title State: CA

* Primary Owner: [REDACTED]

* Address: [REDACTED]

* City: Torrance * State: CA

* ZIP Code: 90505

* Day Phone: [REDACTED] * Home Phone:

* Cell Phone:

* E-mail: [REDACTED] * Fax Phone:

* Reason Repurchase: Body control module inoperative

UCC Codes (H7104) Brakes ABS Wheel Sensors Inoperative
(N0504) Electrical Chassis / Body Harness Inoperative

Vehicle Lien Holder

Type of Secured Interest: No Lien

* Company: Account #:

Contact or Attention:

Address

City State: CA

ZIP Code:

Day Phone: Fax: E-mail:

Original Selling Dealer

* Dealer #: 173025

Dealer Name: MARTIN CHEVROLET

Region: 10

District: 1313

* Phone: (310) 378 0211

Fax: (310) 375 9279

* Contact Name: Steve Fox

* Contact Title: Fleet manager E-Mail:

Repurchasing Dealer:

Repair

* Contact Name: * Contact Title:

Vehicle Location:



Case Number: 155531
Originator Name: Patricia Alarcon 866 790 5600 11148 patricia_alarcon@gmexpert.com
Created Date: 01/20/2009

Transaction Details

Siebel Request #: 71 686493573 *** Disposition:** Auction
State: CA *** Type:** Trade New Finance
Source: ADR BBB Mediated
Replacement VIN: 1G1ZK577994 [REDACTED] Year: 2009 Make: Chevrolet Model: Malibu
Compliance Date: 2009 02 22 **Compliance Type:** BBB Mediated
MSRP: 30195.0 **Order #:**

Repurchase: Per BBB settlement letter

*** Processing Instructions:**

Disposition: Auction

*** Processing Instructions:**

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	310.34
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0



SERVICE DEPARTMENT
545 ADOBE RD. RED BLUFF, CA. 96080
PHONE (530) 528 - 3766
FAX (530) 528 - 3764

FAX COVER SHEET

DATE: 12/18/08 **PAGES:** 2

TO: Brittney

FROM: Tom Gibbons

COMMENTS: Re: [REDACTED]

866-476-8227

www.elserschevrolet.com

CUSTOMER #: 100543

97308

HELSEY

CHEVROLET - CADILLAC

INVOICE

545 Adobe Rd. - P.O. Box 550
Red Bluff, CA 96080
(530) 527-4250 · Fax: (530) 527-1429

TORRANCE, CA

PAGE 1

HOME [REDACTED] CONT: N/A
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 305 THOMAS GIBBONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHEVROLET MALIBU	1G1ZK57798F [REDACTED]		2486/2486	T174	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JAN08 DD		10JAN2011	17:30 26SEP08			CASH	29SEP08
R.O. OPENED	READY	OPTIONS: DLR:20306 ENG:3.6_Liter					
11:21 26SEP08	16:26 29SEP08						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES, VEHICLE WOULD NOT MOVE WHEN SHIFTED INTO REVERSE, SHIFTED BACK INTO PARK AND TRIED REVERSE AGAIN, STILL WOULD NOT MOVE. TURNED VEHICLE OFF FOR A FEW MINUTED AND RESTARTED, SHIFTED INTO REVERSE AND VEHICLE MOVED OK. NO SERVICE ENGINE SOON LIGHT.

CAUSE: F
K9995 CUSTOMER CONCERN NOT DUPLICATED
351 W (N/C)
FC: 9Z PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OZ

SCAN CHECK FOUND NO CODES, PERFORMED ROAD TEST AND FUNCTION TEST, UNABLE TO DUPLICATE CUSTOMERS CONCERN AT THIS TIME.

B HELSEY CHEVROLET-CADILLAC WORLD CLASS INSPECTION.
MI HELSEY CHEVROLET-CADILLAC WORLD CLASS INSPECTION.
351 ISL (N/C)
SEE ATTACHED REPORT.

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.	The seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	DESCRIPTION	TOTALS
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.	LABOR AMOUNT	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	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

Notice to Consumer: Please read important information on back. BAR # AH126754 EPA # CAL000291383



Monday, January 26, 2009

[Redacted]

Torrance, CA [Redacted]

BBB Arbitration Decision - Trade

Subject: Repurchase of 2008 Chevrolet Malibu

VIN: 1G1ZK57798F [Redacted]

Ref SR:71-686493573 V-155531

Dear [Redacted]

We regret that you are dissatisfied with your 2008 Chevrolet Malibu, VIN 1G1ZK57798F [Redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau, Chevrolet will assist you into a replacement vehicle to keep you a satisfied Chevrolet customer, Chevrolet will assist you into a 2009 Chevrolet Malibu, VIN 1G1ZK577994 [Redacted]. Your responsibilities are outlined below. This is calculated by using the following figures:

Plus usage	\$310.34
Total Responsibility of Customer	\$310.34

****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 866-802-6668 if you have any questions or concerns.

[Redacted Signature Area]

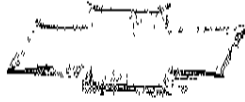
1/26/2009
1/26/2009

Please return this signed document to fax number 866-802-6668 by Wednesday January 28, 2009

The requirements of the trade repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
- ⇒ 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

155531

**CHEVROLET**

- ⇒ **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.
- ⇒ **Cash backs rebates or incentives** – no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.

If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

*** 155531 ***

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [REDACTED]	SR #: 71-686493573	BBB#: chv0854350
-----------------------------	---------------------------	-------------------------

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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	27465.00
MSRP (from BARS Invoice screen)	- 28045.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -580.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	0.00
Actual Cash Value (ACV) (from ACV Statement)	- 0.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

Section 3

Trade Allowance (from Bill of Sale)	0.00
Payoff on Trade (from Bill of Sale)	- 0.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	27465.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 3850.01
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 23614.99

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

2008 MALIBU LTZ
 53U AMBER BRONZE METALLIC /V6G
 342 COCOA/CASHMERE
 ORDER NO. MMRCH6/TRE STOCK NO.
 VIN 1G1 ZK57 79 8F

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD1755367
 *****13*20306S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZK69 MALIBU LTZ	26345.00	24896.03	INVOICE 12/11/07
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 12/11/07
LY7 ENGINE, 3.6L V6 DOHC	N/C	N/C	EXP I/T 12/23/07
MH2 6-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	INT COM 12/24/07
PDD REAR POWER PACKAGE:	250.00	207.50	PRC EFF 12/11/07
* REAR POWER CENTER, 110V AC			KEYS G0059 G0059
* REAR WINDOW SUNSHADE, MANUAL			WFP-S QTR OPT-1
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	BANK: GMAC - 061
YF5 50-STATE EMISSIONS	N/C	N/C	CHG-TO 20-306

SHIP WT: 3606
 HP: 32.9
 GMS: 25745.68
 SUPPLR: 26897.49
 MRM: 28045.00
 DAN: LTZ
 MEMO 1219.75

TOTAL MODEL & OPTIONS	27395.00	25767.53	ACT 231	25595.68
DESTINATION CHARGE	650.00	650.00	H/B 261	821.85
LAM DEALER CONTRIBUTION		273.95	ADV 261	273.95
LAM GROUP CONTRIBUTION		273.95	EXP 65A	273.95

TOTAL 28045.00 26965.43 PAY 310 26965.43
 MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 25748.40

 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.

MARTIN CHEVROLET
 REMIT TO GMAC NO. 061
 VIN 1G1ZK57798F
 \$ 26965.43 INV 1AD1755367
 DUE 12/24/07 DEALER 20-306

December 12, 2008

Britney Delmar, Customer Service
Phone No. 1-866-790-5700 ext. 41114
FAX No. 1-866-476-8227
General Motors Corporation
Chevrolet Division

Subject: Case No. 71-686493573
2008 Malibu, Purchased - 01/10/2008
VIN 1G1ZK57798F [REDACTED]

Per our telephone conversation this morning, attached is the information you requested (registration for 2009 to 2010, certificate of title, purchase order, driver's licenses for both my wife and me).

The above subject vehicle is currently at Martin Chevrolet,
23505 Hawthorne Blvd., Torrance, CA 90505 - phone 1-300-378-0211.

Please advise as soon as possible.

[REDACTED]

Torrance, CA [REDACTED]
Phone: [REDACTED]

Dealer Number 52102

Contract Number

R.O.S. Number

Stock Number 10402

Buyer (Name, Address, City, County and Zip Code) [REDACTED] TORRANCE CA LOS ANGELES	Creditor - Seller (Name and Address) MARTIN CHEVROLET 23505 HAWTHORNE BLVD. TORRANCE CA 90505 (310) 378-0611
--	---

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2008	CHEVROLET MALIBU LTZ	32	1G1ZK57798F [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate <u>6.99 %</u>	The dollar amount the credit will cost you <u>\$ 5205.00</u>	The amount of credit provided to you or on your behalf. <u>\$ 26152.14</u>	The amount you will have paid after you have made all payments as scheduled <u>\$ 31201.20</u>	The total cost of your purchase on credit, including your down payment of <u>\$ 3650.01 is \$ 32851.21</u>

(*) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	
One Payment of	N/A	
Payments	N/A	Monthly, Beginning
39 Payments	320.02	Monthly, Beginning, Feb 24, 2009
One Final Payment	520.02	Jan 24, 2013

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

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

- Total Cash Price**
 - Cash Price of Motor Vehicle and Accessories \$ 27465.00 (A)
 - Cash Price Vehicle \$ 27465.00
 - Cash Price Accessories \$ N/A
 - Other (Nontaxable)

Describe	<u>N/A</u>	\$	<u>N/A</u>
Describe	<u>N/A</u>	\$	<u>N/A</u>
 - 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 (D)
 - (Optional) Theft Deterrent Device (to whom paid) \$ N/A (E)
 - (Optional) Surface Protection Product (to whom paid) \$ N/A (F)
 - (Optional) Surface Protection Product (to whom paid) \$ N/A (G)
 - Sales Tax (on taxable items in A through G) \$ 2278.40 (H)
 - Optional DMV Electronic Filing Fee \$ N/A (I)
 - (Optional) Service Contract (to whom paid) \$ N/A (J)
 - (Optional) Service Contract (to whom paid) \$ N/A (K)
 - (Optional) Service Contract (to whom paid) \$ N/A (L)
 - Prior Credit or Lease Balance paid by Seller to N/A \$ N/A (M)
(see downpayment and trade-in calculation)
 - (Optional) Gap Contract (to whom paid) N/A \$ N/A (N)
 - (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (O)
 - Other (to whom paid) N/A \$ N/A (P)
For N/A
- Total Cash Price (A through P)** \$ 29750.40 (1)
- Amounts Paid to Public Officials**
 - License Fees \$ 179.00 (A)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
\$ N/A Ded. Comp. Fire & Theft	Mos	\$ N/A
\$ N/A Ded. Collision	Mos	\$ N/A
Body Injury \$ N/A Limits	Mos	\$ N/A
Property Damage \$ N/A Limits	Mos	\$ N/A
Medical N/A	Mos	\$ N/A
N/A	Mos	\$ N/A
Total Vehicle Insurance Premiums		\$ N/A (6)

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

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

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	Mos		\$ N/A
Credit Disability	Mos		\$ N/A
Total Credit Insurance Premiums			\$ N/A (D)
Insurance Company Name	<u>N/A</u>		

Home Office Address N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday, (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date, (3) Only the Primary Buyer is eligible for

Describe	N/A	\$	N/A
B. Document Preparation Fee (not a governmental fee)		\$ 55.00	(B)
C. Smog Fee Paid to Seller		\$ N/A	(C)
D. (Optional) Theft Deterrent Device (to whom paid)		\$ N/A	(D)
E. (Optional) Theft Deterrent Device (to whom paid)		\$ N/A	(E)
F. (Optional) Surface Protection Product (to whom paid)		\$ N/A	(F)
G. (Optional) Surface Protection Product (to whom paid)		\$ N/A	(G)
H. Sales Tax (on taxable items in A through G)		\$ 2270.40	(H)
I. Optional DMV Electronic Filing Fee		\$ N/A	(I)
J. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(J)
K. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(K)
L. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(L)
M. Prior Credit or Lease Balance paid by Seller to N/A		\$ N/A	(M)

(see downpayment and trade-in calculation)
 Total Cash Price (A through P) \$ 25789.40 (1)

2. Amounts Paid to Public Officials

A. License Fees	\$ 179.00	(A)
B. Registration/Transfer/Titling Fees	\$ 52.00	(B)
C. California Tire Fees	\$ 0.75	(C)
D. Other Smog Abatement Fee	\$ 12.00	(D)

Total Official Fees (A through D) \$ 233.75 (2)

3. Amount Paid to Insurance Companies
 (Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 25789.40 (5)

6. Total Downpayment

A. Agreed Trade-In Value	Yr Make	\$ N/A	(A)
Model	Odor		
VIN			
B. Less Prior Credit or Lease Balance	\$ N/A	(B)	
C. Net Trade-In (A less B) (indicate if a negative number)	\$ N/A	(C)	
D. Deferred Downpayment	\$ N/A	(D)	
E. Manufacturer's Rebate	\$ 3229.01	(E)	
F. Other N/A	\$ N/A	(F)	
G. Cash	\$ N/A	(G)	

Total Downpayment (C through G) \$ 3229.01 (6)
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)

7. Amount Financed (5 less 6) \$ 26182.14 (7)

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

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

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

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

Credit Disability (Buyer Only)

Term	Exp.	Premium
Credit Life	Mos.	\$ N/A
Credit Disability	Mos.	\$ N/A

Total Credit Insurance Premiums \$ N/A (b)
 Insurance Company Name: N/A
 Home Office Address: N/A

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

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

Date: X N/A Buyer Signature Age
 Date: X N/A Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1N. See your gap contract for details on the protection it provides. It is a part of this contract.
 Term: N/A Mos. N/A
 Name of Gap Contract:
 You want to buy a gap contract.
 Buyer X: N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J, 1K, and/or 1L above.

1J Company: N/A
 Term: N/A Mos. or N/A Miles
 1K Company: N/A
 Term: N/A Mos. or N/A Miles
 1L Company: N/A
 Term: N/A Mos. or N/A Miles
 Buyer X: N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing.

SELLER'S RIGHT TO CANCEL. If Buyer and Co-Buyer sign here, the proceeds of the Buyer's Downpayment will be held in trust for the Buyer. If the Buyer is unable to...

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

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT. YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER'S LIABILITY (OR THE SELLER'S LIABILITY IF THE DEALER IS NOT THE SELLER).

CALIFORNIA DMV

DRIVER LICENSE

CLASS: C

TORRANCE CA

SEX: M HAIR: BLN EYES: BLU
HT: 6-01 WT: 186 DOB: [REDACTED]

RSTR: CORR LENS

11/06/2007 006 40 FD/13

CALIFORNIA DMV

DRIVER LICENSE

CLASS: C

TORRANCE CA

SEX: F HAIR: BRN
HT: 5-10 WT: 150 DOB: [REDACTED]

RSTR: CORR LENS

05/12/2006 235 RB FD/10

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

19408020423

AUTOMOBILE

VEHICLE ID NUMBER

1G1ZK57798F [REDACTED]

YR MODEL MAKE
2008 CHEV

PLATE NUMBER

BODY TYPE MODEL

SD

UNLADEN WEIGHT

FUEL CLASS

G

TRANSFER DATE

FEES PAID

\$243

REGISTRATION EXPIRATION DATE

01/12/2009

YR 1ST SOLD

2008 HH

CLASS

YR

MO

PN

EQUIPMT/TRUST NUMBER

ISSUE DATE

02/14/08

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE
01/10/2008

ODOMETER READING

32 MI

ACTUAL MILEAGE

REGISTERED OWNER(S)

TORRANCE CA [REDACTED]

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. _____ X
DATE SIGNATURE OF REGISTERED OWNER
1b. _____ X
DATE SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [] (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE	TRANSFEROR/SELLER SIGNATURE(S)	DATE	TRANSFeree/BUYER SIGNATURE(S)
	X		X
PRINTED NAME OF AGENT SIGNING FOR A COMPANY		PRINTED NAME OF AGENT SIGNING FOR A COMPANY	

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)
2. X
Signature releases interest in vehicle. (Company names must be countersigned)
Release Date _____

CA 109088768
002547 REG. 17.30RS (REV. 10/03)

KEEP IN A SAFE PLACE - VOID IF ALTERED



REGISTRATION CARD VALID FROM: 01/12/2009 TO: 01/12/2010

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBE
CHEV	2008	2008	HH	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO				VEHICLE ID NUMBER
SD	G	PY				1G1ZK57798F [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE		11/13/08	19	11/13/08	9	V0105010
REGISTERED OWNER	[REDACTED]					PR EXP DATE: 01/12/2010
						AMOUNT PAID
						\$ 247.00

AMOUNT DUE	AMOUNT RECVD
\$ 247.00	CASH :
	CHCK : 247.00
	CRDT :

TORRANCE CA

LIENHOLDER

H00 C41 5G 0024700 0009 CS H00 111308 11 6CWL542 387

AUTO 01/12/2008 TO 01/12/2009 11 [REDACTED]

VEHICLE IDENTIFICATION NUMBER	1G1ZK57798F [REDACTED]	DATE FIRST SOLD	00/00/2008	CLASS	HH	MARK	CHEV	Yr. Model	0000 2008
BODY TYPE MODEL	SD	DATE ISSUED	02/09/2008	TYPE VEH.	110	MP	G	AX	0
				WC		VALADENMG/OSW	00000	TOTAL FEES PAID	\$243
									1900 5

REGISTERED OWNER
LIENHOLDER



19420080204230397C

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

S2243544



A facsimile from

STEVE FOX

MARTIN CHEVROLET
23505 HAWTHORNE BOULEVARD
TORRANCE, CA 90505
310-378-0211
310-791-1536 Fax

PAGES 3

To: BRETTANY

Fax number:

Office Number:

Date: 01-20-2009

Regarding: WINDOW [REDACTED]

Comments:

FOR YOUR REVIEW
PLEASE CALL WITH ANY QUESTIONS.

THANK YOU

EXTERIOR: AMBER BRONZE METALLIC
INTERIOR: COCOA/CASHMERE

ENGINE, 3.6L V6 DOHC
6-SPEED AUTOMATIC TRANSMISSION

Visit us at www.chevy.com

- PWR SEAT, DRIVER, 8-WAY
- PWR SEAT, PASSENGER, 6-WAY
- HEATED FRONT SEATS
- SEATS, LEATHER APPOINTED
- FLOOR MATS, PREMIUM
- SEAT, REAR SPLIT FOLDING
- DRIVER INFORMATION CENTER
- TILT AND TELESCOPIC LEATHER WRAPPED STEERING WHEEL WITH CRUISE CONTROL
- REMOTE KEYLESS ENTRY
- REMOTE VEHICLE START
- ADJUSTABLE PEDALS
- UNIVERSAL HOME REMOTE
- INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE STANDARD EQUIPMENT SHOWN)

REAR POWER PACKAGE: 250.00
 ↳ REAR POWER CENTER, 110V AC
 ↳ REAR WINDOW SUNSHADE, MANUAL

SUNROOF, POWER TILT AND SLIDE 800.00
 FRONT LICENSE PLATE BRACKET .00

TOTAL OPTIONS \$1,050.00
 TOTAL VEHICLE & OPTIONS \$27,395.00
 DESTINATION CHARGE 650.00

TOTAL VEHICLE PRICE* \$28,045.00

OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE \$27,395.00

GOVERNMENT SAFETY RATINGS

Driver To Be Rated
 Passenger To Be Rated

the risk of injury in a frontal impact.
 ONLY be compared to other vehicles of similar size and weight.

Front seat To Be Rated
 Rear seat To Be Rated

the risk of injury in a side impact.

To Be Rated

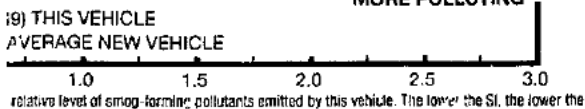
the risk of rollover in a single vehicle crash.

1 to 5 stars (★★★★★), with 5 being the highest.
 way Traffic Safety Administration (NHTSA).

www.safercar.gov or 1-888-327-4236

SMOG INDEX

MORE POLLUTING



PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:
U.S./CANADIAN PARTS CONTENT: 85%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:
FINAL ASSEMBLY POINT: KANSAS CITY, KS
U.S.A.

COUNTRY OF ORIGIN:
ENGINE: UNITED STATES
TRANSMISSION: UNITED STATES

This label has been applied pursuant to Federal law - Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories not listed above, local taxes or license fees.

A California statute requires the following notice to be affixed to this vehicle:

"This vehicle is equipped with bumpers that can withstand an impact of 2.5 miles per hour with no damage to the vehicle's body, and safety systems, although the bumper and related components may sustain damage. The bumper system on this vehicle conforms to the current federal bumper standard of 2.5 miles per hour."

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 GMLBL_PROD_0010 - 06/03/2007

ORDER NO MMRCH6 SALES CODE E
 SALES MODEL CODE 1ZK69
 DEALER NO 20306
 FINAL ASSEMBLY KANSAS CITY, KS U.S.A.



VIN 1G1ZK57798F

DEALER TO WHOM DELIVERED
MARTIN CHEVROLET
 PO BOX 2895
 TORRANCE, CA 90509-2895

LM

1AG0898619



CHEVROLET

2008 MALIBU LTZ

STANDARD EQUIPMENT

ITEMS FEATURED BELOW ARE INCLUDED AT NO EXTRA CHARGE IN THE STANDARD VEHICLE PRICE SHOWN

- 5 YEAR / 100,000 MILE POWERTRAIN LIMITED WARRANTY SEE DEALER FOR DETAILS

MECHANICAL

- 3.6L V6 DOHC ENGINE
- TRANSMISSION, 6 SPD AUTOMATIC
- TAPSHIFT MANUAL SHIFT CONTROL
- 4-WHL INDEPENDENT SUSPENSION

SAFETY & SECURITY

- AIR BAGS, DUAL FRONTAL, PASSENGER SENSING SYSTEM; HEAD CURTAIN SIDE AIR BAGS, FRONT/OUTBOARD REAR; SIDE IMPACT AIR BAGS, DRIVER AND FRONT PASSENGER
- ANTI-LOCK BRAKE SYSTEM, 4-WHEEL DISC
- STABILITRAK-STABILITY CONTROL TRACTION CONTROL SYSTEM

- REAR CHILD SEAT LATCH SYSTEM
- 1YR ONSTAR DIRECTIONS W/TURN-BY-TURN NAVIGATION(ASK DEALER ABOUT GEOGRAPHIC COVERAGE)

EXTERIOR

- 18" WHEELS, BRIGHT ALUMINUM
- TOURING TIRES
- POWER HEATED OUTSIDE MIRRORS, W/ DRIVER-SIDE AUTO DIMMING
- FOG LAMPS
- DUAL CHROME EXHAUST TIPS

INTERIOR

- AIR CONDITIONING, AUTOMATIC CLIMATE CONTROL
- POWER DOOR LOCKS
- POWER WINDDWS, DRIVER EXPRESS DOWN AND UP
- POWER TRUNK RELEASE
- AM/FM STEREO W/ 6-DISC CD CHANGER, PREMIUM AUDIO SYSTEM
- XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.

EPA Fuel Economy Estimates

These estimates reflect new EPA methods beginning with 2008 models.

CITY MPG

17

Expected range for most drivers
14 to 20 MPG

Estimated Annual Fuel Cost

\$2,100

based on 15,000 miles at \$2.80 per gallon

Combined Fuel Economy

This Vehicle

20

11 48

ALL MID-SIZE CARS

HIGHWAY MPG

26

Expected range for most drivers
21 to 31 MPG

Your actual mileage will vary depending on how you drive and maintain your vehicle.

Frontal Crash

Star ratings based on Frontal ratings

Side Crash

Star ratings based on

Rollover

Star ratings based on

Star rating range Source: National Highway Traffic Safety Administration

CLEANER



0.0

Note: The Smog Index (SI) indicates the vehicle's emissions.

See the FREE Fuel Economy Guide at dealers or www.fueleconomy.gov

G7T



Voluntary Repurchase

BBB Case **Trade**

COMPLIANCE DATE 2/22/09

ADR REQUEST NUMBER 71-686493573

CUSTOMER NAME [REDACTED]

LAST SIX OF VIN [REDACTED]

ADR CRS Brittany DeLamar **EXT.** 4114

DVM Virginia Gillert **PHONE** 7143517695

DATE ACCEPTANCE RECEIVED

 1/8/09

NUMBER OF DAYS FOR COMPLIANCE

 45

TEAM LEAD'S SIGNATURE _____

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.

ADR REPURCHASE CHECKLIST

Once completed, this document should be attached to the SR.

- 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 (from **BARS**)-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 (For CA cases, attach the CCF)
- 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 #

2008 MALIBU LTZ
 53U AMBER BRONZE METALLIC /V6G
 342 COCOA/CASHMERE
 ORDER NO. MMRCH6/TRE STOCK NO.
 VIN 1G1 ZK57 79 8F

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 1AD17555367

*****13*20306S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZK69 MALIBU LTZ	26345.00	24896.03	INVOICE 12/11/07
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 12/11/07
LY7 ENGINE, 3.6L V6 DOHC	N/C	N/C	EXP I/T 12/23/07
MH2 6-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	INT COM 12/24/07
PDD REAR POWER PACKAGE:	250.00	207.50	PRC EFF 12/11/07
* REAR POWER CENTER, 110V AC			KEYS G0059 G0059
* REAR WINDOW SUNSHADE, MANUAL			WFP-S QTR OPT-1
			BANK: GMAC - 061
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	CHG-TO 20-306
YF5 50-STATE EMISSIONS	N/C	N/C	

SHIP WT: 3606
 HP: 32.9
 GMS: 25745.68
 SUPPLR: 26897.49
 MRM: 28045.00
 DAN: LTZ
 MEMO 1219.75

TOTAL MODEL & OPTIONS	27395.00	25767.53	ACT 231	25595.68
DESTINATION CHARGE	650.00	650.00	H/B 261	821.85
LAM DEALER CONTRIBUTION		273.95	ADV 261	273.95
LAM GROUP CONTRIBUTION		273.95	EXP 65A	273.95

TOTAL 28045.00 26965.43 PAY 310 26965.43

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 25748.40

 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.

MARTIN CHEVROLET

REMIT TO GMAC NO. 061
 VIN 1G1ZK57798F
 \$ 26965.43 INV IAD17555367
 DUE 12/24/07 DEALER 20-306

December 12, 2008

Britney Delmar, Customer Service
Phone No. 1-866-790-5700 ext. 41114
FAX No. 1-866-476-8227
General Motors Corporation
Chevrolet Division

Subject: Case No. 71-686493573
2008 Malibu, Purchased - 01/10/2008
VIN 1G1ZK57798F [REDACTED]

Per our telephone conversation this morning, attached is the information you requested (registration for 2009 to 2010, certificate of title, purchase order, driver's licenses for both my wife and me).

The above subject vehicle is currently at Martin Chevrolet,
23505 Hawthorne Blvd., Torrance, CA 90505 - phone 1-300-378-0211.

Please advise as soon as possible.

[REDACTED]

Torrance, CA [REDACTED]
Phone: [REDACTED]

Dealer Number 52102

Contract Number

R.O.S. Number

Stock Number 10402

Buyer (and Co-Buyer) (Name, Address, City, State, County and Zip Code) [REDACTED] TORRANCE CA LOS ANGELES [REDACTED] [REDACTED]	Creditor - Seller (Name and Address) MARTIN CHEVROLET 23505 HAWTHORNE BLVD. TORRANCE CA 90505 (310) 378-0211
---	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2008	CHEVROLET MALIBU LTZ	32	1G12K57798F [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate <u>6.99 %</u>	The dollar amount the credit will cost you. <u>\$ 5205.00</u>	The amount of credit provided to you or on your behalf. <u>\$ 26152.14</u>	The amount you will have paid after you have made all payments as scheduled. <u>\$ 31201.20</u>	The total cost of your purchase on credit, including your down payment of <u>\$ 3650.01</u> is <u>\$ 32851.21</u> (e)

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	
One Payment of	N/A	
Payments	N/A	Monthly, Beginning
59 Payments	520.02	Monthly, Beginning, Feb 24, 2008
One Final Payment	520.02	Jan 24, 2013

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

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

- Total Cash Price**
 - Cash Price of Motor Vehicle and Accessories \$ 27465.00 (A)
 - Cash Price Vehicle \$ 27465.00
 - Cash Price Accessories \$ N/A
 - Other (Nontaxable)

Describe	<u>N/A</u>	\$	<u>N/A</u>
Describe	<u>N/A</u>	\$	<u>N/A</u>
 - 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 (D)
 - (Optional) Theft Deterrent Device (to whom paid) \$ N/A (E)
 - (Optional) Surface Protection Product (to whom paid) \$ N/A (F)
 - (Optional) Surface Protection Product (to whom paid) \$ N/A (G)
 - Sales Tax (on taxable items in A through G) \$ 2278.40 (H)
 - Optional DMV Electronic Filing Fee \$ N/A (I)
 - (Optional) Service Contract (to whom paid) N/A \$ N/A (J)
 - (Optional) Service Contract (to whom paid) N/A \$ N/A (K)
 - (Optional) Service Contract (to whom paid) N/A \$ N/A (L)
 - Prior Credit or Lease Balance paid by Seller to N/A \$ N/A (M)
 (see downpayment and trade-in calculation)
 - (Optional) Gap Contract (to whom paid) N/A \$ N/A (N)
 - (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (O)
 - Other (to whom paid) N/A \$ N/A (P)
 For N/A
- Total Cash Price (A through P)** \$ 29750.40 (1)
- Amounts Paid to Public Officials**
 - License Fees \$ 179.00 (A)

STATEMENT OF INSURANCE

NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
\$ <u>N/A</u> Ded. Comp. Fire & Theft	<u> </u> Mos.	\$ <u>N/A</u>
\$ <u>N/A</u> Ded. Collision	<u> </u> Mos.	\$ <u>N/A</u>
Body Injury \$ <u>N/A</u> Limits	<u> </u> Mos.	\$ <u>N/A</u>
Property Damage \$ <u>N/A</u> Limits	<u> </u> Mos.	\$ <u>N/A</u>
Medical <u>N/A</u>	<u> </u> Mos.	\$ <u>N/A</u>
<u>N/A</u>	<u> </u> Mos.	\$ <u>N/A</u>
Total Vehicle Insurance Premiums		\$ <u>N/A</u> (e)

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

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

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	<u> </u> Mos.	<u> </u>	\$ <u>N/A</u>
Credit Disability	<u> </u> Mos.	<u> </u>	\$ <u>N/A</u>
Total Credit Insurance Premiums			\$ <u>N/A</u> (b)

Insurance Company Name N/A

Home Office Address N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday, (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date, (3) Only the Primary Buyer is eligible for

Describe	N/A	\$	N/A
B. Document Preparation Fee (not a governmental fee)		\$ 55.00	(B)
C. Smog Fee Paid to Seller		\$ N/A	(C)
D. (Optional) Theft Deterrent Device (to whom paid)		\$ N/A	(D)
E. (Optional) Theft Deterrent Device (to whom paid)		\$ N/A	(E)
F. (Optional) Surface Protection Product (to whom paid)		\$ N/A	(F)
G. (Optional) Surface Protection Product (to whom paid)		\$ N/A	(G)
H. Sales Tax (on taxable items in A through G)		\$ 2270.40	(H)
I. Optional DMV Electronic Filing Fee		\$ N/A	(I)
J. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(J)
K. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(K)
L. (Optional) Service Contract (to whom paid) N/A		\$ N/A	(L)
M. Prior Credit or Lease Balance paid by Seller to N/A		\$ N/A	(M)

(see downpayment and trade-in calculation)

Total Cash Price (A through P) \$ 25789.40 (1)

2. Amounts Paid to Public Officials

A. License Fees	\$ 179.00	(A)
B. Registration/Transfer/Titling Fees	\$ 92.00	(B)
C. California Tire Fees	\$ 0.75	(C)
D. Other Smog Abatement Fee	\$ 12.00	(D)

Total Official Fees (A through D) \$ 283.75 (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 25789.40 (5)

6. Total Downpayment

A. Agreed Trade-In Value	Yr Make	\$ N/A	(A)
Model	Odor		
VIN			
B. Less Prior Credit or Lease Balance	\$ N/A	(B)	
C. Net Trade-In (A less B) (indicate if a negative number)	\$ N/A	(C)	
D. Deferred Downpayment	\$ N/A	(D)	
E. Manufacturer's Rebate	\$ 3229.01	(E)	
F. Other N/A	\$ N/A	(F)	
G. Cash	\$ N/A	(G)	

Total Downpayment (C through G) \$ 3229.01 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1M above)

7. Amount Financed (5 less 6) \$ 26182.14 (7)

Credit Disability (Buyer Only)

Term	Exp.	Premium
Credit Life	Mos.	\$ N/A
Credit Disability	Mos.	\$ N/A

Total Credit Insurance Premiums \$ N/A (b)

Insurance Company Name N/A

Home Office Address N/A

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

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

Date X N/A Buyer Signature _____ Age _____

Date X N/A Co-Buyer Signature _____ Age _____

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

Term N/A Mos. N/A

Name of Gap Contract _____

You want to buy a gap contract.

Buyer X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1J, 1K, and/or 1L above.

1J Company N/A

Term N/A Mos. or N/A Miles

1K Company N/A

Term N/A Mos. or N/A Miles

1L Company N/A

Term N/A Mos. or N/A Miles

Buyer X N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and us must sign it.

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount \$ N/A Finance Charge \$ N/A

Total \$ N/A Payable in N/A

Installments of \$ N/A \$ N/A

on this loan is shown in item 6D.

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

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

SELLER'S RIGHT TO CANCEL: If Buyer and Co-Buyer sign here, Seller is unable to _____ on _____

NOTICE: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year. **SELLER'S INITIALS** _____

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

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER'S LIABILITY.

CALIFORNIA DMV

DRIVER LICENSE

CLASS: C

TORRANCE CA

SEX: M HAIR: BLN EYES: BLU
HT: 6-01 WT: 186 DOB: [REDACTED]

RSTR: CORR LENS

11/06/2007 006 40 FD/13

CALIFORNIA DMV

DRIVER LICENSE

CLASS: C

TORRANCE CA

SEX: F HAIR: BRN
HT: 5-10 WT: 150 DOB: [REDACTED]

RSTR: CORR LENS

05/12/2006 235 RB FD/10

STATE OF CALIFORNIA

CERTIFICATE OF TITLE

VEHICLE HISTORY

19408020423

AUTOMOBILE

VEHICLE ID NUMBER

1G1ZK57798F [REDACTED]

YR MODEL MAKE
2008 CHEV

BODY TYPE MODEL

SD

UNLADEN WEIGHT

FUEL CLASS

G

TRANSFER DATE

FEES PAID

\$243

REGISTRATION EXPIRATION DATE

01/12/2009

YR 1ST SOLD

2008 HH

CLASS

YR

MO

PN

EQUIPMT/TRUST NUMBER

ISSUE DATE

02/14/08

MOTORCYCLE ENGINE NUMBER

ODOMETER DATE
01/10/2008

ODOMETER READING

32 MI

ACTUAL MILEAGE

TORRANCE CA

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

VOID WITHOUT BEAR WATERMARK HOLD TO LIGHT TO VIEW

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. _____ X
DATE SIGNATURE OF REGISTERED OWNER
1b. _____ X
DATE SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads [REDACTED] (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING Odometer reading is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE	TRANSFEROR/SELLER SIGNATURE(S)	DATE	TRANSFEEE/BUYER SIGNATURE(S)
	X		X
PRINTED NAME OF AGENT SIGNING FOR A COMPANY		PRINTED NAME OF AGENT SIGNING FOR A COMPANY	

IMPORTANT READ CAREFULLY

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)

2. X
Signature releases interest in vehicle. (Company names must be countersigned)
Release Date _____

CA 109088768
002547

REG. 17.30RS (REV. 10/03)

KEEP IN A SAFE PLACE - VOID IF ALTERED



REGISTRATION CARD VALID FROM: 01/12/2009 TO: 01/12/2010

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2008	2008	HH	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO				VEHICLE ID NUMBER
SD	G	PY				1G1ZK57798F [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE		11/13/08	19	11/13/08	9	V0105010
REGISTERED OWNER	[REDACTED]					PR EXP DATE: 01/12/2010
						AMOUNT PAID
						\$ 247.00

AMOUNT DUE	AMOUNT RECVD
\$ 247.00	CASH :
	CHCK : 247.00
	CRDT :

TORRANCE CA

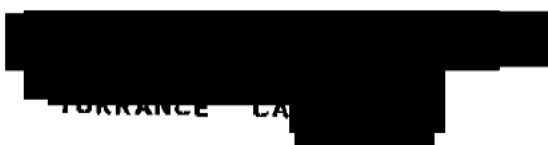
LIENHOLDER

H00 C41 5G 0024700 0009 CS H00 111308 11 6CWL542 387

AUTO 01/12/2008 TO 01/12/2009 11 [REDACTED]

VEHICLE IDENTIFICATION NUMBER	1G1ZK57798F [REDACTED]	DATE FIRST SOLD	00/00/2008	CLASS	HH	MARK	CHEV	Yr. Model	0000 2008
BODY TYPE MODEL	SD	DATE ISSUED	02/09/2008	TYPE VEH.	110	MP	G	AX	0
				WC		VALADENMG/OSW	00000	TOTAL FEES PAID	\$243
									1900 5

REGISTERED OWNER
LIENHOLDER



19420080204230397C

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

S2243544



Recaptured Vehicle Checksum Center

Case Number: 155531

Originator Name: Patricia Alarcon 866-790-5600 11148 patricia_alarcon@gmexpert.com

Created Date: 01/20/2009

Vehicle Info

*VIN: 1G1ZK57798F [REDACTED]

Year: 2008

MSRP: 28045.0

Make: Chevrolet

*TAC #: n/a

Model: Malibu

Vehicle Comments & TAC Explanation:

*Date Reviewed with Customer: 01/08/2009

Original Purchase Date: 01/01/1900

*Repurchase Mileage: 3480

* Original Purchase Condition: New

Vehicle Owner(s)

Entity Type

Person

* Names(s) on Title

Title State: CA

* Primary Owner:

* Address

* City

Lorrance

* State CA

* ZIP Code: [REDACTED]

* Day Phone:

* Home Phone:

* Cell Phone:

* E-mail:

* Fax Phone:

* Reason Repurchase Body control module inoperative

UCC Codes (H7104) Brakes - ABS Wheel Sensors - Inoperative
(N0504) Electrical - Chassis / Body Harness - Inoperative

Vehicle Lien Holder

Type of Secured Interest: No Lien

* Company:

Account #:

Contact or Attention:

Address

City

State CA

ZIP Code:

Day Phone:

Fax:

E-mail:

Original Selling Dealer

* Dealer #: 173025

Dealer Name: MARTIN CHEVROLET

Region: 10

District: 1313

* Phone: (310) 378-0211

Fax: (310) 375-9279

* Contact Name: Steve Fox

* Contact Title Fleet manager E-Mail:

Repurchasing Dealer: -

Repair

* Contact Name:

* Contact Title:

Vehicle Location: -



Case Number: 155531
Originator Name: Patricia Alarcon 866-790-5600 11148 patricia_alarcon@gmexpert.com
Created Date: 01/20/2009

Transaction Details

Siebel Request #: 71-686493573 * **Disposition** Auction
State: CA * **Type:** Trade - New Finance
Source: ADR BBB Mediated
Replacement VIN: 1G1ZK577994 [REDACTED] Year: 2009 Make: Chevrolet Model: Malibu
Compliance Date: 2009-02-22 **Compliance Type:** BBB Mediated
MSRP: 30195.0 **Order #:**

Repurchase: Per BBB settlement letter
* **Processing Instructions:**

Disposition: Auction
* **Processing Instructions:**

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	310.34
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: WILLIAM E MC MULLEN JR
 VIN: 1G1ZK57798F [REDACTED]

1. Customer Incentive

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

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
_____	3850.01 ude	_____
_____	\$/A	_____
_____	\$/A	_____
_____	\$/A	_____
_____	\$	_____
Total Incentive Amount Received		3850.01 \$ _____

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

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

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

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

Is vehicle equipped with OnStar? _____ Yes _____ No

- b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 01/10/08 / ____ / ____

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

Authorized Dealer Signature: _____
 Dealership Name: MARTIN CHEVROLET

Date: 01/10/08 / ____ / ____
 Dealer Code: _____

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

CERTIFICATE OF TITLE

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

VIN 1GTCSL9E288		TITLE NUMBER [REDACTED]		DATE ISSUED 10/26/2007	
MAKE GMC	MODEL	BODY PK	COLOR WHI/	YR 2008	DATE ACQUIRED 09/29/2007
				ODOMETER 80	N/U N
* * MAIL TO * *				CL	

LAFAYETTE

LA

LAFAYETTE

LA

LIEN DATE

First Lien Released _____ Date

By _____
Lienholder
Authorized Representative

Second Lien Released _____ Date

By _____
Lienholder
Authorized Representative

The undersigned as Vehicle Commissioner of the State of Louisiana, certifies that the applicant named herein has been duly registered in this office as owner of the motor vehicle described, pursuant to the laws of the State of Louisiana, subject to the mortgages and encumbrances, if any, herein set forth.

In witness whereof, I have affixed my signature at Baton Rouge.

Stephen J. Nymal



FORM

2128

A 2128

29566748

DPSMV 1863 (RS/04)

ANY ALTERATION OR ERASURE VOIDS THIS TITLE.

KEEP IN SAFE PLACE

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

TO TEST FOR AUTHENTICITY, HOLD DOCUMENT TO LIGHT AND VERIFY EAGLE'S HEAD WATERMARK

LOUISIANA MOTORS, INC.

501 W. ADMIRAL DOYLE DRIVE
NEW IBERIA, LOUISIANA 70560

RETAIL BUYER'S ORDER

Date: 9/29/07
 T.O. _____
 Deal# 66508
 Salesperson CLARK B THIBODEAU
 MSRP N/A
 Residual N/A
 Miles to be Driven _____
 Mileage Penalty _____

Purchaser _____
 Address _____

City LAFAYETTE State LA Zip _____ Parish LAFAYETTE IN OUT

Stk # 8010CX Yr. 2008 Make GMC Model CANYON Body EXT CAB Odometer 80

S/N 1GTCS19E288 Color WHITE TOTAL PRICE OF CAR 21,000.00

APPLICANT _____ Yr 2002 Make CHEVROLET 7,000.00

Hm Phone: _____ Work Phone: _____ Model 10 4X2 Body EXT CAB/VAN xxxxxxxxxxxxxxxx

SS# _____ DL# _____ S/N 1GCCS19W728 xxxxxxxxxxxxxxxx

B/D _____ Emp. _____ Plate _____ Color WHITE xxxxxxxxxxxxxxxx

CO-APPLICANT _____ Odometer 21907 xxxxxxxxxxxxxxxx

Hm Phone: _____ Work Phone: _____ Rebate/Cap Cost Reduction 500.00

SS# 0 DL# _____ SUBTOTAL 13,500.00

B/D _____ Emp. _____ Sales Tax 1,080.00

Pay Off _____ Lic., Title Insp., Notary Fees & Conv Fees 215.50

Account # _____ TOTAL 14,795.50

Good Til: _____ Per Diem _____ Spoke To _____ Pay Off N/A

Gen Holder _____ Total 14,795.50

Ins. Co. _____ Ph# _____ Cash Down Payment N/A

Agent _____ Comp. _____ Coll. _____ Life/A & H Premium N/A

Address _____ Exp. _____ Vin. Etch N/A

Policy # _____ Mech. B.D. Ins. 0 Mos: / N Mi. N/A

Balance To Finance 14,795.50

TOTAL 0 @ N/A

For and in consideration of the sum of \$ _____ which you have this day credited to my account, I do hereby bargain, sell and deliver unto Louisiana Motors, Inc., the trade-in described in this order and I warrant the title to said automobile to be in me, and that same is free from encumbrances and all debts, except described in this order which amount Louisiana Motors, Inc., does assume; that I have a good right to sell and deliver the above automobile, and that title and possession thereto I will warrant against the claims of all parties whatsoever, except as above specified.

It is agreed and understood that no warranties of any kind or character, either expressed or implied, are made by you of and concerning the car delivered to me, other than the usual manufacturer's warranties.

In the event of increase in price by manufacturer before delivery I agree to pay the difference in price.

The above comprises the entire agreement pertaining to this purchase and no other agreement of any kind verbal understanding or promise whatsoever will be recognized.

This order is not valid unless signed and accepted by Dealer and

BUYER'S SIG _____

ACCEPTED 



FAMILY SCAIFE

BBB AUTO LINE

1-703-247-9700

ACCEPTANCE OR REJECTION OF DECISION

Date: 03/24/08
Customer: [redacted]
Business: Pontiac/GMC
Mfr-Info: 1712 LA 1GTCS19E288 [redacted]

Case Number: PGM0831158

If this form is not received in our office within 14 days from the date of the cover letter, the decision will be considered rejected. You may return it to our office via fax at 1.703.247.9700.

Please check one of the following:

[X] I ACCEPT THE ARBITRATION DECISION. I understand this means:

- * the business will be legally bound to abide by this decision; and,
* I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

You must do the following if you have been awarded a repurchase/replacement award and accept it:

1) Contact your financial company to provide permission to release payment and payoff information to the manufacturer in order to complete the repurchase/replacement transaction. Indicate the date you have done this:

2) Please provide the full name of your financing company
Account Number
Mailing address
City State Zip
Telephone number Fax number

[] I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law;
* depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
* the business will not be obligated to perform any part of the decision; and,
* this will end Better Business Bureau involvement in my case.

Signature(s) of Titled Owner(s): [redacted] Date: 3-24-2008

Mandatory Repurchase

BBB Case

Straight

COMPLIANCE DATE

4/23/08

ADR REQUEST NUMBER _____ **71-585593706**

CUSTOMER NAME _____



LAST SIX OF VIN _____



ADR CRS Brittany DeLamar _____ **EXT. 41114**

DVM _____ **David Garner** _____ **PHONE** _____ **node 972075 mlbx8107**

DATE ACCEPTANCE RECEIVED _____ **3/24/08**

NUMBER OF DAYS FOR COMPLIANCE _____ **45**

TEAM LEAD'S SIGNATURE _____

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.

ADR REPURCHASE CHECKLIST

Once completed, this document should be attached to the SR.

- 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 (from BARS)-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 (For CA cases, attach the CCF)
- 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 #

2008 CANYON 2WD EXTENDED CAB SLE
500 SUMMIT WHITE /L5G
19J DARK PEWTER
ORDER NO. MDJHR0/TRE STOCK NO.
VIN 1GT CS19 E2 88 [REDACTED]
*****48*51080S

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243 1114
VEHICLE INVOICE 5AD02250897

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL	STOCK
TS15653 CANYON 2WD EXTENDED CAB S	17980.00	16811.30	INV GICE	08/23/07
C5C GVW RATING 5,000 LBS	N/C	N/C	SHIPPED	08/23/07
FE9 FEDERAL EMISSIONS	N/C	N/C	EXP 1/Y	08/30/07
GT4 3.73 REAR AXLE RATIO	N/C	N/C	INT CGM	08/30/07
L1R ENGINE VORTEC 3.7L 15	1000.00	830.00	PRC EFF	08/23/07
M30 4 SPEED AUTOMATIC TRANSMISSION	1095.00	908.85	KEYS XXXXX	XXXXX
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	WFP F QTR	GPT 1
ZQ6 POWER CONVENIENCE PKG INCLUDES;	500.00	415.00	BANK: GMAC	084
* POWER WINDOWS			CHG TC	51 080
* POWER DOOR LOCKS				
* MIRRORS, POWER G/S LH/RH			SHIP WT:	3554
* REMOTE KEYLESS ENTRY			HP:	28.3
Z82 TRAILER HITCH / HARNESS	270.00	224.10	GVWR:	5000
3SA SLE 1 TRIM PACKAGE	N/C	N/C	GAWR.FT:	2533
* STD CAPACITY SUSPENSION			GAWR.RR:	2896
			GMS:	19415.40
			SUPPLR:	20282.34
			MRM:	21530.00
			NTR:	1/2
			DAN:	7/3A
			MEMC	892.25

TOTAL MODEL & OPTIONS	20845.00	19205.75	ACT 237	19265.40
DESTINATION CHARGE	685.00	685.00	H/B 261	625.35
LAM DEALER CONTRIBUTION		208.45	ADV 261	208.45
LAM GROUP CONTRIBUTION		104.23	EXP 65A	104.23

TOTAL 21530.00 20203.43 PAY 310 20203.43
MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 19308.38

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.

CAPITOL BUICK PONTIAC GMC, I.L.C. REMIT TO GMAC NO. 084
VIN 1GTCS19E288 [REDACTED]

\$ 20203.43 INV 5AD02250897
DUE 08/30/07 DEALER 51 080

Revised 8/02/2007

Privileged and Confidential Information**CASE ASSESSMENT**

By: BRITTANY DELAMAR State: LA

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: PGM0831158
585593706

Vehicle ID No.: 1GTCS19E288 [REDACTED] In Service Date: 9/29/07 Vehicle is: NEW BAC Code: 218947

Year, Make & Model- 2008 GMC CANYON
Mileage at Time of BBB Filing 814
Lien holder: GMACI Other : NAVehicle Purchased Used on: {n/a or mm/dd/yy}
at odometer {odometer}
Sale Type: Purchase | Lease | Other :
{Type}
CAM Name: LARRY SHIELDS
Phone Number 9724432901DVM Name: DAVID GARDINER
Phone/Cell 3372966472**VEHICLE REPAIR HISTORY**

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

Place a checkmark in the box for the major concern based on repair orders. use "n/a" if there were no repairs for the component group.

BATTERY

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/13/07	514011	23	840	BATTERY KEEPS GOING DEAD. BATTERY FAILED TEST. REPLACED BATTERY.
12/4/07	514510	7	925	C/S VEH WONT START WAS TOWED IN. CUST IN RENTAL 2 DAY. CHARGED BATTERY AND PASSED TESTS. LEFT VEH OVER WEEKEND TESTED AGAIN AND PASSED
12/17/07	514812		927	BATTERY CHARGE AND TEST
3/4/08	102482	1	1396	Battery replaced

HEADLAMP

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
3/4/08	102482	*	1396	HEADLAMP SWITCH REPLACEMENT

Verified with customer if the vehicle has ever been involved in an accident... N
 If yes are the RO's attached... N

JUMP START BY ROADSIDE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/26/07	R24892		840	JUMP START-ROADSIDE
1/10/08	S57131		820	ROADSIDE TOWED VEH
2/17/08	T44319		1250	ROADSIDE JUMP START
2/23/08	T59876		1260	ROADSIDE JUMP START
3/2/08	Z2083		1382	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)
3/4/08	Z2083		1385	RADSIDE ASSISTANCE JUMP START

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4

Time period 24/ 24 for program summary, lemon law doesn't specify

Does Lemon Law state nonconformity must continue to exist? YES

If applicable, safety-related repairs 1

Safety-related time period N/A

Number of repair attempts in the presumption period: 2

Total days out of service during the presumption period: 31

Total days out of service during customer's ownership: 31

Vehicle Meets Presumption of Lemon Law YES
--

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: N/A

Date & Offer/Result: N/A

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sksc/ FULL REFUND OF THE PURCHASE PRICE

DVM sts: DVM sts that the veh came back into dlr DVM has verified with srv mgr that veh has been out of service total of 50 something days DVM sts offer a trade repurchase with no usage to settle

SVM sts: SVC MGR STS THAT THE CUST CLAIMS THAT THE VEH WONT START , THEY KEEP THE VEH AND IT NEVER HAS A PROBLEM. THE CUST GET THE VEH BACK AND IN 2 DAYS THE VEH HAS THE CONCERN. THE ENGINEER JEFF RICHARDSON CAME DN AND INSTALLED A VOLTAGE RECORDER THAT ONLY ENGINEERS CAN READ. THEY WANT THE RECORDER TO STAY ON THE VEH FOR UP TO 2 WKS AND THEN THEY WILL REVIEW THE DATA. JEFF INSTRUCTED THE SVC MGR TO DRIVE THE VEHICLE BUT THE CUST WANTS TO DRIVE THE VEH

CRS Rationale: CRS FEEL THAT VEH MAY MEET PRESUMPTION BY DAYS OUT OF SERVICE. CRS FEEL THAT 30 DAYS OUT SO SOON INTO VEH IS HARD TO DEFEND IN ARB CRS SEE TWO REPAIRS AND 3 JUMP STARTS BY ROADSIDE DOES NOT SEEM GOOD FOR SUCH NEW LOW MILEAGE VEH. CRS FEEL SHOULD OFFER REPLACEMENT TO SETTLE BEFORE ARB. **CRS offered replacement cust rejected seeks full repurchase CRS called DVM 3/5/08, 3/6/08, 3/7/08 to try to get dvm approval for a straight repurchase offer and DVM REFUSE TO OFFER STRAIGHT DVM SEEKS TO GO TO ARB SO CRS CALLED 3/14 SEEKING DVM TO ATTEND ARB OR REPURCHASE VEH AND NO RESPONSE**

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	DATE: {Date}	CUST {Accepted / Declined}
Goodwill: {Type}		Attorney Fees (if applicable): \${Amount}	

TEAM LEAD 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.**

**BBB AUTO LINE
Customer Claim Form**

Case number: PGM0831158
Contact Date: 01/15/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Lafayette	State: LA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: Canyon	Year: 2008	Current mileage: 814
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Louisiana Motors, New Iberia, LA			
Primary Servicing dealer/city/state: Louisiana Motors,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	
Purchase/lease date: 09/28/07		Mileage at purchase/lease:	
First repair attempt date: 11/13/07		First repair attempt mileage: 350	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: _____	
		Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident: _____
Description of damage: _____			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Cash refund

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____
Lienholder/Leasing Company _____ Phone Number _____
Account Number _____

Case Number: PGM0831158

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Dead Battery 5 times		5		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
 I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE
 4200 Wilson Blvd., Suite 800
 Arlington VA, 22203-1838
 Fax: 703-247-9700**

**BBB AUTO LINE**

January 15, 2008

STEPHANIE SMITH
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Re:m01 PGM0831158: [REDACTED] vs Pontiac/GMC Division

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,

Tammy Scaife at Extension 381



501 West Admiral Doyle Drive
 New Iberia, LA 70560
 (337) 364-8411 • fax: (337) 367-9824
 www.louisianamotors.com

SERVICE INVOICE

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		514039		BILLY HILL		1GTCS19E268	
Color	Year	Make/Model	License	Engine	Stock		
WHITE	2008	GMC SONMA/CANY		LA1 9.4LV6	G8010CX		
Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan		
369 /	7936	9/29/2007		1			
Tax Exempt		Date/Time In		Date/Time Out			
		11/14/2007 9:59		11/15/2007 12:48			

A/R#: 2706

LINE 1 BEDLINER OVER RAIL \$325.EVEN
 TECH COMM: INSTALL BED LINER OVER RAIL

REPAIR 1 BED LINER OVER RAIL
 OPCODE: 1000
 PRIMARY TECH: EVERETTE CASTILLO

SALE TYPE: CUSTOMER PA \$120.0

NET ITEM: M BED LINER MATERIALS

SALE TYPE
 CUSTOMER PAY CO \$200.0

LINE TOTAL \$320.0

LABOR \$120.0
 NET ITEMS \$200.0
 CUSTOMER TOTAL \$320.0
 PAYMENT (BODY SHOP A) \$320.0

CUSTOMER SIGNATURE _____

Pd. 320.00 Mastercard 11/15/07.

*SPRAY IN BED LINER
 INSTALLED 11/15/07*

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6



Pep Boys#212 5639
JOHNSON ST
LAFAYETTE, LA 70503
(337)988-1022

10/04/2007 8:59:23 AM CST
Trans.: 188379 Store: 0212
Res.: 101 Bill: celes
Cashier: 123553

SALE



SIDE MOLDING
ADDED
10/04/07

BLACK BODY MOLDING	16.99 T
S3311601	1 @ 16.99
Sub-Total	16.99
Tax	1.36
Total	18.35
Cash	20.00
Total Tender	20.00
Change Due	-1.65

ENTER FOR A CHANCE TO
WIN \$5,000

Call 1-866-PEP-2444

At Pep Boys, we are committed to your satisfaction. Take a brief survey about your shopping experience today at Pep Boys. Complete sweepstakes rules are posted at participating stores. Sweepstakes ends February 23, 2008.

Pep Boys#212
5639 JOHNSON ST
LAFAYETTE, LA 70503
www.PepBoys.com
Customer Copy



501 West Admiral Doyle Drive
New Iberia, LA 70560
(337) 364-6411 • fax: (337) 367-9824
www.louisianamotors.com

SERVICE INVOICE

To: [Redacted]		Service Order Number		Service Advisor		VIN	
[Redacted]		514011		PAUL LAURENT		1GTCS19E288 [Redacted]	
Color	Year	Make/Model		License	Engine	Stk.#	
WHITE	2008	GMC SONMA/CANY			LA1 3.4LV6	G8010CX	
Mileage In/Out	Tag	Delivery Date		Rate	Doc Count	Plan	
840 / 840	2591	9/29/2007					
Tax Exempt		Date/Time In			Date/Time Out		
		11/13/2007 10:37			11/30/2007 15:19		

LAFAYETTE LA [Redacted]
Business Phone: [Redacted]
Home Phone: [Redacted]
WRONG
350 HILLS

#: 2706

E 1 OE CUST SAYS BATTERY KEEPS GOING DEAD, HAVE TO JUMP S
TART PC: 001MW

H COMM: BATTERY FAILED TST
TEST CODE 001MWS1BS
AIR 1 BATTERY - ONE - REPLACE SALE TYPE: WARRANTY GM WTY
ODE: N0110
: .50
MARY TECH: PHILLIP REED
R PARTS: 1

IS	DESC	FP	QTY	PRICE	SALE TYPE	WTY
	89021906 BATTERY	Y	1		WARRANTY GM	

E 2* VK CUST SAYS DRIVERS SUNSHADE IS LOOSE, WILL NOT SNAP
INTO PLACE
AIR 1 PART ORDERED SALE TYPE: CUSTOMER PA \$.00
ODE: 1
MARY TECH: PHILLIP REED

E 3* OE VEH TOWED IN BY MARKS TOWING PC: 001MW
H COMM: TOWED IN DUE TO DEAD BATTERY
AIR 1 TOWING SALE TYPE: WARRANTY GM WTY
ODE: T2020
MARY TECH: PHILLIP REED

ITEM: T MARKS TOWING 10693-A SALE TYPE
: 14153 WARRANTY GM WTY

E 4* CUST SAYS BATTERY KEEPS GOING DEAD
AIR 1 REPROGRAM ONSTAR MODULE SALE TYPE: CUSTOMER PA \$.00
ODE: 800 Your satisfaction is our goal. Thank You.
MARY TECH: PHILLIP REED ARE NOT COMPLETELY SATISFIED, BEFORE FILLING
OUT-ANY-SURVEY, PLEASE CONTACT-US @ (337) 364-6411 COMPLETELY SATISFIED

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F/C

SERVICE INVOICE

To: [Redacted]	Service Order Number		Service Advisor		VIN
	514011		PAUL LAURENT		1GTCS19E288 [Redacted]
	Tag	Doc. Count	Date/Time In		Date/Time Out
	2591	1	11/13/2007 10:37		11/30/2007 15:19


Following the line number denotes added operation.

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$.00

Your satisfaction is our goal.
Thank You.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, BEFORE FILLING OUT ANY SURVEY, PLEASE CONTACT US @ (337) 364-6411

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909

51451

Work Ord

Date	VIN	Mileage	Del-Date	Miles	Ip-Svc-Date	License #	Year	Make	Model
12/04/07	1GTCS19E288	925	09/29/07	80	09/29/07		08	GMC	SONMA/CAN
			Customer		Engine	Transmission		Color	SA # SO #
					LA1 3.4LV6			WHITE	561 51451
					Home Phone		Work Phone	Ext	Tag # Co #
									2721 05
					Today Phone		Ext	Stock #	Labor Rate
								G8010CX	.00
					Doc Count	Payment Type		Promise Date	Promise Time
					1	CASH		12/04/07	

The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either 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.

PRINTED: 10:21:17 ATTENTION:

CASE # 10018296

***** ESTIMATE *****

Line #	Codes	Description	Sale Type	Hours	Labor	Parts	TOT
1	PN	CUST SAYS VEH WILL NOT START, TURN IGN KEY NOTHING WP HAPPENS contacted TAC they said No to know concerns of Drows Possible Inst of Drows truck not allowing battery to charge properly					
2	MJ	CUST REQUEST RENTAL FOR WORK	WP				

change battery & convolution test battery
 battery passed test 12-4 Alt out put
 14.8 volts 100 amps System Drows 13MA
 allowed truck to sit test battery 12-6
 passed test battery 12-7 battery passed
 allowed truck to sit over weekend test
 battery 12-10 ~~AM~~ battery passed 12-10 PM
 battery passed Test battery & charging system
 12-11 battery & charging system ~~to~~ passed test

Michael S

877-446-8227
 1923669

DEC 11 07 AM

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

SA: PAUL LAURENT
 HOURS LABOR PARTS NT ITEM MISC ESTIMATE TOTAL:

Fax Server 4/3/2008 10:33:04 AM PAGE 20/041



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 New Iberia, LA 70560
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 www.louisianamotors.com

SERVICE INVOICE

Sold To: LAFAYETTE LA Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN	
	514510		PAUL LAURENT		1GTCS19E288	
	Color	Year	Make/Model	License	Engine	Stk.#
	WHITE	2008	GMC SONMA/CANY		LA1 3.4LV6	G8010CX
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	925 / 925	2721	9/29/2007		2	
	Tax Exempt		Date/Time In		Date/Time Out	
			12/04/2007 10:21		12/11/2007 11:20	

A/R#: 2706

LINE 1 PN CUST SAYS VEH WILL NOT START, TURN IGN KEY NOTHING HAPPENS

FC: 5Q0R6

TECH COMM: CHARGED BATTERY AND TEST PASSED ALLOWED TO SIT TESTED AGAIN PASSED TEST ALLOWED TO SIT OVER THE WEEKEND TESTED AGAIN PASSED 6TH 12.63V 522 CCA 7TH 12.5V 567 CCA 10TH 12.37V 462 CCA 10TH PM 12.57 V 582 CCA 11TH 12.7 V 514 CCA CODE 5Q0R69TBR

REPAIR 1 BATTERY - CHARGE AND TEST
 OPCODE: N0100
 HRS: .20
 PRIMARY TECH: PHILLIP REED

SALE TYPE: WARRANTY GM WTY

LINE 2 MJ CUST REQUEST RENTAL FOR WORK

AUTH: G
 FC: 98

TECH COMM: 1GKDS13S462 CUSTOMER PROVIDED WITH RENTAL

REPAIR 1 TWO DAYS RENTAL
 OPCODE: Z7902
 PRIMARY TECH: PHILLIP REED

SALE TYPE: WARRANTY GM WTY

NET ITEM: C LOUISIANA MOTORS RENTAL 205511
 L#: 2
 UNIT QTY: 2 UNIT AMT:

SALE TYPE WARRANTY GM WTY

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$.00

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 Thank You.
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COMPLETELY SATISFIED

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12-6

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN
8779

BATTERY TEST

RATING:
590 CCA

12.68V 522 CCA
GOOD -- RECHARGE

TEST CODE
6G0RG-9T-BR

12-7

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN
8702

BATTERY TEST

RATING:
590 CCA

12.50V 567 CCA
GOOD BATTERY

TEST CODE
7209C-1T-BB

12-10 Am

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN
8779

BATTERY TEST

RATING:
590 CCA

12.37V 462 CCA
GOOD -- RECHARGE

TEST CODE
500R6-9T-BR

12-11 Am

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN

BATTERY TEST

RATING:
590 CCA

12.70V 514 CCA
GOOD BATTERY

TEST CODE

STARTER TEST

CRANKING VOLTAGE
NORMAL: 11.06V

CHARGING TEST

CHARGING SYSTEM
NORMAL

LOAD OFF: 15.14V
LOAD ON: 15.00V

DIODE RIPPLE -
NORMAL

12-10 Am

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN

BATTERY TEST

RATING:
590 CCA

12.57V 582 CCA
GOOD BATTERY

TEST CODE

STARTER TEST

CRANKING VOLTAGE
NORMAL: 10.97V

CHARGING TEST

CHARGING SYSTEM
NORMAL

LOAD OFF: 14.94V
LOAD ON: 14.85V

DIODE RIPPLE
NORMAL



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SERVICE INVOICE

Sold To: [REDACTED] LAFAYETTE LA [REDACTED] Business Phone: Home Phone: [REDACTED]	Service Order Number		Service Advisor		VIN	
	514812		PAUL LAURENT		1GTCS19E288 [REDACTED]	
	Color	Year	Make/Model	License	Engine	Stk.#
	WHITE	2008	GMC SONMA/CANY		LA1 3.4LV6	G8010CX
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	627 / 757	2771	9/29/2007		1	
	Tax Exempt		Date/Time In		Date/Time Out	
		12/17/2007 17:38		1/07/2008 10:43		

A/R#: 2706

LINE 1 PN CUST SAYS VEH WILL NOT START, TURN IGN KEY NOTHING HAPPENS

FC: 4W0QU

TECH COMM: CHARGED BATTERY AND TEST PASSED SYSTEM DRAW 15 MA ALT OUTPUT 14.86 VOLTS AND 100 PLUS AMPS LET SIT OVERNIGHT CK BATTERY 12 18 PASSED SIT OVERNIGHT AGAIN TEST 12 19 PASSED SAT AGAIN TESTED 12 21 PASS SAT 5 DAYS TESTED 12 26 PASSED

REPAIR 1 BATTERY - CHARGE AND TEST
 OPCODE: N0100
 HRS: .20
 PRIMARY TECH: PHILLIP REED

SALE TYPE: WARRANTY GM WTY

NET ITEM: R FUEL
 PO#: 514812

SALE TYPE WARRANTY GM WTY

LINE 2 MJ CUST PROVIDED WITH SHOP LOANER

FC: 98

TECH COMM: 1G5ES16S356 [REDACTED] CUSTOMER REQUESTED RENTAL CUSTOMER HAS HAD ON GOING CONCERN WITH VEH NOT STARTING VEH AT SHOP TO TRY TO DUPLICATE CUSTOMERS CONCERN

REPAIR 1 COURTESY TRANS RENTAL
 OPCODE: Z7907
 PRIMARY TECH: PHILLIP REED

SALE TYPE: WARRANTY GM WTY

NET ITEM: C LOUISIANA MOTORS RENTAL 205556
 L#: 2
 UNIT QTY: 10 UNIT AMT:

SALE TYPE WARRANTY GM WTY

LINE 3* VK CUST STATES DRIVER'S SUN SHADE LOOSE

FC: 1D

TECH COMM: RETAINING CLIPS NOT HOLDING SUNSHADE IN PLACE

PART ONLY COMES AS AN ASSEMBLY
 Your satisfaction is our goal.
 Thank You.
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COMPLETELY SATISFIED

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12-18

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN
8779

BATTERY TEST

RATING:
590 CCA

13.19V 574 CCA
GOOD BATTERY

TEST CODE
740R6-1T-BR

12-19

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN
8779

BATTERY TEST

RATING:
590 CCA

12.57V 578 CCA
GOOD BATTERY

TEST CODE
7609E-1T-BR

12-20

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN
8779

BATTERY TEST

RATING:
590 CCA

12.31V 582 CCA
GOOD -- RECHARGE

TEST CODE
780R4-9T-BR

12-21

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN
8779

BATTERY TEST

RATING:
590 CCA

12.31V 402 CCA
GOOD -- RECHARGE

TEST CODE
500R4-9T-BR

12-26

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN
8779

BATTERY TEST

RATING:
590 CCA

12.11V 395 CCA
GOOD -- RECHARGE

TEST CODE
4W0QU-9T-BR

12-26

Micro511 AGM
(c) MIDTRONICS

LAST 4 OF VIN

BATTERY TEST

RATING:
590 CCA

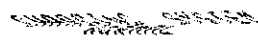
12.80V 537 CCA
GOOD BATTERY

TEST CODE

STARTER TEST
STARTER TEST

CRANKING VOLTAGE

STARTER TEST



TAMMY SCAIFE EXT. 381
800 955-5100

02/08/2008

BBB CASE:C36 PGM0831158

GMC Canyon Truck purchased 9/28/2008 from Louisiana Motors, New Iberia, La.
CHRONOLOGICAL DETAILS OF DEAD BATTERY PROBLEMS

- 11/13 BATTERY DEAD 350 MILES (FIRST TIME)
Called Dealer and was told a runner was going to Saturn (sister Dealer) and would bring one. My wife drove me there and we picked it up about 3PM. Got it home and it was about two inches longer than the original. I called the Dealer again and the correct battery was dispatched, and arrived about 6:00 PM. I installed it, and it worked fine. The battery voltage when I first tried to start the truck was 4.8 volts. When I installed the new battery, the voltage of the old battery, which was out of the truck, had recovered to 10.5 volts.
I have never received any documentation from Louisiana Motors for this incident.
BATTERY DEAD 11/13 BATTERY REPLACED 11/13 (LOSS 1 DAY)
-
- 11/24 BATTERY DEAD 480 MILES (SECOND TIME)
I called OnStar and they dispatched someone to jump start it. It would not jump start, it just made a rattling noise. I called the Dealer and a wrecker was dispatched. It arrived about 3 PM and picked it up, and a loaner was delivered. The voltage of the battery when I tried to start it was 4.8 volts. I left the battery in the vehicle, and when they came to pick it up, with a wrecker, the voltage was still 4.8 volts.
11/28 Dealer called and said they thought OnStar was the problem, and they would fix it.
11/30 Truck was returned with no paperwork to indicate what was done. The paperwork was requested, and I was told it would be mailed when the report was finished.
BATTERY DEAD 11/24, TRUCK PICKED UP 11/26, RET. 11/30 (LOSS 7days)
-
- 12/3 BATTERY DEAD 540 MILES (THIRD TIME)
Dealer dispatched someone with a jumper battery, and the truck started, and they took it. The Battery voltage was 4.8 volts.
12/10 I went to Dealer in New Iberia and asked what was the status of vehicle. Paul Laurent said the mechanic who checked the battery every day was at the Dentist, and would be in around 9:30 or 10:00. I asked him what had been done to the truck so far. He said they were checking the battery every day. I asked if that was all that was done, and he replied yes.
12/11 Truck was returned to me, with documentation for both times it was in the shop. The wrong mileages are listed both times, and one page of the dates voltages were taken was missing
BATTERY DEAD 12/3 TRUCK PICKED UP 12/3 RETURNED 12/11 (LOSS 9 DAYS)
-
- 12/16 BATTERY DEAD 604 MILES (FOURTH TIME)
I called [REDACTED] and left a message with his baby sitter
12/17 I called Dealer to come pick up the truck, it was picked up at 4:50 PM. Battery voltage when I tried to start truck 7.1 volts, two hours later it was 5.6 volts, two hours later it was 4.8 volts, which is as low as it ever goes.
12/18 I called GMC and filed a complaint. My complaint information was taken, and was told someone would call the next day between 1:00-3:00 PM. Nobody called 12/19 or 12/20.
12/20 Paul Laurent called and said they were still checking the truck, and still had not found any problem.
12/21 Terry Fleming with GMC called and said he had been calling the wrong number, and they were working on finding the problem. He said he would call back on December 26.
12/26 Paul Laurent called and said GMC had numerous questions they wanted him to ask me: How many miles do I drive the truck per day on average. ANS:1 to 50, depending on where I have to go. Is it in a garage or carport, ANS:a garage. Is it closed and do you close the door at night, ANS:yes to both. Do you have a garage door opener in the truck, and is it on the visor, ANS:yes to both. Do you use that garage door opener to close the garage door at night, ANS:no, I use the switch on the garage wall. Do you leave the key in the ignition, ANS:never. Do you leave it idle if your spouse goes into a store, and you wait in the vehicle, ANS:never. Do you leave it idle before you start to go anywhere, ANS:never. He said they checked the battery every day, and have not been able to find anything wrong, and they would relay the formation to GMC
12/26 A few minutes later David Mann called and said he had just talked to Terry Fleming, and he told Terry that I told him I do not want the truck back, and he felt that I have a good case for a replacement truck, and he thought that GMC should settle the matter. His reply was they want to do some more research, and he thought that possibly my garage door opener was sending out a signal that was draining the battery. We laughed at that possibility, because the garage door opener is 13 years old, and has never given any other vehicle in the garage a problem.
12/27 James Lee called and said he was calling for Terry Fleming, who was off. He asked about the situation with the truck and I explained it to him. He was not aware of a lot of it

and put me on hold while he checked. When he came back he said based on what he saw, he did not think that GMC would take the truck back, but I could possibly trade it in as a used car, and pay a cash difference. I told him that was unacceptable, so he said he would have Terry call me on 12/28 about 5:30 to discuss the situation.

12/28 Terry Fleming called and said GMC was not willing to give me my money back, or another truck. He said they would give me a one month allowance for expenses because of truck's time in repair shop. He asked what I paid for the truck, including trade in, and any additions. He said to send in copies of the title, sales invoice, plus copies of any additions I added and paid for.

01/03 All requested papers were mailed in, registered, return receipt requested.

01/07 781 MILES Paul Laurent, called and said they were returning my truck because they wanted their loaner back, and they never were able to get battery to fail.
BATTERY DEAD 12/16 TRUCK PICKED UP 12/17 RETURNED 01/07 (LOSS 23 DAYS)

01/10 BATTERY DEAD 814 MILES (FIFTH TIME)
I called Paul Laurent and he had me call GMC roadside assistance, and have a wrecker come pick the truck up, which they did at 6:30 PM. The battery voltage was 11.1 volts. The engine would crank, but it would not start.

1/11 I spoke to Terry Fleming and he said GMC denied the request to buy back the truck, or replace it with a new one. He said he had just spoken to Paul Laurent and they were working on the truck, but were not able to get it to start yet. He said GMC would consider giving me some compensation for the approximately one month that it was in the shop, but no specific amount was stated.

1/14 I filed for arbitration with Better Business Bureau over the internet

1/15 Paul Laurent called and said a GMC Engineer was installing a recording monitor on the truck and wanted someone from Louisiana Motors to drive the truck every day for two weeks, while the monitor was in it. I asked if I could drive it here, since the problem always occurred here, but they said no, it had to be driven by an employee of Louisiana Motors and be available to him when he wanted to check it.

1/16 Steffany Smith, with GMC, called in reference to the BBB arbitration request. Later I to David Mann and asked for a replacement truck, or refund, and he said he would not do either, he never has, and never will.

1/18 I received BBB Arbitration application package.

1/21 Truck picked up on 1/10, still at Louisiana Motors as of 1/21
THE ABOVE INFORMATION FAXED TO BBB 1/21/2008

1/29 [REDACTED] called and said he had not heard from GMC or BBB, and the recording device was still attached, and there was no indication of any problems. He said he would drive it here, to my house, and park it in my garage, and leave it here for a few days.

1/29 1046 MILES David Mann drove truck in my garage and LOCKED it, and kept the key. I do NOT have the key for it. He said his Manager, Byron, told him he should not do that he said he told him he could do whatever he wanted to, because he owned the place.

2/1 I received a letter from BBB case worker, Tammy Scaife, requesting a copy of truck registration certificate. I faxed it to her, and sent her an email verifying it. She replied that the case worker on my case, for GMC, was no longer at GMC, so she will have to wait until a new one is assigned to proceed with my case.

2/1 [REDACTED] came here and started the truck, and it started normally. He offered me the key, and said to drive it. I told him I would not touch it, unless he took it to his shop, removed the GMC recording device, and gave me complete documentation of what was done to it. He left here, and shortly afterward, I received a call from Enterprise Rent A Car, in New Iberia. They said a car was reserved for me to be picked up at their Lafayette facility on Saturday February 2nd at 9:00 AM.

2/2 I picked up car, and Enterprise said it is to be charged to Louisiana Motors until the BBB case is resolved.

2/4 Paul Laurent called and said he was sending someone to pick up the truck from my garage. They arrived about 12:30 PM, and unlocked it, and it started normally, and they took it back to the shop.

2/7 Paul Laurent called and said they were returning the truck. I said I would not accept it without documentation. Truck returned with documentation of what was done. The documentation does not state anything about the recording device that was installed on January 15, or anything about what was the results of this test. This truck was in their possession from January 11 thru February 7. All the documentation lists is one group of voltage tests, and message "unable to reproduce customer's concern". Terry Fleming told me, when I spoke to him on January 11, 2008 that he had just got off the phone with Paul Laurent, and they had not had not been able to get the truck to start at that point. That is not listed in the documentation.
It states that I requested a rental vehicle, I did NOT, I requested a loaner, since they had employees driving the truck for two weeks.
TRUCK PICKED UP JANUARY 10, 2008 814 MILES, RETURNED 2/07/2008 1141 MILES (28 DAYS)



501 West Admiral Doyle Drive
New Iberia, LA 70560
(337) 364-6411 • fax: (337) 367-9824
www.louisianamotors.com

**SERVICE
INVOICE**

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		515249		JAMES LANGLINAIS		1GTCS19E288 [REDACTED]	
LAFAYETTE LA [REDACTED]		Color	Year	Make/Model	License	Engine	Stk.#
Business Phone: 337 [REDACTED]		WHITE	2008	GMC SONMA/CANY		LA1 3.4LV6	G8010CX
Home Phone [REDACTED]		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
MILEAGE IN 1141		814 / 1117	2389	9/29/2007		1	
		Tax Exempt		Date/Time In		Date/Time Out	
				1/11/2008 8:07		2/07/2008 14:31	

2/7/08

LINE 1 PN CUST STATES VEHICLE WILL NOT START ---TURNS OVER B
UT WILL NOT START

TECH COMM: CHECKED STATIC VOLTAGE 10.3 VOLTS, PERFORM 24 HOUR
DRAW CHECK, MAX DRAW 60MA, MIN. DRAW 8MA, AVG. 10
MA, ALL SYSTEMS OPERATING NORMAL, CHARGED BATTERY,
ALT. OUTPUT 125 AMP 14.8 VOLTS MAX OUTPUT, PERFOR
MED 24 HR DRAW CK, MAX CURRENT DRAW 80MA, MIN DRAW
9MA, AVG. 10MA ALL SYSTEM OPERATING NORMALY

REPAIR 1 UNABLE TO REPRODUCE CUSTOMERS CONCERN

OPCODE: 800

SALE TYPE: CUSTOMER PA

\$.00

PRIMARY TECH: PHILLIP REED

NET ITEM: R FUEL

SALE TYPE

PO#: 515249

WARRANTY GM

WTY

LINE 2* MJ CUST REQUESTS RENTAL VEHICLE

TECH COMM: ENTERPRISE RENTAL
CONT.#115510
PO.#14248
6 DAYS @ \$42.00
1G4HD572X8U [REDACTED]

REPAIR 1 ENTERPRISE RENTAL-993-8444

OPCODE: 1

SALE TYPE: CUSTOMER PA

\$.00

PRIMARY TECH: PAUL LAURENT

NET ITEM: C ENTERPRISE CAR RENTAL

SALE TYPE

PO#: 14248

WARRANTY GM

WTY

UNIT QTY: 6 UNIT AMT:

"*" Following the line number denotes added operation.

CUSTOMER SIGNATURE [REDACTED]

CUSTOMER TOTAL [REDACTED]

\$.00

Your satisfaction is our goal.
Thank You.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, BEFORE FILLING
OUT ANY SURVEY, PLEASE CONTACT US @ (337) 364-6411

COMPLETELY
SATISFIED

DISCLAIMER OF WARRANTIES

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

PC M0831158
csdocs

02/04/2008

GMC Canyon Truck purchased 9/28/2007
CHRONOLOGICAL DETAILS OF DEAD BATTERY PROBLEMS

11/13 BATTERY DEAD 350 MILES (FIRST TIME)

Called Dealer and was told a runner was going to Saturn (sister Dealer) and would bring one. My wife drove me there and we picked it up about 3PM. Got it home and it was about two inches longer than the original. I called the Dealer again and the correct battery was dispatched, and arrived about 6:00 PM. I installed it, and it worked fine. The battery voltage when I first tried to start the truck was 4.8 volts. When I installed the new battery, the voltage of the old battery, which was out of the truck, had recovered to 10.5 volts.

I have never received any documentation from Louisiana Motors for this incident.

BATTERY DEAD 11/13 BATTERY REPLACED 11/13 (LOSS 1 DAY)

11/24 BATTERY DEAD 480 MILES (SECOND TIME)

I called OnStar and they dispatched someone to jump start it. It would not jump start, it just made a rattling noise. I called the Dealer and a wrecker was dispatched. It arrived about 3 PM and picked it up, and a loaner was delivered. The voltage of the battery when I tried to start, it was 4.8 volts. I left the battery in the vehicle, and when they came to pick it up, with a wrecker, the voltage was still 4.8 volts.

11/28 Dealer called and said they thought OnStar was the problem, and they would fix it.

11/30 Truck was returned with no paperwork to indicate what was done. The paperwork was requested, and I was told it would be mailed when the report was finished.

BATTERY DEAD 11/24, TRUCK PICKED UP 11/26, RET. 11/30 (LOSS 7days)

12/3 BATTERY DEAD 540 MILES (THIRD TIME)

Dealer dispatched someone with a jumper battery, and the truck started, and they took it. The Battery voltage was 4.8 volts.

12/10 I went to Dealer in New Iberia and asked what was the status of vehicle. Paul Laurent said the mechanic who checked the battery every day was at the Dentist, and would be in around 9:30 or 10:00. I asked him what had been done to the truck so far. He said they were checking the battery every day. I asked if that was all that was done, and he replied yes.

12/11 Truck was returned to me, with documentation for both times it was in the shop. The wrong mileages are listed both times, and one page of the dates voltages were taken was missing

BATTERY DEAD 12/3 TRUCK PICKED UP 12/3 RETURNED 12/11 (LOSS 9 DAYS)

12/16 BATTERY DEAD 604 MILES (FOURTH TIME)

I called David Mann and left a message with his baby sitter

12/17 I called Dealer to come pick up the truck, it was picked up at 4:50 PM. Battery voltage when I tried to start truck 7.1 volts, two hours later it was 5.6 volts, two hours later it was 4.8 volts, which is as low as it ever goes.

12/18 I called GMC and filed a complaint. My complaint information was taken, and was told someone would call me the next day between 1:00-3:00 PM (EST) Nobody called 12/19 or 12/20.

12/20 Paul Laurent called and said they were still checking the truck, and still had not found any problem.

12/21 Terry Fleming with GMC called and said he had been calling the wrong number, and they were working on finding the problem. He said he would call back on Wednesday December 26.

12/26 Paul Laurent called and said GMC had numerous questions they wanted him to ask me: How many miles do I drive the truck per day on average. ANS:1 to 50, depending on where I have to go. Is it in a garage or carport, ANS:a garage. Is it closed and do you close the door at night, ANS:yes to both. Do you have a garage door opener in the truck, and is it on the visor, ANS:yes to both. Do you use that garage door opener to close the garage door at night, ANS:no, I use the switch on the garage wall. Do you leave the key in the ignition, ANS:never. Do you leave it idle if your spouse goes into a store, and you wait in the vehicle, ANS:never. Do you leave it idle before you start to go anywhere, ANS:never. He said they checked the battery every day, and have not been able to find anything wrong, and they would relay the formation to GMC

12/26 A few minutes later David Mann called and said he had just talked to Terry Fleming, and he told Terry that I told him I do not want the truck back, and he felt that I have a good case for a replacement truck, and he thought that GMC should settle the matter. His reply was they want to do some more research, and he thought that possibly my garage door opener was sending out a signal that was draining the battery. We laughed at that possibility, because the garage door opener is 13 years old, and has never given any other vehicle in the garage a problem.

12/27 James Lee called and said he was calling for Terry Fleming, who was off. He asked about the situation with the truck and I explained it to him. He was not aware of a lot of it

- and put me on hold while he checked. When he came back he said based on what he saw, he did not think that GMC would take the truck back, but I could possibly trade it in as a used car, and pay a cash difference. I told him that was unacceptable, so he said he would have Terry call me on 12/28 about 5:30 to discuss the situation.
- 12/28 Terry Fleming called and said GMC was not willing to give me my money back, or another truck. He said they would give me a one month allowance for expenses because of truck's time in repair shop. He asked what I paid for the truck, including trade in, and any additions. He said to send in copies of the title, sales invoice, plus copies of any additions I added and paid for.
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- 1/15 Paul Laurent called and said a GMC Engineer was installing a recording monitor on the truck and wanted someone from Louisiana Motors to drive the truck every day for two weeks, while the monitor was in it. I asked if I could drive it here, since the problem always occurred here, but they said no, it had to be driven by an employee of Louisiana Motors and be available to him when he wanted to check it.
- 1/16 Steffany Smith, with GMC, called in reference to the BBB arbitration request. Later I to David Mann and asked for a replacement truck, or refund, and he said he would not do either, he never has, and never will.
- 1/18 I received BBB Arbitration application package.
- 1/21 Truck picked up on 1/10, still at Louisiana Motors as of 1/21
(LOSS 12 DAYS, AS OF 1/21)
THE ABOVE INFORMATION FAXED TO BBB 1/21/2008
- 1/29 David Mann called and said he had not heard from GMC or BBB, and the recording device was still attached, and there was no indication of any problems. He said he would drive it here, to my house, and park it in my garage, and leave it here for a few days.
- 1/29 1146 MILES David Mann drove truck in my garage and LOCKED it, and kept the key. I do NOT have the key for it. He said his Manager, Byron, told him he should not do that he said he told him he could do whatever he wanted to, because he owned the place.
- 2/1 I received a letter from BBB case worker, Tammy Scaife, requesting a copy of truck registration certificate. I faxed it to her, and sent her an email verifying it. She replied that the case worker on my case, for GMC, was no longer at GMC, so she will have to wait until a new one is assigned to proceed with my case.
- 2/1 David Mann came here and started the truck, and it started normally. He offered me the key, and said to drive it. I told him I would not touch it, unless he took it to his shop, removed the GMC recording device, and gave me complete documentation of what was done to it. He left here, and shortly afterward, I received a call from Enterprise Rent A Car, in New Iberia. They said a car was reserved for me to be picked up at their Lafayette facility on Saturday February 2nd at 9:00 AM.
- 2/2 I picked up car, and Enterprise said it is to be charged to Louisiana Motors until the BBB case is resolved.
- 2/4 Paul Laurent called and said he was sending someone to pick up the truck. They arrived about 12:30 PM, and unlocked it, and it started normally, and they took it.

PGM0831158-PRLLN-1

Page 1 of 2



REPURCHASE DECISION

Submitted Date: 03/21/08

PGM0831158

VIN: 1GTCS19E288

Customer: [REDACTED] Hearing Date: 03/17/08

Arbitrator: Nancy L. Curry

Question 1

Vehicle (Year, Make, Model):

2008 Pontiac/GMC Canyon

Question 2

The manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision, in accordance with the provisions of the applicable manufacturer *Program Summary* that set out the remedies to be included in a repurchase award: (Indicate with an "X")

a Under the lemon law

X

- OR -

b Not under the lemon law

Question 3

The following shall be deducted from the amounts paid by the manufacturer:

a If any amount is to be paid by the consumer for the consumer's use of the vehicle, please provide a dollar amount or formula (being certain to reference the mileage used) for the Reasonable Allowance for Use:

1,497 Miles/100,000 X Purchase price=Reasonable allowance for use.

The Manufacturer may deduct for any damage beyond normal wear and tear that is not caused by a vehicle nonconformity and that is not repaired by the customer prior to the completion of this transaction.

The manufacturer shall provide the customer with a written statement of all amounts that will be paid under this decision. If there is a dispute as to any amounts that should be paid by the manufacturer, the customer may submit a written request to BBB AUTO LINE asking that the arbitrator resolve the dispute. BBB AUTO LINE must receive the customer's request no later than 10 days after the customer receives the manufacturer's statement of amounts that will be paid.

The arbitrator's resolution of the dispute will be provided to the parties in the form of a decision that the customer may accept or reject, and a rejection will be considered to be a rejection of this repurchase decision. The manufacturer's time for performance under this decision shall be extended by the number of days it takes to resolve the dispute submitted by the customer as to any amounts that should be paid by the manufacturer.

At the time of repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. The vehicle shall have a current registration and be in a similar condition as it was at the time of the hearing, allowing for normal usage. The customer must also comply with all additional requirements in the section of the manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of any amounts due shall be made by the manufacturer to the customer and the lienholder as their respective interests appear on the records of ownership.

PGM0831158-PRLN-1

Page 2 of 2

The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE: PGM0831158
Arbitrator: Nancy L. Curry

Customer: [REDACTED]

Date: 03/21/08

PGM0831158-PREAS-1

Page 1 of 2



Reasons for Decision

Submitted Date: 03/21/08

PGM0831158

VIN: 1GTCS19E288 [REDACTED]

Customer: [REDACTED]

Hearing Date: 03/17/08

Arbitrator: Nancy L. Curry

Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Repurchase

- b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)

The vehicle has been in for repair for the same problem 12 times. This is more than a reasonable amount of opportunities to remedy the one problem. The problem appears to be electrical in nature and is covered under the warranty. The vehicle's battery will not stay charged. The manufacturer is unable to correct the problem. They claim it is working according to manufacturing specifications. The manufacturer's reps have theorized all manner of reasons that are the fault of the owner for why the vehicle's battery will not hold a charge. However, the vehicle's battery would not start the vehicle while at the dealer's shop under conditions unrelated to the owner's activities on March 6, 2008. This problem is due to a defect in material or workmanship that substantially impairs the use, value and safety of the vehicle. This vehicle can not be depended on to start and has impaired use value. It has decreased economic value as all used vehicle in Louisiana must have known defects reported to potential purchasers. No one wants to buy a vehicle that is not dependable. Additionally, the vehicle could leave the owners stranded on a busy highway in a dangerous situation. The fact that the vehicle has had no major repair and, therefore, no value loss (according to the manufacturing rep.) simply means the manufacturer has not found the problem and solved it. People purchase new vehicles because they want a reliable mode of transportation. This vehicle was never reliable. After only 350 miles, it would not start. A repurchase based on Louisiana's Lemon Law is a fair resolution of this dispute. The vehicle is spotless and been kept in perfect condition by the owner.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

Battery will not stay charged. It has been in for repair 12 times.

11/13/07 one day

11/24/07 seven days

12/3/07 nine days

12/16/07 twenty-three days

1/10/08 twenty-eight days

2/17/08 one day

PGM0831158-PREAS-1

Page 2 of 2

2/23/08 one day
2/27/08 one day
3/02/08 one day
3/03/08 one day
3/04/08 one day
3/06/08 one day

Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

75 days

Question 4

Was final notice given? (Yes / No / Not Applicable)

NA

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection:

1,497 miles

CASE: PGM0831158
Arbitrator: Nancy L. Curry

Customer: [REDACTED]**Date: 03/21/08**

Louisiana

Don't Drink And Drive
Don't Litter Louisiana

PERSONAL DRIVER'S LICENSE

LICENSE/ID NO. CLASS EXPIRATION DATE

[REDACTED] E 04-28-2009

ENDORSEMENTS

RESTRICTIONS

01, 03, 11, 71

[REDACTED]
CAPATITE, LA

DATE OF BIRTH

[REDACTED] PARISH

SEX HGT WGT ISSUE DATE OFFICE AUDIT
M 5-10 180 03-22-2005 0044 1080

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [REDACTED]	SR #: 71-686493573	BBB#: chv0854350
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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 **Overallowance**, **Negative Equity**, and/or **Incentives** prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	27465.00
MSRP (from BARS Invoice screen)	- 28045.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -580.00
If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.	

Section 2

Trade Allowance (from Bill of Sale)	0.00
Actual Cash Value (ACV) (from ACV Statement)	- 0.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

Section 3

Trade Allowance (from Bill of Sale)	0.00
Payoff on Trade (from Bill of Sale)	- 0.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	27465.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 3850.01
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 23614.99

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

BARS Document Display

2009 MALIBU LTZ
 51U GOLD MIST METALLIC /V6G
 342 COCOA/CASHMERE
 ORDER NO. NCDPMC/TRE STOCK NO.
 VIN 1G1 ZK57 79 94 [REDACTED] VEHICLE INVOICE 10D97237159

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 *****13*20191S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZK69 MALIBU LTZ	26880.00	25401.60	INVOICE 10/20/08
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 10/19/08
LY7 ENGINE, 3.6L V6 DOHC	0.00	0.00	EXP I/T 10/31/08
MH2 6-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	INT COM 10/31/08
PDD REAR POWER PACKAGE:	250.00	207.50	PRC EFF 10/19/08
* REAR POWER CENTER, 110V AC			KEYS XXXXX XXXXX
* REAR WINDOW SUNSHADE, MANUAL			WFP-S QTR OPT-1
			BANK: WACHOVIA BA
PDQ HFV6 ENGINE PACKAGE:	1595.00	1323.85	CHG-TO 20-191
*3.6L V6 DOHC ENGINE (REPLACES STD/OPT ENGINE)			SHIP WT: 3608
*DUAL CHROME EXHAUST TIPS			HP: 32.9
*HYDRAULIC POWER STEERING ASSIST			GMS: 27531.20
			SUPPLR: 28763.35
			MRM: 30195.00
UE1 1YR ONSTAR DIRECTIONS W/TURN-BY-TURN NAVIGATION(ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	N/C	N/C	DAN: LTZ6C
			MEMO 1326.25
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	GSU: 373.47
YF5 50-STATE EMISSIONS	N/C	N/C	

*ATTN: BRANDY
 THIS IS THE REPLACEMENT VEHICLE FOR
 WILLIAM MULLER. CASE # CHU 0804350
 FROM SALES FOR*

TOTAL MODEL & OPTIONS	29525.00	27596.95	ACT 231	27381.20
DESTINATION CHARGE	670.00	670.00	H/B 261	885.75
DEALER IMR CONTRIBUTION		295.25	ADV 261	295.25
LMA GROUP CONTRIBUTION		295.25	EXP 65A	295.25

TOTAL	30195.00	28857.45	PAY 310	28857.45
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		27434.10		

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

ALLEN GWYNN CHEVROLET

Dealer Number 52102 Contract Number _____ R.O.S. Number _____ Stock Number 11050

Buyer Name and Address (Including County and Zip Code) [REDACTED] TORRANCE CA LOS ANGELES	Co-Buyer Name and Address (Including County and Zip Code) [REDACTED] TORRANCE CA LOS ANGELES	Creditor-Seller (Name and Address) MARTIN CHEVROLET 23505 HAWTHORNE BLVD. TORRANCE CA 90505 (310) 378-0211
---	--	--

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2009	CHEVROLET MALIBU	55	1G1ZK577994 [REDACTED]	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
<u>0.00</u> %	\$ <u>0.00</u> (e)	\$ <u>27653.95</u>	\$ <u>27653.95</u> (e)	\$ <u>N/A</u> is
(e) means an estimate				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:		Amount of Payments:		When Payments Are Due:
One Payment of		N/A		
One Payment of		N/A		
Payments		N/A		Monthly, Beginning
Payments		N/A		Monthly, Beginning
One Final Payment		<u>27653.95</u>		<u>Jan 27 2009</u>
		N/A		

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

STATEMENT OF INSURANCE		
NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.		
Vehicle Insurance		
	Term	Premium
\$ <u>N/A</u> Ded. Comp., Fire & Theft	<u>N/A</u> Mos.	\$ <u>N/A</u>
\$ <u>N/A</u> Ded. Collision	<u>N/A</u> Mos.	\$ <u>N/A</u>
Bodily Injury \$ <u>N/A</u> Limits	<u>N/A</u> Mos.	\$ <u>N/A</u>
Property Damage \$ <u>N/A</u> Limits	<u>N/A</u> Mos.	\$ <u>N/A</u>
Medical <u>N/A</u>	<u>N/A</u> Mos.	\$ <u>N/A</u>
	<u>N/A</u> Mos.	\$ <u>N/A</u>
Total Vehicle Insurance Premiums		\$ <u>N/A</u> (e)
UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.		
You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.		
Buyer <input checked="" type="checkbox"/>		
Co-Buyer <input checked="" type="checkbox"/>		
Seller <input checked="" type="checkbox"/>		

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories	\$ <u>27381.20</u> (A)
1. Cash Price Vehicle	\$ <u>27381.20</u>
2. Cash Price Accessories	\$ <u>N/A</u>
3. Other (Nontaxable)	\$ <u>N/A</u>
Describe <u>N/A</u>	\$ <u>N/A</u>
Describe <u>N/A</u>	\$ <u>N/A</u>
B. Document Preparation Fee (not a governmental fee)	\$ <u>N/A</u> (B)
C. Smog Fee Paid to Seller	\$ <u>N/A</u> (C)
D. (Optional) Theft Deterrent Device (to whom paid)	\$ <u>N/A</u> (D)
E. (Optional) Theft Deterrent Device (to whom paid)	\$ <u>N/A</u> (E)
F. (Optional) Theft Deterrent Device (to whom paid)	\$ <u>N/A</u> (F)
G. (Optional) Surface Protection Product (to whom paid)	\$ <u>N/A</u> (G)
H. (Optional) Surface Protection Product (to whom paid)	\$ <u>N/A</u> (H)
I. Sales Tax (on taxable items in A through H)	\$ <u>N/A</u> (I)
J. Optional DMV Electronic Filing Fee	\$ <u>N/A</u> (J)
K. (Optional) Service Contract (to whom paid) <u>N/A</u>	\$ <u>N/A</u> (K)
L. (Optional) Service Contract (to whom paid) <u>N/A</u>	\$ <u>N/A</u> (L)
M. (Optional) Service Contract (to whom paid) <u>N/A</u>	\$ <u>N/A</u> (M)
N. (Optional) Service Contract (to whom paid) <u>N/A</u>	\$ <u>N/A</u> (N)
O. (Optional) Service Contract (to whom paid) <u>N/A</u>	\$ <u>N/A</u> (O)
P. Prior Credit or Lease Balance paid by Seller to	\$ <u>N/A</u> (P)

(see downpayment and trade-in calculation)

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	<u>N/A</u> Mos.	<u>N/A</u>	\$ <u>N/A</u>
Credit Disability	<u>N/A</u> Mos.	<u>N/A</u>	\$ <u>N/A</u>
Total Credit Insurance Premiums		\$ <u>N/A</u> (b)	
Insurance Company Name <u>N/A</u>			
Home Office Address <u>N/A</u>			

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for N/A DURATION (mm-ss): 03-54

Q. (Optional) Gap Contract (to whom paid) N/A \$ N/A (Q)
 R. (Optional) Used Vehicle Contract Cancellation Option Agreement \$ N/A (R)
 S. Other (to whom paid) N/A \$ N/A (S)
 For N/A

Total Cash Price (A through S) \$ 27381.20 (1)

2. Amounts Paid to Public Officials

A. License Fees \$ 177.00 (A)
 B. Registration/Transfer/Titling Fees \$ 67.00 (B)
 C. California Tire Fees \$ 8.75 (C)
 D. Other Smog Abatement Fee \$ 20.00 (D)

Total Official Fees (A through D) \$ 272.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) \$ N/A (3)

4. Smog Certification or Exemption Fee Paid to State \$ N/A (4)

5. Subtotal (1 through 4) \$ 27653.95 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr _____ Make _____ \$ N/A (A)
 Model _____ Odom _____
 VIN _____

B. Less Prior Credit or Lease Balance \$ N/A (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ N/A (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other N/A \$ N/A (F)

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ N/A (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1P above)

7. Amount Financed (5 less 6) \$ 27653.95 (7)

disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
 You want to buy the credit insurance.

Date X N/A Buyer Signature _____ Age _____
 Date X N/A Co-Buyer Signature _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1Q of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
 Name of Gap Contract _____

I want to buy a gap contract.

Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1K, 1L, 1M, 1N, and/or 1O.

1K Company N/A
 Term N/A Mos. or N/A Miles
 1L Company N/A
 Term N/A Mos. or N/A Miles
 1M Company N/A
 Term N/A Mos. or N/A Miles
 1N Company N/A
 Term N/A Mos. or N/A Miles
 1O Company N/A
 Term N/A Mos. or N/A Miles
 Buyer X N/A

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

Buyer Signs X _____
 Co-Buyer Signs X _____

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

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

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

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

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X Buyer _____ X Co-Buyer _____

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

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

WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

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

Buyer X N/A Co-Buyer X N/A

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

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

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
03/02/09

*****12,500 DOLLARS

*****00 CENTS

AMOUNT
*****12,500.00

North American Operations
 General Motors Corporation
 Disbursement Account

PAY
TO THE
ORDER
OF

[REDACTED]
 LOS ANGELES CA [REDACTED]

Brian D. Albee

SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
 DUNS NO. BB 000000030

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
 DATE 03/02/09

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZH57B08F [REDACTED]	02/27/09 71-692385	VH 1-BNZX10 10.1-BNZX10	00.0000	12,500.00	.00	12,500.00
TOTAL				12,500.00	.00	12,500.00

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

M3

105107

February 26, 2009

Amy Sjolander, Esq.
Ruben & Sjolander
1875 Century Park E Ste 1050
Los Angeles, CA 90067

RE: [REDACTED]
Service Request: 71-692385410
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZH57B08F [REDACTED]
Customer Relationship Specialist: Shera Vasquez

Dear Ms. Sjolander:

Enclosed please find a check in the amount of \$12,500.00 made payable to [REDACTED] and Consumer Legal Services to settle the above-referenced case.

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

Sincerely,

General Motors Corporation

LG0062
V07092007

Service Request Detail

SR No.	71-655732426	Ref No.		Goodwill	No Goodwill Offered	BRC Type	Legal
Account	Consumer Legal Services	Site	Ca	GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	Legal
Daytime #		Evening #		UCC	Brakes - General	Sub-Area	NISM
Address		City		Involved Dlr	Michael Cadillac, Inc.	Safety	No
State	ZipCd	Con Acct		Source	White Mail	Updated	9/29/2008 12:55:57 PM
Serial #/VIN	1G1ZH57B08F	Model Year	2008	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	07/05/2008	Status	Closed	Owner	TODOROMA
Model	Malibu	Mileage	4444	Sub-Status	Dissatisfied	Opened	8/20/2008 09:51:01 AM
Abstract	BRC Legal ER NISM						
Customer Description	This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Matthew Todorow at 866-790-5700 extension 21373. If caller is a customer, refer them to their attorney.						

Pre-PAR

PAR Number	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Incident Loc				Incident Desc				
Component				Damage Desc				
Vehicle Loc				Add'l Info				
Emgcy Svc Names				Maint Loc				

PAR Detail

Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	
Primary Veh Use		Inspection Type		Inspected By	Inspection Date/Time
Veh Damage Description				Explain Other	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2008 12:49:44 PM	TODOROMA	TODOROMA	SR Closed - Dissatisfied		Done	9/29/2008 12:49:44 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2008 12:41:02 PM	TODOROMA	TODOROMA	BRC LEGAL	Closed-No Response/Acceptance	Done	9/29/2008 12:44:55 PM	Closed-No Acceptance

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca

Comments

CRS unable to reach settlement with PC

Matthew Todorow/BRC Legal/ATX x 21373

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2008 12:35:45 PM	GARGUIGR	GARGUIGR	GM PreApproval	GM PreAppd	Done	9/29/2008 12:37:05 PM	Business case reviewed, authorized to close w/o settlement. Plaintiff seeks non - gm 3rd party service contract to be refunded. GM unable and not obl

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca

Comments

Business case reviewed, authorized to close w/o settlement. Plaintiff seeks non - gm 3rd party service contract to be refunded. GM unable and not obligated, to comply

Greg Garguilo
 Legal Coordinator
 Western Region
 General Motors Legal Staff

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2008 12:20:27 PM	TODOROMA	TODOROMA	Inbound Email	Attorney	Done	9/29/2008 12:22:17 PM	CRS received e-mail from PC - Nick Nita
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca				

Comments
CRS received e-mail from PC - Nick Nita

Matthew Todorow/BRC Legal/ATX x 21373

Confidential Comments

PC's e-mail stated:

" Thank you. I will file this one this week. "

CRS will go to GM legal to authorize unable to reach settlement

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/29/2008 12:19:12 PM	TODOROMA	TODOROMA	Outbound Email	Attorney	Done	9/29/2008 12:20:26 PM	CRS sent e-mail to PC - Nick Nita
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca				

CRS sent e-mail to PC - Nick Nita

Matthew Todorow/BRC Legal/ATX x 21373

Confidential Comments

(E-mail sent on 9/25/08)

CRS' e-mail stated:

" 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 "

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2008 04:08:55 PM	TODOROMA	TODOROMA	Inbound Email	Attorney	Done	9/25/2008 04:10:31 PM	CRS received e-mail from PC - Nick Nita
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca				

CRS received e-mail from PC - Nick Nita

Matthew Todorow/BRC Legal/ATX x 21373

Confidential Comments

PC's e-mail stated:

" Mr. Wolf,

I have reviewed your offer to repurchase in the above-mentioned case and once again we are faced with the long-debated issue of reimbursement of a third-party service contract.

By way of reviewing, my clients bought this vehicle on 7/5/2008 and have had serious safety defects since day one. As part of their deal, the GM-authorized dealer sold them a MPP [is there deception in this third-party service contract entitled 'MPP', I wonder?] for \$1495. Now, only 2 months after the sale, GM is offering the repurchase but does not want to reimburse them for the \$1,495? I find this to be a violation of Song-Beverly, as my clients are surely entitled to incidentals and consequential 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 thisweek

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/16/2008 06:16:19 PM	TODOROMA	TODOROMA	Outbound Email	Attorney	Done	9/22/2008 10:18:57 AM	CRS sent e-mail to PC - Nick Nita
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca				

Comments

CRS sent e-mail to PC - Nick Nita

Matthew Todorow/BRC Legal/ATX x 21373

Confidential Comments

CRS stated he will not be able to make a cash offer. Need to stick with repurchase offer

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/16/2008 03:38:21 PM	TODOROMA	TODOROMA	Inbound Email	Attorney	Done	9/16/2008 03:49:09 PM	CRS received e-mail from PC - Nick Nita
			Contact Last Name	Contact First Name	Account	BAC Code	
					Consumer Legal Services	Ca	

CRS received e-mail from PC - Nick Nita

Matthew Todorow/BRC Legal/ATX x 21373

Confidential Comments

PC's e-mail stated:

" Chad Anderson -may accept cash in lieu of buyback, can you do something since it is an 2008 malibu, they just got it??"

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/10/2008 04:20:57 PM	TODOROMA	TODOROMA	BRC LEGAL	3-5 Day Follow Up	Done	9/10/2008 04:21:53 PM	CRS sent e-mail to PC - Nick Nita
			Contact Last Name	Contact First Name	Account	BAC Code	
					Consumer Legal Services	Ca	

CRS sent e-mail to PC - Nick Nita; making sure that he is in receipt of CRS' most recent offer.

Matthew Todorow/BRC Legal/ATX x 21373

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/4/2008 10:11:08 PM	SADMIN	TODOROMA	Inbound White Mail		Done	9/10/2008 04:20:56 PM	BRC LEGAL Scanned: 2008-09-04-19.08.00.000000, MSXDocNum: TOD48C0322
			Contact Last Name	Contact First Name	Account	BAC Code	
					Consumer Legal Services	Ca	

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2008 07:03:08 PM	TODOROMA	TODOROMA	BRC LEGAL	Offer Out- Other	Done	9/4/2008 07:04:13 PM	CRS made "115" offer
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Consumer Legal Services	Ca		

Comments
CRS made and sent offer to PC.

Matthew Todorow/BRC Legal/ATX x 21373

Confidential Comments
Total Repurchase = \$ 29,319.33
Projected Loss = \$ 18,183.07

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2008 07:02:55 PM	TODOROMA	TODOROMA	Correspondence		Done	9/4/2008 07:02:55 PM	Fulfilled:BRCLEG_LG0115. SR#71-655732426
Contact Last Name		Contact First Name		Account	BAC Code		
Nita		M. Nicholas		Consumer Legal Services	Ca		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2008 06:59:24 PM	TODOROMA	TODOROMA	Correspondence		Done	9/4/2008 06:59:24 PM	Created:BRCLEG_LG0115. SR#71-655732426
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Consumer Legal Services	Ca		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2008 05:06:00 PM	DEHOYOJU	DEHOYOJU	Repurchase Worksheet Review	Approved	Done	9/4/2008 05:28:16 PM	Worksheet review
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Consumer Legal Services	Ca		

nita dehojos/atx/BRC Legal Extension 11285
Confidential Comments

Per GM Legal staff - useage waived. Loan payoff ammortized to 9/5/08 - subject to 115 letter

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/4/2008 04:34:06 PM	GARGUIGR	GARGUIGR	GM PreApproval	GM PreAppd	Done	9/4/2008 04:35:28 PM	Business case reviewed, offer pre-approved
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Consumer Legal Services	Ca		
Business case reviewed, offer pre-approved							Greg Garguilo LegalCoordinator Western Region General Motors Legal Staff

Greg Garguilo
LegalCoordinator
Western Region
General Motors Legal Staff

Confidential Comments
Repurchase or trade, useage waived.

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
9/3/2008 04:15:43 PM	TODOROMA	CASHAPR1	GM PreApproval	Pending PreApp	Done	9/4/2008 04:34:04 PM	File Review
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Consumer Legal Services	Ca		

Confidential Comments
Business Case Recommendation/Rationale

RECOMMENDATION

Repurchase for multiple BCM/EBCM, and mechanical brake failures w/i 1000 miles.

RATIONALE

Possible issues with the remote start, but, it's nevertheless 2 times in with 2 different repairs. CRS would like to resolve matter with voluntary customer satisfaction cash settlement.

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/27/2008 05:58:02 PM	TODOROMA	TODOROMA	Outbound Call Dealer	Left Message	Done	8/27/2008 06:01:57 PM	CRS left message for Michael Chevrolet Doug Hampton
			Contact Last Name	Contact First Name	Account	BAC Code	
					Consumer Legal Services	Ca	

CRS left message for Michael Chevrolet Doug Hampton

Matthew Todorow/BRC Legal/ATX x 21373

Confidential Comments

CRS calling to see if he can shed some light on the fact that this vehicle has been towed in 2times and CRS has statements from the DVM that the damage on this vehicle is very minute

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/26/2008 06:44:56 PM	TODOROMA	TODOROMA	Outbound Call Dealer	Left Message	Done	8/26/2008 06:48:33 PM	CRS left message for Michael Chevrolet Service Manager Bob Prince
			Contact Last Name	Contact First Name	Account	BAC Code	
					Consumer Legal Services	Ca	

CRS left message for Michael Chevrolet Service Manager Bob Prince

Matthew Todorow/BRC Legal/ATX x 21373

Confidential Comments

CRS trying to get service manager opinion as to why the vehicle was towed in twice when the problems associated with the vehicle seem so minuscule

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/26/2008 11:23:29 AM	WEIGELKR	TODOROMA	BRC LEGAL	Escalate to Negotiator	Done	8/26/2008 12:21:54 PM	escalated to Matt Todorow
			Contact Last Name	Contact First Name	Account	BAC Code	
					Consumer Legal Services	Ca	

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/26/2008 11:23:17 AM	WEIGELKR	TODOROMA	Ownership Changed		Done	8/26/2008 11:23:17 AM	Service Request Ownership has changed FROM: CRUZIR TO: TODOROMA
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Consumer Legal Services		Ca	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2008 05:59:51 PM	CRUZIR	CRUZIR	BRC LEGAL	Case Assessment Complete	Done	8/22/2008 06:00:40 PM	Case assessment completed and attached
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Consumer Legal Services		Ca	
Comments							
Case assessment has been given to workflow assignor.							
Case assessment completed and attached							
iris cruz/atx/brc legal/41188							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2008 05:13:01 PM	CRUZIR	CRUZIR	Outbound Call Dealer	Made Contact	Done	8/22/2008 05:16:39 PM	finance office
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Consumer Legal Services		Ca	
Comments							
Michael Chevrolet							
fiance office :Mano Semerdgin							
crs sts: need to know who finance veh.							
dlr sts: they went through Operating Engineers Credit Union							
crs thanks dlr							
iris cruz/atx/brc legal/41188							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/22/2008 05:01:26 PM	CRUZIR	CRUZIR	Outbound Call Dealer	Made Contact	Done	8/22/2008 05:59:48 PM	Michael Chevrolet
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca				

Comments

Michael Chevrolet
serv manager Bob Prince
559-431-6000
verify days out for
RO 148939
RO 148372

spoke with Bob Prince

crs sts need to verify days out of service. ROs seem to over lap. We count the days the veh was out of service, not driveable.

dlr sts: 148372 was only 2 days out of service
148939 actually out of service from 7/17- 7/25.

crs sts: thank you that is what i needed to know

iris cruz/atx/brc legal/41188

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/22/2008 03:54:42 PM	CRUZIR	CRUZIR	Outbound Call Dealer	Made Contact	Done	8/22/2008 05:01:41 PM	Michael Chevrolet serv manager Bob Prince
Contact Last Name	Contact First Name	Account	BAC Code				
		Consumer Legal Services	Ca				

Comments

Michael Chevrolet
serv manager Bob Prince
559-431-6000
verify days out for
RO 148939
RO 148372

Bob Prince

spoke with: Doug

crs sts need to verify days out of service

dlr sts: Mr. Prince is out to lunch will be back in 45 min. He has that file on his desk. I think the seconf one was 8 days.

crs sts: i will call back in 45 minutes. thankk you

iris cruz/atx/brc legal/41188

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/22/2008 10:15:02 AM	CRUZIR	CRUZIR	Inbound Call Field Rep/Whlsl	Complex Request	Done	8/22/2008 10:29:12 AM	DVM choice B level of involvement, feels financial situation reason for requesting buyback.
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca				

Comments

crs sts: are you familiar with customer?

dvm sts: what i know is that dealer received letter from an attorney requesting buyback.

dir sts that they are trying to get a buyback, due to a financial situation that has gotten worst, the work is minute. Do you have history?

crs sts: yes can see that the last issue was ambient temperature sensor, laso haad issue with body control mudole and remote transmitter.involved as in giving update on direction of case and if we need any information coontacting you, this doesn;t involve contact with cusomer but with the paralegal. No decision has been made, have been gathering information. how involed would you like to be?

dvm sts: choice B, i can't believe any attorney would ask for a buy back. let me put is this way. There isn't a day that goes by that I don't get asked for buy back because something finanacial. And this is why this customer is asking for buyback repairs are very minute.

crs sts: I will include this in the case so can be reviewed before final dicion is made. thank you for calling and letting me know.

iris cruz/atx/brc legal/41188

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/21/2008 07:06:09 PM	SADMIN	CRUZIR	Inbound White Mail		Done	8/22/2008 04:20:39 PM	BRC LEGAL Scanned: 2008-08-21-16:57:00.000000, MSXDocNum: CRU48AD9F8
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca				

letter to Bob Prince

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/21/2008 07:06:08 PM	SADMIN	CRUZIR	Inbound White Mail		Done	8/22/2008 04:20:42 PM	BRC LEGAL Scanned: 2008-08-21-16:42:00.000000, MSXDocNum: CRU48AD9E9
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Consumer Legal Services	Ca				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2008 04:20:18 PM	SADMIN	CRUZIR	Inbound White Mail		Done	8/22/2008 04:20:49 PM	BRC LEGAL Scanned: 2008-08-21-13.29.00.000000, MSXDocNum: CRU48AD6DC
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Consumer Legal Services		Ca	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2008 02:56:56 PM	CRUZIR	CRUZIR	Correspondence		Done	8/21/2008 02:56:56 PM	Fulfilled:BRCLEG_LG0040. SR#71-655732426
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Consumer Legal Services		Ca	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2008 02:15:24 PM	CRUZIR	CRUZIR	Correspondence		Done	8/21/2008 02:15:24 PM	Created:BRCLEG_LG0040. SR#71-655732426
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Consumer Legal Services		Ca	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/21/2008 01:21:18 PM	CRUZIR	CRUZIR	Correspondence		Done	8/21/2008 01:21:18 PM	Fulfilled:BRCLEG_LG0040. SR#71-655732426
Contact Last Name		Contact First Name		Account		BAC Code	
Friend		Ron		Consumer Legal Services		Ca	
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/21/2008 01:18:33 PM	CRUZIR	CRUZIR	Correspondence		Done	8/21/2008 01:18:33 PM	Created:BRCLEG_LG0040. SR#71-655732426
Contact Last Name		Contact First Name		Account	BAC Code		
Friend		Ron		Consumer Legal Services	Ca		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/21/2008 01:02:41 PM	CRUZIR	CRUZIR	Outbound Call Dealer	Made Contact	Done	8/21/2008 01:16:39 PM	MICHAEL CHEVROLET FRESNO, CA 93755-5419 (559) 431-6000
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Consumer Legal Services	Ca		
Comments							
MICHAEL CHEVROLET PO BOX 5419 FRESNO, CA 93755-5419 (559) 431-6000 fax# 559-438-4673 fax							
serv manager: Bob Friend							
spoke with serv advisor Som Chanthavongsor sts: serv manager in meeting							
crs sts: need sales and service docs for legal case cust Chad Andersen. sent formal request yesterday. can anyone get these for me?							
dir sts: he is the only one that can fax them but i can pull the docs and set them on desk so when he comes back can fax them.							
crs sts: thank you very much will re-send formal request.							
iris cruz/atx/brc legal/41188							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2008 10:10:11 PM	SADMIN	CRUZIR	Inbound White Mail		Done	8/21/2008 01:01:39 PM	BRC LEGAL Scanned: 2008-08-20-17.20.00.000000, MSXDocNum: CRU48AC52C
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Consumer Legal Services		Ca	
Comments							
requesting docs							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2008 07:07:00 PM	SADMIN	CRUZIR	Inbound White Mail		Done	8/21/2008 01:01:36 PM	BRC LEGAL Scanned: 2008-08-20-15.55.00.000000, MSXDocNum: CRU48AC3E6
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Consumer Legal Services		Ca	
Comments							
requesting docs							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2008 07:07:00 PM	SADMIN	CRUZIR	Inbound White Mail		Done	8/21/2008 01:01:33 PM	BRC LEGAL Scanned: 2008-08-20-15.34.00.000000, MSXDocNum: CRU48AC398
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Consumer Legal Services		Ca	
Comments							
requesting docs							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2008 04:16:27 PM	SADMIN	CRUZIR	Inbound White Mail		Done	8/21/2008 01:01:31 PM	BRC LEGAL Scanned: 2008-08-20-15.16.00.000000, MSXDocNum: CRU48AC356
Contact Last Name		Contact First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		Consumer Legal Services		Ca	
Comments							
requesting docs							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 03:54:15 PM	CRUZIR	CRUZIR	Correspondence		Done	8/20/2008 03:54:15 PM	Fulfilled:IBRCLEG_LG0006. SR#71-655732426
Contact Last Name		Contact First Name		Account	BAC Code		
				Consumer Legal Services	Ca		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 03:44:01 PM	CRUZIR	CRUZIR	Correspondence		Done	8/20/2008 03:44:01 PM	Fulfilled:BRCLGEG_LG0040. SR#71-655732426
Contact Last Name		Contact First Name		Account	BAC Code		
Bowling		Beverly					
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 03:31:18 PM	CRUZIR	CRUZIR	Correspondence		Done	8/20/2008 03:31:18 PM	Created:BRCLGEG_LG0040. SR#71-655732426
Contact Last Name		Contact First Name		Account	BAC Code		
Bowling		Beverly					
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 03:24:18 PM	CRUZIR	CRUZIR	Outbound Call Dealer	Left Message	Done	8/20/2008 03:56:50 PM	request RO 281846

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

HEDRICK S CHEVROLET
PO BOX 38
CLOVIS, CA 93613-0038
(559) 291-7711
fax # 559-291-9104

request RO 281846
receptionist: she is at lunch Beverly Bowling

crs sts: please make sure she gets i am sending, will also leave message

crs sts: this is iris cruz from GM legal calling because mutual cust has filed for lemonlaw and has retained an attorney at this point we are requesting all service docs, specifically RO 281846 from your dealer. I will be sending fax. If have any questions please call 18667905700 41188. thank you.

iris cruz/ab/t1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 03:14:29 PM	CRUZIR	CRUZIR	Correspondence		Done	8/20/2008 03:14:29 PM	Fulfilled:BRCLEG_LG0040. SR#71-655732426

Contact Last Name	Contact First Name	Account	BAC Code
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Friend Ron

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 03:12:59 PM	CRUZIR	CRUZIR	Correspondence		Done	8/20/2008 03:12:59 PM	Created:BRCLEG_LG0040. SR#71-655732426

Contact Last Name	Contact First Name	Account	BAC Code
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Friend Ron

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 03:10:25 PM	CRUZIR	CRUZIR	Correspondence		Done	8/20/2008 03:10:25 PM	Created:BRCLEG_LG0040. SR#71-655732426
Contact Last Name		Contact First Name		Account		BAG Code	
Friend		Ron					
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 02:03:23 PM	CRUZIR	CRUZIR	BRC LEGAL	Acknowledgement - Atty/Cust	Done	8/20/2008 03:56:57 PM	atty ack faxed letter
Contact Last Name		Contact First Name		Account		BAG Code	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
Comments							
atty ack faxed letter							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 02:02:41 PM	CRUZIR	CRUZIR	BRC LEGAL	Acknowledgement - AVM	Done	8/20/2008 03:24:07 PM	FAVM Broggi Luigi Lou 80509 58677
Contact Last Name		Contact First Name		Account		BAG Code	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
Comments							
FAVM Broggi Luigi Lou 80509 58677							

My name is Iris Cruz calling you from the General Motors Legal Department. This is to advise you that General Motors has received a demand letter from a customer represented by an attorney. This means the customer may file a lawsuit unless we address their vehicle concerns.

- Customer Name:
- Service Request:
- Vehicle Year, Make, Model:
- Dealership Name:
- Dealership Location:

The dealership(s) involved in the sale and/or servicing of the vehicle will also be contacted and asked to provide sales and service documents. I will also be sending email inquiring your desired level of involvement in case, please respond to e-mail can be reached at 866-790-5700 x41188

Thank you
IrisCruz/atx/legal/41188

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 02:01:52 PM	CRUZIR	CRUZIR	BRC LEGAL	Acknowledgement - Dealer	Done	8/20/2008 03:08:34 PM	MICHAEL CHEVROLET PO BOX 5419 FRESNO, CA 93755-5419 (559) 431-6000

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

MICHAEL CHEVROLET
PO BOX 5419
FRESNO, CA 93755-5419
(559) 431-6000

service man Bob Friends
sales man Durrell Arakelian Jeremy Jones
gen man Ruth Paine

fax# 559- 438-4673

crs sts: cust has filed for lemon law and has retained an attorney. cust name [REDACTED]. At this point we are requesting all sales and service documents from your deale. familiar with cust?

dlr sts: no i am not, can you send fax?

crs sts: will send formal request via fax, explaining all docs that i need. thank you.

iris cruz/atx/brc legal/41188

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub Type	Status	Completed	Description
8/20/2008 11:44:06 AM	FARIASV	CRUZIR	Ownership Changed		Done	8/20/2008 11:44:06 AM	Service Request Ownership has changed FROM: FARIASV TO: CRUZIR

Contact Last Name	Contact First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2008 11:43:35 AM	FARIASV	CRUZIR	BRC LEGAL	Assigned NISM ER	Done	8/20/2008 03:57:01 PM	Assigned NISM ER
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]							

VIN scan found no prior SR's.

Valentin R. Farias/BRC Legal/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2008 11:43:29 AM	FARIASV	FARIASV	Ownership Changed	Ownership Escalated to BRC	Done	8/20/2008 11:43:29 AM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]							

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/20/2008 09:51:17 AM	SADMIN	FARIASV	Inbound White Mail	Attorney	Done	8/20/2008 03:57:12 PM	BRC LEGAL DEMAND LETTER...
Contact Last Name	Contact First Name	Account	BAC Code				
[REDACTED]							

Scanned: 2008-08-19-11.35.29.000000, MSXDocNum: 0823200487

Confidential Comments

UCC Information

UCC Code	Symptom	Description
H01	No Symptom Indicated	Brakes - General
N05	No Symptom Indicated	Electrical - Chassis / Body Harness / BCM - Body Control Module
N46	No Symptom Indicated	Electrical - Power Keyless Remote Lock System

FAX COVER SHEET

MICHAEL AUTOMOTIVE CENTER
 P.O. BOX 5419
 5737 North Blackstone Ave.
 Fresno Calif. 93755-5419
 Telephone: (559) 431-6000
 Fax: (559) 438-4673

SENT TO	
Company Name: <i>G.M. BUSINESS RESOURCE CENTER</i>	From: <i>Bob Prince</i>
Attention: <i>IRIS CAUZE</i>	Date: <i>8/21/08</i>
Office Location:	Office Location: <i>SERVICE</i>
Fax number: <i>866-485-8256</i>	Phone Number: <i>559-974-0162</i>

Urgent Reply ASAP Please Comment Please Review For Your Information

Total Pages, Including Cover: *(38) 71-655 732426*

COMMENTS:

PLEASE REMOVE RON FRIEND FROM YOUR CONTACT LIST
8/21/08 Bob Prince

Chevrolet ***** Cadillac ***** Hummer

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B.A.R. #AK-120472
E.P.A. #CA009140811



137574

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

STATE REG# AK-120472

We Accept: 	VEHICLE ID NO. 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/ADR SDN LT	PRODUCTION DATE 90820	STOCK NO. 90820	LICENSE NO. 137574	R.O. NO. 137574
MICHAEL CADILLAC INC. 50 W BULLARD P O BOX 5419 FRESNO, CA 93755-5419	CUSTOMER NO. 100	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 04/29/08	R.O. DATE
RESIDENCE PHONE 559-431-6000	BUSINESS PHONE 559-431-6000	COLOR BLK GRANITE MET/E	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 0820
TIME RECEIVED 03:33pm	DATE/TIME PROMISED 04/29/08	TURBO	M/M/C	AIR COND.	P/S	TRANS
MILEAGE 6	ADVISOR NO. 258	ADVISOR JOHN C NIKITIN	I hereby authorize the repair work shown in this repair order to be done and the necessary materials to be used, and I agree to pay your charges for such work. I understand my estimate quoted for repair is an estimate only. We and your employees may operate the vehicle for purposes of testing, diagnosis, or delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage on vehicle in excess of 48 hours after notification that repair are completed. I AGREE THAT YOU HAVE AN EXPRESS LION ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THIS VEHICLE. IF I FAIL TO PAY SUCH CHARGES I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY SUMS DUE, I AGREE TO PAY COSTS OF COLLECTION AND PROS INCLUDING REASONABLE ATTORNEY'S FEES. I further agree to the additional terms and information on the reverse hereof. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER.			

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X				
1	51CVZPAINT	PAINT SHIELD		

DATE	TIME	PHONE OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT

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CVWS148372

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E.P.A. #CAD982461113

CVWS148372

FILE COPY
JR

CELL: [REDACTED]

CUSTOMER NO. 125880	ADVISOR JEREMIA NAVARRO	588	TAG NO. 4492	INVOICE DATE 07/22/08	INVOICE NO. CVWS148372
[REDACTED]	LICENSE NO.		MILEAGE 440	COLOR BLK GRANITE	STOCK NO. 90820
FRESNO, CA	YEAR / MAKE / MODEL 08 / CHEVROLET / MALIBU / 4DR SDN LT		DELIVERY DATE 07/05/08	DELIVERY MILES 10	
	VEHICLE I.D. NO. 1G1ZH57B08F		SELLING DEALER NO. 06230	PRODUCTION DATE	
	F.T.E. NO.		R.O. NO.	R.O. DATE 07/15/08	
COMMENTS					

DCS AUDIT SLIP

DCS DATA FILE: GGMWF.399
07/22/2008 WARRANTY NEW CLAIM
1455
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
148372 07/15/2008 1G1ZH57B08F 3 06230 440 XXX-XX-5792

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		00				60	R4491	.2			19.25
LN-TOT:					TECH SSN: [REDACTED]			AUTH CODE:				

R.O. TOTAL: 19.25

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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.

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 E.P.A. #CAD982461113

CELL: [REDACTED]

CUSTOMER NO.	125880	ADVISOR	JEREMIA NAVARRO	588	TAG NO.	4492	INVOICE DATE	07/17/08	INVOICE NO.	CVCS148372
		LICENSE NO.			MILEAGE	440	COLOR	BLK GRANITE	STOCK #	90820
FRESNO, CA		YEAR / MAKE / MODEL	08 / CHEVROLET / MALIBU / 4DR SDN LT			DELIVERY DATE	07/05/08	DELIVERY MILES	10	
		VEHICLE I.D. NO.	1G1Z H57 B08 F [REDACTED]			DELIVERY SCALE F NO.	06230	PRODUCTION DATE		
		P.T.E. NO.				P.O. NO.	07/15/08			
COMMENTS										

LABOR: J# 1 19CVZ *ELECTRICAL TECH (S) 1369 WARRANTY
 CUSTOMER STATES THAT THE OUTSIDE TEMP. WILL NOT READ WRIGHT MOST OF THE TIME WILL NOT READ AT ALL. CAUSE: VERIFIED CONCERN OUTSIDE TEMP SENSOR READ 112 DEGREES THEN WENT TO 69 DEGREES THEN BLANK. PERFORMED SCAN TEST BCM 80168 SYSTEM 05 OUTSIDE AIR TEMP SENSOR CIRCUIT SHORT TO BATTERY OR OPEN. RCDLR C0765 SYSTEM 08 RIGHT REAR LOW TIRE. TECH 2 READS UNDER HYAC DATA AT BCM FOR AMBIENT TEMP VOLTAGE 5.0 VOLTS TESTED TERMINALS. ADJUSTED AND RETESTED WORKS AT THIS TIME. WILL HAVE SHOPFIRE MAN RECHECK. FOLLOWED TESTING ON DOC#2006158. MUST REPLACE BCM SUGGEST OWNER BRINGS BOTH REMOTES WHEN BCM GETS INSTALLED TO INSURE PROGRAMING. ORDERED PART

J# 2 19CVZ01 ELECTRICAL TECH (S) 1369 WARRANTY
 CUSTOMER STATES THAT ONE OF THE REMOTES WILL NOT WORK. CAUSE: REPROGRAM KEY FOBs. BOTH WORK AT THIS TIME

TOTAL - LABOR	0.00
PARTS	
JOB # 1	0
FP-NUMBER	25940348
DESCRIPTION	BCM 2.860
UNIT PRICE	
WARRANTY	
PART ON SPECIAL ORDER	
** QUANTITY 1 IS SPECIAL ORDERED **	
TOTAL - PARTS	0.00

COMMENTS: CLOSED 7/17. J-N. SENT TO CASHIER
 TOTALS:

OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. FOR CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL MECHANICS TIME. YOU WILL BE CHARGED NO MORE THAN THE ESTIMATED PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFFERENT OR ADDITIONAL REPAIRS ARE INDICATED YOU WILL BE CONTACTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.D.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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* I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.*
 [REDACTED]

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STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME
		48372	JUL 16 09:08
Heavy		EMP. NO.	JUL 16 08:04

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME
		148312	JUL 16 15:33
Heavy	2	EMP. NO.	JUL 16 15:12

Verify Concern. Outside Temp Sensor reads 112°F then went to 69°F than Blank. Perform Scan test BCM B0158 sym 05 Outside Air temperature Sensor circuit short to Battery or open. RCCLR C0765 sym 08 RR low tire Invalid, RCCLR C0760 sym 08 LR low tire Invalid, RCCLR RF Tire C0755 sym 08, RCCLR C0750 LF Tire. Tech reads under HVAC Data at BCM for Ambient Temp Voltage 5.0 Volts. Tested terminals. Adjusted and Retest. Works at this time. Will have Shop Foreman Recheck. Followed testing on Doc# 2006158. Must Replace BCM. Suggest Owner Bring Both Remote's when BCM Gets installed to insure Programming.

Reprogram Key Fobs. Both Work normal at this time.

CHEVRO 517

RECOMMENDED SE
OPERATION
61CVZPLP
12CVZ

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 E.P.A. #CAD982461113

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
61CVZPLP 12CVZ 08CVZ	PREMIUM LUBE PLUS 5,000 MILE SVC'S DIFFERENTIAL SERVICE	MI MI MI		61CVZHOE	OIL CHANGE PLUS-LUM LUBE OIL FILTER	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/29/08	137574	6	258	817	I	51CVZPAINT	PAINT SHIELD
04/29/08	137573	6	258	817	I	51CVZ	PD
				817	I	52CVZ	DETAIL

SALESPERSON NO. 1521 KADZHIK KESABLYAN **S E R V I C E** STATE REG# AK-120472

We Accept: **VISA** **MasterCard** **DISCOVER**

VEHICLE ID NO: **1G1ZH57B08F** YEAR/MAKE/MODEL: **08/CHEVROLET/MALIBU/4DR SDN LT** PRODUCTION DATE: **90820** STOCK NO: **90820** LICENSE NO: **148372**

CUSTOMER NO: **125880** SERVICE CONTRACT: **MPP** DELIVERY DATE: **07/05/08** DELIVERY MILES: **10** BILLING DEALER NO: **06230** R.O. DATE: **07/15/08**

COLOR: **BLK GRANITE MET/E** CONTRACT NO: **261229** EXPIRATION DATE: **07/05/14** EXPIRATION MILES: **75,000** TAG NO: **4492**

TURBO: M/M/C: **CVZZ** AIR COND: P.S.: TRANS: MILEAGE: **440** ADVISOR NO: **588** ADVISOR: **JEREMIA NAVARRO**

RE: **[REDACTED]**

TIME RECEIVED: **07:03am** DATE TIME PROMISED: **07/15/08 06:00pm** PRIORITY: **1**

APPOINTMENT: Yes No

I hereby authorize the work shown in this repair order to be done and the necessary materials to be used, and I agree to pay your charges for such work. I understand my own credit hereafter is an ongoing debt. You and your employees in my absence are to be held responsible for the proper care and custody of my car. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay accurately charge on vehicle left more than 48 hours after completion that exceeds are completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER, INCLUDING THOSE FROM ANY OTHER REPAIR ORDERS IN THE VEHICLE, IF I FAIL TO PAY SUCH CHARGES. I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO COLLECT ANY MONIES DUE, I AGREE TO PAY COSTS OF COLLECTION AND FEES INCLUDING REASONABLE ATTORNEY'S FEES. I further consent to additional terms and information on the reverse hereof. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER.

I AGREE TO THE INITIAL ESTIMATE GIVEN BY THE SERVICE ADVISOR

DATE	TIME	PHONE / OR IN PERSON
AUTHORIZED BY:	ADDITIONAL AMOUNT:	REVISED TOTAL:
REASON:		✓ RESULT:
DATE:	TIME:	PHONE / OR IN PERSON:
AUTHORIZED BY:	ADDITIONAL AMOUNT:	REVISED TOTAL:
REASON:		✓ RESULT:
DATE:	TIME:	PHONE / OR IN PERSON:
AUTHORIZED BY:	ADDITIONAL AMOUNT:	REVISED TOTAL:
REASON:		✓ RESULT:

QC CHECK
 Date: _____ Time: _____
 Mileage Out: _____ Mileage In: _____
 QC Notes: _____
 Signature: _____ **148372**

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CVWS148939

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CVWS148939

CELL: [REDACTED]

CUSTOMER NO. 125880	ADVISOR JEREMIA NAVARRO	588	TAG NO. 3153	INVOICE DATE 07/31/08	INVOICE NO. CVWS148939
[REDACTED]	LICENSE NO.		MILEAGE 444	COLOR BLK GRANITE	STOCK NO. 90820
FRESNO, CA [REDACTED]	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 07/05/08	DELIVERY MILE 10
	VEHICLE I.D. NO. 1G1ZH57B08F [REDACTED]			SELLING DEALER NO. 06230	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	P.O. DATE 07/17/08	
COMMENTS					

DCS AUDIT SLIP

DCS DATA FILE: GMCWF.580
 07/31/2008
 1046
 WARRANTY NEW CLAIM
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
 148939 07/17/2008 1G1ZH57B08F [REDACTED] 3 06230 444 XXX-XX-5792

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		WT	1	25940348	169.43	C0131	M4800	.8	.5		125.10
LN-TOT:					294.83							

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	01		MJ				98	Z7906				222.00
LN-TOT:					222.00							

TECH SSN: [REDACTED] AUTH CODE: E AUTH. AUTHOR.: 0090
 COMMENTS: 7-17 CUST IN RENTAL AND NEG TO SOP(1)7-18 WAIT FOR SOP(2)7-19(3)7-20
 WKND(4)7-21 WAIT FOR SOP(5)7-22 SOP REC <7-23 7-24 WRITE OFF > (6)7-25 SOP INSTA
 LLED AND RENTAL RETURNED
 COMMENT ROUTING CODE: H

R.O. TOTAL: 516.53

DEALER AUTHORIZATION

Code 90 **0001053**

Date **7/31/08**

Signature *[Signature]*

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Revised and Reproduced by EPA Form 60822B Q 12/01

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

If the warranty repairs did not remedy the defect and the driver notifies the manufacturer for a replacement or a refund subject to either a reasonable number of attempts to remedy the defect has not been fixed, the driver may return this product for a replacement or a refund. This extension does not affect the protections or conditions of this warranty.

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CELL: [REDACTED]

CUSTOMER NO 125880	ADVISOR JEREMIA NAVARRO	588	TAB NO. 3153	INVOICE DATE 07/25/08	INVOICE NO. CVCS148939
[REDACTED]	LICENSE NO.		MILEAGE 444	COLOR BLK GRANITE	STOCK NO. 90820
FRESNO, CA	YEAR MAKE MODEL 08/CHEVROLET/MALIBU/4DR SDN LT			DELIVERY DATE 07/05/08	DELIVERY MILES 10
	VEHICLE ID. NO. 1G1ZH57B08F			SELLING DEALER NO. 06230	PRODUCTION DATE
	R.T.E. NO.		P.O. NO.	R.C. DATE 07/17/08	
COMMENTS					

LABOR # 1 31CVZ *FUEL INJ TECH 551869 WARRANTY

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 EBCM 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 EBCM 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 PD552. EVERYTHING WORKS NOW
CORRECTION : REPROGRAMED REMOTE START FUNCTION
CASE#1453247

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	25940948	BCM 2.550 7117 - 7122		0.00
TOTAL - PARTS					0.00

COMMENTS: CLOSED 7/25, J-N - SENT TO CASHIER

TOTALS:

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ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

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

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

[REDACTED SIGNATURE]

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Revised and Revised. ENRITIME C5810P D 05/01

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

THIS WARRANTY IS VALID ONLY IF THE WARRANTY IS MAINTAINED AS SPECIFIED IN THE WARRANTY DOCUMENTATION. THE WARRANTY IS VOID IF THE WARRANTY IS NOT MAINTAINED AS SPECIFIED IN THE WARRANTY DOCUMENTATION. THE WARRANTY IS VOID IF THE WARRANTY IS NOT MAINTAINED AS SPECIFIED IN THE WARRANTY DOCUMENTATION.

GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 0623D-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 AIR LABELS
TO SHIP THE FOLLOWING:

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

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

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
821706114	N4800	071708	148939	1G1ZHS7B08F [REDACTED]

Shipping Tag

g Inv. _____

g Date _____

16570335
7/2/08

ORDER 0834883	ITEM 1	QTY 1	2594-0348	QUANTITY ONE
OVN	DATE 07/21	BCM	CUST BIN/PART SP-ORD	
PACKAGE BX	SHIP NO. 075-1797477		ITEM 1	WT 1.70
CHTR 6717				

Dealer Code _____ 266090

Control # _____ JUL 28

Shipment # _____

Tracking # _____ 9063 67085272

Shipped Via _____ Redex

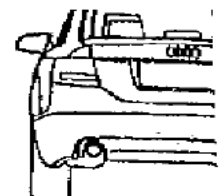
Customer Name _____

JUL 28 2008
BY R

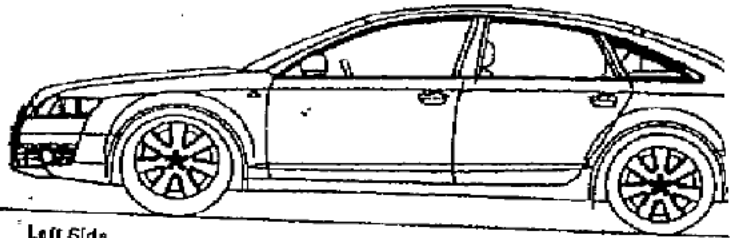
Date: _____ 3153
 Customer Name: _____
 VIN Number: 1G 88 [REDACTED]
 Tag Number: _____
 Mileage: _____
 License Plate: _____
 Color: 444
 Model: _____



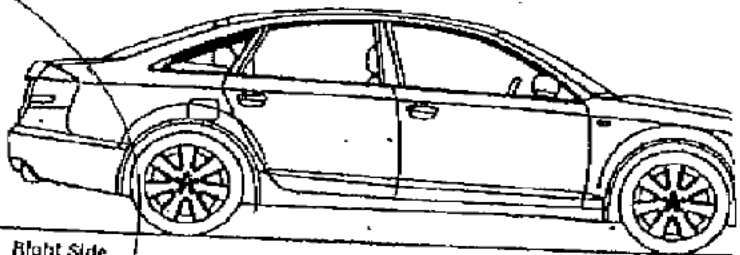
Front



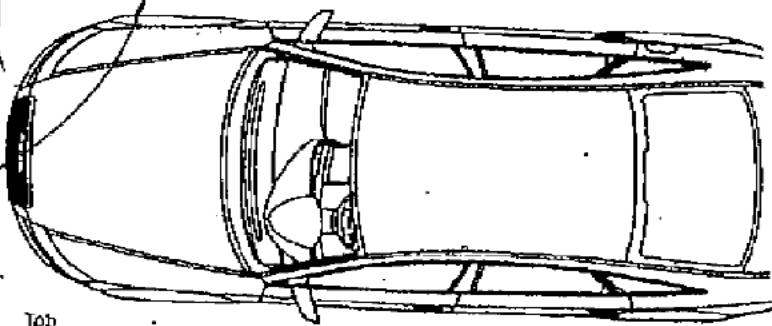
Rear



Left Side



Right Side



Top

1 SERVICE INSPECTION TRANS (A/M)

ification of Customer Complaint/Inquiry:

PCM
 7/14
 16/13/12
 10/14/14
 2/10/14

ow damage location above with codes:

- X Stone Damage ● Dent
- ▲ Scratch ■ Collision data
- Undercoating damage (explain in remarks)
- Car Dirty
- Car Clean

If your car is dirty when it is dropped off it's possible we won't see some minor damage.

ustomer Signature _____

W-101

WORK ORDER # 148939
 DATE 04/25/08
 TIME 2:25
 TECHNICIAN 581848

148939
 APR 25 11:51
 APR 25 12:07

Perform Scan test. EBCM malfunction, BCM B0158 system pressure circuit. BCM B0158 sym 05 outside. Air Temp - 0191 was not set when first looked at car. The info 0191 from BCM thru BCM. BCM has all ready been ordered by system APR. nicks spoke with red. was told to try to fix with Remote Start and Reprogramming, warranty Claim Code FD552. Every thing worked now.

OK OLA - F. variable setup blank. Start function in BCM. Price for full 2 programming problem - called STAD 9/5. Re setting SPS programming. Re Program Remote Start function. See call 1453847. Now working.

LABOR 0.5
 148939
 04/25/08

MICHAEL AUTOMOTIVE CENTER
 148939
 TOYOTA • PORSCHE
 VOLKSWAGEN • AUDI
 50 W BULLARD AVE.
 FRESNO, CALIFORNIA 93710
 TEL: 231-15679
 FAX: 231-2861110

Thurs 7/17 - cust in rental
 due to SOP
 1) Fri 7/18 - wait for SOP
 2) Sat 7/19 - weekend
 3) Sun 7/20 - weekend
 4) Mon 7/21 - wait for SOP
 5) Tues 7/22 - SOP
 received / installed /
 6) Wed 7/23 - part
 7) Thurs 7/24 -
 8) Fri 7/25 - SOP installed
 rental returned

OPERATION	DESCRIPTION
01CVZHP	REPAIR LINE PLUS
13CVZ	5,000 MILE SVC'S
08CVZ	DIFFERENTIAL SERVICE

DATE	REPAIR ORDER	MILEAGE
04/25/08	148939	

SALESPERSON NO: 1521 KADZIK RESABLY
 STATE REG# AR-120472

148939
 08/CHEVROLET/MALIBU/4DR SON LT
 07/05/08 10 06230 07/17/08
 07/05/08 10 06230 07/17/08
 07/05/08 10 06230 07/17/08

BLK GRANITE MET/E 261239 07/05/08 10 06230 07/17/08
 07/05/08 10 06230 07/17/08
 07/05/08 10 06230 07/17/08

1369
 08:48pm 07/18/08 06:00pm
 11/11/08
 CELL: 251-1555

14800 0.5 (0.5)
 0.3 Diag = 504.52
 1369 DATES

W 13CVZ FUEL INJ
 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 PEBAL WOULD GO TO FLOOR BUT WOULD ONLY GO 2 MPH TOW IN-

OK 2 Labor ops 1 Repo + BCM + SPS Reprogram

QC CHECK
 Date: 04/25/08
 Mileage Out: 106230
 Mileage In: 106230
 QC Notes: 516.52

Signature: [Signature]

MICHAEL AUTOMOTIVE CENTER

CVWS150732

MICHAEL
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 5737 NORTH BLACKSTONE AVENUE
 FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
 www.michaelauto.com

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 50 W. BULLARD AVE.
 FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
 E.P.A. #CAD981440811

**THANK YOU FOR BRINGING
 YOUR VEHICLE TO
 MICHAEL AUTOMOTIVE CENTER**

B.A.R. #AK-156379
 E.P.A. #CAD982461113

CVWS150732

FILE COPY

CELL: [REDACTED]

CUSTOMER NO. 125880	ADVISOR DOUG HAMPTON	TAB NO. 611	AB	INVOICE DATE 07/31/08	INVOICE NO. CVWS150732
[REDACTED]	LICENSE NO.	MILEAGE 444		COLOR BLK GRANITE	STOCK NO. 90820
FRESNO, CA	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 07/05/08		DELIVERY MILES 10	
	VEHICLE ID. NO. 1G1ZH57B08F	SELLING DEALER NO. 06230		PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.		P.C. DATE 07/30/08	
COMMENTS					

SUBLET	PO#	VENO	INV#	INV. DATE	DESCRIPTION		
JOB # 1	518440	815871		07/30/08	RENTAL		
TOTAL - SUBLET						84.00	
COMMENTS							
7/30 GAVE TO ROSIE FOR TOTALS							
GAVE TO BOB FOR OK TO SUB 7-31							
7/30 SENT TO WARR FOR CLOSING BP							
WARRANTY CLAIM DETAIL TOTALS							
CLAIM#	TOTAL						
	84.00						
CLAIM TOTALS	84.00						

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:
 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.

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.580
 07/31/2008
 1500

WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
[REDACTED]	07/30/2008	1G1ZH57B08F	3	06230	444	XXX-XX-4363

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	PC	LABOR	LHRS	CHRS	NET-AMT	LAB-TOT.
1	01							7902			84.00	
LN-TOT:					84.00			TECH SSN: [REDACTED]	AUTH CODE:		AUTH. AUTHOR.:	

R.O. TOTAL: 84.00

MICHAEL COLLISION
"Home of the invisible repair"

Call us at (559) 431-6002

Located at 50 W. Bullard
 behind our Toyota/VW store



USED OIL
 COLLECTION
 CENTER

HAZARDOUS WASTE NOTICE:
 We make a separate charge for the storage & disposal of toxic wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these waste.

DEALER AUTHORIZATION

Code 90

Date **8-5-08**

Signature *[Signature]*

Revised and Revised. Reprintable. Customer Q 09/09

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

MICHAEL AUTOMOTIVE CENTER

CVCS150732 MICHAEL

TOYOTA • PORSCHE • VOLKSWAGEN • ALFA ROMEO
50 W. BULLARD AVE.
FRESNO, CALIFORNIA 93704

B.A.R. #AK-156379
E.P.A. #CAD982461113

CVCS150732

MICHAEL
TOYOTA • CADILLAC • HUMMER • SAAB
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

CELL: [REDACTED]

INVOICE NO. CVCS150732	INVOICE DATE 07/30/08	TAX NO. AB	611
STOCK NO. 90820	COLOR BLK GRANITE	VEHICLE NO. 444	
DELIVERY MILES 10	DELIVERY DATE 07/05/08	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	
PRODUCTION DATE	SELLING DEALER NO. 06230	VEHICLE ID. NO. 1G1ZH57B08F	
	P.O. DATE 07/30/08	R.T.E. NO.	
COMMENTS			

LABOR - 0.00
 P.1 45GVZ MISC. TECHCS2-158
 RENTAL LEFT OFF REFERENCE TO WARRANTY RO 148372
 TOTAL - LABOR 0.00

ESTIMATE -
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$18.00 (+TAX)
 TOTALS -

OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. FOR CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL MECHANIC TIME, YOU WILL BE CHARGED NO MORE THAN THE ESTIMATED PRICE APPROVED BY YOU. HOWEVER, IF WE DISCOVER THAT DIFFERENT OR ADDITIONAL REPAIRS ARE INDICATED YOU WILL BE CONTACTED FOR YOUR ADVANCE APPROVAL OF A REVISED ESTIMATE. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

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

MICHAEL AUTOMOTIVE CENTER APPRECIATES YOUR BUSINESS! IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CALL YOUR SERVICE ADVISOR AT 559-431-6000. "THANK YOU"

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

[REDACTED SIGNATURE]
 CUSTOMER SIGNATURE

For Your Convenience
 Our Service Department Hours
 MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM
(559) 431-6000

**WE APPRECIATE
 YOUR BUSINESS!**

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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 storage & disposal of toxic wastes. Rather than recover these costs by increasing our repair rates, we make this charge only on those particular repairs or services which generate these wastes.

PLEASE READ IMPORTANT INFORMATION ON BACK.

- Batch Submit

Page 3 of 4

Comment: 1G6YKD57Y18U1 [REDACTED]

R.O. Total = 141.0

08/06/2008 **Warranty New Claim**

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000112127	149783	07/23/2008	5GRGN23U37H [REDACTED]	K	25881	17583	1511
Del-Date:			Del-Rcpt:		Carrier:		

Customer Info:

Last:		First:	Middle:		Home:		Work:					
LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot.
1	#	QN	1	15137654	185.29	2W	C2790	0.6	0.0	57.74	0.00	243.03

Tech: 1369 Auth Code: B Authorizer: 0090 Veh.Damage:

Comment:

R.O. Total = 243.03

08/06/2008 **Warranty New Claim**

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000112127	149965	07/24/2008	1GYEC83T53F [REDACTED]	2	38095	68303	1464
Del-Date:			Del-Rcpt:		Carrier:		

Customer Info:

Last:		First:	Middle:		Home:		Work:					
LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot.
1	0	OK	25	03041827	16.85	2L	D3020	0.9	0.7	153.97	0.00	172.16

Tech: 1525 Auth Code: EB Authorizer: 0090 Veh.Damage:

Comment: RQST AUTH FOR REPAIR OVERLAP.REVIEWED WITH SHOP FOREMAN AND VERIFIED THAT THERE IS NO OVERLAP

R.O. Total = 172.18

08/06/2008 **Warranty New Claim**

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000112127	150562	07/29/2008	3GCEC14VX6G [REDACTED]	3	06230	14876	0601
Del-Date:			Del-Rcpt:		Carrier:		

Customer Info:

Last:		First:	Middle:		Home:		Work:					
LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot.
1	#	AV	1	12608814	20.96	P0118	J6368	1.0	0.0	96.23	0.00	117.19

Tech: 1369 Auth Code: Authorizer: 0090 Veh.Damage:

Comment:

R.O. Total = 117.19

08/06/2008 **Warranty New Claim**

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000112127	[REDACTED]	07/30/2008	1G1ZH57B08F [REDACTED]	3	06230	444	0611
Del-Date:			Del-Rcpt:		Carrier:		

Customer Info:

Last:		First:	Middle:		Home:		Work:					
LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot.
1	#	MJ			0.00	98	Z7902	0.0	0.0	0.00	84.00	84.00

Tech: Auth Code: G Authorizer: 0090 Veh.Damage:

Comment:

R.O. Total = 84.0

OWNER OF VEHICLE: MICHAELAUTO ENTERPRISE RENT-A-CAR COMPANY, 1000 CALIFORNIA STREET, SACRAMENTO, CA 95811
BRANCH ADDRESS: 1000 CALIFORNIA STREET, SACRAMENTO, CA 95811 (916) 449-6101

RENTAL TYPE	DEALER/IMP	SOURCE #	ID #	RENTAL AGREEMENT NO	D 015871
START CHARGES IF DIFFERENT					

ORIGINAL VEHICLE

COLOR: **BLU**

MODEL: **TRUCK** ECAR# **06760A**

MILEAGE IN: **10697** OUT: **10514**

EMPLOYEE #

RENTAL TO: **MICHAEL'S CHEVROLET**

ATTN: **JEREMIAH** PHONE: **(916) 931-6000** EXT. **115**

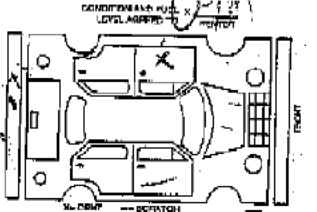
REFERENCE NUMBER: **NO 148372**

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. REQUEST OWNER'S PERMISSION TO ALLOW: **NO OTHER DRIVERS PERMITTED**

VEHICLE #10, DAMAGE BY: **34**

90.05 MILE CHARGE ABOVE 130/DAY

W/NEEK 03/MONTH



OUT: E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

No Gasoline Refunds

PERMITS THE R.O. **Closed**

OPERATION: **Open a new R.O. & Ref to 148372**

RENTER DE WANTS TO RENT WITH DAMAGE WAIVER (DW) RESPONSIBILITY PARAGRAPH 18. **RENTER: X**

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2. **RENTER: X**

RENTER DECLINES ACCIDENT INSURANCE (PAI). **RENTER: X**

39.00/DAY

35.00/DAY

35.00/DAY

DAMAGE WAIVER NOTICE: RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED.

ENTER: **(X) - TM**

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT WHICH CONSISTS OF PAGES 1 THROUGH 4.

RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 17. **RENTER: X**

RENTER ACCEPTS ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 18. **RENTER: X**

FUEL CHARGE \$6.35/GALON

PRICES FOR 7.995X

84.00

REPLACEMENT VEHICLE

COLOR: **BLU**

MODEL: **TRUCK** ECAR# **06760A**

MILEAGE IN: **10697** OUT: **10514**

DATE: **07/15/2008**

EMPL # **63625**

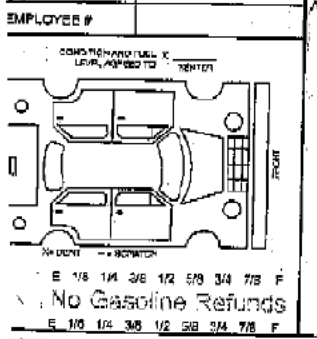
I WILL RETURN CAR BY: DATE **07/17/2008** TIME **5:00 PM** AMOUNT **\$50.00** PAID BY **07/15/2008**

TOTAL CHARGES **70**

DEPOSITS: **50**

REFUNDS: **50**

AMOUNT DUE **70**



OUT: E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

No Gasoline Refunds

ADDITIONAL INFORMATION

148372 | **1507000**

246 | **103**

CLOSED BY: **[Signature]**

PAID BY: **CASH** CHECK CHARGE

RECEIPT OF CASH REFUND: DATE AMOUNT RECEIVED BY

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 6737 NORTH BLACKSTONE AVENUE
 FRESNO, CALIFORNIA 93710
 B.A.R. #AK-120472
 E.P.A. #CAD981440811

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 50 W. BULLARD AVE.
 FRESNO, CALIFORNIA 93702
 B.A.R. #AK-156379
 E.P.A. #CAD982461113

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
61CVZPLP 12CVZ 08CVZ	PREMIUM LUBE PLUS 5,000 MILE SVC'S DIFFERENTIAL SERVICE	MI MI MI		61CVZHLOF 61CVZ	OIL CHANGE PLUS-HUM LUBE OIL FILTER	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/17/08	148839	444	588	1369	W	31CVZ	*FUEL INJ
07/15/08	148372	440	588	1369	W	19CVZ	*ELECTRICAL
				1369	W	19CVZ01	ELECTRICAL
04/29/08	137574	6	258	817	I	51CVZPAINT	PAINT SHIELD
04/29/08	137573	6	258	817	I	51CVZ	PDI
				817	I	52CVZ	DETAIL

SALESPERSON NO. 1521 KADZHIC KESABLYAN **S E R V I C E** STATE REG# AK-120472

We Accept:	VEHICLE ID NO. 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 90820	STOCK NO. 150732	LIEN/PIN NO.	R.O. NO. 150732
		CUSTOMER NO. 125880	SERVICE CONTRACT MPP	DELIVERY DATE 07/05/08	MI IN VRY MILES 10	SELLING DEALER PR. NO. 06230
		COLOR BLK GRANITE MET/E	CONTRACT NO. 261229	EXPIRATION DATE 07/05/14	EXPIRATION MILES 75,000	TAG NO. AB
		TURBO CVZZ	W/MC CVZZ	ADVISOR NO. 611	ADVISOR DOUG HAMPTON	
	APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 03:57pm	DATE/TIME PROMISED 07/30/08 06:00pm	PRIORITY 5	<small>I hereby warrant the repair work shown in this repair order in the items and the necessary materials to be used and I agree to pay such amount for each work I understand any and special handling to be extreme only. You and your employees may operate the vehicle for purposes of testing, inspection, or delivery of any work. You will not be responsible for loss or damage to vehicle or articles left in it. I agree to pay reasonable storage fee when a left over time 48 hours after notification that repairs are completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THIS DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE IF I FAIL TO PAY SUCH CHARGES WITHIN THE SPECIFIED TIME PERIOD. ALL CHARGES ARE PAID IN FULL IN THE EVENT OF FINAL ACTION TO RECALL OR TO A COPY OF THIS WORK ORDER.</small>	

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS 18.00	LABOR 0.00	TOTAL 18.00	DATE	TIME	PHONE # OR IN PERSON
X							
1	C 45CVZ	MISC	MU 08	27902	2004	0800	0800
	RENTAL LEFT OFF REFERENCE TO WARRANTY RO 148372						
	REASON	/ F REPAIR					
	DATE	TIME	PHONE # OR IN PERSON				
	AUTHORIZED BY	ADDITIONAL AMOUNT	REPAIRED TOTAL				
	REASON	/ F REPAIR					
	DATE	TIME	PHONE # OR IN PERSON				
	AUTHORIZED BY	ADDITIONAL AMOUNT	REPAIRED TOTAL				
	REASON	/ F REPAIR					
	QC CHECK						
	Date: _____		Time: _____				
	Mileage Out: _____		Mileage In: _____				
	QC Notes:						
	Signature _____						

Reynolds and Reynolds, BPS-171002E, CCE1000-3, 05/06

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CVWS152540
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50 W. BULLARD AVE.
FRESNO, CALIFORNIA 93704

CVWS152540

B.A.R. #AK-120472
E.P.A. #CAD981440811

**THANK YOU FOR BRINGING
YOUR VEHICLE TO
MICHAEL AUTOMOTIVE CENTER**

B.A.R. #AK-156379
E.P.A. #CAD982461113

CELL: [REDACTED]

CUSTOMER NO. 125880	ADVISOR DOUG HAMPTON	TAX NO. 611	INVOICE DATE 08/12/08	INVOICE NO. CVWS152540
[REDACTED]	LICENSE NO.	MILEAGE 444	COLOR BLK GRANITE	STOCK NO. 90820
[REDACTED]	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE 07/05/08	DELIVERY MILES 10	
FRESNO, CA	VEHICLE I.D. NO. 1G1ZH57B08F	SELLING DEALER NO. 06230	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	R.O. DATE 08/12/08	
COMMENTS				

LABOR
 # 1 45CVZ MISC HOURS: 0630 TECH(S): 155 28.87
 FREIGHT REIMBURSEMENT CLAIM FOR BCM REQUESTED BY WPC
 REFERENCE TO WARRANTY RO 148939

TOTAL - LABOR 28.87
 R/O TAX 0.00
 R/O TOTALS 28.87

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[REDACTED]	28.87
CLAIM TOTALS	28.87

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMBMF.746
 08/12/2008 1615 WARRANTY NEW CLAIM

RO NUMBER: [REDACTED] RO DATE: 08/12/2008 VIN: 1G1ZH57B08F DIV: 3 DEALER: 06230 ODOMETER: 444 SERVICE ADVISOR #: XXX-XX-4363

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

LN	JOB	CT	CC	PC	PART NO.	TOT PTS	FC	LABOR	LHRS	OHRS	NET AMT	LAB TOT
1	01	F	MD				00	27200	3			28.87
LN-TOT:								28.87				

TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH: [REDACTED] AUTHOR: [REDACTED]

R.O. TOTAL: 28.87

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



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.

Reynolds and Reynolds BRIGHTWAY CORPORATION (559)

NOTICE TO CONSUMERS PLEASE READ IMPORTANT INFORMATION ON BACK.

MICHAEL AUTOMOTIVE CENTER

MICHAEL
CHEVROLET • CADILLAC • HUMMER • SAAB
5737 NORTH BLACKSTONE AVENUE
FRESNO, CALIFORNIA 93710

PHONE: (559) 431-6000
www.michaelauto.com

THANK YOU FOR BRINGING
YOUR VEHICLE TO
MICHAEL AUTOMOTIVE CENTER

CVCS15254
MICHAEL

TOYOTA • PORSCHE • VOLKSWAGEN
50 W. BULLARD AVE.
FRESNO, CALIFORNIA 93702

B.A.R. #AK-150879
E.P.A. #CAD982461113

CELL: [REDACTED]

product is extended if we extend it with the warranty repair. 90 days after they return this product for a 0* extension does not affect it

Original Equipment Manufacturer

ORDER NO. 125880	ADVISOR DOUG HAMPTON	611	INV. NO. A81	INVOICE DATE 08/12/08	INVOICE NO. CVCS152540
[REDACTED]	LICENSE NO.		444	COLOR BLK GRANITE	STOCK NO. 90820
RESNO, CA	YEAR / MAKE / MODEL	08/CHEVROLET/MALIBU/4DR SDN LT		DELIVERY DATE 07/05/08	DELIVERY MILES 10
	VEHICLE I.D. NO.	1 G 1 Z H 5 7 B 0 8 F		SELLING DEALER NO. 06230	PRODUCTION DATE
	F.T.D. NO.	F.D. NO.		R.O. DATE 08/12/08	
COMMENTS					

OR 145CVZ MISC TECH(S) ISS WARRANTY
FREIGHT REIMBURSEMENT CLAIM FOR BCN REQUESTED BY WPC
REFERENCE TO WARRANTY RO 143939

TOTAL - LABOR 0.00

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

OUR USUAL CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANIC TIME, BUT ARE SIMPLY OUR PRICE FOR PARTICULAR JOBS. CERTAIN SPECIFIC WORK, WE MAY ELECT TO CHARGE FOR ACTUAL 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. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS INVOICE. MICHAEL AUTOMOTIVE CENTER APPRECIATES YOUR BUSINESS! IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CALL YOUR SERVICE ADVISOR AT 559-431-6000. "THANK YOU"

ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE \$ [REDACTED]

CUSTOMER SIGNATURE

For Your Convenience
Our Service Department Hours
MONDAY TO FRIDAY: 7:00 AM TO 5:30 PM
(559) 431-6000

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YOUR BUSINESS!**

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Located at 50 W. Bullard
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USED OIL
COLLECTION
CENTER

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NOTE TO CONSUMERS: PLEASE READ IMPORTANT INFORMATION ON THE BACK

Reports Mailbox

 GM WARRANTY PARTS CENTER RETURN REQUESTS FOR DEALER 06230-CLAIM MEMO 923
 BELOW ARE PARTS AND REPAIR ORDERS WHICH ARE REQUIRED FOR PRODUCT REVIEW
 THE FOLLOWING MUST BE RETURNED TO THE WARRANTY PARTS CENTER AT:

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

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

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

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

REQUEST NUMBER	LABOR CODE	RO DATE	RO NUMBER	VEHICLE ID NUMBER
	N4800	071708	148939	1G1ZM57B08F

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PHONE: (559) 431-6000
www.michaelauto.com

CVIP137573
MICHAEL

TOYOTA • PORSCHE • VOLKSWAGEN • AUDI
50 W. BULLARD AVE.
FRESNO, CALIFORNIA 93704

B.A.R. #AK-120472
E.P.A. #CAD981440811

**THANK YOU FOR BRINGING
YOUR VEHICLE TO
MICHAEL AUTOMOTIVE CENTER**

B.A.R. #AK-156379
E.P.A. #CAD982461113

CVIP137573

COPY

CUSTOMER NO. 100	ADW/BOR JOHN C NIKITIN	PKG NO. 258	PKG NO. 0820	INVOICE DATE 05/01/08	INVOICE NO. CVIP137573
	LICENSE NO.	MILEAGE 6	COLOR BLK GRANITE	STOCK NO. 90820	
	YEAR / MAKE / MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	DELIVERY DATE	DELIVERY MILES		
FRESNO, CA	VEHICLE I.D. NO. 1G1ZH57B08FZ	SELLING DEALER NO.	PRODUCTION DATE		
	F.T.E. NO.	P.Q. NO.	G.O. DATE 04/29/08		
COMMENTS					

LABOR	DESCRIPTION	HOURS	AMOUNT
J# 1 61CVZ	PDR	1.30	125.10
J# 2 52CVZ	DETAIL	0.00	0.00
TOTAL - LABOR			125.10

MISC	CODE	DESCRIPTION	CONTROL NO.	AMOUNT
JOB # 1	31	WARRANTY DEDUCT CD CR (W)	A51229	-125.10
TOTAL - MISC				-125.10

TOTALS	CONTROL#	ACCOUNT NUMBER	AMOUNT..	TOTAL
	90820			
				TOTAL LABOR . . . 125.10
				TOTAL PARTS . . . 0.00
				TOTAL SUBLET . . . 0.00
				TOTAL G.O.G. . . . 0.00
				TOTAL MISC. CHG. . . 0.00
				TOTAL MISC. DISC . -125.10
				TOTAL TAX 0.00
				TOTAL INVOICE \$ 0.00

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10007 07/2008 (500)



2008 Malibu Classic Pre-Delivery Inspection Form

Vehicle Identification Number

1G1ZH57B08F

Dealer/BAC Code

06250

Stock # 90820 Repair Order # _____

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

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

Initial Preparation:

- Leave door edge protection and other shipping/storage materials on until customer delivery
- Adjust tires to pressures specified on the Certification Tire Pressure Label. Record adjusted results.

Temperature: 70 °F/°C

Tires: LF 25 RF 25 LR 25 RR 25

- Install loose shipped parts and all accessories (torque as needed)

Interior:

- Power mirrors (if equipped)
- Seats, all: Check material, operation and that removable seats are properly secured
- Seat belts, all: material, operation, routing and latches
- Displays, gauges, interior and exterior lights

Exterior:

- Doors, locks, all keys/fobs and keyless entry system
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Fit/function removable top/panel, convertible top (if equipped)
- Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches (if equipped)

Under Hood:

- Remote hood release, latch and hood safety latch
- Check battery state of charge and record voltage. Charge battery if below 12.8 volts

VOLTAGE 12.60

- Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
- Fluid levels: Add as required

Under Vehicle:

- Visually inspect underbody; check all fluid systems for leaks
- Brake/fuel lines secured in clips

Road Test:

ODOMETER: Before 1 After 3

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

Drive on a legal roadway with road conditions permitting. Evaluate the following:

- Remote start (if equipped)
- Engine Performance: Cold start, idle quality
- Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- Electronic compass for function. Set to correct zone and calibrate (if equipped)
- Regular and steering wheel controls for radio, cassette, CD, MP3, XM, and NAV (if equipped)
- Steering wheel - center position
- Steering for leads, pulls, vibration at idle, vibration while driving
- Wipers, delay, RainSense and washers (front and rear)
- Brakes for noise, pulls, vibration or shudder at both high and low speeds
- Unusual wind noise
- Unusual noise/vibration/squeak/rattle
- Cruise/adaptive cruise (if equipped)
- Verify OnStar function indicator light is green (if equipped)
- Transfer case operation, all ranges (if equipped)
- Transmission shifter, clutch, noise, shift smoothness
- Engine performance: Hot start, idle quality
- Check for MIL, SES, SVS, and any warning lights

Special Inspection Items

No items at this time

Final Inspection & Preparation:

Perform just prior to delivery.

- Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- Install floor mats (if equipped)
- Check heated/cooled seats/steering wheel (if equipped)
- Insert NAV map disc and set to correct region (if equipped)
- Thorough exterior wash and dry; check for water leaks
- Exterior finish: Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.
- Reset fuel economy readings
- Set clock/calendar to local time
- Using a clean cloth, clean the wiper blades using GM OptiKleen windshield washer solvent
- Thoroughly clean all glass surfaces, use plain water on interior glass
- Recheck tire pressures and battery state of charge
- Check GM Vehicle Information System (VIS) for required field actions (open recall campaigns, service update bulletins, systems software updates)

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

817
Technician (Print Name)

Service Manager (Signature)

5/2/08
Date

File With Repair Order

04252007 Rev. 1.0

MICHAEL AUTOMOTIVE CENTER

137573

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PHONE: (559) 431-6000
www.michaelautomotive.com

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50 W. BULLARD AVE
FRESNO, CALIFORNIA 93784

BAR #AK-120472
E.P.A. #CA038240113



137573

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

PDI

STATE REG# AK-120472

We Accept: 	VEHICLE ID. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.	
	1G1ZH57B08F	08/CHEVROLET/MALIBU/4DR SDN LT		90820		137573	
	MICHAEL CADILLAC INC. 50 W BULLARD P O BOX 5419 FRESNO, CA 93755-5419	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
		100					04/29/08
	TIME RECEIVED	DATE/TIME PROMISED	PRIORITY	I hereby authorize the repair work shown in this repair order to be done and the necessary maintenance to be performed on my vehicle. I agree to pay reasonable charges for such work. I understand my coverage hereafter is an estimate only. You and your employees may operate the vehicle for purposes of testing, inspection, or delivery at my risk. You will not be responsible for loss or damage to vehicle or contents thereof. I agree to pay reasonable storage on vehicle (ex. more than 48 hours) for maintenance that repairs are completed. I AGREE THAT YOU HAVE AN EXPRESS LIEN ON THE DESCRIBED VEHICLE FOR THE CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER INCLUDING THOSE FROM ANY PRIOR REPAIR ORDERS ON THE VEHICLE. IF I FAIL TO PAY SUCH CHARGES, I AGREE THAT THE VEHICLE MAY BE HELD UNTIL ALL SUCH CHARGES ARE PAID IN FULL. IN THE EVENT OF LEGAL ACTION TO LITIGATION AND FEES INCLUDING REASONABLE ATTORNEY'S FEES. I further agree to the ORDER.			
	03:32pm	04/29/08 05:30pm	5	ADVISOR NO.	ADVISOR	TAG NO.	
				6	258	JOHN C. NIKITIN	

Job	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X				
1	I 51CVZ	PDI	12	
2	I 52CVZ	DETAIL	10	

DATE	TIME	PHONE NO./PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
				\$
				\$
				\$
				\$

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behind our Toyota/VW store

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Please arrange to pick-up your
vehicle prior to 5:30 PM.
(559) 431-6000

THANK YOU FOR BRINGING
YOUR VEHICLE TO
MICHAEL AUTOMOTIVE
CENTER



Used Oil
COLLECTION
CENTER

137573

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

MICHAEL AUTOMOTIVE CENTER

150311

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FRESNO, CALIFORNIA 93718

PHONE: (559) 431-6000
www.michaelautomotive.com

MICHAEL
TOYOTA • PORSCHE • VOLKSWAGEN • AUDI
50 W BULLARD AVE
FRESNO, CALIFORNIA 93714

S.A.R. #AK-159375
E.P.A. #CA09MPL#113

S.A.R. #AK-120472
E.P.A. #CA09MPL#113



150311

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
61CVZPLP 12CVZ 08CVZ	PREMIUM LUBE PLUS 5,000 MILE SVC'S DIFFERENTIAL SERVICE	MI MI MI		61CVZHLOF 61CVZ	OIL CHANGE PLUS-HUM LUBE OIL FILTER	MI MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/15/08	148372	440	588	1369 1369	W W	19CVZ 19CVZ01	*ELECTRICAL ELECTRICAL
04/29/08	137574	6	258	817		51CVZPAINT	ELECTRICAL PAINT SHIELD
04/29/08	137573	6	258	817 817		51CVZ 52CVZ	POI DETAIL

SALESPERSON NO. 1521 KADZHIK KESABLYAN SERVICE STATE REG# AK-120472

We Accept:		VEHICLE I.D. NO. 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU/4DR SDN LT	PRODUCTION DATE 90820	STOCK NO. 150311	LICENSE NO.	R.D. NO. 150311
		CUSTOMER NO. 125880		SERVICE CONTRACT MPP	DELIVERY DATE 07/05/08	DELIVERY MILES 10	SELLING DEALER NO. 06230
		COLOR BLK GRANITE MET/E		CONTRACT NO. 261229	EXPIRATION DATE 07/05/14	EXPIRATION MILES 75,000	TAG NO. 0820
		RESIDENCE PHONE FRESNO, CA		TURBO CVZZ	M/MC 445	AIR COND. 258	P.B. JOHN C. NIKITIN
		BUSINESS PHONE		TRANS. 445	MILEAGE 258	ADVISOR NO.	ADVISOR JOHN C. NIKITIN
		TIME RECEIVED 11:25am		I hereby authorize the repair work shown in this repair order to be done and the necessary parts to be used and I agree to pay your charges for such work. I understand that any additional work or parts needed to complete the repair will be billed to me. I agree that you have an express lien on this vehicle for the charges for parts and labor furnished under this repair order including those from any prior repair orders on this vehicle. I agree to pay such charges. I agree that the vehicle may be held until all such charges are paid in full. In the event of legal action to collect any such dues, I agree to pay attorney's fees and costs. I acknowledge receipt of a copy of this work order.			
		DATE/TIME PROMISED 06:00pm		PRIORITY 5			
APPOINTMENT		CELL:		ACKNOWLEDGE RECEIPT OF A COPY OF THIS WORK ORDER.			

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X				
1	* 51CVZWASH	WASH AND VAC		

DATE	TIME	PHONE #/IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				\$
				REVISOR TOTAL
				\$
DATE	TIME	PHONE #/IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				\$
				REVISOR TOTAL
				\$
DATE	TIME	PHONE #/IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				\$
				REVISOR TOTAL
				\$

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CENTER



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START TIME	PLATE	PLATE PRICE	R.O. NO.	OFF. NO.	TIME	OFF.	ON.
445			10	167261229	150311		

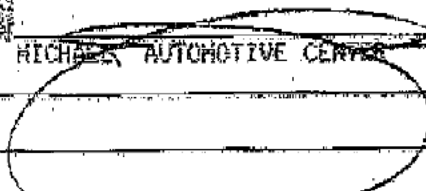


PREMIER GAP GUARANTEED AUTO PROTECTION (GAP) DEBT WAIVER ADDENDUM

ADDENDUM NUMBER
1142651

DEBTOR LAST NAME		FIRST NAME		MIDDLE INITIAL	
STREET ADDRESS		CITY		STATE	
MICHAEL AUTOMOTIVE CENTER		FRESNO		CA	
DEALER/SELLER NAME		CITY		STATE	
MICHAEL AUTOMOTIVE CENTER		FRESNO		CA	
DEALER/SELLER STREET ADDRESS		CITY		STATE	
PO BOX 5419		FRESNO		CA	
DEALER/SELLER ZIP		CITY		STATE	
99753-5419		FRESNO		CA	
VEHICLE YEAR	VEHICLE MAKE	VEHICLE MODEL	VEHICLE MILEAGE	VEHICLE IDENTIFICATION NUMBER	
008	CHEVROLET	TRU	10	1G17M57R08E	
LIENHOLDER/LESSOR NAME					
Operating Engineers					
LIENHOLDER/LESSOR STREET ADDRESS		CITY		STATE	
PO BOX 5073		Livermore		Ca	
LIENHOLDER/LESSOR ZIP		CITY		STATE	
94551		Livermore		Ca	
INSTALLMENT SALE/LOAN/LEASE CONTRACT START DATE		INSTALLMENT SALE/LOAN/LEASE CONTRACT TERM MONTHS		AMOUNT FINANCED/CAP COST	
07/05/2008		84		27060.83	
INSTALLMENT SALE/LOAN/LEASE CONTRACT START DATE		INSTALLMENT SALE/LOAN/LEASE CONTRACT TERM MONTHS		GAP ADDENDUM PRICE	
07/05/2008		84		599.00	

THE UNDERSIGNED DEBTOR HAS READ AND UNDERSTANDS THE TERMS, LIMITATIONS AND CONDITIONS SET FORTH IN THIS ADDENDUM AND HEREBY AGREES TO SIGN THE PURCHASE OF THIS ADDENDUM VOLUNTARILY AND IS NOT BEING INDUCED TO DO SO BY THE LENDER AS PART OF OBTAINING CREDIT. THE DEBTOR MAY CANCEL THIS ADDENDUM AT ANY POINT DURING THE ORIGINAL TERM OF INSTALLMENT SALE/LOAN/LEASE CONTRACT. IF CANCELLATION REQUESTED WITHIN THIRTY (30) DAYS OF PURCHASE, DEBTOR IS ELIGIBLE FOR A FULL REFUND. IF CANCELLATION REQUESTED AFTER THIRTY (30) DAYS OF PURCHASE, REFUND WILL BE PROVIDED BY THE LENDER AT THE RATE OF 5% PER ANNUM. THIS IS NOT A SUBSTITUTE FOR COLLISION OR COMPLEMENTARY DAMAGE INSURANCE. THE DEBTOR MAY OBTAIN GAP PROTECTION FROM AN ALTERNATIVE SOURCE.

By: 
 MICHAEL AUTOMOTIVE CENTER

By: 

On behalf of the lender, this Debt Waiver Addendum is underwritten by One United Guaranty Company, 5900 Shawnee Mission Parkway, Overland Park, KS 66202. 800-786-6333. Claims are paid by One United Guaranty Company, 5900 Shawnee Mission Parkway, Overland Park, KS 66202.



MECHANICAL PROTECTION PLAN EXECUTIVE VEHICLE SERVICE AGREEMENT APPLICATION

APPLICATION NUMBER

1000489

Adminstrated by MPP CO., INC., In Florida by Old United Casualty Company #03041

CUSTOMER

Customer information form including last name, first name, middle initial, mailing address, city, state, zip, area code and telephone number.

VEHICLE DESCRIPTION

Vehicle description form including year (2008), make (CHEVROLET), model (MALibu), VIN (1G1ZK57809F), and current odometer (10).

DEALER

Dealer information form including dealer name (MICHAEL AUTOMOTIVE CENTER), mailing address (PO BOX 5419), city (FRESNO CA), state (CA), zip (93755-5419), and telephone number (559-431-6000).

LIENHOLDER/LESSOR

Lienholder/lessor information form including lienholder name (Operating Engineers), mailing address (PO BOX 5073), city (Livermore CA), state (CA), zip (94551).

AGREEMENT

SURCHARGES: BUSINESS USE

Main agreement section with multiple tables for selecting terms (e.g., 36 Months/80,000 Miles), deductibles, and plan purchase prices for Executive Premier, Executive Premier Plus, Executive Certified Pre-Owned Wrap, and Executive Pre-Owned.

By signing this Application, I agree to and understand all terms and conditions. I understand that coverage is effective and expires as stated in the Agreement, Plan selected above and described in the attached Vehicle Service Agreement Summary. I understand that this Application is subject to approval or rejection and, if approved, a Vehicle Service Agreement will be issued to me. This Application and the Vehicle Service Agreement make up components of the Plan Provisions. Please see State Specific Information in your state of purchase. The purchase of a Vehicle Service Agreement is not required in order to purchase, lease or obtain financing of a vehicle.

Customer Signature: [Signature] Date: 07/05/2008 Dealer Signature: [Signature] Date: 07/05/2008

PRE-CONTRACT DISCLOSURE STATEMENT
(Conditional Sale Contract)

[REDACTED]	
2008 CHEVROLET MALIBU	1G12H57608E [REDACTED]
MICHAEL AUTOMOTIVE CENTER	07/15/2008

Optional Products and Services (Cal. Civil Code § 2982.2)	Price
Theft Deterrent Device <u>N/A</u>	\$ <u>N/A</u>
Theft Deterrent Device <u>N/A</u>	\$ <u>N/A</u>
Surface Protection Product <u>N/A</u>	\$ <u>N/A</u>
Surface Protection Product <u>N/A</u>	\$ <u>N/A</u>
Service Contract <u>72 MOS / 75000 MILES SERVICE CONT.</u>	\$ <u>1495.00</u>
Service Contract <u>N/A</u>	\$ <u>N/A</u>
Debt Cancellation (GAP) Contract <u>WCC</u>	\$ <u>595.00</u>
Vehicle Contract Cancellation Option Agreement	\$ <u>N/A</u>
Insurance Product <u>N/A</u>	\$ <u>N/A</u>
Total:	\$ <u>2090.00</u>
Installment Payment EXCLUDING Listed Items:	\$ <u>340.61</u>
Installment Payment INCLUDING Listed Items:	\$ <u>390.79</u>

Both installment payments quoted in the box above include other amounts to be financed in the conditional sale contract, such as the price of the vehicle, government fees, taxes, and the following:

Document preparation fee (not a governmental fee)	\$ <u>55.00</u>
Smog fee paid to Seller	\$ <u>N/A</u>
Optional fee for seller to electronically register vehicle	\$ <u>28.00</u>
Prior credit or lease balance remaining on trade-in	\$ <u>N/A</u>
Other <u>N/A</u>	\$ <u>N/A</u>
Other <u>N/A</u>	\$ <u>N/A</u>

Payment terms are subject to financing approval. Financing terms and approval are not conditioned on the purchase of any of the above products and services. This document is not a purchase contract, purchase order, or binding commitment. See conditional sale contract for actual terms and conditions and important disclosures. The product descriptions above are for reference only; see product documentation (available from dealer before purchase) for terms, conditions, and limitations.

You acknowledge that you received a completely filled in copy of this disclosure document before signing a conditional sale contract for the above vehicle and that you consent to including the above charges in the conditional sale contract.

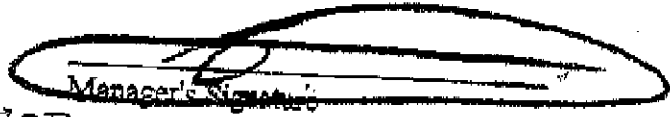
[REDACTED] _____
Buyer's Signature

[Signature] _____
Co-Buyer's Signature

Atty Jammie

TRANSFERS

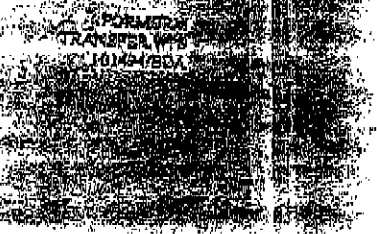
DEPARTMENT: Chevy New
TYPE (Wheel, Seats, etc.): Custom Wheels
FROM STOCK # 90820 TO STOCK # 91077
FOR \$ 1649.00
DATED: 7/7/2008


Manager's Signature

Ref. # 90820

232 / 1649.00 / 90820
232 / 1649.00 / 91027

JUL 10 2008



Blackstone Tire
 4764 N Blackstone
 Fresno, CA. 93728
 Phone - 559-224-7414 Fax - 559-225-7048

INVOICE

Org. Est # 022127
 BAR # AK113077
 EPA CAL

INVOICE

Print Date : 05/08/2008

Fresno, CA 93755-6419
 Work 559-431-6000
 Cust ID : 1578

Ref # : ST#90820

2008 Chevrolet - Malibu Classic LS
 2.2L, In-Line4, VIN (F)
 Lic # : [REDACTED] Odometer In : 25
 Unit # :
 Vin # :
 Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
California Tire Tax				Tire Change	50.00
TT	4.00	1.75	7.00	Remove old tire from rim, put new tire on rim and	
NITTO NT555				install new stems. Balance tire and put on vehicle.	
245/35R20	4.00	168.00	672.00	Disposal of old tire.	
CRUIER ALLOY#905					
20X9	4.00	305.00	1,220.00		
CREDIT FOR TIRES AND WHEELS					
CREDIT	1.00	-300.00	-300.00		

[Technicians : ASH , ED]

Org. Estimate \$1,649.00	Revisions \$0.00	Current Estimate \$ 1,649.00	Additional Cost	Revised Estimate	Labor: 50.00
					Parts: 1,599.00
					Subst: 0.00

					Sub: 1,649.00
					Tax: 0.00
					Total: 1,649.00
					Bal Due: \$1,649.00

[Payments -]

I have hereby authorized the above repair work to be done along with the necessary material and have hereby granted you and/or your employees permission to operate the vehicle herein described on roads for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Manufacturer warranty on parts and labor is six month or 6,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Title.....

MICHAEL CADILLAC, INC. ROS#

(559) 431-6000

www.michaelautomotive.com

**MICHAEL
AUTOMOTIVE CENTER**
5737 N. BLACKSTONE - P.O. BOX 6419
FRESNO, CALIFORNIA 93765
B.A.R. REG. #AK-120472

**MICHAEL
AUTOMOTIVE CENTER**
50 W. BULLARD
FRESNO, CALIFORNIA 93704
B.A.R. #AK-156379

DUE BILL

WORK PROMISED TO BE PERFORMED AT TIME OF SALE

NAME	[REDACTED]	STOCK #	90820	DATE	07/05/08
WORK	[REDACTED]	DESCRIPTION OF CAR	08-CHEVROLET MALIBU	VIN #	1G1ZK57B08F [REDACTED]
ADDRESS	6504 E HARVEY FRESNO [REDACTED]			SALESMAN	KADZHIK KESABLYAN

PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED

		COST	RETAIL
1	REMOVE 20 INCH WHEELS FOR STOCK WHEELS	\$	\$
2		\$	\$
3		\$	\$
4		\$	\$
5		\$	\$
TOTAL			

THE COST OF THE WORK ON THIS DUE BILL IS INCLUDED IN THE SELLING PRICE OF YOUR VEHICLE.

Has anything been promised to you that does not appear on this due bill?

Yes

No

Customer

Sales Manager

NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONAL WORK WILL BE CHARGED FOR IN ACCORDANCE WITH THE TYPE OF WARRANTY ISSUED AT TIME OF SALE, AND WILL BE CASH ON DELIVERY. ALL WORK MUST BE DONE IN OUR SHOP, OR SUBLET VEHICLE TO APPROPRIATE REPAIR FACILITY.

INITIAL _____

ATTENTION USED CAR BUYERS:

Thank you for your recent purchase of one of our fine used cars. As a matter of procedure, we thoroughly inspect all safety items and all major mechanical operations; however, to keep the selling price in line, there are small items that may not have been repaired. You must negotiate any of these items in the selling price of your vehicle.

As a way of showing our appreciation, we would like to present you with a 15% parts and labor discount that is good for any mechanical repairs (excludes Body Shop) at Michael Automotive Center that is good for 30 days from the date of your purchase contract.

Initials _____

DUE TO INSURANCE REGULATIONS - NO LOANER CARS AVAILABLE

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

Signed: Sales Mgr. _____

Signed: Customer _____

Estimate: \$ _____

9/08/20



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: [REDACTED]

Mailing Address [REDACTED]
FRESNO, CA [REDACTED]

Loan Funding Date: 8/14/2008

Collateral Year: 2008

Collateral Make: CHEVROLET

Collateral Identification Number: 1G1ZH57B08F [REDACTED]

Dear DMV Title Person,

This letter is in regards to the collateral listed above, which we are financing for the buyer. This collateral is to be titled in the name(s) listed above as member/buyer, **NO**

EXCEPTIONS.

We would like to confirm that Operating Engineers Federal Credit Union is being listed as the lien holder, with the following information:

Operating Engineers FCU
 PO Box 5073
 Livermore, CA 94551

For California Dealers, our Electronic Title Number is Q56

Please retain this information in the buyer's file for future reference. If you have any questions, the buyer is requesting that this collateral be titled in a name other than what is listed above, or the identification number listed above is not correct, please contact our DMV Department at 925-454-4000.

Thank you.

DMV Department

- First Mortgage Home Loans
- Home Equity Lines of Credit
- VISA Platinum & Debit Cards
- New & Used Car Loans
- New & Used Truck Loans
- New & Used Motorcycle Loans
- New & Used Watercraft Loans
- "Best Price" Car & Truck Locator
- Signature Loans
- Checking Accounts
- Share Certificates
- Roth IRA's
- Traditional IRA's
- Savings Accounts
- Telephone Banking
- Internet Banking
 - Online Bill Pay
 - Online Statements
 - Online VISA Statements

REV: 7/15/2008

LTSSDC8 30623004180456NMBLRAC07PRT

2008 MALIBU 1LT

580 BLACK GRANITE METALLIC /L46

198 EBONY

ORDER NO. MRVTOM/TRE STOCK NO.

VIN 1G1ZM57308F

GENERAL MOTORS CORPORATION

& SUBSIDIARIES

RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 10095182068

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
12M69 MALIBU 1LT	20930.00	19778.85	INVOICE 04/17/08
RR6 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 04/17/08
CFS SUNROOF, POWER TILT AND SLIDE	800.00	664.00	EXP 1/T 05/01/08
LES ENGINE, 2.4L DOHC MPI	N/C	N/C	INT COM 05/01/08
MMS 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRG EFF 04/17/08
POC POWER CONVENIENCE PACKAGE:	515.00	427.45	KEYS 60232 60232
*POWER 6-WAY DRIVER SEAT			MFP-8 BTR OPT-1
*REMOTE START			BANK: J P MORGAN
*POWER ADJUSTABLE PEDALS			CHG-TO 06-230

90820

W3 FRONT LICENSE PLATE BRACKET	0.00	0.00	SHIP WT: 3413
YFS 50-STATE EMISSIONS	N/C	N/C	MP: 19.3
580 BLACK GRANITE METALLIC	95.00	78.85	GMS: 21198.95
			SUPPLR: 22146.15
			MRP: 23140.00
			MEMO 974.50

TOTAL MODEL & OPTIONS	22490.00	21073.65	ACT 231	21048.95
DESTINATION CHARGE	650.00	650.00	H/B 261	674.70
DEALER IMR CONTRIBUTION		224.90	ADV 261	224.90
LMA GROUP CONTRIBUTION		224.90	EXP 654	224.90

TOTAL	23140.00	22173.45	PAY 319	22173.45
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		21080.15		

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

MICHAEL CHEVROLET



STOCK #:

APPLICATION FOR REGISTRATION OF NEW VEHICLE

21562593

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY) 07/05/2008			DATE FIRST OPERATED (MM/DD/YYYY) 07/05/2008			NRM/IND		
MAKE CHEVROLET	YEAR/MODEL 2008	BODY TYPE 4DR	MOTIVE POWER G	NUMBER OF AXLES 2	UNLADEN WEIGHT			
VEHICLE IDENTIFICATION NUMBER 1G1ZK57R08E			VIN ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER					
LENGTH IN INCHES			WIDTH IN INCHES			COUNTY OF RESIDENCE FRESNO		
SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW				EQUIPMENT NUMBER		DRIVER LICENSE/ID CARD NO.		

AND OR (2)

BUSINESS OR RESIDENCE ADDRESS: [REDACTED] APT. NUMBER CITY STATE ZIP CODE
FRESNO CA [REDACTED]

MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VEHICLE): [REDACTED] APT. NUMBER CITY STATE ZIP CODE

LIEN—OWNER OR LEGAL OWNER—PRINT TRUE FULL NAME
Operating Engineers FCU #056

BUSINESS OR RESIDENCE ADDRESS: P.O. Box 5073

LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE

APT. NUMBER CITY STATE ZIP CODE
Livermore CA 94551

ELECTRONIC LIENHOLDER ID.#
ELT#

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
 Yes No

APPLICANT'S CERTIFICATION—(seller or dealer) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.
 DATE: 07/05/2008 (a) X

CERTIFICATE OF COST—The dealer signing this certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

DATE PURCHASED/ACQUIRED: 07/05/2008 COST: 24980.00

A— Cost of vehicle purchased as a Complete vehicle Chassis only Cab and chassis

B— Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment. The odometer reading is [] [] [] [] [] [] (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING — is not the actual mileage. Mileage exceeds the odometer mechanical limits.

I/we certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE 07/05/2008	SIGNATURE OF SELLER OR COMPANY AGENT [REDACTED]	PRINT SELLER'S TRUE FULL NAME/COMPANY AGENT MICHAEL AUTOMOTIVE CENTER	ADDRESS PO BOX 5419 FRESNO CA 93755
DATE 07/05/2008	SIGNATURE OF BUYER [REDACTED]	PRINT BUYER'S TRUE FULL NAME/COMPANY AGENT [REDACTED]	ADDRESS FRESNO CA [REDACTED]

REG 267 (REV. 3/2007) — DMV copy —

STRAWB TIME (MINS)	FLAT RATE PRICE	ENG NO.	OPEN NO.	OFF TIME
	15	817		APR 29 16:27
	0-137574			APR 29 16:27

90820 Anderson

2008 Chevrolet Malibu July Purchase
Instant Value Certificate

Effective Date: July 1, 2008

Certificate Number: [REDACTED]
Dealer BAC: 112127

Amount: \$250

Expiration Date: July 31, 2008

Valid only with original certificate on retail deliveries of any new and unused 2008 Model Year Chevrolet Malibu vehicles.

See Program Numbers: #08-31ABV, 08-32ACL, 08-33ACE, 08-34ABP, OR 08-35ACL for vehicle and delivery type eligibility.

The amount on the face of this certificate (\$250) applied to an eligible retail vehicle purchase or lease is over and above most other manufacturer incentives currently available at the time of purchase/lease.

Certificate is non-negotiable and not redeemable for cash. This certificate cannot be used in conjunction with employee, supplier or dealership employee sales.

New Vehicle Identification Number _____ Delivery Date _____
8F [REDACTED] 7/5/08

Dealership acknowledgment
Dealership Name Michael [Signature]

Dealer Code 02230
Dealer Signature [Signature] Date 7/5/08

For Dealer Use Only: For additional information contact the Dealer Business Center at 1-888-414-6322, prompt #1 or visit www.gmprograminfo.com and click on "2008 Chevrolet Malibu July Purchase Instant Value Certificate program".

~~PCA~~ PCA

Class - BRCSiebel Docs

RequestNum
71-655732426

MSXDocNum
CRU48AD9E9

Last

First

Timestamp
2008-08-21-16.42.00.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
F

AttachNum

VIN

1 WEST SHAW
LOVIS, CA 93612

www.hedrickschevy.com



281846
SERVICE PHONE:
(559) 291-7730
SERVICE FAX:
(559) 291-9104
B.A.R.# AB-005287
E.P.A.# CAD981441785

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ-LOF	DO NOT USE	MI		00CVZ-01LOF	LUBE OIL FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# AB005287

TERMS CASH <input type="checkbox"/> CREDIT <input type="checkbox"/> CARD <input type="checkbox"/> CHECK <input type="checkbox"/> WARR <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE NO. 1G1ZH57B08F	YEAR/MAKE/MODEL 08/CHEVROLET/MALIBU LT	PRODUCTION DATE 07/05/08	STOCK NO.	LICENSE NO.	R.C. NO. 281846
ALL PARTS REMOVED WILL BE DISCARDED UNLESS SPECIFIED OTHERWISE <input type="checkbox"/> SAVE <input type="checkbox"/> DISCARD	CUSTOMER NO. 107058	SERVICE CONTRACT	DELIVERY DATE 07/05/08	DELIVERY MILES	SELLING DEALER NO. 06230	R.O. DATE 07/28/08
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	COLOR BLACK/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 337	
	TURBO CVZZ	APR COND.	P.S.	TRANS	MILEAGE 570	ADVISOR NO. 103
						ADVISOR CAROL PETROSIAN

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or parts to completed work. Such charge will be directly related to the actual amount of labor or parts involved in the disassembly, repair or service. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any damage caused by unsuitability of parts or delays in parts shipment by the supplier of transport. I hereby grant you my express permission to operate the vehicle in the description on streets, highways or elsewhere for the purpose of testing and/or inspection. I agree that you have an express lien on the described vehicle for the charges for parts and labor furnished under this repair order including those from any prior repair orders on the vehicle. If I fail to pay such charges, I agree that the vehicle may be held until all such charges are paid in full. In the event of legal action to collect any sums due, I agree to pay costs of collection and fees including reasonable attorney's fees.

W 09CVZ TRIM 104
CUST REPORTS OUTSIDE TEMP DOES NOT READ CORRECTLY
WILL READ NOTHING OR -2 OR ICE -OR NOT THE RIGHT DEGREE
CHECK AND ADVISE
came to pickup & temp gauge read 106 - slow went down and now reads
W traction light control & esp
187 446 8227 lights came on had loss of power
CASE # 10469803
mike LAWSON

TEARDOWN ESTIMATE:
I understand that my vehicle will be reassembled within _____ days of the date shown above, if I choose not to authorize the services recommended.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT

CUSTOMER NOTIFIED	DATE	CONTRACT
AFTER REPAIRS COMPLETED	TIME	BY

EXTENDED WARRANTY

GO. _____ SUBLET _____

CONT # _____ TAX _____

DATE/TIME _____ TOTAL _____

SPOKE TO _____ CUST. DEC. _____

LABOR _____ WARR. AMT. _____

PARTS _____ AUTH. # _____

SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY: 7:00 A.M TO 6:00 P.M.
VEHICLES CANNOT BE RELEASED AFTER SERVICE DEPT. HOURS.

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

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

3

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

3044 Chevrolet 8/10/08 2478

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

ELAPSED TIME TIME CLOCK

MECHANIC'S NAME & NUMBER 1011

① R.T. Vech Temp Normal
Sys NOT Acting Up
Ck codes H A BOISE 05
TESTED per Diag chart All circuit Test
Normal. Replaced Air Temp Sensor

MECHANIC'S NAME & NUMBER 1011

CK codes again BOISE Recheck per chart All good
called Tech line - Mike Lawson no help. He said to Rewire
that circuit, I B Other. All circuit there were good
Traced out All circuit from Temp sensor to BCM.
RER under hood fuse Block Distr. found Terminal 88
ON ~~the~~ Connector X3 spread closed.

MECHANIC'S NAME & NUMBER

Terminal. & Put Vech Back TOGETHER R.T
Vech WAS OK. Then Vech low power, Traction
Control lite ON. C Some ESC. Fix wheel Brake
were very HOT + Smoking got Towed 9ACT
to Shop?

MECHANIC'S NAME & NUMBER 953

② CK ABS For codes - C0131 stored. Ck Bellentins Found bellentins P2
PIC4883A. Brake pedal does click when released. Sto
Washers + seal for booster. Ck brakes - Front pads got very hot
& heat damaged. Replaced front pads + machine refers.
RTR vac booster, Install washers on booster studs.
Return Brake pressure sensor + test is correct. 11/10/08

W-P
STRAIGHT TIME HOURS OPERATION PRICE ORDER NO. 281846 OFF JUL 24 10.0
OPER. NOS. 0 ON JUL 24 8.0
EMP. NO. 1011 TIME-

W-P
STRAIGHT TIME HOURS OPERATION PRICE ORDER NO. 281846 OFF JUL 24 10.6
OPER. NOS. 0 ON JUL 24 10.2
EMP. NO. 1011 TIME-

W-P
STRAIGHT TIME HOURS OPERATION PRICE ORDER NO. 281846 OFF JUL 25 3.0
OPER. NOS. 7.6 ON JUL 25 1.6
EMP. NO. 1011 TIME-

le
STRAIGHT TIME HOURS OPERATION PRICE ORDER NO. 281846 OFF
OPER. NOS. payroll ON 7/30/08
EMP. NO. 1011 TIME-

W-P
STRAIGHT TIME HOURS OPERATION PRICE ORDER NO. 281846 OFF JUL 25 5.4
OPER. NOS. 0 ON JUL 25 3.2
EMP. NO. 1011 TIME-

W-I
STRAIGHT TIME HOURS OPERATION PRICE ORDER NO. 281846 OFF JUL 31 AM 10.1
OPER. NOS. 7.6 ON JUL 31 AM 9.0
EMP. NO. 953 TIME-

ROTOR READINGS BEFORE

LEFT 25-97 RIGHT 25-97

MACHINE TO 220 230

DISCARD AT 22.0

REFINISH ROTORS TO

LEFT 25-12 RIGHT 25-62

STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO.	OPER. NOS.	EMP. NO.
		281846		953

W-I

OFF: V 4
ON: JUL 31 AM 11.3
TIME: JUL 31 AM 10.3

STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO.	OPER. NOS.	EMP. NO.
		281846		953

W-F

OFF: 1.6 7
ON: AUG 1 PM 2.6
TIME: AUG 1 PM 1.0

STRAIGHT TIME HOURS	OPERATION PRICE	ORDER NO.	OPER. NOS.	EMP. NO.
		281846		953

W-I

OFF: 5 6
ON: AUG 1 PM 12.0
TIME: AUG 1 AM 11.5

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Class - BRCSiebel Docs

RequestNum
71-655732426

MSXDocNum
CRU48AC52C

Last

First

Timestamp
2008-08-20-17.20.00.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
F

AttachNum

VIN



General Motors Corporation
 Business Resource Center
 P.O. Box 33170
 Detroit, MI 48232-5370

VIA FAX ONLY

January 7, 2009

M. Nicholas Nita, Esq.
 Consumer Legal Services
 1950 Sawtelle Blvd
 Los Angeles, CA 90025

RE: [REDACTED]
 Service Request: 71-692385410
 2008 Chevrolet Malibu
 Vehicle Identification Number: 1G1ZH57B08F [REDACTED]

Dear Mr. Nita:

This is to advise that General Motors is in receipt of the above referenced case dated December 30, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

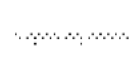
In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

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

General Motors Corporation
 ATTN: BRC Legal
 P.O. Box 33170
 Detroit, MI 48232

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

Sincerely,
 General Motors Corporation
 cc: Amy Sjulander Ruben and Sjulander



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

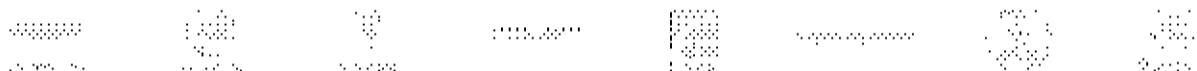
VEHICLE INFORMATION

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

Signature

Signature

L00006
V08013008



2008 MALIBU 1LT
 58U BLACK GRANITE METALLIC /L4G
 19P EBONY
 ORDER NO. ██████████ STOCK NO. ██████████
 VIN 1G1 ZH57 B0 8E ██████████
 GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE ██████████

*****13*C6230S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZH69 MALIBU 1LT	20930.00	19778.85	INVOICE 04/17/08
E86 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	SHIPPED 04/17/08
CF5 SUNROOF, POWER TILT AND SLIDE	300.00	664.00	EXP I/T 05/01/08
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	INT COM 05/01/08
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 04/17/08
EDC POWER CONVENIENCE PACKAGE:	515.00	427.45	KEYS G0232 G0232
*POWER 6-WAY DRIVER SEAT			WFP-S QTR OPT-1
*REMOTE START			BANK: J F MORGAN
*POWER ADJUSTABLE PEDALS			CHG-TO 06-230
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	SHIP WT: 3413
YF5 50-STATE EMISSIONS	N/C	N/C	HP: 19.3
58U BLACK GRANITE METALLIC	95.00	78.85	GMS: 21198.95
			SUPPLR: 22146.15
			MRM: 23140.00
			MEMC 974.50

TOTAL MODEL & OPTIONS	22490.00	21073.65	ACT 231	21048.95
DESTINATION CHARGE	550.00	650.00	H/B 261	674.70
DEALER TRM CONTRIBUTION		224.90	ADV 261	224.90
LMA GROUP CONTRIBUTION		224.90	EXP 65A	224.90

TOTAL	23140.00	22173.45	PAY 310	22173.45
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		21000.15		

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

MICHAEL CHEVROLET

Class - BRCSiebel Docs

RequestNum
71-655732426

MSXDocNum

Last

First

Timestamp
2008-08-22-18.02.08.000000

Division

CorrType

CatCode

MSXSource
0

AttachNum

VIN



**Service of Process
Transmittal**

11/25/2008

CT Log Number 514131916



RECEIVED

DEC 01 2008

BY: _____

TO: Amy Sjolander
Ruben & Sjolander
1875 Century Park East, Suite 1050
Los Angeles, CA 90067

RE: Process Served in California

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] etc., Pltf. vs. General Motors Corporation, etc., et al., Dfts.

DOCUMENT(S) SERVED: Complaint, Cover Sheet, Summons, Attachment, Stipulation Form

COURT/AGENCY: Fresno County, Superior Court, Fresno, CA
Case # 08CECG03655

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - 2008 Chevrolet Malibu, VIN: 1G1ZH57B08F [REDACTED] Alleged numerous defects

ON WHOM PROCESS WAS SERVED: C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE: By Process Server on 11/25/2008 at 13:44

APPEARANCE OR ANSWER DUE: Within 30 days after service

ATTORNEY(S) / SENDER(S): M. Nicholas Nita
Consumer Legal Services, P.C.
1950 Sawtelle Blvd., Suite 245
Los Angeles, CA 90025
310 477 1474

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day , 790136681593
Image SOP
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail

SIGNED: C T Corporation System
PER: Nancy Flores
ADDRESS: 818 West Seventh Street
Los Angeles, CA 90017
TELEPHONE: 213-337-4615

11/25/08 C 7:44pm

FILED

OCT 20 2008

FRESNO COUNTY SUPERIOR COURT
COURT

1 **CONSUMER LEGAL SERVICES, P.C.**
 2 M. Nicholas Nita, Esq. (SBN 225194)
 3 David N. Barry, Esq. (SBN 219230)
 4 1950 Sawtelle Boulevard, Suite 245
 5 Los Angeles, California 90025
 Telephone: (310) 477-1474
 6 Facsimile: (310) 477-0343
 7
 8 Attorneys for Plaintiff,
 9 CHAD ANDERSON

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SUPERIOR COURT OF THE STATE OF CALIFORNIA
FOR THE COUNTY OF FRESNO

08 CE CG 03655

[REDACTED], an individual,)
)
 Plaintiff,)

CASE NO.:

) Assigned for all purposes to:
) The Honorable
) Dept.:

) This case has been assigned to
) Judge Adolfo M. Corona for all purposes

v.

COMPLAINT FOR DAMAGES:

20 GENERAL MOTORS CORPORATION, a)
 21 Delaware Corporation; MICHAEL)
 22 CADILLAC, INC. d/b/a MICHAEL)
 23 AUTOMOTIVE CENTER, a Business,)
 24 Form Unknown; and DOES 1)
 25 through 20, inclusive,)
 26
 27 Defendants.)

) 1. Breach of Implied Warranty
) of Merchantability under the
) Song-Beverly Warranty Act.

) 2. Breach of Express Warranty
) under the Song-Beverly Warranty
) Act.

) 3. Breach of Express Warranty
) under the Magnuson-Moss
) Warranty Act.

) 4. Breach of Implied Warranty
) of Merchantability under the
) Magnuson-Moss Warranty Act.

JURY TRIAL DEMANDED.

1 **PLAINTIFF** [REDACTED] hereby alleges and complains as
2 follows:

3 GENERAL ALLEGATIONS COMMON TO ALL CAUSES OF ACTION

4 1. Plaintiff is an individual, residing in the City of
5 Fresno, County of Fresno, in the State of California.

6 2. Defendant, GENERAL MOTORS CORPORATION, (hereinafter
7 referred to as "Manufacturer"), is a corporation doing business in
8 the County of Fresno, State of California, and, at all times
9 relevant herein, was/is engaged in the manufacture, sale,
10 distribution, and/or importing of Chevrolet motor vehicles and
11 related equipment.

12 3. Defendant, MICHAEL CADILLAC, INC. d/b/a MICHAEL
13 AUTOMOTIVE CENTER, (hereinafter referred to as "Seller"), is a
14 business, form unknown, doing business in the County of Fresno,
15 State of California, and, at all times relevant herein, a
16 Manufacturer-authorized agent engaged in the business of
17 selling/leasing and servicing and repairing Manufacturer's
18 vehicles.

19 4. The true names and capacities, whether individual,
20 corporate, associate, or otherwise, of the Defendants, Does 1
21 through 20, inclusive, are unknown to Plaintiff who therefore sues
22 these Defendants by such fictitious names. Plaintiff will seek
23 leave to amend this Complaint to set forth their true names and
24 capacities when they have ascertained them. Further, Plaintiff is
25 informed and believes, and thereon alleges, that each of the
26 Defendants designated herein as a "Doe" is responsible in some
27 manner for the events and happenings herein referred to and caused
28 injury and damage to Plaintiff as herein alleged.

1 5. Plaintiff is informed and believes, and thereon alleges,
2 that at all times herein mentioned, Defendants, and each of them,
3 were the agents, servants, and/or employees of each of their Co-
4 Defendants. Plaintiff is informed and believes, and thereon
5 alleges, that in doing the things hereinafter alleged Defendants,
6 and each of them, were acting in the course and scope of their
7 employment as such agents, servants, and/or employees, and with
8 the permission, consent, knowledge, and/or ratification of their
9 Co-Defendants, principals, and/or employers.

10 6. Before July 5, 2008, defendants Manufacturer and Does 1
11 through 20 inclusive, manufactured and/or distributed into the
12 stream of commerce a new 2008 Chevrolet Malibu, VIN
13 1G1ZH57B08E [REDACTED] (hereinafter referred to as the "Vehicle") for
14 its eventual sale/lease in the State of California.

15 7. On or about July 5, 2008, Plaintiff purchased, for
16 personal, family, and/or household purposes, the subject Vehicle
17 from the Seller for a total consideration over the term of the
18 installment contract of \$32,826.36. Retail Installment Sale
19 Contract is in the possession of Defendants.

20 8. The subject Vehicle was/is a "new motor vehicle" under
21 the Song-Beverly Warranty Act.

22 9. Along with the purchase of the Vehicle, Plaintiff
23 received written warranties and other express and implied
24 warranties including, but not limited to, warranties from
25 Manufacturer and Seller that the Vehicle and its components would
26 be free from all defects in material and workmanship; that the
27 Vehicle would pass without objection in the trade under the
28 contract description; that the Vehicle would be fit for the

1 ordinary purposes for which it was intended; that the Vehicle
2 would conform to the promises and affirmations of fact made; that
3 Defendants, and each of them, would perform any repairs,
4 alignments, adjustments, and/or replacements of any parts
5 necessary to ensure that the Vehicle was free from any defects in
6 material and workmanship; that Defendants, and each of them, would
7 maintain the utility of the Vehicle for three years or 36,000
8 miles and would conform the Vehicle to the applicable express
9 warranties. (A copy of the written warranty is in the possession
10 of the Defendants).

11 10. Plaintiff has duly performed all the conditions on
12 Plaintiff's part under the purchase agreement and under the
13 express and implied warranties given to plaintiff, except insofar
14 as the acts and/or omissions of the Defendants, and each of them,
15 as alleged herein, prevented and/or excused such performance.

16 11. Plaintiff has delivered the Vehicle to the
17 Manufacturer's authorized service and repair facilities, agents
18 and/or dealers, including Seller, on numerous separate occasions
19 resulting in the Vehicle being out of service by reason of repair
20 of nonconformities. Repair Orders/Invoices are in the possession
21 of Defendants.

22 12. By way of example, and not by way of limitation, the
23 defects, malfunctions, misadjustments, and/or nonconformities with
24 Plaintiff's Vehicle include the following: Plaintiff has submitted
25 the subject Vehicle for defects and malfunctions, specifically for
26 driveability concerns such as the traction control system and
27 other problems such as the temperature gauge not reading
28 correctly, among other concerns.

1 13. Each time Plaintiff delivered the nonconforming Vehicle
2 to a Manufacturer-authorized service and repair facility,
3 Plaintiff notified Defendants, and each of them, of the defects,
4 malfunctions, misadjustments, and/or nonconformities existent with
5 the Vehicle and demanded that Manufacturer or its representatives
6 repair, adjust, and/or replace any necessary parts to conform the
7 Vehicle to the applicable warranties.

8 14. Each time Plaintiff delivered the nonconforming Vehicle
9 to a Manufacturer-authorized service and repair facility,
10 Defendants, and each of them, represented to Plaintiff that they
11 could and would conform the Vehicle to the applicable warranties,
12 that in fact they did conform the Vehicle to said warranties, and
13 that all the defects, malfunctions, misadjustments, and/or
14 nonconformities have been repaired; however, Manufacturer or its
15 representatives failed to conform the Vehicle to the applicable
16 warranties because said defects, malfunctions, misadjustments,
17 and/or nonconformities continue to exist even after a reasonable
18 number of attempts to repair was given.

19 15. The amount in controversy exceeds TWENTY FIVE THOUSAND
20 DOLLARS (\$25,000.00), exclusive of interest and costs, for which
21 Plaintiff seeks judgment against Defendants, together with
22 equitable relief. In addition, Plaintiff seeks damages from
23 Defendants, and each of them, for incidental, consequential,
24 exemplary, and actual damages including interest, costs, and
25 actual attorneys' fees.

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FIRST CAUSE OF ACTION

1
2 (Breach of Implied Warranty of Merchantability under Song-Beverly
3 Warranty Act against all Defendants)

4 16. Plaintiff realleges each and every paragraph (1-15) and
5 incorporates them by this reference as though fully set forth
6 herein.

7 17. The distribution and sale of the Vehicle was accompanied
8 by the Manufacturer and Seller's implied warranty that the Vehicle
9 was merchantable.

10 18. Furthermore, Defendants, and each of them, impliedly
11 warranted, *inter alia*, that the Vehicle would pass without
12 objection in the trade under the contract description; that the
13 Vehicle was fit for the ordinary purposes for which it was
14 intended; that the Vehicle was adequately assembled; and/or that
15 the Vehicle conformed to the promises or affirmations of fact made
16 to Plaintiff.

17 19. As evidenced by the defects, malfunctions,
18 misadjustments, and/or nonconformities alleged herein, the Vehicle
19 was not merchantable because it did not have the quality that a
20 buyer would reasonably expect, because it could not pass without
21 objection in the trade under the contract description; because it
22 was not fit for the ordinary purposes for which it was intended;
23 because it was not adequately assembled; and/or because it did not
24 or could not be conformed to the promises or affirmations of fact
25 made to Plaintiff.

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1 20. Upon discovery of the Vehicles's nonconformities,
2 Plaintiff took reasonable steps to notify Defendants, and each of
3 them, within a reasonable time that the Vehicle did not have the
4 quality that a buyer would reasonably expect and, further,
5 justifiably revoked acceptance of the nonconforming Vehicle.

6 21. On or about August 14, 2008, Plaintiff notified the
7 Manufacturer and Seller of their breach and justifiably revoked
8 acceptance of the nonconforming Vehicle under the Commercial Code
9 sections 2607 and 2608. Plaintiff further demanded that the
10 Manufacturer cancel the sale, take back the nonconforming Vehicle,
11 refund all the money expended, pay the difference between the
12 value of the Vehicle as accepted and the value the Vehicle would
13 have had if it had been as warranted, and/or pay damages under the
14 Commercial Code sections 2711, 2714, and 2715. Defendants, and
15 each of them, have, however, refused to comply. Notification
16 Letter is in the possession of Defendants.

17 22. On or about ugust 14, 2008, Plaintiff also made a demand
18 upon Manufacturer and Seller for replacement or restitution,
19 pursuant to Song-Beverly. Defendants, and each of them, knew of
20 their obligations under Song-Beverly; however, despite Plaintiff's
21 demand, Defendants and each of them, have intentionally failed and
22 refused to make restitution or replacement pursuant to Song-
23 Beverly.

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1 23. As a result of the acts and/or omissions of the
2 Defendants, and each of them, Plaintiff has sustained damage in
3 the amount actually paid or payable under the contract, plus
4 prejudgement interest thereon at the legal rate. Plaintiff will
5 seek leave to amend this Complaint to set forth the exact amount
6 thereof when that amount is ascertained.

7 24. As a further result of the actions of Defendants, and
8 each of them, Plaintiff has sustained incidental and consequential
9 damages in an amount yet to be determined, plus interest thereon
10 at the legal rate. Plaintiff will seek leave to amend this
11 Complaint to set forth the exact amount of incidental damages when
12 that amount is ascertained.

13 25. As a further result of the actions of Defendants, and
14 each of them, Plaintiff has sustained damages equal to the
15 difference between the value of the Vehicle as accepted and the
16 value the Vehicle would have had if it had been as warranted.

17 26. As a direct result of the acts and/or omissions of
18 Defendants, and each of them, and in pursuing Plaintiff's claim,
19 it was necessary for Plaintiff to retain legal counsel. Pursuant
20 to Song-Beverly, Plaintiff, in addition to his other remedies, is
21 entitled to the recovery of his attorneys' fees based upon actual
22 time expended and reasonably incurred, in connection with the
23 commencement and prosecution of this action.

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1 33. On or about August 14, 2008, Plaintiff made a demand
2 upon Manufacturer and Seller for replacement or restitution,
3 pursuant to Song-Beverly. Defendants, and each of them, knowing
4 their obligations under Song-Beverly, and despite Plaintiff's
5 demand, failed and refused to make restitution or replacement
6 according to the mandates of Song-Beverly. The failure of
7 Defendants, and each of them, to refund the price paid and payable
8 or to replace the Vehicle was intentional and justifies an award
9 of a Civil Penalty in an amount not to exceed two times
10 Plaintiff's actual damages.

11 34. As a result of the acts and/or omissions of Defendants,
12 and each of them, and pursuant to the provisions of the Song-
13 Beverly, Plaintiff is entitled to replacement of the Vehicle or
14 restitution of the amount actually paid or payable under the
15 contract, at Plaintiff's election, plus prejudgment interest
16 thereon at the legal rate. Plaintiff will seek leave of Court to
17 amend this Complaint to set forth the exact amount of restitution
18 and interest, upon election, when that amount has been
19 ascertained.

20 35. Additionally, as a result of the acts and/or omissions
21 of Defendants, and each of them, and pursuant to Song-Beverly,
22 Plaintiff has sustained and is entitled to consequential and
23 incidental damages in amounts yet to be determined, plus interest
24 thereon at the legal rate. Plaintiff will seek leave of the court
25 to amend this complaint to set forth the exact amount of
26 consequential and/or incidental damages, when those amounts have
27 been ascertained.

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1 36. As a direct result of the acts and/or omissions of
2 Defendants, and each of them, and in pursuing Plaintiff's claim,
3 it was necessary for Plaintiff to retain legal counsel. Pursuant
4 to Song-Beverly, Plaintiff, in addition to other remedies, is
5 entitled to the recovery of his attorneys' fees based upon actual
6 time expended and reasonably incurred, in connection with the
7 commencement and prosecution of this action.

8 **THIRD CAUSE OF ACTION**

9 (Breach of Written Warranty under Magnuson-Moss Warranty Act
10 against all Defendants)

11 37. Plaintiff realleges each and every paragraph (1-36) and
12 incorporates them by this reference as though fully set forth
13 herein.

14 38. Plaintiff is a "Consumer" as defined in the Magnuson-
15 Moss Warranty Act (hereinafter referred to as the "Warranty Act")
16 15 USC 2301(3).

17 39. The Seller is a "Supplier" and "Warrantor" as defined by
18 the Warranty Act, 15 USC 2301(4), (5).

19 40. The Manufacturer is a "Supplier" and "Warrantor" as
20 defined by the Warranty Act, 15 USC 2301(4), (5).

21 41. The Vehicle is a "Consumer Product" as defined in the
22 Warranty Act, 15 USC 2301(1).

23 42. The Vehicle was manufactured, sold, and leased
24 /purchased after July 4, 1975.

25 43. The express warranty given by the Manufacturer
26 pertaining to the Vehicle is a "Written Warranty" as defined in
27 the Warranty Act, 15 USC 2301(6).

28 ///

1 44. The Seller is an authorized dealership/agent of the
2 manufacturer designated to perform repairs on Vehicles under
3 Manufacturer's warranties.

4 45. The above-described actions (failure to repair and/or
5 properly repair the above-mentioned defects, etc.), including
6 failure to honor the written warranty, constitute a breach of the
7 written warranty by the Manufacturer and Seller actionable under
8 the Warranty Act, 15 USC 2310(d)(1), (2).

9 46. As a direct result of the Manufacturer and/or Seller's
10 acts and/or omissions, Plaintiff has suffered damages as set forth
11 herein. Therefore, Plaintiff is entitled to a judgment and the
12 following relief against all Defendants: (1) A declaration that
13 acceptance has been properly revoked by Plaintiff and for damages
14 incurred in revoking acceptance; (2) A refund of the purchase
15 price paid by Plaintiff for the Vehicle; (3) Cancellation of
16 Plaintiff's retail installment contract and payment in full of the
17 balance of same; (4) Consequential, incidental, and actual damages
18 to be proved at trial; (5) Costs and expenses including actual
19 attorneys' fees reasonably incurred; (6) Prejudgment interest at
20 the legal rate; and (7) Such other relief the Court deems
21 appropriate.

22 **FOURTH CAUSE OF ACTION**

23 (Breach of Implied Warranty under Magnuson-Moss Warranty Act
24 against all Defendants)

25 47. Plaintiff realleges each and every paragraph (1-46) and
26 incorporates them by this reference as though fully set forth
27 herein.

28 ///

1 48. The above-described actions on the part of the Seller
2 constitute a breach of the implied warranties of merchantability
3 actionable under the Warranty Act, 15 USC 2301(7), 2308,
4 2310(d)(1), (2).

5 49. As a direct result of the Seller's acts and/or
6 omissions, Plaintiff has suffered damages as set forth herein.
7 Therefore, Plaintiff is entitled to judgment against all
8 Defendants declaring acceptance has been properly revoked by
9 Plaintiff and for damages incurred in revoking acceptance, for a
10 refund of the purchase price paid by Plaintiff for the Vehicle,
11 for cancellation of Plaintiff's retail installment contract and
12 for payment in full by Defendants and all of them on the balance
13 of the installment contract, for consequential, incidental, and
14 actual damages, for costs, prejudgment interest at the legal rate,
15 for actual attorneys' fees reasonably incurred, and such other
16 relief the Court deems appropriate.

17 **WHEREFORE**, Plaintiff prays for judgment against all
18 Defendants, and each of them, as follows:

- 19 A. For replacement or restitution, at Plaintiff's election,
20 according to proof;
21 B. For incidental damages, according to proof;
22 C. For consequential damages, according to proof;
23 D. For a civil penalty as provided in Song-Beverly, in an
24 amount not to exceed two times the amount of Plaintiff's
25 actual damages;
26 E. For actual attorney's fees, reasonably incurred;
27 F. For costs of suit and expenses, according to proof;



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- G. For the difference between the value of the Vehicle as accepted and the value the Vehicle would have had if it had been as warranted;
- H. For remedies provided in Chapters 6 and 7 of Division 2 of the Commercial Code;
- I. For pre-judgment interest at the legal rate;
- J. Such other relief the Court deems appropriate.

Date: 10/15/06

Respectfully submitted,
CONSUMER LEGAL SERVICES, P.C.

By: 
David N. Barry, Esq.
M. Nicholas Nita, Esq.
Attorneys for Plaintiff,




General Motors Corporation
Business Resource Center
P.O. Box 33170
Detroit, MI 48232-5370

VIA FAX ONLY

January 7, 2009

M. Nicholas Nita, Esq.
Consumer Legal Services
1950 Sawtelle Blvd
Los Angeles, CA 90025

RE: [REDACTED]
Service Request: 71-692385410
2008 Chevrolet Malibu
Vehicle Identification Number: 1G1ZH57B08F [REDACTED]

Dear Mr. Nita:

This is to advise that General Motors is in receipt of the above referenced case dated December 30, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

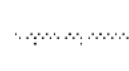
In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

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

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,
General Motors Corporation
cc: Amy Sjulander Ruben and Sjulander



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

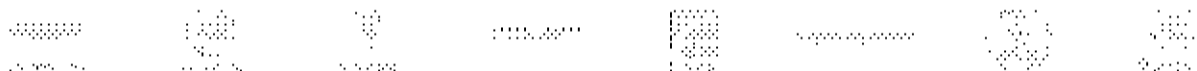
VEHICLE INFORMATION

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

Signature

Signature

L00006
V08013008



VIN: 1G1ZH57B0 8F [REDACTED]	Model: 1ZH69
-------------------------------------	---------------------

Order Information			
Number	Date	Fleet Account Number	Type
MRVTQN	03/08/08		TRE

Delivery Information			
Dealer Code	Date	Fleet Account Number	Type
13 06230	07/05/08		010

Service Type:		Mileage:	
Cancellation Date Of Entry:		Trade Date:	
Into Service Date:		Delivery Date Of Entry:	07/07/08

Invoice Sent To:	MICHAEL CHEVROLET PO BOX 5419 FRESNO CA 93755-5419
Delivered To:	[REDACTED] FRESNO CA

Incentives						
Code	Dealer	Reference Number	Date	Payment Amount	Method	Error Code
FFC	13 06230	00034655676	07/08/08	53.87	OA	
PCA	13 06230	00034704518	07/17/08	250.00	OA	

Class - BRCSiebel Docs

RequestNum
71-655732426

MSXDocNum

Last

First

Timestamp
2008-08-22-18.01.56.000000

Division

CorrType

CatCode

MSXSource
0

AttachNum

VIN

08/21/2008 13:30 5594399567

MICHAELAUTO

PAGE 02/13

6. Other: N/A \$ N/A (C)

Total finance fees (A through D) \$ 282.75 (D)

7. Amount Paid to Insurance Companies

Total premiums from Statement of Impaired Ability \$ N/A (A)

Smog Certification or Motor Vehicle Fee Paid to State \$ N/A (A)

8. Subtotal (1 through 7) \$ 2706.63 (E)

9. Total Downpayment

A. Agreed Resale Value: Yr. N/A Make N/A \$ N/A (A)

Model: N/A Color: N/A

VIN: N/A

B. Less Prior Credit or Loans Balance \$ N/A (B)

C. Net Trade-In (A less B) (indicate if a negative number) \$ N/A (C)

D. Deferred Downpayment \$ N/A (D)

E. Manufacturer's Rebate \$ N/A (E)

F. Other: N/A \$ N/A (F)

G. Cash \$ N/A (G)

Total Downpayment (C through G) \$ N/A (H)

(If negative, enter zero on line 9 and enter the amount less than zero as a positive number on line 17 above)

10. Amount Financed (E less H) \$ 2706.63 (I)

Buyer Signature: N/A Date: N/A

Co-Buyer Signature: N/A Date: N/A

OPTIONAL GAP CONTRACT A gap contract (gap protection contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 10 of the financing at Amours Financed. See your gap contract for details on the terms and conditions it provides. It is a part of the contract.

Term: N/A Year: N/A Name of Gap Contract: _____

I want to be insured by _____

Buyer Sign: _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) which will be following company(ies) for the term(s) shown below for the vehicle(s) shown in item 1K-1L, 1M, 1N, and/or 1O.

1K Company: EBB Term: 3 Mos. of 75000 Miles

1L Company: N/A Term: N/A Mos. of N/A Miles

1M Company: N/A Term: N/A Mos. of N/A Miles

1N Company: N/A Term: N/A Mos. of N/A Miles

1O Company: N/A Term: N/A Mos. of N/A Miles

Buyer Sign: _____

HOW THIS CONTRACT CAN BE CHANGED This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it.

Buyer Sign: _____

Co-Buyer Sign: _____

SELLER ASSURED LOAN

BUYER MAY BE REQUIRED TO PROVIDE SECURITY FOR THE LOAN AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS UNDER THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount: \$ N/A Finance Charge: \$ N/A

Total \$ N/A Payable in N/A Installments of \$ N/A from this Loan is shown in item 10.

AUTO BROKER FEE DISCLOSURE

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

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

SELLER'S RIGHT TO CANCEL: Buyer and Co-Buyer sign here. The provisions of the Seller's right to cancel are inapplicable to this contract if a financial institution will apply.

Buyer Sign: _____

Co-Buyer Sign: _____

OPTION: You pay no finance charge if the Amount Financed, item 10, is paid in full on or before 8/21/09.

Seller's Initials: N/A

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

WARNINGS:

THE PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLER. HOWEVER, COLLISION COVERAGE, WHEN AVAILABLE THROUGH THE SELLER, PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REFINANCED. ALWAYS CHECK THE POLICY FOR THE EXACT SCOPE OF COVERAGE. FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

Buyer Sign: _____

Co-Buyer Sign: _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the trade-in vehicle. You warrant that you have given a true and accurate statement of the vehicle's condition. If the payoff amount is more than the amount shown above in item 9B as "Prior Credit or Loans Balance," you must pay the difference to the lender. If the payoff amount is less than the amount shown above in item 9B as "Prior Credit or Loans Balance," Seller will refund the difference to you.

Buyer Sign: _____

Co-Buyer Sign: _____

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

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

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

Buyer Sign: _____

Co-Buyer Sign: _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION. California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide a vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require the seller to offer a 24-hour contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requires a charge and applies to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to the conditions under California law. See the vehicle contract cancellation option agreement for details.

Buyer Sign: _____ Date: 8/21/08 Co-Buyer Sign: _____ Date: N/A

Buyer Sign: _____ **Date:** 8/21/08 **Co-Buyer Sign:** _____ **Date:** N/A

Co-Buyer and Other Owners: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given in this contract.

Other Owner Signatures: _____

GUARANTEE: To finance the sale of the vehicle to Buyer, the person who becomes a Guarantor heretofore guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantors, and even if Buyer has a complete defense as Guarantor to the lender's demand for payment. Each Guarantor agrees to be liable even if we do not receive the following: (1) the guaranty, more than 15 days after or more (2) give a full or partial release to any other Guarantor, (3) provide any security, (4) accept cash from the Buyer, (5) the full amount owing, or (6) otherwise reach a settlement relating to the contract or extend the contract. Each Guarantor shall be liable for a nonrefundable fee of the amount and guaranty at the time of signing.

Guarantor waives notice of rescission of this Guarantor notice of the Buyer's non-payment, non-performance, and default and notice of the amount owing of any fees and of any demands upon the Buyer.

Guarantor X: _____ Date: _____ Guarantor X: _____ Date: _____

Seller Sign: MICHAEL AUTOMOTIVE CENTER **Date:** 07/05/09 **By:** _____ **Title:** _____

LIAN FORM NO. 399-CA (REVISED 11/2007) RETURN TO: _____

Dealer Number Contract Number A.O.S. Number Stock Number 90823

Buyer Name and Address, Seller Name and Address, Michael Auto Center, Fresno, CA

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract.

Table with columns: New Used, Year, Make and Model, Odometer, Vehicle Identification Number, Primary Use For Which Purchased.

FEDERAL TRUTH-IN-LENDING DISCLOSURES table with columns: Annual Percentage Rate, Finance Charge, Amount Financed, Total of Payments, Total Sale Price.

YOUR PAYMENT SCHEDULE WILL BE: Table with columns: Number of Payments, Amount of Payments, When Payments Are Due.

Early Change of Payment: If you are not able to make a payment on time, you will pay a late charge of 1% of the amount of the payment that is late.

ITEMIZATION OF THE AMOUNT FINANCED table listing various fees and costs such as Cash Price, Dealer Prep Fee, Sales Tax, and Title Fees.

STATEMENT OF INSURANCE: NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or require any insurance through a particular insurance company agent or broker.

Application for Optional Credit Insurance: Credit life, credit disability, and credit loss insurance.

OPTIONAL GAP CONTRACT: A term contract (loan cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge.

(Purchase / Lease)

CREDIT APPLICATION

IMPORTANT: READ THESE DIRECTIONS BEFORE COMPLETING THIS APPLICATION.

Check Appropriate box: I am applying for individual credit in your own name and am relying on your own income... I am applying for credit in your own name and am relying on your own income... I am applying for credit in your own name and am relying on your own income...

SECTION A: Information Regarding Applicant. Name: [Redacted], Address: [Redacted], City: [Redacted], State: [Redacted], Zip: [Redacted].

SECTION B: Information Regarding Spouse, or Co-Applicant. Name: [Redacted], Address: [Redacted], City: [Redacted], State: [Redacted], Zip: [Redacted].

Income: Applicant's gross monthly income from employment: \$4800. Total Monthly Income: \$4800.

SECTION C: Asset and Debt Information. Assets: [Redacted]. Debts: [Redacted].

Joint Applicant's gross monthly income from employment: \$0. Total Monthly Income: \$0.

SECTION D: Vehicle Information. Make: [Redacted], Model: [Redacted], Year: [Redacted], VIN: [Redacted].

INSURANCE - IF YOU WISH TO APPLY FOR VEHICLE INSURANCE IN CONNECTION WITH THIS CREDIT APPLICATION, COMPLETE THE FOLLOWING:

Insurance details: Insurer Name, Policy Number, Annual Premium, Total Amount of Losses.

By the following action, the applicant agrees to be bound by all the terms and conditions of the credit agreement... I agree to be bound by all the terms and conditions of the credit agreement...

FINANCIAL INSTITUTION(S): Operating Business Local Union

PURCHASER HEREBY ACKNOWLEDGES RECEIPT OF A COPY OF THIS CREDIT STATEMENT. CO-APPLICANT'S SIGNATURE MEANS YOU INTEND TO APPLY FOR JOINT CREDIT.

Class - BRCSiebel Docs

RequestNum
71-655732426

MSXDocNum
CRU48AD9F8

Last

First

Timestamp
2008-08-21-16.57.00.000000

Division
CH

CorrType
B

CatCode
04

MSXSource
F

AttachNum

VIN

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return) <i>Consumer Legal Services, P.C.</i>	
Business name, if different from above	
Check appropriate box: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (Disregarded entity, C-corporation, P-partnership) ▶ <input type="checkbox"/> Exempt payee <input checked="" type="checkbox"/> Other (see instructions) ▶ <i>P.C.</i>	
Address (number, street, and apt. or suite no.) <i>1950 SOUTHER BLD., SUITE 245</i>	Requestor's name and address (optional)
City, state, and ZIP code <i>Los Angeles, CA 90025</i>	
List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number <i>383 11 6339</i>
or
Employer identification number

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

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature U.S. person <i>[Redacted]</i>	Date ▶ <i>04/11/08</i>
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General Instructions

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

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

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

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

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

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

January 28, 2014

[REDACTED]
Kennesaw, GA [REDACTED]

Service Request: 71-692759168

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2008 Saturn AURA. 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, Saturn believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Saturn customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To contact the 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 by visiting 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,

Saturn Customer Assistance Center

CERTIFIED MAIL™



7008 1830 0002 8784 5944



UNITED STATES
POSTAL SERVICE



37174

U.S. POSTAGE
PAID
ACWORTH, GA
30101
JAN 24, 09
AMOUNT

\$5.32
00042222-05

01-27-09P01:30 RCVD

*Saturn Corporation.
Customer Assistance Center
100 Saturn Parkway
371999 MD S-24
Spring Hill, TN 37174*

RETURN RECEIPT
REQUESTED



Kennesaw, GA

X

REPLACEMENT OR REPURCHASE REQUEST

As detailed below, this constitutes my request as a consumer for a repurchase or a replacement vehicle, pursuant to Georgia's Motor Vehicle Warranty Rights Act, O.C.G.A. Section 10-1-784(a)(1).

Vehicle make SATURN Model AURA Year 2008

Vehicle identification number (VIN) 1G8ZS57N28F [REDACTED]

Name/address of the selling or leasing dealer SATURN OF MARIETTA
1071 COBB PARKWAY S MARIETTA, GA 30060

Date of vehicle delivery 2-18-08 Current odometer reading 11,801

Date of request for final repair attempt 12-18-08

Note to consumer: If the manufacturer designated a repair facility within seven (7) days from the receipt of your final repair attempt request, please list the following:

Date of final repair 12-18-08

Name of the facility where the final repair attempt took place SATURN OF MARIETTA
1071 COBB PKWY S MARIETTA GA 30060

Does/do the defect/s or condition/s continue to exist? Yes No (No circled)

I am requesting that you replace or repurchase (circle one) the vehicle described above within thirty (30) days from the receipt of this notice. My contact information is:

Consumer name [REDACTED] Home phone [REDACTED]
Address [REDACTED] KENNESAW GA [REDACTED] Work phone [REDACTED]
Consumer signature [REDACTED] Today's date 12-24-08

Instructions to consumer: Remember to make a copy of this form for your records and send the original by certified mail, return receipt requested, to the manufacturer at the address provided in your owner's manual. If your vehicle is a motor home, notices must be sent to all known manufacturers.

January 28, 2014

[REDACTED]
Kennesaw, GA [REDACTED]

Service request: 71-692759168

VIN: 1G8ZS57N28F [REDACTED]

Customer Relationship Specialist: Angelia Shaw

Dear [REDACTED]

Thank you for your recent correspondence regarding your 2008 Saturn AURA. We are sorry you are dissatisfied with your Saturn. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Saturn owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm that as per conversation on January 14, 2009 that we have agreed to delay any further repair opportunities pending customer contact to our office. The reason we are delaying this is because you had previously requested the dealership to perform a final repair attempt on December 18, 2008 and the vehicle is not currently having any issues.

If you have any further questions, please contact me at 866-790-5600 extension 31398 between 8:00 a.m. and 4:30 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,
Saturn Business Resource Center

DEFINITED MAIL™

0000

37174

\$1.20
00056842-02



Kennesaw, GA



7008 1830 0002 8783 7635



0000

37174

U.S. POSTAGE
PAID
ACWORTH, GA
30101
DEC 31, 08
AMOUNT

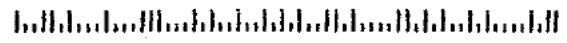
\$4.12
00056842-02

01-06-09P12:46 RCVD
RETURN RECEIPT
REQUESTED

Saturn Repair/Replace Law Coordinator
Saturn Customer assistance center
100 Saturn Parkway
mail code 371-999-822
Spring Hill, TN 37174-1500

1-2-09

37174\$2493 R017



NOTICE TO MANUFACTURER OF FINAL OPPORTUNITY TO REPAIR

This constitutes my notice as a consumer, pursuant to Georgia's Motor Vehicle Warranty Rights Act, O.C.G.A. Section 10-1-784(a)(1), that the manufacturer's authorized agent has been unable to repair or correct the nonconformity or nonconformities (defects) listed below in the new motor vehicle described below, and that you as the manufacturer have an opportunity for a final repair attempt.

- Defect # 1 Car stalled in traffic - stopped
- Defect # 2 Car stalled in traffic - stopped
- Defect # 3 Traction control in wet weather failed
- Defect # 4 Car would not start towed to garage

(Please use another sheet to list additional defects, if any.)

Vehicle make SATURN Model AURA Year 2008

Vehicle identification number (VIN) 1G8ZS57N28F [REDACTED]

Name/address of selling dealer or lessor SATURN OF MARIETTA
1071 COBB PARKWAY SOUTH MARIETTA, GA 30060

Date of delivery 2-18-08 Current odometer reading _____

Name/address of the facility where repairs were made SATURN OF MARIETTA
1071 COBB PARKWAY S. MARIETTA, GA 30060

Date/s of repair 7-19-08 7-22-08-7-28-08 11-25-08 12-18-08

I am requesting that you make a final attempt to correct the defect/s reported above. My contact information is:

Consumer name [REDACTED] Home phone [REDACTED]

Address [REDACTED] NW KENNESAW GA [REDACTED] Work phone [REDACTED]

Consumer signature [REDACTED] Today's date 12-28-08

Instructions to consumer: On this form you should only list defects that have met the required "reasonable number of repair attempts." Remember to make a copy for your records and send the original by certified mail, return receipt requested, to the manufacturer at the address provided in your owner's manual. If your vehicle is a motor home, you must send notices to all known manufacturers.

REPLACEMENT OR REPURCHASE REQUEST

As detailed below, this constitutes my request as a consumer for a repurchase or a replacement vehicle, pursuant to Georgia's Motor Vehicle Warranty Rights Act, O.C.G.A. Section 10-1-784(a)(1).

Vehicle make SATURN Model AURA Year 2008

Vehicle identification number (VIN) 1G82S57N28F1 [REDACTED]

Name/address of the selling or leasing dealer SATURN OF MARIETTA
1071 COBB PARKWAY S. MARIETTA, GA 30060

Date of vehicle delivery 2-18-08 Current odometer reading 11,801

Date of request for final repair attempt 12-18-08

Note to consumer: If the manufacturer designated a repair facility within seven (7) days from the receipt of your final repair attempt request, please list the following:

Date of final repair 12-18-08

Name of the facility where the final repair attempt took place SATURN OF MARIETTA
1071 COBB PKWY S MARIETTA GA 30060

Does/do the defect/s or condition/s continue to exist? Yes No

I am requesting that you replace or repurchase (circle one) the vehicle described above within thirty (30) days from the receipt of this notice. My contact information is:

Consumer name [REDACTED] Home phone [REDACTED]

Address [REDACTED] KENNESAW GA [REDACTED] Work phone [REDACTED]

Consumer signature [REDACTED] Today's date 12-28-08

Instructions to consumer: Remember to make a copy of this form for your records and send the original by certified mail, return receipt requested, to the manufacturer at the address provided in your owner's manual. If your vehicle is a motor home, notices must be sent to all known manufacturers.

January 28, 2014

[REDACTED]
Kennesaw, GA [REDACTED]

Service request: 71-692759168

VIN: 1G8ZS57N28F [REDACTED]

Customer Relationship Specialist: Angelia Shaw

Dear [REDACTED]:

Thank you for your recent correspondence regarding your 2008 Saturn AURA. We are sorry you are dissatisfied with your Saturn. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Saturn owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Saturn Cars of Atlanta, Inc. located in Marietta, GA. As per our conversation on January 27, 2009 this repair opportunity will take place on February 2, 2009.

If you have further questions, please contact me at 1-866-790-5600 extension 31398 Monday through Friday between 8:00 a.m. and 4:30 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.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Saturn Business Resource Center

1071 Cood Parkway South
Marietta, Georgia 30062-3732
Telephone (770) 421-1400
Facsimile (770) 499-6020
<http://www.SaturnCarsAtlanta.com/>

acsimile

Page 1 of 4



To _____
From Tony Dutton

Location _____ Telephone _____
[Redacted] work order

Subject _____

Message
ALL REPAIR order for Date 1/13/09
[Redacted]

If fax is not entirely readable or received incomplete, call (770) 421-1400



SATURN OF MARIETTA

1071 Cobb Parkway South
Marietta, Georgia 30060-9232
(770) 421-1400
www.SaturnCarsAtlanta.com

WORK
ORDER

SHOP COPY

Sold To: [Redacted] Kennesaw GA Business Phone: (800)225-5642 Home Phone: [Redacted] Email Address: [Redacted]	PRINTED: 9:59:29	DATE: 12/18/08
		V.I.N.#: 1G8ZS57N28F [Redacted]
		MILEAGE: 11698
		DEL DATE: 02/18/08
		MILES: 20
		IN-SERV-DATE: 02/18/08
		LICENSE #:
		YEAR: 08
		MAKE: SATURN
		MODEL: AURA XE
	ENGINE: LZ4 3.5LV6	
	TRANSMISSION: 4 SPD AUT	
	COLOR: TECHNO GRA	

819

Service Advisor #: 56	Service Order #: 278043	Tag #: 0053	Reference SO#: 01
Customer: [Redacted]	Stock #: 153028	Labor Rate: .00	Attention:
Doc. Code: 1	Payment Type: C	Diag Codes:	Promise Date/Time: 12/18/08

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Saturn parts warranty is 12 months or 12,000 miles

SERVICES REQUESTED			ESTIMATE				
L#	CODES		ST	HRS.	LABOR	PARTS	TOTAL
1		CUSTOMER STATES THAT WE ARE TO CHECKED OUT THE VEHICLE THOROUGHLY. Final Repair A-Team Cust Requested to be checked out During inspection found No issues with the vehicle NO codes, NO view concerns K	W				TH AM 10:25 TH PM 1:43 12/18/08 [Signature]

I hereby authorize the repair work herein set forth to be done along with 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 supplier or transporter. I hereby grant you or your employees permission to connect the vehicle to any diagnostic equipment for the purpose of diagnosing or repairing the vehicle. I agree to pay for any labor and materials above and beyond the amount shown on this estimate. I agree to pay for any taxes and fees due to the state or local government. I agree to pay for any tolls and parking fees. I agree to pay for any rental charges. I agree to pay for any storage charges. I agree to pay for any towing charges. I agree to pay for any other charges. I agree to pay for any other charges. I agree to pay for any other charges.

[Signature]
 CUSTOMER SIGNATURE

Original Estimate

Richard Fossali	ESTIMATE TOTAL:	
HOURS	LABOR	MISC
HAZDS	DISC	TOTAL
PARTS	DEDC	TOTAL
	TAXES	TOTAL



SATURN OF MARIETTA

1071 Cobb Parkway South
Marietta, Georgia 30060-9232
(770) 421-1400
www.SaturnCarsAtlanta.com

SERVICE
INVOICE

SO# [REDACTED] DATE/TIME IN: 12/18/2008 9:59 DATE/TIME OUT: 12/18/2008 13:54
TAG# 0053 SA: Richard Fossali DOC COUNT: 1 PAGE: 1

[REDACTED] 01 1G8ZS57N28F [REDACTED]
Kennesaw GA [REDACTED] 2008 SATURN AURA XE TECHNO GRAY
ENGINE: LZ4 3.5LV6
STK#: 153028
MILES IN/OUT 11698 / 11698
DEL DATE: 2/18/2008
SALESPERSON: DESMOND, PETER O

-----email: [REDACTED]-----

LINE 1 CUSTOMER STATES THAT WE ARE TO CHECKED OUT THE
VEHICLE THOROUGHLY.
CAUSE: OTHER - FOLLOW OPERATION
TECH COMM: CUSTOMER REQUESTED THAT WE TREAT THIS AS THE
FINAL REPAIR ATTEMPT. DURING INSPECTION, TECH
FOUND NO ISSUES WITH THE VEHICLE, NO CODES AND
NO VISUAL CONCERNS

REPAIR 1 CUSTOMER CONCERN NOT DUPLICATED
OPCODE: N9995 SALE TYPE: W WTY
PRIMARY TECH: Delmas Seay

SERVICE WORK HAS 12 MONTHS OR 12,000 MILE WARRANTY

CUSTOMER SIGNATURE [REDACTED] CUSTOMER TOTAL \$.00

Disclaimer of Warranties

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



SATURN OF MARIETTA

1071 Cobb Parkway South
Marietta, Georgia 30060-9232
(770) 421-1400
www.SaturnCarsAtlanta.com

SERVICE
INVOICE

** ACCOUNTING COPY **

SO# [REDACTED] DATE/TIME IN: 12/18/2008 9:59 DATE/TIME OUT: 12/18/2008 13:54
TAG# 0053 SA: Richard Fossali DOC COUNT: 1 PAGE: 1

[REDACTED] 01 1G8ZS57N28F [REDACTED]
2008 SATURN AURA XE TECHNO GRAY
Kennesaw GA [REDACTED] ENGINE: LZ4 3.5LV6
[REDACTED] [REDACTED] STK#: 153028
MILES IN/OUT 11698 / 11698
DEL DATE: 2/18/2008
SALESPERSON: DESMOND, PETER O

LINE 1 CUSTOMER STATES THAT WE ARE TO CHECKED OUT THE
VEHICLE THOROUGHLY.
CAUSE: OTHER - FOLLOW OPERATION
TECH COMM: CUSTOMER REQUESTED THAT WE TREAT THIS AS THE
FINAL REPAIR ATTEMPT. DURING INSPECTION, TECH
FOUND NO ISSUES WITH THE VEHICLE, NO CODES AND
NO VISUAL CONCERNS

REPAIR 1 CUSTOMER CONCERN NOT DUPLICATED
OPCODE: N9995 SALE RATE: A COST RATE: A COST: \$.00
HRS: SALE TYPE: W
PRIMARY TECH: Delmas Seay

LINE TOTAL \$.00 \$.00

ACCOUNT NO SALE AMT COST AMT CNTL NO
CUSTOMER TOTAL \$.00

Disclaimer of Warranties

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OP DESCRIPTION

RECOMMENDED MAINTENANCE
DATE EST SEL OP DESCRIPTION

DATE: 12/18/08
DATE EST SEL

OP SERVICE SPECIAL EST OP SERVICE SPECIAL EST

RECALL CAMPAIGNS

EXT. PLAN DATE MILES

HISTORY

SP: DESMOND, PETER O

SO NO OP CODE
277468 M5300
277468 N4800
277468 C2860
274360 N4800
274346 N0110
274346 M5315
274199 J4100
274104 N4800
267055 X0061

DESCRIPTION
INFORMATION LINE
COMPUTER (CONTROL), BODY - REPLACE
CONSOLE ASSEMBLY - R&R OR REPLACE
COMPUTER (CONTROL), BODY - REPLACE
BATTERY - REPLACE
TOWING
GENERATOR ASSEMBLY - REPLACE
COMPUTER (CONTROL), BODY - REPLACE
BODY SIDE GRAPHICS - INSTALLATION

MILES	DATE	SALE TYPE	TEC	SA
10866	11/26/08	C	42	56
10866	11/26/08	W	42	56
10866	11/26/08	W	42	56
6225	08/01/08	W	214	43
6200	07/28/08	W	214	429
6200	07/28/08	C	214	429
6146	07/24/08	W	68	43
6089	07/21/08	W	607	56
5	11/09/07	IA	323	56

P.5
(770) 306-6020
W P Bridges
Jan 13 09 10:51a

January 28, 2014

[REDACTED]
Scotch Plains, NJ [REDACTED]

Service request: 71-697898802

VIN: 1G2ZG58N274 [REDACTED]

Customer Relationship Specialist: Brenda Santos

Dear [REDACTED]:

Thank you for your recent correspondence dated January 27, 2009 regarding your 2007 Pontiac G6. We are sorry you are dissatisfied with your Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Green Brook Pontiac-GMC, Inc. located in Green Brook. As per our conversation on January 28, 2009 this repair opportunity will take place on February 2, 2009 at 8AM.

If you have further questions, please contact me at 1-866-790-5700 extension 21212 Monday through Friday between 8:30 a.m. and 3:30 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.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Pontiac Customer Assistance Center

LC0032
V6272006

January 28, 2014

[REDACTED]
Scotch Plains, NJ [REDACTED]

Service request: 71-697898802

VIN: 1G2ZG58N274 [REDACTED]

Customer Relationship Specialist: Brenda Santos

Dear [REDACTED]

Thank you for your recent correspondence regarding your 2007 Pontiac G6. We are sorry you are dissatisfied with your Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your re-scheduled repair opportunity at Green Brook Pontiac-GMC, Inc. located in Greenbrook. As per our conversation on February 2, 2009 this repair opportunity has been rescheduled and will take place on February 11, 2009 at 8:00 am.

If you have further questions, please contact me at 866-790-5700 extension 21212 Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:30 a.m. and 3:30 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.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Pontiac Customer Assistance Center



7008 3230 0002 3890 0517



UNITED STATES
POSTAL SERVICE



U.S. POSTAGE
PAID
EAST ORANGE, NJ
07018
JAN 24, '09
AMOUNT

\$5.32

00045798-0

0000

48232

01-27-09A11:16 RCVD

Pontiac Customer Assistance Center

P.O. Box 33172

Detroit, MI 48232-5172

Scotch Plains, NJ

RETURN RECEIPT
REQUESTED

[REDACTED]
Scotch Plains, NJ [REDACTED]
[REDACTED]

1/15/2009

GMAC/General Motors
P.O Box 33172
Detroit, MI 48232-5172

To whom it may concern:

I believe my passenger vehicle is a "lemon" under the New Jersey Law (N.J.S.A 56:12-29 to 56:12-49). I am hereby making a written demand for relief under the lemon law. I leased a (Pontiac G6 2007, IG2ZG58N274 [REDACTED]) on 11/13/2007 from Greenbrook Pontiac, GMC and Hummer in Greenbrook, NJ. Since I bought the vehicle, I have had to return it to the dealership a total of 15-20 times. My vehicle has been out of service for repairs for a total of a unknown amount of calendar days at this time. My mileage on my vehicle is 32900. My vehicle has been at Greenbrook Pontiac, GMC and Hummer on the following dates for repair of the following defects: Dates are since the vehicle was purchased!!!! Paper work available upon request!

My vehicle is currently experiencing the following defects, a knocking sound in the stirring wheel, will not go into reverse, will not come out of park, stirring wheel, defect, wiring defect, will not go in to drive, back break light will not go out, shaking, and stalling occurs just to name a few of the issues. My vehicle is currently back in the shop since 1/12/2009. This vehicle keeps shutting off. It was returned the same day and returned again on 1/14/2009 for the same problem. Since these defects substantially impair use, value or safety of my vehicle and my life, I am hereby allowing you one final opportunity to "buy back your vehicle". If this request is not accepted within 10 calendar days of receipt of this letter, I am entitled to a refund calculated in accordance with the Lemon Law. I look forward to hearing from you soon. You can reach me during the day at [REDACTED] and in the evening at [REDACTED]

[REDACTED]
Sincerely,
[REDACTED]

January 28, 2014

[REDACTED]
Scotch Plains, NJ [REDACTED]

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2007 Pontiac G6, Vehicle Identification Number 1G2ZG58N274 [REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Pontiac Dealership. Your complete satisfaction is very important to us at Pontiac. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Pontiac, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center
Service Request: 71-697898802

For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

GM GlobalConnect - Microsoft Internet Explorer provided by GM/CARS

File Edit View Favorites Tools Help

Back Address [REDACTED] Go

Links Customize Links Free Hotmail GM Access GM Dealer GM Lead GM Training GM Web Windows Windows Marketplace Windows Media

Vehicle Category:	GM Used	Plan Customer:	Individual
Division:	Pontiac	Customer Type:	Owner
VIN:	1G22C6GN274 [REDACTED]	[REDACTED]	[REDACTED]
		Scott Plains, New Jersey, United States -	
		[REDACTED]	
		Evening Phone:	
		Primary Language:	English
		Secondary Language:	

Sales Information

Dealer Code:	32385
Action:	Add Protection Plan
Odometer:	34105
Delivery Date:	02/23/2009

Plan Lienholder

Lienholder Type:	Other
	Pontiac
	P.O. Box 93172
	Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date:	02/23/2000
Warranty Date:	02/23/2009

Plan Type:	Smart Care Retail
Term:	12
Warranty Limit:	12000
Deductible:	0
Rental Type:	None
Plan Price:	\$ 0.00
Tax:	\$ 0.00

Done Internet

https://www.autopartners.net - GM GlobalConnect - Microsoft Internet Explorer provided by GMCARS

GM OrderWORKBENCH Close Window

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G2ZG65N274 [REDACTED]	Status: Pending
Dealer Code: 32888	User ID: 1w0jfm
Transaction Date: 02/23/2009	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2009-02-26-08:52:05.700000

Transaction Messages:
1097 - GMPP sent to MIC

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Done Internet



Case Number: [REDACTED]
Originator Name: John Ferguson 866-790-5700 John_Ferguson@gmexpert.com
Created Date: 03/10/2009

Vehicle Info

***VIN:** 1G1ZK577484 [REDACTED] **MSRP:** 28495.0 ***TAC #:** [REDACTED]
Year: 2008 **Make:** Chevrolet **Model:** Malibu

Vehicle Comments & TAC Explanation:
 Inspect connector x108 and EBTCM Connector.

Original Purchase Date: 02/25/2008 *** Repurchase Mileage:** 9000
*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type: Person *** Title State:** PA
*** Names(s) on Title:** [REDACTED]
*** Primary Owner:** [REDACTED]
*** Address:** [REDACTED]
*** City:** Export *** State:** PA *** ZIP Code:** [REDACTED]
*** Day Phone:** [REDACTED] *** Home Phone:** *** Cell Phone:**
*** E-mail:** *** Fax Phone:**

*** Reason Repurchase** Recurrent illumination of various indicator lights.

UCC Codes (N1005) Electrical Lamps - Warning Lamps (Oil / Coolant etc) - Warning Lamp On

Repurchasing Dealer: -

*** Dealer #:** 113488 **Dealer Name:** MEL GRATA CHEVROLET, INC.
Region: 50 **District:** 5716
*** Phone:** (724) 347-7702 **Fax:** (724) 347-5901
*** Contact Name:** Tom Kwolec *** Contact Title:** Sales Mgr **E-Mail:**

Repair

*** Contact Name:** *** Contact Title:**

Vehicle Location: -

Customer's Attorney

Legal Case Ref. #: 7700904708 **Tax Id:** 232671027 **Tax Id Type:** Fed ID
Firm Name: Kimmel & Silverman **Contact:** Robert Silverman **1099:** Y
Address: 30 E Butler Pike
City: Ambler **State:** PA **Zip Code:** 19002
Phone: (215) 540-8888 **Fax:** (215) 540-8817 **E-mail:**

Local Counsel

Firm Name: **Contact Person:**
Address: **State:** **Zip Code:**
City: **Fax:** **E-mail:**
Phone:



Case Number: [REDACTED]
Originator Name: John Ferguson 866-790-5700 John_Ferguson@gmexpert.com
Created Date: 03/10/2009

Vehicle Lien Holder

Type of Secured Interest: No Lien
Payoff Amount: 0.0
Contact or Attention:
City
Day Phone:

*** Company:**
Per Diem: 0.0
Address
State
Fax:

Account #:
Payoff Date:
ZIP Code:
E-mail:

Transaction Details

Siebel Request #: 7700904708
*** Trans. Type:** Straight
Compliance Type:
*** Closing Date:** 2009-03-20

*** Disposition:** Auction
Trans. Source: Early Res - NISM - Vol Mediated
Compliance Date:
Money to Dealer: 0.0

Trans. State: PA
Money to Manuf.: 0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

*** Processing Instructions:** straight repurchase

Disbursement(s)

Payment Type	Payee	Payee Line 2	Amount
Customer	James Robert Kerr		28723.9
Plaintiff Attorney Fees	Kimmel & Silverman		1900.0